

Public Document Pack



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County Hall
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NP15 1GA

Tuesday, 10 August 2021

Dear Councillor

INDIVIDUAL CABINET MEMBER DECISIONS

Notice is hereby given that the following decisions made by a member of the cabinet will be made on Wednesday, 18 August 2021.

1. **AMENDMENT TO THE RESTRICTED USE AT PORTAL ROAD, MONMOUTH** 1 - 20

Division/Wards Affected: Overmonnow
CABINET MEMBER: County Councillor P Murphy

AUTHOR: Nicholas Keyse – Estates Development Manager

Tel: 01633 644773
E-mail: nicholaskeyse@monmouthshire.gov.uk

2. **COMMISSIONING OF PAY-BY-PHONE IN MONMOUTHSHIRE'S CAR PARKS** 21 - 44

Division/Wards Affected: All Wards
CABINET MEMBER: County Councillor J Pratt

AUTHOR: Mark Hand (Head of Placemaking, Regeneration, Highways and Flooding) and Neil Rosser, Car Parks and Civil Enforcement Manager

E-mail: markhand@monmouthshire.gov.uk/ **Tel:** 07773 478579

3. **REVIEW OF SCHOOL PLACES IN CALDICOT TOWN** 45 - 60

Division/Wards Affected: All Wards
CABINET MEMBER: County Councillor P Pavia

AUTHOR: Matt Jones, Access Unit Manager

Tel: 01633 644585
E-mail: matthewdjones@monmouthshire.gov.uk

Yours sincerely,

Paul Matthews
Chief Executive

CABINET PORTFOLIOS

County Councillor	Area of Responsibility	Ward
Richard John	<p>Leader Lead Officer – Paul Matthews, Matthew Gatehouse</p> <p>Whole Authority Strategy and Direction Whole authority performance review and evaluation CCR Joint Cabinet & Regional development Regional working Government relations LGA, WLGA and Public Service Board lead</p>	Mitchel Troy
Sara Jones	<p>Cabinet Member for Economy, Deputy Leader Lead Officer – Frances O’Brien</p> <p>Economic resilience and growth Place-making and Regeneration Town Centre investment and stewardship Development Management and Building Control Public relations / communications / marketing Skills and Employment Community broadband connectivity</p>	Llanover
Robert Greenland	<p>Cabinet Member for Governance & Strategic Planning, Deputy Leader Lead Officers – Frances O’Brien, Matthew Phillips, Matthew Gatehouse</p> <p>Local Development Plan and Strategic Development Plan Council and Executive decision-making Constitution review and implementation of change Law, ethics and standards Democracy promotion and citizen engagement Community Hubs and Contact Centre Whole authority customer service and experience</p>	Devauden
Philip Murphy	<p>Cabinet Member for Resources Lead Officers – Peter Davies, Frances O’Brien, Matthew Phillips, Julie Boothroyd</p> <p>Finance Digital and Information technology (including SRS) Human Resources, Payroll, Health and Safety Emergency Planning Strategic Procurement Land and Buildings (including - Estate, Cemeteries, Allotments, Farms) Fleet Management</p>	Caerwent

	<p>School and Community Transport (including commissioning and delivery) Property Maintenance Facilities Management (including Building Cleaning and Catering)</p>	
Paul Pavia	<p>Cabinet Member for Education Lead Officers – Will McLean, Ian Saunders</p> <p>Early Years education All age statutory education Additional learning needs / Inclusion Post 16 entitlement / offer School Standards & Improvement (incl Education Achievement Service commissioning) Community learning 21st Century Schools Programme Youth service / Outdoor Education Service / Duke of Edinburgh Award scheme</p>	Larkfield
Lisa Dymock	<p>Cabinet Member for Community Wellbeing and Social Justice Lead Officers – Frances O’Brien, Ian Saunders, Julie Boothroyd, Matt Gatehouse</p> <p>Community inequality (health, income, nutrition, disadvantage, discrimination, isolation) Advancement of the welsh language Housing Strategy, delivery /Homelessness prevention Trading standards / Environmental Health / Animal Welfare / Public Health / Licensing Community safety (including Police liaison) Registrars Service Physical activity (including Leisure centres, Sport, Active travel, Play) Countryside, biodiversity, public rights of way Tourist Information /Museums / Theatre / Attractions</p>	The Elms
Penny Jones	<p>Cabinet Member for Social Care, Safeguarding and Health Lead Officer – Julie Boothroyd</p> <p>Children’s services Fostering & adoption Youth Offending Service Adult Services Whole authority safeguarding (children and adults) Disabilities Mental Health</p>	Raglan

Jane Pratt	<p>Cabinet Member for Infrastructure and Neighbourhood Services – Jane Pratt Lead Officer – Frances O’Brien, Matthew Gatehouse</p> <p>Whole authority climate change / decarbonisation lead Strategic Integrated Transport (including transport planning) Traffic network management (including road safety, car parking & civil enforcement) Public Transport Highways – County Operations / South Wales Trunk Road Authority (SWTRA) Waste collection / Recycling / Street Cleansing / Street Lighting Grounds Maintenance, parks, open spaces and public conveniences Flood alleviation, management and recovery</p>	Llanelly Hill
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Aims and Values of Monmouthshire County Council

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

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SUBJECT: AMENDMENT TO THE RESTRICTED USE AT PORTAL ROAD, MONMOUTH

MEETING: INDIVIDUAL CABINET MEMBER REPORT

DATE: 16/07/2021

DIVISION/WARDS AFFECTED: OVERMONNOW

1. PURPOSE:

To consider amendment to the imposed landowner conditions on the remaining development land at Portal Road, Monmouth.

2. RECOMMENDATIONS:

2.1 That the landowner imposed restricted uses of Hotel (C1) and Business Use (B1) are expanded to include Residential Institutions (C2).

3. KEY ISSUES:

- 3.1 The Portal Road site is situated in a prominent location at the gateway to Monmouth. The site is approximately 1.28 acres and sits adjacent to the recently constructed Premier Inn hotel. The Premier Inn has been constructed on land previously sold by Monmouthshire County Council's Estates Department.
- 3.2 A 2008 Cabinet Report approved a recommendation from the then-Head of Planning that proposed a restriction on the consented uses to C1 (Hotel) and B1 (Business Use) only. Details of the approved Cabinet Report can be found in Appendix 2.
- 3.3 Following an extensive period of marketing, the Council has received a number of expressions of interest from potential purchasers, primarily with a view to developing a care home or similar use.
- 3.4 In light of the limited C1 and B1 interest, and continued approaches from C2 providers, it is proposed that planning use class C2 is added as a consented use, thereby enabling the Estates Department to consider additional bids for the development.
- 3.5 The recommendation does not presume planning consent will be issued and any purchaser submitting an application for the listed uses will be subject to the statutory planning process.
- 3.6 The site is marketed with an obligation to accommodate coach parking spaces with associated turning requirements. The coach spaces will improve the provision of long-stay parking and therefore the tourism offering in Monmouth.

4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

- 4.1 Amendment to the consent uses will enable the Estates Department to consider alternative offers for the site, and therefore progress the disposal and development. The sale of the land for C2 use will generate a greater capital receipt.
- 4.2 Development of the site will require removal of a number of trees and shrubbery. Suitable mitigation and the ecology impact will be a key consideration prior to submission of a detailed planning application.

5. OPTIONS APPRAISAL

Option	Benefits	Disadvantages	Recommendation
Do nothing.	Any sale/development would be restricted to B1 or C1 use only.	The Council continues to receive no offers and the site is potentially not developed or receipt generated.	
Expand the consented uses to include residential institutions (C2)	<p>Removal of the restriction will enable the Council to consider alternative offers and progress the development.</p> <p>The sale is likely to generate a higher capital receipt.</p> <p>By expanding the acceptable planning uses, the likelihood of coach parking being constructed is greater</p>	None – the addition of C2 use does not prohibit our ability to consider offers of B1 and C1 use.	This approach will enable the Estates Department to consider alternative offers and increase the likelihood of the scheme being constructed.

6. EVALUATION CRITERIA

- 6.1 The project will be evaluated in 6-12 months to determine any impact on the level of interest in the site, and whether any acceptable offers have been received.

7. REASONS:

- 7.1 The site is a surplus asset and has received minimal interest to date under the consented uses.

- 7.2 Amendment to the acceptable planning uses will increase the likelihood of the Estates Department maximising the capital receipt.
- 7.3 The successful bidder will be obligated to construct coach parking spaces as part of their development. Coach spacing is desperately sought in Monmouth and will be of benefit to the town.

8. RESOURCE IMPLICATIONS:

No additional budget is required for the proposed amendment. The amendment is likely to generate a greater capital receipt upon sale completion.

