



**RHONDDA CYNON TAF**

**CYNGOR BWRDEISTREF SIROL  
RHONDDA CYNON TAF  
COUNTY BOROUGH COUNCIL**

**A meeting of the CABINET will be held at the Council Chamber, The Pavilions,  
Cambrian Park, Clydach Vale, Tonypany, CF40 2XX  
Tuesday, 24th September, 2019 at 10.30 am**

**Contact: Emma Wilkins - Principal Executive & Regulatory Business Officer (Tel No.  
01443 424110)**

**Councillors and members of the public wishing to request the facility to address the Cabinet on any of the business as listed below, must request to do so by 5pm on the Friday, 20 September 2019 Councillors and Members of the public should stipulate if this address will be in the medium of English or Welsh.**

**It must be noted that the facility to address the Cabinet is at the discretion of the Chair and each request will be considered based on the agenda items being considered, the public interest/interest of the member in each matter and the demands of the business on that day. To make such a request please email:- [ExecutiveandRegulatoryBusinessUnit@rctcbc.gov.uk](mailto:ExecutiveandRegulatoryBusinessUnit@rctcbc.gov.uk)**

**ITEMS FOR CONSIDERATION**

**1. DECLARATION OF INTEREST**

To receive disclosures of personal interest from Members in accordance with the Code of Conduct.

**Note:**

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest; and
2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they **must** notify the Chairman when they leave.

**2. COUNCIL CORPORATE PLAN - INVESTMENT PRIORITIES**

To receive the report of the Director of Finance & Digital Services providing Members with an update position with regards to one-off resources which have become available following a review of the Council's earmarked reserves post completion of the audit process of the Council's 2018/19 Statement of Accounts.

**3. COUNCIL PERFORMANCE REPORT – 30TH JUNE 2019 (QUARTER 1)**

To receive the report of the Director of Finance and Digital Services providing Members with an overview of the Council's performance, both from a financial and operational perspective, based on the first three months of this financial year (to the 30th June 2019).

**(Pages 15 - 38)**

**4. ADDITIONAL CHILDCARE OFFER CAPITAL GRANT FUNDING**

To receive the report of the Director, Education & Inclusion Services advising Members of the receipt of additional capital grants to support the implementation of the Welsh Government Childcare Offer in RCT.

**(Pages 39 - 44)**

**5. SCHOOL PERFORMANCE 2018/19**

To receive the report of the Director of Education & Inclusion Services providing Members with feedback on the performance of schools across Rhondda Cynon Taf during 2018/19.

**(Pages 45 - 54)**

**6. PARTNERSHIP WITH UNITED WORLD COLLEGES (UWC) ATLANTIC COLLEGE**

To receive the report of the Director, Education & Inclusion Services providing Members with an update in respect of partnership working with United World Colleges (UWC) Atlantic College in relation to the potential post-16 residential placement of children who are looked after in Rhondda Cynon Taf (RCT).

**(Pages 55 - 62)**

**7. REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES ANNUAL REPORT**

To receive the report of the Group Director, Community & Children's Services providing Cabinet with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between April 1st 2018 and March 31st 2019.

**(Pages 63 - 84)**

**8. CUSTOMER FEEDBACK SCHEME - COMMENTS, COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 2018/19**

To receive the report of the Group Director, Community & Children's Services providing Cabinet with the inaugural Annual Report relating to the operation and effectiveness of the Council's corporate Customer Feedback Scheme ('CFS') between 1st April 2018 and 31st March 2019.

**(Pages 85 - 98)**

**9. LLANHARAN BYPASS**

To receive the report of the Group Director Prosperity, Development and Frontline Services updating Cabinet on the current progress related to the development and delivery of the major transportation project: Llanharan Bypass including details of the public consultation exercise.

**(Pages 99 - 110)**

**10. NEW POLICY GUIDANCE ON RELEVANCE OF CONVICTIONS IN DETERMINING THE SUITABILITY OF APPLICANTS AND LICENSEES IN THE HACKNEY AND PRIVATE HIRE TRADES**

To receive the report of the Director, Public Health, Protection & Community Services seeking approval of the implementation of the new policy of guidance on relevance of convictions for the determination and suitability of applicants and licence holders in the Hackney Carriage and Private Hire trade.

**(Pages 111 - 126)**

**11. SCRUTINY RECOMMENDATIONS: WELL-BEING OF FUTURE GENERATIONS ACT - DEVELOPMENT OF INFRASTRUCTURE TO SUPPORT LOW CARBON VEHICLE OWNERSHIP**

To receive the report of the Service Director, Democratic Services & Communication providing Cabinet with the findings and recommendations of the Overview and scrutiny Committee in respect of the Development of Infrastructure To Support Low Carbon Vehicle Ownership.

**(Pages 127 - 140)**

**12. URGENT ITEMS**

To consider any urgent business as the Chairman feels appropriate.



**Service Director of Democratic Services & Communication.**

**Circulation:-**

**Councillors:** Councillor A Morgan (Chair)  
Councillor M Webber (Vice-Chair)  
Councillor R Bevan  
Councillor A Crimmings  
Councillor G Hopkins  
Councillor M Norris  
Councillor J Rosser  
Councillor R Lewis  
Councillor C Leyshon



## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

24<sup>th</sup> SEPTEMBER 2019

### COUNCIL CORPORATE PLAN – INVESTMENT PRIORITIES

#### REPORT OF THE DIRECTOR OF FINANCE & DIGITAL SERVICES IN CONSULTATION WITH THE LEADER OF THE COUNCIL, CLLR A MORGAN

**AUTHOR:** Barrie Davies, Director of Finance & Digital Services (01443 424026)

#### **1. PURPOSE OF THE REPORT**

- 1.1 This report sets out the position with regard to one-off resources which have become available following a review of the Council's earmarked reserves post completion of the audit process of the Council's 2018/19 Statement of Accounts.

#### **2. RECOMMENDATIONS**

It is recommended that Cabinet agree:

- 2.1 To review and if acceptable propose the release of earmarked reserves and resultant investment priorities as detailed at Appendix A to Council at its meeting on 23<sup>rd</sup> October 2019.
- 2.2 To receive a further update in early 2020 on earmarked reserve availability as part of the normal budget strategy work being undertaken in preparation for the 2020/21 financial year.

#### **3. BACKGROUND**

- 3.1 In year, robust financial monitoring arrangements are in place at the Council and provide assurances to Members that resources are being managed effectively. In addition, reserves are regularly reviewed and are an essential part of good financial management. Elected Members have a key role in ensuring that the level of reserves held is appropriate in terms of size and use.
- 3.2 Following the completion of the external audit process of the Statement of Accounts for 2018/19 (reported to and agreed by Council on the 31<sup>st</sup> July 2019), a risk assessment has been undertaken on the Council's earmarked reserves and the opportunity is herein presented to release resources.

- 3.3 The Council's Quarter 1 Performance Report as presented to Cabinet on the 24<sup>th</sup> September 2019 demonstrates the continued progress being made against our Corporate Plan priorities.
- 3.4 In light of the one off nature of these resources, they can now be considered for use to support the Council's investment priorities, as aligned to the Corporate Plan.
- 3.5 A further risk assessment of the Council's earmarked reserves will be undertaken as part of our normal 2020/21 budget strategy process in early 2020.

#### **4. EQUALITY AND DIVERSITY IMPLICATIONS**

- 4.1 An Equality Impact Assessment is not needed because the contents of this report relate solely to the proposed report to Council at Appendix A.

#### **5. CONSULTATION**

- 5.1 There are no consultation requirements as a result of the recommendations in this report.

#### **6. FINANCIAL IMPLICATION(S)**

- 6.1 All financial implications are included in the proposed report to Council at Appendix A.

#### **7. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 7.1 There are no legal implications as a result of the recommendations set out in the report.

#### **8. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.**

- 8.1 The review of resources and proposed investment areas are in line with all the Corporate Plan priorities and the Council's five workstreams, and contributes to all of the seven national wellbeing goals.

#### **9. CONCLUSION**

- 9.1 The draft report at Appendix A sets out the review of earmarked reserves and the proposed investment areas.

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**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**MUNICIPAL YEAR 2019 – 2020**

**COUNCIL**

**23<sup>rd</sup> OCTOBER 2019**

**COUNCIL CORPORATE PLAN – INVESTMENT PRIORITIES**

**REPORT OF THE CABINET**

**AUTHOR:** Barrie Davies, Director of Finance & Digital Services (01443 424026)

**1. PURPOSE OF THE REPORT**

- 1.1 This report sets out the position with regard to one-off resources which have become available following a review of Council earmarked reserves post completion of the audit process of the Council's 2018/19 Statement of Accounts.
- 1.2 It provides the opportunity for the Council to further invest in its investment priority areas, aligned to the Corporate Plan, 2016 – 2020.

**2. RECOMMENDATIONS**

- 2.1 It is recommended that Council agree:
  - 2.1.1 To release from reserves the funding (one-off) realised as a consequence of the review of earmarked reserves, as detailed at paragraph 4.1 to 4.3;
  - 2.1.2 That the funding released is used to fund the investment priorities as detailed in paragraph 5 which will then be incorporated into the Council's three year Capital Programme and / or Revenue Budget as appropriate.

**3. BACKGROUND**

- 3.1 The importance of investment in areas supporting key Corporate Plan priorities has already been recognised by Council with £90M of additional resources, over and above normal Capital Programme allocations, invested since October 2015.
- 3.2 A further opportunity for investment is now available for consideration.

- 3.3 The completion of the external audit process of the Council's 2018/19 Statement of Accounts provides assurance as to the financial position of the Council.

#### **4. REVIEW OF EARMARKED RESERVES AND AVAILABLE FUNDING**

4.1 As reported to Council in the Statement of Accounts (31<sup>st</sup> July 2019), the Council has revenue stream earmarked reserves at the 31<sup>st</sup> March 2019 of £41.867M (£64.157M at 31<sup>st</sup> March 2018) which are set aside for a variety of purposes. In addition, there are specific reserves relating to Capital Funding, Insurance and Treasury Management.

4.2 The level and use of earmark reserves is constantly reviewed as part of the Council's robust financial management arrangements. Budget setting and accounts closure traditionally provide opportunities for more in depth reviews and Cabinet have specifically requested that the Section 151 Officer undertake a detailed risk assessment of earmarked reserves with a view to:

- Assessing the underlying financial risk for which they have been set aside to determine if it remains or whether circumstances have changed;
- The extent to which any amounts set aside for investment (Prior Year Commitments – Service "Carry Forwards") have been contractually committed;
- Being clear on the reasons for holding reserves and ensuring that they are sufficient, but not excessive; and
- The need for continued support of a robust Medium Term Financial Plan.

4.3 With the review complete, Cabinet have now been able to take a view on the extent to which any amounts could be released. These are listed below:

a) Financial Management (£13.636M as at 31<sup>st</sup> March 2019)

Funding represents a risk based judgement as to financial risks into the future and protects the annual revenue budget from foreseeable volatility and risk assessed future liabilities.

Following review, a sum of **£1.050M** can be released from these reserves.

b) Prior Year Commitments (£5.888M as at 31<sup>st</sup> March 2019)

Sums have been set aside in the previous year to fund intended initiatives which were to be carried out in the following financial year. A review of these reserves has been undertaken with particular regard to their necessity and whether the spend is considered essential in respect of it representing a key priority of the Council.

This review has identified, that of the £5.888M earmarked, a sum of **£0.388M** can be released from these reserves.



c) Infrastructure Reserve (£6.534M as at 31<sup>st</sup> March 2019)

Sums are set aside to fund current and future costs of maintaining and enhancing infrastructure across the County Borough.

Following review, it is proposed that a sum of **£3.862M** is released from this reserve.

d) Capital Developments Reserve (£52.655M as at 31<sup>st</sup> March 2019)

Resources set aside to fund the Council's approved 3 year capital programme, including amounts previously committed for investment priorities.

As a result of successfully obtaining external funding for some schemes that were previously funded from this reserve, the review has identified that a sum of **£0.500M** can be released and reallocated to other investment priority areas.

### **FUNDING AVAILABLE**

- 4.4 The Section 151 Officer is content that releasing the above resource does not compromise our financial standing. As such, Cabinet are content to propose to fully release £5.800M from earmarked reserves.

### **5. INVESTMENT PRIORITIES**

- 5.1 The Cabinet have carefully considered the options available around the use of the resources identified above. A key consideration has been the Council's Corporate Plan 2016 – 2020.
- 5.2 The Council's Corporate Plan sets out the overall direction for the Council over the 4 year period 2016 – 2020, describing its vision, purpose and ambition.

The Council's vision is:

***“For a County Borough that has high aspirations, is confident and promotes opportunity for all”.***

The Council's purpose and the reason why it exists is:

***“To provide strong community leadership and effective services for the people of Rhondda Cynon Taf to enable them to fulfil their potential and prosper”.***

To support the above, the Council is focused on the following three priorities:

- 1. Economy - Building a strong economy;***
- 2. People - Promoting independence and positive lives for everyone; and***
- 3. Place - Creating neighbourhoods where people are proud to live and work.***

5.3 Following on, the Cabinet believe that the best use of these one off resources is to invest in our infrastructure and to support the above aspirations and priorities. This will provide a number of benefits including:

- Economic Regeneration;
- Improving our own assets to enhance service provision – a better experience for service users/customers;
- Reducing our day to day maintenance and running costs;
- Job Creation and sustaining employment into the future; and
- Cost avoidance.

5.4 In being able to support the above objectives, Cabinet have identified the following specific areas which it is proposed that Council agree can be invested in:

a) Highways Structures (£1.000M)

Funding will allow the continuation of the enhanced programme of capital repairs and maintenance of over 1,500 structures including, bridges, culverts, retaining walls, reinforced earth embankments and rock anchors. These structures are often critical to the continued safe operation of the highway network.

b) Flood Alleviation Works (£0.150M)

Funding will allow the continuation of development of improved flood alleviation schemes, including the feasibility, design and construction of schemes targeting surface water and ordinary watercourse flood risk.

c) Making Better Use (MBU) / Traffic Management (£0.500M)

Funding will allow continuation of the programme of tackling congestion, pinch points and improving road safety by utilising existing road space to provide additional capacity.

d) Mountain Ash Cross Valley Link (£1.000M)

Funding for the continued implementation of this major transportation project. To date £14.785M has been invested in the project, of which £6.925M is from Welsh Government.

e) A4119 Dualling (£1.000M)

Funding for the continuation of preliminary design, further ecological surveys, the submission of the required planning applications and advanced purchase of third party land. To date £4.709M has been invested in this project, of which £0.559M is from Welsh Government.

f) Treorchy Link Road (£0.100M)

Funding for the continuation of investigatory works for a solution at Treorchy which will help to alleviate congestion at Stag Square.

g) Bryn Pica Eco Park (£1.000M)

Funding for the continuation of development of the Bryn Pica Eco Park. The core principle of the scheme is to provide competitive commercial facilities for organisations operating in areas of recycling which complement the Council's ongoing waste and recycling strategy. As part of this, the scheme will reduce the Council's carbon footprint whilst also creating high quality local jobs.

h) Extracare (£1.000M)

Funding will support the Council continuing its work with Partners to deliver its strategy to modernise accommodation options for older people and deliver Extracare housing across Rhondda Cynon Taf. The scheme at Maesyffynnon (Aberaman) is due to be completed by the end of 2019 and works commenced on-site for the Pontypridd scheme in July 2019. Feasibility and design of other schemes, as per the strategy, is ongoing.

i) Community Enabling Fund (£0.050M)

Additional funding to continue to support the Council's RCT Together approach of working with communities to explore alternative delivery models that maintain services and facilities for the future.

5.5 In financial terms, a summary of the proposed investment priorities is shown below in Table 1:

**Table 1: Summary of Investments**

| <b>Investment Area</b>               | <b>Funding Allocation<br/>£M</b> |
|--------------------------------------|----------------------------------|
| Highways Structures                  | 1.000                            |
| Flood Alleviation Works              | 0.150                            |
| Making Better Use/Traffic Management | 0.500                            |
| Mountain Ash Cross Valley Link       | 1.000                            |
| A4119 Dualling                       | 1.000                            |
| Treorchy Link Road                   | 0.100                            |
| Bryn Pica Eco Park                   | 1.000                            |
| Extracare                            | 1.000                            |
| Community Enabling Fund              | 0.050                            |
| <b>Total Investment</b>              | <b>5.800</b>                     |

5.6 Table 1 indicates that the estimated additional spend totals £5.800M which can be fully funded through the release of one off earmarked reserves as detailed at Section 4.

5.7 External funding opportunities will continue to be explored in respect of all existing and proposed investment priorities in order to maximise the resources, and maintain the flexibility of funding available to the Council.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

- 6.1 There are no equality and diversity implications as a result of the recommendations set out in the report.

## **7. CONSULTATION**

- 7.1 There are no consultation implications as a result of the recommendations set out in the report. Subject to the decision of Council, consultation will be undertaken on specific areas, as appropriate, as part of developing/implementing projects.

## **8. FINANCIAL IMPLICATION(S)**

- 8.1 The financial implications of the recommendations are set out in sections 4 and 5 of the report.

## **9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 9.1 The recommendations have been compiled ensuring continued compliance with the Council's legal requirement to make arrangements for the proper administration of its financial affairs as set out in Section 151 of the Local Government Act 1972. In addition, the proposed investment areas support the delivery of the Council's Corporate Plan priorities, in line with the requirements of the Well-being of Future Generations (Wales) Act 2015.

## **10. LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 10.1 The proposed investment areas are in line with the priorities included within the Council's Corporate Plan and support the sustainable development principle of the Well-being of Future Generations (Wales) Act 2015, in particular, planning for the 'long term', helping to 'prevent' problems occurring or getting worse in the future and delivering services in 'collaboration' with others.

## **11. CONCLUSION**

- 11.1 The Council continues to face significant financial challenges into the medium term and all services and their delivery continue to be assessed.
- 11.2 Notwithstanding this, the Council has to take the opportunity where it presents itself to continue to invest in our infrastructure and across our communities in line with our Corporate Plan.
- 11.3 This report has identified the opportunity to invest a further £5.800M of additional resources in our local area including our own assets in order to improve the services which are available to our residents.

11.4 Even in such challenging financial times, opportunities are therefore available to target additional investment at supporting our key priorities, and in doing so, ultimately deliver a better Rhondda Cynon Taf for all.

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## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CABINET**

**24<sup>TH</sup> SEPTEMBER 2019**

#### **COUNCIL PERFORMANCE REPORT – 30<sup>th</sup> June 2019 (Quarter 1)**

#### **REPORT OF THE DIRECTOR OF FINANCE AND DIGITAL SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER (CLLR NORRIS)**

**AUTHOR:** Paul Griffiths, Service Director – Finance and Improvement Services (01443) 680609

#### **1.0 PURPOSE OF THE REPORT**

1.1 This report provides Members with an overview of the Council's performance, both from a financial and operational perspective, based on the first three months of this financial year (to the 30<sup>th</sup> June 2019).

#### **2.0 RECOMMENDATIONS**

It is recommended that the Cabinet:

##### **Revenue**

2.1 Note and agree the General Fund revenue position of the Council as at the 30<sup>th</sup> June 2019 (Section 2 of the Executive Summary) including the amended level of Transition Funding following confirmation of Central Government funding to cover additional Fire Fighters pension costs.

##### **Capital**

2.2 Note the capital outturn position of the Council as at 30<sup>th</sup> June 2019 (Sections 3a – e of the Executive Summary).

2.3 Note the details of the Treasury Management Prudential Indicators as at the 30<sup>th</sup> June 2019 (Section 3f of the Executive Summary).

## **Corporate Plan Priorities**

- 2.4 Note the quarter 1 position regarding progress made against the agreed Corporate Plan priorities (Sections 5 a – d of the Executive Summary), Other National Measures (Section 5e of the Executive Summary) and comparison of 2019/20 targets set against prior year and 'All Wales Average' performance information (Section 5f of the Executive Summary).

## **3.0 REASONS FOR RECOMMENDATIONS**

- 3.1 To agree the Council's financial and operational performance position as at 30<sup>th</sup> June 2019, in line with the requirements set out in its Constitution, and in doing so enable elected Members and other stakeholders to scrutinise the performance of the Council.

## **4.0 BACKGROUND**

- 4.1 This report provides Members with the first update of the Council's financial and operational performance position for the financial year ending the 31<sup>st</sup> March 2020.
- 4.2 The aim of the report is to bring together the Council's performance into an Executive Summary and make available more detailed information to the reader through electronic links. Information contained in the Executive Summary includes financial data and progress against our Corporate Plan priorities, and exceptions are highlighted within the detailed sections to ensure that elected Members and other readers are able to quickly identify the key issues.
- 4.3 Table 1 below summarises the performance measures within each Corporate Plan priority area as well as the cross-cutting priority of 'Living Within Our Means'.



Table 1 – Summary of Corporate Plan performance measures

| Priority Area                  | No. of Measures in Priority | No. of measures reported / with a target |                |                |                |
|--------------------------------|-----------------------------|--|----------------|----------------|----------------|
|                                |                             | Quarter 1                                | Quarter 2      | Quarter 3      | Quarter 4      |
| <b>Economy</b>                 | 51                          | 20 / 5                                   | 28 / 16        | 35 / 20        | 51 / 45        |
| <b>People</b>                  | 23                          | 21 / 21                                  | 23 / 23        | 23 / 23        | 23 / 23        |
| <b>Place</b>                   | 16                          | 8 / 8                                    | 8 / 8          | 10 / 10        | 16 / 14        |
| <b>Living Within Our Means</b> | 8                           | 5 / 5                                    | 6 / 6          | 7 / 6          | 8 / 7          |
| <b>Total</b>                   | <b>98</b>                   | <b>54 / 39</b>                           | <b>65 / 53</b> | <b>75 / 59</b> | <b>98 / 89</b> |

4.4 In addition to the measures in Table 1, there are a number of national measures that do not form part of the Council's Corporate Plan. These are set out in Table 2 below.

Table 2 – Other National Measures

| Other National Indicators | No. of Measures | No. of measures reported / with a target |           |           |                      |
|---------------------------|-----------------|--|-----------|-----------|----------------------|
|                           |                 | Quarter 1                                | Quarter 2 | Quarter 3 | Quarter 4            |
|                           | 16              | 7 / 7                                    | 9 / 9     | 12 / 12   | 15 <sup>1</sup> / 14 |

## **5.0 QUARTER 1 REPORT**

5.1 The Quarter 1 report is attached and comprises:

- **Executive Summary** – setting out, at a glance, the overall performance of the Council as at quarter 1 (i.e. 30<sup>th</sup> June 2019);
- **Revenue Monitoring** – sections 2a – d setting out the detailed quarterly financial spend against budget across our Revenue Budget with exceptions highlighted;
- **Capital Monitoring** – sections 3a – f setting out capital spend across our Capital Programme with exceptions highlighted and section 3g covering Prudential Indicators;

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<sup>1</sup> Other National Indicators – 16 national measures in place and a total of 15 to be reported at year-end. One measure not being reported (i.e. the number of working day/shifts per fulltime equivalent (FTE) local authority employee lost due to sickness absence) due to insufficient assurance that the Council's information fully complies with the national definition. The Council has therefore developed a local measure for this area, the information from which is included within this Report.

- **Organisational Health** – includes information on turnover, sickness absence, organisational health related investment areas and Council strategic risks; and
- **Corporate Plan / Other National Measures** – includes:
  - Three action plans (sections 5a – c) setting out performance and progress against measures and actions across each of the three Corporate Plan priorities. An electronic link has been included within the Executive Summary setting out those performance measures 'Not on Target' i.e. noted as 'Red' performance measures.
  - Performance measures in respect of the 'Living Within Our Means' cross-cutting priority (Section 5d).
  - Other National Measures (Section 5e).
  - Target setting (Section 5f).

5.2 The Council's 2019/20 Revenue Budget Strategy approved on 6<sup>th</sup> March 2019 was set on the basis that additional costs associated with the firefighter pension fund, following the latest valuation, being funded by constituent authorities. The report also authorised the Council's Section 151 Officer to amend, as appropriate, the level of Transition Funding (Medium Term Financial Planning and Transformation Reserve) should confirmation of the treatment of pension costs and funding be subsequently received and with this to be reflected within this Quarter 1 Performance Report.

5.3 Since this time, confirmation has been received from the South Wales Fire and Rescue Authority of Central Government funding to cover the 2019/20 increase in pension costs; in line with this, the Council has amended this year's Fire Service Levy charge to reflect the lower budget requirement and actioned a compensating adjustment by reinstating the amount released from Transition Funding (within Authority Wide Budgets (£0.454M)).

## **6.0 EQUALITY AND DIVERSITY IMPLICATIONS**

6.1 The Council's Performance Report provides an update on financial and operational performance in line with its Constitution, statutory duties and locally determined arrangements that have previously been formally approved, where required. As a result, no Equality Impact Assessment is deemed required for the purposes of this report.

## **7.0 CONSULTATION**

- 7.1 Following consideration by Cabinet, this Report will be presented to the Finance and Performance Scrutiny Committee for review, challenge and where deemed required, the scrutiny of specific areas in more detail.

## **8.0 FINANCIAL IMPLICATIONS**

- 8.1 There are no financial implications as a result of the recommendations set out in the report.

## **9.0 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 9.1 There are no legal implications as a result of the recommendations set out in the report.

## **10.0 LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 10.1 The operational performance information included within this report has been aligned to the priorities within the Council's Corporate Plan and demonstrates the progress Council services are making toward the delivery of these priorities. These priorities were adopted as the Council's Well-being Objectives at a meeting of Cabinet on [2 November 2016](#), alongside the Council's Policy statement, which set out how the Council would respond to and apply its legal duties in respect of the Well-being of Future Generations Act.
- 10.2 The Sustainable Development principles (i.e. the 5 Ways of Working) were considered as part of the development of the action plans supporting each of the Council's priorities of Economy, People and Place. These were presented to Council on [31st July 2019](#) as part of the Council's Corporate Performance Report.

## **11.0 CONCLUSION**

- 11.1 This report sets out the financial and operational performance of the Council at Quarter 1 2019/20, that is, 30<sup>th</sup> June 2019.
- 11.2 The first quarter revenue budget position is a period variance, as at 30<sup>th</sup> June 2019, of £0.589M overspend primarily as a result of key pressures across Adult Social Care. This represents the continuation of the position reported during 2018/19 and the Council is working with Welsh Government

to highlight the importance of providing increased and permanent funding for this sector to meet on-going current and forecasted future demand.

- 11.3 Capital investment as at 30<sup>th</sup> June 2019 is £16.7M, with a number of schemes being re-profiled during the quarter to reflect changes in costs and also new external grant funding approvals received.
- 11.4 With regard to performance across the Council's Corporate Plan priorities, positive progress has been made during the first three months of the year; on-going close monitoring of each priority will continue in preparation of the half-yearly position as at 30<sup>th</sup> September 2019.

**Other Information:-**

**Relevant Scrutiny Committee: Finance and Performance Scrutiny Committee**

**Contact Officer: Paul Griffiths**

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**24<sup>TH</sup> SEPTEMBER 2019**

**REPORT OF THE DIRECTOR OF FINANCE AND DIGITAL SERVICES IN  
DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER (CLLR NORRIS)**

Item: COUNCIL PERFORMANCE REPORT – 30<sup>th</sup> June 2019 (Quarter 1)

**Background Papers**

Officer to contact: Paul Griffiths

**COUNCIL PERFORMANCE REPORT  
QUARTER 1 2019/20  
EXECUTIVE SUMMARY**

**Contents**

**Section 1 – INTRODUCTION**

**Section 2 – REVENUE BUDGET**

**Revenue Budget Performance** – more detailed breakdowns are included in the following sections:

- 2a Education and Inclusion Services;
- 2b Community and Children’s Services;
- 2c Chief Executive;
- 2d Prosperity, Development & Frontline Services and
- 2e Authority Wide Budgets.

**Earmark reserve update** – Section 2f provides a breakdown of expenditure against service areas.

**Section 3 – CAPITAL PROGRAMME**

**Capital programme budget** – more detailed breakdowns are included in the following sections:

- 3a Chief Executive;
- 3b Prosperity, Development & Frontline Services;
- 3c Education and Inclusion Services;
- 3d Community and Children’s Services; and
- 3e Capital Programme Funding.

