

Corporate Priority Action Plan Monitoring Report - Quarter 3 2017/18

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Lead Director:	Chris Lee

Challenges and Opportunities linked to this Council Priority

1. Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe

Lead Officer evaluation of progress made to date - Paul Mee

Our Community Safety Programmes to keep people safe and prevent reoffending are progressing as planned. We await confirmation of funding from the Police and Crime Commissioner for future schemes.

The 'Divert' 18-25 programme continues to be very successful and has a 96% non-reoffending rate since the start of the programme. Due to the success of the project, the PCC have agreed for us to work with all 18-25 offenders as part of our new 'Support' initiative.

We continue with training to raise awareness of Hate Crime and 'Channel', part of the 'Prevent' strategy, a multi-agency approach to identifying and providing support to individuals who are at risk of being drawn into terrorism.

We have been working closely with secondary schools and young individuals in the Porth area, and can positively evidence a reduction in the number of anti-social behaviour cases following the introduction of youth diversionary activities agreed with the Community Safety Alcohol Partnership (CAP). A full evaluation will take place at the end of the project. A similar CAP project is being progressed in Pontypridd.

Work is ongoing to improve the proportion of licensed premises broadly compliant with legislation. Proactive work this year will be evaluated at year-end.

2. Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents

Lead Officer evaluation of progress made to date - Dave Batten

We continue to raise awareness of the Council's biodiversity duty, ensuring it is considered in all its decision making and actions.

Work has been completed on the 3G all-weather pitch at Tyn Y Bryn Tonyrefail and work on further 3G pitches at Ferndale Comprehensive School and Abercynon Sports Centre is progressing. There have been some delays at Garth Olwg, but this will be completed by year-end.

We have submitted a bid for funding to the Heritage Lottery Fund (HLF) to support a programme of redevelopment at Ynysangharad War Memorial Park and are awaiting the outcome. Our plans to progress a 'Green Spaces Strategy' have been put on 'hold' whilst other priority investment opportunities are being progressed.

Our use of the RCT Website and social media continues to be a positive mechanism for sharing information with our residents on indoor and outdoor sports facilities.

3. More involved and resilient communities

Lead Officer evaluation of progress made to date - Chris Lee

We continue to consult with our residents to ensure that their views feature in the Council's decision making process .We are currently progressing a mental health app for young people in RCT and have met with representatives from the five older people forums to progress engagement on the Well-Being Strategy and Older People's website.

We continue to work with various Community Groups and voluntary sector organisations within the RCT Together Programme to develop proposals for community management of surplus Council premises. We also continue to work with others to develop and support an RCT Arts programme suitable for all audiences.

There has been a change to our original plans for 'Neighbourhood Networks', as this will now be aligned with targeted work in 'Community Zones'. More detail is expected to be reported on this throughout 2018/19.

4. Rhondda Cynon Taf's local environment will be clean and attractive, with well-maintained roads and pavements, flowing traffic, increased recycling and less waste sent to landfill

Lead Officer evaluation of progress made to date - Nigel Wheeler

Our Highways investment programme continues and work has commenced on the Mountain Ash Cross Valley Link.

We continue to deliver a variety of sustainable transport schemes throughout Rhondda Cynon Taf, to promote walking, cycling and public transport, improve safety and wellbeing, provide leisure opportunities and reduce pressure on the road network.

Recycling activity remains positive, at 62%, but our performance is still being adversely affected by the change in wood recycling implemented by Natural Resources Wales. We continue to positively promote recycling, targeting areas of low participation, with successful outcomes e.g. in Ynyshir and Trallwyn.

Maintaining high levels of street cleanliness, clearance of fly tipping and enforcement remains a high priority.