9. CONSULTEES:

Head of Commercial, Property, Fleet and Facilities – Deb Hill-Howells
Cabinet Member – Councillor Phil Murphy
Local Ward Member – Jamie Treharne
Legal Services – Joanne Chase

10. BACKGROUND PAPERS:

Appendices 1 – Title Plan
Appendices 2 – 2008 Cabinet Report

11. AUTHOR:

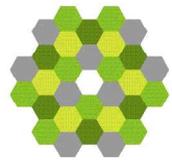
Nicholas Keyse – Estates Development Manager

12. CONTACT DETAILS:

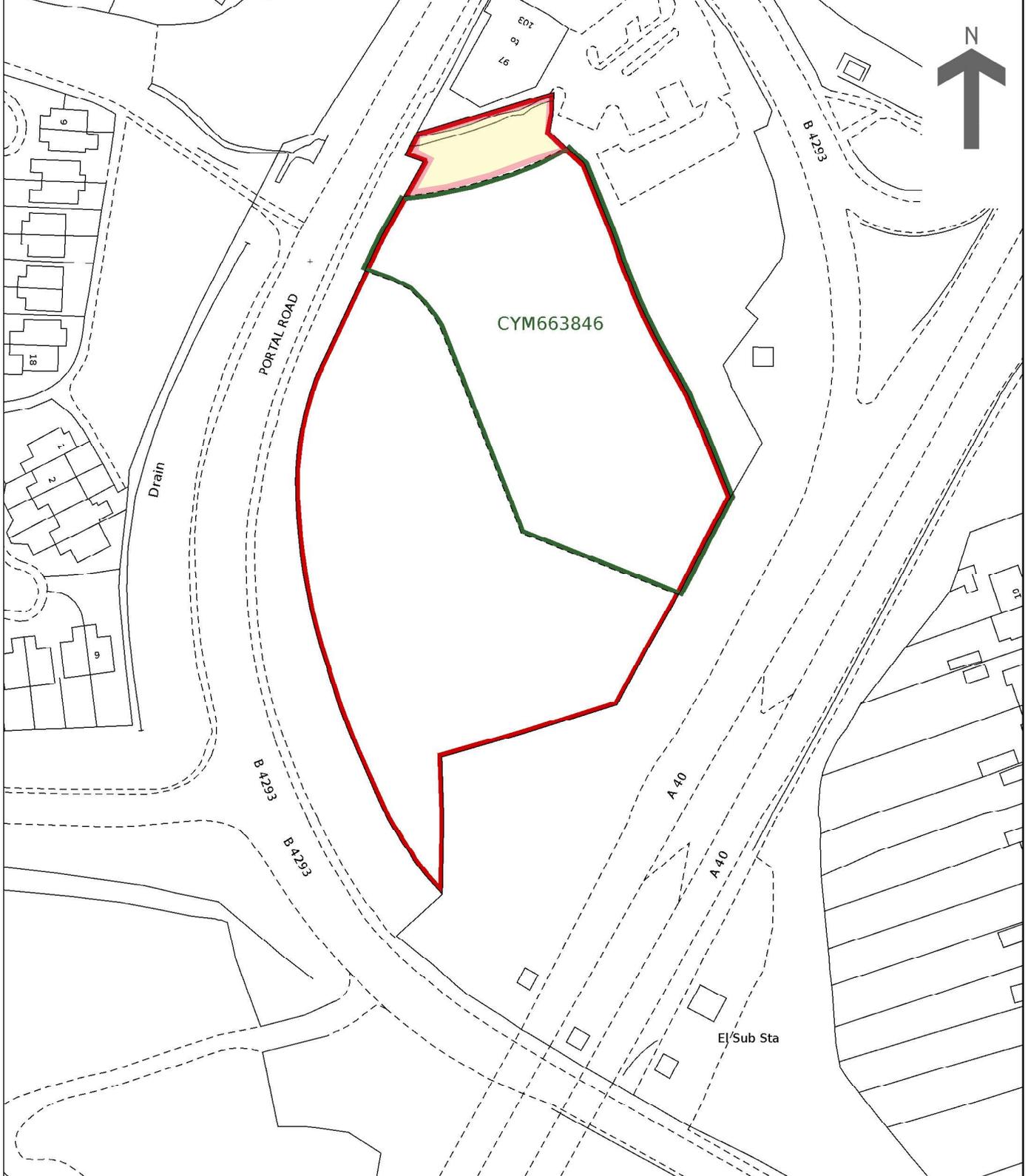
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SUBJECT: DISPOSAL OF LAND AT PORTAL ROAD, MONMOUTH
MEETING: Cabinet
DATE: 5th March 2008
DIVISION/WARDS AFFECTED: Overmonnow

1. **PURPOSE:**
 - 1.1 To consider whether to impose landlord conditions in marketing the development site at Portal Road, Monmouth.
2. **RECOMMENDATIONS:**
- 2.1 That Cabinet determine whether the Portal Road site is to be marketed on the basis of hotel (C1) and Business Use (B1) with no retail offers being considered, or whether to sell on an unrestricted basis.
3. **KEY ISSUES:**
 - 3.1 The Portal Road site is situated in a prominent location at the gateway to Monmouth as shown in Appendix 1. The site extends to approximately 2.2 acres and is sloping in nature. Advised by the Unitary Development Plan, the Head of Planning has indicated that uses on the site should be restricted to C1 and B1 to ensure that the development is of a prestigious nature and meets the need of the local community and economy.
 - 3.2 This view commands the support of the local community and local members. The Monmouth and District Chamber of Trade support the development of a hotel use and highlight that the Local Economic Development Plan highlights the need for an additional hotel within the town.
 - 3.3 The Council has received expressions of interest for the site from a number of developers, some of which have indicated that they would wish to develop retail units. Valuation advice is that this could double the value of the site. Independent planning advice suggests that any retail use planning application stands a reasonable prospect of being successful at appeal if refused at application stage.
 - 3.4 The Council may, as landowner, seek to better protect the site against retail use by imposing C1 and B1 uses as a condition of contract, accepting a reduced capital receipt in consequence. Even this however may not protect the site in the medium term as application may be made by the owner to the Lands Tribunal for a determination that the condition is unreasonable. If successful no compensation would be payable to the Council for lost profit on the usage restrictions imposed on the original sale.

3.5 There is a shortage of suitable coach parking opportunities within Monmouth and either use will accommodate coach parking within the flood plain area of the site.

4. REASONS:

4.1 The site is a surplus asset and the Estates unit is developing a marketing strategy for disposal. The potential for maximizing site value is in conflict with planning and local aspirations for the site. Cabinet guidance is needed on whether Council should seek as site owner to attempt to constrain use of the site, accepting the financial implications thereof.

5. RESOURCE IMPLICATIONS:

The budget expectations for disposal are in excess of £1million for retail use. Valuation advice is that restricting usage to C1 and B1 use would reduce prospects by up to 50%.

6. CONSULTTEES:

Cabinet Member - Estates
Chairman of Audit and Accounts Committee
Local Member
Corporate Management Team

Results of Consultation

Councillor Greenland has suggested that the area of land used for coach car parking be retained by the Council. This will enable us to protect any restrictions placed on the title. The exact location of this land can be agreed with the developer when a scheme has been agreed.

No other comments received.