**Prudential Indicators** – a detailed breakdown is included in Section 3f.

**Section 4 – ORGANISATIONAL HEALTH**

- Turnover;
- Sickness Absence;
- Organisation Health related investment areas; and
- Council Strategic Risks.

**Section 5 – CORPORATE PLAN / OTHER NATIONAL MEASURES**

**Corporate Plan progress updates** – Quarter 1 position statements are included in the following sections:

- 5a – Economy;
- 5b – People;
- 5c – Place;
- 5d - Living Within Our Means;
- Overall summary of Corporate Plan performance indicators;
- 5e – Other National Measures; and
- 5f – Target Setting.

## **Section 1 – INTRODUCTION**

The Executive Summary aims to bring together and summarise the Council's financial and operational performance position as at 30<sup>th</sup> June 2019.

Throughout the Summary electronic links have been included that enable the reader to access more detailed information, as required.

## **Section 2 – REVENUE BUDGET**

### **Revenue Budget Performance**

|   | <b>2019/20 – as at 30<sup>th</sup> June 2019</b> |                                |                                     |                                       |
|---|--|--------------------------------|-------------------------------------|---------------------------------------|
| <b>Service Area</b>   | <b>Full Year Budget<br/>£M</b>                   | <b>Quarter 1 Budget<br/>£M</b> | <b>Quarter 1 Expenditure<br/>£M</b> | <b>Variance Over / (Under)<br/>£M</b> |
| <a href="#">Education &amp; Inclusion Services (2a)</a>               | 179.498  | 44.875                         | 44.845                              | (0.030)                               |
| <a href="#">Community &amp; Children's Services (2b)</a>              | 153.498  | 38.376                         | 39.103                              | 0.727                                 |
| <a href="#">Chief Executive (2c)</a>                                  | 25.745   | 6.436                          | 6.364                               | (0.072)                               |
| <a href="#">Prosperity, Development &amp; Frontline Services (2d)</a> | 56.876   | 14.219                         | 14.203                              | (0.016)                               |
| <b>Sub Total</b>  | <b>415.617</b>                                   | <b>103.906</b>                 | <b>104.515</b>                      | <b>0.609</b>                          |
| <a href="#">Authority Wide Budgets (2e)</a>                           | 67.852   | 17.604                         | 17.584                              | (0.020)                               |
| <b>Grand Total</b>  | <b>483.469</b>                                   | <b>121.510</b>                 | <b>122.099</b>                      | <b>0.589</b>                          |

### **Key Revenue Budget variances at Quarter 1**

#### **1. Education and Inclusion Services**

Education and Inclusion Services

- Education Other than at School (£0.064M overspend).

#### **2. Community and Children's Services**

ADULT SERVICES

- Long Term Care & Support (£0.059M overspend);
- Commissioned Services (£0.275M overspend);
- Provider Services (£0.067M overspend); and
- Short Term Intervention Services (£0.197M overspend).

CHILDREN SERVICES

- Safeguarding & Support (including Children Looked After) (£0.224M overspend); and
- Intensive Intervention (£0.100M underspend).

### 3. Prosperity, Development & Frontline Services

#### PROSPERITY & DEVELOPMENT

- Prosperity & Development (£0.069M underspend).

#### FRONTLINE SERVICES

- Transportation (£0.064M underspend); and
- Waste Services (£0.110M overspend).

### 4. Authority Wide Budgets

- Levies – reduction in Fire Service Levy transferred to Transition Funding ('MTFP In Year Budget Reductions - Transition Funding') (£0.454M)

### **Earmark Reserve Update**

- A breakdown of full year expenditure against approved earmark reserves for Service Areas can be viewed at Section 2f by clicking [here](#).



## **Section 3 – CAPITAL PROGRAMME**

### **Capital Programme Budget**

| <b>Service Area</b>   | <b>2019/20 - as at 30<sup>th</sup> June 2019</b> |
|---|--|
|   | <b>Actual Expenditure<br/>£M</b>                 |
| <a href="#">Chief Executive (3a)</a>                                  | 0.625  |
| <a href="#">Prosperity, Development &amp; Frontline Services (3b)</a> | 10.579   |
| <a href="#">Education &amp; Inclusion Services (3c)</a>               | 4.742  |
| <a href="#">Community &amp; Children's Services (3d)</a>              | 0.769  |
| <b>Total</b>  | <b>16.715</b>                                    |

### **Key Capital Variances at Quarter 1**

- Re-profiling of a number of projects to reflect changes in the total cost of schemes and revised delivery timescales.
- Grant approvals introduced into the Capital Programme: Welsh Government (WG) 21<sup>st</sup> Century Schools & Education Programme – Community Hubs Capital Scheme (£1.000M); WG Childcare Offer Capital Grant Programme (£1.000M); WG Flying Start Grant (£0.244M); WG Local Transport Network Fund (£0.600M); WG Local Transport Fund (£0.100M); WG ENABLE (£0.317M); WG Enabling Natural Resources and Wellbeing (£0.168M); WG Active Travel Fund (£1.086M); WG Active Travel Fund Core Allocation (£0.516M); WG Safe Routes in the Community (£0.296M); WG Road Safety Grant (£0.372M); and Intermediate Care Fund (£1.879M).

For information on how the Capital Programme is funded see section 3e by clicking [here](#).

### **Prudential Indicators**

For a detailed breakdown of Prudential Indicators, see section 3f by clicking [here](#).

## Section 4 – ORGANISATIONAL HEALTH

- Turnover

| Service Area                                 | 2019/20                          |             | 2018/19                          |             | 2018/19                           |              |
|--|----------------------------------|-------------|----------------------------------|-------------|-----------------------------------|--------------|
|  | As at 30 <sup>th</sup> June 2019 |             | As at 30 <sup>th</sup> June 2018 |             | As at 31 <sup>st</sup> March 2019 |              |
|  | Staff Nos.                       | % Turnover  | Staff Nos.                       | % Turnover  | Staff Nos.                        | % Turnover   |
| <b>Turnover – Council Wide</b>               | <b>10,543</b>                    | <b>1.97</b> | <b>10,735</b>                    | <b>1.65</b> | <b>10,592</b>                     | <b>12.32</b> |
| Community & Children's Services              | 2,847                            | 2.39        | 2,801                            | 1.36        | 2,865                             | 6.74         |
| Prosperity, Development & Frontline Services | 958                              | 1.57        | 933                              | 1.07        | 972                               | 5.56         |
| Education & Inclusion Services               | 1,260                            | 1.98        | 1,280                            | 1.41        | 1,233                             | 16.55        |
| <u>Schools</u>                               | <u>4,797</u>                     | <u>1.71</u> | <u>4,998</u>                     | <u>2.02</u> | <u>4,832</u>                      | <u>16.35</u> |
| Primary                                      | 3,068                            | 1.79        | 3,417                            | 2.11        | 3,093                             | 12.90        |
| Secondary                                    | 1,729                            | 1.56        | 1,581                            | 1.83        | 1,739                             | 22.48        |
| Chief Executive's Division                   | 681                              | 2.64        | 723                              | 1.38        | 690                               | 9.28         |

- Sickness Absence

| Service Area  | 2019/20                            | 2018/19                            |                                     |
|---|------------------------------------|------------------------------------|-------------------------------------|
|   | As at 30 <sup>th</sup> June 2019 % | As at 30 <sup>th</sup> June 2018 % | As at 31 <sup>st</sup> March 2019 % |
| <b>% days lost to sickness absence – Council Wide</b> | <b>4.14</b>                        | <b>4.00</b>                        | <b>4.34</b>                         |
| Community & Children's Services                       | 5.25                               | 4.95                               | 5.65                                |
| Prosperity, Development & Frontline Services          | 3.76                               | 3.92                               | 4.87                                |
| Education & Inclusion Services                        | 3.65                               | 4.58                               | 4.57                                |
| <u>Schools</u>  | <u>3.89</u>                        | <u>3.63</u>                        | <u>3.56</u>                         |
| Primary   | 4.16                               | 3.85                               | 3.69                                |
| Secondary   | 3.42                               | 3.15                               | 3.34                                |
| Chief Executive's Division                            | 2.73                               | 2.00                               | 3.02                                |

For a more detailed breakdown of Quarter 1 2019/2020 sickness absence information, click [here](#).

## **Organisation Health related investment areas**

There continues to be a focus on investing in organisational health related areas, for example, IT infrastructure and invest to save energy efficiencies schemes, with this work being supported through existing resources.

- **Council Strategic Risks**

The Council's Quarter 1 Strategic Risk Register can be viewed by clicking [here](#). The following updates have been incorporated since the 2018/19 Year-end Performance Report:

- Revisions to Risk Descriptions to reflect updated positions for specific risks:

| <b>Risk Number</b> | <b>Previous Risk Description</b>   | <b>Revised Risk Description</b>  |
|--------------------|--|--|
| 1                  | Future financial settlements from the Welsh Government are forecast to reduce, if the Council does not ensure that the investment and financial planning decisions are aimed at long term stability and sustainability, it will be unable to deliver effective services to residents and businesses within the County Borough. | If the Council does not ensure that the investment and financial planning decisions are aimed at long term stability and sustainability, it will be unable to deliver effective services to residents and businesses within the County Borough.  |
| 20                 | If the Council's I.T infrastructure is not continuously reviewed to confirm that it is fit for business use and secure, then access to information and systems could be hindered resulting in interruption to service delivery.  | If the Council's I.T infrastructure is not continuously reviewed to confirm that it is fit for business use and secure, then access to information and systems could be hindered, by for example cyber risk/attack, resulting in interruption to service delivery.   |
| 22                 | If the Council does not adequately prepare for a potential No Deal Brexit scenario, then the possibility of adverse impacts upon service delivery and citizens could become a reality.   | The risk of a No Deal Brexit seems ever more likely and whilst the Council can put contingency arrangements in place to manage some impacts of a No Deal these arrangements are temporary. Therefore, there will be economic and other risks that could materialise that are outside of our control, which will impact on the Council and local community. |

- Revision to specific Risk Scores:
  - Risk Number 20 (i.e. If the Council's I.T infrastructure is not continuously reviewed to confirm that it is fit for business use and secure, then access to information and systems could be hindered, by for example cyber risk/attack, resulting in interruption to service delivery) to reflect the specific project to relocate the Council's Data Centre. This project has increased the Risk Score from 15 to 20; and
  - Risk Number 22 (i.e. The risk of a No Deal Brexit seems ever more likely and whilst the Council can put contingency arrangements in place to manage some impacts of a No Deal these arrangements are temporary. Therefore, there will be economic and other risks that could materialise that are outside of our control, which will impact on the Council and local community). This position has increased the Risk Score from 10 to 20.
- New Risks incorporated within the Register reflecting their strategic importance to the Council:
  - Risk Number 23 (i.e. If projects are not delivered on time and/or on budget then this could impede the delivery and intended (positive) impact of the 21st Century Schools Band B Programme within the Council); and
  - Risk Number 24 (i.e. Given the expectations placed upon the Council to become net zero by 2050 in respect of its carbon emissions, if residents and businesses do not actively engage with the Council and Welsh Government to reduce their energy consumption, reduce their use of plastics, and adopt sustainable approaches to travel, then the full benefits will not materialise).

All strategic risks will continue to be reviewed on an on-going basis and, where appropriate, revisions made to the Strategic Risk Register.

## Section 5 – CORPORATE PLAN

### Corporate Plan progress updates

- **ECONOMY** (Section 5a)

| <b>Summary of progress to 30<sup>th</sup> June 2019</b>   |
|---|
| <p>We are continuing to make positive progress in supporting regeneration across the region as part of the City Deal and development of masterplan approaches in strategic opportunity areas.</p> <p>Delivery of the Porth Town Centre Strategy and the Mountain Ash town centre framework are underway, including securing funding for the Porth Transport hub and planning permission for the redevelopment of Guto square in Mountain Ash. Draft strategies are also being developed for Treorchy and Tonypany town centres. An integrated package of support for town centre businesses has been agreed, refocussed to provide a wider range of support for different types of businesses and we are also supporting the development of Business Improvement Districts in Treorchy and Aberdare.</p> <p>In Pontypridd, Llys Cadwyn and the link bridge to Ynysangharad Park continue to be delivered to project timescales, with other significant regeneration projects progressing including the purchase of the Iceland building in Taff street and supporting the development of Pontypridd YMCA.</p> <p>Both Dare Valley Country Park and Ynysangharad Park have been approved by Welsh Government as Destination Gateways as part of the Valleys Regional Park initiative and plans for key improvements discussed with stakeholders as part of a wider strategy to boost the visitor economy in the north of the County Borough.</p> <p>With regard to schools, preparatory work progressed that will enable the Council's Cabinet to consider, in July 2019, 21<sup>st</sup> Century schools project proposals for the Greater Pontypridd area.</p> <p>The full action plan can be viewed by clicking <a href="#">here</a>.</p> |

| <b>Progress in our KEY PERFORMANCE INDICATORS as at 30<sup>th</sup> June 2019</b> |                                    |  |           |    |               |    |                     |   |
|---|------------------------------------|--|-----------|----|---------------|----|---------------------|---|
| Total no. of PIs in the Priority  | Total no. of PIs reported this Qtr | No. of PIs reported this Qtr with Target | On Target |    | Not on Target |    | Within 5% of Target |   |
|   |                                    |  | No.       | %  | No.           | %  | No.                 | % |
| 51  | 20                                 | 5  | 2         | 40 | 3             | 60 | 0                   | 0 |

## Progress in our Investment Priorities – Economy

| Investment Area          | Investment Value <sup>2</sup> £M   | Quarter 1 Update  |
|--------------------------|--|---|
| Empty Property Grant     | 1.500  | Between April and June 2019 18 properties were approved, 13 properties surveyed and works completed on 9 properties.  |
| Schools                  | 2.200<br><br>(excludes funding for Ferndale Community School 3G pitch (£0.200M) and Maesgwyn Special School (£0.100M) as schemes complete) | <p>Funding relates to that agreed by Council on 28<sup>th</sup> February 2018 (£0.500M) and 6<sup>th</sup> March 2019 (£1.500M) together with the allocation of £0.500M from the Tonypany Town Centre project (where the costs were lower than originally anticipated). Progress on projects include:</p> <ul style="list-style-type: none"> <li>• YG Rhydywaun (3G pitch) – scheme completed in May 2019;</li> <li>• Bryncelynnog Comprehensive - 3G pitch/running track scheduled to be completed in July 2019 and toilet refurbishment/roof works completed in October 2019;</li> <li>• Ferndale Community School – asbestos removal works are complete and the swimming pool/changing room improvement works are scheduled to commence in July 2019; and</li> <li>• Preparatory work undertaken during quarter 1 to enable works to commence during the summer holidays, for example, Gelli and Llanharan Primary Schools (2 classroom extension/part internal refurbishment); Cymmer Primary (demolition of canteen building); and Y Pant Comprehensive (refurbishment of the gymnasium/changing rooms and adjoining hall).</li> </ul> |
| Transport Infrastructure | 1.550  | <p>This investment funding relates to that approved by Council on 1<sup>st</sup> March 2017 (£1.2M) and 6<sup>th</sup> March 2019 (£0.350M) and is continuing to support a wider programme of highways capital works including the completion of Bridge St. roundabout; A4059 Asda roundabout and B4275 Aberaman; Abercynon Town Centre management improvements; A473 Tonteg Rd; and Upper Boat and A4119 Tonyrefail/Trebanog roundabouts scheme development.</p> <p>In addition, the investment is also supporting Pedestrian, Zebra &amp; Puffin crossings at Penrhiwceiber, Mountain Ash, Hawthorn, Rhydyfelin &amp; Trealaw.</p>  |
| Taff Vale Development    | 2.024  | <p>This investment funding relates to that approved by Council on 30<sup>th</sup> November 2016 (and is in addition to the £1.5M approved by Council on 28<sup>th</sup> October 2015).</p> <p>During quarter 1, works to Buildings A, B and C have progressed in line with the programme together with the commencement of work on the footbridge.</p>  |

<sup>2</sup> Investment Value – relates to LIVE projects / works only that have been allocated additional investment funding.

| Investment Area   | Investment Value <sup>2</sup> £M | Quarter 1 Update   |
|---|----------------------------------|--|
| Park and Ride Programme   | 1.000                            | This investment funding relates to that approved by Council on 29 <sup>th</sup> November 2017 and is supporting the development work needed to create additional 'park and ride' car parking spaces at Pontyclun (feasibility / preliminary design is on-going) and Porth (Planning application approved and detail design is on-going).   |
| Strategic Regeneration Investment (previously Town Centre Regeneration) | 1.100                            | <p>Funding comprises £0.100M approved by Council on 28<sup>th</sup> February 2018 and further funding of £1.000M approved by Council on 24<sup>th</sup> October 2018.</p> <p>The investment supported the purchase of 50-53 Taff Street (Iceland) (Pontypridd) and 1-4 Oxford Street (Mountain Ash) alongside on-going projects that include the redevelopment of Guto Square (Mountain Ash), development work for Treorchy and Tonypany town centre strategies and detailed project development for Valleys Regional Park Discovery Gateways in Dare Valley Country Park and Ynysangharad Park.</p> |
| Robertstown and Coed Ely ERDF Match Funding                             | 4.200                            | <p>This investment funding relates to that approved by Council on 24<sup>th</sup> October 2018.</p> <p>Robertstown – work continues around the Flood Consequence Assessment in conjunction with Natural Resources Wales.</p> <p>Coed Ely – procurement process for the construction contract on-going to ensure value for money is achieved with the programme of work being planned in partnership with Welsh Government who are responsible for the site's infra-structure.</p>  |
| <b>Total</b>  | <b>13.574</b>                    |  |

*Note: investment in graduate and apprentice positions not included within the above table due to annual recruitment being funded through existing resources.*

**PEOPLE** (Section 5b)

**Summary of progress to 30<sup>th</sup> June 2019**

Within the context of significant service pressures in delivering the Council's challenging targets and improvement agenda across this key Council priority area, good progress is being made in many key areas relating to people and community needs.

Our Extra Care Housing Development Programme and Supported Housing Schemes continue to be progressed in partnership to meet the long term needs of residents requiring our support to live independently. The implementation of the Stay well@home service Phase 2 and the new Assistive Technology model will continue to support people in their own homes and reduce the need for unnecessary hospital admissions.

The new Integrated Substance Misuse Service in Cwm Taf commenced on 1<sup>st</sup> April 2019, to ensure no matter where an individual lives in Cwm Taf they will receive the same help and support, to avoid problems escalating. We are also reviewing our Domestic Abuse and Sexual Violence services, identifying gaps in provision and redesigning the services to provide the best support possible for individuals experiencing abuse and their families.

A child's first 1,000 days has been identified as a critical part of life, having a long lasting impact on individuals and families; therefore, we are reviewing the delivery of Early Years in RCT ensuring services are targeted towards specific need rather than geographical areas. We will also ensure that our services provide the right support for those children with additional needs, in line with the Additional Learning Needs Tribunal (ALNET) Act.

We are working to develop a robust quality assurance framework across Children's Services to ensure appropriate interventions are put in place to protect children from abuse and neglect and prevent longer term harm. We are also working with our foster carers to provide the training and support they need to cope with children with challenging behaviours, helping them provide a positive and stable environment to support children and young people who cannot live with their families.

The full action plan can be viewed by clicking [here](#).

**Progress in our KEY PERFORMANCE INDICATORS as at 30<sup>th</sup> June 2019**

| Total no. of PIs in the Priority | Total no. of PIs reported this Qtr | No. of PIs reported this Qtr with Target | On Target |    | Not on Target |    | Within 5% of Target |    |
|----------------------------------|------------------------------------|--|-----------|----|---------------|----|---------------------|----|
|                                  |                                    |  | No.       | %  | No.           | %  | No.                 | %  |
| 23                               | 21                                 | 21                                       | 8         | 38 | 7             | 33 | 6                   | 29 |



**Progress in our Investment Priorities – PEOPLE**

| <b>Investment Area</b>        | <b>Investment Value<sup>3</sup><br/>£M</b>  | <b>Quarter 1 Update</b>  |
|-------------------------------|---|--|
| Leisure Centre Changing Rooms | 0.150   | This investment funding relates to works at Sobell Leisure Centre to replace the gym flooring and refurbish the changing rooms. These works are due to be undertaken in autumn 2019.   |
| Extracare Housing             | 4.974<br><br>(Investment value reduced by £0.026M to reflect expenditure incurred in 2018/19) | <p>This investment funding relates to that approved by Council on 28<sup>th</sup> February 2018 (£2M), 24<sup>th</sup> October 2018 (£2M) and 6<sup>th</sup> March 2019 (£1M) to support the modernising of accommodation options for older people</p> <p>During quarter 1, works progressed on the former Maesyffynnon Home for the Elderly site and the scheme is scheduled to be completed in autumn 2019; works are scheduled to commence at the Pontypridd site in July 2019; and consideration of development proposals for Rhondda (Porth), Treorchy and Mountain Ash schemes are on-going.</p> |
| <b>Total</b>                  | <b>5.124</b>  |  |

<sup>3</sup> Investment Value – relates to LIVE projects / works only that have been allocated additional investment funding.

- **PLACE** (Section 5c)

### Summary of progress to 30<sup>th</sup> June 2019

Performance during the first quarter of the year has been positive, with some actions already having a positive impact and others where the effect will be felt later in the year.

We continue to deliver partnership actions as part of the Cwm Taf Community Safety Delivery Plan, with a focus on substance misuse this quarter. Promoting 'People on Patrol' as the communication vehicle for all community safety matters continues and also awareness raising on knife crime and the harm associated with substance misuse. Anti-social behaviour is a key priority on our agenda with the focus being on intervention and prevention, and despite not hitting target this quarter, performance remains high. Our work to enforce responsible drinking in our communities will be informed by the evaluation of the Public Space Protection Order and Pontypridd Community Alcohol Partnership later this year, and we have received positive feedback from vulnerable residents in our communities relating to our work in enabling 'call-blocking' services and 'Scam' initiatives.

We have progressed the 2<sup>nd</sup> stage grant funding application for additional work at Ynysangharad Park, and also developed strategic plans for both this and Dare Valley County Park to be recognised as part of the Valleys Regional Park Discovery Gateway. We continue to improve playgrounds and parks in the community as part of the 'RCT Invest' programme and have a continued focus on environmental issues including biodiversity, air pollution and tree planning.

With regard to more involved and resilient communities, positive progress has been made on a wide range of areas including the development of Community hubs, preventing homelessness, improving empty properties and relationships with landlords, encouraging community engagement through our Creative Hub in Treorchy and progressing plans for the Bryn Pica Eco Park.

A focus on infrastructure investment and keeping the County Borough clean and green continues with positive progress being made in our highways and structures investment programme. We continue to undertake activities relating to recycling awareness and our performance is positive at 68.18% compared to our target of 64% this year. 100% of streets were also deemed to be clean.

The full action plan can be viewed by clicking [here](#).

### Progress in our KEY PERFORMANCE INDICATORS as at 30<sup>th</sup> June 2019

| Total no. of Pls in the Priority | Total no. of Pls reported this Qtr | No. of Pls reported this Qtr with Target | On Target |    | Not on Target |   | Within 5% of Target |    |
|----------------------------------|------------------------------------|--|-----------|----|---------------|---|---------------------|----|
|                                  |                                    |  | No.       | %  | No.           | % | No.                 | %  |
| 16                               | 8                                  | 8  | 6         | 75 | 0             | - | 2                   | 25 |

## Progress in our Investment Priorities – PLACE

| Investment Area  | Investment Value <sup>4</sup> £M  | Quarter 1 Update  |
|--|---|---|
| Highways Infrastructure Repairs  | 16.764  | This investment funding relates to that approved by Council on 1 <sup>st</sup> March 2017 (£2.264M), 28 <sup>th</sup> February 2018 (£1.000M), 24 <sup>th</sup> October 2018 (£12.000M) and 6 <sup>th</sup> March 2019 (£1.500M). The additional resources are being used in conjunction with existing resources to deliver a programme of highways infrastructure repairs between 2019/20 and 2021/22.   |
| Outdoor Leisure Facilities   | 0.650<br><br>(excludes funding for 3G pitches at Ferndale Community School (£0.400M) and Abercynon Sports Centre (£0.200M) as schemes complete) | This investment funding relates to that approved by Council on 29 <sup>th</sup> November 2017 for Bryncelynnog Comprehensive and Ysgol Gyfun Rhydywaun Schools, and will be combined with an agreed contribution from the Education budget.<br><br>Updates in respect of the 3G Pitches at Bryncelynnog Comprehensive School and Ysgol Gyfun Rhydywaun are included within Section 5a – Economy (Investment Area – Schools).  |
| Play Areas   | 0.526   | This investment funding relates to that approved by Council on 6 <sup>th</sup> March 2019 (£0.500M) and remaining funding from that approved by Council on 28 <sup>th</sup> February 2018.<br><br>During 2019/20 there are 26 schemes which form the planned programme of works and, as at 30 <sup>th</sup> June 2019, 2 schemes have been completed, 4 are under construction, 12 have been designed, costed and scheduled and 8 schemes are still to be designed. |
| Skate Parks/Multi Use Games Areas (NEW)                                      | 0.200   | This investment funding relates to that approved by Council on 6 <sup>th</sup> March 2019. A planned programme of 9 schemes has been developed to undertake various works including rebuilding and line marking. Works are scheduled to commence from summer 2019.  |
| Cynon Gateway South – Mountain Ash Cross Valley Link                         | 3.750   | The project is progressing as planned and Dwr Cymru Welsh Water sewer diversion works are continuing. Additional Welsh Government Transport Grant funding of £1.461M was approved and incorporated within the Council's 2018/19 Quarter 4 (year-end) Performance Report.  |
| Structures: St Albans Bridge, Brook Street Footbridge and Pontrhondda Bridge | 4.600   | <ul style="list-style-type: none"> <li>• St. Alban's Bridge – works contract has been awarded.</li> <li>• Brook St. Footbridge – detailed design scheduled to be completed in Quarter 2.</li> <li>• Pontrhondda Bridge – works recommenced on site for completion by the new contractor in the last half of 2019/20.</li> </ul>   |

<sup>4</sup> Investment Value – relates to LIVE projects / works only that have been allocated additional investment funding.

