

**BOROUGH OF BARROW-IN-FURNESS**  
**OVERVIEW AND SCRUTINY COMMITTEE**

Meeting:- Thursday 26th October, 2017  
at 2.00 p.m. (Committee Room No. 4)

**A G E N D A**

**PART ONE**

1. To note any items which the Chairman considers to be of an urgent nature.
2. To receive notice from Members who may wish to move any delegated matter non-delegated and which will be decided by a majority of Members present and voting at the meeting.

3. Admission of Public and Press

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

4. Declarations of Interest

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

5. Apologies for Absence/Attendance of Substitute Members.
6. Confirmation of Minutes of the meeting held on 13th September, 2017 (copy attached).
7. To note the Minutes of the Barrow Market Liaison Committee meetings held on 20th April and 17th August, 2017 (copies attached).
- (D) 8. Waste Working Group.
- (D) 9. Service Performance.

**NOTE (D) – Delegated  
(R) – Referred**

## **Membership of Committee**

Councillors Heath (Chairman)  
Cassidy (Vice-Chairman)  
Gill  
Husband  
McLeavy  
Preston  
Proffitt  
C. Thomson  
M. A. Thomson  
Wall  
Williams.

### **For queries regarding this agenda, please contact:**

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# **BOROUGH OF BARROW IN FURNESS**

## **OVERVIEW AND SCRUTINY COMMITTEE**

Meeting, Wednesday, 13th September, 2017  
at 2.00 p.m.

PRESENT:- Councillors Cassidy (Vice-Chairman), Husband, McLeavy, Proffitt, C. Thomson, M. A. Thomson and Wall.

Officers Present:- John Penfold (Corporate Support Manager), Brooke Parsons (Corporate Support Officer), Sandra Kemsley (Democratic Services Officer) and Paula Westwood (Democratic Services Officer - Member Support).

### **12 – Declarations of Interest**

Councillors McLeavy and M. A. Thomson declared an interest in Agenda Item No. 7 - Waste Working Group (Minute No. 15) as they were appointed to the FCC Partnership Board.

### **13 – Apologies for Absence/Attendance of Substitute Members**

Apologies for absence were received from Councillors Preston and Williams.

### **14 – Minutes**

The Minutes of the meeting held on 13th July, 2017 were taken as read and confirmed.

### **15 – Waste Working Group**

The Corporate Support Manager advised that since that last meeting of this Committee, the Waste Working Group had not met. A meeting had been arranged for 1st August but only one Member had been available and a meeting had been suggested for week commencing 4th September but again only one Member had been available. Members had been requested to attend a meeting of the Waste Working Group which had been arranged to take place on Monday 18th September, 2017 at 10.00 a.m.

The Corporate Support Manager had advised Members that if they had been appointed to the FCC Partnership Board they should not be involved in the Waste Working Group due to a conflict of interest.

### **Recycling Collection**

The recycling tonnages for the first quarter of 2017/18 had been presented as follows:-

<b>Collected</b>		<b>Processed</b>						
Month	Tonnes	Glass	Paper / card	Plastic	Steel cans	Ali cans	Contam.	Total
April	393.54	75.48	84.92	6.4	10.0	3.2	72.67	252.67
May	494.7	106.22	122.54	25.08	16.12	2.2	203.46	475.62
June	464.9	109.48	91.06	3.14	16.6	0	282.74	503.02
<b>Total</b>	<b>1353.14</b>	<b>291.18</b>	<b>298.52</b>	<b>34.62</b>	<b>42.72</b>	<b>5.4</b>	<b>558.87</b>	<b>1231.31</b>
Rejected	38.1							
For processing	1315.04							
Carried over								83.4
<b>Total</b>	<b>1353.14</b>							<b>1314.71</b>

In the first quarter, 1353 tonnes of recycling had been collected, of which 1231 tonnes had been processed through the Material Recovery Facility on Walney Road. Almost 559 tonnes had rejected as contaminates. In addition, 15 wagon loads (38 tonnes) had been rejected due to heavy contamination without processing. 83 tonnes had been carried over to be processed in Quarter 2.

Of the 1315 tonnes of recycling that had been processed, only 672 tonnes (55%) had been recycled, the level of contamination had been 45% and that had been sent for disposal as residual waste.

During the quarter 625 tonnes of garden waste had been composted. The total waste collected was 6,200 tonnes, therefore the percentage of waste recycled or composted was 20.9% which compared to 33% recycled in Quarter 1 of 2016/17.

