

In conclusion, the Committee agreed to make the following comments to Cabinet on the following Proposals:

SS181902 - Closure of Public Conveniences

The Committee had concerns that the Business Case was not complete as:

- The impact of this proposal upon disabled people was not sufficiently mitigated in the Business Case.
- The Business Case did not contain information regarding usage or consultation with users, particularly those with access issues such as disabled or elderly users.
- How near and the location of alternative facilities needed to be identified and signposted and Members suggested this could be done via Maindee Unlimited /other businesses / Business Improvement District partners.
- There was no evidence in the Business Case of what potential solutions other Cities or neighbouring local authorities have used to address similar issues to those identified in the business case, and the rationalisation and identification of alternative provision in the community.
- With the recent City Summit in mind, this proposal was not conducive with the growth and development of Newport and attracting visitors, as it was the view of the Committee that this proposal would have a negative impact on the image of the city.
- Need to develop Business Cases to fully explain the impact on citizens, and what consultation has taken place. It would be beneficial to engage earlier in the development of proposals in future to ensure meaningful involvement when developing the proposals.

WS181904 - Reducing telephone and face to face services within Customer Services

The Committee had concerns about:

- The Loss of 0.88 FTE face to face contact and the impact on users as a result.
- Issues regarding moving people online from face to face or telephone contact including:
 - Computer literacy / those unable to access computers ;
 - The difficulty of navigating the Council website;
 - The City free Wi-Fi is inconsistent and crashes a lot.

In order to mitigate the impact upon citizens, the Committee suggested the exploration of:

- Live chats and ring back service as offered by other call centres;
- Assistance in libraries for citizens to access computers, and;
- The potential for sharing call centre resources with a partner e.g. Newport City Homes.

SS181905 - Introduce parking charges within city parks

The Committee welcomed the investment in Belle Vue Car park, but had concerns that the Business Case was weak due to the lack of evidence of consultation with users particularly on the pricing structure. Furthermore, the current business operator located in the park had not received the correct information.

The Committee recommended that:

- More detailed consultation and communication with existing regular users be undertaken urgently before introduction and particularly on pricing strategy, e.g. for event customers, Bowls Team tournaments, etc.
- The rollout of this proposal to other parks be removed from this proposal and when necessary, should be the subject of future separate fully costed and consulted upon business cases / proposals.

SS181901 - Composting at Docks Way

The Committee welcomed this proposal to make a saving and bring the service in house.

SS181903 - Review of Back Office Cemetery Operations and facilities in some parks

The Committee noted that there is information that is not included within the Business Case, namely:

- The impact on citizens is not accurately reflected - under the new arrangements an enquiry by a member of the public making about burial records for the City's cemeteries would be dealt with centrally via telephone or an appointment in the Civic Centre. This would present a change to the current provision, and as such would have an impact on citizens, not being able to access the burial records at the respective cemetery that the relevant grave is located.
- Within the summary in the Business Case, it is indicated that the proposal includes the closure of the toilet facilities in the Cemetery. However, this is not referenced in the 'Impact upon Citizens' nor the 'Risk / Mitigation' sections. Closure of the public toilets in the cemeteries would impact upon citizens and this impact should be explained within the Business case.
- There is no mention of the 36% increase in fees to £15 for 30 minutes for an administrative research of burial records which is included in Street Scene Fees and Charges schedule later in the report.