7. BACKGROUND PAPERS:

Nil

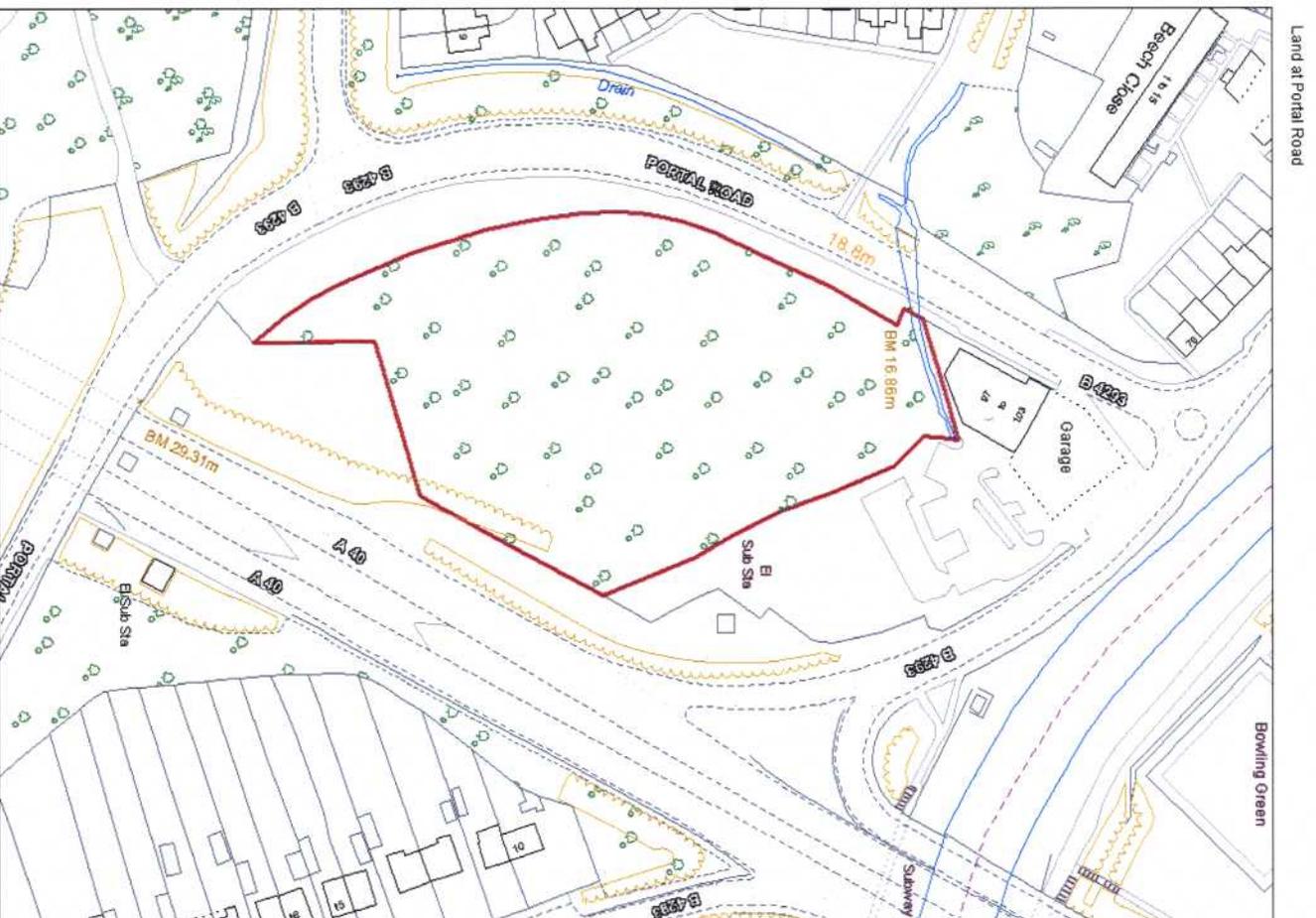
8. AUTHOR:

Steve Greenslade - Corporate Director - RER

9. CONTACT DETAILS:

Tel: 01633 644281
Email: stevegreenslade@monmouthshire.gov.uk

Appendix 1 – Site Plan



Scale: 1:1250

Morrmouthshire County Council: LA 090 12L 2008

**CABINET
DECISION RECORDING LOG**

DECISION DETERMINED ON: 5th MARCH 2008

DECISION WILL COME INTO EFFECT ON: 14th MARCH 2008
(Subject to "Call-in" by appropriate Select Committee)

SUBJECT: DISPOSAL OF LAND AT PORTAL ROAD, MONMOUTH

DIVISION/WARD AFFECTED: Overmonnow

PURPOSE:

To consider whether to impose landlord conditions in marketing the development site at Portal Road, Monmouth.

DECISION:

To market the Portal road site on the basis of hotel (C1) and Business Use (B1) with no retail offers considered also retaining land for use as a Coach park.

REASONS:

The site is a surplus asset and the Estates unit is developing a marketing strategy for disposal. The potential for maximizing site value is in conflict with planning and local aspirations for the site. Cabinet guidance is needed on whether Council should seek as site owner to attempt to constrain use of the site, accepting the financial implications thereof.

RESOURCE IMPLICATIONS:

Valuation advice is that restricting usage to C1 and B1 use would reduce the potential capital receipt by 50%.

CONSULTEES:

Cabinet Member - Estates
Chairman of Audit and Accounts Committee
Local Member
Corporate Management Team

CABINET MEMBERS PRESENT:

W.A.L. Crump, P.A. Fox, R.J.W. Greenland, E.J. Hackett Pain, P. Murphy, E. Saxon

OTHER ELECTED MEMBERS PRESENT:

P.R. Clarke, P.A.D. Hobson, J.A. Sullivan

INTEREST DECLARED:

Nil

AUTHOR:

Steve Greenslade - Corporate Director - RER

CONTACT DETAILS:

Tel: 01633 644281

Email: stevegreenslade@monmouthshire.gov.uk

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<p>Name of the Officer completing the evaluation Nicholas Keyse</p> <p>Phone no: 01633 644773 E-mail: nicholaskeyse@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>Amendment to the landowner imposed restrictions on planning uses of land at Portal Road, Monmouth.</p>
<p>Name of Service area</p> <p>Estates Department</p>	<p>Date</p> <p>16/07/2021</p>

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4 Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The recommendation will enable offers to be received for development of a Care Home, thereby contributing towards the accommodation in Monmouth.		
Disability	The development will include provision for coach parking spaces. Despite recent improvement works, I understand there is inadequate parking within the high street for tourism. Development of this site will assist with that provision.		
Gender reassignment	N/A		

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Marriage or civil partnership	N/A		
Pregnancy or maternity	N/A		
Race	N/A		
Religion or Belief	N/A		
Sex	N/A		
Sexual Orientation	N/A		
Welsh Language	N/A		
Poverty	N/A		

2. **Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	Amendment to the consented use will increase the likelihood of the sites disposal/development, thereby attracting investment which would bring jobs and growth to the local area.	The amendment will not prohibit offers continuing to be invited for B1 and C1 use.
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	The development will require removal of an area of trees and shrubbery.	An ecologist has provided a report to purchasers outlining the site constraints. Appropriate mitigation will be determined as required via the formal planning process.
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	N/A	N/A
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Development of the site will improve connectivity and growth to an area of land that has been declared surplus for a number of years.	N/A
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	The development will include a provision for coach parking spaces, thereby assisting the availability of parking for tourists in Monmouth.	N/A
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	The recommendation does not permit offers promoting retail use that would otherwise detract from the high street.	N/A
A more equal Wales People can fulfil their potential no matter what their background or circumstances	N/A	N/A

3. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	<p>The site has been declared surplus for a number of years. The recommendation will increase the likelihood of sale and development.</p>	<p>Consideration for the ecological impact will need to be captured within the detailed planning application.</p>
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>The recommendation does not permit retail uses which supports the principle of the 2008 Cabinet Report.</p>	<p>The recommendation is to expand the acceptable planning uses to residential instuttions (C2) only.</p>
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p><i>The Estates Department have liaised with colleagues in Planning, Highways and Ecology in arriving at a recommendation.</i></p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>The site has been declared surplus for a number of years and little interest has been received from non-retail uses. The recommendation will increase the likelihood of a new development progressing.</p>	
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p><i>.There is space to describe impacts on people, economy and environment under the Wellbeing Goals above, so instead focus here on how you will better integrate them and balance any competing impacts. Also think about impacts the proposal may have on other organisations</i></p>	

4. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Social Justice, Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Social Justice	N/A.		
Safeguarding	n/A	.N/A	
Corporate Parenting	N/A.		

5. What evidence and data has informed the development of your proposal?

We have received minimal interest in the site for the last 18-24 months. Expressions of interest have been received from care home providers and retailers. Having due consideration for the approval of the 2008 Cabinet Report, this recommendation proposes a minor amendment to the consented uses.

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

By amending the restriction on use the likelihood of development is increased. The Council will generate a greater capital receipt. The negative impact will be one of ecological and biological consideration, both of which will be determined via the statutory planning process.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Seek approval to amend the consented use, as per the recommendation of the report.	ICMD August 2021	Estates Development Manager

8. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	ICMD	16/07/21	

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SUBJECT: COMMISSIONING OF PAY-BY-PHONE IN MONMOUTHSHIRE'S CAR PARKS

MEETING: INDIVIDUAL CABINET MEMBER (Cllr Jane Pratt)

DATE: 18th August 2021

DIVISION/WARDS AFFECTED: ALL WARDS

1. PURPOSE:

- 1.1 To consider the proposal to commission PaybyPhone to provide an additional payment method within our car parks.

2. RECOMMENDATIONS:

- 2.1 To agree to the proposal to direct award to PaybyPhone to provide an additional payment method for users of our car parks with the 4p fee per transaction absorbed by the Council.

