

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2013-14

**ENVIRONMENTAL SERVICES
SCRUTINY COMMITTEE**

7th OCTOBER 2013

REPORT OF THE CHIEF EXECUTIVE

Agenda Item 3		
WALES	PROGRAMME	FOR
IMPROVEMENT:	THE	COUNCIL'S
DRAFT ANNUAL	DELIVERY	REPORT
FOR 2012/13		

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1.0 PURPOSE OF THE REPORT

To present the draft 2012/13 improvement priority assessments for those priorities allocated to the Environmental Services Scrutiny Committee.

2.0 RECOMMENDATIONS

It is recommended that Members:

- 2.1 Note the content of this report.
- 2.2 Review the draft 2012/13 improvement priority assessments set out at 4.4 of this report (and appended at Appendices B and D) and provide feed back in particular on the key questions included at 4.5.

3.0 BACKGROUND INFORMATION

- 3.1 Section 15(2) of the Local Government (Wales) Measure 2009, from hereon the Measure, requires all local authorities in Wales to make arrangements to secure continuous improvement in the exercise of their functions. As part of discharging this legal duty local authorities are required to make public an assessment of their performance for each financial year.
- 3.2 Neither the Measure nor related guidance issued by the Welsh Government stipulates how local authorities should publish information or its title or brand, provided that the published information makes clear that it discharges the legal duty. Rather the guidance states that it should be for individual local authorities to publish in a way that best suits the needs of the audience at whom the information is aimed, which would normally include both hard-copy and electronic publication.
- 3.3 To ensure consistency in reporting and accountability, the Measure does require that an authority's assessment of performance be approved by Full Council before publication and contain;

- Evidence of the processes that the authority has gone through to discharge its general duty to improve;
- A summary assessment of the authority's view of its success in achieving its improvement priorities for the previous year;
- Performance as measured by all statutory performance indicators, whether or not these relate directly to improvement priorities;
- Details of other performance information and its use;
- Assessment of the authority's performance over time and against other comparable bodies (including other authorities);
- Details of the ways in which the authority has exercised its powers of collaboration during the reporting year including details of whether a collaborative activity has achieved its intended outcomes;
- Any statements of activity that the authority has issued as a result of any Section 19 reports issued by the Auditor General to that authority in that reporting year.

3.4 Following on, the statutory publication deadline is the 31st of October, following the end of the financial year to which the information relates. It should be noted that local authorities are free to publish at any point prior to that date if the information is available and has been approved.

3.5 With regard to public engagement, the information contained within an authority's assessment of its performance is by necessity detailed, lengthy and technical. While it will be of close interest to local authorities, it is unlikely to attract a wide readership in the communities that a local authority serves. Local authorities are therefore required to publish a summary of their assessment, to facilitate wider engagement and to stimulate dialogue on the priorities of a local authority and progress toward meeting them.

3.6 The summary should be published at the same time as, or no later than a month after, the main assessment and contain:

- An overview of the authority's priorities and objectives;
- A summary of how far they have been met in the past year;
- A summary of improvement action planned or undertaken in the current year;
- Details of how to obtain further information, for example, where to obtain a full copy of the assessment.

4.0 THE COUNCIL'S DRAFT ANNUAL DELIVERY REPORT FOR 2012/13

- 4.1 Officers are currently preparing the draft Annual Delivery Report for 2012/13 to meet the Council's responsibility under Section 15(2) of the Measure and related guidance issued by the Welsh Government.
- 4.2 Fundamentally, the Council's draft Annual Delivery Report will aim to set out what difference each improvement priority has had during 2012/13; areas for improvement in 2013/14; and the contribution made toward the Community Strategy, 'Promoting Achievement, Tackling Disadvantage' for the County Borough.
- 4.3 The Council's improvement priorities for 2012/13, as agreed by Full Council on 4th July 2012, were (listed in line with the order of the Community Strategy):
- Enforcement and regulation
 - Education
 - Children and family centred services
 - Maintaining people's independence
 - Regeneration of our communities – physical regeneration and social regeneration
 - Streetcare Services and the natural environment
 - Medium term service planning
 - Better customer contact
- 4.4 To further improve the meaningfulness and understanding of the Annual Delivery Report, the Wales Audit Office has helpfully advised of the potential benefits of engaging with scrutiny committees to utilise their expertise and insight as a key part of compiling the document. With this in mind, the Environmental Services Scrutiny Committee is requested to review and challenge the following draft assessment(s) that will be included in the 2012/13 Annual Delivery Report:
- Enforcement and regulation
 - Streetcare services and the natural environment
- 4.5 As part of the review process, the committee is also requested to consider and provide feed back on the following three questions (in addition to specific lines of enquiry it wishes to make):
- To what extent do the assessments correlate with performance up dates the scrutiny committee received during 2012/13?
 - To what extent do the assessments set out the difference the improvement priority areas have made / helped to make in 2012/13? Principles to consider when providing feed back include:
 - Is it clear how the Council performed against the performance indicators (Measures) it selected to gauge success?

- Is there any commentary to provide context around performance achieved including for example, trend data over a number of years and performance comparisons with other local authorities in Wales?
 - Is there explanation to explain the rationale for targets set particularly in cases where they seem to be 'worse' than previous year's actual performance levels?
 - Is there any commentary provided to show what difference the actions taken during the year have made / have helped to make, for example, to people's quality of life, to the environment etc.
 - Is there information included to support the conclusions drawn around 'difference made', for example, survey results, customer feed back?
 - Is there clear explanation where activities have not gone to plan or where they have not been completed within the intended timescales?
- To what extent do the new 2013/14 improvement priority action plans address areas that require further improvement, as highlighted by the draft 2012/13 assessments?

4.6 To help Members' review relevant information is appended to this report. For ease of reference, Table 1 below sets out the appendix reference and the information provided.

Table 1 – Appendix references

Appendix A	2012/13 improvement priority plan for Enforcement and regulation
Appendix B	2012/13 draft assessment for Enforcement and regulation
Appendix C	2012/13 improvement priority plan for Streetcare services and the natural environment
Appendix D	2012/13 draft assessment for Streetcare services and the natural environment

- 4.7 In addition, Members are requested to refer to Item 4 of the agenda for copies of the 2013/14 improvement priority action plans for the two areas set out at point 4.4.
- 4.8 The specific feed back provided by each scrutiny committee will be considered as part of the final drafting of the Annual Delivery Report and will be appended to the main document when presented at the Council meeting on 30th October 2013.
- 4.9 Further to the final content of the delivery report being approved by Council, officers will compile a public summary in line with the statutory requirements laid down. The summary document will be available on the Council's intranet and internet sites by the statutory deadline and will also be distributed to all

households in the County Borough as part of the November 2013 version of "Outlook", the Council's newspaper.

- 4.10 Finally, the Wales Audit Office has a statutory duty to audit the Annual Delivery Report. The Wales Audit Office will also check the public summary for consistency with the content of the Annual Delivery Report, the results of which will be formally reported to the Council in 2014.

5.0 SUMMARY

- 5.1 The Council is required to prepare and publish an annual assessment of its performance in accordance with Section 15(2) of the Measure.
- 5.2 An Annual Delivery Report is currently being drafted to meet this requirement and feed back is sought from the Environmental Services Scrutiny Committee to help improve the meaningfulness and understanding of the document.
- 5.3 Following consideration of feed back from each scrutiny committee, the final draft Annual Delivery Report will be reported to Council on 30th October 2013 for consideration and if deemed appropriate, approval by the statutory publication date of 31st October 2013.

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Wales Programme for Improvement

Enforcement & Regulation 2012/13 Action Plan

Protecting people from harm and tackling anti social behaviour

Many of our residents lives are blighted by the anti social behaviour of others, with some suffering harm such as domestic abuse, violence and criminal damage. We will support victims of domestic abuse and work to reduce the harm to individuals of their own alcohol and substance misuse. We will continue to use our licensing and public protection powers to reduce anti social behaviour by effectively managing the late night economy and holding the perpetrators of anti social behaviour and other offences to account. We will also work to protect people, particularly our most vulnerable residents, from harm and exploitation by using our enforcement powers to ensure that housing meets required standards, businesses are effectively regulated and rogue traders are prevented from operating.

Quarter 4 Performance Summary

The Drug & Alcohol Single Point of Access (DASPA) has been operational since October 2012, providing a single point of access to all services for adults across Rhondda Cynon Taf and Merthyr Tydfil. The service has been identified as best practice and was an exemplar at the Welsh Government Best Practice Wales Conference. Monitoring has identified that waiting and referral times have reduced since introduction of the scheme. 81.5% of all referrals are starting treatment within 20 days, compared to 71% in 2011/12.

The Street Pastors Scheme in Pontypridd commenced in October 2012 and Street Pastors have since been a feature of every weekend in the town centre assisting people at night who are vulnerable due to their alcohol consumption and forming an important part of the town centre management arrangements.

It was not possible to proceed with the proposed substance misuse work with Communities First groups due to changes in funding arrangements; however, this work is now being taken forward through a community cohesion project.

The open access multi agency service for victims of domestic abuse was opened in April 2012 at the Oasis Centre in Pontypridd, extending the provision of services for victims and bringing together services into newly refurbished accommodation. 86% of clients of the Independent Domestic Abuse Advisors (IDVA) service reported a complete cessation of abuse following IDVA intervention and 93% of clients reported that their quality of life had improved as a result of IDVA intervention

A new Sexual Violence and Domestic Abuse Forum has been created for the Cwm Taf region bringing together the two previous Domestic Abuse Forums and extending the remit to include sexual violence. All IDVAs have received training as independent sexual violence advisors.

