

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2013-2014

**CAPITA GLAMORGAN CONSULTANCY
JOINT COMMITTEE**

29 January 2014

**REPORT OF:
Andrew Dixon,
Operations Director**

Agenda Item No. 4

**Summary of the Operational
Performance of the Capita
Glamorgan Joint Venture Company**

PURPOSE OF THE REPORT

To provide the Joint Committee with a summary of the Operational Performance of the Capita Glamorgan Joint Venture Company

A commentary will be provided at the Committee Meeting on the information contained therein.

RECOMMENDATION:

Members are requested to note the content of this report.

	<p>Capita Glamorgan Consultancy Joint Committee To be held on 29th January 2014</p>
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Agenda Item 4 Operational Performance

People

Sickness

To End of November 13

Since the last report the Long Term sickness total rose to 5.

However 2 have returned to work and 1 is opted to retire in early December 2013.

The short term absences continue to be below the 3% target

Average sickness for the period is 7.2% compared to an average for 2012 of 5.52%.

For year to date: Jan - end November

Average total sickness rate is 7.2% for 65 Staff

Long Term	6.2 %	980	days
Short Term	0.99 %	154.5	days
Total	7.2 %	1134.5	days

Secondments

Steve Beaumont is assisting part time with RCT and occasionally with Bridgend.

Cavan Harris is seconded to Swansea CC as part of the West Wales Framework.

Leighton Ford and Marc Griffiths have been assisting at the Blackburn office,

Mark Conway has also been seconded to Swansea CC and Stewart Smith has been seconded for part of the week to Barnet.

Josh Keogh has been seconded to Powys to work at their Brecon Office.

Training

Environmental staff have continued to balance their busy Survey Season with their ongoing PDP to expand their versatility with courses in Bat surveying, Small Mammals habitats and Mires/ Heath recognition. They have also undergone mandatory site H&S awareness training. All new starters have undergone mandatory CDM Designer training .

Stewart Smith has undergone refresher project management training with Prince 2.

New starters, promotions and leavers

Neil Parker has commenced duties as a Senior Ecologist

Greg Smith has commenced his year out work experience from university.

Liam Davies and Owen Daniel have begun civil engineering apprenticeships through Bridgend College.

Offers are in the final stages for a Graduate and Principal Ecologists.

The posts currently advertised are:

Principal Structures Engineer

Senior Structures Engineer

Graduate Structures

Engineer Infrastructure
Graduate or Assistant Engineer in Infrastructure
Technician Infrastructure

Leavers

Rhys Hellin QS , Sam Holden Technician, Ed Tonks Senior Technician and Dan Huband Assistant engineer have all left the business.

Warren Baker Technician, Leighton Ford Engineer, Mable Nabwato Structures Graduate and Alex Miles technician are also leaving in December.

Grievances/Disciplinary Processes/Performance

K Phelps-Goodman appealed against her grievance decision and the appeal was upheld in part and these changes will be put in place on her return to work.

Workload

The structures section has moved to the St Mellons office to provide a greater centre for structural expertise for the future workload.

Rhondda Cynon Taff CBC

Albion tip north lobe drainage is almost complete and it is anticipated to start drilling in the new year.

Works will continue in the New Year on Merlin and Blaen Rhondda bridges

All major work is complete on the Cardiff to Pontypridd bus corridor. The Upper Boat roundabout the Nantgarw roundabouts and the Berw Road improvement have been particularly welcomed by the bus companies, public, police and Colleg Morganwg.

Cynon Gateway (link to the Heads of the Valley) has had additional funding to enable WelTAG to be done.

Bridgend CBC

Warren Baker has been working on Bridgend Town Centre Regeneration design for 2 years. Clive Price is assisting with supervising the site works for the final phases which is due for completion February 14.

M4 Junction 36 is being reviewed for traffic modelling with a possibility of major improvements at the Junction.

Crown Inn, Pyle is being designed. Rear of Church Terrace Retaining wall and Pembroke Terrace Wall will go to tender in December.

Merthyr CBC

Works for Merthyr River Taff Central Link are on-going on site, and due for completion Dec 2014.

Powys Framework

Capita are the sole service provider for Ceredigion and Powys for Highways design to road safety and environmental assessments. Current work ranges from bridge and coastal structures inspections to WeTAGs for Llanbadarn Fawr link road and Newtown footbridge.

Additional work outside the JV includes

Transport Assessments for WG, Vale of Glamorgan CC, North and Mid Wales Trunk Road Agent and for Neath Port Talbot and Pembrokeshire CC as part of the South West Wales Framework.