| Investment Area                | Investment Value <sup>4</sup> £M | Quarter 1 Update  |
|--------------------------------|----------------------------------|---|
| Structures                     | 3.500                            | £1.5M additional investment was approved by Council on the 28 <sup>th</sup> February 2018 and has been allocated to structure projects with the works at various stages of design, procurement and construction. A further £1.5M of Investment was approved by Council on 6 <sup>th</sup> March 2019 and is supporting the following schemes: Hopkinstown River Wall (Pontypridd), Castle Ifor, (Hopkinstown); Station Rd Bridge (Hirwaun); Williamstown Footbridge; and confined space culverts (with culvert repairs at various locations completed).                         |
| Parks Structures               | 1.000                            | This investment has been approved by Council on 6 <sup>th</sup> March 2019 for various footbridge repairs and replacements within Parks.  |
| Parks and Green Spaces         | 1.400                            | This investment funding relates to that approved by Council on 6 <sup>th</sup> March 2019: <ul style="list-style-type: none"> <li>• £900k is supporting drainage, pavilion and infrastructure improvements to various Parks sites across the County Borough; and</li> <li>• £500k is supporting the investment in the King George V Athletics Track and works commenced in June 2019.</li> </ul>  |
| Cemeteries                     | 0.400                            | This investment funding relates to that approved by Council on 6 <sup>th</sup> March 2019 for drainage works, wall and fencing repairs, painting works and resurfacing works, and also the refurbishment of the south chapel and drivers waiting room at Glyntaff Crematorium.  |
| Llanharan Bypass               | 1.500                            | This investment funding relates to that approved by Council on 29 <sup>th</sup> November 2017 (£1.000M) and 24 <sup>th</sup> October 2018 (£0.500M), and is supporting preliminary design work, ecology surveys and the design / tender of ground investigation work (Welsh Government have approved a further £0.350M in Local Transport Grant funding, as set out in the 2018/19 quarter 3 Performance Report, to support this project). A Ground Investigation tender has been issued and the Welsh Transport Appraisal Guidance (WeITAG) Stage 2 Report has been completed. |
| A4119 Dualling (Stinkpot Hill) | 4.000                            | This investment funding relates to that approved by Council on 29 <sup>th</sup> November 2017 (£1.000M), 24 <sup>th</sup> October 2018 (£1.500M) and 6 <sup>th</sup> March 2019 (£1.500M) to support the dualling of this section of the highway. Welsh Government have also approved £0.434M in Local Transport Grant funding to support this project, as set out in the 2018/19 quarter 3 Performance Report.   |
| Community Hubs                 | 0.750                            | This investment funding relates to that approved by Council on 29 <sup>th</sup> November 2017 (£0.500M) and 24 <sup>th</sup> October 2018 (£0.250M) to support the creation of community hubs: <ul style="list-style-type: none"> <li>• Canolfan Pennar (Mountain Ash) - opened June 2019;</li> </ul>   |

| Investment Area                        | Investment Value <sup>4</sup> £M | Quarter 1 Update   |
|--|----------------------------------|--|
|  |                                  | <ul style="list-style-type: none"> <li>• Rhondda Fach Hwb (Ferndale) – scheduled to be opened in July 2019; and</li> <li>• Porth Plaza – works are due to commence in autumn 2019.</li> </ul>  |
| Gelli/Treorchy Link Road               | 0.200                            | This investment funding relates to that approved by Council on 24 <sup>th</sup> October 2018 for investigatory works for a cross valley type link at Treorchy (Welsh Government have also approved a £0.050M Local Transport Fund Grant to support the works, as set out in the 2018/19 quarter 3 Performance Report). Feasibility and the WelTAG process is being finalised and preliminary design options are ongoing.                     |
| Cynon Gateway (North), Aberdare Bypass | 1.000                            | This investment funding relates to that approved by Council on 24 <sup>th</sup> October 2018 for preliminary design for a Bypass continuation from A4059 Aberdare to Hirwaun. WelTAG Stage 1 complete and ecology, ground investigation design and procurement is ongoing.   |
| Bryn Pica Eco Park                     | 0.400                            | This investment funding relates to that approved by Council on 24 <sup>th</sup> October 2018 (£0.200M) and 6 <sup>th</sup> March 2019 (£0.200M) to support enabling works, planning & ecology for the development of an Eco Park at the Waste Management Facility. (As noted in the Council's 2018/19 Year-end Performance Report, Welsh Government approved a £300k grant for site clearance and drainage to create a development plateau). |
| Land Drainage                          | 0.200                            | This investment funding was approved by Council on 6 <sup>th</sup> March 2019 for drainage and culvert network works in Aberdare, Ton Pentre, Porth & Cymmer.  |
| Total                                  | 40.840                           |  |

## LIVING WITHIN OUR MEANS (Section 5d)

The Council's Corporate Plan aims to apply a disciplined and planned approach to meeting the financial challenges ahead and has set a number of measures to gauge efficiency and the use of resources. These can be viewed by clicking [here](#) and a summary position is included below.

| Progress in our KEY PERFORMANCE INDICATORS as at 30 <sup>th</sup> June 2019 |                                    |  |           |     |               |   |                     |   |
|---|------------------------------------|--|-----------|-----|---------------|---|---------------------|---|
| Total no. of Pls  | Total no. of Pls reported this Qtr | No. of Pls reported this Qtr with Target | On Target |     | Not on Target |   | Within 5% of Target |   |
|   |                                    |  | No.       | %   | No.           | % | No.                 | % |
| 8   | 5                                  | 5  | 5         | 100 | 0             | - | 0                   | - |

## • OVERALL SUMMARY OF CORPORATE PLAN PERFORMANCE INDICATORS

| Progress in our KEY PERFORMANCE INDICATORS as at 30 <sup>th</sup> June 2019 |                                    |  |           |    |               |    |                     |    |
|---|------------------------------------|--|-----------|----|---------------|----|---------------------|----|
| Total no. of Pls  | Total no. of Pls reported this Qtr | No. of Pls reported this Qtr with Target | On Target |    | Not on Target |    | Within 5% of Target |    |
|   |                                    |  | No.       | %  | No.           | %  | No.                 | %  |
| 98  | 54                                 | 39                                       | 21        | 54 | 10            | 26 | 8                   | 20 |

Those performance indicators that were 'Not on Target' can be viewed by clicking [here](#).

## • OTHER NATIONAL MEASURES (Section 5e)

In addition, there are a number of national measures that do not form part of the Council's Corporate Plan. These can be viewed by clicking [here](#). A summary is provided in the table below.

| Progress in our KEY PERFORMANCE INDICATORS as at 30 <sup>th</sup> June 2019 |                                    |  |           |    |               |    |                     |   |
|---|------------------------------------|--|-----------|----|---------------|----|---------------------|---|
| Total no. of Pls  | Total no. of Pls reported this Qtr | No. of Pls reported this Qtr with Target | On Target |    | Not on Target |    | Within 5% of Target |   |
|   |                                    |  | No.       | %  | No.           | %  | No.                 | % |
| 16  | 7                                  | 7  | 6         | 86 | 1             | 14 | 0                   | - |

## • TARGET SETTING (Section 5f)

An analysis of 2019/20 targets set compared to previous year's performance and targets, and 'All Wales Average' performance levels, where collected, can be viewed by clicking [here](#).



## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

24<sup>TH</sup> SEPTEMBER 2019

### ADDITIONAL CHILDCARE OFFER CAPITAL GRANT FUNDING

#### REPORT OF THE DIRECTOR OF EDUCATION AND INCLUSION SERVICES IN DISCUSSIONS WITH THE CABINET MEMBER FOR EDUCATION AND INCLUSION SERVICES (COUNCILLOR MRS J ROSSER)

**Author(s):** Gaynor Davies, Director of Education and Inclusion Services and  
Andrea Richards, Head of 21<sup>st</sup> Century Schools, Tel 01443 744002

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to advise Members of the receipt of additional capital grants to support the implementation of the Welsh Government Childcare Offer in RCT.

#### **2. RECOMMENDATIONS**

It is recommended that the Cabinet:

- 2.1 Note the information contained in this report.
- 2.2 Note the receipt of an additional £1 million of capital funding from Welsh Government in addition to the £2.5 million already awarded in February 2019.
- 2.3 Agree to add the funded project to the capital programme.

#### **3 REASONS FOR RECOMMENDATIONS**

- 3.1 To inform Members of the receipt of grant monies and to advise on the expenditure plans and proposals for these monies.

#### **4. BACKGROUND**

- 4.1 In August 2018, the Council was invited by Welsh Government to submit a grant funding bid and business case for capital projects that will support implementation of the childcare element of the Childcare Offer in RCT.
- 4.2 The Childcare Offer is a Welsh Government initiative that provides 30 hours per week of combined Foundation Phase Nursery (FPN) education

and funded childcare for working families of 3 and 4 year olds for 48 weeks of the year.

- 4.3 The capital grant programme is to support projects that will contribute to supporting the implementation of the Childcare Offer in RCT. The primary purpose of the capital programme is to fund capital projects that will facilitate and support the seamless transition between the FPN education element of the Childcare Offer and the additional funded childcare. Supporting co-location of both elements of the offer is preferred wherever possible.
- 4.4 A funding bid was submitted to Welsh Government in September 2018. It included 11 projects to support the development or creation of childcare facilities on, or near, school sites. Funding was also requested for a Project Officer post, funded until 31<sup>st</sup> March 2021 and for a ‘Small Capital Works’ grant scheme to enable childcare providers delivering the Childcare Offer to apply for funding to support small capital projects.
- 4.5 In February 2019, we were advised that we had been successful in receiving funding for four of the 11 capital projects, as well as funding for the small capital grant scheme / Project Officer post. These were:

| <b>Project detail</b>       | <b>Amount awarded</b> |
|-----------------------------|-----------------------|
| Tonyrefail Community School | £125,000              |
| Gwauncelyn Primary School   | £745,000              |
| Cwmlai Primary School       | £745,000              |
| Dolau Primary School        | £730,000              |
| Small capital grant scheme  | £120,000              |
| Project Officer post        | £133,014              |
| <b>Total amount awarded</b> | <b>£2,598,014</b>     |

- 4.6 In June 2019, Welsh Government released further funding to support delivery of some of the unsuccessful projects. RCT has been awarded a further £1,000,000 to refurbish and expand the current childcare provision based in Treorchy Primary School.

## **5. EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 Equality and Community Impact Assessments are not required in respect of this additional proposal, but all work undertaken will be fully accessible and compliant with the Equality Act 2010.



## **6. CONSULTATION**

- 6.1 Consultation on the proposal contained within the funding business case is not a statutory requirement. However, discussions were held with key stakeholders prior to the submission of the funding bid. Further engagement will be undertaken with stakeholders in the planning and delivery of the project.

## **7. FINANCIAL IMPLICATION(S)**

- 7.1 The total amount of indicative grant funding to be received from Welsh Government is £1,000,000. This additional funding is only available in the current financial year.
- 7.2 The additional project is 100% funded by Welsh Government and there is no requirement for any match funding or financial contribution from the Council.

## **8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 8.1 The Council has duties under section 22(1) of the Childcare Act 2006 ('the 2006 Act') to "secure, so far as is reasonably practicable, that the provision of childcare (whether or not by it) is sufficient to meet the requirements of parents in their area who require childcare in order to enable them (a) to take up, or remain in work; or (b) to undertake education or training which could reasonably be expected to assist them to obtain work."
- 8.2 The Childcare Capital Grant, and the funding bid subsequently submitted by RCT, supports the Welsh Government pledge to deliver 30 hours per week of combined FPN education and funded childcare to working parents of 3 and 4 year olds for 48 weeks a year.

## **9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.**

- 9.1 This report encompasses the priorities set out in the RCT Corporate Plan – The Way Ahead, particularly the objectives of '*building a strong economy*' by supporting parents to conveniently access childcare and education services in one place, and '*promoting independence and positive lives for everyone*' by offering children purpose built, 21<sup>st</sup> Century facilities in which to grow and learn.
- 9.2 Goal one of the Well Being of Future Generations Act 2015 – '*a prosperous Wales*' is supported by this application as co-location of childcare services on school site will make it easier for parents to take up employment opportunities.

9.3 This funding bid supports the priorities set out in the Childcare Sufficiency Assessment 2017-2022 action plan, particularly those priorities that support implementation of the Childcare Offer. Co-location of services on school site also supports the aims of the Band B 21st Century Schools Programme for RCT.

## **10. CONCLUSION**

10.1 Members are asked to note the additional planned investment of £1,000,000 in our school sites, which is in addition to the Welsh Government Childcare Offer capital funding already received and sums being invested through our annual capital programme and the 21st Century Schools Programme.

### **Other Information:-**

#### ***Relevant Scrutiny Committee:***

Children and Young People

#### ***Contact Officer:***

Denise Humphries, Senior 21<sup>st</sup> Century Schools Project Officer, 01443 744026

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**24<sup>TH</sup> SEPTEMBER 2019**

**REPORT OF THE DIRECTOR OF EDUCATION AND INCLUSION SERVICES  
IN DISCUSSIONS WITH THE CABINET MEMBER FOR EDUCATION  
(COUNCILLOR MRS J ROSSER)**

**Item:**

**Background Papers**

- Childcare Offer Capital Funding bid to Welsh Government
- Copy of grant letter received from Welsh Government

Officer to contact: Denise Humphries, Senior 21<sup>st</sup> Century Schools Project  
Officer, 01443 744026

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## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

24 SEPTEMBER 2019

### SCHOOL PERFORMANCE 2018/19

#### REPORT OF THE DIRECTOR OF EDUCATION AND INCLUSION SERVICES IN DISCUSSIONS WITH THE CABINET MEMBER FOR EDUCATION AND INCLUSION SERVICES (COUNCILLOR MRS J ROSSER)

**Author:** Gaynor Davies, Director of Education and Inclusion  
Services (Tel No: 01443 744001)

#### 1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members with feedback on the performance of schools across Rhondda Cynon Taf during 2018/19.
- 1.2 To advise members on the significant changes in Welsh Government performance and accountability measures.
- 1.3 To provide members with the required contextual information to explain the necessary changes in school performance reporting.

#### 2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Note the information contained within the report.
- 2.2 Consider the implications of the change in Welsh Government performance measures on future school performance reporting.
- 2.3 Agree that further reports will be presented on receipt of the final, verified data from Welsh Government.

#### 3. BACKGROUND

- 3.1 Welsh Government has been developing new evaluation and improvement arrangements to ensure that performance and accountability measures align with the new Curriculum for Wales 2022. It is proposed by Welsh Government that the new arrangements will assist in raising standards, reducing the attainment gap, and deliver an improved education system in preparation for 2022. These new arrangements are evolving in a planned way to support schools to build a self-improving system and plan for sustained improvements.

#### **4. FOUNDATION PHASE, KEY STAGE 2 AND KEY STAGE 3 PERFORMANCE MEASURES**

- 4.1 In July 2018, changes to the Education (Amendments relating to Teacher Assessment information) (Wales) Regulations 2018 came into force. As a result of amendments to these regulations teacher assessment data, and national reading and numeracy test data at a school, local authority and consortia level will no longer be published. These changes in measures apply to all maintained primary and secondary schools.
- 4.2 Focus is still placed on using teacher assessment information and national assessment data to inform better teaching and learning. Nevertheless, this change represents a significant move away from gathering information about learners' performance on a school-by-school basis for accountability purposes.
- 4.3 Parents will continue to access their children's school performance relative to the national level and Welsh Government will continue to collect individual learner level data to ensure transparency at a national performance level and to inform policy.
- 4.4 Schools, governing bodies and local authorities will still have access to their own data, alongside national level data, for self-evaluation purposes.
- 4.5 Comparative data in relation to other schools within local authorities or families of schools will no longer be provided. School Comparative Reports and All Wales Core Data Sets for schools and local authorities in respect of teacher assessment data will cease to be published and the My Local School website will no longer include teacher assessment data below the national level.
- 4.6 As a result of these changes, in future Members will not be provided with end of key phase and stage outcomes at a local authority, regional or national level.

#### **5. KEY STAGE 4 PERFORMANCE MEASURES**

- 5.1 Welsh Government is attempting to remove the historic disproportionate emphasis on one or two isolated school performance measures. They have introduced new interim Key Stage 4 (KS4) measures for 2018/19. There is a general move towards a wider range of indicators to better capture the whole learning experience and the progress of all learners, as opposed to a disproportionate focus on particular groups of learners.
- 5.2 As part of this process of change, Welsh Government has implemented a suite of interim KS4 performance measures. These new measures, based on points scores, will remove the emphasis on threshold

measures which have historically resulted in an excessive focus on borderline C/D grade learners. Moving forward, a focus on point scores will reflect a school average of all individual learners' points scores, rather than a percentage attaining a minimum threshold level.

- 5.3 The KS4 interim measures for summer 2019 are summarised as follows:
- **Capped 9 measure** which includes 3 core measures (literacy, numeracy and science measures) and any other six best qualifications (other than those already contributing to the 3 core measures)
  - **Literacy measure** (best of language and literacy)
  - **Numeracy measure** (best of mathematics/numeracy)
  - **Science measure** (best of science)
  - **Welsh Baccalaureate Skills Challenge Certificate** measure.

The interim measures are points based rather than focused on the percentage of pupils attaining a particular threshold grade or level. Point score equivalents for the different grades are as follows:

- **A\*=58; A=52; B=46; C=40; D=34; E=28; F=22; G=16.**

- 5.4 Following the Welsh Government announcement in November 2017 regarding early entries, only the results of the first awarding of a complete qualification have counted towards the performance measures for summer 2019 reporting.
- 5.5 Welsh Government is making changes to the information provided for schools in the All Wales Core Data Sets (AWCDS) to reflect the interim KS4 performance measures.
- 5.6 In line with the move away from threshold measures, Welsh Government will no longer be providing analyses on the percentage of learners achieving: individual subjects, including the Welsh Baccalaureate at Foundation or National, or threshold performance measures, namely the Core Subject Indicator (CSI) or Level 2 threshold.
- 5.7 Welsh Government will provide analyses of the Level 2 inclusive and Level 1 threshold measures for 2018/19 only. This is due to the fact that there was still a legislative requirement for schools to set targets for KS4 learners against these measures for the 2018/19 academic year. However, this data will be provided to inform school self-evaluation and should not be used for comparative purposes.
- 5.8 National benchmarking data was previously provided to allow comparisons with other schools in similar socio-economic circumstances. This data will no longer be provided in future.

To replace the benchmarking data, thirds analysis will be provided for each of the interim KS4 measures. This analysis will involve the cohort for each school being divided into thirds based on attainment. This will show the average points score for the upper third, middle third and lower

third of the cohort. This will be shown against modelled outcomes for free school meal eligibility levels and compared to averages for other schools in Wales and the school's family.

- 5.9 The Director of Education in Welsh Government, the Chief Inspector for Estyn and the Chief Executive of the WLGA have sent a joint letter to Cabinet Members, Chairs of Scrutiny, Chief Executives and Directors of Education across Wales to provide a steer on the handling of unverified KS4 examination results for the summer 2019 and the new interim performance measures. The July 2019 letter highlights Welsh Government's view that it is counter-productive for schools to be placed under disproportionate pressure on the basis of individual measures and that focus should be placed on using 'a broad range of un-aggregated data and information' to enable the Council to discharge its statutory duties when reporting on school performance. The communication also recommends that Councils evaluate the performance of individual schools rather than generating aggregated data at local authority level to support and challenge individual schools on their improvement.

## **6. NATIONAL SCHOOL CATEGORISATION SYSTEM**

- 6.1 The National School Categorisation System will remain for the immediate future. The next round of outcomes are scheduled to be published in January 2020. The categorisation system will in future need to evolve to fit with the new Evaluation and Improvement arrangements.

## **7. SCHOOL INSPECTIONS**

- 7.1 Estyn is currently consulting on phase 1 of a transition period to new inspection arrangements that will align with the new curriculum and evaluation and improvement reforms. During phase 1 (September 2020-September 2021), a partial suspension of school inspections is proposed, with schools causing concern still being monitored.
- 7.2 During this period, Estyn will undertake inspector engagement visits to all schools to understand how well schools are developing their practices in relation to the new curriculum, and other education reforms. It will also allow time for the changes needed within the Inspectorate to move forward to the new purpose of inspection.

## **8. OVERVIEW OF KEY STAGE 4 PERFORMANCE (2018/19)**

- 8.1 Further detail in relation to the interim measures is provided below:

-The **Capped Points Score** calculates the average of the scores for the best awards for all individual learners in the cohort, capped at a total volume of nine GCSEs or equivalent qualifications (referred to as 'slots') **Three** of the nine slots equate to three GCSEs only in literacy, numeracy and science, with the best grade achieved for each slot from



the relevant qualifications. The remaining **six** slots reflect to the points attached to each learner’s best remaining six qualifications (excluding those awards that are contributing towards the three subject-specific slots described above). There is no cap on the total volume of non-GCSEs that can contribute towards the ‘other six’ (non-subject-specific) slots.

- The **literacy measure** calculates the average of the scores for all individual learners in the cohort, taking the best grade from any of the literature or first language Welsh or English GCSEs awarded to a learner.
- The **numeracy measure** calculates the average of the scores for all individual learners in the cohort, taking the best grade from either of the mathematics or mathematics – numeracy GCSEs awarded to a learner.
- The **science measure** calculates the average of the scores for all individual learners in the cohort, taking the best grade from science GCSEs awarded to a learner.
- The **Welsh Baccalaureate Skills Challenge Certificate measure** calculates the average of the scores for the Welsh Baccalaureate Skills Challenge Certificate awards for all individual learners in the cohort, whether it is the Foundation (Level 1) or the National (Level 2) award.

8.2 It is important to note that while the local authority and consortium have gained initial information regarding KS4 outcomes from schools, the data outlined in Table 1 are from results collated from schools on the day of examination results. This data has not yet been verified and the **results are provisional and should be interpreted with caution** as changes are likely following data cleansing and the remarking of scripts.

**Table 1: Provisional outcomes on current interim performance measures for key stage 4 - 2018/19**

| KS4  | 2018 | 2019<br>Provisional % |
|--|------|-----------------------|
| Capped 9 Points Score  | n/a  | 349.5                 |
| Literacy Points Score  | 38.6 | 37.9                  |
| Numeracy Points Score  | 37.2 | 35.5                  |
| Science Points Score   | 35.4 | 35.0                  |
| Welsh Baccalaureate Skill Challenge Certificate – Points Score | 36.1 | 38.1                  |

Please note that as the interim measures are new for 2019, Welsh Government has recalculated 2018 datasets in the form of new, headline interim measures. However, this refitted data for 2018 does not take into account the ‘first award only’ approach to KS4 performance measures that has been introduced for the first time for 2019 reporting purposes. The comparative data should therefore be considered with caution as it reports measures that were not in place at the time that the cohort was in situ. The datasets are therefore not directly comparable for this reason.

Outcomes on all measures were slightly below the regional average, with the exception of the performance on the Welsh Baccalaureate Skills Challenge Certificate which was above the Central South Consortium outcome for the region. Performance on most measures did not deviate too significantly from 2018, when considering the new measures and the recalculated data for last year.

- 8.3 Table 2 provides data on the percentage of learners who have achieved A\*-A, A\*-C and A\*-G grades at GCSE. This data relates to **WJEC GCSE results only** and should therefore be treated with a degree of caution, as schools will have entered varying, but possibly significant, proportions of pupils for GCSE’s with other examination boards.

**Table 2: provides an overview of the percentage of learners who have achieved A\*-A, A\*-C and A\*-G grades**

| KS4         | 2018 | 2019<br>Provisional<br>% |
|-------------|------|--------------------------|
| % A*-A GCSE | 18.5 | 18.4                     |
| % A*-C GCSE | 61.6 | 62.8                     |
| % A*-G GCSE | 96.4 | 97.2                     |

In comparison to last year the percentage of GCSE A\*-C grades gained by pupils in our local authority has increased by 1.2%age points, as has the percentage of pupils achieving A\*-G grades (increase of 0.8%age points).

- 8.4 During the next month or so, Council officers, will be working closely with headteachers and the Central South Consortium to analyse the data so as to evaluate what has gone well and to identify priorities for improvement. This analysis will be undertaken at a school level and subject basis to inform self-evaluation and school improvement planning. Support will be put in place to ensure that underperforming schools are supported to make the necessary progress, and, where necessary, challenged to ensure that timely improvements are made.

An analysis of outcomes for vulnerable groups will also be undertaken to ensure that schools are targeting their resources and interventions appropriately. Further progress is clearly needed across the board to ensure that outcomes are improved at this time of unprecedented reform in Education. The local authority needs to ensure that an appropriate curriculum is made available to all Key Stage 4 learners that best suits their needs and that the teaching provided is of the highest standard.

- 8.5 Final examination information for each of the 4 all-through schools and 13 secondary schools in Rhondda Cynon Taf for 2019 will be presented to Cabinet and the Children and Young People Scrutiny Committee on receipt of the final verified data in December 2019.

## **9. INSPECTION OUTCOMES 2018/19**

- 9.1 The inspection profile is predominantly good across all sectors in RCT.
- 9.2 A total of 17 core Estyn inspections were undertaken during 2018-2019. These included 16 primary schools (including a Pupil Referral Unit or PRU) and one secondary school. The primary PRU achieved 5 excellent judgements across all inspection areas. A total of 11 primary schools were judged to be good with no Estyn follow up. Of these schools, 2 were asked to write excellent practice case studies.

We have three settings in Rhondda Cynon Taf that are due to be recognised at the annual Estyn awards evening recognising excellence in education and training in Wales. Settings are selected on the basis of attaining the judgement of 'excellent' in three or more inspection areas in the academic year 2018-2019. This includes Cylch Meithrin Llanhari, Glenboi Primary School and Tai Educational Centre.

A total of 5 schools were judged as adequate and in need of improvement and placed in a follow up category (Estyn Review).

There were no schools judged as having important weaknesses that outweighed the strengths and requiring Significant Improvement. There were also no schools placed in Special Measures during 2018-19.

A total of 2 primary schools in Estyn Review were re-inspected during the last academic and removed from this category. A further 2 primary schools were removed from the statutory categories of Significant Improvement and Special Measures following re-inspection in 2018/19.

## **10. PROGRESS OF SCHOOLS IN A STATUTORY CATEGORY 2018/19**

- 10.1 On every inspection, Estyn inspectors consider if a school is in need of special measures by considering whether it is failing to give its learners an acceptable standard of education and if the persons responsible for

leading, managing or governing the school are not demonstrating the capacity to secure the necessary improvements. Inspectors have to consider if the school has the capacity to improve before coming to a judgement about whether it requires special measures or not.

If a school does not require special measures, consideration should also be given to whether there is need of significant improvement. This statutory category applies if a school is performing significantly less well than it should be in all circumstances that it would be reasonably expected to perform.

- 10.2 Of the schools inspected in previous years requiring a statutory category, one school remains in a statutory category of Significant Improvement and another remains in Special Measures. Both schools have new leaders in place and are accessing the necessary support to make improvements on their post inspection action plans. Progress in both settings is encouraging.

## **11. EQUALITY AND DIVERSITY IMPLICATIONS**

- 11.1 This is an information report. No Equality Impact Assessment screening form is required.

## **12. CONSULTATION**

- 12.1 This is an information report, no consultation is required.

## **13. FINANCIAL IMPLICATIONS**

- 13.1 There are no financial implications.

## **14. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 14.1 None at present.

## **15. LINKS TO THE COUNCIL'S CORPORATE PLAN/OTHER CORPORATE PRIORITIES/SIP**

- 15.1 Educational performance has a clear link to the Council's priority of Building a Strong Economy. Improved educational performance will have a positive impact on this priority

## **16. CONCLUSION**

- 16.1 The new interim performance measures, based on points scores, has removed the emphasis on threshold measures and the associated negative unintended consequences previously associated with these. Namely the narrowing of curriculum choice, the excessive focus on particular group of learners at the expense of others and the competition created across schools and local authorities which has mitigated against a culture of self-improving schools.

- 16.2 In light of this shift in emphasis in performance measures and reporting, moving forward a wider range of performance measures and contextual information will be utilised during 2019/20 to inform self-evaluation and school improvement planning and to make judgements about school effectiveness.
- 16.3 Provisional performance outcomes on the new interim key stage 4 measures suggests that there has been a slight dip in standards in 2019 on most measures. However, it is difficult to make meaningful comparisons across 2018 and 2019 datasets due to the fact that the 2019 outcomes include the 'first award' data only. This is not the case for the re-calculated 2018 datasets. Nevertheless, provisional data suggests that there is scope for further improvements in standards in 2019.
- 16.4 A continued focus on improving leadership and the quality of teaching and learning in our schools is required so that standards can continue to improve and the gap between vulnerable groups is narrowed.

**Other Information:-**

***Relevant Scrutiny Committee-***

Children and Young People Scrutiny Committee

***Background Papers-***

None



**LOCAL GOVERNMENT ACT 1972**  
**AS AMENDED BY**  
**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**  
**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**  
**CABINET**  
**24<sup>TH</sup> SEPTEMBER 2019**  
**SCHOOL PERFORMANCE 2018/19**

**REPORT OF THE DIRECTOR OF EDUCATION AND INCLUSION SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR J ROSSER.**

**AUTHOR:** Gaynor Davies – Director of Education and Inclusion Services

**Background papers** – None.

**Officer to contact:** Gaynor Davies – 01443 744001

## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

24<sup>TH</sup> SEPTEMBER 2019

### PARTNERSHIP WITH UNITED WORLD COLLEGES (UWC) ATLANTIC COLLEGE

#### REPORT OF THE DIRECTOR OF EDUCATION AND INCLUSION SERVICES IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER (CLLR MRS J ROSSER)

**AUTHOR:** Kerry Webster, Deputy Principal Educational Psychologist, Tel:  
01443 744009

#### 1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an update about partnership working with United World Colleges (UWC) Atlantic College in relation to the potential post-16 residential placement of children who are looked after in Rhondda Cynon Taf (RCT).
- 1.2 To consider the efficacy of funding places for one or two young people who are looked after as an alternative to care for 2020/21.
- 1.3 To agree potential processes to identify a group of key stage 3 (KS3) and key stage 4 (KS4) learners who are looked after who would benefit from the opportunities at Atlantic College.