The three Women's Aid Groups have formally merged to become "Women's Aid RCT" and are now providing housing related support as a single organisation. A new purpose built refuge for women fleeing domestic abuse has been built in partnership with Cynon Taf Community Housing Group, which will form the central hub for the reconfigured model of supported housing for victims of domestic abuse.

Safer Merthyr Tydfil has been commissioned to provide additional places for Rhondda Cynon Taf Community Safety Partnership on their voluntary perpetrator project to challenge and change perpetrators abusive behaviour. This will be piloted in 2013/14 and evaluated before a further commissioning decision is made.

The Anti-Social Behaviour (ASB) Team have reviewed and restructured how ASB victims are managed and as a result significant reductions in repeat incidents of ASB have been achieved. The team now adopt a holistic management of cases focusing on the most vulnerable and repeat victims in RCT. Each victim is risk assessed by the unit with a tailor-made, multi agency action plan formulated for each victim. All victims of ASB now receive a contact from our unit to introduce the unit and explore how we can assist. This results in the use of target hardening measures, multi agency action plans, referrals for support with any other related issues, and active targeting of ASB perpetrators causing the problems. This joined up working has seen anti social behaviour ceasing or being reduced for 75% of the victims that the unit have managed.

Quarter 4 Performance Summary - Continued

The ASB team have also made positive progress in 2012/13 in terms of tackling the behaviour of offenders. Strong links have been established with more agencies and departments such as the Local Health Board and Education Services to tackle ASB. This has resulted in the ASB unit receiving referrals from a wider range of sources, more joined up case management and more accurate actions to target offenders. The unit adopt a highly successful early intervention scheme to tackle ASB at low levels at early stages. This year has again shown a drop off rate of over 80% of those referred to the unit for the first time to those who progress to further stages in the process.

The Beacon (Integrated Offender Management (IOM) and Prolific & Priority Offender (PPO) schemes) have achieved positive results in 2012/13 in reducing re-offending. This has been achieved by closer partnership working on case management which has been brought about by co-location of key agencies. These increased resources and the development of a database to monitor those on the schemes have helped bring the success about. Significant reductions have been made in adult re-offending amongst those on the schemes. A major success has been the introduction of IOM to RCT that has seen far greater numbers of prolific and persistent offenders being managed than ever before in our area with marked reductions made in re-offending rates.

The "Houses into Homes" empty properties loan scheme has been successfully implemented across the Cwm Taf region during 2012/13 through a collaborative approach. At the end of year the Cwm Taf region had approved and paid out 12 Loans to the value of £270,000. Out of the Cwm Taf allocation, by February 2013, Cwm Taf had received sufficient applications to enable the full allocation of £965,792 to be drawn down.

The empty property loans have already allowed a number of properties to be completely renovated. Successes to date include a derelict public house being converted into three, 3-bedroom homes, a large 4 bed detached property (empty since 2008) being completely refurbished and made available to let to a large family and one refurbished empty property has already been sold to a first time buyer. The total value of loans administered by the Cwm Taf region will be almost £1 million; this will eventually see approximately 40 long term empty properties brought back into occupation. The range of interventions used by the local authority to secure the re-occupation of long term empty properties has enabled 3.47% to be brought back into use compared to 1.18% in 2011/12.

A new "Heat & Save" Scheme was launched in June 2012. A total of 1,069 loft and cavity wall insulations have been undertaken across the County Borough. In addition, a total of 5,572 energy efficiency measures were provided to 3,718 homes in the Borough. 2,996 of these energy measures were provided to 2,052 private homes. The Arbed External Wall insulation scheme resulted in 218 properties receiving external wall insulation and bringing over £1 million of additional investment into the County Borough.

The review of Houses in Multiple Occupation (HMO) licensing commenced during 2012/13 and will continue into 2013/14 through a Members' Scrutiny Task Team, which is due to report to Cabinet with its recommendations in the Autumn of 2013.

100% of high risk food inspections were completed when due during 2012/13. The proportion of broadly compliant premises at year end was 83.8%, which is an improvement on the previous year (73.6% in 2011/12). 91% of new food businesses were inspected within 28 days of opening. The National Food Hygiene Rating Scheme is now well established in Rhondda Cynon Taf with 1,689 premises ratings now published, providing consumer choice and encouraging improvements in standards of hygiene.

In the final quarter of the year, three "no cold calling zones" have been designated to deter rogue traders and reduce distraction burglaries. Consultation with residents in the areas was carried out in January 2013 which confirmed the resident support and the three zones were formally launched in March 2013. These will be evaluated during 2013/14.

The majority of actions identified for 2012/13 have been successfully completed with few exceptions to report.

Paul Mee - Service Director of Public Health and Protection

March 2013

Key Priority: Enforcement & Regulation - Protecting people from harm and tackling anti social behaviour

Lead Officer: Paul Mee - Service Director Public Health and Protection

Outcome 1: Reduce the harms associated with alcohol and drug misuse

Measures

Title	Target	Actual	RAG	Comment
Me01 - Achieve a waiting time of less than 20 working days between referral and treatment (New) (Local)		71.61		For information only - no target set
Me02 -% of cases closed as treatment completed (New) (Local)		64.26		Baseline data - no target set
Me03 - Percentage of licensed premises due for inspection in high risk category (A & B) inspected by target date (Local)	75.00	100.00	■	
Me04 - Number of intelligence led, targeted multi agency enforcement operations to target alcohol related crime and disorder delivered during the year (New) (Local)		12.00		Baseline data - no target set
Me05 - Number of prosecutions/cautions for breach of licensing conditions/legislation (New) (Local)		6.00		For information only - no target set
Me06 - Number of fixed penalty notices issued for underage sales of alcohol (New) (Local)		1.00		For information only - no target set
Me07(a) Outcome of reviews undertaken by Licensing Committee - revocations (New) (Local)		2.00		For information only - no target set
Me07(b) Outcome of reviews undertaken by Licensing Committee - suspensions (New) (Local)		0.00		For information only - no target set
Me07(c) Outcome of reviews undertaken by Licensing Committee - imposition of conditions (New) (Local)		0.00		For information only - no target set
Me07(d) Outcome of reviews undertaken by Licensing Committee - variations on licensable activity (New) (Local)		0.00		For information only - no target set
Me07(e) Outcome of reviews undertaken by Licensing Committee - warnings (New) (Local)		0.00		For information only - no target set
Me07(f) Outcome of reviews undertaken by Licensing Committee - no further action taken (New) (Local)		0.00		For information only - no target set
Me07(g) Outcome of reviews undertaken by Licensing Committee - removal of Designated Premises Supervisor (New) (Local)		0.00		For information only - no target set
Me08 - The percentage of test purchases for the sale of alcohol to underage volunteers that results in a refusal to sell (New) (Local)		97.30		For information only - no target set

Critical Improvement Action 1 -Develop and implement a single point of access for all adult substance misuse services across Rhondda Cynon Taf and Merthyr Tydfil to make services more accessible to users

Title	RAG	Overall Status	Comment
M01 - Apply for capital grant to secure equipment - Jun 12	●	Complete	
M02 - Purchase and install equipment - Jul 12	●	Complete	
M03 - Recruit and train staff - Oct 12	●	Complete	
M04 - Communicate and market the service - Oct 12	●	Complete	
M05 - Service delivery commences - Jan 13	●	Complete	
M06 - Evaluate outcomes of service to determine if access and referral process has improved - Aug 13	●	On Target	

Critical Improvement Action 2 - Support and advise church groups on the development and delivery of a street pastor scheme for Pontypridd town centre

Title	RAG	Overall Status	Comment
M01 - Identify volunteers amongst church groups - Jul 12	➔	Complete	
M02 - Establish and deliver a training programme - Oct 12	➔	Complete	
M03 - Assist with development of the means to coordinate volunteers - Oct 12	➔	Complete	
M04 - Deliver service - Jan 13	➔	Complete	
M05 - Evaluation of outcomes to determine if service has resulted in a reduction in alcohol related disorder - Dec 13	➔	On Target	

Critical Improvement Action 3 - In partnership with Communities First develop a programme of activities to address local substance misuse issues

Title	RAG	Overall Status	Comment
M01 - Establish a mechanism to identify need in Communities First cluster areas - Jun 12	➔	Complete	
M02 - Collate data to evidence need - Oct 12	➔	Complete	
M03 - Identify relevant partners to address needs - Oct 12	➔	Complete	
M04 - Develop and implement action plans to meet need - Revised target - Awaiting Welsh Government confirmation	➔	Not on target	Substance misuse services are working with Communities First to progress this area. Action plans have been developed albeit progress to date has been limited. Further progress will be informed by the Welsh Government's plans for Communities First - when received, the way forward and timescales will be reconsidered
M05 - Collate evaluation/performance information from substance misuse community development worker to determine impact of action plans - Revised as above	➔	Not on target	This action will no longer progress as funding has been withdrawn

Critical Improvement Action 4 - Deliver a programme of inspection and enforcement operations together with targeted training to support a reduction in alcohol related harm and anti social behaviour and vandalism arising from patrons of licensed premises