Recommendation

Directors are requested to note the content of the Report

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Client Satisfaction for JV Board Meeting 11th December 2013

	Indicator Type	Target Yr 1	Actual Dec 09	Target Yr 2	Actual Dec 10	Target Yr 3	Actual Dec 11	Target Yr 4	Actual Dec 12	Target Yr 5	Jan 13 Update	May 13 Update	Sep 13 Update	Nov 13 Update	Dec 13 Update
3.1	Overall success of project	7.0	7.8	7.3	7.9	7.6	8.8	7.6	8.1	7.6	8.0	8.5	8.5	8.5	8.4
3.2	Overall Performance	7.0	7.8	7.3	7.8	7.6	8.8	7.6	8.5	7.6	6.3	8.2	8.4	8.5	8.4
3.3	Meeting requirements of brief	7.0	7.6	7.3	7.7	7.6	8.8	7.6	8.6	7.6	6.5	8.4	8.6	8.5	8.5
3.4	Quality of Service	7.0	7.7	7.3	7.6	7.6	8.7	7.6	8.7	7.6	6.3	8.5	8.6	8.6	8.5
3.5	Quality and Openness of communications	7.0	8.1	7.3	8.1	7.6	8.9	7.6	8.8	7.6	5.5	8.6	8.7	8.3	8.2
3.6	Identification of Problems	7.0	7.6	7.3	7.3	7.6	8.7	7.6	7.9	7.6	6.3	8.1	8.1	8.1	8.0
3.7	Delivering within Fee Budget	7.0	7.6	7.3	7.7	7.6	8.9	7.6	8.1	7.6	6.0	7.7	8.0	8.2	8.1
3.8	Value for Money	7.0	7.4	7.3	7.2	7.6	8.6	7.6	8.0	7.6	6.5	8.0	7.8	8.0	7.8
3.9	Quality / accuracy of estimates	7.0	7.2	7.3	7.3	7.6	8.5	7.6	7.8	7.6	4	7.3	7.6	7.7	7.6
3.10	Accuracy and detail in invoice	7.0	7.7	7.3	7.4	7.6	8.7	7.6	7.9	7.6	8.0	8.2	8.1	8.2	7.9
3.11	Timely Delivery of Service	7.0	7.7	7.3	7.5	7.6	9.0	7.6	8.3	7.6	5.5	7.9	8.1	8.1	8.2
4.1	Sustainability and the Environment	7.0	7.3		8.0		8.9		8.3	7.6	-	8.2	8.1	8.2	8.4
4.2	Innovative Solutions Offered	7.0	7.1		7.3		8.6		8.0	7.6	7.5	8.2	8.1	8.0	7.9
5.1	Health & Safety Awareness	7.0	7.5		7.9		8.9		8.6	7.6	-	8.9	8.9	8.9	8.8
-	Overall capacity to undertake project	-	7.9		7.9		8.9		8.6	7.6	6.5	8.1	8.3	8.6	8.6

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Indicator	Infrastructure A Paul Sullivan	Infrastructure B Jamie Evans	Construction Clive Price	Bridge 2 Myrddin Rees	Bridge 1 Chris Prosser	Transportation Mark Bray	Traffic Andrew Phipps	Ecology Lucy Fay	Directorate	Cardiff ZCFY	Target	Overall Average %	Type of Indicator
1	8.3	8.2	7.5	10	8.5	7.8	8.8	8	9	9	7.6	8.4	Overall Level of Performance
2	7.8	8.4	5	10	8.0	8.4	8.5	7	8	8.5	7.6	7.9	Innovative / Effective Solutions Offered
3	8.8	8.1	7.75	10	8.5	7.7	9.3	7	9.3	9	7.6	8.5	Project delivered to the agreed brief
4	8.5	7.8	7.75	10	8.3	7.0	9.3	6.5	9	9.5	7.6	8.2	Timely Delivery of Service
5	7.3	7.6	7.75	10	7.8	8.4	9.0	6	9	10	7.6	8.1	Delivering within Fee Budget
6	7.5	7.6	7.3	10	7.5	7.4	8.5	7	7.7	9.5	7.6	7.8	Value for Money
7	7.8	8.0	8.7	10	8.3	9.6	8.3	9.5	9.5	9	7.6	8.8	Health & Safety Awareness
8	7.8	8.2	7.7	10	8.5	9.6	8.0	9	7	9	7.6	8.4	Environmental requirements met
9	8.0	8.5	7.1	10	8.5	7.8	9.3	5.5	9.3	9.5	7.6	8.2	Quality and Openness of communications
10	8.0	8.3	8.5	10	8.3	7.9	9.3	8	8.3	9.5	7.6	8.5	Quality of Service
11	8.3	8.0	7.6	10	8.0	8.8	8.8	7.5	9		7.6	8.4	Overall success of project
12	7.8	8.0	7.3	10	8.7	8.0	8.3	7	7.5		7.6	8.0	Identification of Problems
13	7.8	7.4	5	10	8.0	8.4	7.8	6	8		7.6	7.6	Quality / Accuracy of estimates
14	7.0	7.1	8	10	8.3	8.0	7.8	6.5	8.7		7.6	7.9	Accuracy and detail in invoice
15	8.3	7.9	8	10	8.3	8.1	9.3	8	9.3		7.6	8.6	Overall capacity to undertake the project
No. of Forms Sent Out	12	17	4	1	9	13	4	8	13	2			
No. of Forms Returned	4	15	4	1	4	8	4	2	3	2			
No. of Face to Face	3	8	3	0	2	3	2	0	1	2			

