

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 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 do not rely solely on computer-based systems, potentially incorporating mobile or other accessible technologies to facilitate this process.	Stephen Jarrett	<p>The need for a flexible and readily accessible check in system has been acknowledged and implemented across Infrastructure for all staff that work outside of the office environment.</p> <p>Having limited access to a computer for the majority of the working day is not a barrier to ensuring that a consistent approach to staff engagement is maintained through regular face to face individual and team-based meetings.</p> <p>Regular meetings are conducted along the same lines as for office-based staff check in's, with focus on things that are going well/ not so well, support required, issues/concerns and the setting of agreed actions and objectives.</p> <p>Records of the meetings are maintained within the service area with monitoring of compliance carried out through regular Team Manager check in discussions.</p> <p>Additionally, effective dialog is maintained between operatives and management</p>

				<p>through regular drop-in sessions with HR business partners and if appropriate Health and Safety representatives, to consider any points of interest/ concerns from all parties.</p> <p>A simple “suggestion/comment” box is also made available, where operatives want to engage with managers but do not wish to have a face-to-face meeting. All correspondence received through this process is fully considered with the staff member receiving a full response.</p>
2	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	As discussed, officers have spoken with the councils digital team and can confirm that the ability to record multiple roads under one submission remained available up until the consultation closed on the 31st July 2024.
3	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,	Stephen Jarrett	<p>Funded through the council’s 2024/25 Road Safety Revenue Grant provided by Welsh Government, Newport is planning to deliver National Standards Cycle Training Level 3 for adults in October 2024.</p> <p>Officers are currently in the process of designing the web page and online booking system.</p>

		<p>are effectively communicated through the city's official website and other relevant communication channels to reach the target audience efficiently.</p>		<p>Additionally, in collaboration with Newport Live, Infrastructure is promoting the Momentwm Project. As part of this project, adult bike skills sessions are available for riders of all abilities (18years and over) and are free of charge.</p> <p>Training is provided through:</p> <p>Cycling Basics (Level 1)</p> <p>Drop-in sessions for people who have never ridden a bike or have not ridden for a long time. These sessions are run in traffic-free environments, allowing cyclists to build skills and confidence.</p> <p>Bike Paths (Level 2)</p> <p>These structured sessions take cyclists onto shared-use paths, where they can start to use quiet routes away from road traffic & learn new skills</p> <p>On the Road (Level 3)</p> <p>The final sessions will show how to ride safely on roads, giving cyclists the confidence to ride all across Newport.</p>
4	<p>Service Area Plan End of Year Reports 2023-24</p> <p>Housing and Communities</p>	<p>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</p>	David Walton	

		<p>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>		
--	--	--	--	--

29th July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	<p>Service Area Plan End of Year Reports 2023-24 Finance</p>	<p>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.</p>	<p>Meirion Rushworth</p>	
2	<p>Service Area Plan End of Year Reports 2023-24 Finance</p>	<p>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.</p>	<p>Meirion Rushworth</p>	<p>Rhys Cornwall to check with Digital Team.</p>

3	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	
4	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	

30th September 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Customer Contact Improvement Project	The Committee recommended video guides describing how to use web services where it would be helpful for residents.	Ceri Foot	Rhys Cornwall was going to check with the Digital Team (<i>Scrutiny Adviser to chase information from Rhys/Digital Team</i>)
2	Customer Contact Improvement Project	The Committee recommended exploring the use of alternative methods of contact in future such as video calls and a call back system.	Ceri Foot	This will be looked at after the project finishes and once all processes have been reviewed
3	Customer Contact Improvement Project	The Committee recommended breaking down actions to measure key performance metrics, presented similarly to service area reporting.	Ceri Foot	This will be part of the project in assessing response times in service areas and creating some data reporting on MCS for MI hub
4	Customer Contact Improvement Project	The Committee recommended a HR representative on the project board.	Ceri Foot	HR representative is now on the board
5	Customer Contact	The Committee recommended an update on progress is shared with the	Ceri Foot	Noted in the project update documents

	Improvement Project	Committee in 6 months' time.		
--	---------------------	------------------------------	--	--