Title	RAG	Overall Status	Comment
M01 - Carry out a programme of risk based premises inspections -from April 2012 to March 2013	➔	Complete	
M02 - Provide training for bar/off licence staff to promote responsible management / good practice - from April 2012 to March 2013	➔	Complete	
M03 - Deliver a programme of targeted multi agency enforcement operations at key locations - from April 2012 to March 2013	➔	Complete	
M04 - Deliver a programme of targeted intelligence led enforcement operations aimed at tackling the underage sale of alcohol, including direct sales and proxy sales - from April 2012 to March 2013	➔	Complete	

Key Priority: Enforcement & Regulation - Protecting people from harm and tackling anti social behaviour

Lead Officer: Paul Mee - Service Director Public Health and Protection

Outcome 2: Anti social behaviour and reoffending is reduced, victims are supported and perpetrators behaviour challenged

Measures

Title	Target	Actual	RAG	Comment
Me01 - % of vulnerable/repeat victims of anti-social behaviour that are no longer experiencing anti-social behaviour / feel safer as a result of intervention (New) (Local)		56.37		Baseline year - no target set
Me02 - Number of individual offenders that have ceased / reduced offending behaviour whilst participating in the scheme for PPO (Prolific & Priority Offenders) (New) (Local)		67.09		Baseline year - no target set
Me03 - Number of individual offenders that have ceased / reduced offending behaviour whilst participating in the scheme for IOM (Integrated Offender Management) (New) (Local)		75.00		Baseline year - no target set
Me04 - Number of individuals referred to the unit who are no longer perpetrators of ASB as a result of intervention (New) (Local)		489.00		Baseline year - no target set




Critical Improvement Action 1 - To support and protect victims of ASB from harm

Title	RAG	Overall Status	Comment
M01 - To identify vulnerable & repeat victims of ASB utilising existing systems - Jul 12	➔	Complete	
M02 - Action plan developed for each individual case - From Jul 12 to Mar 13	➔	Complete	
M03 - Case management arrangements put in place to ensure coordinated multi agency implementation of plan - from Jul 12 to Mar 13	➔	Complete	

Critical Improvement Action 2 - To tackle the offending behaviour of prolific offenders through the Prolific & Priority Offenders (PPO) & Integrated Offender Management (IOM) schemes

Title	RAG	Overall Status	Comment
M01 - Identify individuals to be targeted as prolific offenders or for integrated offender management - May 12	➔	Complete	
M02 - Allocation of offender manager - Police/Probation - May 12	➔	Complete	
M03 - Establish programme of interventions & support through a multi agency action plan - Jul 12	➔	Complete	

Critical Improvement Action 3 - To hold perpetrators of ASB to account and challenge their attitudes and behaviour

Title	RAG	Overall Status	Comment
M01 - Utilise the ASB early intervention warning process, whereby referrals are received from a range of partners concerning perpetrators of ASB - from Apr-12 to Mar-13		Complete	
M02 - Implement a range of responses, from warning letters through to formal Anti Social Behaviour Order/court action - from Apr-12 to Mar-13		Complete	
M03 - Undertake multi agency operations including Friday Night Projects (multi agency operations at key locations) to tackle ASB perpetrators - from Apr-12 to Mar-13		Complete	

Key Priority: Enforcement & Regulation - Protecting people from harm and tackling anti social behaviour

Lead Officer: Paul Mee - Service Director Public Health and Protection

Outcome 3: To extend and improve current service provision to better fit the needs of victims of domestic abuse/sexual violence, hold perpetrators accountable for their behaviour and prevent repeat victimisation

Measures

Title	Target	Actual	RAG	Comment
Me01 - Number of service users accessing the new one stop shop (New) (Local)		328.00		For information only. Baseline year - no target set
Me02 - The % of service users that feel safe following intervention (New) (Local)		90.11		For information only. Baseline year - no target set

Critical Improvement Action 1 - To strengthen regional collaboration across Rhondda Cynon Taf and Merthyr Tydfil to ensure consistency and equity of services

Title	RAG	Overall Status	Comment
M01 - In partnership with Merthyr CBC, develop a joint Domestic Abuse and Sexual Violence Forum, merging both existing groups - Mar 13	🟢	Complete	
M02 - Review existing arrangements, share good practice and ensure consistency across the area - Mar 13	🟢	Complete	
M03 - In compliance with current legislation in relation to Domestic Homicide Reviews (DHRs) establish a reference group, jointly with South Wales Police, Merthyr Tydfil CBC and Bridgend CBC - Jan 13	🟢	Complete	
M04 - Determine procedures, protocols and working practices for undertaking DHRs. Create a review panel and access appropriate training - Mar 13	🟢	Complete	
M05 - Ensure qualified Independent Domestic Violence Advisors (IDVAs) receive appropriate Independent Sexual Violence Advisor (ISVA) training - from Apr-12 to Apr-13	🟢	Complete	
M06 - Explore the potential for the appointment of a Domestic Abuse Coordinator for Rhondda Cynon Taf CBC & Merthyr Tydfil CBC to further strengthen collaboration - Mar 13	🟢	Complete	

Critical Improvement Action 2 - To reconfigure the existing supported housing for women fleeing domestic abuse to provide a better standard of accommodation that meets their specific needs

Title	RAG	Overall Status	Comment
M01 - Support the merger of the three existing service providers in Rhondda Cynon Taf to address inconsistent service provision and establish one service provider (thereby achieving efficient governance and management arrangements) - Jan 13	⊖	Complete	
M02 - Develop a new purpose built refuge in Rhondda Cynon Taf - Feb 13	⊖	Complete	
M03 - Establish new model of service for supported housing in consultation with providers - Oct 12	⊖	Complete	
M04 - Commission new service model to deliver housing related support that meets the specific needs of women fleeing abuse - Apr 13	⊖	Complete	

Critical Improvement Action 3 - Engage with perpetrators to establish appropriate intervention to break the cycle of abusive behaviour

Title	RAG	Overall Status	Comment
M01 - Interview individuals identified in relation to their life experience - Jun 12	⊖	Complete	
M02 - Undertake interviews with service providers and the identified individuals to inform future service improvements - Revised Mar-13	⊕	Complete	
M03 - Identify the most appropriate voluntary programme to address abusive behaviour in perpetrators - Jan 13	⊖	Complete	
M04 - Prepare a report of findings and recommendations for consideration by the Local Service Board - Revised Mar-13	⊕	Complete	

Critical Improvement Action 4 - To increase the capacity to meet unmet need of victims of domestic abuse by providing first line support and advice to these victims

Title	RAG	Overall Status	Comment
M01 - Commission the open access multi agency service at Ty Ashgrove - May 12	⊖	Complete	
M02 - Identify client management system requirements and IT specification and procure system - Jul 12	⊖	Complete	
M03 - Integrate new services with existing IDVA service to provide seamless services - Jul 12	⊖	Complete	
M04 - Undertake a targeted promotion and awareness raising campaign of the services available - Oct 12	⊖	Complete	

Key Priority: Enforcement & Regulation - Protecting people from harm and tackling anti social behaviour

Lead Officer: Paul Mee - Service Director Public Health and Protection

Outcome 4: To improve the standard and availability of housing in the County Borough

Measures

Title	Target	Actual	RAG	Comment
Me01 - The number of private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year through direct action of the local authority (Local)	30.00	86.00	–	
Me02 - The number of energy efficiency measures installed (Local)	1000.00	5572.00	–	
Me03 - The number of properties that have had energy efficiency measures installed (New) (Local)		3718.00		This figure includes 2,052 private properties and 1,666 social properties
Me04 - The number of houses where an excess cold hazard was reduced to an acceptable level (New) (Local)		28.00		Baseline data - no target set
Me05 - The number of additional affordable housing units provided during the year (Local)	40.00	40.00	–	Data is collected a year in arrears and refers to financial year 2011/12. Data collection requirements for this indicator have also changed over the last year. During 2012/13, 77 new properties have been delivered, a 93% increase on the reported data

Critical Improvement Action 1 - To tackle the blight of long term vacant properties through effective interventions aimed at returning them to use

Title	RAG	Overall Status	Comment
M01 - To undertake effective interventions including advice, guidance, financial incentives and enforcement aimed at tackling the detrimental impact of long term vacant properties on communities - Mar 13	–	Complete	
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Critical Improvement Action 2 - To improve the energy efficiency of the housing stock and reduce the cost of energy for residents in Rhondda Cynon Taf

Title	RAG	Overall Status	Comment
M01 - To deliver energy saving programmes in partnership with energy providers, housing associations and private sector landlords to improve the energy efficiency of the stock and reduce the health inequalities of living in cold homes - Mar-13	–	Complete	
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Critical Improvement Action 3 - To determine the future policy intent for the regulation of Houses in Multiple Occupation (shared housing) to ensure their continued effective regulation

Title	RAG	Overall Status	Comment
M01 - To review the existing Houses in Multiple Occupation (HMO) licensing regime and identify recommendations for the future regulation of HMOs from 2013/14 - Revised Oct-13	➔	On Target	
M02 - Report presented to Cabinet for consideration - Revised Oct-13	➔	On Target	

Critical Improvement Action 4 - To improve access to the private rented sector to increase housing supply and options