#### Service failures and complaints

The Committee had been advised that during Quarter 1 there had been a significant increase in the number of service failures and complaints. The increase had been anticipated as changes to methodology for waste collection, street cleansing and garden waste collections had been implemented. Details of the number of service failures and complaints had been presented as follows:-

	<b>Service failures</b>		<b>Complaint</b>	
	2016/17	2017/18	2016/17	2017/18
Quarter 1	269	728	51	123
July	73	286	11	85
August	87	269	26	36

A review of service failures and complaints had indicated that the majority of the complaints had been related to non-delivery of wheeled bins for recycling and the delivery of the subscription based green waste collection.

In July and August, the number of service failures had remained high due to non-collection of recycling containers. A significant number of those non-collections had been due to non-recyclable contamination in the containers and the Council was working with FCC Environment to improve the information given to residents.

He advised the Committee that the number of complaints was now decreasing. Many of the complaints related to not collecting waste on the day stipulated in the calendar following the introduction of the 4-day week as well as non-delivery of containers. Again the Council was working with FCC Environment to ensure that waste was collected on the correct day. He advised that the Council were aware that there was not sufficient resource to deliver all of the containers requested as that resource was being used to recover contaminated recycling bins.

RESOLVED:- To note the report.

The meeting closed at 2.32 p.m.

**BOROUGH OF BARROW-IN-FURNESS**  
**BARROW MARKET LIAISON COMMITTEE**

Meeting: Thursday 20th April, 2017  
at 2.00 p.m. (Law Library)

PRESENT: - Councillors Barlow (Chairman), Gawne and Proffitt.

Traders: - Peter Gott, Owain Miln and Wendy Gunning.

Officers: - Keith Johnson (Assistant Director – Community Services), Paul Smith (Market Supervisor) and Jacqui Armstrong (Market Administration Assistant).

Minute Takers – Keely Fisher (Democratic Services Officer) and Katie Pepper (Democratic and Electoral Services Apprentice).

**43 – Apologies for Absence/Changes in Membership**

Apologies for absence were received from Councillor Pidduck, Suzanne Edgley (Federation of Small Businesses (Furness Branch)) and Chris Hewson (Market Trader).

Councillor Proffitt had replaced Councillor Pidduck for this meeting only.

**44 – Minutes**

The Minutes of the meeting held on 26th January, 2017 were agreed as a correct record.

**45 – Updates Arising from Previous Meeting**

Rent Review and Arbitration Results

Owain Miln reported that all Traders had been given a rent rebate when only half of the Traders had paid towards the £800 costs. All Market Traders benefiting from the arbitration results had generated ill feeling.

Keith Johnson stated that if and when arbitration occurred in the future the Council would confine any results of arbitration to those who had funded it.

Progress on new Indoor Public Toilets

Keith Johnson informed the Committee that he was preparing a capital bid for new indoor public toilets and he was confident that this would be done within this financial year.

Free Parking above the Market after 3.00 pm

Traders informed the Committee that the “free after three” parking had not increased their trade.

Paul Smith felt that the time of the free parking was too late in the day for the Market.

Keith Johnson suggested the addition of five, 15 minute, free parking bays by the gate into the Market, which may increase trade.

The Committee agreed that this was a good idea, and Keith Johnson would take this forward.

### Extra Opening Days

Keith Johnson stated that he would be more than happy to discuss with Traders the possibility of opening an extra day, as discussed previously.

Traders did inform the Committee that the Market had been allowed to open on Good Friday and it had been a good trading day for most.

### Empty Stalls

Paul Smith reported that the number of empty stalls had decreased from 23 to 5 doubles and 1 single since the last meeting and updated the Committee on the new stalls within the Market. He also informed the Committee that the empty stalls were being tidied up.

### Live Entertainment

Traders agreed that there had been issues regarding the volume of live entertainment within the Market.

Paul Smith stated the intercom system had now been reconnected (although not yet tested) and Market staff would soon be able to alter volumes themselves.

Keith Johnson stated that a balance was needed so as not to cause nuisance to traders and shoppers.

RESOLVED: - (i) That the information be noted;

(ii) That if there were to be any future rent reviews and arbitration, the Council would confine any results of the arbitration to those who had funded it; and

(iii) Keith Johnson progress the addition of five, 15 minute parking bays.

## **46 – Traders Issues**

### Voting

Traders requested that when having a vote in the Market, each Trader should receive the number of votes to match the number of stalls they held (i.e. If 2 stalls were merged into 1, that Trader would receive 2 votes)

RESOLVED: - That the number of votes, corresponds to the number of units a trader has on their tenancy agreement, when voting within the Market.