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Lead Officer:	Chris Lee

Measuring Success

Measures to support Priority 1 - Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	All Wales Average	Target	Actual	
LLSD001	% of people reporting that they feel safe [South Wales Police (SWP) Compass Survey]	N/A	69.4	N/A	For information only	Annual data Reported in Q4	
LPPN127	% of vulnerable repeat victims of anti-social behaviour that feel safer as a result of intervention	91	87	N/A	90	89	
LPPN154	% of 18-25 year olds accepted into the programme who do not reoffend within 6 months of completing the intervention	N/A	100	N/A	95	96	
LPPN159	Number of recorded incidents of antisocial behaviour' [Community Safety Partnership Data]	N/A	2,496	N/A	2,500 ¹	Annual data reported in Q4	
LPPN155	% of people receiving training on hate crime who report an increased awareness of hate crime reporting procedures	N/A	N/A	N/A	80	Annual data reported in Q4	

Footnote:

¹ This data represents the original classification recorded against the incident. Note: this classification may change as investigations progress.

Measures to support Priority 2 - Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	All Wales Average	Target	Actual	
LLCS016	% of residents satisfied with our parks and open spaces for leisure, enjoyment and sport [Survey Data]	N/A	86	N/A	≥86	Annual data Reported in Q4	

Key:

Within Top Quartile performance for all of Wales 2016/17	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2016/17			

Bolded PIs denote that an existing Corporate Plan high level measure

Measures to support Priority 3 - More involved and resilient communities							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	All Wales Average	Target	Actual	
LLSD002	% of residents satisfied with the County Borough as a place to live [Survey Data]	N/A	85	N/A	≥85	Annual data Reported in Q4	

Measures to support Priority 4 - Rhondda Cynon Taf's local environment will be clean and attractive, with well-maintained roads and pavements, flowing traffic, increased recycling and less waste sent to landfill							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	All Wales Average	Target	Actual	
LTHS011a	The percentage of principal (A) roads, that are in overall poor condition	7.2	5.6	3.7	5.4	Annual data Reported in Q4	This data was originally scheduled to be reported in Qtr 3 but we have raised queries on the condition survey report that informs this PI. A revised report is expected, and data will be available for reporting at year end.
THS012	The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	8.6	7.2	10.7	6.5	Annual data Reported in Q4	
WMT004b	% of municipal waste sent to landfill	22.59	2.16	9.5	5.00	2.22	
WMT009b	% 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	60.49	64.41	63.81	65.00	62.38	
STS005b	% of highways inspected of a high or acceptable standard of cleanliness	100.0	99.4	96.6	95.0	99.8	593 out of 594 streets inspected were of a high or acceptable level of cleanliness during the year.
LLSD003	% of residents satisfied with the condition of roads and pavements [Survey Data]	N/A	36	N/A	≥36	Annual data reported in Q4	
STS006	% of reported fly tipping incidents on relevant land cleared within 5 working days	97.81	96.87	95.37	95.00	96.60	To date, 2,823 incidents of fly tipping reported with 2,727 cleared within 5 working days

Key:

Within Top Quartile performance for all of Wales 2016/17	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2016/17			

Bolded PIs denote that an existing Corporate Plan high level measure

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Corporate Priority Action Plan	Chris Lee
Challenges and Opportunities linked to this Council Priority	1. Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe
Lead Officer	Paul Mee