Title	RAG	Overall Status	Comment
M01 - Consider the recommendations of the "Review of access to the private rented sector in RCT" report. In particular to:			
M01a - Recognise landlords as business partners and take action to improve the Council's relationship with them - revised Oct-13	⬆	On Target	
M01b - Review the purpose and structure of the landlords forum - Sep 12	➔	Complete	
M01c - Evaluate the strategic role played by the private rented sector and determine how this can be improved - revised Oct-13	⬆	On Target	
M01d - Review marketing, fees and business processes associated with existing access schemes to ensure they are fit for purpose and meet private rented sector landlord and tenant needs and aspirations - revised Oct-13	⬆	On Target	
M02 - Develop and implement an action plan to improve access to the private rented sector - Revised 2013/14			This action is dependent on the above and a revised timescale will be determined accordingly

Key Priority: Enforcement & Regulation - Protecting people from harm and tackling anti social behaviour

Lead Officer: Paul Mee - Service Director Public Health and Protection

Outcome 5: Protecting people, particularly our most vulnerable residents, from harm and exploitation by using our enforcement and regulation powers

Measures

Title	Target	Actual	RAG	Comment
Me01 (a) - The number of doorstep crime incidents investigated & action taken in response (New) (Local)		85.00		Baseline data - no target set
Me01(bi) - Action against doorstep crime incidents - advise trader on legal requirements (New) (Local)		11.00		Baseline data - no target set
Me01(bii) - Action against doorstep crime incidents - issue warning to trader (New) (Local)		7.00		Baseline data - no target set
Me01(biii) - Action against doorstep crime incidents - obtain money back for consumer from trader (New) (Local)		2.00		For information only - no target set
Me01(biv) - Action against doorstep crime incidents - formal interview of trader (New) (Local)		2.00		For information only - no target set
Me01(bv) - Action against doorstep crime incidents - arrest trader (New) (Local)		1.00		For information only - no target set
Me01(bvi) - Action against doorstep crime incidents - report trader to other enforcement agency (New) (Local)		43.00		For information only - no target set
Me02 - The number of prosecutions & cautions delivered (New) (Local)		4.00		Baseline data - no target set
Me03 - The number of elderly people made aware of the risks and prepared to resist door step crime (New) (Local)		123.00		Baseline data - no target set
Me04 - The percentage of food businesses which are broadly compliant with food law (Statutory)	75.00	83.87	⊖	
Me05 - The percentage of high risk businesses that were liable to a programmed inspection that were inspected for food hygiene (Local)	100.00	100.00	⊖	

Critical Improvement Action 1 - Deter door step criminals from operating in the County Borough by zero tolerance enforcement option

Title	RAG	Overall Status	Comment
M01 - Enhance capacity to provide an immediate response to all consumer complaints about door step traders - Jun 12	⊖	Complete	
M02 - Deliver a programme of joint enforcement operations with South Wales Police, sharing intelligence and providing mutual support - from Apr-12 to Mar-13	⊖	Complete	
M03 - Publicise results of operations to provide community reassurance and warning to criminals - from Apr-12 to Mar-13	⊖	Complete	
M04 - Run awareness raising sessions with older people to help them identify and resist bogus callers and seek help if they are targeted - Oct 12	⊖	Complete	
M05 - Review the potential for "No Cold Calling Zones" and make a recommendation to Cabinet if appropriate - Jan 13	⊖	Complete	

Critical Improvement Action 2 - To increase the number of food establishments which are "broadly compliant" with food law

Title	RAG	Overall Status	Comment
M01 - Inspect new businesses within 28 days of opening - from Apr-12 to Mar-13	➔	Complete	
M02 - Carry out a proactive, risk based programme of inspections of High risk (A and B rated) food premises - from Apr-12 to Mar-13	➔	Complete	
M03 - Develop an alternative intervention programme for "broadly compliant" (C rated) premises - Mar 13			This action has been deemed no longer valid. Technical advice on an alternative intervention programme for 'broadly compliant' (C rated) premises has determined that it is unlikely to be effective, and is no longer being pursued
M04 - Deliver an alternative intervention programme for low risk premises (rated D & E) - Mar 13	➔	Complete	

Critical Improvement Action 3 - Participation in the National Food Hygiene Ratings Scheme (Scores on the Doors) to provide informed consumer choice and drive up food safety standards

Title	RAG	Overall Status	Comment
M01 - Rate all eligible food premises and publish ratings on website - from Apr-12 to Mar-13	➔	Complete	
M02 - Publish inspection reports on website - Nov-13			This action is no longer relevant as the policy on publishing inspection reports has changed. All 22 Local Authorities in Wales are working with the Food Standards Agency (FSA) to adopt a consistent all Wales approach

SAFER COMMUNITIES

Within the Safer Communities theme of the Community Strategy, the vision is for a safe Rhondda Cynon Taf where all residents are able to live their lives in a County Borough free from crime and the fear of crime.

The improvement priority that primarily supports this theme is 'Enforcement and Regulation'; the self assessment is detailed below.

ENFORCEMENT AND REGULATION

We aim to help reduce the number of people who misuse alcohol and drugs, and help improve the quality of life for those people who are victims of antisocial behaviour and domestic violence. We also aim to work with perpetrators of antisocial behaviour and domestic violence to help them change their behaviour; take a lead role to improve the standard and availability of housing; and help protect people at risk of exploitation caused by activities such as doorstep crime

WHY WAS THIS AREA A PRIORITY IN 2012/13?

- Latest figures for 2011 highlight that Rhondda Cynon Taf has the second highest alcohol related mortality rate in Wales for females and the ninth highest for males. The number of adults surveyed who reported binge drinking in Rhondda Cynon Taf was the highest in Wales
- During 2010/11, substance treatment services in Rhondda Cynon Taf received a total number of 2,679 referrals for treatment. In 2010, Rhondda Cynon Taf had the eighth highest rate of people being admitted to hospital for drug related conditions of the 22 local authority areas in Wales
- During 2011/12, the police recorded a total of 13,529 incidents of anti social behaviour, 4,334 fewer than 2010/11. Residents have told us that shouting, bad language, alcohol and substance misuse are factors preventing people from visiting our town centres, particularly at night

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- During 2011/12, a total of 4,281 referrals for domestic abuse were received by the Pontypridd women's safety unit, which provides support to victims of domestic abuse throughout Rhondda Cynon Taf. On average this equates to over 350 incidents a month
- There is a shortfall of affordable housing across many areas in Rhondda Cynon Taf but also a large number of empty properties which are not utilised. In 2011/12 there were 3,055 empty properties

HEADLINE INFORMATION FOR 2012/13

- In partnership with Merthyr Tydfil County Borough Council, we introduced a Drug and Alcohol Single Point of Access (DASPA) in October 2012 for adults in both County Boroughs. Since its introduction the service has been identified as best practice and an exemplar at the Welsh Government Best Practice Wales Conference and although it is too early to establish a complete picture of the impact the service is making to people's lives, emerging information indicates that waiting times have reduced: 81.5% of referrals started treatment within 20 days compared to 71% in 2011/12
- Our Anti Social Behaviour Team changed the way it supported victims of anti social behaviour so that each person is risk assessed and a tailor made plan agreed to help improve their quality of life. Out of 204 vulnerable / repeat victims of anti social behaviour, 115 (56.3%) are no longer experiencing anti social behaviour / feel safer as a result of intervention
- In April 2012, we opened the Oasis Centre in Pontypridd, an open access multi agency service for victims of domestic abuse:
 - 328 people accessed the centre, 41 of which were deemed high risk
 - Our Independent Domestic Abuse Advisors (IDVA) supported 91 people deemed to be high risk (41 from the Oasis Centre and 50 from other agencies, for example, the Health Service), of which:
 - 90% (82) reported a complete cessation of abuse following IDVA intervention
 - 88% (80) reported that their quality of life had improved as a result of IDVA intervention

- We helped to bring back into use 86 properties that that had been empty for at least 6 months, including some that had been empty for over 3 years. An example of our work is shown below in respect of 48 Baglan Street, Treherbert:

BEFORE



AFTER



- In partnership, we introduced the Welsh Government funded 'Houses to Homes' empty property scheme across the Cwm Taf region¹ with a sufficient number of applications already being received to enable the full allocation of £965,792 to be drawn down. For Rhondda Cynon Taf, loans totalling £150,000 have been approved and transferred to applicants, bringing back into use six units, two of which have been completely renovated and sold for owner occupation.

¹ Cwm Taf region - covering the areas of Rhondda Cynon Taf and Merthyr Tydfil

WHAT OTHER PROGRESS DID THE IMPROVEMENT PRIORITY MAKE IN 2012/13 AND DID IT MAKE A DIFFERENCE?

We said we would help reduce the harms associated with alcohol and drug misuse

- We introduced a Street Pastors Scheme in Pontypridd from October 2012. Since this time, trained Street Pastors have been a feature of every weekend in the town centre assisting people at night who are vulnerable due to their alcohol consumption and forming an important part of the town centre management arrangements. Work to formally evaluate this scheme is scheduled for 2013/14
- We continued with a programme of inspections to help support licensees to contribute to a vibrant but safe night time economy. Examples of our work and its impact have been:
 - A test purchase at a local sports club in February 2013 highlighted a serious lack of control around the sale of alcohol to people under 18 years old as well as locked fire escapes. The Council's intervention provided the catalyst to replace a number of committee members with a stronger and more committed set, who are now maintaining good control within the sports club and the previous problems associated with the premises have ceased
 - Following routine inspections across Rhondda Cynon Taf it was found that Closed Circuit Television (CCTV) was not working in eighteen licensed premises. This resulted in Premises Closure Notices being issued, alongside time to rectify the problem. As a result of this, all eighteen premises took action to comply and are now compliant. This will provide reassurance to the licensee and the public that they have the means to record any future crime and disorder or license breaches on the premises, which in turn enable enforcement agencies to use the CCTV evidence to effect an appropriate enforcement solution
- We were not able to introduce a programme of activities to help identify 'need' and address local substance misuse issues with Communities First groups. This was due to changes in funding arrangements. This work will now instead be progressed in 2013/14 through a community cohesion project.