#### **47 – Any Other Business**

The Committee discussed how the Market website had improved and Jacqui Armstrong reported on the 12 month contract taken out with “The Best of Barrow-In-Furness”, which were a professional marketing and advertising company who promoted “buying locally”.

The Committee also discussed the Market’s new Facebook page and how this would benefit Traders.

RESOLVED: - That the information be noted.

#### **48 – Date of Next Meeting**

The next meeting was to be held on Thursday 13th July, 2017 at 2.00 p.m.

The meeting closed at 2.45 p.m.



**BOROUGH OF BARROW-IN-FURNESS**  
**BARROW MARKET LIAISON COMMITTEE**

Meeting: Thursday 17th August, 2017  
at 2.00 p.m. (Law Library)

PRESENT:- Councillors Barlow (Chairman), Gawne and Pidduck.

Traders: - Owain Miln.

Officers: - Phil Huck (Executive Director), Paul Smith (Market Supervisor) and Jacqui Armstrong (Market Administration Assistant).

Minute Takers – Sandra Kemsley (Democratic Services Officer) and Katie Pepper (Democratic and Electoral Services Apprentice).

**49 – Apologies for Absence/Changes in Membership**

Apologies for absence were received from Wendy Gunning (Market Trader), Chris Hewson (Market Trader) and Keith Johnson (Assistant Director – Community Services).

**50 – Minutes**

The Minutes of the meeting held on 20th April, 2017 were agreed as a correct record.

**51 – Updates Arising from Previous Meeting**

Progress on new Indoor Public Toilets

Phil Huck informed the Committee that this was in the programme but wasn't sure on the start date at this moment in time.

Free Parking above the Market after 3.00 p.m.

Owain Miln stated that it was too late in the day for the Market as stalls began to close around that time; however it was doing well for the town.

Phil Huck also informed that it did seem to be working and had a good effect on the stores promoting it.

Extra Opening Days

Owain Miln informed the Committee that the original plans were to open every Thursday during the summer holidays, however this didn't happen. He then stated how he thought the market should be open everyday leading up to Christmas, starting from 1st December.

### Empty Stalls

Paul Smith reported that the number of empty stalls had improved and they had made arrangements for shops such as Heaths and Blackshaws to come into the market and advertise their products on the stalls.

Jacqui Armstrong added that there had been some interest in the empty stalls.

Paul Smith also informed how he had been charging new stall holders a daily rent for a couple of months before they signed their contract.

RESOLVED: - That the information be noted.

### **52 – Traders Issues**

#### Parking Permits

Owain Miln stated that Barrow Borough Council used to issue all Traders with three half hour permits on Stephen Street, but he had not received a parking permit from Cumbria County Council.

The Committee discussed issue's regarding parking.

RESOLVED:- That Phil Huck would contact Cumbria County Council.

#### Christmas Children Carol Singing

Jacqui Armstrong informed the Committee of the arrangements made with Barrow Male Voice Choir to come into the Market at Christmas.

She also added that they have plans to contact the schools when they go back in September.

#### TV Advert – Jingle One

Owain Miln informed the Committee of the complaints he had received about the TV located outside his stall that played sound.

Paul Smith suggested he could ask for the volume to be turned off.

RESOLVED: - That Paul Smith would request for the volume on the TV to be turned off.

### **53 – Any Other Business**

#### Coach Trips to Barrow Market

Jacqui Armstrong suggested the idea of encouraging coach trips to Barrow Market, However they were unsure how to organise this.

## Events

Jacqui Armstrong informed the Committee that the Owl Sanctuary had been coming into the market once a month; this had become popular with adults and children. She mentioned other events which had taken place such as 'Knockout Wrestling' and 'Royal British Legion Riders Branch' who had come into the market.

She also added that they had been creating events on Barrow Markets Facebook and sharing them to South Lakeland's page.

Owain Miln added that the numbers in the market do increase when an event is being held.

RESOLVED: - That the information be noted.

### **54 – Date of Next Meeting**

The next meeting was to be held on Thursday 12th October, 2017 at 10.00 a.m.

The meeting closed at 3.10 p.m.

<b>OVERVIEW AND SCRUTINY COMMITTEE</b>		<b>Part One (D) Agenda Item 8</b>
<b>Date of Meeting:</b>	<b>26th October, 2017</b>	
<b>Reporting Officer:</b>	<b>Corporate Support Manager</b>	
<p><b>Title: Waste Working Group</b></p> <p><b>Summary and Conclusions:</b></p> <p>To provide Members with an update from the Waste Working Group.</p> <p><b>Recommendation:</b></p> <p>Members are invited to consider the information and agree how to progress this review.</p>		

## **Report**

### **Work Group meetings:**

Since the last meeting of this committee the work group has met on two occasions and members of the group have been provided with contractual information relating to FCC Environment's contractual commitment. Having reviewed the documentation members of the group are satisfied the contract forms a good basis for delivering a satisfactory waste collection and street cleansing service.