#### 2. RECOMMENDATIONS

It is recommended that Cabinet:

- 2.1 Agree that officers continue to work in partnership with Atlantic College and schools so that the potential opportunities can be explored.
- 2.2 Agree that officers from Education and Children's Services work with the College to identify suitable candidates for potential placement in the College.
- 2.3 Consider if the parameters should be extended to include a wider group of vulnerable learners, such as adopted children or children in need of care and support.
- 2.4 Consider whether earlier induction opportunities should be implemented in KS3.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 Atlantic College representatives made contact with the previous Director of Education in 2018 to explore the potential opportunities for partnership working. In a drive to broaden the impact of the Atlantic College and its potential reach, the college was keen to strengthen its outreach programme and to support learners from disadvantaged backgrounds from across the UK.
- 3.2 As the college is based in Wales, there is a strategic vision to increase support for learners who stem from the local area and to establish an Associated Schools Programme aimed at creating partnerships between the college and schools within RCT.

### **4. BACKGROUND**

- 4.1 Atlantic College was established in 1962 and is the founding member of the United World Colleges (UWC) movement, a group of 17 independent international schools and colleges spanning Europe, North and Central America, Asia, and Africa. It is a residential sixth form college for young people aged 16-19, situated at St. Donat's Castle, Vale of Glamorgan. Students are selected irrespective of their nationality, religious or ethnic background and socio-economic means, leading to a truly diverse student body. The college believes all people are of equal worth regardless of wealth, status, gender, sexual orientation, physical ability, race or faith. The college aims to build a community that embraces individuality, fosters responsibility and celebrates difference.
- 4.2 The college's aim is to break down intangible boundaries that continue to exist within the educational sector in the UK, by bringing its unique educational offer to a greater number of disadvantaged young people, unlocking potential, creating higher educational aspiration and raising academic achievement.
- 4.3 Students at the college study the International Baccalaureate (IB) Diploma Programme. This is a full-time two-year course that consists of both an academic curriculum and a parallel programme of experiential learning that focuses on key aspects of peace, social justice and a sustainable future. Students serve in the community, organise conferences and help in the delivery of faculty programmes. Physical activity, youth leadership, innovation, authentic responsibility, team work, community values and positive youth activism are key aspects of the programme. The college is also currently developing new career pathways of a vocational nature.



- 4.4 Due to the challenging and diverse content of the Level 3 IB Diploma Programme a minimum of five A\*–C grades at GCSE level is an essential entry requirement prior to consideration for enrolment. This ensures that students have the best possible opportunity of achieving academic success.
- 4.5 In September 2018, Cabinet agreed for the local authority to explore opportunities to develop a partnership with the college and a possible placement for children who are looked after. It was agreed that a robust 12 month induction and selection process was required to ensure success. Activities would include a group of potential students visiting the college, meeting other students and having a tour of the premises, accessing information about the setting, and undergoing a selection and interview process. The involvement of potential students, parents/carers and LA representatives was considered to be essential to gaining insight into the college ethos and culture and an opportunity to demystify the often stereotypical image of boarding schools.

## **5. RATIONALE FOR DEVELOPING A PARTNERSHIP WITH ATLANTIC COLLEGE**

- 5.1 Nationally, the education and social outcomes for children in care are significantly lower than for children who are not looked after. As the number of looked after children continues to increase year upon year, local authorities are under increasing pressure to find effective ways to support children and young people in need so they can achieve improved outcomes across social care and education.
- 5.2 The latest Welsh Government statistics show there is still a wide gap between the educational attainments of children who are looked after and that of other learners. Clearly boarding at a residential college is not the right option for every child, but for some it can provide the necessary stability, security and a place of 'belonging' that many vulnerable learners seek and need. A strong emphasis upon personal and social development and access to effective pastoral support in the college enables students to engage in many enriching extra-curricular activities, ensuring that their emotional and social needs are well met in addition to their academic achievement.
- 5.3 Central to the success of student placement is the careful matching of learner(s) to the college, both academically and socially and emotionally. Nevertheless, the college has support systems in place to ensure that all students have the best possible chance of achieving success.
- 5.4 Candidates would ideally need to be in Year 11 when applying for a placement. Whilst acknowledging the importance of strong academic achievement, the college's selection process also takes into

consideration a broader range of knowledge and skills based criteria that reflect the particular ethos of the college and ensure that its students are well-rounded individuals. This includes attributes such as the ability to interact with others and to be tolerant of fundamentally different opinions and attitudes.

- 5.5 The college's extensive experience of recruiting young people from all kinds of backgrounds ensures that it can draw on the expertise of a range of organisations including the Boarding Schools Partnership endorsed by Kirsty Williams, Education Minister Wales, and the Royal National Children's Spring Board Foundation.

## **6. DEVELOPMENTS DURING 2018/19**

- 6.1 In order to ensure success, senior officers within Education and Children's Services agreed a process for selecting potential learners for placement. This is detailed as follows:

**Step 1:** Children Looked After Education Team identify Year 10 and Year 11 learners who are looked after, attend mainstream school and have predicted GCSE grades of C and above.

**Step 2:** From the above cohort of learners, Children's Services identify young people who are in longer term and supportive care arrangements. This ensures that potential candidates are well supported through any selection process.

**Step 3:** Social Workers approach carers and young people to find out more about their future plans, ambitions and prospects for remaining in education for Year 12.

**Step 4:** The Educational Psychology Service and the Children Looked After Education Team, together with the appropriate school-based staff, consider potential learners for placement. Information relating to future aspirations and plans, ability to cope with a level three qualification (academically, social and emotionally), social engagement, motivation and interests is collated to inform decision making.

**Step 5:** A group of identified Year 10 and Year 11 learners visit Atlantic College to view and explore the residential and educational facilities.

**Step 6:** Applications are encouraged from interested learners and interviews are undertaken where appropriate.

**Step 7:** Atlantic College discusses potential arrangements with Children's Services for all successful candidates.

**Step 8:** Multi-agency risk assessments plans are completed with professionals, carers and learners and protective factors are identified and strategies put into place.

6.2 To support the agreed selection process, a number of further activities were undertaken, between Education, Children's Services and Atlantic College in 2018/19. Activities included:

- Visiting Atlantic College with Elected Members, a Headteacher and senior officers from Children's Services and Education;
- Meetings with Elected Members and senior LA officers;
- An initial visit to Atlantic College with a small group of potential candidates.

## **7. SELECTION PROCESSES 2018/19**

The agreed selection processes outlined in section six were implemented and the outcomes are detailed as follows:

**Step 1:** Under Step 1 eligibility criteria a total of 43 Year 10 learners and 46 Year 11 learners were identified as looked after, of whom 23 and 24 respectively were educated in a mainstream school in RCT.

**Step 2:** Children's Services identified six Year 10 and four Year 11 learners under Step 2 eligibility criteria.

**Step 3:** Meetings were convened with potential candidates and their carers.

**Step 4:** From a potential cohort of 10 learners, a further five learners were discounted for varying reasons. No further information was forthcoming in relation to one learner; two learners had pre-existing plans; one was not interested; and a further learner was not engaged in education.

**Step 5:** The group of potential candidates was reduced to five, which included a cohort of four Year 10 learners for potential September 2020 entry and one Year 11 learner for a possible September 2019 entry. However, despite a visit to Atlantic College and further discussion with all agencies and the college leadership team, it was not considered an appropriate placement for the young people in question. It was however agreed that a more robust induction programme devised for KS3 and KS4 learners was required to introduce a wider range of potential candidates to Atlantic College.

## **8. EQUALITY AND DIVERSITY IMPLICATIONS**

- 8.1 A full Equality Impact Assessment was not necessary as it is considered that a possible partnership with UWC Atlantic College will have a positive impact on vulnerable learners.

## **9. CONSULTATION**

- 9.1 A consultation exercise is not necessary for this proposal.

## **10. FINANCIAL IMPLICATION(S)**

- 10.1 Funding for placements will be resourced from existing budgets.
- 10.2 There is potential for UWC Atlantic College to source some additional charitable funding from a number of trusts and foundations, e.g. Royal National Children's Spring Board Foundation, Buttle UK and the Reedham Children's Trust,

## **11. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED CORPORATE PRIORITIES/SIP**

- 11.1 Reducing the number of children and young people becoming looked after remains a key priority of RCT Council – Children's Services Delivery Plan 2018-19 and the Council's Corporate Plan

## **12. RECOMMENDATIONS**

- 12.1 The process outlined in sections six and seven suggests that the small number of potential candidates who meet both the local authority and the college eligibility criteria for selection, may be a barrier to recruiting a candidate who would benefit from a placement of this nature. Without doubt the GCSE entry requirements are essential as the International Baccalaureate is a challenging qualification and learners who have not achieved significant success at GCSE level are likely to experience difficulties accessing the course. Therefore, in light of this, consideration should be given to extending the potential pool of candidates to include young people who have been adopted or who are in need of care and support.
- 12.2 Information about eligibility needs to be more robust and gathered over a longer period of time and in consultation with key school-based staff and Children's Services. Consideration should therefore be given to earlier identification of learners, for example, in KS3, to establish links with Atlantic College in a more timely manner. This should include the facility for vulnerable KS3 learners, school-based staff, social workers and carers to visit the college during open days and conferences so that they can become familiar with the setting and the opportunities on

offer, and the opportunity to fully consider the possibility of accessing further education in Atlantic College over time. It is considered that earlier exposure to Atlantic College will enable vulnerable learners to become accustomed to the college environment, its ethos and values and to consider whether or not it is a setting that they would be aspire to attend in future.

- 12.3 It is proposed that further details about this opportunity is shared with Social Workers and Independent Reviewing Officers early so that selection processes are well informed and considered.

### **13. CONCLUSION**

- 13.1 Members are asked to consider the information provided and decide whether officers from Education and Children's Service should jointly further explore opportunities in partnership with Atlantic College to improve the life chances of learners in RCT.

- 13.2 Members are asked to consider if the scope for identifying pupils should be extended to include a wider group of vulnerable learners and whether there is agreement that an early approach to induction and potential selection should be adopted.

#### **Other Information:-**

##### ***Relevant Scrutiny Committee***

***Background Papers :***      ***None***

***Contact Officer :***            ***Kerry Webster, Deputy Principal Officer***  
***01443 744009.***

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**24<sup>TH</sup> SEPTEMBER 2019**

**REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG  
LEARNING IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO  
HOLDER (CLLR MRS J ROSSER)**

**Item: Partnership with United World Colleges (UWC) Atlantic College**

**Background Papers**

None

**Officer to contact:** Kerry Webster, Deputy Principal Psychologist

## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CABINET**

**24<sup>th</sup> SEPTEMBER 2019**

### **REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES ANNUAL REPORT**

#### **REPORT OF GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR HOPKINS AND COUNCILLOR LEYSHON**

**Author:** Jayne Thomas, Customer Feedback, Engagement and Improvement  
Manager. Tel. No. 01443 425449

#### **1. PURPOSE OF REPORT**

- 1.1 This report provides Cabinet with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between April 1<sup>st</sup> 2018 and March 31<sup>st</sup> 2019.
- 1.2 The report contains information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults & Children's Social Services, together with achievements for 2018/19 and future developments.

#### **2. RECOMMENDATIONS**

It is recommended that Cabinet:

- 2.1 Agree the contents of the Social Services Annual Complaints report (attached as Appendix 1).
- 2.2 Note the work undertaken by the Social Services Complaints Unit.

#### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 It is a requirement of the Social Services Complaints Procedure (Wales) Regulations Procedure 2014 that the Local Authority produce an annual report and that the report is considered by the appropriate Scrutiny Committee.

#### **4. BACKGROUND**

- 4.1 Social Services has a statutory requirement to operate a complaints procedure that follows the legislative requirements of the regulations specified above. The guidance requires an annual report to be produced relating to the operation of the complaints procedure.

4.2 The Social Services Complaints procedure is available to:

- All service users or their representatives
- Any child with a care and support plan
- A parent of a child with a care and support plan
- A local authority foster parent
- A person who the Authority consider to have sufficient interest in the child's/adult's welfare

It is based upon the principle that people have a right to complain; to have the complaint examined and resolved as quickly as possible.

4.3 The complaints process was amended in August 2014 in line with the new Complaints Regulations and Guidance issued by the Welsh Government and became a two stage process:

**Stage One: Local Resolution** – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving, whilst adhering to the 15 working days response time that has been imposed under the Regulations.

**Stage Two: Formal Consideration** – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by the investigating officer appointed to the case. The timescale for dealing with this stage is 25 working days.

4.4 If the complainant remains dissatisfied with the outcome of the stage two Investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

## **5. SOCIAL SERVICES ANNUAL COMPLAINTS REPORT 2018/19**

5.1 When analysing complaints, it is important to remember that an increase or decrease in the number of complaints does not necessarily reflect a change in the standard of service provided. An increase might indicate the positive view we take towards complaints, together with the fact that people are well informed about how to make a complaint. Given the vulnerability of many people accessing services, it would be worrying if people felt unable to complain if they were dissatisfied with the services they received.

5.2 During the reporting period a total of 86 complaints were received requiring a response at stage one. This is an overall decrease of 76 complaints when compared to the previous year with the significant decrease being in Children's Services. The number of complaints received remains comparatively low in contrast to the number of people that come into contact with Social Services annually.



- 5.3 Across Social Services, 58% of stage one complaints were responded to within the required timescale, compared with 52% reported last year. This continues to be an area highlighted for improvement and processes have been introduced across both Children's and Adult Services to address both the quality and timeliness of responses to issues raised.
- 5.4 Of the 86 Stage one complaints received, 4 progressed to stage two. This figure is consistent with previous years and demonstrates that the majority of people are happy for the Council to deal with their complaints at a local level and that managers are effectively dealing with the issues raised.
- 5.5 In 2018/19, 163 formal compliments were received.
- 5.6 Further details and analysis about the number and causes of complaints and compliments and the service areas where these have been made are provided in Appendix 1. The annual report also outlines some of the achievements and developments undertaken by the Complaints Unit during the year.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

- 6.1 There are no equality and/or diversity implications from this report.

## **7. CONSULTATION**

- 7.1 No consultation has been undertaken in relation to this report as it provides information on the operation of the Representation and Complaints Unit and direct feedback from service users in relation to how well services are delivered through the monitoring of complaints and compliments.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 There are no financial implications aligned to this report and the work of the Representation and Complaints Unit services is managed within the existing allocated budget.

## **9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 9.1 The work of the Complaints and Representation Unit is underpinned by the requirements of the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. This report has been produced in line with the legislative requirements contained within those procedures.

## **10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 10.1 The function of the Complaints and Representations Unit and the collation of service user feedback through both complaints and compliments provide a quality assurance mechanism by which Adults and Children's Services can measure their performance against the corporate priorities to:

- Improve the experience of those using health and social care services.
- Engage with and use Customer Feedback to redesign our services.
- Deliver essential services well.

## **11. CONCLUSION**

- 11.1 Social Services continue to provide a robust and effective complaints procedure in line with the statutory requirements. Complaints are seen as providing valuable customer feedback, with the information from complaints providing valuable lessons learnt when planning and improving services to meet the needs of our customers.

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**24<sup>TH</sup> SEPTEMBER 2019**

**REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES  
ANNUAL REPORT**

**REPORT OF GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN  
DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR  
HOPKINS AND COUNCILLOR LEYSHON**

**Background Papers**

Social Services Complaints Procedure (Wales) Regulations Procedure 2014

**Officer to contact: Jayne Thomas, Customer Feedback, Engagement and  
Improvement Manager. Tel. No. 01443 425449**

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**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**SOCIAL SERVICES**

**REPRESENTATIONS AND COMPLAINTS PROCEDURES**

**ANNUAL REPORT**

**2018/19**



## **1. INTRODUCTION**

It is a statutory requirement for local authorities to have in place a representations and complaints procedure for Social Services.

Each local authority is required to produce an annual report concerning the operation of its representation and complaints procedure.

This annual report provides information about the operation of the Social Services Representation and Complaints Procedure between 1 April 2018 and 31 March 2019. The report contains information about the number and type of complaints received and also provides details of the activities undertaken by the Customer Feedback and Engagement Team during that period to develop the representation and complaints service.

## **2. BACKGROUND**

Social Services in Rhondda Cynon Taf adopts a positive attitude towards complaints and views them as a valuable form of feedback, which assists in the development and improvement of services. Complaints also provide an opportunity to learn lessons where a service has fallen short of an expected standard.

The representation and complaints procedure is widely publicised generally and specifically to people who use our services and provides them with an opportunity to:

- ❖ Voice their concerns when they are dissatisfied in order that the issue can be rectified to their satisfaction, wherever possible
- ❖ Make compliments
- ❖ Suggest improvements
- ❖ Challenge decisions

The aim is for our representation and complaints procedure to secure a better service for all the people using social care services and is underpinned by the following key principles:

- ❖ Commitment to providing quality services
- ❖ Accessible and supportive to those with particular needs
- ❖ Prompt and responsive with resolution at the earliest possible opportunity
- ❖ Strong problem solving element
- ❖ Operated without prejudice or discrimination
- ❖ Adheres to the principle of equal opportunity

The representation and complaints procedure also provides an opportunity for service users to address concerns in relation to independent sector providers

where they remain dissatisfied following implementation of the agencies own internal complaints procedures.

The Social Services complaints process has two stages:

**Stage One: Local Resolution** – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving. The complainant will be offered a discussion about the issues they have raised and this can either be done by telephone or face to face in an attempt to resolve the issues. This must be done within 10 working days of the receipt of the complaint. Following this discussion and any further investigation that is necessary, a written response will be provided within 5 working days.

**Stage Two: Formal Consideration** – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by an independent investigating officer. The timescale for dealing with this stage is 25 working days.

If the complainant remains dissatisfied with the outcome of the stage two investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

### **3. STAGE 1 'INFORMAL' COMPLAINTS**

In 2018/19, there were 86 recorded complaints during the year, compared with 162 in the previous year. There was an increase in Stage 1 complaints about Adult Services with 51 received in 2017/18 compared to 55 this year whilst there was a significant decrease in Stage 1 complaints about Children's Services with 111 received in 2017/18 compared to 31 this year.

The new complaints regulations and guidance sets an expectation that complainant's will be offered a face to face meeting wherever deemed appropriate as a means to resolving their complaint. This has continued to be effective in resolving most complaints at a local level and has resulted in more positive outcomes for complainants and their ongoing relationship with the service.

Of the Stage 1 complaints that were received, 58% were responded to within statutory timescales which is an increase on 52% in 2017/18. This is an area where we would like to see further improvement and as well as monitoring systems that are currently in place the need to respond to deal with complaints in a timely manner will be reinforced through training and manager briefings.

Support to improve the quality of Stage 1 complaint responses has also been provided across service areas and the Complaints Team has issued good practice guidance to assist in ensuring written responses meet an expected standard.

## Adult Services

55 complaints were received for Adult Services during the year. This represents an 8% increase on the total amount received in 2017/18.

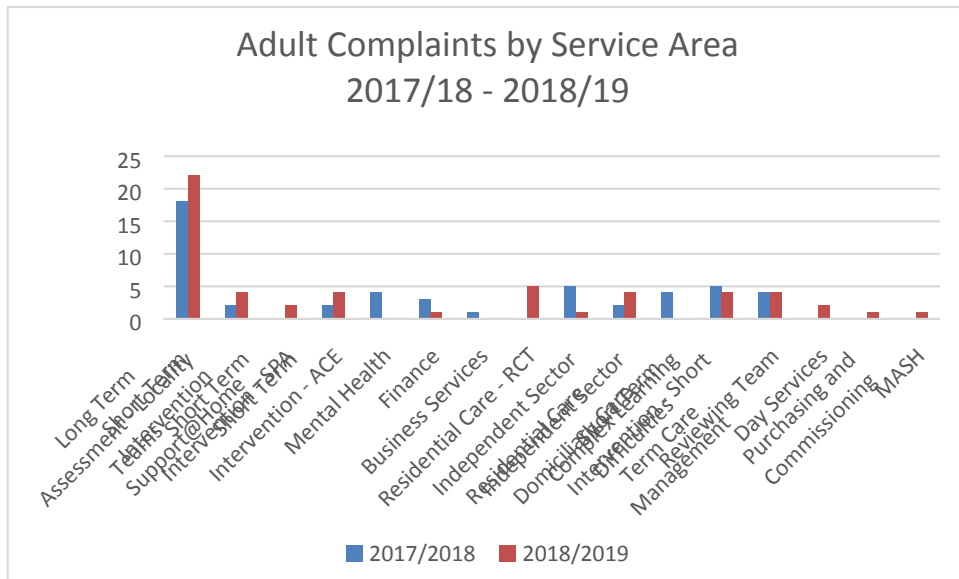
Of the complaints made about Adult Services, 16% (9) were made by the service users themselves and 84% (46) were made by their representatives e.g. carers, family members and advocates. These figures highlight the reliance of many adults on their family and carers to raise issues on their behalf and is consistent with comments received as part of the Social Services Performance Measures Survey undertaken in September 2018.

Details of complaints received recorded by Service Area are summarised in Table 1 and compares them with the previous year.

**Table 1: Summary of complaints by service area**

| <b>Service Area</b>                                  | <b>2017/18</b> | <b>2018/19</b> |
|--|----------------|----------------|
| Long Term Assessment - Locality Teams                | 18             | 22             |
| Short Term Intervention Support @ Home               | 2              | 4              |
| Short Term Intervention - SPA                        | 0              | 2              |
| Short Term Intervention ACE                          | 2              | 4              |
| Mental Health  | 4              | 0              |
| Finance  | 3              | 1              |
| Business Services                                    | 1              | 0              |
| Residential Care RCT                                 | 0              | 5              |
| Independent Sector Residential Care                  | 5              | 1              |
| Independent Sector Domiciliary Care                  | 2              | 4              |
| Complex Learning Difficulties                        | 4              | 0              |
| Short Term Intervention – Short Term Care Management | 5              | 4              |
| Reviewing Team                                       | 4              | 4              |
| Day Services   | 0              | 2              |
| Purchasing and Commissioning                         | 0              | 1              |
| MASH   | 0              | 1              |
| <b>Total</b>   | <b>51</b>      | <b>55</b>      |





As in previous years, the highest number of complaints were received for Long Term Assessment Teams. There has been a small increase in numbers of complaints recorded for Residential Care, learning from these complaints have been identified in section 7, learning the Lessons.

In other service areas complaints were fairly consistent with previous years and remain comparatively low in contrast to the number of people that access services.

Table 2 sets out in more detail what the complaints were about and compares them with the previous year.

**Table 2: Summary of what complaints were about**

| Nature of Complaint                            | 2017/18   | 2018/19   |
|--|-----------|-----------|
| Change in call times / Missed Calls (Homecare) | 1         | 0         |
| Failure to provide a service                   | 10        | 8         |
| Financial issues                               | 5         | 3         |
| Lack of information/communication              | 8         | 5         |
| Issues around adaptations                      | 0         | 4         |
| Staff issues                                   | 18        | 11        |
| Waiting for assessment/Request for assessment  | 2         | 0         |
| Quality of care                                | 4         | 9         |
| Quality of service                             | 3         | 13        |
| Information Governance                         | 0         | 1         |
| Missed Calls                                   | 0         | 1         |
| <b>Total</b>                                   | <b>51</b> | <b>55</b> |

Complaints relating to quality of service and issues around staff are the highest category of complaints. Complaints around staff issues have decreased in comparison to previous year, however complaints around the quality of service have increased in comparison to the previous year. Both of these variances are as a result of the complaints team more accurately recoding complaints. Complaints relating to quality of care have risen slightly but there are no themes identified.

Of the Stage 1 complaints received for Adults Services, 53 were resolved locally, one progressed to Stage 2 and one complaint was withdrawn by complainant.

### **Children’s Services**

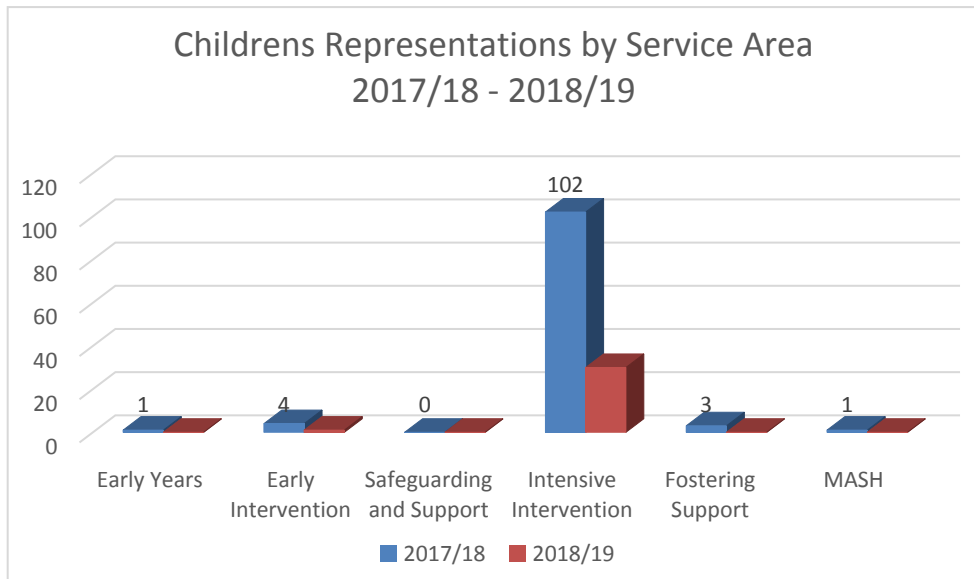
31 Complaints about Children’s Services were received during the year. This represents a significant decrease compared to the previous year when 111 complaints were received. With the exception of one complaint all complaints were for the Intensive Intervention Services which is consistent with previous years and a reflection of the difficult nature of the work that the service undertakes.

Over the past year the Customer Feedback and Engagement Team has focused on supporting services areas by providing advice and answering queries at the first point of contact with parent/carers. This has successfully reduced the number of issues that have progressed to Stage 1 of the complaints process.

Table 3 sets out the complaints received recorded by service area and compares them with the previous year.

**Table 3: Summary of complaints by Service Area**

| <b>Service area</b>    | <b>2017/18</b> | <b>2018/19</b> |
|------------------------|----------------|----------------|
| Early Years            | 1              | 0              |
| Early Intervention     | 4              | 1              |
| Intensive Intervention | 102            | 30             |
| Fostering Support      | 3              | 0              |
| MASH                   | 1              | 0              |
| <b>Total</b>           | <b>111</b>     | <b>31</b>      |



Of the 31 complaints received 3 progressed to Stage 2 Complaints

Of the 31 complaints made about Children's Services, 2 representations were made by children and young people, 29 complaints were made by parents/relatives and carers.

Table 4 sets out in more detail what the complaints from children and young people or advocates were about and compares them with the previous year.