Actions that will deliver Priority 1		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
ETCP02	To deliver Community Safety Services and Programmes that promote Rhondda Cynon Taf as a safe place to live with high levels of community cohesion	Continue to deliver the new work programme to focus on first time offenders aged 18-25 to reduce re-offending and ASB and work with the Police and Crime Commissioner (PCC) to evaluate its effectiveness	Mar-18	On Target	The Divert 18-25 programme continues to be a success and we have fully implemented the 'Support' 18-25 project into the programme. We are still awaiting an update from the PCC Office with regards to funding for 2018/19
		Support Education and other partners to deliver training programmes to educate target audiences about the prevention of terrorism and radicalisation and to increase awareness of hate crime and how to report it.	Mar-18	On Target	Ongoing training is taking place in respect of both Hate Crime and the Prevent Strategy. A full evaluation and report will be completed at the end of Q4
		Subject to the outcome of the evaluation of National Pilot Authorities, respond to changes in how Extremist Behaviour Referrals are managed in RCT by developing robust protocols between the local authority and Police.	Mar-18	On Target	Consultation is currently taking place with regards to the rollout of the Dovetail project. Cwm Taf currently has an effective process in place and Channel meetings are convened on a quarterly basis to discuss relevant referrals. Channel meetings are convened more regularly if the need arises.
		Deliver the action plan to support achievement of the objectives of the Community Alcohol Partnership launched in Porth	Sep-17	Complete	School activities have been completed and surveys conducted with the pupils of both Ysgol Cymer and Porth County Schools. Plans are in place to introduce a new initiative in Porth. Youth engagement operations have taken place in Porth and anti social behaviour has fallen by 28% in the area.
		Evaluate the effectiveness of the Community Alcohol Partnership (CAP) in Porth	Mar-18	On Target	A meeting has taken place with the national CAP representative and a full evaluation will be completed and submitted by March 2018
		Evaluate the effectiveness of the programme of interventions, including proactive advice, training and test purchases, designed to reduce the level of underage sales of restricted products in RCT.	Mar-18	On Target	No underage test purchase activity was carried out this quarter. Intelligence received is still being collated for future activity, although these appear to show a decline in the illegal activity. Quarter 4 will see some activity in conjunction with baseline data collation for the new Community Alcohol Project in Pontypridd
		Develop and deliver an action plan of interventions aimed at improving the proportion of premises, excluding Clubs, licensed to sell alcohol which are broadly compliant with licensing legislation	Mar-18	On Target	More education is being provided to licensed premises, via newsletters etc., with the aim of improving the proportion of licensed premises which are broadly compliant with licensing legislation. An evaluation will be conducted at the end of March to ascertain how successful we have been

Footnote

¹ 'Channel' is part of the 'Prevent' strategy, and is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism.

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Corporate Priority Action Plan Monitoring	Chris Lee
Challenges and Opportunities linked to this Council Priority	2. Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents
Lead Officer	Dave Batten

Actions that will deliver Priority 2		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
LPB6	Develop an RCT Council 'Biodiversity Duty' Action Plan to secure healthy, resilient and productive ecosystems while still meeting the challenges of creating jobs, housing and infrastructure, as set out in the Environment Act (Wales) 2016	Present draft Biodiversity Duty statement and Action Plan to Senior Leadership Team for consideration, support and challenge	Jul-17 Revised Oct-17	Complete	
		Seek Cabinet Approval of Biodiversity Duty statement and Action Plan	Sep-17 revised Jan-18	On Target	
		Put in place awareness raising actions (e.g. Inform/Managers briefings) to ensure that all managers are aware of the Biodiversity Duty and start to consider any implications for their service	Sep-17 revised Jan-18	On Target	
		Take steps to integrate Biodiversity requirements into Council processes e.g. Service Self Evaluation and Delivery Planning, with particular emphasis on Well-being of Future Generations, as set out in the Biodiversity Action plan	Sep-17 revised Feb-18	On Target	
		Put in place arrangements that will enable the Council to meet its duty to report to Welsh Government its implementation of the Biodiversity duty	Mar-18	On Target	
LPB01	Deliver the priority investments to enhance community leisure facilities	Procure, tender, award and deliver 3G pitch at Abercynon leisure centre	Nov-17 revised Jan-18	On Target	
		Deliver new 3G pitch at Garth Olwg Campus for school and community use	Dec-17	Target Missed	Good progress made to date but not within original deadline. The contract was delayed in order to fulfil booking commitments for community usage. This enabled sports teams to complete their fixtures, and also maintained a revenue stream for pitch hire. Handover on the new facility expected to be in February 2018.
		Deliver new 3G pitch at Ferndale comprehensive for school and community use	Mar-18	On Target	
		Deliver new 3G pitch at Tyn Y Bryn Park for Tonyrefail Comprehensive school and community use	Sep-17	Complete	Pitch opened on 11th Sept for school use

