

CABINET CYNGOR GWYNEDD

Report to a meeting of Gwynedd Council Cabinet

Date:	1 November 2016
Title of Item:	Performance Report of the Cabinet Member for Planning and Regulatory
Purpose:	To accept and note the information in the report
Cabinet Member:	Councillor Dafydd Meurig
Contact Officer:	Dilwyn Williams, Chief Executive

1 INTRODUCTION

- 1.1** The purpose of this report is to update my fellow members on what has happened in the fields within my remit as Cabinet Member for Planning and Regulatory. This includes outlining the latest developments against promises within the Strategic Plan; where we have reached with the performance measures; and the latest in terms of savings and cuts schemes.
- 1.2** The only promises which are relevant to the Strategic Plan are the savings schemes and an update on these is provided in part 5.
- 1.3** I would remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the relevant Management Team (which also included a representation from the Scrutiny Committee as an experiment in this cycle) as well as the Leadership Team.
- 1.4** I am comfortable with the Department's performance on the whole but I would draw your attention to the following matters:
- 1.4.1 Percentage of appeals to the independent adjudicator which are approved (Parcio4)** - The measure has allowed us to identify problems in a specific location (Maes, Caernarfon) and to put steps in place in order to respond as outlined in 4.2 below.
- 1.4.2 Transport 2 and 3** - I have questioned the suitability of these measures in relation to conveying the 'story' to the citizen. Further information is provided in 4.3.
- 1.4.3 Percentage of the substantial offences that were resolved through intervention from Public Protection (GyC24)** - It is questionable if this measures the right thing and I have asked the service to consider this or if there is another way of measuring if they are fulfilling their role effectively. Further information is provided in 4.4.

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2 THE DECISION SOUGHT

2.1 To accept and note the information in the report.

3 THE REASON FOR THE NEED FOR A DECISION

2.1. In order to ensure effective performance management.

4. PERFORMANCE

4.1 **Appendix 1** reports on the performance measures that are associated with my portfolio.

4.2. After introducing the measure **Percentage of appeals to the independent adjudicator which are approved (Parcio4)** we have identified the Maes in Caernarfon as a location where a high number of appeals were allowed. Consequently, steps have been put in place in order to address the matters highlighted and we are in the process of changing the parking restrictions on Y Maes to ensure that the public understands them better. Over the past three months, not one appeal has been submitted to the adjudicator. In my opinion this is a good example of using the performance measures to improve the situation for the residents of Gwynedd.

4.3. I have challenged the performance of **Transport 2 and 3** and have questioned if these measures in their current form convey the actual situation or the 'story' to the citizen and i have asked them to consider if measuring the number of complaints would be a better way of measuring satisfaction with the services in question.

4.4 We discussed the performance of measure **Percentage of the substantial offences that were resolved through intervention from Public Protection (GyC24)** which was 53% for the period from April to July 2016, compared with 62% for the first quarter in 2015/16. The nature of what had been included under the measure was discussed, together with any matters which have been highlighted and how cases are closed in order to seek a better understanding of the situation.

4.5 It is questionable if this measures the right thing and if this is done effectively or not. Consequently, I have suggested that they work with the Ffordd Gwynedd Team to consider if it is possible to have a better definition for the measure or establish a more suitable measure.

5 FINANCIAL POSITION / SAVINGS

5.1 In terms of 2016/17 schemes, 85% of the efficiency savings have either been realised or are on the right track and 80% of the year's cuts have been achieved. There are four schemes which are not on the right track and some work is required either to move them forward or develop alternative schemes if no progress is seen over the coming months.

5.2 Although there is also progress towards realising savings for the two subsequent years, several schemes continue to be likely to slip, with one scheme worth £35,000 that will be unable to be achieved. The Department is working on alternative schemes in order to address any deficit.

5.3 Though there is some further work that requires attention, I am of the opinion that the Department is making very acceptable progress towards achieving its savings schemes.

Views of the statutory officers

The Chief Executive:

As the report highlights, we are continuing to learn in some fields in terms of identifying suitable measures which measure the citizens' experience in reality (see the observations on Transport 2 and 3 and GyC24 measures). This shows that as a Council we are developing our maturity in terms of measuring and reporting on the effect of our performance on residents. This should be applauded.

The Monitoring Officer:

No observations from a propriety standpoint.

The Head of Finance Department:

Previous meetings of the Cabinet have received information that there are various reasons why some of the Regulatory Department's original savings plans had not been realised, but I understand that the Department continues to develop alternative savings worth £278,440. It was stated on 12 July that a further report will be presented to the Cabinet before April 2017 in order to approve the details of those plans.

Appendices

Appendix 1 - Performance Measures