We said we would improve current provision to better fit the needs of victims of domestic abuse and sexual violence, hold perpetrators accountable for their behaviour and prevent repeat victimisation

- In partnership with Merthyr Tydfil County Borough Council we introduced a joint Domestic Abuse and Sexual Violence forum to better support equality of service provision across both areas

We said we would help improve the standard and availability of housing in the County Borough

- We launched a second phase of our 'Heat and Save' scheme in June 2012 that attracted over £6.75M in external investment. In partnership with Housing Associations, we used these resources to install a total of 5,572 energy efficiency measures: 1,290 loft insulations; 878 cavity wall insulations; 1,084 boiler upgrade measures; 449 energy efficient glazing; 432 solar panels; 22 fuel switching measures; and 1,417 solid wall insulations. These measures resulted in 3,718 properties (2,052 private and 1,666 social properties) receiving energy measures, all of which were free of charge to the householder. Some of the feed back we have received from private residents in Penywaun (Aberdare) has been:

"My house was very cold, and last winter was terrible. I am delighted with the work and can feel a difference already"

"Without the scheme I would not have been able to afford these improvements"

- We commenced a review of the Council's approach to regulation of and engagement with the private rented sector to ensure a sufficient supply of good quality accommodation in this sector. This work will continue in 2013/14 through an Elected Members' Scrutiny Task Team, which is due to report with its recommendations in the autumn of 2013

We said we would protect people, particularly our most vulnerable residents, from harm and exploitation



- Following consultation with residents in January 2013, three "No Cold Calling Zones" pilots were introduced in the areas of Caemawr Gardens in Port; Underhill Drive in Tonteg; and areas of Llantrisant, from March 2013. The areas were selected as

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there were higher than average complaints from residents around rogue and unscrupulous traders and callers, and comprise over 400 homes in total. Early feed back from residents so far has indicated that:

- They felt more confident and more empowered to say 'no' if they had to deal with a cold caller and as a result felt safer overall
- Signage in relation to "Cold Calling Zones" has been highlighted as an issue that needs to be improved, this also being identified as a national issue. We are taking steps to address this and contribute to the national debate, and a formal evaluation will take place during 2013/14
- We have engaged with 123 elderly people to make them aware of the risks and help them be better prepared to resist door step crime. We also investigated and took action in 85 cases of door step crime the outcomes of which included a five month jail sentence suspended for 18 months, 200 hours community service and compensation payments being made
- We continued a programme of work to ensure compliance with food hygiene requirements. Related information included:
 - We completed 810 high risk food inspections, the second highest in Wales
 - The proportion of broadly compliant premises was 83.8% compared to 73.6% in 2011/12. Our performance for 2012/13 is below the all Wales benchmark average of 86.63%
 - 91% (193) new food businesses were inspected within 28 days of opening. Our performance for 2012/13 is above the all Wales benchmarked average of 83%
 - The National Food Hygiene Rating Scheme is now well established in Rhondda Cynon Taf with 1,689 premises ratings now published, providing consumer choice and encouraging improvements in standards of hygiene and public safety overall

PERFORMANCE INDICATOR RESULTS (2010/11 TO 2012/13)

We have set out below the 2012/13 performance indicators included in the Enforcement and regulation improvement priority plan and where available we have compared our performance with other Councils in Wales. These performance indicators have been marked with an * and have been either shaded  if our performance is in the Top Quartile (in the best 25% of local authorities in Wales) or shaded  if our performance is in the Bottom Quartile (in the worst 25% of local authorities in Wales).

In addition, we have also noted our performance for 2010/11 and 2011/12 to show the direction of travel over a three year period i.e. ↑ an improving trend in performance; ↔ no change in performance; and ↓ a worsening performance trend.

Measures (i.e. performance indicators)	Actual Performance			Direction of Travel (DOT) from 2010/11 to 2012/13	2013/14 Target ²
	2010/11	2011/12	2012/13		
Reduce the harms associated with alcohol and drug misuse					
% of cases with a waiting time of less than 20 working days between referral and treatment	N/A	N/A	72	N/A	N/A
% of cases closed with a treatment date as treatment completed	N/A	N/A	64.3	N/A	N/A
% of licensed premises in risk categories A & B (high risk) subject to a programmed inspection	93	74.2	100	↑	N/A
No. of intelligence led, targeted multiagency enforcement operations to target alcohol related crime and disorder delivered	N/A	N/A	12	N/A	N/A

² Where N/A has been stated, this is either due to the indicator no longer being included in the priority plan for 2013/14 or where the outcome is outside of the control of the Council. In such cases, progress will be measured by monitoring the direction of travel of actual performance

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	2013/14 Target
	2010/11	2011/12	2012/13		
No. of prosecutions / cautions for breach of licence conditions or legislation that are commenced during the year	N/A	N/A	6	N/A	N/A
Number of fixed penalty notices issued for underage sales of alcohol	N/A	N/A	1	N/A	N/A
Outcome of reviews undertaken by licensing committee - revocations	N/A	N/A	2	N/A	N/A
Outcome of reviews undertaken by licensing committee - suspensions	N/A	N/A	0	N/A	N/A
Outcome of reviews undertaken by licensing committee - imposition of conditions	N/A	N/A	0	N/A	N/A
Outcome of reviews undertaken by licensing committee - variations on licensable activity	N/A	N/A	0	N/A	N/A
Outcome of reviews undertaken by licensing committee - warnings	N/A	N/A	0	N/A	N/A
Outcome of reviews undertaken by licensing committee - no further action taken	N/A	N/A	0	N/A	N/A
Outcome of reviews undertaken by licensing committee - removal of Designated Premises supervisor	N/A	N/A	0	N/A	N/A
% of test purchases for the sale of alcohol to underage volunteers resulting in a refusal	81.8	92.5	97.3	↑	100

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	2013/14 Target
	2010/11	2011/12	2012/13		
Antisocial behaviour and reoffending is reduced, victims are supported and perpetrators behaviour challenged					
% of vulnerable/repeat victims of anti-social behaviour that are no longer experiencing anti-social behaviour / feel safer as a result of intervention	N/A	N/A	56.4	N/A	75
Number of individual offenders that have ceased / reduced offending behaviour whilst participating in the scheme for PPO (Prolific & Priority Offenders)	N/A	N/A	67.1	N/A	50
Number of individual offenders that have ceased / reduced offending behaviour whilst participating in the scheme for IOM (Integrated Offender Management)	N/A	N/A	75	N/A	49
Number of individuals referred to the unit who are no longer perpetrators of Antisocial behaviour (ASB) as a result of intervention	N/A	N/A	489	N/A	75
To extend and improve current service provision to better fit the needs of victims of domestic abuse/sexual violence, hold perpetrators accountable for their behaviour and prevent repeat victimisation					
Number of service users accessing the new one stop shop	N/A	N/A	328	N/A	N/A
% of service users that feel safe following intervention	N/A	N/A	90.1	N/A	N/A

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	2013/14 Target
	2010/11	2011/12	2012/13		
To improve the standard and availability of housing in the County Borough					
Number of private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year through direct action of the local authority	16	36	86	↑	45
Number of energy efficient insulation measures installed	N/A	4,524	5,572	N/A	1,000
Number of properties that have had energy efficiency measures installed	N/A	N/A	3,718	N/A	450
Number of houses where an excess cold hazard was reduced to an acceptable level	N/A	N/A	28	N/A	40
Number of additional affordable housing units provided during the year	77	40	40	N/A	40
Protecting people from harm and exploitation by using our enforcement and regulation powers					
Number of doorstep crime incidents investigated	N/A	N/A	85	N/A	N/A
Action against doorstep crime incidents - advise trader on legal requirements	N/A	N/A	11	N/A	N/A
Action against doorstep crime incidents - issue warning to trader	N/A	N/A	7	N/A	N/A

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	2013/14 Target
	2010/11	2011/12	2012/13		
Action against doorstep crime incidents - obtain money back for consumer from trader	N/A	N/A	2	N/A	N/A
Action against doorstep crime incidents - formal interview of trader	N/A	N/A	2	N/A	N/A
Action against doorstep crime incidents - arrest trader	N/A	N/A	1	N/A	N/A
Action against doorstep crime incidents - report trader to other enforcement agency	N/A	N/A	43	N/A	N/A
Number of prosecutions and cautions commenced for doorstep crime	N/A	N/A	4	N/A	N/A
Number of elderly people made aware of the risks and prepared to resist doorstep crime	N/A	N/A	123	N/A	N/A
% of food establishments which are broadly compliant with food hygiene standards	60.02	73.61	83.9 ³	↑	84
% of these high risk businesses that were liable to a programmed inspection that were inspected for food hygiene*	100	100	100	↔	100

