

# Outcomes Monitoring

## Performance Scrutiny Committee – Place and Corporate

22<sup>nd</sup> July 2024

|   | Agenda Item  | Recommendation  | Responsibility | Response |
|---|--|---|----------------|----------|
| 1 | Service Area Plan End of Year Reports 2023-24<br><br>Regeneration and Economic Development | For the Transporter Bridge and Visitor Centre Objective, The Committee recommended to clearly separate the objectives and timelines for the Transporter Bridge and Visitor Centre projects. This separation will aid in better tracking, communication, and management of each project's specific completion dates, ensuring stakeholders are accurately informed of progress and any potential delays. | Tracey Brooks  |          |
| 2 | Service Area Plan End of Year Reports 2023-24<br><br>Regeneration and Economic Development | The Committee recommended explore the development of play areas and facilities specifically designed for teenagers across the city. This initiative should consider the interests and activities popular among teenagers to ensure the facilities are well-utilised and meet the community's needs.   | Tracey Brooks  |          |
| 3 | Service Area Plan End of Year Reports 2023-24<br><br>Regeneration and Economic Development | The Committee wished to ensure that project timelines, especially for significant projects like the leisure centre, are clearly communicated in reports. This includes providing detailed updates on tender processes, negotiations, and realistic completion timelines to set accurate expectations and facilitate   | Tracey Brooks  |          |

|   |  |   |                 |  |
|---|--|---|-----------------|--|
|   |  | proper planning. It was also requested to implement a structured process for regular updates on key projects, particularly those in tender or negotiation phases. This could involve periodic briefings or updates to the committee to keep all stakeholders informed on progress and any changes to timelines or expectations, ensuring transparency throughout the project lifecycle  |                 |  |
| 4 | Service Area Plan End of Year Reports 2023-24<br>Regeneration and Economic Development | The Committee wished to enhance community engagement and resource accessibility, particularly for parks and recreational areas. This could involve engaging with local schools to involve children in resource creation, leveraging parks for community consultations, and enhancing online platforms for better information dissemination. This approach aims to foster community involvement, especially among children, and utilise local parks for broader community engagement activities. | Tracey Brooks   |  |
| 5 | Service Area Plan End of Year Reports 2023-24<br>Infrastructure                        | The Committee requested the implementation of a more flexible and accessible check-in system tailored for staff working outside the office environment. This system should accommodate the unique challenges faced by frontline staff, ensuring regular and effective communication between them and their managers. It was noted that consideration should be given to alternative methods of recording check-ins that   | Stephen Jarrett |  |

|   |  |  |                       |  |
|---|--|--|-----------------------|--|
|   |  | do not rely solely on computer-based systems, potentially incorporating mobile or other accessible technologies to facilitate this process.  |                       |  |
| 6 | Service Area Plan End of Year Reports 2023-24 Infrastructure | The Committee noted issues with the website feedback system on exceptions to the 20mph speed limit to allow users to provide feedback on multiple roads in a single submission and asked for this issue to be looked into. This could involve technical adjustments to the website interface and functionality. Additionally, it was requested to ensure clear communication and guidance on how users can effectively use the system for their feedback.  | Stephen Jarrett       |  |
| 7 | Service Area Plan End of Year Reports 2023-24 Infrastructure | The Committee requested if safe cycling courses specially designed for adults could be developed and rolled out within the city. These courses should focus on enhancing cycling skills, road safety awareness, and confidence-building for older cyclists. Additionally, ensure that the details of these courses, including schedules, locations, and how to enrol, are effectively communicated through the city's official website and other relevant communication channels to reach the target audience efficiently. | Stephen Jarrett       |  |
| 8 | Service Area Plan End of Year Reports 2023-24                | The Committee wished to acknowledge the importance of involving ward councillors in discussions and decisions related to cemeteries. It's  | Silvia Gonzalez-Lopez |  |

|    |  |  |                       |  |
|----|--|--|-----------------------|--|
|    | Environment and Public Protection  | recommended to establish a protocol for pre-meeting briefings or consultations with ward councillors on significant cemetery-related issues or policies to ensure informed decision-making and community representation. This approach will foster transparency, enhance councillor engagement, and facilitate better-informed discussions on cemetery management and development. |                       |  |
| 9  | Service Area Plan End of Year Reports 2023-24<br>Environment and Public Protection | The Committee requested a comprehensive strategy for teenage-friendly facilities in public spaces, incorporating feedback and lessons learned from existing Multi Use Games Areas. This strategy should aim to create engaging, safe, and accessible areas for teenagers, promoting physical activity and social interaction.  | Silvia Gonzalez-Lopez |  |
| 10 | Service Area Plan End of Year Reports 2023-24<br>Environment and Public Protection | Whilst discussing the Sports and Recreation Strategy, the Committee advised that priority should be made to develop high-quality, accessible sports facilities within the city to support local teams effectively and prevent them from seeking training opportunities elsewhere.  | Silvia Gonzalez-Lopez |  |
| 11 | Service Area Plan End of Year Reports 2023-24<br>Housing and Communities           | The Committee felt more information could be provided to residents to make them aware of the grants available through the Council related to empty dwellings. Potential ways of engagement include social media campaigns, use of local newspaper advertising and community outreach   | David Walton          |  |

|  |  |   |  |  |
|--|--|---|--|--|
|  |  | <p>programmes. The Committee requested that ward members be provided with key messages regarding grants to enable them to effectively communicate with residents and assist in spreading awareness. The Committee also requested that the Council website has a dedicated section for housing grants, clearly outlining the types of grants available, eligibility criteria, application process and contact information for further assistance. The link to the page should be prominently displayed on the website home page.</p> |  |  |
|--|--|---|--|--|