Actions that will deliver Priority 2		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
LPBP04 / RGNP5A02	Develop a project programme and submit a Heritage Lottery Fund bid to facilitate and support a programme of redevelopment for Ynysangharad Park as part of the 'Parks for People' initiative	Consultation with stakeholders	Jul-17	Complete	
		Develop draft Plan	Jul-17	Complete	
		Consult and update Ynysangharad War Memorial Park Cabinet Committee	Aug-17	Complete	
		Submit Stage 1 application to HLF	Sep-17	Complete	Submitted Aug-17
LPBP04	Develop more innovative ways of managing Parks and Green Spaces	Prepare draft Green Spaces Strategy	Sep-17 Revised Oct-17	Not on Target	Decision taken to put Green Spaces Strategy on hold to concentrate on 21st Century Sports and Recreation Facility Strategy to support Corporate Plan Priority Investments.
		Consultation with stakeholders	Sep-17 Revised Dec-17	Not on Target	
		Draft Green Spaces Strategy to pre Scrutiny Committee	Dec-17	Not on Target	
		Draft Green Spaces Strategy to Cabinet	Mar-18	Not on Target	
LPBP04	Improve communication on Green Space management	Continue to update and improve Parks and Countryside Section of the corporate website	Sep-17	Complete	Ongoing activity
		Arrange annual consultation meetings with all sports clubs that utilise the Council's sports facilities	Aug-17	Complete	
		Provide regular updates on pitch conditions via social media	Ongoing	On Target	

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Corporate Priority Action Plan	Chris Lee

Challenges and Opportunities linked to this Council Priority	3. More involved and resilient communities
Lead Officer	Chris Lee

Actions that will deliver Priority 3		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CXMP	Continue to put in place arrangements that will enable residents to be involved in the services and decisions made by the Council	Agree and implement the Cwm Taf Engagement and Communications Strategy, in order to provide consistent and complementary involvement and engagement activities across partner organisations, which can be used to inform the work of all partners.	Jul-17 revised Oct-17	Complete	
		Further develop the RCT-wide Youth Forum, to ensure young people are able to establish their own priorities in the areas that matter to them e.g. mental health.	Jul-17	Complete	The mental health sub group has now been created and is currently working with Spectacle to create a mental health app for young people in RCT.
		Organise an event that brings together the 5 Older Peoples Forums from across RCT to undertake engagement on the Well-Being Strategy, and launch the RCT Older Peoples web site.	Oct-17 revised Nov-17	Complete	Engagement undertaken with representatives from the 5 Older Peoples Forums. The discussion points will be cascaded down to the individual forums for further comment.
		Bring together representatives of the Youth Forum and Older Persons Forum, to trial intergenerational activity, for shared information and understanding of the issues that affect them.	Oct-17 revised Mar-18	On Target	
CEAP02	Support delivery of the 'RCT Together' programme, including the Muni Arts Centre Company	Through the 'RCT Together' programme, work with community groups and the voluntary sector to develop proposals for community management of surplus Council premises, land and /or services	On-going	On Target	There has been a change of emphasis for the RCT Together Programme this quarter with the team taking direction from the Director of Public Health, Protection and Community Services. Caseloads have been re-prioritised with a focus on the development of community hubs, community centres and childcare provision in line with key strategic priorities. There are currently 26 priority cases and 12 discretionary cases with ongoing support to groups/organisations.
		To inform the 'RCT Together' process, establish a timeline model with the development of monitoring mechanisms to record the time taken from the 'Expression of interest' in an asset to the 'Actual handover'.	Mar-18	Not on Target	This action has been put on hold due to the pending move of RCT Together from Corporate Estates to Public Health Protection and Community Services. See above.
		Encourage the Muni Arts Centre Company to network within the professional arts industry, such as becoming members of Creu Cymru.	Sep-17	Complete	