3. KEY ISSUES:

- 3.1 The Covid 19 pandemic has seen a reduction in cash use in our car parks and therefore a greater reliance on card payment. Unfortunately, ongoing issues with poor signal connection to some of our Pay and Display machines within our car parks are resulting in queues, cancelled transactions, lost revenue and customer complaints. On several recent occasions, the machines have failed for entire car parks, meaning both income and enforcement fines are lost, because we cannot effectively enforce for non-payment when the machines are defective and use of cash is avoided during the pandemic. These issues have been raised with the responsible company but resolution is slow (an issue being tackled in its own right).
- 3.2 Some customers have expressed concern about the clarity of the machine functionality, which although clearly set out via on-screen instructions and consistent with machines throughout South East Wales, various inputs including car registration are required. The Covid 19 pandemic also raised concerns from customers about touching the keypads, and although customers need to take responsibility for their own hygiene, for example using their own sanitiser as required, in addition to our cleaning regime during the pandemic, it is likely that anxiety about the virus will continue for the medium term. This applies to using keypads and the use of cash.
- 3.3 PaybyPhone is one of a number of providers offering a service that allows customers to use their mobile phone to buy car parking tickets. It is a simple process to register and the system records car details and bankcard details if the customer chooses, leaving the only required inputs as location (using a car park reference number that is clearly displayed on site, if GPS on the phone has not located you) and duration of stay. The service also provides an option to receive a text reminder when your ticket is due to expire, and provision to buy an extended ticket enabling you to stay in town for longer. The fee for the text messages is paid by the customer.

3.4 A Car Parking Review commenced in 2020 but was then suspended due to Covid 19 additional work and other workload/resource challenges. It is currently on hold but there are a few aspects, such as PaybyPhone that can be concluded outside of the full review. The use of alternative technology such as this was a recommendation agreed by Economy and Development Select Committee at its meeting on 2nd November 2020:

Recommendation 8: that measures be investigated to resolve mobile signal strength to ticket machines.

This work has commenced and can be completed outside of the review.

Recommendation 9: that the benefits of a mobile phone payment system be explored.

This work has commenced and can be completed outside of the review, and is the subject of this report.

Recommendation 10: that the benefits and disbenefits of technology-based changes be explored, including use of a mobile phone payment system, advance live signage and a different payment system.

This work has commenced in terms of a) pay-by-phone and b) identifying costs of a barrier (pay on exit) system. The latter findings will be fed into the review alongside live signage ideas. In the short term we are tidying up the current signage (and complying with Welsh Language standards) by refurbishing the existing signs with sticky back plastic as a temporary improvement. In some cases new temporary signs will be required. Permanent replacement signage is on hold pending completion of the review so that it reflects any resulting changes.

- 3.5 Although other service providers are available, only two currently offer a bilingual service, which is essential to comply with our Welsh Language Standards. PayByPhone currently operates in seven Welsh Authority areas as well as a number of railway station car parks. They have zero set up costs and a two year trial contract, which fits neatly with the likely duration of the Car Parking Review and implementation of any potential outcomes. Changes to fees are easily and quickly made by notifying PaybyPhone. Enforcement Officers would need to check for pay and display tickets in the car windscreen and check their handheld devices to see if a ticket has been purchased for that vehicle.
- 3.6 This additional payment option still relies on mobile phone strength, as do the existing pay and display machines. However, unlike the machines, customer mobile phones can be relocated within the vicinity to establish better signal strength. Moreover, local residents and workers would logically subscribe to a mobile phone provider that has good signal in their area (admittedly this would not be the case for visitors and tourists).
- 3.7 Informal benchmarking has been undertaken with the Vale of Glamorgan, which has similar challenges of rurality, mobile signal strength and demographic profile. The Vale of Glamorgan Council had previously experienced similar complaints from customers regarding the length of wait to pay and display due to machine speed and signal strength when making card payments. VoG officers advise that:
- PayByPhone have been reliable, fast and helpful throughout the set up process and ongoing.

- Have been outstanding in setting things up with finance
- Project managed the whole set up
- Have fully trained staff on back office functions
- Signal tested the locations and supplied free signal boosters where required.

Negatives have been:

- Initial problems with WorldPay, though this was at the Council's side
- People who were using an old PaybyPhone app could not make payment initially, though this was down to the users not updating the software.

3.8 Another nearby Authority is considering switching to PaybyPhone because they are unhappy with the service provided by their current provider due to poor customer service in resolving issues that arise.

3.9 Procurement advice is that we can direct award to PaybyPhone under the EPSO framework (Lot 3 Cashless Parking Solutions), providing we can evidence that we are getting value for money (a combination of the Pricing Schedule and market knowledge). Officers are satisfied that this is the case.

3.10 In procuring PaybyPhone, there are two payment options:

- 1) The PaybyPhone 4p charge comes off MCC's ticket income, e.g. a 2 hour ticket at £1.50 remains £1.50 to the customer, PaybyPhone receives 4p, MCC receives £1.46; or
- 2) The customer pays a 5p charge, which is added to the normal car parking tariff, e.g. a 2 hour ticket at £1.50 becomes £1.55 to the customer. PaybyPhone receives 4p, MCC receives £1.51.

In addition, MCC would be charged 3% of PaybyPhone ticket sales income for banking reconciliation arrangements. Finance colleagues have confirmed that this is a cost-effective option compared to extra in-house resource.

3.11 Given the ongoing car parking review, it is considered that any changes to customer charges outside of that full process would be inappropriate. It is therefore proposed that no additional charge is incurred by the customer (Option 1 above). This can be reviewed as part of the car parking review in due course. Option 1 will have a slight impact on car parking fee income, however we believe that impact will be offset by other factors, namely:

- Reduced costs of cash collection due to fewer cash transactions;
- Fewer occasions when car park income is lost due to the Pay and Display machine card payment facility failing, because customers will have the PaybyPhone and cash payment options;
- As above, fewer occasions when parking enforcement is suspended (which we currently do when the machine card payment facility goes down, combined with the Covid 19 concerns about cash use). With cash and PaybyPhone options, there will be no excuse for not paying;
- The option to extend your stay by paying extra would help support local businesses as shoppers/visitors would feel less compelled to leave when their pre-purchased ticket expires;

- Fewer machines will be needed in our car parks, and fewer people will be queuing to use them.

A SWOT analysis is provided at Appendix 2.

4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

- 4.1 The proposal introduces an additional payment method for customers. Experience elsewhere suggests that a stereotypical view that older generations are less likely to use new mobile phone based technology is not necessarily true, and in any case cash and card payments will be retained as alternative means of payment. It provides an alternative format for payment for people with sight or mobility difficulties that find using the machines difficult. It is proposed that the Council absorbs the 4p charge to PaybyPhone for ticket sales rather than adding it to the ticket price paid by customers using the service. Customers will need to pay for additional optional services such as text message reminders.

5. OPTIONS APPRAISAL

- 5.1 Table One below therefore provides an options appraisal of the proposal:

Options	Benefits	Risks	Comments/Mitigation
Do Nothing	<ul style="list-style-type: none"> • Full car parking income is retained 	<ul style="list-style-type: none"> • Ongoing complaints from customers about machine card payments, downtime affecting income from tickets and PCNs and resource for other enforcement work 	This is not a sensible option
Procure PaybyPhone and cover the 4p transaction cost (option 1)	<ul style="list-style-type: none"> • Improved service for customers with no increased cost; • Easy for visitors and shoppers to extend their stay, supporting local businesses; • Fewer complaints and less downtime affecting income and officer time; • Fewer ticket-dodgers who do not have change or cards for payment and gamble on not getting caught. 	<ul style="list-style-type: none"> • Additional checks for Civil Enforcement Officers to make rather than simply checking windows for tickets • 4p loss per ticket sale 	This is the preferred option. The equipment should make checking PaybyPhone tickets sales easy and quick. Future improvements such as ANPR will help further.
Procure PaybyPhone and the customer covers the 5p additional cost (option2)	<ul style="list-style-type: none"> • Improved service for customers with minimal increased cost; • Easy for visitors and shoppers to extend their stay, supporting local businesses; 	<ul style="list-style-type: none"> • Perception that parking fees have been increased by stealth; • Additional checks for Civil Enforcement Officers to make rather than simply 	The reputational and political risk mean the preferred option is to absorb the 4p per ticket loss.

	<ul style="list-style-type: none"> • Fewer complaints and less downtime affecting income and officer time; • Fewer ticket-dodgers who do not have change or cards for payment and gamble on not getting caught. 	checking windows for tickets	
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6. REASONS:

- 6.1 PaybyPhone offers an additional payment method for car park users, addressing some of the customer feedback received regarding queues, delays and difficulty using the pay and display machines, and providing an easy way for visitors and shoppers to extend their parking ticket duration. This will help support local businesses with longer dwell time and less pressure to return to the car to either buy another ticket or leave.
- 6.2 Given the ongoing car parking review, it is considered that any changes to customer charges outside of that full process would be inappropriate. It is therefore proposed that no additional charge is incurred by the customer and the Council absorbs the 4p loss per ticket purchased via PbP (Option 1 above). This can be reviewed as part of the car parking review in due course. Based on the assumptions set out in section 7, Option 1 is expected to result in a marginal additional income.

7. RESOURCE IMPLICATIONS:

7.1 Financial savings:

The following projections have been calculated using 2019-2020 car park income data, as 2020-2021 income was severely affected by the pandemic and associated lockdown rules.

