

Recommendations Monitoring – 2019-20 Budget Proposals**CS1920/06 – Refuse Collection – Review of Charging for Waste Special Collections**

Scrutiny's Comments and Conclusions	Officer Response
<p>The Proposals stated a saving of £66,000 would be made in this financial year. Will this be achieved?</p>	<p>The numbers of collections being requested and income received in quarter 1 when compared to the 1st quarter of the 2018/19 indicates that the full saving will be achieved in year.</p>
<p>At what stage of the implementation is the Council currently?</p>	<p>This MTRP proposal was fully implemented from the 1st April 2019.</p>
<p>What evidence has there been to suggest there has been unintended impact as a result of implementation e.g. an increase in fly tipping?</p>	<p>There has been no increase in the tonnage of reported fly tipping across the city between April and June when compared to the same period in 2018.</p> <p>The majority of material deposited is commensurate with building and garden clearance works, with no obvious links to the changes to bulky waste collection</p> <p>City Services will continue to monitor and report levels of fly tipping.</p>
<p>What feedback has been received since implementation and has there been an increase in complaints?</p>	<p>The pricing structure was clearly explained before residents book the service, including the refund policy.</p> <p>There have been 3 complaints about Special Collections since implementation.</p> <p>All of the complaints were due to customers being unhappy that they were unable to claim refunds when their items had been taken by someone other than the Council. None of the complaints were upheld as there was recorded evidence that the 'no refunds' policy was clearly explained to customers before they paid for the service.</p>

CS1920/07 – Off street parking – Changes to Council Parking Charges

Scrutiny's Comments and Conclusions	Officer Response
<p>The Proposals stated a saving of £86,000 would be made in this financial year. Will this be achieved?</p>	<p>Income received in quarter 1, when compared to 2018/19 financial year, indicates that the full saving will be achieved in year.</p> <p>Any shortfall incurred through Councils decision to delay resident permits implementation until 1st July will be accommodated within existing City Services revenue budgets</p>
<p>At what stage of the implementation is the Council currently?</p>	<p>This MTRP proposal was fully implemented from the 1st April 2019 with the exception of Resident Parking Permits which were implemented 1st July as agreed by Council</p>
<p>Has the Residents Parking permit charges increase been implemented following the implementation of Civil Parking Enforcement on 1 July? What evidence is there that there has been any unintended impact e.g. less take up of the Permits?</p>	<p>The Resident Parking Permit charges were implemented from 1st July to coincide with the introduction of the new Civil Parking Enforcement service.</p> <p>Newport has seen a 130% increase in parking permit applications since April 2019 compared to the same period 2018, with residents who have not applied for 6 years now applying.</p> <p>High levels of enforcement action has been well received by residents and has restored confidence that a parking permit is once again excellent value for money.</p>

CS1920/08 – Customer Services – Reduction in Customer Services Operating Hours – Information Station only

Scrutiny's Comments and Conclusions	Officer Response
<p>The Proposals stated a saving of £31,000 would be made in this financial year. Will this be achieved?</p>	<p>The full MTRP saving has been achieved</p>
<p>At what stage of the implementation is the Council currently?</p>	<p>The reduction of face-to-face services was implemented in April. The opening hours for the Information Station are 08:30-5pm Monday, Tuesday, Thursday and Friday.</p> <p>There is no longer a face-to-face service at the Information Station on a Wednesday.</p> <p>The changes to opening hours were publicised in the Information Station and on the Council's website and social media accounts.</p>
<p>What evidence is there that the implementation has caused any unintended consequences or adverse effects to service users?</p>	<p>There has been an increase in calls to the City Contact Centre since April, but this is attributed to the implementation of major service changes e.g. rollout of smaller bins and the adoption of Civil Parking Enforcement.</p> <p>Between April and June 2019 the City Contact Centre received 24.7% more calls than for the same period in 2018.</p> <p>As a result, the wait time has been approximately 2 minutes longer than the previous year.</p> <p>There has been no change to the average number of visitors to the Information Station on a weekly basis, however these visitors are now distributed over four days rather than five.</p> <p>This has caused an increase to the average waiting time for face-to-face services but the wait time is still within target. (23mins)</p>