³ Our 2012/13 performance of 83.9% is worse than the all Wales average of 86.03%

KEY AREAS FOR IMPROVEMENT IN 2013/14

- Supporting people to reduce their substance misuse (alcohol and drugs)
- Implementing revised arrangements for needle exchange to further reduce the harms associated with alcohol and drug misuse
- Increasing the number of vulnerable/repeat victims of antisocial behaviour that are no longer experiencing it as a result of our support
- Joining up the information we gather from “Team Around the Family” and the Youth Offending Service to target perpetrators of Anti Social Behaviour and help reduce reoffending
- Intervening in cases of Domestic Abuse so that clients do not have to experience it
- Piloting a voluntary programme for perpetrators of domestic abuse to challenge and change behaviour
- Establishing collaborative delivery arrangements for Trading Standards Services in the Cwm Taf Region (Rhondda Cynon Taf and Merthyr Tydfil)
- Providing 40 additional affordable housing units
- Inspecting category A and B licensed premises

Wales Programme for Improvement

Street Care Services & The Natural Environment 2012/13 Action Plan

A Cleaner, Greener County Borough

We have made good progress in recent years in improving the local environment, roads and streetscene. Dealing with our waste sustainably continues to be a high priority and in addition to continuing to increase our recycling rates we are also working to minimise the level of waste produced by promoting reuse schemes and investigating alternatives to landfill for disposal of waste which cannot be recycled. We continue to work to deliver cleaner streets, both by education and awareness campaigns and strict enforcement of littering, graffiti, fly tipping and fly posting. Maintaining our highways and keeping traffic moving is a high priority for residents and we will target continued investment in our highways infrastructure and tackle problem parking through the introduction and appropriate enforcement of civil parking regulations

Quarter 4 Performance Summary

There was a reduction of 5,523.67 tonnes in the amount of waste which was sent for landfill - our key performance indicator for this area is showing actual performance of 38.4% against a target of 47%. Although recycling levels increased, with 3,387.77 tonnes more waste recycled, reused or composted, compared to 2011/12, our performance was below that targeted i.e. 44.17% actual performance against a target of 52%. Review work is ongoing in this area to help us get closer to the target level. In addition, to support this work, initiatives continue to help increase participation from domestic properties and through the introduction of food waste collection for trade customers.

Work has continued on our awareness raising initiatives, with the completion of the Gregory Brothers 'environmental roadshows' which have now visited every primary school across the borough as well as the 'Cleaning up the game' project with Cardiff City football club. The number of visitors to our Rhys Cycle Safari at Bryn Pica have continued to increase, with more school and community groups going on safari to learn about the environment and what they can do to help us achieve our target and reduce the amount of waste that goes into the landfill.

Following the successful development of the school reuniform project (where since April 2012, 1,883 items of school uniform were prepared for reuse) the scheme has now been developed further with 'reboot' the sports boot recycling initiative with over 200 boots collected and currently being reconditioned for resale at the Recycle Shop, Pontypridd.

Progress continued on the development of a food waste treatment plant with the appointment of a preferred bidder. There has been a slight delay with the financial close process as a result of additional site investigation works being required, but it is anticipated that we will be in a position for the contract to commence in September 2013. An options appraisal has been completed for the residual waste treatment plant and has been submitted to Welsh Government for review.

Over 99% of our streets inspected were of a high or acceptable standard of cleanliness and for those streets found to be below standard, 95.83% were recleaned within 24 hours of inspection. We also continued a strong enforcement programme, with 9,079 warning letters and 586 fixed penalty notices issued for environmental crimes.

Highways improvement works continue to be delivered along with improvements to streetlighting provision. We have started to further improve the safety of our roads with the introduction of civil parking enforcement officers.

Nigel Wheeler - Service Director of Streetcare

March 2013

Key Priority: **Streetcare Services & The Natural Environment - A Cleaner, Greener County Borough**

Lead Officer: Nigel Wheeler - Service Director of Streetcare

Outcome 1: **To deal with waste more sustainably by reducing the amount of waste that is sent to landfill and increasing the amount of waste that is recycled, reused or composted**

Measures

Title	Target	Actual	RAG	Comment
Me01 - % of municipal waste collected by local authorities and prepared for reuse and/ or recycling, including source segregated biowastes that are composted or treated biologically in another way (Statutory)	52.00	45.36	-	Re-use and recycling have both increased this year with 92.68 tonnes more waste prepared for re-use and 5,811.60 tonnes more waste recycled than in 2011/12. The amount of waste that was sent to landfill has also decreased by 5,523.67 tonnes. The poor weather conditions during the summer months resulted in a reduction in the amount of green waste collected, with 2,516.51 less collected this year than in 2011/12. Although we have seen increases in re-use and recycling and a reduction in landfill, the drop in green waste has resulted in us not achieving our annual target for this indicator this year. We will continue to undertake awareness raising activities to maximise recycling participation and anticipate the awareness and changes to the service in 2013/14 will enable us to reach target level next year
Me02 - % of municipal waste sent to landfill (Statutory)	47.00	38.41	-	
Me03 - % of municipal waste used to recover heat and power (Statutory)		17.42		For information only - no target set
Me04 - Total tonnage of food waste collected by the Local Authority (Local)		5745.53		For information only - no target set
Me05 - % of local authority collected municipal waste prepared for reuse (Statutory)		0.39		For information only - no target set

Critical Improvement Action 1 - Investigate options to deal with residual waste

Title	RAG	Overall Status	Comment
M01 - To review processes to identify the best options for dealing with residual waste on a long term basis - Mar 13	-	Complete	
.			

Critical Improvement Action 2 - Develop a Food Waste Treatment Plant to reduce the amount of biodegradable waste that is sent to landfill

Title	RAG	Overall Status	Comment
M01 - Evaluation of final tenders - Apr 12	-	Complete	
M02 - Approval of full business case - Jul 12	-	Complete	
M03 - Appointment of preferred bidder - Aug 12	-	Complete	
M04 - Financial close - Revised Apr-13	-	Not on target	Financial close has been delayed as a result of additional site investigation works being required. Revised target date Sep-13
M05 - Contract commencement (subject to the above 4 milestones being completed in line with the stated timescales) - Revised Apr-13	-	Not on target	As above. Revised target date Sep-13
M06 - Complete food waste treatment plant construction and service commencement - Revised Qtr 2 2014/15	-	Not on target	As above. Revised target Qtr 2 2014/15

Critical Improvement Action 3 - Promote the reuse of materials to prevent the creation of waste, through the introduction of specific partnership schemes

Title	RAG	Overall Status	Comment
M01 - Develop and launch a 'free cycle' website to maximise reuse of materials - Mar 13	➔	Complete	
M02 - Develop links with colleges to repair household items in preparation for reuse - Mar 13	➔	Complete	
M03 - Continue to develop links with charity shops to capture textile recycling and develop reuse strategy - Sep 12	➔	Complete	
M04 - Deliver a school uniform recycling scheme - Mar 13	➔	Complete	
M05 - Develop 'Reboot' sports boot reuse scheme in partnership with Cardiff City Football Club - Mar 13	➔	Complete	
M06 - Evaluate the success of the bicycle reuse scheme at Pontypridd High School and consider future expansion of the scheme - Mar-13	➔	Complete	

Critical Improvement Action 4 - Maximise participation by raising public awareness of recycling (including food) and re-use opportunities

Title	RAG	Overall Status	Comment
M01 - Re-align resources to enable further door knocking activity to take place to maximise participation in food waste recycling - Apr 12	➔	Complete	
M02 - Encourage pupils to participate in the schools 'Zero Waste' projects through incentive schemes e.g. provision of school sports kit & equipment - Jul 12	➔	Complete	

Critical Improvement Action 5 - Promote Green Glyncoch A Zero Waste Village

Title	RAG	Overall Status	Comment
M01 - Deliver a programme of door knocking activity to encourage participation in the scheme and record the views of residents on the current scheme - Jun 12	➔	Complete	
M02 - Complete a review of the Greener Glyncoch initiative and present a report to Cabinet - Revised Apr-13	➔	Target Missed	Draft report completed which will go to Cabinet in 2013-14
M03 - Work with local businesses to ensure they are also working to a zero waste village - Oct 12	➔	Complete	

Key Priority: **Streetcare Services & The Natural Environment - A Cleaner, Greener County Borough**

Lead Officer: Nigel Wheeler - Service Director of Streetcare

Outcome 2: **To deliver cleaner streets all year round ensuring a continued focus on enforcement of littering, graffiti, fly tipping and fly posting, and promote civic pride**



Measures

Title	Target	Actual	RAG	Comment
Me01 - % of highways and relevant land inspected of a high or acceptable standard of cleanliness (Statutory)	90.00	99.49	–	
Me02 - % of inspected streets not at an acceptable standard of cleanliness returned to grade 'A' standard within one working day (Local)		95.83		Baseline year - no target set
Me03 - The Cleanliness Index (Statutory)	70.00	74.65	↑	
Me04 - % of reported abusive graffiti removed within 1 day (Local)	90.00	100.00	–	
Me05 - % of all reported graffiti items removed within 5 days (Local)	90.00	100.00	–	
Me06 - % of reported fly tipping incidents on relevant land cleared within 5 working days (Statutory)	90.00	99.51	–	
Me07 - No. of visits, presentations and campaigns to discuss envirocrimes and recycling including school visits (Local)	400.00	740.00	–	
Me08 - Number of fixed penalty notices issued (Local)		586.00		For information only - no target set
Me09 - No. of Fixed Penalty Notices paid within 28 days of issue (Local)		302.00		For information only - no target set
Me10 - No. of warning letters issued (Local)		9079.00		For information only - no target set
Me11 - Number of partnership projects/multi agency enforcement operations undertaken (Local)		152.00		For information only - no target set