**Table 4: Summary of children and young people's representations**

| <b>Nature of complaint</b> | <b>2017/18</b> | <b>2018/19</b> |
|----------------------------|----------------|----------------|
| Staff issues               | 1              | 0              |
| Quality of Care            | 1              | 0              |
| Financial                  | 0              | 1              |
| Quality of Service         | 0              | 1              |
| <b>Total</b>               | <b>2</b>       | <b>2</b>       |

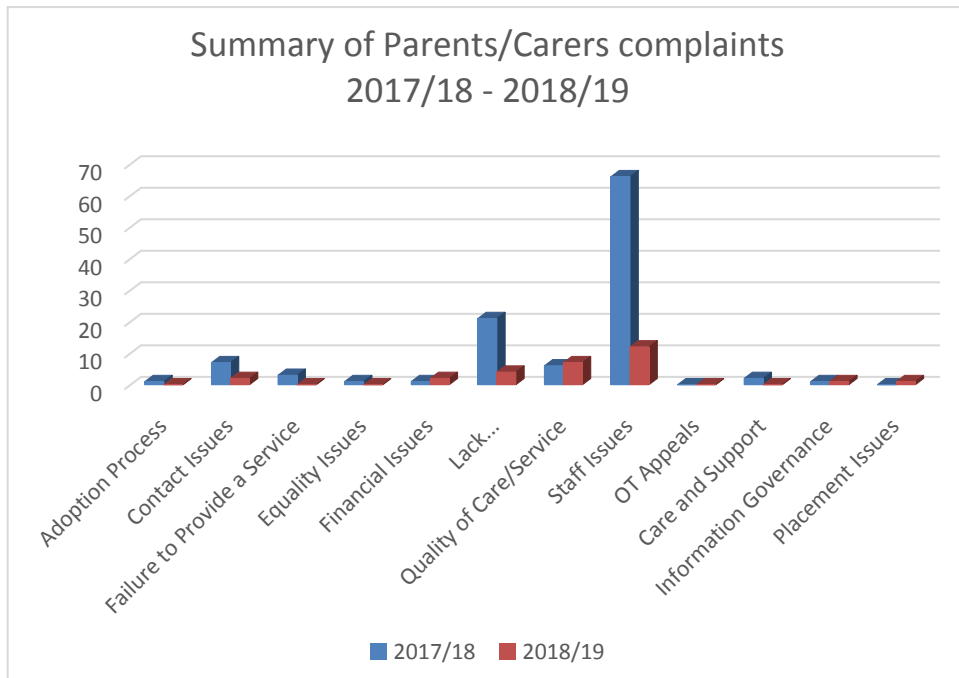
Both complaints received related to children and young people who are looked after by the Council and were successfully resolved at Stage 1.

The Council commissions an Independent Advocacy Provider for children and young people in line with the requirements of the Social Services Well-being Act (Wales) 2014 and the National Approach to Advocacy. This involves all children over the age of 5yrs being offered the support of an advocate when they become a Child Looked After or subject to Safeguarding arrangements. The Advocacy Service supports children and young people to have their say and effectively supports children and young people to raise any concerns about their care and support outside of the complaints process.

Table 5 sets out the detail of complaints made by parents and compares them with the previous year.

**Table 5: Summary of complaints from parents**

| <b>Nature of complaint</b>        | <b>2017/18</b> | <b>2018/19</b> |
|-----------------------------------|----------------|----------------|
| Adoption Process                  | 1              | 0              |
| Contact issues                    | 7              | 2              |
| Failure to provide a service      | 3              | 0              |
| Equality issues                   | 1              | 0              |
| Financial issues                  | 1              | 2              |
| Lack of information/communication | 21             | 4              |
| Quality of care/service           | 6              | 7              |
| Staff issues                      | 66             | 12             |
| Care and Support                  | 2              | 0              |
| Information Governance            | 1              | 1              |
| Placement Issues                  | 0              | 1              |
| <b>Total</b>                      | <b>109</b>     | <b>29</b>      |



Following initial contact to discuss the complaint, 2 of the 29 complaints needed no further action and 3 progressed to Stage 2 complaints.

Complaints relating to staff issues remain the highest category of complaint, however these have decreased on figures received for 2017/18 due to improvements in the categorisation of complaints. Complaints relating to the provision of information and communication have also decreased on figures received for previous years.

#### **4. CONTACTS AND CONCERNS**

This year the Customer Feedback Team has again focused on attempting to resolve issues at source where this is considered appropriate and have worked collaboratively with managers across both services resulting in a reduction in complaints being passed to front line services.

In 2018/19 the Customer Feedback and Engagement Team dealt with a total of 173 contacts that did not progress to Stage 1 complaints. 64 contacts were for adults services with 109 contacts being received for Children's Services.

The Team also received 10 concerns where the subject specified that they did not wish to make a complaint. These were recorded and passed to the relevant service area

## 5. STAGE 2 'FORMAL' COMPLAINTS

Overall, there were 4 Stage 2 complaints made during 2018/19 all of which progressed from Informal Complaints. The number of complaints received is consistent with the number of Stage 2 complaints for 2017/18.

Stage 2 complaints, where improvements were identified, result in an action plan being developed to ensure improvements for both the service user and the service area. (See learning the lessons).

### Adult Services

There was 1 stage 2 complaint received for Adult Services – which progressed from Stage 1 Informal Complaint process.

**Table 7: Summary of complaints made at Stage 2**

| <b>Nature of complaint</b>    | <b>2017/18</b> | <b>2018/19</b> |
|-------------------------------|----------------|----------------|
| Failure to Provide a Service  | 0              | 1              |
| Complex Learning Difficulties | 1              | 0              |
| <b>Total</b>                  | <b>1</b>       | <b>1</b>       |

### Children's Services

There were 3 Stage 2 complaints received relating to Children's Services, all of which progressed from Stage 1 Informal Complaints process.

**Table 8: Summary of complaints made at Stage 2**

| <b>Nature of complaint</b>        | <b>2017/18</b> | <b>2018/19</b> |
|-----------------------------------|----------------|----------------|
| Quality of Service/Care           | 1              | 2              |
| Lack of Communication/Information | 1              | 0              |
| Failure to Provide a Service      | 1              | 1              |
| <b>Total</b>                      | <b>3</b>       | <b>3</b>       |

## **6. OMBUDSMAN Enquiries/Complaints**

In 2018/19, 10 complaints were made to the Public Services Ombudsman, 5 for Children's Services and 5 for Adults.

1 enquiry was referred back to the authority for investigation, 1 referred back to authority for stage 2 investigation, 1 was unable to be investigated as was complaint against Cwm Taf Safeguarding. The Ombudsman made recommendations for 2 complaints and 5 required no further action.

## **LEARNING THE LESSONS**

The following improvements/actions have been identified from complaints received.

- ❖ Discussions with health colleagues in relation to early referral and the criteria for continuing health care assessments resulting in an agreed approach.
- ❖ Individual training on the principles of the General Data Protection Regulations particularly in relation to safeguarding concerns.
- ❖ Updated information required on the options for residential care in RCT.
- ❖ Review of the booking system for respite care, improving process and ensuring cancellation's take account of carer's circumstances and offer alternatives where possible.
- ❖ Improved reporting mechanisms to ensure personal continence procedures followed in line with care and support plan. (Residential care).
- ❖ Revised guidance for managing behavior in Day Centre provision.

## **7. COMPLIMENTS**

Compliments provide valuable information regarding the quality of services that are provided and identify where they are working well. The number of compliments recorded in 2018/19 was 163 compared to the 161 received in 2017/18

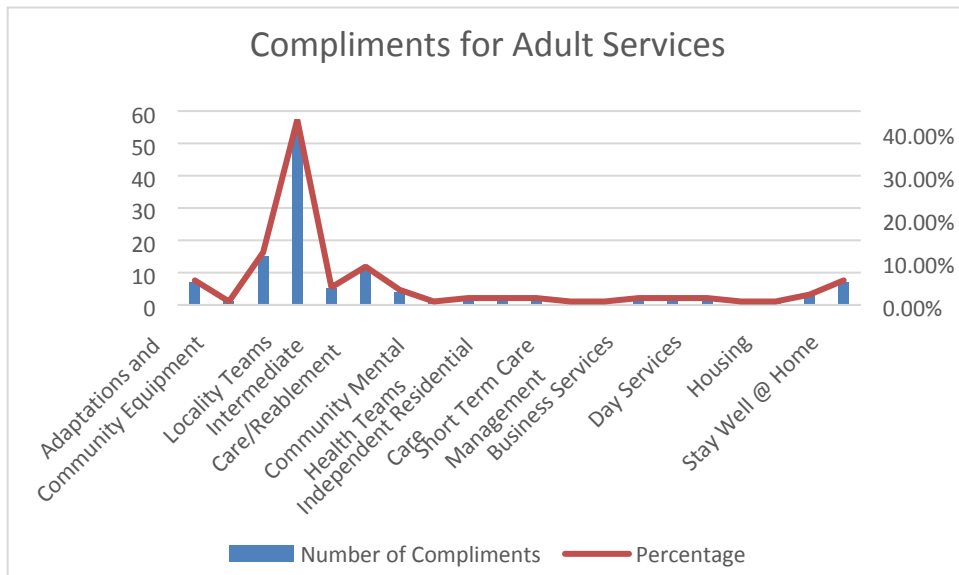
### **Adult Services**

In 2018/19 there were 123 compliments made within Adult Services.

Table 8 sets out the number of compliments recorded by Service Area.

**Table 8: Summary of compliments received**

| Service areas                         | Number     | Percentage |
|---------------------------------------|------------|------------|
| Short Term Intervention ACE           | 7          | 5.7%       |
| Customer Feedback Team                | 1          | 0.8%       |
| Long Term Assessment - Locality Teams | 15         | 12.2%      |
| Homecare                              | 53         | 43%        |
| Intermediate Care/Reablement          | 5          | 4.1%       |
| Carers Support Project                | 11         | 8.9%       |
| Community Mental Health Teams         | 4          | 3.5%       |
| Independent Domiciliary Care          | 1          | 0.8%       |
| Independent Residential Care          | 2          | 1.6%       |
| Single Point of Access                | 2          | 1.6%       |
| Short Term Care Management            | 2          | 1.6%       |
| Sensory Impairment                    | 1          | 0.8%       |
| Business Services                     | 1          | 0.8%       |
| Reviewing Team                        | 2          | 1.6%       |
| Day Services                          | 2          | 1.6%       |
| Finance                               | 2          | 1.6%       |
| Housing                               | 1          | 0.8%       |
| Supported Living                      | 1          | 0.8%       |
| Stay Well @ Home                      | 3          | 2.4%       |
| Residential Care RCT                  | 7          | 5.7%       |
|                                       | <b>123</b> |            |



The following are examples of some of the compliments received for Adult Services during 2018/19

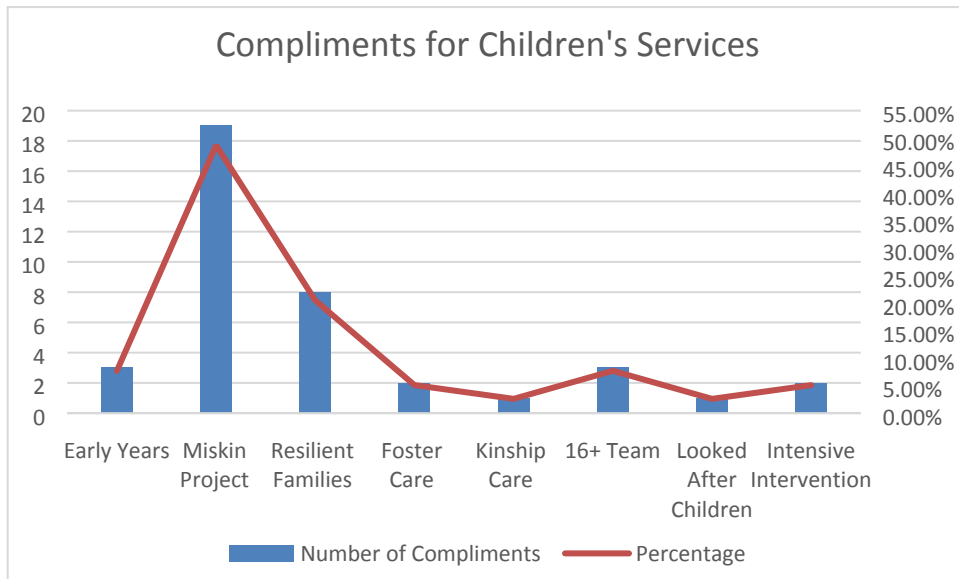


- *"I wanted to drop you a quick message to thank you for the trip to Thorpe Park yesterday – myself and my daughter had a great day"*
- *Card expressing thanks to OT who has been assessing mother in law. She has been so caring and has listened to mother in law and has given her time with patience and understanding.*
- *Daughter asked that "All staff are made aware of how grateful herself and the rest of the family were for the outstanding service her mother received from RCT"*
- *Letter received giving "Thanks for the standard of care my mother received over the last 3 years at Bronllwyn. Tracy Thomas and team supported her in every way possible encouraging her and helping to give her back her confidence after being so poorly"*
- *Daughter conveying sincere gratitude to Care Manager for the way he managed mothers transfer to Care Home which due to Gareth's professionalism, empathy, kindness and time management made transition to home easier than we first feared*
- *"I would like to express how grateful myself and all the family are for all your hard work in restoring my mother to us in good spirits. Without a doubt if it hadn't been for your caring, kindness and patience I am sure we would not find ourselves in this much happier situation. This service is invaluable"*
- *"I would like to thank your department on the way you have handled my mother in law's affairs, in particularly Daniel Minty who could not have been more helpful and efficient if he had been employed solely by us. He was always available or if not would always call you back – never failing"*
- *SU ringing to express how happy she is with the service she had from all our staff but particularly how friendly, polite, patient, kind and wonderful Paige Edwards was with her today. She made her feel at ease although this meant her taking longer than planned on her call.*

## **Children's Services**

In 2018/19 there were 39 compliments made within Children's Services.

Table 9 sets out the number of compliments recorded by Service Area.



**Table 9: Summary of compliments received**

| Service areas          | Number | Percentage |
|------------------------|--------|------------|
| Early Years            | 3      | 7.7%       |
| Miskin Project         | 19     | 48.7%      |
| Resilient Families     | 8      | 20.5%      |
| Foster Care            | 2      | 5.1%       |
| Kinship Care           | 1      | 2.6%       |
| 16+ Team               | 3      | 7.7%       |
| Looked After Children  | 1      | 2.6%       |
| Intensive Intervention | 2      | 5.1%       |

The following are examples of some of the compliments received for Children's Services during 2017/18:

- *Thank you for being on the other end of the phone, means a lot as I've "never had any support and now it's just taking its toll with everything going on - Thanks for being there for us"*
- *"I wanted to pass on my thanks and say how much I appreciated her continued work with NAME. It benefited the family to have continuity and was a great help to my team due to staffing issues"*
- *"You have been amazing with the help and guidance with me and my children. It has been a privilege to work with you"*
- *"Thank you for everything you did for me. You have helped me a lot and you became my best friend, we got along so well and I'm so sad it's the end. Thank you so much"*

## **8. WORK PROGRAMME, PROGRESS AND ACHIEVEMENTS**

- ❖ **The Corporate Customer Feedback Scheme was successfully transferred to the Complaints and Representation Team in January 2019 with the Team being restructured and re-named the Customer Feedback and Engagement Team.**
- ❖ **A new administrative post has been created to increase capacity within the team to provide improved performance management information and closer monitoring of complaint response times.**
- ❖ **Early intervention by the Complaints Officers has resulted in a significant reduction in the number of Stage 1 complaints particularly in Children's Services.**
- ❖ **The Customer Feedback and Engagement Team has continued to provide support and advice to managers on complaints handling including writing appropriate complaints responses and has developed a good practice guide which can be used across all service areas.**
- ❖ **Learning from complaints has been extended to include learning from other Local Authorities complaints and thematic issues arising from the Public Services Ombudsman's casebooks.**
- ❖ **A benchmarking tool has been developed to rate our services against Ombudsman standards and to proactively make improvements where identified.**

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## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CABINET**

**24<sup>th</sup> SEPTEMBER 2019**

### **CUSTOMER FEEDBACK SCHEME – COMMENTS, COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 2018/19**

#### **REPORT OF THE GROUP DIRECTOR OF COMMUNITY AND CHILDREN'S SERVICES IN DISCUSSION WITH CLLR WEBBER.**

**AUTHOR:** Jayne Thomas – Service Improvement, Customer Feedback and Engagement Manager

#### **1. PURPOSE OF THE REPORT**

1.1 The purpose of the report is to:

- (i) provide Cabinet with the inaugural Annual Report relating to the operation and effectiveness of the Council's corporate Customer Feedback Scheme ('CFS') between 1<sup>st</sup> April 2018 and 31<sup>st</sup> March 2019; and
- (ii) seek Cabinet's recommendations and any suggested areas for improvement in respect of the contents and publication of future CFS Annual Reports, together with CFS reporting mechanisms more generally.

#### **2. RECOMMENDATIONS**

It is recommended that Cabinet:

- 2.1 Considers the inaugural Annual Report relating to the operation and effectiveness of the Council's Customer Feedback Scheme (Comments, Compliments and Complaints) ('CFS') between April 1<sup>st</sup> 2018 and March 31<sup>st</sup> 2019, annexed at Appendix 1 to the report;
- 2.2 Notes the work being undertaken by the Customer Feedback and Engagement Team and recent improvements made to the management and operation of the CFS scheme; and
- 2.3 Provides any recommendations and suggested areas for improvement in respect of the contents and publication of future CFS Annual Reports,

together with CFS reporting mechanisms more generally, noting the feedback from the Overview & Scrutiny Committee meeting held on 3<sup>rd</sup> September 2019 in relation to this matter.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 Whilst there is currently no statutory requirement for the Local Authority to produce an annual report it is important that Cabinet is properly appraised of the nature of feedback received by the Council's customers, how that feedback has been used and, where appropriate, utilised to ensure service improvement across the Council.
- 3.2 Officers consider there needs to be a more consistent and programmed method of reporting customer feedback which can lead to informed recommendations for improvement and from which evidence of good practice/customer service can be shared more widely across service areas.

### **4. BACKGROUND INFORMATION**

- 4.1 Legislative changes to the powers of the Public Service Ombudsman for Wales (PSOW) came into force on the 1<sup>st</sup> May 2019 (Public Services Ombudsman (Wales) Act 2019) giving that office greater investigative powers and, through the development of the 'Complaints Standards Authority', a role in monitoring standards, trends and patterns across public service delivery in Wales.
- 4.2 As part of this legislation the Council is now required to report monthly on complaints activity to the PSOW.
- 4.3 The CFS records all Comments, Compliments and Complaints received by both residents of RCT and those people visiting RCT who access Council facilities. The scheme does not cover complaints where there are other statutory arrangements in place such as complaints about Social Care or School complaints.
- 4.4 The complaints process is a two stage process and is in line with the PSOW's Model Complaints Policy that was adopted by all Local Authorities in 2011.

**Stage One: Local Resolution** – The emphasis at this stage of the process is early resolution of the complaint either by providing an explanation, putting things right or agreeing a way forward which may include identifying where improvements to services are necessary. The timescale for local resolution is 10 working days.

**Stage Two: Formal Consideration** – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by a Senior Council Officer. The timescale for dealing with this stage is 20 working days.

- 4.5 If the complainant remains dissatisfied with the outcome of the stage two investigation, they may progress their complaint to the PSOW.

- 4.6 On 1<sup>st</sup> January 2019 operational responsibility for managing and co-ordinating the CFS transferred to the Customer Feedback and Engagement Team, who already had responsibility for the existing management arrangements in respect of the Social Services statutory complaints process. This team is led by the Service Improvement, Customer Feedback and Engagement Manager. This now means that the CFS and statutory Social Services complaints processes for the Council are now managed centrally by one team leading to better use of available expertise and experience as well as ensuring greater resilience in the operation of the CFS itself. Further it will:
- Enable more timely use of information captured via the operation of the CFS through improved reporting mechanisms which will support performance management arrangements and improvement within services;
  - Introduce training, support and challenge across all services; and
  - Strengthen complaint gatekeeping arrangements to improve the allocation and management of complaints (i.e. the early identification of only those that require action), the introduction of reporting management information to all Services and where agreed, to Members.

## **5. CFS IMPROVEMENTS**

- 5.1 Since January 2019 improvements have been made to the existing CRM system to enable more accurate recording of customer feedback and provide improved qualitative data which will be available in 2019/20. Currently the ability to provide robust and accurate data is limited and the Council is currently in the process of procuring a new I.T. system for capturing both Customer Contacts and Customer Feedback.

Interim improvements include:

- Information captured on Welsh Language, Equality and Data Protection in line with legislative requirements.
  - The collection of qualitative data evidencing learning and service improvements from feedback.
  - New categories for recording complaints and detailing the outcome of resolution in line with requirements of the PSOW Complaints Standards Authority.
- 5.2 Other notable improvements include quarterly CFS coordinators meetings and the introduction of a benchmarking exercise to rate RCT services against standards set by the PSOW. With the support of the PSOW this exercise is intended to enable the Council to learn from other Local Authorities complaints and to proactively assess the quality of 'like for like' services, identifying where we can improve and/or share good practice. This is currently being piloted across service areas and information will be available as part of reporting for 2019/20.
- 5.3 Work is also underway to improve customer facing web and social media information about the Customer Feedback Scheme which will provide both a means for customers to engage with the Council and provide further opportunity

for the Council to evidence how customer feedback has improved or developed services through the reintroduction of 'you said, we did'.

- 5.4 Ultimately, improvements to the CFS will enable the Council to improve engagement, understand where services need to be developed and improved and to better understand the needs of its residents and those who live and work in the County Borough.

## **6. SCRUTINY INVOLVEMENT**

- 6.1 On the 3<sup>rd</sup> September 2019 the Overview and Scrutiny Committee met to consider the inaugural Annual Report and consider the appropriate levels of future reporting. They were also asked to make recommendations to Cabinet, on how complaints activity is monitored in the future and whether any further improvements could be made to the process, noting the recent improvements made to date.

- 6.2 The Committee recommended the following:

- That a progress report regarding the Council's corporate Customer Feedback Scheme is presented to the Overview & Scrutiny Committee on a bi-annual basis (to include the CFS Annual Report); and
- That the next report to Scrutiny incorporates a detailed explanation of the two-stage Complaints process, with the inclusion of case studies.

## **7. EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 There are no equality and/or diversity implications from this report.

## **8. CONSULTATION**

- 8.1 No consultation has been undertaken in relation to this report as it provides information on the operation of the Customer Feedback Scheme and direct feedback from service users in relation to how well services are delivered through the monitoring of compliments comments and complaints.

## **9. FINANCIAL IMPLICATIONS**

- 9.1 There are no financial implications aligned to this report and the work of the Customer Feedback and Engagement Team is managed within the existing allocated budget.

## **10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 10.1 The Customer Feedback Scheme is not a requirement of specific legislation however the administration of the work of the Complaints Feedback and Engagement Team is underpinned by the standards and expectations set by the PSOW and is subject to scrutiny under the new powers afforded to the PSOW under the Public Services Ombudsman Act (Wales) 2019.



## **11. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT**

11.1 The function of the Customer Feedback and Engagement Team and the collation of service user feedback through both complaints and compliments provides a quality assurance mechanism by which the Council can measure its performance against the corporate priorities to:

- Deliver essential services well;
- Engage with customers and use feedback to redesign and/or improve our services.
- Ensure local people get good outcomes from their services

## **12. CONCLUSION**

12.1 All customer feedback provides valuable information from which services can improve and develop. This data also enables services and the Council as a whole to better understand the needs of its residents and to assist in both the planning and delivery of essential services.

**LOCAL GOVERNMENT ACT 1972**  
**as amended by**

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**REPORT OF THE GROUP DIRECTOR OF COMMUNITY AND CHILDREN'S**  
**SERVICES**

**CUSTOMER FEEDBACK SCHEME – COMMENTS, COMPLIMENTS AND  
COMPLAINTS ANNUAL REPORT 2018/19**

LIST OF BACKGROUND PAPERS:

OVERVIEW & SCRUTINY COMMITTEE 3<sup>rd</sup> SEPTEMBER 2019

AUTHOR: Jayne Thomas – Service Improvement, Customer Feedback and  
Engagement Manager

### 1. Customer Feedback Scheme 2018/19 – Overview

The following provides a general overview and brief analysis of the feedback received for 2018/19.

The data was provided by Service Feedback Co-ordinators using the CRM system reporting tool, which identifies levels of feedback received, together with examples of service change directly made as a result of customer comments, compliments or complaints.

It is evident that not all feedback is currently captured on the CRM reporting tool and that whilst this report provides a picture of feedback activity there are improvements required to ensure that accurate data is captured going forward. Training for all system users is planned for 2019/20 to ensure that customer feedback is consistently logged and that any service development and improvements resulting from this can be captured and reported on.

### 2. Key findings

- The 10 working day response timescale for complaints was met 73% of the time. This is a 6% improvement on the timescales reported in 2017/18 (67%)
- Online feedback is the most popular means of communication with 61% of customer feedback received via the Council's website. This represents a 6% increase on web feedback in 2017/18.
- Face to face feedback only accounts for 1% of the total feedback received. Whilst this remains low as in previous years it is recognised that comments and compliments made to individual officers across services are difficult to capture and may not be an accurate reflection of the level of activity in this area.
- Only 34 (3.5%) of the complaints received progressed to Stage 2 of the complaints procedure.
- The highest number of complaints and compliments were received for highways and Streetcare.
- There were no Ombudsman investigations with all complaints referred to the ombudsman being resolved or closed. (see section 6)
- There is little data available for the Education Department with only 1 complaint being reported with 11 complaints being referred to and dealt with under the Schools complaints policies. This is a priority area for the Customer Feedback Team going forward in ensuring all available data is captured and is currently being addressed.