Option 1: the preferred option

We currently pay Capita 1% of all income from the pay and display machines, so this will reduce as more people use PbP, however the 1% will still be payable on the remaining card and coin transactions. Assuming 50% of people use PaybyPhone, the card transaction costs would reduce from £10,600 to approximately £5,000, resulting in a saving of £5600;

We currently pay £32,000 for coin collection, which would reduce to £18,000 due to fewer coin transactions and based on 50% take up of PbP, resulting in a saving of £14,000;

The impact of machine card payment failure on both income and issuing PCNs would also reduce, because two alternative means of payment remain available (cash and PbP). On average, it is commonplace for each machine to go down for three days in a 12 month period, resulting in lost income of approximately £12,000 per annum.

Total financial savings: £31,600

Costs:

We would lose 4p per PbP ticket bought – this would result in an estimated loss in income of £18,000 based on a 50% take up of PbP;

We have to pay 3% of income to PbP for their banking – The estimated cost of banking would be £19,000 based on 50% take up of PbP.

Total costs: £37,000

Net financial impact: cost of £6,400

Potential additional income:

If the PbP customer opts to use additional services such as the text message reminder service, the Council would receive 50% of the text message cost (10p). Estimating that 50% of PbP customers opt to use that add on service, this would result in additional income of £11,250

Potential total financial impact of option 1: saving of £4,850

Staff resource savings:

There would be fewer pay and display machines to go wrong and therefore require fixing, which would save officer time in both travelling to the machine(s) causing the complaints and fixing them.

Option 2:

The alternative proposal is that the customer pays the additional 5p per PbP ticket, of which the Council receives 1p and PbP receives 4p. Assuming 50% of customers use PbP, this model would result in additional ticket income to MCC of £4,500.

Potential total financial impact of option 2: saving of £28,350

8. CONSULTEES:

Car Parking team including CEOs – support the proposal have met with the provider and seen the service demonstrated

Highways Management team – support the proposal

Enterprise DMT – support the proposal as offering an improved customer service without a financial impact.

Economy and Development Select Committee has seen a presentation by PaybyPhone in November 2020 and supported the proposal for mobile phone based payments as an additional service

Procurement Team – comments summarised at para 3.9

Finance Officer – comments provided at section 7. Support the proposal.

9. BACKGROUND PAPERS:

None

10. AUTHOR:

Mark Hand (Head of Placemaking, Regeneration, Highways and Flooding) and Neil Rosser, Car Parks and Civil Enforcement Manager

11. CONTACT DETAILS:

E-mail: markhand@monmouthshire.gov.uk Tel: 07773 478579

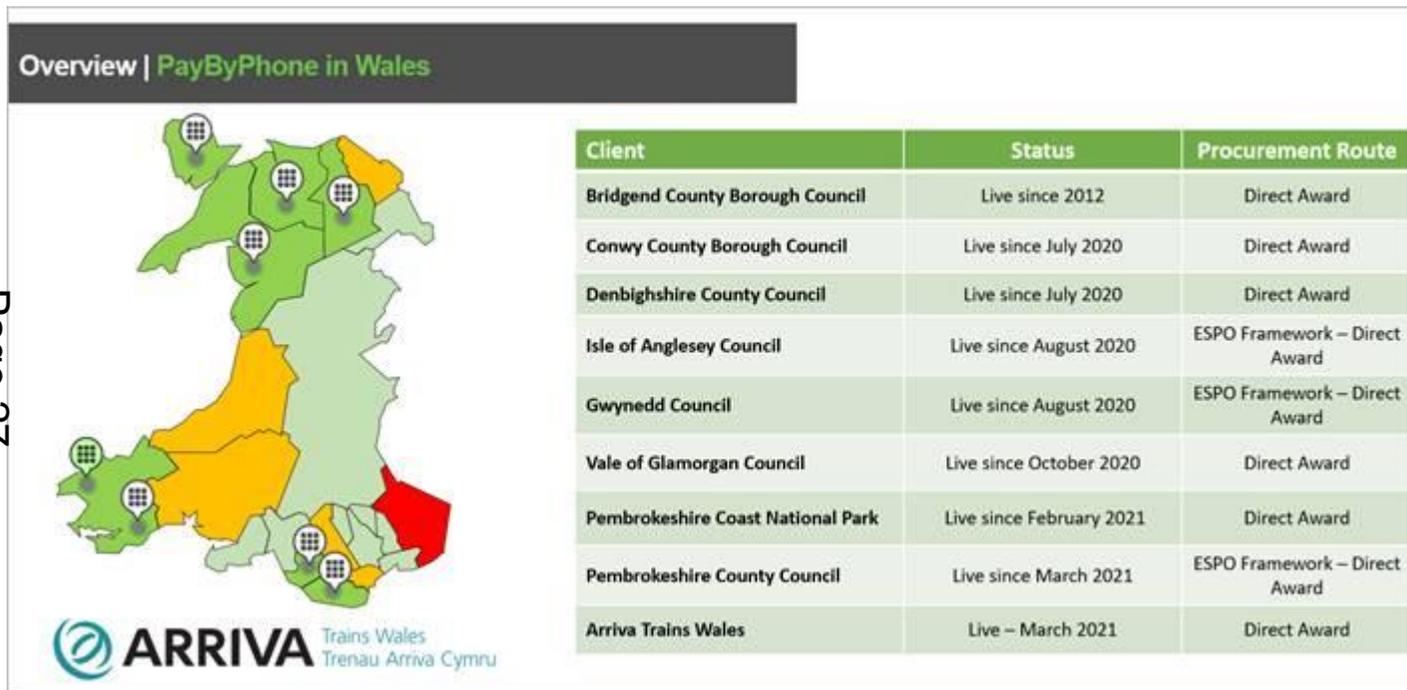
Appendix 1: Information about PaybyPhone

Appendix 2: SWOT analysis

Appendix 3: Wellbeing of Future Generations Equalities Impact Assessment

Appendix 1: Information about PaybyPhone

PaybyPhone is currently live in 7 different Welsh LA, as you can see from the map below those councils in green are currently live with PayByPhone:



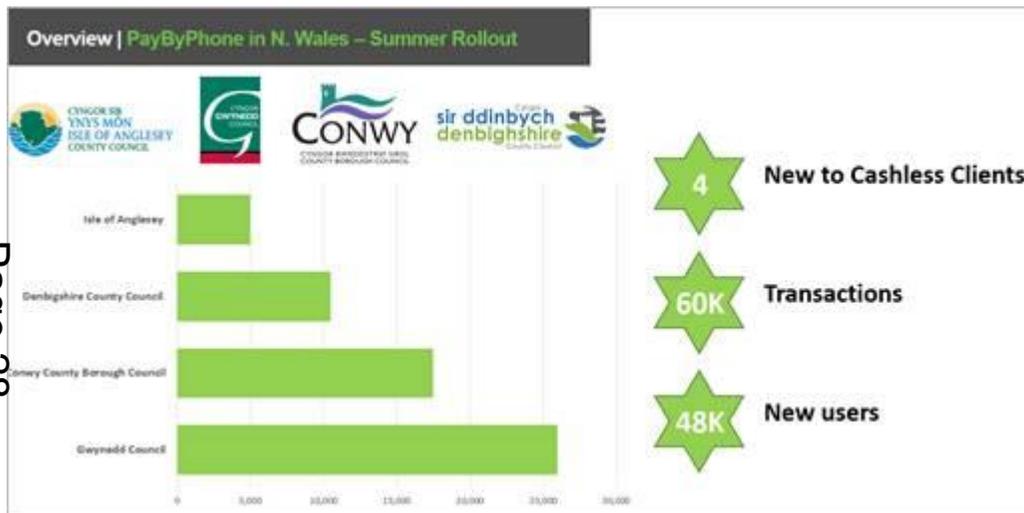
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Additionally, I'm currently in talks with 5 additional Welsh councils (amber in the map) who are interested in introducing PayByPhone at different stages of the year, Flintshire and Ceredigion will be the next councils to launch our solution in Wales as they are keen to have the service up and running in time for the summer.

Furthermore, last month PayByPhone launched across all Arrive Trains Wales locations, so our solution is now available across the whole of Wales in 25+ locations, one of those being in Monmouthshire. As you can see from the above graph, the way that the councils and entities have

procured for our solution has been varied, depending on the value of the contract they have chosen to either go through a direct award or the ESPO Framework and Direct Award to PayByPhone that way.

With regards to the performance and reception of our solution, when we launched in North Wales last August across four neighboring authorities we process over 60K transactions and for that month PBP was the preferred method of payment for motorists across all four councils – see stats below.



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Due to the current climate and motorists being extremely conscious of handling cash, minimising touchpoints to prevent the spread of COVID-19 is crucial. Therefore, PayByPhone is working very closely with all our clients to provide adequate signage and a bespoke marketing campaigns for every council aimed at helping them tackle the spread of COVID-19 and raising awareness of the many benefits of using a cashless solution when paying for their parking through our 'No need to queue, No need to Touch' campaign:

paybyphone

Dim ciwio Dim cyffwrdd

Parcioch yn hawsid drwy ddefnyddio'r ap (PayByPhone), heb gwisgo na chysylltu â phatrannau tabu ac arddangos.