Critical Improvement Action 1 - Work with schools to engage children in awareness campaigns within their community to tackle environmental problems and promote civic pride

Title	RAG	Overall Status	Comment
M01 - Install signage designed by children to raise awareness and warn residents of the penalties of envirocrimes - from Apr 12 onwards	–	Complete	
M02 - Raise profile of school education programmes e.g. Envirovision, Gregory Brothers Roadshow and Cardiff City FC project - From Apr 12 onwards	–	Complete	
M03 - Extend Lunchtime Litter Project to other secondary schools across the County Borough - Revised 2013/14	↑	Complete	

Critical Improvement Action 2 - Enhance collaborative working with community groups and local businesses to help tackle environmental problems and promote civic pride

Title	RAG	Overall Status	Comment
M01 - Undertake further engagement with Keep Wales Tidy to identify and link with voluntary groups to work on projects with Streetcare Team - from Apr 12 onwards		Complete	
M02 - Seek funding from fast food outlets e.g. additional litter/dog bins - from Apr 12		Complete	

Critical Improvement Action 3 - Continue to review and target enforcement activity

Title	RAG	Overall Status	Comment
M01 - Continue with scheduled programme of enforcement patrols to target litter, dog fouling and fly tipping in hot spot areas - from Apr 12 onwards		Complete	
M02 - Introduce the new smoking related waste and chewing gum campaign in a variety of media - Apr 12		Complete	
M03 - Use local press to publicise successful enforcement action - Quarterly		Complete	

Key Priority: **Streetcare Services & The Natural Environment - A Cleaner, Greener County Borough**





Lead Officer: Nigel Wheeler - Service Director of Streetcare

Outcome 3: **Maintain the highways and street environment to meet the needs of all members of the community and improve traffic flow through appropriate use of our enforcement powers**



Measures

Title	Target	Actual	RAG	Comment
Me01 - % of principal (A) roads that are in overall poor condition (Statutory)	8.50	7.58		
Me02 - % of non-principal / classified B roads in overall poor condition (Statutory)	8.50	9.92		A non-principal classified 'B' road is a local route which is numbered on a map. Surveys for 'B' roads are carried out over a two year period. The data presented only represents half of the overall work programme for 2012/13. A more accurate representation of performance will be incorporated in results for 2013/14
Me03 - % of non-principal / classified 'C' roads that are in overall poor condition (Statutory)	13.00	13.88		A non-principal classified 'C' road is a local route which is not numbered on a map. Surveys for 'C' roads are carried out over a four year period. On this basis it is difficult to demonstrate progress annually.
Me04 - % of street lights out of light during the year (Local)	5.52	6.25		We currently maintain 28,726 streetlights across RCT. This data represents an average of 1,795 streetlights out of light during the year. Performance has improved during the last quarter with it being below target at 4.86%. Data collection issues during the early part of the year have adversely affected annual performance - these issues are being investigated to help support improvement during 2013/14
Me05 - The average number of calendar days taken to repair street lamp failures during the year (Statutory)	4.21	3.75		
Me06 - % of roads resurfaced (New) (Local)		8.45		Baseline year. No target set




Critical Improvement Action 1 - Develop Highways Asset Management Plan (HAMP)

Title	RAG	Overall Status	Comment
M01 - Produce an updated Strategic HAMP to categorise the condition of key highways structures and identify areas where improvements are needed - Revised Dec-12		Complete	
M02 - Produce an operational HAMP to comply with the Local Government Borrowing Initiative (LGBI) and submit to Cabinet - Revised Mar-13		Complete	
M03 - Deliver the first year of a programme of highways improvements funded by LGBI - Mar 13		Complete	
M04 - Submit highways improvement proposals for 2013/14 and 2014/15 to the South East Wales Transport Alliance (SEWTA) and Welsh Government to agree funding under the LGBI - Dec 12		Complete	

Critical Improvement Action 2 - Deliver an improved and more efficient Street Lighting provision

Title	RAG	Overall Status	Comment
M01 - Deliver a prioritised programme of work to replace and upgrade targeted lighting columns and replace overhead lines within underground cables to reduce cable theft & improve safety - Mar 13		Complete	
M02 - Undertake a review to assess the opportunities to reduce the Council's energy usage and carbon emissions from street lighting - Mar 13		Complete	

Critical Improvement Action 3 - Deliver the Civil Parking Enforcement (CPE) project to combat illegal and inconsiderate parking and improve traffic flow

Title	RAG	Overall Status	Comment
M01 - Undertake a traffic regulation review to review existing Traffic Orders and complete rectification works (e.g. road markings) where necessary - Jun 12		Complete	
M02 - Consolidate existing Traffic Regulation Orders and publish new orders - Jul 12		Complete	
M03 - Implement civil parking enforcement and deploy officers - Aug 12		Complete	

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ENVIRONMENT

Within the Environment (and Housing) theme of the Community Strategy, the vision is for a cleaner, greener Rhondda Cynon Taf which leads the UK in waste reduction, has excellent parks and green spaces and the highest quality housing provision.

The improvement priority that primarily supports this theme is 'Streetcare services and the natural environment'; the self assessment is detailed below.

STREET CARE SERVICES AND THE NATURAL ENVIRONMENT - A CLEANER, GREENER COUNTY BOROUGH

We aim to improve the local environment across the County Borough by reducing the amount of waste that is sent to landfill; increase recycling rates; delivering cleaner streets; improving the condition of our highways; and keeping traffic moving through measures such as tackling problem parking

WHY WAS THIS AREA A PRIORITY IN 2012/13?

- The Council has to meet challenging Welsh Government and European targets to reduce the levels of waste sent to landfill and increase the amount of waste reused and recycled. The Welsh Government set target for 2012/13 was 52% for recycling. Failure to reach this target could result in financial penalties and also have an adverse effect on the environment
- The Wales Audit Office, our external auditor stated in their Annual Improvement Report (January 2012) – “Waste management is a recognised priority for the Council and, building upon its sound performance in recycling through effective community engagement, the Council has a continued challenge to reduce the amount of waste it sends to landfill”
- Over 86% of respondents to the 2012/13 revenue budget consultation exercise agreed that a focus on waste as a priority area would improve their quality of life. Although waste services were generally regarded as having improved significantly, the area continued to attract a high number of complaints relative to other Council services, reflecting both the widespread use of the service and its importance to residents

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- During 2011/12, 3,018 fly tipping incidents and over 200 incidents of graffiti were reported. 2,039 warning letters and 403 fixed penalty notices were issued for offences such as littering, graffiti, dog fouling and fly posting, showing the scale of environmental crimes in the area. Despite a very responsive service (for example, 100% of graffiti and 99% of fly tips reported were removed within 5 days), there continues to be public concern around the cleanliness of our streets. Consultation undertaken in our town centres identified dog fouling, graffiti and littering as contributory factors marring visits to towns in Rhondda Cynon Taf and Street Cleaning Services attracted an even split of both complaints and compliments from the public, reflecting both the public dissatisfaction with environmental crimes such as littering and recognition of the work undertaken
- The condition of roads in Rhondda Cynon Taf were amongst the worst in Wales in 2011/12, as measured by national performance indicators. Residents have told us that improving the condition of the highways, in particular reducing the number of potholes, is a priority. A number of both complaints and compliments were received in this area, demonstrating both the remaining issues and recognising the programme of highways improvement work undertaken

HEADLINE INFORMATION FOR 2012/13

- Our performance in the area of waste disposal, as measured by statutory performance indicators, was mixed:
 - 38.2% of municipal waste was sent to landfill compared to the target we set ourselves of 47%. This represents a reduction in the tonnage of waste being sent to landfill compared to 2011/12, from 49,437 to 43,678, and is top quartile performance when compared to other Councils in Wales
 - 46.2% of municipal waste was prepared for reuse and/or recycling¹ compared to the target we set ourselves of 52%. Although this represents an increase in tonnage compared to 2011/12, from 47,112 to 52,822, our performance represents the lowest rate when compared to other Councils in Wales. A key contributory factor was poor weather conditions during the summer that resulted in less green waste being put out by households for collection

¹ As measured by the statutory performance indicator - % of municipal waste prepared for reuse and/or recycling¹, including source segregated biowastes that are composted or treated biologically in another way

- 99.49% of highways and relevant land inspected of a high or acceptable standard of cleanliness compared to the target we set ourselves of 90% and our performance of 99.37% in the previous year. Our 2012/13 position is based on 792 random streets we inspected and represents top quartile performance when compared to other Councils in Wales
- 10.0% of our principal (A) roads and non principal / classified (B and C) roads were reported in an overall poor condition, representing better than the all Wales average performance of 13.4% and is also better than the position we reported in 2011/12 of 11%. This improving trend has been supported by an on-going highways investment programme: £5.3M in 2012/13 and £6.7M in 2011/12

WHAT OTHER PROGRESS DID THE IMPROVEMENT PRIORITY MAKE IN 2012/13 AND DID IT MAKE A DIFFERENCE?