Actions that will deliver Priority 3		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
ARTP3	Deliver a theatre programme targeted at LGBT, children, young people and families, older adults and people living with disabilities	Continue dialogue with Community and Children's Services to develop and deliver relaxed screenings and performances, including Kids Club at RCT Theatres.	Jun-17	Complete	
		Continue to deliver the Daytime Delights programme of performances and film screenings at the Coliseum Theatre.	Mar-18	On Target	Silver screenings programme secured for Spring 2018. Older adults show of 'The Bachelors' programed for a matinee performance in the Park and Dare Theatre. Lunchtime concerts have also been secured for the Coliseum.
		Consult with Older Adults and Young People's Programme Advisory Groups to determine programme content.	Sep-17	Complete	
ARTP2	To enrich people's lives and to increase audiences for the arts by presenting a high quality, balanced, exciting and thought provoking programme that is accessible and relevant to our communities.	Present a programme of dance, drama, comedy, music and film screenings at RCT Theatres.	Mar-18	On Target	Older Adult " Silver Screenings " developed as a pilot at the Coliseum, targeting older adults to attend during the daytime to watch nostalgic musicals
		Produce and present the RCT Theatres pantomime.	Dec-17	Complete	Pantomime completed with 14,000 people attending
		Establish a Programme Advisory Group and develop a celebratory programme of works for the Coliseum Theatre's 80 th Anniversary in 2018.	Sep 17 Revised Mar 18	On Target	Cynon valley culture network established
		Support local schools and voluntary/amateur arts organisations to present their work within our annual programme at RCT Theatres.	Jun-17 and Ongoing	On Target	Programme confirmed.
		Ensure partnership agreements are in place with all co-production partners	Mar-18	On Target	
		Progress dialogue with Arts Council of Wales to discuss capital works at the RCT Theatres.	Sep-17 Revised Mar- 18	On Target	Feedback received from consultants. Awaiting date for meeting with the Arts Council for Wales and Service Director to take place in Q4
		Monitor delivery of proposed capital work during 2017/18 including work at the Coliseum Theatre, Aberdare.	Jul-17	Complete	Delivery of capital works at both theatres being monitored and reviewed regularly with Corporate Estates

Actions that will deliver Priority 3		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
TRAP01	Lead the work across the Council to build community resilience and capacity as part of Neighbourhood Networks including developing options, identifying hub buildings, engage the key stakeholders to co-produce the network model and endorse with their support, agreeing service specification, progressing to tender and implementation	Complete meetings with stakeholders to engage them in the design and vision for Neighbourhood Networks	Aug-17	Complete	
		Agree the key features of the model with stakeholders	Sep-17	Complete	
		Establish commitment and support from potential 3 rd sector 'anchor' organisations	Sep-17	Complete	
		Manage the transfer of buildings for the networks	Ongoing		This milestone is under review following decisions to align Neighbourhood Networks and Community Zones.
		Undertake pre tender discussion with the 3 rd sector	Oct-17		This action is currently under review and will be amalgamated into the wider Community Zone workstream
		Tender process	Jan-18		
		Award contracts	Apr-18		
		Development forum for Network anchors to support application of the contract specification	Apr-18		
		Arrange for the ongoing Contract management arrangements to monitor compliance with specification	Ongoing from Apr-18		

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Corporate Priority Action Plan Monitoring	Chris Lee

Challenges and Opportunities linked to this Council Priority	4. Rhondda Cynon Taf's local environment will be clean and attractive, with well-maintained roads and pavements, flowing traffic, increased recycling and less waste sent to landfill
Lead Officer	Nigel Wheeler

Actions that will deliver Priority 4		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
HDCP01	Continue to invest in our highways and infrastructure to improve the condition of our road network and improve traffic flow	Award the design and build tender for the Mountain Ash Cross Valley Link	Aug-17	Complete	Walters/Sisk awarded contract and design commenced.
		Complete the design for the Mountain Ash Cross Valley Link	Mar-18	On Target	A4059 works commenced on site. Demolition of Miskin cottages complete. New garages under construction.
		Deliver a series of projects to make better use of the existing highways network, for example, by widening highways and providing additional lanes	Mar-18	On Target	
		Repair the landslip on Maerdy Mountain Road.	Nov-17	Complete	
		Complete delivery of the roundabout modifications at the A4119 / A473	Aug-17	Complete	21st August 2017 fully complete with signals switched on
		Continue to undertake improvements to our highways assets through a comprehensive programme including highway and footway resurfacing, streetlight replacement and structure repair and replacement	Mar-18	On Target	
HDCP01	Deliver a variety of sustainable transport schemes throughout Rhondda Cynon Taf to promote walking, cycling and public transport, improve safety and wellbeing, provide leisure opportunities and reduce pressure on the road network	Develop safe routes in the Community for pedestrians and cyclists in Porth and Ystrad, in partnership with Welsh Government	Mar-18	On Target	Porth 80% complete Ystrad Commencing January 2018
		Design new safe walking and cycling routes for pupils to access the new schools at Tonyrefail, Tonypandy and Cwmamman	Mar-18	On Target	
		Deliver the Llantrisant Community cycle route	Jan-18	Complete	
		Complete a number of studies on the viability of various park and ride schemes to reduce traffic congestion and encourage modal shift	Mar-18	On Target	
		Develop works to promote a strategic bus corridor along the A4119, in partnership with Welsh Government, to reduce travel time and promote use of public transport	Mar-18	On Target	Phase 2 bus infrastructure complete. Phase 3 on site. Design of junction improvements ongoing for delivery in 18/19 subject to funding.