Denotes 7.6 or over

Denotes 5 - 7

Denotes below 5

In terms of the above indicators, performance is rated as follows:

10	Totally
8	Mostly Satisfied
5&6	Neither
3	Mostly
1	Totally dissatisfied

As at 03/12/2013

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Feedback Status (Managers) 2013 - Forms Issued

Manager/Project Manager	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Infrastructure A (P Sullivan)				8	1				2	1		
Infrastructure B (J Evans)	2	1	5	4	2				2	1		
Construction (Clive Price)			2	1		1						
Structures 1 (Chris Prosser)		1	4	2			2					
Structures 2 (Myrddin Rees)			1									
Transportation	3	1	2	4		3						
Traffic (Andrew Phipps)				4								
Ecology (Lucy Fay)										8		
Cardiff ZCFY		1		1								
Directorate				7	4				1	1		
Total Sent Out per Section	5	4	14	31	7	4	2	0	5	11	0	0

Overall Total Forms Issued to Date for 2013

83

Feedback Status (Managers) 2013 - Forms Returned

Manager/Project Manager	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Face to Face
Infrastructure A (P Sullivan)									1	1	2		3
Infrastructure B (J Evans)	1	1	6	3	1						3		8
Construction (Clive Price)			2	1		1							3
Structures 1 (Chris Prosser)			1	1			2						2
Structures 2 (Myrddin Rees)			1										0
Transportation	3		1	3		1							3
Traffic (Andrew Phipps)				4									2
Ecology (Lucy Fay)										1	1		0
Cardiff ZCFY		1		1									2
Directorate				2							1		1
Total Returned	4	2	11	15	1	2	2	0	1	2	7	0	24