### 3. Total Feedback received and comparison with 2017/18

| <b>Feedback</b> | <b>2017/18</b> | <b>%</b>    | <b>2018/19</b> | <b>%</b>    |
|-----------------|----------------|-------------|----------------|-------------|
| Complaints      | 741            | 65%         | 730            | 66%         |
| Comments        | 124            | 11%         | 144            | 13%         |
| Compliments     | 267            | 24%         | 239            | 21%         |
| <b>TOTAL</b>    | <b>1132</b>    | <b>100%</b> | <b>1113</b>    | <b>100%</b> |

### 4. Total feedback by service areas

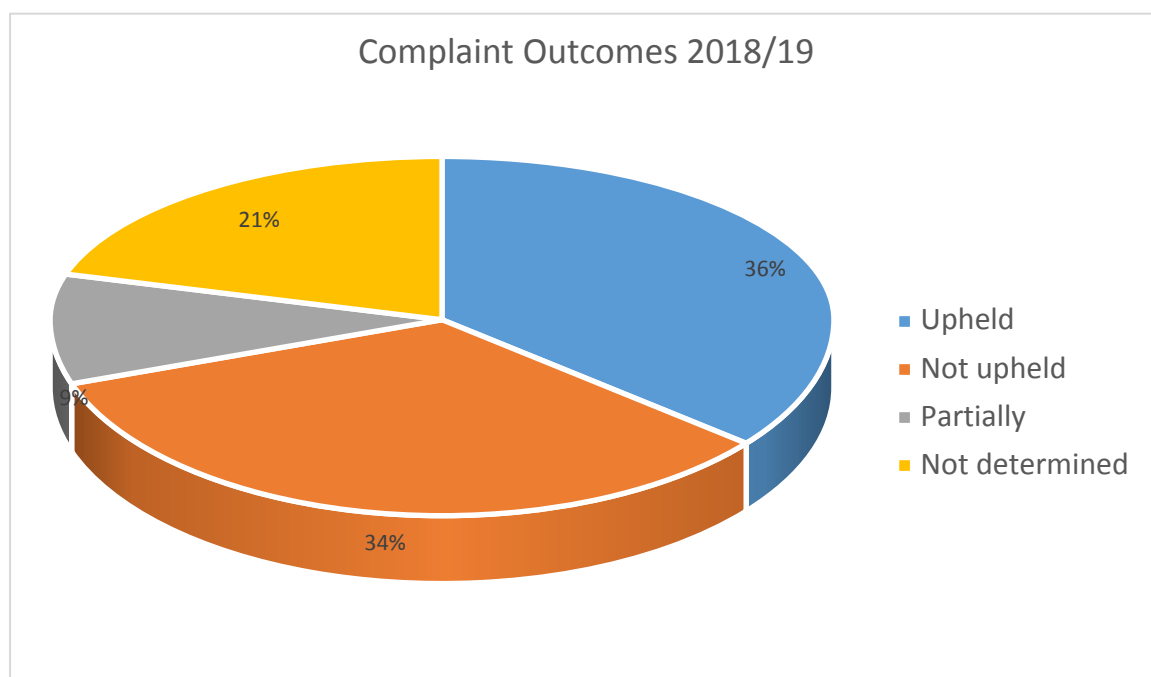
| <b>FEEDBACK 2018/19</b>                 | <b>Complaints by Stage</b> |           | <b>Comments</b> | <b>Compliments</b> | <b>Total</b> |
|---|----------------------------|-----------|-----------------|--------------------|--------------|
|   | <b>1</b>                   | <b>2</b>  |                 |                    |              |
| Arts and Theatres                       | 3                          | 0         | 1               | 18                 | <b>22</b>    |
| Benefits                                | 20                         | 0         | 0               | 1                  | <b>21</b>    |
| Council Tax                             | 50                         | 6         | 3               | 1                  | <b>60</b>    |
| Customer Care                           | 32                         | 2         | 7               | 45                 | <b>86</b>    |
| Corporate Estates                       | 8                          | 0         | 1               | 0                  | <b>9</b>     |
| Cross Service Cases (Multiple services) | 53                         | 2         | 8               | 14                 | <b>77</b>    |
| Education                               | 1                          | 0         | 0               | 0                  | <b>1</b>     |
| Highways and Street care                | 407                        | 11        | 83              | 126                | <b>627</b>   |
| Legal (including elections)             | 2                          | 1         | 1               | 0                  | <b>4</b>     |
| Leisure                                 | 14                         | 1         | 11              | 4                  | <b>30</b>    |
| Parks and Countrysides'                 | 36                         | 1         | 14              | 9                  | <b>60</b>    |
| Prosperity and Development              | 27                         | 7         | 7               | 14                 | <b>55</b>    |
| Public Health and Protection            | 43                         | 3         | 8               | 7                  | <b>62</b>    |
| <b>Totals</b>                           | <b>696</b>                 | <b>34</b> | <b>144</b>      | <b>239</b>         | <b>1,113</b> |

*"I would just like to thank you and all members of your team from the bottom of my heart, you have made my dreams come true, I feel I can now spend the rest of my life in peace. I am so happy and look forward to moving in to my new flat"... customer of home finder team*

## 5. Outcome of complaints

➤ Complaints outcomes for 2018/19 are logged under the following 4 categories:

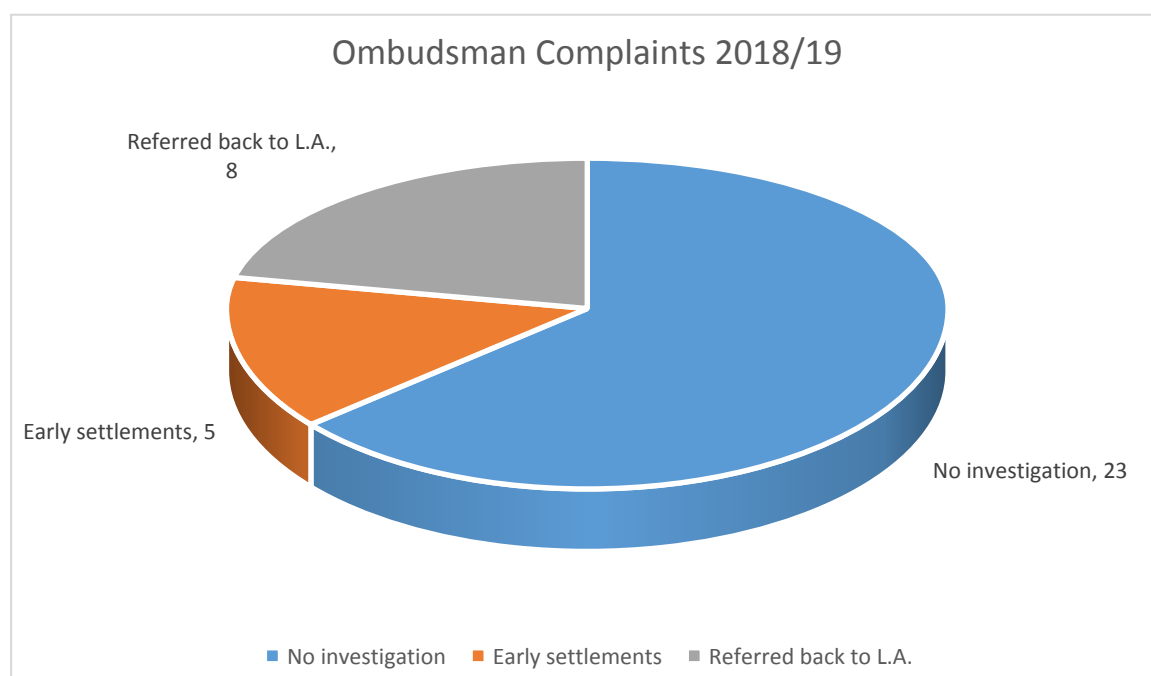
- **Upheld** - The Council considers that it has failed to provide a service or that the service delivered falls below the expected standard and/or is not in line with policy and procedure.
- **Not upheld** - The Council is satisfied that it has provided the service in line with relevant legislation, policy and guidance and meets an expected standard.
- **Partially upheld** - An element but not all of the complaint meets the 'upheld' criteria.
- **Not determined** - Outcome is not determined or case is not closed properly.



Improvements have been made to the CRM to improve the quality of the categorisation of complaints in line with the requirements of the Public Services Ombudsman Wales. Further work is required to ensure all service areas are capturing feedback and that CRM users are all trained and confident to use the system ensuring complaints are both logged and closed properly.

## 6. Ombudsman complaints.

- 36 Complaints were referred to the Office of Public Services Ombudsman, all of which were resolved successfully by the relevant service areas.
- The figures below also include 14 complaints that refer to Adult and Children's Services, the details of which are included in the Social Services Complaints Annual Report 2018/19.
- Further information and a breakdown of Ombudsman complaints can be accessed through the Ombudsman's Annual Letter for RCT issued on the 7<sup>th</sup> August 2019.



**Under the PSOW Act 2019: Shaping the Future the Public Services Ombudsman Wales has been given new powers to undertake own initiate investigations into Public Bodies in Wales. This means they do not have to have received a complaint to investigate an area of concern identified through themes or trends. More information can be found at <https://www.ombudsman.wales/publications/>**

## **7. Examples of service Improvements and actions taken as a result of feedback.**

### **Corporate Estates**

- Review of toilet facilities for the public in all public facing buildings and offices resulting in a change of policy to allow use of toilet facilities at Sardis One4All.

### **Customer Care**

- One4all – Blue Badge application form amended to make it clear as to the level of evidence required to enable an application to be processed.
- Website – procedure introduced for all Welsh Language Forms to be tested by a Welsh Speaker before they are made live on the website.
- Contact Centre - Alert system introduced to identify when call handling times exceed threshold, following complaint re. Length of call.

### **Leisure**

- Improvements to changing facilities at Tonyrefail.
- Improved signage at Bronwydd swimming pool.

*“Being a retired P.E. teacher it is wonderful to see the continuous work being done on the leisure centres in RCT” ... customer*

### **Parks and Countryside**

- New dog waste bins installed with more regular collections.
- Water tanks in cemetery refilled before they become empty

### **Prosperity and Development**

- Improvements made to the system for checking and verifying applicant’s eligibility for a renovation grant.
- Staff reminded of their responsibilities under GDPR following a data breach where information on an Empty Property Grant was sent to the applicant’s relative in error. Additional guidance on the relevant system provided to staff to prevent a reoccurrence.

**Further work has been identified as necessary in order to capture themes and service development as a result of customer feedback. This is a priority area for the Customer Feedback and Engagement Team along with the development of the ‘you said, we did’ website page.**

On Monday I reported fly tipping. Today it was sorted efficiently. They even cleaned the area. Thank you!!

## 8. Compliments and Comments

- Compliments accounted for 52% of the feedback received for Customer Care the majority of which were thanking contact centre and One4all staff for their assistance.
- The highest number of compliments and comments were received for highways and street care with positive feedback relating to the promptness in which services were provided in particular responding to reports of fly tipping and repairs to highways and pavements.
- More compliments than complaints were received for Arts and Theatres with compliments representing 81% of feedback received.

*"What a night! All of the performers were outstanding. It was so pleasing to see acts from our local communities on stage, under the lights and getting the applause that they so richly deserve".....customer - theatres*

## 9. Examples of comments and compliments

*"Compliment to the advisor who took the call for a delivery of recycling bags, advisor was very polite, helpful and pleasant. Also to the recycling crew who delivered the bags in record time. Excellent service all round and would like to praise RCT for the service provided"...Customer - Crosscutting*

*"Thank so much for all of your help. You have been truly amazing. Please pass on my thanks to your team manager and please let them know that you are a fantastic person who is excellent at your job. Your help has made all of my questions and move very easy and I am extremely grateful for all that you have done. You are an asset to RCT and we need more people like you!!! Thank you again." Customer – Council Tax*

*"Just wanted to say a big thank you to your wonderful library staff who were so helpful to me today and who went above and beyond. I don't live in Wales anymore but the staff reminded me how warm and welcoming the valleys are"*  
Member of public – Library Service

## 10. Work programme and identified improvements.



The Customer Feedback and Engagement Team has identified the following improvements to be undertaken as part of the Team's work programme for 2019/20:

- Improved training for all Customer Feedback Scheme Co-Ordinators will be provided in 2019/20 to ensure all feedback is both logged and closed appropriately on the Customer Record Management System.
- A mechanism for frontline staff to capture customer feedback to be developed, encouraging face to face comments and compliments to be formally logged. E.g. Customer satisfaction cards, customer survey.
- Information on the Council's Website will be improved with clearer information for customers on how to engage with the Council and provide feedback on services received.
- The Customer Feedback and Engagement Team will analyse Public Services Ombudsman activity and use this information where appropriate to Benchmark Service areas against Ombudsman expectations and recommendations to other Councils following complaints and;
- along with relevant service areas, through improved analysis of customer feedback, identify where we can learn and make improvements to services or share examples of good practice
- Through the development of 'you said we did' provide feedback to Customers through a variety of Social Media channels and through the Council's Website.
- The Manager of the Customer Feedback and Engagement Team will continue to represent the Council on the National Complaints Groups and will identify where we can develop the Customer Feedback Scheme through good practice noted in other Local Authorities.

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## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**24<sup>TH</sup> SEPTEMBER 2019**

### **CABINET**

#### **LLANHARAN BYPASS**

#### **REPORT OF GROUP DIRECTOR PROSPERITY, DEVELOPMENT AND FRONTLINE SERVICES IN DISCUSSIONS WITH THE LEADER OF THE COUNCIL, CLLR A MORGAN.**

**Author(s):** Andrew Griffiths, Service Director Highways and Transportation

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to;
- Update Cabinet on the current progress related to the development and delivery of the major transportation project: Llanharan Bypass.
  - Update the Cabinet on the public consultation exercise and in particular the route selection process.

#### **2. RECOMMENDATIONS**

It is recommended that the Cabinet:

- 2.1.1 Note the progress made and contents of the report.
- 2.1.2 Confirm Option 2 – Eastern Route (as identified at Appendix A) as the preferred route option for further development.
- 2.1.3 Agree to removal of the safeguarding of route SSA18.1 (western, Option 1, see Appendix A) i.e. through the Welfare Ground in the Local Development Plan.

#### **3 REASONS FOR RECOMMENDATIONS**

- 3.1 The construction of the Llanharan Bypass is integral to the regional strategic highway network of the Borough. It is also linked to the Strategic Opportunity Area (SOA) Llanilid on the M4: Driving the Regional Economy and is important to the wider economic opportunities for the western area of the County Borough and the Cardiff Capital Region.

- 3.1.1 Two potential routes for the eastern link to the A473 were included and safeguarded in the Council's Local Development Plan (LDP). Following initial scheme development and public consultation, there is confidence that the eastern option is deliverable and this option received overwhelming public support. It is therefore recommended that the western option (through the Welfare Ground) is no longer pursued and that resources are focused on developing and delivering the eastern option.
- 3.2 The project will have transportation and regeneration benefits including:
- Removal of congestion from the existing A473 section through Bryncae and Dolau, Llanharan
  - Bring environmental relief to the properties fronting the existing section of the A473 through Bryncae and Dolau, Llanharan
  - It will improve reliability and journey times especially for public transport.
  - It will facilitate and further unlock development of SSA9 former OCC site Llanilid.
  - It will facilitate new active travel links and enable the introduction of measures to enhance active travel within the communities that are currently suffering the detrimental impacts of high traffic volumes.

#### **4. BACKGROUND**

- 4.1 The scheme will provide a bypass to the A473 to the east of Llanharan from the existing first phase of the bypass constructed as part of the Llanilid Studios development to a point west of the existing petrol service station located alongside the A473 opposite Llanharan House (approximately). The proposal is to create a 7.3m wide carriageway with Active Travel provision.
- 4.2 The A473 is recognised as an important transportation corridor linking the M4, Cardiff, Bridgend and South East Wales to RCT. This was recognised by the Welsh Government who have worked in collaboration with RCT and provided funding as part of a WeITAG (Welsh Transport Appraisal Guidance) Stage 1 Strategic Corridor Assessment of the M4 for 2016/17. The A473 was recognised as an important sub corridor and the subsequent report and findings were endorsed by the Welsh Government. This resulted in further funding provided by the Welsh Government in 2017/18 to undertake the Stage 2 of the assessment. The Welsh Government are now taking the WeITAG process through to Stage 3 as part of their national pinch point programme to relieve congestion at certain points along the strategic national highway network.

- 4.3 The bus corridor along the A473 through Llanharan is one of the strategic bus corridors in RCT. It serves Llantrisant / Talbot Green, which is a Strategic Opportunity Area as identified in the Wales Spatial Plan. The corridor crosses the A4119 corridor at Talbot Green and is projected to cater for a significant increase in both peak and off-peak traffic to Cardiff and throughout the M4 corridor, as within the Local Development Plan Llanharan is identified as a key settlement and growth area.
- 4.4 In addition to this, on the 21<sup>st</sup> September 2017, the Council approved five Strategic Opportunity Areas (SOAs) and in particular Llanilid on the M4: Driving the Regional Economy. In doing so, the Council has committed to developing and delivering projects that will achieve the primary aspirations of this Strategy, namely enabling significant economic growth and jobs.
- 4.5 The Llanilid / M4 Corridor is the only inward investment site of this scale in the Cardiff Capital Region and is a critical opportunity for major transformational growth in the economy of the region. To unlock the full potential of this area, infrastructure is key. The 550ha site could deliver significant jobs to the Cardiff Capital Region. The mixed-use site provides opportunities for the full spectrum of Class B business development whilst the potential link to the Pencoed Technology Park could provide further opportunity sites for larger investments on the M4 site. The completion of the Llanharan Bypass is key to the development of the site and is an integral part of the infrastructure to develop the SOA.
- 4.6 The first phase of the Llanharan Bypass (a length of 650m) i.e. from Dragon Studios was constructed in 2009 as part of the Llanilid Film Studios development.
- 4.7 The second phase of the Llanharan Bypass (a length of 850m) has been brought up to finished earthworks level / profile. As part of a current planning application, this section is due to be completed by house builders when the 800<sup>th</sup> dwelling has been completed.
- 4.8 The third phase of the Llanharan Bypass, which will be delivered by the Council, is a length of 1.6km and will connect to the existing A473 adjacent to Llanharan House. This will necessitate a new bridge crossing the main Cardiff to Swansea railway line. Consideration is also being given to the realignment of the existing A473 from the roundabout at Dragon Studios west to the Auto Sales near Junction 35 of the motorway.
- 4.9 Preliminary design has commenced on the Bypass route including completion of the WeITAG Stage 1 assessment on the project with geotechnical / site investigation programmed for later this year.
- 4.10 Ecological surveys have commenced and are ongoing, they will need to be for a full 12 months to ascertain the impact of the proposed highway.

Dormice and bats have already been noted along the route and there will need to be ecological mitigation measures implemented as part of the project to offset any detriment caused by the project. An Environmental Impact Assessment will need to be undertaken for the project and submitted as part of the planning process.

- 4.11 Planning consent 01/2815 provided outline consent for a film studio development with associated production facilities. Also included was leisure facilities, hotels, offices, etc as part of the overall development. Further consents 04/0342 for 5 silent stages, 04/1509 for highway infrastructure, 05/1032 for highway interchange, 05/1088 access infrastructure, 07/2152 construction of 248 dwellings are the salient planning consents for the SSA9 Llanilid site. The first phase of Persimmon's reserved matters (Ref: 18/0334) for 216 residential units was approved on 24 April 2019.

## **5. EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 An Equality Impact Assessment screening form has been prepared for the purpose of this report. It has been found that a full report is not required. The Llanharan Bypass will enhance existing movement along the strategic highway network and hence between communities.

## **6. CONSULTATION**

- 6.1 Consultation has commenced and will continue with the stakeholders and parties affected by the Llanharan Bypass and these include the Council's departments, statutory bodies, statutory undertakers and third parties whose land is required for the proposals.
- 6.2 A public consultation for this scheme with particular reference to the public viewpoint on the final leg of the Llanharan Bypass was undertaken with two public exhibitions on the 29th of March and 5th April and a two week-long consultation online. A website was also live during the two weeks of the exhibition with a comments box to allow feedback on the consultation information.
- 6.3 The public consultation was gauging the support for the Bypass and also the route of the final leg of the Bypass. Option 1 (SSA18.2 western route) located the route through a section of the Welfare Ground, which is a highly valued green space, whilst Option 2 (SSA 18.2 eastern route) was located further east from the Welfare Ground and totally avoided this. The options are shown on Appendix A to this report.
- 6.4 Over 450 people attended the two exhibitions, with a total of 477 written responses including the responses from the website. In total 449

supported the Llanharan Bypass proposals with 453 supporting Option 2 as the final leg of the Llanharan Bypass (four responses did not include a preference on the options as presented). A number of issues / concerns were raised during this process and it should be noted that the preliminary / detailed design will consider the response and, where appropriate and reasonable, mitigation measures will be incorporated.

## **7. FINANCIAL IMPLICATION(S)**

- 7.1 The preliminary design is currently ongoing for the project, however the WeITAG Stage 1 assessment has indicated that the initial cost estimate is in the range of £17-£20m which is inclusive of risk at 40%. As the project progresses through the detailed design stage, the estimated costs will be further refined.
- 7.2 A total of £350k funding has been received from the Welsh Government between 2018/19 via the Local Transport Network Fund for the project.
- 7.3 A total of £1.65m funding to date has been committed by the Council via its investment programme.
- 7.4 On 25<sup>th</sup> January 2018 the Cabinet agreed in principle to a £300m investment programme over the next 5 years and included in that was a sum of £65M for Highways and Transportation Infrastructure projects including Llanharan Bypass.
- 7.5 The Council has also secured £0.1M from Welsh Government Local Transport Funding for 2019/20 for a major economic infrastructure package (4 number projects) which includes the Llanharan Bypass. Further bids will be submitted in due course.
- 7.6 A substantial proportion of funding is likely to be secured from the new development that will benefit from this key infrastructure project.

## **8 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 8.1 The legal implications in respect of potential Compulsory Purchase Order (CPO) and Side Roads Order (SRO) will be considered in a later report to follow once the precise land footprint for the project has been identified.

## **9 LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.**

9.1 The Llanharan Bypass supports a number of the authority's own plans, policies and strategies that relate not only to transport, but the wider local agenda:

### **9.1.1 Well-Being of Future Generations (Wales) Act 2015**

The Llanharan Bypass will help achieve the well-being goals and objectives of the Act. Measures along this transport corridor to reduce journey times and improve reliability will help to improve access to key employment sites in the western and eastern part of the corridor. Increasing the proportion of employed residents will support economic growth in the area, help raise household income levels, tackle inequality and generate greater prosperity for communities. A reduction in traffic congestion along the A473 corridor will deliver wider environmental benefits including potential reductions in traffic related carbon emissions, possible improvements to local air quality and a more attractive public realm. Investment in the A473 corridor together with the bus operators will encourage greater passenger usage on bus services and help to maintain its commercial viability. This, in turn, will ensure that the bus service continues to play an important connectivity role, linking those communities with high levels of deprivation and low car ownership with areas of buoyant economic activity and a wide range of jobs, services and facilities. Improvements to local walking and cycling provision will encourage more active travel journeys. This will help promote good health and well-being for everyone and build healthier communities and better environments.

### **9.1.2 Cwm Taf Wellbeing Plan**

Replaces the Single Integrated Plan (SIP) and a number of different partnership plans that were previously produced, including the Community Strategy, Children and Young Peoples Plan, Health Social Care and Well Being Strategy, Community Safety Plan and Local Housing Strategy. The Cwm Taf Wellbeing Plan has been produced by an overarching partnership of organisations in the public and voluntary sectors. The aim is to promote thriving communities, healthy people and a strong economy. These are closely aligned to the Welsh Government's 'Programme for Government Priority Areas'.

### **9.1.3 Local Development Plan (LDP)**

The LDP provides the framework for the development and use of land within Rhondda Cynon Taf. It sets out the objectives and priorities relating to the development and use of land and the policies and proposals for implementing them.

Core Policy CS8 – Transportation, includes specific reference to the A4119/A473 corridor. It is recognised that the corridor is a strategic transport corridor and this corridor area is subject to high demands for



economic and housing developments. This policy safeguards the provision improvements to this corridor via a strategic transport corridor management system.

Policy SSA18.1 Major Road Schemes – A473 Llanharan Bypass.

Policy SSA9 – Former OCC Site Llanilid, Llanharan – 1950-2100 dwellings, 2500m<sup>2</sup> net retail floor space, medical centre, library / community facility, a new primary school and associated public open space.

#### **9.1.4 The South East Wales Valleys Local Transport Plan (January 2015)**

This plan identifies the issues and opportunities for transport in the South East Wales Valleys area. The Llanharan Bypass will complement proposals set out in the plan's medium term programme for improvements.

#### **9.1.5 Strategic Opportunity Areas (SOA's)**

The current context of the Cardiff Capital Region City Deal and the Valleys Taskforce means that it is more important than ever to identify where there are key strategic opportunities to work with partners to deliver economic growth in Rhondda Cynon Taf. As such, RCT has identified key strategic opportunity areas to maximise the benefit of economic regeneration and ensure RCT is successful in the global competition for investment. SOA's are geographical areas where resources are focused to provide opportunities for the private sector to invest and create new jobs. Each SOA aims to provide a comprehensive and focused package to encourage investment and enterprise. On 21<sup>st</sup> September 2017, the Council approved five Strategic Opportunity Areas (SOAs) and in particular Llanilid on the M4: Driving the Regional Economy. In doing so, the Council has committed to developing and delivering projects that will achieve the primary aspirations of this Strategy, namely enabling significant economic growth and jobs. Part of this Strategy identifies the A473 as an integral part of the Development Opportunity, recognising the major impact of developing the Llanilid site.

#### **9.1.6 One Wales: Connecting the Nation (Wales Transport Strategy 2008)**

The project will have a positive contribution to some of the high level outcomes which will need to be achieved in order to help deliver the above plan. In respect of social outcomes, the project will improve access to education and training and lifelong learning and will improve access to shopping facilities in Talbot Green. The Bypass will remove traffic congestion away from built up communities, reducing the impact of transport on the local environment. A number of the economic outcomes will also be supported by the project including improved access to employment opportunities for residents of nearby communities.

#### 9.1.7 **National Transport Plan (2010, updated 2011)**

The Llanharan Bypass is in accordance with the National Transport Plan (NTP). The NTP sits alongside the Local Transport Plan to deliver the aims and outcomes of the Wales Transport Strategy. The NTP sets out Welsh Government interventions to deliver the aspects of transport policy for which it is responsible. It sets out proposals to deliver a transport system as integrated as possible and to ensure the transport system is used efficiently and sustainably. The NTP reflects a balanced approach to the development of the transport network, recognising that it must continue to support economic growth and promote social inclusion, while playing its full part in tackling climate change.

#### 9.1.8 **Wales Spatial Plan (2008)**

The Llanharan Bypass is in accord with the Welsh Government's Wales Spatial Plan (WSP). A key theme of the WSP is 'Achieving Sustainable Accessibility'. The Plan sets out area strategies for spatial areas within Wales, including one for SE Wales – The Capital Region.

The vision for this area is 'An innovative skilled area offering a high quality of life – international yet distinctively Welsh. It will compete internationally by increasing its global visibility through stronger links between the Valleys and the coast and with the UK and Europe, helping to spread the prosperity within the area and benefiting other parts of Wales.' The WSP recognises that a fully integrated, high quality transport system is necessary for this to happen. The vision sees South East Wales as a 'networked city region' of strong, sustainable and interdependent communities spreading the prosperity of Cardiff and Newport to the neighbouring valleys. The strategy envisages that new development will be focused on 14 key settlements in SE Wales with growth being distributed evenly to avoid overdevelopment in the south and support the regeneration and viability of key settlements outside the main cities.

The Llanharan Bypass will provide improved access to 1 of the South East Wales Capital Region's 14 key settlements identified in the WSP. Llantrisant is also identified as 1 of 3 Strategic Opportunity Areas in this region, which offer the potential regional benefits from their sustainable development.

9.2 The proposals to construct the A473 Llanharan Bypass will make a significant contribution towards the Corporate Priorities "Building a Strong Economy" and "Improving our Communities". The proposal has a significant impact on improving accessibility and connectivity which is recognised as a fundamental factor in linking the labour market with employment opportunities and supporting economic activity.

9.3 The project directly addresses the Corporate Plan commitment to invest in highways infrastructure and to improve the transport network.

- 9.4 On 21<sup>st</sup> September 2017 Council approved the Strategic Opportunity Areas and in particular the Llanilid on the M4: Driving the Regional Economy.
- 9.5 The Llanharan Bypass will help support the delivery of a Wales of cohesive communities, a prosperous Wales and a Wales of vibrant culture and thriving Welsh Language.
- 9.6 Llanharan Bypass is closely aligned to the well-being and regeneration objectives of the Welsh Government's Wales Infrastructure Investment Plan, the Cardiff Capital Region City Deal and the Our Valleys, Our Future Plan of the Ministerial Taskforce for the South Wales Valleys in terms of:  
Tackling pollution and improving air quality by improving traffic flows.  
Tackling poverty and benefitting the local economy by offering better access to existing and potential new employment sites.
- 9.7 **Climate Change**  
The requirement to reduce carbon emissions is set out in the Climate Change Act 2008 and also in the Environment Act (Wales) 2016. More recently, Welsh Government produced Prosperity for All: A Low Carbon Wales and in May 2019, the Committee on Climate Change recommended new emissions targets for the UK: net zero greenhouse gases by 2050 (Wales is set at 95% due to a disproportionate impact from the farming industry).
- 9.71 Every construction project involves some capital expenditure of carbon but the well-being of our communities relies on development which must take place in accordance with sustainable principles, to provide the infrastructure, services and facilities needed for society, business and industry. The Council is taking appropriate steps to ensure that the proposed scheme minimises its carbon impacts.
- 9.72 Llanharan Bypass will help to reduce and ease congestion on the existing highway network which will in principle, help improve the air quality and reduce the emissions into the atmosphere from vehicles. The additional capacity will also improve the reliability and reduce journey times of public transport which should improve patronage and viability of public transport services which are under threat due to the negative effects of congestion. Growth in public transport usage should offset some of the demand for private vehicles trips on the highway network. The project will also provide a dedicated Active Travel community route with links to the community, thereby providing sustainable alternative means of transport and promoting a healthier lifestyle for residents. The community route will aid in the reduction of shorter journeys of under 1km which are often undertaken by private vehicles. The project has been designed with a speed limit of 50mph which again will aid in the

free flow of vehicles and the potential reduction of carbon emissions (note similar speed limits have been set on the A470 to minimise tail pipe emissions). Scheme design will also look to try to balance the cut and fill so that there are minimal vehicle journeys during construction. In principle there should be a decrease in the carbon footprint as a net result of operational reductions in carbon emissions off-setting carbon generation during construction of the scheme.

- 9.73 During the tendering and subsequent assessment process, prospective contractors will be required to answer a number of questions on sustainability during construction, including use of materials, employment of local sub-contractors, minimisation of waste, recycling, carbon reduction, etc. as part of the overall tender assessment process. Key Performance Indicators (KPI's) will be agreed with the winning contractor and monitored during the construction contract to ensure that these are met and the contractor delivers as agreed.

## **10 CONCLUSION**

- 10.1 The Llanharan Bypass will bring local benefits and improved connectivity within the region delivering greater economic opportunities.
- 10.2 The Llanharan Bypass will improve journey time reliability, reduce journey times, reduce congestion and provide environmental relief to communities along the A473 at this location.
- 10.3 The Llanharan Bypass will act as a catalyst for the Strategic Opportunity Area, especially SSA9 (Llanilid development).
- 10.4 The Council notes the results of the public exhibition and consultation and the Council will focus on the delivery of the scheme via Option 2 as shown on Appendix A thereby avoiding the highly valued green space and protecting the Welfare Ground.
- 10.5 Development of the project will now focus on the option 2, the Eastern Route.