Actions that will deliver Priority 4		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CSWP1	To increase recycling levels to achieve the 70% recycling target set by Welsh Government for 2024/25 through awareness raising and participation checks and providing residents and businesses the information, bins and bags to help them recycle correctly	Identify areas of low recycling participation	Mar-18	On Target	The Awareness Team have completed door knocking campaigns and increased recycling rates in both food and dry recycling in Ynyshir and Trallwyn. The team have just started this campaign in Clydach Vale.
		Undertake door knocking exercises to ensure residents are participating in recycling	Mar-18	On Target	
		Monitor recycling participation and target non participating properties	Mar-18	On Target	
		Evaluate success of the food waste campaign funded by Recycle for Wales	Dec-17	Complete	
		To ensure Council website waste pages are accurate and contain timely information	Mar-18	On Target	
		Work in partnership with local supermarkets to take part in promotional events	Mar-18	On Target	Supermarket trailer events were held leading up to Christmas in Aberdare, Pontypridd and Tonypany Town Centres and also Asda Aberdare and Tesco Upper Boat to promote recycling and changes to collection days over the festive period.
		Undertake customer satisfaction surveys as part of promotional and other events in order to inform improvements in our service provision	Mar-18	On Target	Surveys will be undertaken in Q4 in our participation areas so that local issues can be targeted
		To review the effectiveness of 1. recycling bag distribution points and 2. local recycling bank facilities in order to reduce contamination of recyclable materials	Mar-18	On Target	
CSWP03	To provide an efficient waste and recycling service and reduce customer complaints by agreeing policy statement on missed collections versus 'not outs' and making staff aware of current performance, future expectations and channels to feed in suggestions for improvement	Agree and implement policy statement on Missed Collections versus 'not outs'	Jan-18	On Target	
		Provide awareness raising and training for collection staff, call centre, Street Care Communications Group and elected Members on agreed policy statement and implications	Jan-18	On Target	

Actions that will deliver Priority 4		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CSWP04	To raise awareness on all aspects of Streetcare portfolio. i.e. recycling, waste collection service, litter, dog fouling, fly tipping, graffiti and fly posting.	Ensure collection crews report instances of contaminated recycling, too many black bags and non participation in recycling so that awareness staff can be targeted to problem locations.	Mar-18	On Target	
		Increase use of Social Media in order to widen reach and promote increased awareness of campaigns	Mar-18	On Target	
		Raise awareness of local enviro crimes by encouraging Community Groups, Schools, Treforest University and PCSOs to include environmental crime issues in their local areas on their web sites.	Mar-18	On Target	
		Attend regular meetings with Community Groups and local PCSOs, and residents of RCT to discuss environmental crime issues and ways of resolving these problems, such as dog-fouling, fly-tipping and litter.	Mar-18	On Target	
		Continue to raise awareness of personal and environmental issues caused by dog-fouling through presentations to local schools and Community Groups.	Mar-18	On Target	
CSWP05	Continuously review different types of technology to maintain an acceptable level of street cleanliness and productivity	Continue to review our use of mobile technology for quicker responses to cleansing issues identified, councillor requests and CRM queries	Mar-18	On Target	
		Research new mechanical street cleaning equipment to enable staff to maintain high levels of productivity by using the best available equipment	Mar-18	On Target	
		Continue to deploy surveillance equipment (CCTV) in hot-spot areas to identify fly tipping and other enviro crimes	Mar-18	On Target	