Download on the App Store
GET IT ON Google Play

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paybyphone

Dim ciwio Dim cyffwrdd

Yn eiddo'r ffordd, dim ciwio, dim cyffwrdd. Dim ciwio, dim cyffwrdd. Dim ciwio, dim cyffwrdd.

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© 2018 Conwy Council. All rights reserved.

PayByPhone is now available
in Gwynedd!

© 2018 Conwy Council. All rights reserved.



No need to queue
No need to touch

paybyphone

No need to queue
No need to touch

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Appendix 2: SWOT analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> • PayByPhone has already expanded within Wales in the last 12 months they are currently contracted to a number of LAs • There is no need for new machines of any description at any sites. The most that would be required is a booster if the signal strength is not adequate. Boosters are supplied at the expense of PayByPhone not MCC. • Having spoken to other LAs, PayByPhone has been a benefit to them in many ways (please see main body of the report for details) • PayByPhone works with a user-friendly app that can also advertise events and tourist attractions upon opening, or be used for MCC comms; • Paying for car parking will be made easier with less scope for errors. This will make visits to our towns more positive experiences and give a better first impression for tourists; • The customer can extend their stay without returning to the vehicle. Easy to use software is installed on the CEO's handsets, which will alert them to out of time tickets. • PayByPhone has an excellent reputation for its services and this could increase the reputation of MCC through its parking services section; • PayByPhone is one of only two companies that currently offers a bilingual (Welsh language) service 	<ul style="list-style-type: none"> • The new CEO handheld software and back office functions will be new to the department and require additional training for staff. PayByPhone offers this training free of charge. • The more LAs that are signing up to this solution the further down the waiting list MCC will become. • Other LA's are already offering this service, which is believed to be a step towards boosting their economy and helping local businesses. • The public would have to become used to the new method of paying for parking, though pay and display machines will remain for the foreseeable as an alternative for those that which to use them. • There's a perception that older people are less willing or able to use this technology, however experience elsewhere suggests this is not necessarily the case.
Opportunities	Threats
<ul style="list-style-type: none"> • PayByPhone are already looking at technological advances. ANPR is already being trailed and will be operational on the CEO's handhelds and will speed up the process of checking vehicle owners have paid and displayed • Customers will become used to this method of payment and be able to extend stays without returning to the car. Also having no contact with any equipment such as Pay and Display Machines. • The Pay by Phone solution is ever growing in the UK, having been expedited by the threat 	<ul style="list-style-type: none"> • It is possible that not all customers will be happy with the technological approach, however coin and card payment will remain as options. • That other LA's will continue to adopt this approach and MCC will be left behind.

of Covid 19. MCC would be a part of this ever growing technological advancement, keeping up to date with other LAs for a consistent approach for visitors.

- Acknowledging market demand and giving car park users what they have requested.
- Any form of pay and display machine failure renders car parking enforcement impossible. Pay by Phone gives users an alternative method of payment to alleviate having to obtain cash for the machines and thereby increasing the possibilities of contracting Covid 19. Also allowing enforcement to continue with this alternative payment method being available.
- Environmental impact is lessened as there will not be such a demand for the pay and display tickets and power for the machines.
- Reduced queuing to use the pay and display machines, which has been a cause of many complaints for us for nearly 2 years now.

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Name of the Officer completing the evaluation
Neil Rosser

Phone no: 07970 669707

E-mail: neilrosser@monmouthshire.gov.uk

Please give a brief description of the aims of the proposal

Procurement of PaybyPhone as an additional payment option for car park users

Unfortunately, ongoing issues with poor signal connection from some of our Pay and Display machines within our car parks are resulting in queues, cancelled transactions and customer complaints. On several recent occasions, the machines or signal has failed for entire car parks, meaning both income and enforcement fines are lost, because we cannot effectively enforce for non-payment when the machines are defective. These issues have been raised with the responsible company but resolution is slow (an issue being tackled in its own right).

Some customers also express concern about the clarity of the machine functionality, which albeit clearly set out via on-screen instructions and consistent with machines throughout South East Wales, does require various inputs including car registration.

PaybyPhone is one of a number of providers who offer an add-on service whereby customers can use their mobile phone to buy car parking tickets. It is a simple process to register and the system records your car details and bankcard details if the customer chooses, leaving the only required inputs as location (using a car park reference number that is clearly displayed on site, if GPS on the phone has not located you), and duration of stay. The service also provides an option to receive a text reminder when your ticket is due to expire, and provision

	<p>to buy an extended ticket to stay in town for longer. The fee for the text messages is paid by the customer.</p> <p>A Car Parking Review commenced but was then suspended due to Covid 19 additional work and other workload/resource challenges. It is currently on hold but there are a few aspects, such as PaybyPhone that can be concluded outside of the full review. The use of alternative technology such as this was a recommendation agreed by Economy and Development Select Committee at its meeting on 2nd November 2020.</p>
<p>Name of Service area</p> <p>Placemaking, Regeneration, Highways and Flooding</p>	<p>Date 16th July 2021</p>

1. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	PaybyPhone offers an additional way of paying for car parking. It could assist people who find the parking machines confusing, hard to use or who have difficulty remembering their registration number. Payment can be made from the car avoiding the need to go to a machine and queue.	There is a perception that older generations adapt less well to the use of mobile phone technology however experience in other Authority areas challenges this perception. Not all members of the public may have mobile phones or are able to download the app software to take advantage of this provision.	Cash and card payment options will remain available.
Disability	PaybyPhone offers an additional way of paying for car parking. It could assist people who find the parking machines confusing, hard to use or who have difficulty remembering their registration number. It also allows for extended stays, avoiding the need to rush back to the car park prior to ticket expiry.	No Impact	Cash and card payment options will remain available.
Gender reassignment	None	None	n/a
Marriage or civil partnership	None	None	n/a

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Pregnancy or maternity	Payment can be made from the car avoiding the need to go to a machine and queue. It also allows for extended stays, avoiding the need to rush back to the car park prior to ticket expiry.	None	n/a
Race	None	None	n/a
Religion or Belief	None	None	n/a
Sex	None	None	n/a
Sexual Orientation	None	None	n/a

The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
<p>Socio-economic Duty and Social Justice</p>	<p>It allows extended stays, avoiding the need to rush back to the car park prior to ticket expiry. Retailers advise (via the Business Resilience Forum) that this will help increase dwell time and therefore support local businesses.</p> <p>Visitors to the County often park and then leave the area to explore. An example of this would be the regular walkers that we have following the Offa Dyke path. They do not have to purchase, for example, a week long pay and display ticket and then have to be back by its expiry date, they can simply extend their stay from the walk as necessary.</p>	<p>Not all members of the public may have mobile phones or are able to download the app software to take advantage of this provision.</p>	<p>An element of cash and card payment would remain so as to allow those people with limited or no access to mobile phone technology to purchase a pay and display ticket my alternative methods.</p>

Policy making and the Welsh language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
<p>Policy Making</p> <p>Effects on the use of the Welsh language,</p> <p>Promoting Welsh language</p> <p>Treating the Welsh language no less favourably</p>	<p>No impact</p>	<p>No impact</p>	<p>All PayByPhone software, advertisements, instructions and support are in both Welsh and English.</p>
<p>Operational</p> <p>Recruitment & Training of workforce</p>	<p>The software that PayByPhone uses is considerably faster than current methods of checking vehicles for compliance, using ANPR technology.</p>	<p>Additional training is required for staff on the new software.</p>	<p>The training is a 'one off' per staff member and only takes an hour to complete.</p>
<p>Service delivery</p> <p>Use of Welsh language in service delivery</p> <p>Promoting use of the language</p>	<p>No impact</p>	<p>No impact</p>	<p>All PayByPhone software, advertisements, instructions and support are in both Welsh and English.</p>

4. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>Staff can complete car park compliancy checks quicker and more efficiently than the current method. This leaves staff with more time to focus on on-street parking issues that are having an effect on local businesses, the public and visitors.</p> <p>It allows extended stays, avoiding the need to rush back to the car park prior to ticket expiry. Retailers advise (via the Business Resilience Forum) that this will help increase dwell time and therefore support local businesses.</p>	<p>PaybyPhone offers optional promotional opportunities for local businesses, that they may opt to engage in, for example rewarding customers who extend their stay.</p>
<p>A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>The more we move away from the standard Pay and Display parking machines, we save on energy supply to those meters and use less paper that is used in the machines to produce the physical ticket that is currently displayed in the vehicle windscreen.</p> <p>Fewer vehicles will be idling at pay and display machines whilst the drivers purchases a ticket rather than return to the machine after parking.</p> <p>Not everyone will wish to use PayByPhone and will continue to use card and cash payments methods.</p>	<p>Raise public awareness through advertising the Pay By Phone provision. This is carried out by PayByPhone themselves.</p>
<p>A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>The PayByPhone solution would lessen if not dispense with the queues and subsequent stress that the current machines are causing due to slow connectivity.</p>	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	Dispenses with the queues that may overflow into the roadway of the car park causing a danger to the public.	
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Gives an additional method of payment above what we currently offer. Faster transactions and no connectivity issues.	
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	PayByPhone would allow people to park, purchase a ticket in a fast and secure way allowing more time to be spent in local businesses inspiring economic growth. Customers who would otherwise leave towns because their pay and display is about to expire may decide to stay longer as they can simply add extra time via the app without returning to the vehicle.	
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	All signs, advertisements and software are available in both Welsh and English. PaybyPhone is increasingly used in Wales and the consistency would help with destination management / tourism and convenience for visitors and residents/workers.	
A more equal Wales People can fulfil their potential no matter what their background or circumstances	People can purchase a ticket for our car parks through all available methods cash, card and app software.	

3. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Balancing short term need with long term and planning for the future</p> <p>Long Term</p>	<p>The immediate effect of the proposal would reduce queues, speed transactions and eliminate possible risk from queuing.</p> <p>Customers would expect to purchase a stay both quickly and easily which this proposal offers.</p> <p>We are keeping up to date with modern technological advances and are not falling behind other Authorities who have adopted this approach.</p> <p>Increased protection of the public during our current Covid 19 situation. Lessening contact with machines.</p> <p>Steering customers towards the new payment method.</p>	<p>Raise awareness through advertisement and personal interation from the Civil Enforcement Team.</p>
 <p>Working together with other partners to deliver objectives</p> <p>Collaboration</p>	<p>This payment method has been requested by some members of the public and local businesses since shortly after the Covid 19 began.</p> <p>Some staff of local businesses have requested an additional payment method for situations such as when they have to work on additional hours, so as they do not have to leave work and return to their vehicles when their pay and display time is about to expire.</p>	
 <p>Involving those with an interest and seeking their views</p> <p>Involvement</p>	<p>The proposal is in response to requests from customers and businesses regarding the poor signal issues, long queues and dangers of queuing into the roadway, that the current machines cause.</p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>PayByPhone will advertise the provision in the time leading up to the start date.</p> <p>We will advertise the additional payment method on our website and social media.</p>	
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>The new provision is intended to speed payment up for customers and prevent them having to wait in long queues to purchase a physical ticket.</p> <p>PayByPhone is already considered amongst other authorities to be a method of preventing the spread of Covid 19.</p>	

4. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	Not applicable	Not applicable	n/a
Corporate Parenting	Not applicable	Not applicable	n/a

5. What evidence and data has informed the development of your proposal?

Complaints from the public via phone, email and MyMon reports that the machines are not taking cash payments and queues are growing.

Income loss at car parks where machines have failed and enforcement cannot be resumed.

Void tickets from failed transactions being displayed in customers vehicles to show that they have attempted to pay though the transaction failed.

Reports from Civil Enforcement Officers on the queues and machine failures.

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

With the current payment method of the pay and display machines having had so many issues with signal problems that they are slow to address, customers are becoming increasingly frustrated and impatient at having to wait for transactions to be accepted and having to wait in long queues.

Also having received many complaints about customers having to touch the machines and/or cash whilst we are going through a pandemic.

Machine failures have also resulted in Civil Enforcements officers not being able to issue PCN's within any effected car parks for that entire day as people have legitimately attempted to purchase a ticket though were unable to through no fault of their own. This also leads to Officers having to attend constant

machine problems instead of being on patrol and issuing PCN's to vehicles that are parked in contravention, thus having a double impact on income. The main negative for the proposal is that new technology is not always welcomed by some customers. We would aim to reduce this apprehensive response through advertising in the car parks, website and social media. Also Enforcement Officers will be educating customers where possible.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Advertise the PayByPhone solution.		Neil Rosser & Trudy Humber
Organise training for the Civil Enforcement Team on the new software for their handhelds.		Neil Rosser

8. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

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Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	Initial draft	16/07/2021	
2	Final version		
3			

SUBJECT: REVIEW OF SCHOOL PLACES IN CALDICOT TOWN

MEETING: INDIVIDUAL CABINET MEMBER DECISION

DATE: 16th DECEMBER 2020

DIVISION/WARDS AFFECTED: ALL

1. PURPOSE:

The purpose of this report is to provide Councillors with an update on the statutory consultation process concerning the provision of Primary School places in Caldicot Town which was undertaken between January and March 2021.

2. RECOMMENDATIONS:

- 2.1 To receive an overview of the feedback received during the statutory consultation process concerning the proposals to increase the capacity of Dewstow Primary and Archbishop Rowan Williams CIW Primary Schools.
- 2.2 To agree to enter into a further statutory consultation process during the Autumn term, 2021 concerning English Medium Primary School Places in Caldicot Town, allowing for wider and more in depth engagement with key stakeholders.

3. KEY ISSUES:

Background

- 3.1 The School Organisation Code (2018) places responsibility on local authorities in Wales for ensuring that there are sufficient and suitable school places to educate its children and young people.
- 3.2 On 16th December 2020, the Council's Cabinet agreed to enter into statutory consultation processes concerning a review of English Medium Primary school places in the Caldicot Town area of the cluster. More specifically, to enter into a statutory consultation process that proposed to increase the capacity of Archbishop Rowan Williams and Dewstow Primary Schools from 210 places to 280 places.
- 3.3 The proposal to the increase in capacity at Archbishop Rowan Williams VA Primary School was brought forward in partnership with the school's governing body in recognition of the school's voluntary aided status.
- 3.4 The review of school places across Caldicot town was instigated following concerns that the provision of English medium primary school places in the town area is insufficient to support the forecasted demand.

- 3.5 On an annual basis, the Council completes Planning of School Places returns to the Welsh Government. This return analyses the County's position with regards to potential surplus places and projected demand.
- 3.6 Across the Caldicot cluster there are 15.1% surplus places (combined English and Welsh Medium) as at September 2020. The English Medium proportion currently stands at 12.1%.
- 3.7 However, concerns rest with the provision of school places within the Primary schools serving in the 'Town' area of the cluster. The schools identified under this criteria are:
- Archbishop Rowan Williams Church in Wales Primary School
 - Castle Park Primary School
 - Dewstow Primary School
 - Durand Primary School
 - Ysgol Gymraeg Y Ffin
- 3.8 For the 'Town' schools, the surplus places position is calculated as 11.5% (September 2020), however, within the English Medium sector the proportion is only 2.6%. 3 of the 4 English medium Schools listed above have no available places in any year group, with the fourth school holding a 10% surplus places (the level identified as being appropriate by Welsh Government).
- 3.9 As a result of this position, it is often the case that the Council is unable to comply with the parental preference of families residing within the town area of the cluster, with some young people required to travel in excess of 4 miles to alternative schools in the cluster. This has implications for home to school transport costs.
- 3.10 This position is exacerbated by virtue of the fact that there is significant housing development planned over the next 5 years. The following schemes have received Planning approval:

Development	Catchment School	No of Dwellings
Sudbrook Shipyard	Archbishop Rowan Williams CIW Primary	46
Sudbrook Papermill	Archbishop Rowan Williams CIW Primary	212
Crick Road	Archbishop Rowan Williams CIW Primary	285
Church Road	Castle Park Primary	130
Total Town		673

- 3.11 The building works at Sudbrook Shipyard and Sudbrook Papermill have commenced, and, the Council anticipates that approximately 134 primary aged pupils could arise from the developments between now and 2024.
- 3.12 As a result of the shortfall in school places within the town area, the Council has been successful through planning processes in securing section 106 education contributions from the developers to the sum of £1,595,504 to invest in creating additional school places.