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**RHONDDA CYNON TAF**  
FFYNIANT, DATBLYGU, A GWASANAETHAU RHENG-FLAEN

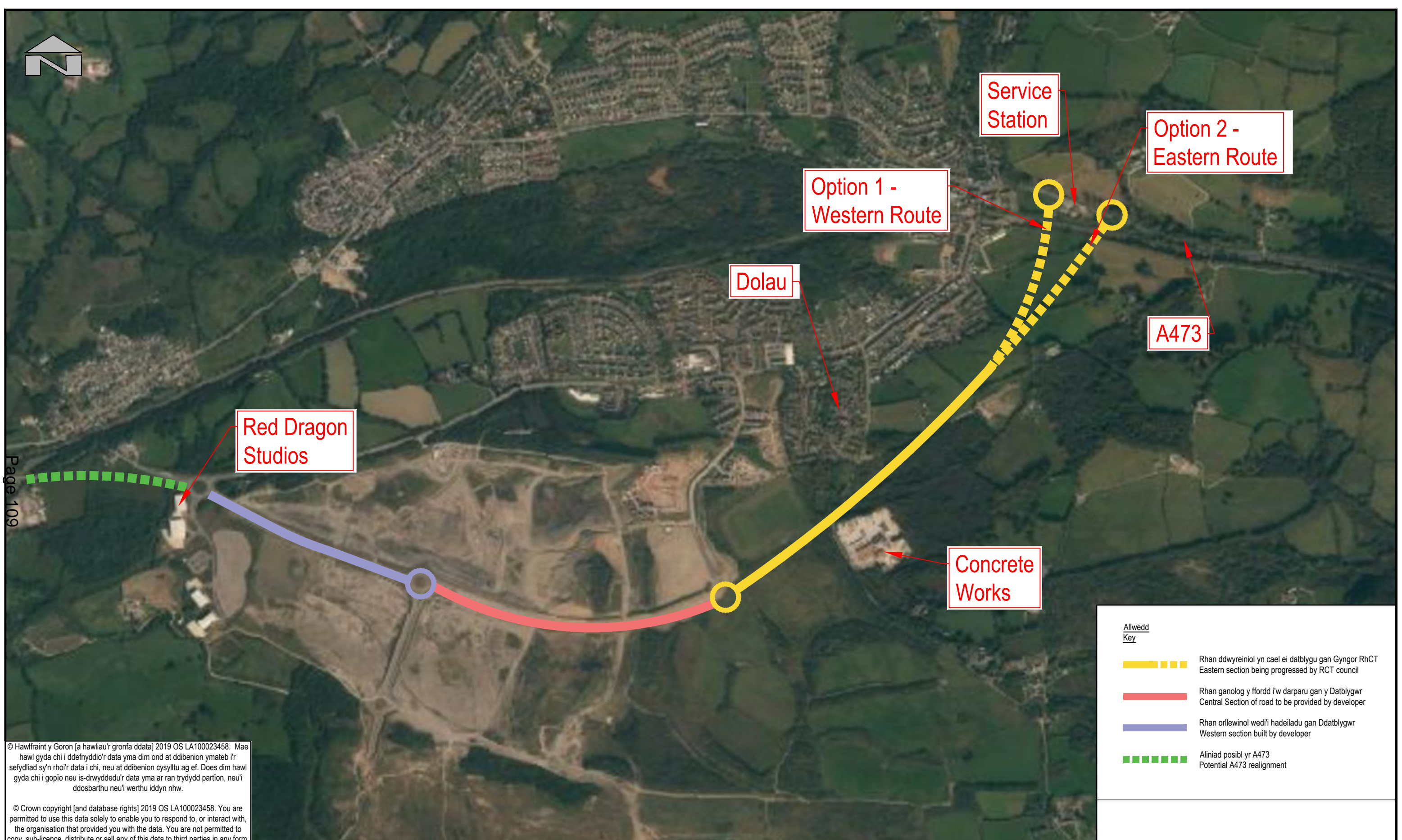
RHONDDA CYNON TAF  
PROSPERITY, DEVELOPMENT AND FRONTLINE SERVICES





PROSIECTAU STRATEGOL/STRATEGIC PROJECTS  
Ty Sardis/Sardis House, Heol Sardis/Sardis Road, Pontypridd, CF37 1DU  
Ffôn/Tel: 01443 425001 Ffacs/Fax: 01443 490414

|                   |   |
|-------------------|---|
| Cleient/ Client   | Rhondda Cynon Taf<br>County Borough Council |
| Prosiect/ Project | Ffordd Osgoi Llanharan<br>Llanharan Bypass  |

|                         |                                   |
|-------------------------|-----------------------------------|
| Teitl y Llund Dwg Title | Lleoliad y safle<br>Site Location |
|-------------------------|-----------------------------------|

| Manylion Adolygiad/Revision Details |                              |                                   | Gan/By | Dyddiad/Date | Adolygiad/Revision |
|-------------------------------------|------------------------------|-----------------------------------|--------|--------------|--------------------|
| Rhif y Prosiect/ Project No.        | Graddfa/ Scale @ A3          | Dyddiad/ Date                     |        |              |                    |
| P047                                | 1:10,000                     | JULY '19                          |        |              |                    |
| Rhif y Llund Dwg No.                | Adolygiad/ Revision          |                                   |        |              |                    |
| P047-00-80-000                      | P01                          |                                   |        |              |                    |
| Paratowyd gan/<br>Prepared by:      | Gwiriwyd gan/<br>Checked by: | Cymeradwywyd gan/<br>Approved by: |        |              |                    |
| AG                                  | AG                           | GP                                |        |              |                    |



| Allwedd Key   |  |
|---|--|
|  | Rhan ddwyreiniol yn cael ei datblygu gan Gyngor RhCT<br>Eastern section being progressed by RCT council  |
|  | Rhan ganolog y ffordd i'w darparu gan y Datblygwr<br>Central Section of road to be provided by developer |
|  | Rhan orllewinol wedi'i hadeiladu gan Ddatblygwr<br>Western section built by developer                    |
|  | Aliniad posibl yr A473<br>Potential A473 realignment   |

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## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CABINET**

**24<sup>TH</sup> SEPTEMBER 2019**

#### **NEW POLICY GUIDANCE ON RELEVANCE OF CONVICTIONS IN DETERMINING THE SUITABILITY OF APPLICANTS AND LICENSEES IN THE HACKNEY AND PRIVATE HIRE TRADES**

#### **REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR LEWIS**

**Authors:** Rhian Hope, Health Protection & Licensing Manager  
Martyn Owen, Assistant Licensing Manager

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to seek approval of the implementation of the new policy of guidance on relevance of convictions for the determination and suitability of applicants and licence holders in the Hackney Carriage and Private Hire trade.

#### **2. RECOMMENDATIONS**

It is recommended that the Cabinet:-

- 2.1 Approve the new policy of guidance on relevance of convictions for the determination and suitability of applicants and licence holders in the Hackney Carriage and Private Hire trade, further to the recommendation made by the Licensing Committee held on the 29<sup>th</sup> July 2019. (Appendix 1).
- 2.2 Approve the implementation of the new policy of guidance with effect for all new applications received and existing licences in place on and after 1<sup>st</sup> November 2019.

#### **3 REASONS FOR RECOMMENDATIONS**

- 3.1 The Institute of Licensing (IOL) has published Guidance (April 2018) in response to concerns about the disparity in the criteria used by local authorities across the country to determine the suitability of applicants for hackney carriage and private hire licences. The IOL believes that widespread adoption of this Guidance would effectively

achieve a level of consistency when considering such applications. The Guidance has been produced in partnership with and endorsed by the LGA (and on behalf of the WLGA).

- 3.2 RCT Licensing Authority is a member of the 'All Wales Expert Licensing Panel', who have recommended adoption of the policy by all Wales local authorities.

#### **4. BACKGROUND**

- 4.1 RCTCBC already has a comprehensive Policy of Guidance covering the fitness of applicants and current licence holders (*Hackney Carriage (Taxi) & Private Hire Vehicle (PHV) Licensing Policy of Guidance on Relevance of Convictions*). It is therefore proposed that, where the IOL Guidance suggests a higher standard than the current guidance, the Council will adopt those higher standards. This will ensure that the Authority maintains its current standards whilst adopting the higher threshold changes suggested by the IOL.

- 4.2 This proposed change would not affect the current pre-requirement regarding the need for applicants to undergo the following checks and assessments:

- Enhanced Disclosure and Barring Service (criminal record) Check;
- Medical Standards of Fitness to Drive;
- Local Knowledge Test & Numeracy Assessment;
- BTEC Level 2 for Professional Taxi and Private Hire Drivers

- 4.3 The main changes to the proposed new Policy Guidance relate to:-

- a. Adherence to the IOL published guidance (April 2018) on 'determining the suitability of applicants and licensees in the hackney and private hire trades'.
- b. The removal of specific offences, to include a more generic approach to offence types as advocated by the IOL guidance.
- c. More robust & stringent relevant time periods for consideration following conviction.
- d. The 'bright line' approach in which the licensing authority state 'must' or 'never', though reminding that this is only a policy and not a statutory decision, and can therefore be departed from.
- e. Inclusion of the National Refusal and Revocation Register (NR3), the adoption of which has been advocated by the 'All Wales Licensing Expert Panel', as well as the IOL.



## **5 EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full EqIA is not required. The report does not impact on any one group more than others, except for in a positive nature towards the safeguarding of members of the travelling public.

## **6. CONSULTATION**

- 6.1 The IOL Guidance was prepared following widespread national consultation with trade organisations and local government representatives. It was published in consultation with the endorsement of the Local Government Association, Lawyers in Local Government, and the National Association of Licensing and Enforcement Officers.
- 6.2 The views of the Licensing Committee were sought on the 29<sup>th</sup> July 2019 and the Committee recommended the adoption of the new Policy of Guidance to Cabinet for approval. The Committee was satisfied that the new Guidance would enhance the current policy in place within RCT and improve protection for the travelling public. During the Committee, Members discussed the Scheme of Delegation that would underpin implementation of the Policy Guidance. It was agreed that the process for determining whether a licence should be revoked would be reviewed and strengthened to ensure the decision of the Chief Officer (in respect of matters set out in the current scheme of delegation) would now include appropriate consultation with the Chair or Vice Chair of Committee.

## **7. FINANCIAL IMPLICATION(S)**

- 7.1 There are no financial implications.

## **8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 8.1 Throughout this process the licensing authority has had due consideration of the Local Government (Miscellaneous Provisions) Act 1976, the Town Police clauses Act 1847, as well as the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002.

## **9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.**

- 9.1 Due regard has been made to the five ways of working, as contained within the Wellbeing of Future Generations (Wales) Act 2015, when preparing, reviewing, consulting on and publishing this strategy. The authority has **collaborated** with other local authorities and partners when considering this policy for a consistent approach

nationally and locally. The Institute of Licensing (IoL) development of the guidance has **involved** in depth consultation with the trade and stakeholders to inform the policy content. The overriding aim of any licensing authority when carrying out its functions within the taxi trade must be the protection of the public and others who use the facilities and the **prevention** of harm.

## **10. CONCLUSION**

- 10.1 Adoption of the new Policy of Guidance on the relevance of convictions in determination and suitability of applicants for licences in the hackney carriage and private hire vehicle trade will enhance the safeguarding of the travelling public in RCT. Licensing Committee has endorsed the new Policy and if approved would take effect from the 1<sup>st</sup> November 2019 following prior notification to the licenced trade in RCT.

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**24<sup>th</sup> SEPTEMBER 2019**

**NEW POLICY GUIDANCE ON RELEVANCE OF CONVICTIONS IN DETERMINING THE SUITABILITY OF APPLICANTS AND LICENSEES IN THE HACKNEY AND PRIVATE HIRE TRADES**

**REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, CLLR LEWIS**

**Background Papers**

Licensing Committee - 29<sup>th</sup> July 2019

Officers to contact:

Rhian Hope, Health Protection & Licensing Manager  
Martyn Owen, Assistant Licensing Manager

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## **Hackney Carriage (Taxi) & Private Hire Vehicle (PHV) Licensing**

### **Policy of Guidance on Relevance of Convictions**

#### **1. Introduction**

- 1.1 The purpose of this policy is to provide guidance on the criteria taken into account by Rhondda Cynon Taf Council when determining whether or not an applicant or an existing licence holder is a **'fit and proper person'** to hold a hackney carriage and/or private hire driver or operator licence.
- 1.2 The term 'fit and proper person', within this policy will also reflect the term 'safe and suitable', as described within the guidance issued by the Institute of Licensing (IOL).
- 1.3 This policy is based on the IOL Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades, issued April 2018.
- 1.4 The overriding aim of the Licensing Authority is to protect the safety of the public.

The licensing authority is concerned to ensure:

- That the licence holder is a fit and proper person
  - That the licence does not pose a threat to the public
  - That the public are safeguarded from dishonest persons
  - The safeguarding of children and young persons.
- 1.5 This policy provides guidance to any person with an interest in taxi and private hire licensing. In particular, but not exclusively:
    - Applicants for drivers' licences
    - Existing licensed drivers whose licences are being reviewed
    - Licensing officers
    - Members of the licensing committee/panel (or other relevant decision making body)
    - Magistrates hearing appeals against the local authority decision.
  - 1.6 Where licensing officers have delegated powers to grant licences, they will utilise these guidelines when making a decision to grant a licence. In all other cases applications for licences will be referred to the Licensing Committee. Whilst Officers and the Committee will have regard to the guidelines contained in the policy, **each case will be considered on its individual merits and, where the circumstances demand, the Committee/Officer may depart from the guidelines.**

#### **2. General Policy**

- 2.1 The relevant legislation provides that any person must satisfy the authority that they are a fit and proper person to hold a licence, and that is a test to be applied

after any applicant has gained any reasonably required qualifications. It is the final part of the process of an application when the decision is made, whether by a committee, sub-committee or an officer under a Scheme of Delegation. It involves a detailed examination of their entire character in order to make a judgment as to their fitness and propriety.

- 2.3 The standards of 'fit and proper' within this policy are not set as a base minimum. The public of Rhondda Cynon Taf deserve the assurance it requires when using a taxi service. It is good to know that one's driver is not a felon. It is better to know that he or she is a dedicated professional.
- 2.4 If a licence holder falls short of the fit and proper standard at any time, the licence should be revoked or not renewed on application to do so.
- 2.5 Applicants who hold a licence with one licensing authority should not automatically assume that their application will be granted by another. Each case will be decided on its own merits.
- 2.6 There is currently no recent Statutory or Ministerial guidance as to how such decisions should be approached or what matters are relevant or material to a decision so it is a matter for RCT Licensing Authority to decide.
- 2.7 This document is intended to provide guidance on how we will determine suitability, taking into account the character of the applicant or licensee. In particular it considers how regard should be had to the antecedent history of the applicant or licence holder and its relevance to their 'fitness and propriety' or 'character'. As with any guidance it need not be slavishly followed but it provides a starting or reference point from which decisions can be made taking into account the particular merits of each case.
- 2.8 Within this policy, RCT licensing authority will take a 'bright line approach' and say "never", but it remains a policy, and as such does not amount to any fetter on the discretion of the authority. Each case will always be considered on its merits having regard to the policy, and the licensing authority can depart from the policy where it considers it appropriate to do so. This will normally happen where the licensing authority considers that there are exceptional circumstances which warrant a different decision. This approach was endorsed by the High Court in *R (on the application of Nicholds) v Security Industry Authority*<sup>2</sup>.
- 2.9 There may be occasions where it is appropriate to depart from the guidelines, for example where the offence is a one-off occasion or there are mitigating circumstances or alternatively where there are many or continuous offences which may show a pattern of offending and unfitness.
- 2.10 The otherwise good character and driving record of the subject of the decision will not be considered as exceptional circumstances.
- 2.11 Simply remaining free from conviction may not generally be regarded as adequate evidence that a person is a fit and proper person to hold a licence.

- 2.12 Where an applicant has been convicted of a criminal offence, the Licensing Authority cannot review the merits of the conviction [Nottingham City Council v. Mohammed Farooq (1998)].

### **3. Guidance on Determination**

- 3.1 This Policy contains no detailed list of offences. All offences are allocated to a general category such as 'dishonesty' or 'drugs'. This prevents it being argued that a specific offence is not covered by the Policy as it 'is not on the list' and also prevents arguments that one class of crime is more serious than another. In each case, appropriate weight should be given to the evidence provided.
- 3.2 A person with an isolated conviction, especially if committed some time ago, may not prevent the grant or renewal of a licence.
- 3.3 It is important to recognise that once a licence has been granted, there is a continuing requirement on the part of the licensee to maintain their fitness and propriety. The licensing authority has powers to take action against the holder of all types of licence (driver, vehicle and operator) and it must be understood that any convictions or other actions on the part of the licensee which would have prevented them being granted a licence on initial application may lead to that licence being revoked.
- 3.4 Any dishonesty by any applicant or other person on the applicant's behalf which is discovered to have occurred in any part of any application process (e.g. failure to declare convictions, false names or addresses, falsified references) will result in a licence being refused, or if already granted, revoked and may result in prosecution.
- 3.5 As the direct impact on the public varies depending upon the type of licence applied for or held, it is necessary to consider the impact of particular offences on those licences separately. However, there are some overriding considerations which will apply in all circumstances.
- 3.6 Generally, where a person has more than one conviction, this will raise serious questions about their safety and suitability. The licensing authority is looking for safe and suitable individuals, and once a pattern or trend of repeated offending is apparent, a licence will not be granted and there will be a presumption that it will not be renewed.
- 3.7 Where an applicant/licensee is convicted of an offence which is not detailed in this policy the licensing authority will take that conviction into account and use this policy as an indication of the approach that should be taken.
- 3.8 This policy does not replace the duty of the licensing authority to refuse to grant a licence where they are not satisfied that the applicant or licensee is a fit and proper person. Where a situation is not covered by this policy the

authority will consider the matter from first principles and determine the fitness and propriety of the individual.

- 3.9 If an applicant has any convictions, warnings, cautions or charges awaiting trial, the licensing authority will look into:
- How relevant the offence(s) are to the licence being applied for
  - How serious the offence(s) was/were
  - When the offences were committed
  - The date of conviction
  - Circumstances of the individual concerned
  - Sentence imposed by the court
  - The applicant's age at the time of conviction
  - Whether they form part of a pattern of offending
  - Any other character check considered reasonable (e.g. personal references)
  - Any other factors that might be relevant.
- 3.10 The following criteria is to be followed by RCT Licencing Authority when considering 1) Drivers, 2) Private Hire Operators & 3) Vehicle Proprietors:-

### **Drivers**

- 3.11 A driver has direct responsibility for the safety of their passengers, direct responsibility for the safety of other road users and significant control over passengers who are in the vehicle. As those passengers may be alone, and may also be vulnerable, any previous convictions or unacceptable behaviour will weigh heavily against a licence being granted or retained.
- 3.12 As stated above, where an applicant has more than one conviction showing a pattern or tendency irrespective of time since the convictions, serious consideration will be given as to whether they are a safe and suitable person.
- 3.13 In relation to single convictions, the following time periods should elapse after completion of the sentence (or the date of conviction if a fine was imposed) before a licence will be granted.

### Crimes resulting in death

- 3.14 Where an applicant has been convicted of a crime which resulted in the death of another person or was intended to cause the death or serious injury of another person they **will not be licensed**.

### Exploitation

- 3.15 Where an applicant has been convicted of a crime involving, related to, or has any connection with abuse, exploitation, use or treatment of another individual irrespective of whether the victim or victims were adults or children, they **will**



**not be licensed.** This includes slavery, child sexual exploitation, grooming, psychological, emotional or financial abuse, but this is not an exhaustive list.

#### Offences involving violence

- 3.16 Where an applicant has a conviction for an offence of violence, or connected with any offence of violence, a licence will not be granted until **at least 10 years** have elapsed since the completion of any sentence imposed.

#### Possession of a weapon

- 3.17 Where an applicant has a conviction for possession of a weapon or any other weapon related offence, a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence imposed.

#### Sex and indecency offences

- 3.18 Where an applicant has a conviction for any offence involving or connected with illegal sexual activity or any form of indecency, **a licence will not be granted.**
- 3.19 In addition to the above, the licensing authority **will not grant a licence** to any applicant who is currently on the Sex Offenders Register or on any 'barred' list.

#### Dishonesty

- 3.20 Where an applicant has a conviction for any offence of dishonesty, or any offence where dishonesty is an element of the offence, a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence imposed.

#### Drugs

- 3.21 Where an applicant has any conviction for, or related to, the supply of drugs, or possession with intent to supply or connected with possession with intent to supply, a licence will not be granted until **at least 10 years** have elapsed since the completion of any sentence imposed.
- 3.22 Where an applicant has a conviction for possession of drugs, or related to the possession of drugs, a licence will not be granted until **at least 5 years** have elapsed since the completion of any sentence imposed. In these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.

#### Discrimination

- 3.23 Where an applicant has a conviction involving or connected with discrimination in any form, a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence imposed or from conviction (whichever is longer).

### Motoring convictions

- 3.24 Hackney carriage and private hire drivers are professional drivers charged with the responsibility of carrying the public. Any motoring conviction demonstrates a lack of professionalism and will be considered seriously. It is accepted that offences can be committed unintentionally, and a single occurrence of a minor traffic offence would not prohibit the grant of a licence or may not result in action against an existing licence. Subsequent convictions reinforce the fact that the licensee does not take their professional responsibilities seriously and is therefore not a safe and suitable person to be granted or retain a licence.
- 3.25 Where an applicant has been involved in driving offences that involved the loss of life, they **will not be licensed**.
- 3.26 No driver will be allowed to hold a taxi drivers licence if they have 12 or more current points on their DVLA licence.
- 3.27 In cases where the courts have imposed a disqualification in respect of a DVLA drivers licence an application for a drivers licence will not be granted until **at least 7 years** have elapsed following the reinstatement of that licence. Where a person has had more than one period of disqualification then the application will be refused.

### Drink driving/driving under the influence of drugs/using a hand-held telephone or hand held device whilst driving

- 3.28 Where an applicant has a conviction for drink driving or driving under the influence of drugs, a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence or driving ban imposed. In these circumstances, any applicant will also have to undergo drugs testing at their own expense to demonstrate that they are not using controlled drugs.
- 3.29 Where an applicant has a conviction for using a held-hand mobile telephone or a hand-held device whilst driving, a licence will not be granted until at least 5 years have elapsed since the conviction or completion of any sentence or driving ban imposed, whichever is the later.

### Other motoring offences

- 3.30 A minor traffic or vehicle related offence is one which does not involve loss of life, driving under the influence of drink or drugs, driving whilst using a mobile phone, and has not resulted in injury to any person or damage to any property (including vehicles). Where an applicant has 7 or more points on their DVLA licence for minor traffic or similar offences, a licence will not be granted until **at least 5 years** have elapsed since the completion of any sentence imposed or the date on which the number of points on the DVLA licence dropped below 7.
- 3.31 A major traffic or vehicle related offence is one which is not covered above and also any offence which resulted in injury to any person or damage to any property (including vehicles). It also includes driving without insurance or any

offence connected with motor insurance. Where an applicant has a conviction for a major traffic offence or similar offence, a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence imposed.

#### Hackney carriage and private hire offences

- 3.32 Where an applicant has a conviction for an offence concerned with or connected to hackney carriage or private hire activity (excluding vehicle use), a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence imposed.

#### Vehicle use offences

- 3.33 Where an applicant has a conviction for any offence which involved the use of a vehicle (including hackney carriages and private hire vehicles), a licence will not be granted until **at least 7 years** have elapsed since the completion of any sentence imposed.

#### **Private Hire Operators**

- 3.34 A private hire operator (“an operator”) does not have direct responsibility for the safety of passengers, other road users or direct contact with passengers who are in the private hire vehicle (except where they are also licensed as a private hire driver). However, in performing their duties they obtain and hold considerable amounts of personal and private information about their passengers which must be treated in confidence and not revealed to others, or used by the operator or their staff for criminal or other unacceptable purposes.
- 3.35 As stated above, where an applicant has more than one conviction, serious consideration will be given as to whether they are a safe and suitable person.
- 3.36 Operators must ensure that any staff that are used within the business (whether employees or independent contractors) and are able to access any information as described above are subject to the same standards as the operator themselves. This can be affected by means of the individual staff member being required by the operator to obtain a basic DBS certificate and to make a statutory declaration. If an operator is found not to be applying the required standards and using staff that do not meet the licensing authority’s overall criteria, that will lead to the operator’s licence being revoked.
- 3.37 As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to operators as those applied to drivers, which are outlined above.

#### **Vehicle proprietors**

- 3.38 Vehicle proprietors (both hackney carriage and private hire) have two principal responsibilities.

Firstly, they must ensure that the vehicle is maintained to an acceptable standard at all times.

Secondly, they must ensure that the vehicle is not used for illegal or illicit purposes.

- 3.39 As public trust and confidence in the overall safety and integrity of the private hire system is vital, the same standards will be applied to proprietors as those applied to drivers, which are outlined above.

#### **Existing Licence holders**

- 3.40 As public trust and confidence in the overall safety and integrity of the system of taxi licensing is vital, where a licence holder has received a conviction for any category of offences detailed above, their licence(s) **will be revoked**.

#### **4. Powers**

- 4.1 Section 61 and Section 62 of the Local Government (Miscellaneous Provisions) Act 1976 allow the licensing authority to suspend, revoke or refuse to renew a licence if the application/licence holder has been convicted of an offence involving dishonesty, indecency, violence; failure to comply with the provisions of the Town Police Clauses Act 1847; failure to comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976; or any other reasonable cause.
- 4.2 The Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Order 2002, allows the licensing authority to take into account all convictions recorded against an application or the holder of a private hire vehicle or hackney carriage driver's licence, whether spend or not. Therefore the licensing authority will have regard to all relevant convictions, particularly where there is a long history of offending or a recent pattern of repeat offending.

#### **5. Overseas residents**

- 5.1 If a private hire operator applicant has spent six continuous months or more overseas the licensing authority will expect to see evidence of a criminal records check of the appropriate level, or a Certificate of Good Conduct from the country/countries covering the period.

#### **6. Non-conviction information**

- 6.1 If additional information is forthcoming regarding an applicant's antecedent history that brings into question their suitability as a fit and proper person to hold the licence applied for, or the applicant has, on more than one occasion, been arrested or charged but not convicted, for an offence which suggests they could be a danger to the public, consideration should be given to refusing the application.

6.2 In assessing the action to take, the safety of the travelling public must be the paramount concern.

## **7. Outstanding charges or summonses**

7.1 If the individual is the subject of an outstanding charge or summons their application can continue to be processed but the application will need to be reviewed at the conclusion of proceedings. Where information is received through the Notifiable Occupations Scheme on existing licence holders, consideration will be made at Committee.

7.2 The licencing authority need not wait for the outcome of any outstanding charge or summons to take action on a licence or application where it is in the interests of public safety to consider the information immediately.

7.3 A suspension or revocation of the licence of a driver takes effect at the end of the period of 21 days beginning with the day on which the notice is given to the driver. If it appears that the interests of public safety require the suspension or revocation of the licence to have immediate effect, and the notice given to the driver includes a statement that is so and an explanation why, the suspension or revocation takes effect when the notice is given to the driver. [Road Safety Act 2006, s 52, 2A&2B]

## **8. Cautions**

8.1 Admission of guilt is required before a caution can be issued. Every case will be considered on its own merits including the details and nature of the offence.

## **9. Appeals**

9.1 Any applicant refused a driver's licence on the grounds that the licensing authority is not satisfied that he is a fit and proper person to hold such a licence has a right to appeal to the Magistrates' Court within 21 days of the notice of refusal [Local Government (Miscellaneous Provisions) Act 1976, S 77 (1)].