We said we would deal with waste more sustainably by reducing the amount of waste that is sent to landfill and increasing the amount of waste that is recycled, reused or composted

- We introduced a school uniform recycling scheme, Re-uniform, and a sports boot recycling initiative, 'Reboot'. Since April 2012, over 1,800 school uniform items have been prepared for re-use and over 200 boots have been collected and are currently being reconditioned for re-sale at the Recycling Shop in Pontypridd. We estimate the average cost of school branded items such as jumpers, polo shirts and fleece jackets totals around £70. The Re-uniform scheme enables parents to purchase 'like-new' items for around £5 each. These schemes are also helping to improve the percentage of waste prepared for re-use: in 2011/12 our rate stood at 0.32% (or 349 tonnes) and in 2012/13 this had increased to 0.39% (or 442 tonnes). We have also produce a short [DVD](#) of the initiative



- In partnership with Merthyr Tydfil and Newport County Borough Councils we were able to appoint a preferred bidder for the development of a new Food Waste Treatment plant in Rhondda Cynon Taf. The project is funded by the Welsh Government's Regional Capital Access Fund and the facility will turn food waste into reusable energy. We were not able to commence the contract by the original date of September 2012 due to on-going dialogue with the preferred bidder and the need for further site investigation work. It is anticipated that the contract will commence in 2013/14

We said we would deliver cleaner streets all year round ensuring a continued focus on enforcement of littering, graffiti, fly tipping and fly posting, and promote civic pride

- In addition to the streets we inspect, Keep Wales Tidy also undertook independent inspections of our streets. The results of both are combined and a score is calculated (this is then reported as a performance indicator: the Cleanliness Index. For 2012/13 our score was 74.65 and represents top quartile performance compared to other local authorities in Wales. Activities that contributed to this position have been:
 - Proactive enforcement activity including 2,882 warning letters being issued to discourage environmental crime and 523 Fixed Penalty Notices being issued (that resulted in £36,000 being paid in fines that was re-invested back into the service)
 - On-going marketing, including a concentration of effort on "Dog Fouling, it's No Picnic". This campaign was aimed at tackling one of the biggest issues on our streets. Over the last 10 months, 51 tonnes of dogs' mess has been collected by our Streetcare staff, the majority collected from dog waste bins installed in communities
- We continued awareness raising with visits to schools, community events and the Visitor Centre at Bryn Pica Landfill Site. We have collected feed back from those that have visited the Bryn Pica site (information to follow)

We said we would maintain the highways and street environment to meet the needs of all members of the community and improve traffic flow through appropriate use of our enforcement powers

- Our highways investment programme supported resurfacing work to be completed on 190 streets and a further 255 streets were patched or had potholes repaired. An example of our work includes Forest Road, Treforest.

BEFORE





AFTER



- 6.25% of our streetlights were out of light during the year. This represents around 1,795 lights from a total number of streetlights of 28,726

- Introduced Civil Parking Enforcement in August 2012 to combat inconsiderate parking and improve traffic flow. 6,985 Penalty Charge Notices were issued between August 2012 and March 2013, 183 (2.6%) were cancelled following challenge. This aims to demonstrate the Council's role in improving traffic flow in a responsible manner. Positive feedback has also been received verbally by Civil Parking Enforcement Officers, for example, around school areas that had previously experienced severe parking problems,

PERFORMANCE INDICATOR RESULTS (2010/11 TO 2012/13)

We have set out below the 2012/13 performance indicators included in the Streetcare services improvement priority plan and where available we have compared our performance with other Councils in Wales. These performance indicators have been marked with an * and have been either shaded  if our performance is in the Top Quartile (in the best 25% of local authorities in Wales); shaded  if our performance is in the Bottom Quartile (in the worst 25% of local authorities in Wales); or a comment included to indicate if our performance is better / same as / worse than the all Wales average.

In addition, we have also noted our performance for 2010/11 and 2011/12 to show the direction of travel over a three year period i.e. ↑ an improving trend in performance; ↔ no change in performance; and ↓ a worsening performance trend.

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Measures (i.e. performance indicators)	Actual Performance			Direction of Travel (DOT) from 2010/11 to 2012/13	Comments on 2012/13 performance and 2013/14 target	2013/14 Target
	2010/11	2011/12	2012/13			
To deal with waste more sustainably by reducing the amount of waste that is sent to landfill and increasing the amount of waste that is recycled, reused or composted						
% of local authority municipal waste collected by Local Authority and prepared for reuse and/or recycled, including source segregated biowastes that is composted or treated biologically in another way*	41.4	43.8	46.2	↑	Commented upon within the 'Headline Information for 2012/13' section	52.0
% of municipal waste sent to landfill*	52.8	43.2	38.2	↑		48.0
% of municipal waste used to recover heat and power*	2.1	9.5	15.6	↑		N/A
Total Tonnage of Food Waste collected by the Local Authority	4,090	6,229	5,745	↑	Although an overall improving trend, less tonnes collected compared to 2011/12. This is primarily due to residents being more aware of the amount of food they recycle and as a result 'throwing out' less food	N/A
% of local authority collected municipal waste prepared for reuse*	0.3	0.3	0.4	↑	Our 2012/13 performance is worse than the all Wales average of 1.91%	N/A

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	Comments on 2012/13 performance and 2013/14 target	2013/14 Target
	2010/11	2011/12	2012/13			
To deliver cleaner streets all year round ensuring a continued focus on enforcement of littering, graffiti, fly tipping and fly posting and promote civic pride						
% of highways and relevant land inspected of a high or acceptable standard of cleanliness*	97.6	99.4	99.5	↑	Lower target set due to £0.5M reduction in street cleansing resources in line with the Council's agreed budget strategy for 2013/14	90.0
% of inspected streets not at an acceptable standard of cleanliness returned to grade A standard within one working day	N/A	N/A	95.8	N/A		85.0
The Cleanliness Index*	73.7	76.0	74.7	↑	A lower score primarily due to increased incidences of dog fouling (same reason as above for the target set)	70
% racist graffiti removed within 1 day	100.0	100.0	100.0	↔	2013/14 targeted response times maintained at 2012/13 target levels due to an increasing trend of graffiti incidents	90.0
% graffiti items removed within 5 days	100.0	100.0	100.0	↔		90.0
% of reported fly tipping incidents cleared within 5 working days*	98.2	99.0	99.5	↑	Targeted response time maintained at the 2012/13 level due to volatility of the area	90.0
Number environmental awareness educational visits undertaken	415	557	740	↑		N/A
Number of fixed penalty notices issued for environmental crimes	256	403	586	N/A		N/A

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	Comments on 2012/13 performance and 2013/14 target	2013/14 Target
	2010/11	2011/12	2012/13			
Number of Fixed Penalty Notices paid within 28 days of issue	N/A	189	302	N/A		N/A
Number of warning letters issued relating to enviro crimes	N/A	2039	9079	N/A		N/A
Number of partnership projects/multi agency enforcement operations undertaken	29	98	152	↑		N/A
Maintain the highways and street environment to meet the needs of all members of the community and improve traffic flow through appropriate use of our enforcement powers						
% of Principal (A) roads that are in overall poor condition*	16.2	9.8	7.6	↑	Our 2012/13 performance is worse than the all Wales average of 5.3%	7.0
% of Non-principal/classified (B) roads that are in overall poor condition*	15.2	9.5	9.9	↑	Performance worsened slightly for 2012/13 primarily due to the PI result being calculated on 25% sample of B and C roads being inspected each year. A number of these have not yet been subject to work as part of our Highways Improvement Programme. <ul style="list-style-type: none"> ▪ Our performance for B roads is worst than the all Wales average of 7.5% ▪ Our performance for C roads is better than the all Wales average of 18.7% 	9.0
% of Non-principal/classified (C) roads that are in overall poor condition*	15.3	13.6	13.9	↑		13.0

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Measures (i.e. performance indicators)	Actual Performance			DOT from 2010/11 to 2012/13	Comments on 2012/13 performance and 2013/14 target	2013/14 Target
	2010/11	2011/12	2012/13			
% of street lights out of light during the year ²	4.4	5.6	6.3	↓	An ageing stock of lanterns contributed to more being out of light. An replacement / up grade programme is in place to help improve performance in this area	5.0
The average number of calendar days taken to repair all street lamp failures during the year*	3.8	4.2	3.8	↔	The 2013/14 target has been set in line with the agreed external contract for this area. Our 2012/13 performance is better than the all Wales average of 4.3 days	4.0
% of roads resurfaced	N/A	N/A	8.5	N/A		N/A

² % of street lights out of light during the year - no longer an indicator within the improvement priority plan for 2013/14

KEY AREAS TO FOCUS ON FOR 2013/14

We need to:

- Improve recycling rates across the County Borough from 46.2% in 2012/13 to a targeted level of 52% (just below the 2012/13 all Wales average of 52.26%). To help us achieve this we will:
 - Introduce a new nappy recycling service and further expand the range of products that can be recycled at our Community Recycling Centres by accommodating carpets
 - Introduce an alternative weekly collection service that collects recyclable waste weekly and non-recyclable fortnightly
 - Continue our marketing and door knocking activities to educate and encourage residents and businesses to reduce, reuse and recycle
 - Plan for the medium term by commencing construction of a food waste treatment plant that will be due for completion in 2015
- Continue to focus on keeping our streets clean via an on-going focus on enforcement of littering, graffiti, fly tipping any posting, and promote civic pride. We have however reduced our targeted service levels due to a planned reduction in resources in 2013/14
- Continue the investment to improve the condition of our roads by reducing the percentage that are in a poor condition from 10% in 2012/13 to a target of 9.2% in 2013/14

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