CS1920/10 – Introduce Parking Charges within Tredegar Park and Fourteen Locks

Scrutiny's Comments and Conclusions	Officer Response
<p>The Proposals stated a saving of £31,000 would be made in this financial year. Will this be achieved?</p>	<p>The MTRP saving will not be made in full in year 1, as this was based on the potential income from the fully operational car park from the start of the financial year.</p> <p>The changing of both off and on street traffic orders for the implementation of Civil Parking forced a delay in the legal process for the new car park orders.</p> <p>Additionally, following statutory consultation, there were objections raised that had to be fully considered and presented to the Cabinet Member for City Services and Cabinet Member for Culture and Leisure</p> <p>It is anticipated that circa 50% of the forecasted income will be achieved in year 1, with full year savings from year two.</p>
<p>One-off implementation costs of £12,000 were projected in year one. What have been the actual one off costs so far?</p>	<p>To date, legal and implementation costs incurred are £4,000.</p>
<p>At what stage of the implementation is the Council currently?</p>	<p>Paid for parking at both locations is programmed to commence by the first week of September</p>
<p>How was consultation undertaken with the affected groups before implementation in line with the Committee's comment below?</p> <p><i>"The Committee stressed the need for consultation and engagement to be sensitive and focussed on the individual sites and their uses, as each park was different in nature, in different locations and had different user groups e.g. water park, sporting activities, historic, and what is suitable for one may not be applicable to the others."</i></p>	<p>There were a number of public consultation events undertaken as part of the MTRP budget proposals. These were relatively well attended with all stakeholders providing their views and feedback to inform the decision making process.</p> <p>An additional consultation event was held at fourteen locks with user groups and residents prior to the traffic order being statutorily advertised. Comments and suggestions received were considered and, where applicable, aspects of the scheme revised accordingly. i.e. staff and café parking provision. Volunteer permits and extended stay length for £1.</p> <p>Cabinet Members considered all relevant concerns and objections received through the statutory consultation on the traffic order. Their decision is currently going through the necessary democratic process.</p>

PSB1920/02 – Partnership – Reduction in Voluntary Sector Grants

Scrutiny's Comments and Conclusions	Officer Response
<p>The Proposals stated a saving of £54,000 would be made in the first year. Will this be achieved?</p>	<p>A £46k saving has been made this year due to SEWREC ending their service in Newport. Agreement was sought to extend full funding until the end of this financial year in order to minimise impact on existing grant recipients and to allow sufficient time to scope and design an appropriate future funding model.</p>
<p>At what stage of the implementation is the Council currently?</p>	<p>All of the existing grant recipients have been given notice in relation to the withdrawal of funding at the end of this financial year. All services have been engaged in discussion of the anticipated impact of this.</p>
<p>Has the Recommended Option 2 – to commission a service to deliver against a contract set to the corporate priorities funded successful organisations up to 2021/22?</p>	<p>It is anticipated that the scope of the commissioned service will be established by the end of September and contract set shortly after this. Further evidence has been gathered in relation to the impact on existing services, particularly where this may have a disproportionate impact on particular communities or vulnerable groups. Discussions are ongoing across Service Areas where similar funding is awarded in order to streamline, consolidate, and secure best value for money.</p>
<p>What evidence is there that the implementation has caused any unintended consequences / adverse effects to service users?</p>	<p>Many services are able to absorb the loss of their voluntary sector grant, and do not expect a decrease in funding to impact significantly on their operations. For a small number of recipients the grant withdrawal will significantly impact their service provision, and NCC are in dialogue with these in order to establish a way forward which mitigates this.</p>