The consultation

- 3.13 Following the decision made by Cabinet on 16th December 2020, the Council opened the statutory consultation process on 18th January 2021 for a period of 6 weeks, concluding on 2nd March 2021.
- 3.14 In line with the requirements of Welsh Government's School Organisation code (2018), statutory consultation processes that relate to school organisation proposals must take place for a minimum of 42 days, 20 of which must be school days. However, in recognition of the global pandemic relating to Coronavirus, the Welsh Government temporarily relaxed these regulations to allow statutory processes to continue during times where schools were unable to deliver face to face learning.
- 3.15 All statutory consultees, including staff, governors, parents and young people likely to be affected by proposals were informed of the proposals and advised of the opportunities of how they can contribute to this statutory process.
- 3.16 The National restrictions arising as a result of the global pandemic removed the opportunities for officers to engage face to face with statutory consultees during the consultation period. However, following online engagement sessions were undertaken to allow opportunities for the proposals to be discussed in greater detail, as well as enabling consultees to informally feedback their views:
- **11th February 2021** – Consultation with parents and Community of Archbishop Rowan Williams VA Primary School
 - **23rd February 2021** - Consultation with parents, governors and Community of Dewstow Primary School
 - **24th February 2021** – Wider Consultation event with Caldicot Community
- 3.17 The formal statutory consultation period concluded on 2nd March 2021, allowing for the formal responses to this consultation to be reviewed and analysed. A total of 270 responses were received, providing very much a mixed view on the presented proposals.
- 3.18 When asked the question "*Do you agree with the proposals to increase the capacity of Archbishop Rowan Williams VA Primary from 210 to 280 school places*", the following feedback was received:



3.19 When asked the question “Do you agree with the proposals to increase the capacity of Dewstow Primary from 210 to 280 school places”, the following feedback was received:



3.20 An analysis of the responses (received in favour of proposals) highlights the following key themes of support:

Theme 1	Children within the community should be able attend their local / catchment school
Theme 2	The Education infrastructure in Caldicot requires investment to support the planned housing developments
Theme 3	Both Archbishop Rowan Williams and Dewstow Primary are experiencing regular oversubscription within catchment
Theme 4	Both Schools have sites suitable for extension
Theme 5	The environment at Dewstow Primary is already set up to deliver mixed age teaching
Theme 6	Archbishop Rowan Williams should be chosen as it is subject to the majority of housing developments

3.21 The analysis of the responses (received in opposition to the proposals) highlights the following key themes of concern:

Theme 1	A concern that the increase in capacity will lead to increased class sizes
Theme 2	A view that funding should be used to support the development other schools in the cluster, especially as Dewstow is already a relatively new school

Theme 3	A concern that the proposals will not have a positive impact on Welsh Medium Education
Theme 4	A concern that the increased capacity of the schools will lead to more congestion around the site
Theme 5	A view that Dewstow Primary is not catchment for any of the new developments so should not receive investment

- 3.22 There are two areas that drew specific concern and which are worth specific mention. The first was that the money afforded to the local authority to develop additional school places comes with specific constraints and has to be spent on providing additional school places. Whilst some schools in the town would value the opportunity to spend monies on improving their learning environments this was not what the funding allows us to do.
- 3.23 The second area is concerned with the impact that the investment in English medium schools could have on the Welsh medium school in Caldicot, Ysgol Gymraeg Y Ffin. Whilst it is recognised that the additional provision of English Medium places could impact on Ysgol Gymraeg Y Ffin the authority is currently investing in the Welsh medium school by extending it to a 210 capacity school and providing nursery provision on the school site through the Cylch Meithrin provision.
- 3.24 Both of these factors will be drawn out more fully in the next consultation.

Conclusion

- 3.25 The consultation process has provided us with valuable feedback on the presented proposals. We were pleased to receive a great deal of support totalling 234 responses across both proposals, providing us with reassurance that there is significant support for proposals proceed to next stages of this statutory process.
- 3.26 However, it was also concerning that 306 responses (57%) were received across both proposals that were not in favour of the options put forward for consultation. Scrutinising these responses, it would suggest that there are areas on which we should reflect prior to moving to the next stages of this consultation process.
- 3.27 The recommendation formed under 2.2 of this report would enable us to engage in a more in depth consultation, and with National restrictions beginning to lift, enable officers to engage face to face with members of the community prior to determining how the forecasted shortfall in Primary School places within the area should be addressed.

4. OPTIONS APPRAISAL

The consultation document set out 5 options considered prior to arising at the proposals outlined in this report. These were:

- i) Do Nothing and maintain the status quo
- ii) Increase the capacity of 1 school in the town to 315, and increase of 105 school places across the town
- iii) Increase the capacity of 2 schools in the town to 315, and increase of 210 school places across the town

- iv) Increase the capacity of 1 school in the town to 420, and increase of 210 school places across the town
- v) Increase the capacity of 2 schools in the town to 280, and increase of 140 school places across the town

Option 5 was considered to be the preferred option for consultation, which we proposed to deliver through increasing the capacity at Archbishop Rowan Williams and Dewstow Primary Schools.

The feedback received during the consultation stage of this process will be used for inform the proposed next stage of consultation as recommended under 2.2 of this report.

5. REASONS:

The Council has a responsibility as part of the School Standards and Organisation (Wales) Act 2013 to consult with appropriate stakeholders when giving consideration to any significant school reorganisation proposals.

The Council has consulted on proposals to increase the capacity of Archbishop Rowan Williams and Dewstow Primary Schools, however, the feedback received from the consultation undertaken between 18th January and 2nd March 2021 would suggest that there are benefits in re-entering into a further stage of consultation where face to face engagement events can operate

6. RESOURCE IMPLICATIONS:

The Council has been successful in securing section 106 education contributions to invest in the supply of school places within the town, ensuring our future provision is sufficient to meet demand.

The table below details the funding that has been secured by the Council to support these proposals:

Development name	No of Dwellings	Secured S106 Claim
Sudbrook Shipyard	46	0
Sudbrook Papermill	212	439,286
Crick Road	285	811,078
Church Road	130	345,140
Total	673	1,595,504

The costs associated with the extension of Archbishop Rowan Williams CIW Primary and Dewstow Primary Schools is estimated to be in the region of £1,150,500 (build costs), allowing a contingency of approximately £445,004 to invest in the external areas of the school sites, which will be required to support an increase in School capacity.

The above costings would need to be reviewed in any next stages of consultation taken forward during the Autumn term 2021, reflecting the increase in construction costs that have become apparent since the global pandemic.

7. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):

A copy of this document as approved during the initial stage of this consultation process is attached.

This will be reviewed and updated in readiness for any future consultation during the Autumn term 2021 as per recommendation 2.2.

8. CONSULTEES:

CYP DMT

9. BACKGROUND PAPERS:

Welsh Government School Admission Code 2013
School Organisation Code (2013)

10. AUTHOR:

Matt Jones, Access Unit Manager

11. CONTACT DETAILS:

Tel: 01633 644585

E-mail: matthewdjones@monmouthshire.gov.uk

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Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

<p>Name of the Officer Matt Jones</p> <p>Phone no: 01633 644585 E-mail: matthewdjones@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>To enter into a consultation that proposes to increase the number of school places in Caldicot Town.</p>
<p>Name of Service CYP Access Unit</p>	<p>Date Future Generations Evaluation 23rd November 2020</p>

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NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc

1. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	No Impact	No impact

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	No impact	No impact
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	This review could result in more children being able to attend a school in their community and be able to walk to school rather than being transported	A full consultation will be undertaken with school communities to ensure that any changes that are taken forward are in the best interests of the children and young people of monmouthshire
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Pupils will be supported by their local community, they will remain with their peer group where possible.	No impact
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	Some children could be travelling shorter distances to their allocated school	No impact
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	By remaining in their local communities where possible, pupils will be able to embrace the Welsh culture and heritage.	No impact
A more equal Wales People can fulfil their potential no matter what their background or circumstances	No impact	No impact

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	<p>If children are able to attend a school within the community they are more likely to continue their education within the county</p>	
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>Passenger Transport Unit will be involved in this review to ensure proposals meet their aims as we move forward. However, its anticipated that there will be a positive financial impact due to providing more local provision</p>	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>An open review will be undertaken that seeks the views of the entire school community prior to implementation.</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Some children and young people have experienced difficulties in obtaining school places within their immediate community. This review has the potential to resolve some if not all of these issues</p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Considering impact on all wellbeing goals together and on other bodies</p>		

3. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link: <http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or alanburkitt@monmouthshire.gov.uk

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Disability	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Gender reassignment	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Marriage or civil partnership	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Pregnancy or maternity	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Race	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Religion or Belief	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Sex	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Sexual Orientation	<i>No impact</i>	<i>No impact</i>	<i>No impact</i>
Welsh Language	<i>No impact</i>	<i>Investment in the buildings at two English Medium schools within the area may impact on the uptake at Ysgol Gymraeg Y Ffin, with has a building condition rating of C</i>	<i>The Local Authority is also investing in Ysgol Gymraeg Y Ffin through means of building an additional classroom and childcare facility on site. Monies has also been assigned to improve the current building to address its current "C" rating. The programme of works does not form part of this report as the changes are not subject to statutory consultation processes</i>

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?

Safeguarding	<i>The review could reduce the number of children and young people attending a school outside of their immediate community and travelling on buses / taxi's too and from school</i>		
Corporate Parenting	<i>No Impact</i>		

5. What evidence and data has informed the development of your proposal?

Data supplied by Health on the number of “live births” within the County.

Data from Planning on number of Housing Developments planned for the immediate coming years.

Current numbers on school rolls and trend analysis.

The above help us to understand the forecasted demand for school places.

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6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress

8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	August 2021.
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VERSION CONTROL: The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1.0	Cabinet.	16 th December 2020.	

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