Members of the group were also provided with a comprehensive list of reported service failures for the two months which followed the "settling in" period at the start of the contract. Having reviewed the list, members of the group agreed that there appears to be gaps between the contracted service and delivered service. They agreed that communication between the Contractor and the Council needs to be strengthened to allow Council Officers to resolve issues and deal with incidents of non-compliance. They agreed that improving communication and data sharing should be a key focus of the scrutiny review.

Members also reviewed a list of reported service failures in September and agreed that although there was significant improvement in complaints relating to missed bins and container delivery there were still unacceptable issues relating to the timely collection of fly-tips and the service provided to residents on the assisted list.

### **Recycling Collection:**

The recycling tonnage for July and August was reviewed and concerns were raised regarding the continuing amount of material that was being rejected due to contamination

FCC Environment has since made adjustments to the processing methodology and the initial outputs indicate that more of the contamination is being removed during the picking process. This is encouraging but members of the group believe that we need to improve monitoring of material prior to collection to improve the quality and quantity of recycled waste.

The group agreed that more robust procedures and supervision of the collection operation would strengthen this and feel that it would be beneficial to have a process map of the collection and picking operations to fully understand how they work.

The work group is scheduled to meet on 24th October and I will table an update at this Scrutiny meeting.

#### Background Papers

Nil.

<b>OVERVIEW AND SCRUTINY COMMITTEE</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 26th October, 2017</b>	
<b>Reporting Officer: Corporate Support Assistant</b>	
<p><b>Title: Service Performance</b></p> <p><b>Summary and Conclusions:</b></p> <p>To provide Members with the Service Performance data for the period ended 30th June, 2017.</p> <p><b>Recommendation:</b></p> <p>To note the information.</p>	

### Report

The service performance indicators are set out in the following tables; the indicators have been split between those monitored against annual targets (Table 1) and those which are reported as outputs, these are monitored but targets are not appropriate (Table 2).

The Quarter 1 performance against the indicators with targets are presented in Table 1:-

**Table 1**

<b>2016-2017</b>	<b>Indicator</b>	<b>Target</b>	<b>2017-2018</b>
15.2 days 15.5 days 5.2 days 3.7 days	Average time to process: <ul style="list-style-type: none"> <li>new housing benefit claims</li> <li>new council tax support claims</li> <li>changes to housing benefit claims</li> <li>changes to council tax support claims</li> </ul>	14 days 14 days 6 days 6 days	10.5 days 10.6 days 3.5 days 4.2 days
90.5%	Percentage of local land charge searches completed in 5 working days	98%	96.3%
28.87%	Percentage collected: <ul style="list-style-type: none"> <li>council tax</li> <li>business rates</li> </ul>	96.8% 98.6%	29.8% 31.9%
86.6% 80.0%	Percentage of planning applications processed: <ul style="list-style-type: none"> <li>major applications in 13 weeks</li> <li>other applications in 8 weeks</li> </ul>	60% 80%	60.0% 46.9%

The local land charge searches is below the target figure as during April the service experienced delays from Cumbria County Council in responding to search requests for Highways questions. The target for the year has been set at 98% rather than

100% in previous years due to the impact this has on the service delivery; as far as possible the service minimises the impact from Highways delays to the customer.

The planning 'other' applications performance is being investigated.

The Quarter 1 performance for the other outputs is presented in Table 2:-

**Table 2**

<b>2016-2017</b>	<b>Indicator</b>	<b>2017-2018</b>
66,927	Park Leisure Centre activity numbers	69,949
15,910	Dock Museum visitor numbers	16,826
14,443	The Forum ticket sales	13,337
£136,967	Income from pay and display ticket sales	£131,142
1.78 days	Average days sickness per employee	2.9 days
9	Right to buy sales	6
32.96%	Average household recycling	31.29%
11	Disabled facilities grants awarded	13

Management Board and the Human Resources Department are reviewing the increase in the average days of sickness in order to determine any further mitigation that can be implemented.

The household recycling figure of 31.29% is the collection rate, the processed or non-contaminated recycling figure was 20.29%; 643 tonnes of material presented for recycling was contaminated and waste disposal costs are subsequently incurred. I am advised that performance has improved in later months, but there will be a budget impact on the General Fund which is currently being estimated.

#### **Background Papers**

Nil.