## **10. Revocations and Refusals Register**

10.1 The licensing authority has access to a national database that includes details of individuals who have either been refused a licence or had their licence revoked. The local authority will check all applicants for a driver / operator licence against the database. If the applicant is included on the database the licensing authority will make contact with the relevant local authority who made the decision to refuse or revoke in order to obtain relevant information. This information will be included when determining whether to grant a licence within RCT. Should information become known of a current licenced driver being refused or revoked elsewhere, then the same procedures apply.

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## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

24<sup>th</sup> SEPTEMBER 2019

### SCRUTINY RECOMMENDATIONS: WELL-BEING OF FUTURE GENERATIONS ACT - DEVELOPMENT OF INFRASTRUCTURE TO SUPPORT LOW CARBON VEHICLE OWNERSHIP

REPORT OF THE SERVICE DIRECTOR, DEMOCRATIC SERVICES &  
COMMUNICATION FOLLOWING CONSIDERATION BY THE OVERVIEW &  
SCRUTINY COMMITTEE.

#### 1 PURPOSE OF THE REPORT

The purpose of this report is to advise Cabinet of the findings and ten recommendations of the Scrutiny Working Group which was established to consider the development of Infrastructure to support Low Carbon Vehicle Ownership in Rhondda Cynon Taf following the Notice of Motion considered by Council at its meeting held on the [28<sup>th</sup> February 2018](#). The Notice of Motion stood in the names of County Borough Councillors M. Griffiths and J. Bonetto.

To advise that all ten recommendations, were endorsed at the Overview and Scrutiny Committee on the 3<sup>rd</sup> September 2019 (subject to minor amendments to recommendation 9) and were reported to Council on the 18<sup>th</sup> September 2019.

#### 2. RECOMMENDATION

Cabinet are recommended to:

- 2.1 Note the work of the Overview and Scrutiny Committee working group as detailed within the Appendix
- 2.2 Agree in principle to each of the ten recommendations contained listed below, subject to further consideration by the Cabinet Portfolio holders for this area, following which a detailed response is provided to the Overview and Scrutiny Committee.

- 2.3 Note that the 10 recommendations resulting from the Overview & Scrutiny Committee will be presented to Cabinet on the 24<sup>th</sup> September as set out within the Appendix to the report, and for ease of reference are listed below:
- i. *'The Council should seek to enhance the availability and accessibility of public access EV charging in the short term at key Council locations such as leisure centres and tourist destinations'.*
  - ii. *'The Council should consider steps to facilitate infrastructure to support the predicted increase in electric vehicle usage and consider how these steps might encourage residents across all areas of RCT to opt to purchase an electric vehicle. As part of this the Council should involve residents and collaborate with businesses and the wider public sector in the development of these proposals. The Council should also consider the commercial opportunities available to it.'*
  - iii. *'The Council should consider developing supplementary planning guidance to ensure that fast-charging infrastructure can be supported both in residential and non-residential development. Looking to the future, the Council should consider now, how wider urban design could complement the evolution to electrified transport and wider changes in mobility and transport behaviour in the longer term. The Council should avoid considering EV infrastructure as a single issue, but instead should take an integrated approach by considering how energy generation and supply to support the wider reduction of carbon footprint. The Scrutiny Working Group believes a proactive approach could prevent any future challenges from the outset and prevent the Council from being penalised financially should strict financial penalties for higher emission vehicles be introduced'.*
  - iv. *'As part of future fleet renewal, the Council should seek where possible to replace current petrol or diesel vehicles, with Electric Vehicles. Where range of such vehicles may currently cause operational issues, the Council should consider hybrid/mild-hybrid options or the latest technology petrol/diesel options which meet or exceed Euro 6. The Working Group believes that this could be done via a trial of electric/hybrid electric vehicles within an appropriate Council Service such as Meals on Wheels to see how it can be viable and cost effective for the Council going forward. As a result of the pace of improvement in Electric Vehicle range, the Council should continuously review opportunities in the medium to longer term to consciously opt, where possible for electric/hybrid electric options. Such a commitment should be based also upon the potential revenue savings in fleet running costs'.*
  - v. *'The Working Group believes that a wider partnership approach to the development of EV infrastructure could reduce some of the operational challenges presented by current EV-range limits. The Group also felt there was huge potential in a collaborative regional approach more broadly across the Capital Region'.*



- vi. *‘As technology is changing, the Council should begin now to consider how it responds to a future shift to electric vehicles between now and the UK Government deadline for combustion engine production, not just at a strategic community leadership level. The Council should consider how it can encourage local vocational providers to respond to the shift in the emerging technology and develop relevant courses which will advance the mechanical skills required to maintain and service electric vehicles’.*
- vii. *‘The Council should consider placing an onus upon its supply chain to support an EV or LCV approach, in areas such as Home to School Transport and Taxi licences’.*
- viii. *‘The Working Group believes the Council should call upon the Welsh Government to take a more proactive approach in facilitating EV infrastructure to ensure that Wales leads from the front and is in the best position to secure the potential economic opportunities. The Group also believed that the Council should call upon the UK Government to take more radical steps in respect of incentivising a shift to electric vehicles, learning from the example set by Scandinavian countries’.*
- ix. *‘The Working Group identified that all major events hosted by RCT would benefit from having the appropriate electric charging infrastructure in place to supply visitors for the duration of the event. The Working Group believes that the Council should investigate the implementation of the appropriate (mobile) infrastructure in order to demonstrate its commitment to the local environment, help cater for visitor’s charging needs and exhibit leadership in an emerging industry. The working group also recognised the need to promote the role of public transport & active travel in future event management planning’.*
- x. *‘The Working Group also urges the Council to recognise that planning effectively now is key for the longer term sustainability of the local economy’.*

### **3. BACKGROUND**

- 3.1 The Scrutiny Working Group was established following the adoption of a Notice of Motion by Council on 28 February 2018 which called for *“the development of plans to support Low Carbon Vehicle infrastructure in Rhondda Cynon Taf by establishing a Working Group to look at the development of this infrastructure, which will report back to Cabinet key recommendations....”*
- 3.2 The final report of the group was presented to the Overview & Scrutiny Committee on the 3<sup>rd</sup> September and was endorsed by the Committee subject to a minor amendment to recommendation 9.

### **4 EQUALITY AND DIVERSITY IMPLICATIONS**

- 4.1 No equalities Impact Assessment has been carried out on this report, however, creating sustainable communities, transport and long-term employment opportunities is of benefit to all RCT residents regardless of background.

## **5 CONSULTATION**

- 5.1 Details of the consultation undertaken by the working are outlined within the Appendix

## **6 FINANCIAL IMPLICATIONS**

- 6.1 Details of any financial implication are outlined within the Appendix

## **7 LEGAL IMPLICATIONS**

- 7.1 There are no legal implications aligned to this report.

## **8 LINKS TO THE COUNCILS CORPORATE AND NATIONAL AND THE WELL-BEING OF FUTURE GENERATIONS (WALES) ACT**

- 8.1 Supporting the development of Infrastructure for Low Carbon Vehicles will allow the Council to meet its stated objective of being more energy efficient. The recommendations contained within this report will enable the council to maximise its contributions to the seven national Well-being Goals.

## **9 CONCLUSION**

- 9.1 The Working Group was tasked with considering the development of the infrastructure to support low carbon vehicles that will improve the Economic, Social and Environmental and Cultural well-being of the people and communities of Rhondda Cynon Taf. The Group concluded that there was currently insufficient infrastructure in place to support LCV and that more work needs to be undertaken to identify a way forward. This work needs to be aligned with the Council's response to Net Zero: The Committee on Climate Change.

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**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**MUNICIPAL YEAR 2019 /20**

**WELL-BEING OF FUTURE GENERATIONS ACT**

**DEVELOPMENT OF INFRASTRUCTURE TO SUPPORT LOW CARBON VEHICLE OWNERSHIP**

**3<sup>rd</sup> September 2019**

**1. PURPOSE OF THE REPORT**

The purpose of this report is to provide Overview & Scrutiny with the findings and ten recommendations of the Scrutiny Working Group which was established to consider the development of Infrastructure to support Low Carbon Vehicle Ownership in Rhondda Cynon Taf following the Notice of Motion considered by Council at its meeting held on the [28<sup>th</sup> February 2018](#). The Notice of Motion stood in the names of County Borough Councillors M. Griffiths and J. Bonetto.

**2. RECOMMENDATION**

- 2.1 It is recommended that members of the Overview & Scrutiny Committee acknowledge the findings and agree the recommendations of the Scrutiny Working Group established to consider the development of infrastructure, including the necessary refuelling infrastructure for low carbon vehicles throughout RCT, which are set out at Section 6 of the report;
- 2.2 Subject to agreement by the Overview & Scrutiny Committee, request that the Service Director – Democratic Services & Communications, presents the recommendations agreed and endorsed by the committee to a future meeting of the Council's Cabinet for consideration.

**3. BACKGROUND**

- 3.1 The Scrutiny Working Group was established following the adoption of a Notice of Motion by Council on 28 February 2018 which called for "*the development of plans to support Low Carbon Vehicle infrastructure in Rhondda Cynon Taf by establishing a Working Group to look at the development of this infrastructure, which will report back to Cabinet key recommendations....*"

- 3.2 On the 3<sup>rd</sup> September 2018 members of the Overview & Scrutiny Committee agreed to seek nominations for two members from each of the respective Scrutiny Committees, to form a politically balanced Scrutiny Working Group which would undertake a review of the Council's plans to support Low Carbon Vehicle infrastructure. Nominations from Co-opted Members would also be welcome. It was further agreed that the work would involve the application of the, then, draft Scrutiny toolkit developed by the Office of the Future Generations Commissioner.
- 3.3 Following nominations, the Scrutiny Working Group comprised of County Borough Councillors L. M. Adams (Chair), J. Williams, J. Bonetto, A Chapman, S Rees-Owen, G. Hughes, M. Griffiths and Co-opted Member J. Fish (Co-opted Member)
- 3.4 The Notice of Motion called for the development of plans to support Low Carbon Vehicle (LCV) infrastructure in Rhondda Cynon Taf, noting that that there appeared to be no public LCV charging infrastructure in Rhondda Cynon Taf, with limited availability across Wales. This was supported by the fact that that the UK Government had outlined plans to ban petrol and diesel vehicles by 2040. Members felt it was vital that the development of infrastructure begins to cater for future public demand.
- 3.5 The final report was presented to the Overview & Scrutiny Committee on the 3<sup>rd</sup> September and are to be presented to Cabinet on the 24<sup>th</sup> September 2019.

#### **4. TERMS OF REFERENCE AND METHODOLOGY**

- 4.1 The Working Group established the terms of reference as follows:-

*"The role of the Working Group is to consider the development of the infrastructure to support Low Carbon Vehicles that will improve the Economic, Social, Environmental and Cultural well-being of the people and communities of Rhondda Cynon Taf. In its considerations, the Scrutiny Working Group will apply the then draft 'Future Generations Framework' for Scrutiny. In particular, the Group will apply the Sustainable Development principle of the Act through the five ways of working, namely, Integration, Collaboration, Long Term thinking, Involvement and Prevention.*

*As part of its considerations, the Group will analyse and evaluate the development of infrastructure for LCVs throughout Rhondda Cynon Taf which will inform the development of the Council's own fleet efficiency through the adoption of LCV technologies".*

- 4.2 The Scrutiny Working Group met on three occasions. At the inaugural meeting, Members received refresher information on the Well-being of Future Generations (Wales) Act 2015 that would support their understanding of the Act and its application to the work of the Group in its consideration. The aim was to consider the development of infrastructure to support low carbon vehicle

(LCV)/ultra-low emission ownership across the County Borough through the lens of the Well-being of Future Generations Act.

- 4.3 As part of its review, as well as considering the Council's current and future provision in respect of the LCV infrastructure and plans involving the Cardiff Capital Region City Deal, the Scrutiny Working Group also invited partners to discuss their work plans and the potential for the Council to collaborate with others to maximise the benefit to residents and communities. The partners that were able to attend the meeting were Welsh Government and Natural Resources Wales. The Group also considered relevant information from a number of sources/ organisations, including Centre of Excellence for Low Carbon and Fuel Cell technologies, '[cenex](#)', [Urban Foresight](#), [Welsh Government](#), Natural Resources Wales, South Wales Police and Cwm Taf UHB.

## 5. **KEY CONSIDERATIONS**

- 5.1 The information, policy context and support for reducing carbon emissions and the use of Low Carbon Vehicles at global, UK and Wales levels is moving quickly and it has been a challenge to keep abreast of these developments
- 5.2 As part of its research, the Group was made aware of relevant UK, and Welsh policies as well as progress of other public bodies in putting in place Low Carbon infrastructure including:

**UK Government Ambition to see at least 50% of new cars and 40% new van sales at 40% Ultra Low Emission by 2030 with all cars and vans achieving zero emissions by 2050**

- 5.3 At an all Wales level, in October 2018 a [written statement by the Cabinet Secretary for Economy and Transport](#) set out in respect of Welsh Government funding to support including the deployment of a £2 million funding to help create a publicly accessible national network of rapid charging points and to "explore the feasibility extending the deployment of the funding to charging points at park and ride facilities and taxi ranks to encourage and benefit public transport use through a national network delivered through a national concession model". The Minister's stated intention is that Transport for Wales (TfW) will procure and oversee the concession. This statement was reinforced by the Cabinet Secretary on [7<sup>th</sup> February 2019](#) at an event aimed at motivating public sectors to speed up the transition to a low carbon and low emission transport system in Wales.
- 5.4 Welsh Government has since published its report, [Prosperity for All: A Low Carbon Wales 2019](#) which details how Wales will meet its 2016-2020 carbon budget. Wales is committed to an 80% reduction in carbon emissions by 2050. The report outlines how it will achieve this target as well as the interim targets of a 27% reduction by 2020; a 45% reduction by 2030; and a 67% reduction by 2040. In order to reach these targets Welsh Government is looking at a number of innovative approaches to reduce its emissions and is promoting other renewable energy developments such as wind and solar as well as low emission transport. The uptake in electric vehicles and other low carbon vehicles will drive

this forward and WG is setting in place a plan for '*public charging infrastructure to at least meet the demand created by 60% of new sales for cars and vans being electric vehicles by 2030 (around 35% Plug in Hybrid and 25% Battery electric*'.

- 5.5 More locally, we have seen the progress by other local authorities, such as [Caerphilly County Borough](#) and Cardiff City Councils which have progressed their individual strategies for electric vehicles and low emission transport to include opportunities for plug-in vehicles, including public transport as well as infrastructure, renewable technologies and supporting innovation. The Group's research also indicated that there is also significant work being undertaken by public sector partners such as South Wales Fire & Rescue which is investigating the infrastructure of electric charging points across the Regions i.e. Caerphilly and Gwent in collaboration with Natural Resources Wales (NRW). South Wales Police and Cwm Taf UHB are also considering their respective need and plans
- 5.6 NRW is pursuing its own 'Carbon Positive Project' by introducing ultra-low emission vehicles and charging infrastructure into its fleet and supporting visitors to travel to sites sustainably. NRW has also commissioned 'Cenex' to undertake a review of the carbon emissions resulting from the NRW fleet and to identify areas where emissions could be reduced <sup>1</sup>
- 5.7 The Working Group was keen to pursue any joint benefits arising from a wider partnership approach to the development of the EV infrastructure in RCT particularly through the Cwm Taf PSB, the Automotive Sector, Infrastructure Owners and Energy Companies. It was agreed that alignment between partners must be achieved in order to develop an overarching strategy to increase the use of EVs.
- 5.8 The Working Group also identified opportunities for Rhondda Cynon Taf to progress its LCV Strategy through City Deal and Cardiff Capital Region Transport Authority. The Group welcomed the implementation of a modern transport hub and station quarter in Porth which will improve connectivity in the town centre and surrounding areas and will include a seven bay bus exchange, taxi rank, cycle stores, park and ride and train station links. Electric charge points will be included within any future proposal implemented such as Llys Cadwyn in Pontypridd.
- 5.9 According to Cynnal Cymru-Sustain Wales the growth in ownership of ultra-low emission vehicles in Wales currently lags behind other parts of the UK. With any new technology, uptake is initially slow when there is minimal support infrastructure in place. The changes arising from the Low Carbon Wales report, planning regulations and the increasing pressure from the Climate Change Committee are among the catalysts that are creating increased interest in Low Carbon Transport solutions, including Low Carbon Vehicles.

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<sup>1</sup><https://cdn.naturalresources.wales/media/687416/eng-evidence-report-278-nrw-carbon-positive-project-nrw-strategic-fleet.pdf>

5.10 Cardiff Capital Region commissioned ‘Cenex’<sup>2</sup> to assess the potential impact of zero emission capable vehicles on the recharging infrastructure and energy requirements at 11 proposed Metro sites located across South East Wales. Among other things, the findings indicated that, the plug-in car uptake in RCT is predicted to be the following by:-

| 2020                 |                | 2025                 |                | 2030                 |                |
|----------------------|----------------|----------------------|----------------|----------------------|----------------|
| PiVs (% of all cars) | All cars       | PiVs (% of all cars) | All cars       | PiVs (% of all cars) | All cars       |
| <b>367 (0.3%)</b>    | <b>116,508</b> | <b>2,255 (1.8%)</b>  | <b>125,851</b> | <b>7,559 (5.6%)</b>  | <b>135,193</b> |

(PiVs – Plug In Electric Vehicles)

5.11 The growth in electric car ownership and the need to meet UK and Welsh Carbon reduction targets supports the need for a charging infrastructure to be in place across RCT that will help meet the energy needs arising from growth in the number of electric cars in the area by 2030. The Council can have huge influence on the way its citizens travel and can also support people to make lower carbon travel choices. Currently, there are limited charging points in RCT. Of the points in place, not all are publicly available. The number of points that are available is low in comparison with neighbouring councils Members felt that by increasing the provision of publicly available charging points that are situated in visible, accessible and reliable locations with minimal route diversions to access them would be of benefit to existing EV users and once in place are likely to support residents to make choices in favour of purchasing Electric Vehicles and give visitors from outside RCT the assurance that charging facilities are available

5.12 The Working Group agreed that positioning infrastructure in destination locations would also encourage visitors from outside the area. This could include more rural locations which could enable people to travel further without ‘range’ anxiety. Taxi ranks were also identified by the Working Group as key to progressing the opportunities for infrastructure development in the short term which could be shared by other users as the network expands.

5.13 The provision of publicly available charging points may also influence those people living in terraced homes, where it would be difficult and unsafe for them to charge Electric Vehicles from home and purchase a vehicle where they have no means of installing an on-road charger. The lack of infrastructure is a key

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<sup>2</sup> <https://www.cardiffcapitalregion.wales/wp-content/uploads/2019/02/appendix-3-cardiff-metro-infrastructure-review-cenex.pdf>

barrier to deployment of alternative vehicles which can reduce emissions and improve air quality.

- 5.14 To assist home charging, a new policy on ultra-low emission vehicles (ULEVs) requires non-residential developments to have charging points in at least 10% of the spaces available. This is the first national policy of its kind in the [UK](#). The new rule is designed to help accelerate the uptake of electric cars by making it easier for electric car owners to recharge the vehicle's battery overnight, at home. It is part of the UK government's wider "[Road to Zero](#)" policy, which is designed to reduce new car emissions to "effectively zero" by 2040.
- 5.15 The Working Group recognised that there could be benefits to the early inclusion of electric vehicles within the Council's own fleet. This could be facilitated as part of fleet renewal processes, to analyse and identify opportunities for using low carbon vehicles as part of day to day operations without hampering operational performance or increasing costs. This would also enable the Council to gain a greater understanding of the best use and of Electric Vehicles. Research identified that a number of grants were available to support the purchase of Electric Vehicles including from the UK Office for Low Emission Vehicles (OLEV). There is scope for further research to maximise any grant funding opportunities to reduce costs.
- 5.16 The infrastructure could include the installation of a number of charging points, which could be a mix of rapid-charge, taking roughly half an hour to charge and fast-charge, which take three to four hours. As a major employer within RCT, the Council has significant reach to residents within the community. Staff could be encouraged to purchase electric cars through a range of Staff Incentive packages. Where drivers are unable to charge at home, charging at their workplace may help to influence their purchase decision as they would have access to charging so that they could enjoy the benefits of an electric car. Between the morning and evening rush hours, most cars are not used and are parked in the office car park. This would provide the perfect opportunity to plug in and top-up the charge. This makes using an electric car for work a very viable and sensible proposition all-round, alongside other more sustainable modes of transport.
- 5.17 The Working Group acknowledged that a move towards a low carbon future, which was set out in the Welsh Government strategy for a [Low Carbon Wales](#), and published during the course of the Group's work would provide a number of community benefits including significant health benefits. Wales has some of the worst air quality in the UK<sup>3</sup> and there are areas in Wales such as Cardiff and Port Talbot that have higher PM10 levels than some larger cities such as Birmingham and London. The primary source of pollutants arise from road transport and air pollution contributes to around [2,000 deaths per year in Wales](#) (6% of total deaths).
- 5.18 [Welsh Government](#) is looking to the public sector for an '*early leadership role in driving forward a low carbon future*' by taking a '*proactive approach to considering and implementing opportunities to reduce emissions from their*

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<sup>3</sup> <http://www.assembly.wales/Research%20Documents/18-009/18-009-Web-English.pdf>



*transport activities*'. Recently, the Council published its own response to [Net Zero – The Committee on Climate Change](#) in which it has committed to match the ambitions of the UK100 Agreement through pledging to achieve 100% clean energy across Rhondda Cynon Taf Council's full range of functions by 2050. More specifically the Council supports the *'installation of infrastructure to fuel zero emission vehicles and encouraging residents to opt to purchase electric vehicles by offering free car parking and use of bus lanes'*. The shift to electric vehicles and providing the most accessible refuelling infrastructure will play a part in decarbonising the road network and improve air quality, which brings with it many benefits such as long term positive effects on access to employment for deprived areas and health.

5.19 The Working Group firmly believe that as the profile of Low Carbon Vehicles together with the impetus of other Low Carbon solutions to meet Carbon reduction is raised the Council has a key role to play by:-

- Reducing Carbon in its own fleet through the use of LCVs with appropriate infrastructure and encouraging Elected Members and staff to consider and take advantage of LCV solutions and facilitating this through the provision of charging points in council offices;
- Encouraging residents to consider and take advantage of LCV solutions and facilitating this through the provision of charging points in key locations;
- Working with partners to align the provision of infrastructure and widen the access to charging for all as well as enabling visitors to key RCT destinations to access charging facilities

5.20 The developing technology and government plans for fossil fuel engines and low carbon solutions to the use of energy in households mean this agenda is developing at a pace. The Council will need to keep abreast of these developments to ensure it fulfils its community leadership role.

## **6. RECOMMENDATIONS**

The following recommendations have been formed as a result of the work undertaken by the Scrutiny Working Group tasked with progressing the Notice of Motion in respect of developing the electric vehicle infrastructure across RCT. Many are short term and immediate actions, which can be implemented others are longer term developments for progressing the strategy for infrastructure.

These recommendations were supported by the Overview and Scrutiny Committee at its meeting on the 3rd September and endorsed by Cabinet on the 11<sup>th</sup> September 2019.

### **6.1 Recommendation 1**

*'The Council should seek to enhance the availability and accessibility of public access EV charging in the short term at key Council locations such as leisure centres and tourist destinations.*

### **6.2 Recommendation 2**

*'The Council should consider steps to facilitate infrastructure to support the predicted increase in electric vehicle usage and consider how these steps might encourage residents across all areas of RCT to opt to purchase an electric vehicle. As part of this the Council should involve residents and collaborate with businesses and the wider public sector in the development of these proposals. The Council should also consider the commercial opportunities available to it.'*

### **6.3 Recommendation 3**

*'The Council should consider developing supplementary planning guidance to ensure that fast-charging infrastructure can be supported both in residential and non-residential development. Looking to the future, the Council should consider now, how wider urban design could complement the evolution to electrified transport and wider changes in mobility and transport behaviour in the longer term. The Council should avoid considering EV infrastructure as a single issue, but instead should take an integrated approach by considering how energy generation and supply to support the wider reduction of carbon footprint. The Scrutiny Working Group believes a proactive approach could prevent any future challenges from the outset and prevent the Council from being penalised financially should strict financial penalties for higher emission vehicles be introduced'*

### **6.4 Recommendation 4**

*'As part of future fleet renewal, the Council should seek where possible to replace current petrol or diesel vehicles, with Electric Vehicles. Where range of such vehicles may currently cause operational issues, the Council should consider hybrid/mild-hybrid options or the latest technology petrol/diesel options which meet or exceed Euro 6. The Working Group believes that this could be done via a trial of electric/hybrid electric vehicles within an appropriate Council Service such as Meals on Wheels to see how it can be viable and cost effective for the Council going forward. As a result of the pace of improvement in Electric Vehicle range, the Council should continuously review opportunities in the medium to longer term to consciously opt, where possible for electric/hybrid electric options. Such a commitment should be based also upon the potential revenue savings in fleet running costs.*

### **6.5 Recommendation 5**

*'The Working Group believes that a wider partnership approach to the development of EV infrastructure could reduce some of the operational challenges presented by current EV-range limits. The Group also felt there was huge potential in a collaborative regional approach more broadly across the Capital Region'*

### **6.6 Recommendation 6**

*'As technology is changing, the Council should begin now to consider how it responds to a future shift to electric vehicles between now and the UK Government*

*deadline for combustion engine production, not just at a strategic community leadership level. The Council should consider how it can encourage local vocational providers to respond to the shift in the emerging technology and develop relevant courses which will advance the mechanical skills required to maintain and service electric vehicles.*

**6.7 Recommendation 7**

*'The Council should consider placing an onus upon its supply chain to support an EV or LCV approach, in areas such as Home to School Transport and Taxi licences'.*

**6.8 Recommendation 8**

*'The Working Group believes the Council should call upon the Welsh Government to take a more proactive approach in facilitating EV infrastructure to ensure that Wales leads from the front and is in the best position to secure the potential economic opportunities. The Group also believed that the Council should call upon the UK Government to take more radical steps in respect of incentivising a shift to electric vehicles, learning from the example set by Scandinavian countries'.*

**6.9 Recommendation 9**

*The Working Group identified the Welsh National Eisteddfod (to be hosted by RCT in 2022) as a visitor attraction which would benefit from having the appropriate electric charging infrastructure in place to supply visitors for the duration of the event. The Working Group believes that the Council should investigate the implementation of the appropriate (mobile) infrastructure in order to demonstrate its commitment to the local environment, help cater for visitor's charging needs and exhibit leadership in an emerging industry.*

**6.10 Recommendation 10**

*'The Working Group also urges the Council to recognise that planning effectively now is key for the longer term sustainability of the local economy'.*

**7. EQUALITY AND DIVERSITY IMPLICATIONS**

7.1 No equalities Impact Assessment has been carried out on this report, however, creating sustainable communities, transport and long term employment opportunities is of benefit to all RCT residents regardless of background.

**8. CONSULTATION**

8.1 Consultation was undertaken with Welsh Government, Natural Resources Wales (NRW) and consideration was given to responses provided by PSB Partners / Local Authorities. However the Working Group acknowledged the need to take forward further involvement with Stakeholders in any future developments.

## **9. FINANCIAL IMPLICATIONS**

- 9.1 There are no financial implications directly associated with this report but detailed consideration of the capital and revenue implications will be required in order to support a preferred strategy. However there is scope to bid for and maximise grant funding.

## **10. LEGAL IMPLICATIONS**

- 10.1 There are no legal implications aligned to this report.

## **11. LINKS TO THE COUNCILS CORPORATE AND NATIONAL AND THE WELL-BEING OF FUTURE GENERATIONS (WALES) ACT**

- 11.1 Supporting the development of Infrastructure for Low Carbon Vehicles will allow the Council to meet its stated objective of being more energy efficient. The recommendations contained within this report will enable the council to maximise its contributions to the seven national Well-being Goals.

## **12. CONCLUSION**

- 12.1 The Working Group was tasked with considering the development of the infrastructure to support low carbon vehicles that will improve the Economic, Social and Environmental and Cultural well-being of the people and communities of Rhondda Cynon Taf. The Group concluded that there was currently insufficient infrastructure in place to support LCV and that more work needs to be undertaken to identify a way forward. This work needs to be aligned with the Council's response to Net Zero: The Committee on Climate Change.

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