

Outcomes Monitoring

Performance Scrutiny Committee – Place and Corporate

22nd July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Service Area Plan End of Year Reports 2023-24 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	Noted and has been reflected in the new Regeneration and Economic Development Service Plan.
2	Service Area Plan End of Year Reports 2023-24 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	The Head of Regeneration and Economic Development advised that this is something for Environment and Public Protection to consider in relation to Parks and open spaces.
3	Service Area Plan End of Year Reports 2023-24 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	Noted by the Head of Regeneration and Economic Development

		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 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	Encouraging people and children to access and use local parks would sit with Environment and Public Protection. RED manage the Events (What's On) website and we encourage community groups and organisations to promote and publicise their events on this platform. The Place Marketing Manager has been in touch with Cllr Pimm to support him in accessing the What's On website in relation to the Beechwood Park events.
5	Service Area Plan End of Year Reports 2023-24 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	Stephen Jarrett	

		of recording check-ins that 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	Silvia Gonzalez-Lopez	

	Environment and Public Protection	related to cemeteries. It's 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 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 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 Environment and Public Protection	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	Silvia Gonzalez-Lopez	

		well-utilised and meet the community's needs.		
12	Service Area Plan End of Year Reports 2023-24 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 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.	David Walton	

29th July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Service Area Plan End of Year Reports 2023-24 People Policy and Transformation	The Committee recommended that the report adopted an incremental approach to project management, where each phase of a project transitions into the next with clear objectives, timelines, and expected outcomes.	Tracy McKim	This feedback will be considered in future reports.

2	Service Area Plan End of Year Reports 2023-24 People Policy and Transformation	The Committee felt that offering face-to-face exit interviews could encourage more candid feedback, higher participation and more consistent data collection from departing employees.	Tracy McKim	HR will look at exploring enhancements to the recently rebranded and updated process (now called - Leaver Feedback).
3	Service Area Plan End of Year Reports 2023-24 People Policy and Transformation	The Committee recommended including specific figures and quantitative data in the reports to clarify comments such as "highest rate in a few years" and "more and more managers" to allow for a clearer understanding of the trends and issues being discussed.	Tracy McKim	This feedback will be considered in future reports.
4	Service Area Plan End of Year Reports 2023-24 Finance	The Committee recommended strengthening the support for individuals who may not be comfortable or able to navigate online services. This included maintaining and, where possible expanding, resources dedicated to face-to-face support, ensuring equal access to services regardless of digital literacy or access to technology.	Meirion Rushworth	
5	Service Area Plan End of Year Reports 2023-24 Finance	The Committee recommended the creation and publishing of online tutorials and troubleshooting guides that are easily accessible. These resources should cover how to effectively operate and navigate the Council's services and websites, including booking forms.	Meirion Rushworth	

6	Service Area Plan End of Year Reports 2023-24 Law and Standards	The Committee recommended that the Flexible Working Policy and how it applies to Elected Members is communicated and clarified.	Mike Wallbank	
7	Service Area Plan End of Year Reports 2023-24 Law and Standards	The Committee requested the exploration of the possibility of providing handheld devices or systems for Members working in the community, similar to those used for staff lone workers, and investigate additional safety measures like GPS tracking, emergency alert systems, or safety apps.	Mike Wallbank	