Overall Total Forms Returned to Date for 2013

47

Overall % of Forms Returned to Date for 2013

57 %

Overall % of Face to Face feedback for 2013

51 %

As at 03/12/2013

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		CAPITA GLAMORGAN CONSULTANCY		Feedback Non Returns as at 03/12/2013					
No.	Authority	Job No.	Description	Team	Project Manager	Client Issued to	Contact Phone No.	e-mail contact	Issued on
RCTBC									
1		GC/001218	Coed-y-Ow m Bridge Strengthening	Structures	Paul West	Nasir Jarjis		nasir.a.jarjis@rhondda-cynon-taff.gov.uk	26/03/2013
2		GC/001131	Cynon Gateway 2012/13 project development	Infrastructure A	Brian Baker	Robert Harper		robert.l.harper@rhondda-cynon-taff.gov.uk	26/04/2013
3		GC/001588	Pontypridd High School Access Improvements	Infrastructure C	Andrew Jones	Darren Parker		darren.parker@rhondda-cynon-taff.co.uk	14/05/2013
4		GC/001391	Stag Square, Treorchy Stage 1 RSA	Infrastructure B	Paul Sullivan	Robert Harper		robert.l.harper@rhondda-cynon-taff.gov.uk	24/05/2013
BRIDGEND									
1		GC/001600	Pantycornant Farm- Bridle Path Drainage	Infrastructure C	Steve Rusby	Ian Williams		ian.n.williams@bridgend.gov.uk	18/04/2013
2		GC/001585	Dimlands Development RSA3 & RSA4	Infrastructure B	Paul Sullivan	Peggy Hill		Peggy.Hill@Bridgend.gov.uk	26/04/2013
3		GC/001558	Nolton Street / The Rhiw RSA2	Infrastructure B	Paul Sullivan	Allen Lloyd		james.lloyd@bridgend.gov.uk	26/04/2013
4		GC/001447	Coychurch Community Access RSA 1-2	Infrastructure B	Paul Sullivan	Matthew Gilbert		matthew.gilbert@bridgend.gov.uk	26/04/2013
5		GC/001491	Bridgend Gateway School TA and TP	Transportation	Dean Mears	Alex Carey		alex.carey@bridgend.gov.uk	26/06/2013
6		GC/001490	Ty Draw Farm Audit	Transportation	Dean Mears	Alex Carey		alex.carey@bridgend.gov.uk	26/06/2013
7		GC/001630	Bridgend Highways Ecology 2013 - 2014	Ecology	Lucy Fay	Benjamin King		benjamin.king@bridgend.gov.uk	31/10/2013
8		GC/001413	JVM Facility - Highways Depot	Ecology	Lucy Fay	Jessica Matthews		jessica.matthews@bridgend.gov.uk	31/10/2013
MERTHYR									
1		GC/001450	Cyfarthfa Retail Park TA Audit	Transportation	Katherine Agong	Jeremy Morgan		jeremy.morgan@merthyr.gov.uk	22/02/2013
2		GC/001080	Merthyr Learning Quarter Gyrotory Initial Stages / Survey Stage	Infrastructure B	Paul Sullivan	Daniel Francis		daniel.francis@merthyr.gov.uk	03.04.2013
3		GC/001441	Cyfarthfa Ponds Feasibility	Infrastructure B	Martyn Griffiths	Lyndsey Handley		lyndsey.handley@merthyr.gov.uk	03.04.2013
4		GC/001467	Trago Mills TA Audit	Transportation	Dean Mears	Jeremy Morgan		jeremy.morgan@merthyr.gov.uk	16/04/2013
5		GC/001174	Parc Taf Bargoed - CDM Coordinator	Structures 1	Jason Biggin	Gareth Rogers		gareth.rogers@merthyr.gov.uk	30/04/2013
6		GC/001273	Merthyr Gyrotory (Ecology)	Ecology	Lucy Fay	Dan Francis		daniel.francis@merthyr.gov.uk	31/10/2013
OTHER									
1	Costain	GC/001476	Rhydyfein Boundary Walls.	Structures 1	Paul West	Joshua Edwards		Joshua.Edwards@costain.com	25/03/2013
2	CS	GC/001387	Murphy's Rail Bridge	Structures 1	Paul West	Neil Mogford		neil.mogford@capita.co.uk	26/03/2013
3		GC/001485	Maesteg Celtic RFC Development	Directorate	Mark Bray	Steve Williams		steve.williams3140@yahoo.co.uk	09/04/2013
4	Parsons Brinckerhof	GC/001471	Penallta Colliery Street Lighting	Directorate	Mark Bray	Barry Nolan		nolanb@pbworld.com	16/04/2013
5	Four-M Development Services	GC/001350	Former Caerphilly District Miners Hospital (Light)	Directorate	Mark Bray	Steve Ford		info@forum-ltd.co.uk	16/04/2013
6	Groundworks Merthyr and Rhondda	GC/001484	Confined Space Inspections	Structures 1	Chris Prosser	Hywel Price		hywel.price@groundworkmerthyrct.org.uk	26/04/2013
7	Persimmon Homes (Wales) Ltd	GC/001454	Ty Mawr Manor, Gilwern	Directorate	Mark Bray	Mark Richards		mark.richards@persimmonhomes.com	26/04/2013
8	Llanmoor Homes Ltd	GC/001542	Housing association Development, Tondud	Directorate	Mark Bray	Simon Grey	01443 228413	simon@llanmoor-homes.co.uk	26/04/2013
9	Transport Planning Associates	GC/001591	The Knoll, Abergavenny RSA 1	Infrastructure B	Paul Sullivan	Katie Clarke		katie.clarke@tpa.uk.com	26/04/2013
10	CS	GC/001561	HS2 Secondment of Leighton Ford	Directorate	Wayner Palmer	Leigh Collier		leigh.collier@capita.co.uk	30/05/2013
11	CS	GC/001537	Olympic Legacy secondment of Leighton Ford	Directorate	Wayner Palmer	Leigh Collier		leigh.collier@capita.co.uk	30/05/2013
12	CS	GC/001537	Olympic Legacy secondment of Ed Tonks	Directorate	Wayner Palmer	Leigh Collier		leigh.collier@capita.co.uk	30/05/2013
13	CS	GC/001537	Olympic Legacy secondment of Mark Conway	Directorate	Wayner Palmer	Leigh Collier		leigh.collier@capita.co.uk	30/05/2013
14	Iberdrola Engineering & Construction	GC/001723	Treborth Bridge, Bangor	Directorate	Wayner Palmer	Paul Ralph		pralph@iberdrola.com	03/10/2013
15	Powys County Council	GC/001661	PCC-Bedol Barn	Ecology	Lucy Fay	David Thompson		david.thompson@powys.gov.uk	31/10/2013
16	Capita	GC/001322	Stafford road Playing Fields	Ecology	Lucy Fay	Andrew Greenhaigh		andrew.greenhaigh@capita.co.uk	31/10/2013
17	Capita	GC/001344	Former Oasis academy	Ecology	Lucy Fay	Ali Mew		ali.mew@capita.co.uk	31/10/2013
				Outstanding Totals					
				RCT	4			Forms Issued:	
				MTCBC	6			Jan - Mar	
				BCBC	8			Apr - June	
				Cardiff				July - Sep	
				VOGC				Oct - Dec	
				Other	17				
				Total	35				

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