

BOROUGH OF BARROW-IN-FURNESS
OVERVIEW AND SCRUTINY COMMITTEE

Meeting:- Wednesday 14th March, 2018
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 1st February, 2018 (copy attached).
- (D) 7. Pay and Regrading Review.
- (D) 8. Performance Information.
- (D) 9. Waste Working Group.

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

Membership of Committee

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

For queries regarding this agenda, please contact:

Paula Westwood
Democratic Services Officer (Member Support)
Tel: 01229 876322
Email: pwestwood@barrowbc.gov.uk

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BOROUGH OF BARROW IN FURNESS

OVERVIEW AND SCRUTINY COMMITTEE

Meeting, Thursday 1st February, 2018
at 2.00 p.m.

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

Officers Present:- John Penfold (Corporate Support Manager), Brooke Parsons (Corporate Support Officer), Paula Westwood (Democratic Services Officer - Member Support) and Katie Pepper (Democratic and Electoral Services Apprentice).

26 – Apologies for Absence/Attendance of Substitute Members

Apologies for absence were received from Councillors Heath and Williams.

Councillor Sweeney had attended as a substitute for Councillor Williams.

27 – Minutes

The Minutes of the meeting held on 6th December, 2017 were taken as read and confirmed.

28 – Minutes of the Barrow Market Liaison Committee

The Minutes of the Barrow Market Liaison Committee meeting held on 12th October, 2017 had been submitted for information and duly noted.

29 – Waste Working Group

The Corporate Support Manager submitted a report providing Members with an update from the Waste Working Group.

He advised that Members of the Group had been provided with an update of the output from adjustments to the processing methodology and the initial outputs had indicated that more of the contamination was being removed during the picking process which had resulted in a substantial reduction in the amount of contamination, however, contamination remained at 39%.

He reported on the Quarter 3 recycling statistics in comparison with the same period last year as follows:-

Q3 Recycling Statistics (Tonnages)

Waste Type	2017/18	2016/17
Dry Mixed Recycling collected in the first 3 Quarters of the year	3680	3317
Paper/Card	989	1107
Plastic	147	675
Cans	139	280
Contaminates	1505	257
Glass	900	1155

He also advised that the Work Group had met with FCC Management on 15th January where questions had been raised based on identified service failures. Details of the questions asked along with the responses received from FCC had been tabled at the meeting as follows:-

Residents on assisted list having collections missed.

Providing support for Residents on the assisted list was important for Elected Members. In Quarter 3 last year, more than 10% of service failures reported had been from people on the assisted list whose bins had been missed.

Do you monitor reported missed bins from Residents on assisted list?	FCC informed Members that they had not received a definitive assisted list from the Council until January 2018. FCC provided notes from waste client meeting where a list had been requested. Subsequently Streetcare Officers provided evidence that a list had been sent in October.
Do you check that the address is on the list?	No response because of initial response to question 1 (above).
Do you discuss these missed bins with the crew?	No response because of initial response to question 1 (above).
Do you have recent evidence of this happening?	No response because of initial response to question 1 (above).

General missed bins

Not having their waste collected was a key issue for Residents. In Quarter 3 last year, more than 20% of service failures reported had been from people who stated that they had reported a missed bin and it hadn't been collected. This figure was 11% of all missed bins reported.

Are crews aware of the timescale for returning for a missed bin?	Yes part of on-going training and monitoring.
Is the current time scale workable?	Yes as agreed in the Contract.
How do you check that crew have returned to collect a reported missed bin?	Using the whitespace software package, FCC could check if legitimate missed bin and instruct crew to return.
Do you monitor the number of bins missed by each crew?	This would be done using whitespace.
Do you have recent evidence of that happening?	Whitespace data was still emerging in Barrow. Evidence of its effectiveness in South Ribble had been provided.

Contamination

Contaminated recycling continued to be a major concern for the Council. Although we have seen some improvement, the contamination figures were still too high and the improvements weren't always being sustained. We need to work together to resolve that and we need an intelligence based response.

Do you have a procedure for dealing with contamination?	As detailed in the method statement.
Do you record that crew members have read the procedure?	Yes.
Are contaminated bins recorded on whitespace?	This started in December.
Do you have recent evidence of that happening?	Whitespace data was still emerging in Barrow. Evidence of its effectiveness in South Ribble had been provided.
Do you check that crews have a plentiful supply of contamination stickers?	There was a shortage of stickers in the early part of the contract because the number of contaminated bins was significantly greater than anticipated.
Do supervisors check samples of contaminated bins in real time to understand what the issues are?	Photographs of the different types of contamination had been provided at the meeting. It was commented that the major issue was Residents putting their recycling in plastic bags.
Is there a formal process for reporting heavily contaminated areas to Streetcare?	Yes when load is heavily contaminated photographs are emailed to the Streetcare team.
Do you have recent evidence of that happening?	Recent photographs had been provided.
Is there a procedure for dealing with contaminated loads?	There procedure was to remove as much contamination as possible during multiple passes on the picking line. This had been effective in reducing contamination from 50% to 30%.

Service failure

Do you monitor reports of service failure reported against each crew?	Repeat service failures were monitored and the Supervisor rota had been adjusted to provide better coverage.
Do you discuss service performance with crews?	Service performance was discussed at routine briefings and at special briefings if there was a significant issue.
Do you discuss service performance with Streetcare?	Service performance was discussed at monthly client / contractor meetings.
Do you have recent evidence of that happening?	Minutes from the meetings.

It had been suggested that a site visit be arranged to FCC on two separate dates and that the opportunity be offered to all Members.

RESOLVED:- (i) To note the information; and

(ii) To request the Corporate Support Manager to organise a site visit to FCC.

The meeting closed at 2.37 p.m.

OVERVIEW AND SCRUTINY COMMITTEE		<u>Part One</u> (D) Agenda Item 7
Date of Meeting:	14th March, 2018	
Reporting Officer:	Corporate Support Manager	
<p>Title: Pay and Regrading Review</p> <p>Summary and Conclusions:</p> <p>To make Members aware that the Executive Committee may request that this Committee reviews the Council's pay and regrading arrangements.</p> <p>Recommendation:</p> <p>Members are invited to consider the request from the Executive Committee and determine whether to undertake this review.</p>		

Report

A report on pay and regrading will be presented to the Executive Committee at their meeting on 7th March. If the Executive Committee accepts the recommendation (below) Members of this Committee should determine whether to undertake this review.

Recommendation to the Executive Committee:-

To recommend the Council that a moratorium is placed on all applications for regradings received after 27th February, 2018 pending a review by the Overview and Scrutiny Committee of the existing policy and procedure.

Background Papers

Nil.

OVERVIEW AND SCRUTINY COMMITTEE	(D) Agenda Item 8
Date of Meeting: 14th March, 2018	
Reporting Officer: Corporate Support Manager	
<p>Title: Performance Information</p> <p>Summary and Conclusions:</p> <p>To provide Members with an update of the Council's performance information.</p> <p>Recommendation:</p> <p>Members are invited to consider the information.</p>	

Report

The Council's service performance information will be presented to the Executive Committee at their meeting on 7th March. The information is presented below for consideration by this Committee.

Service Performance

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

2016-2017	Indicator	Target	2017-2018
13.8 days	Average time to process: new housing benefit claims	14 days	10.5 days
14.0 days	new council tax support claims	14 days	10.6 days
5.5 days	changes to housing benefit claims	6 days	4.5 days
4.3 days	changes to council tax support claims	6 days	5.2 days
92.5%	Percentage of local land charge searches completed in 5 working days	98%	98.5%

82.21% 87.16%	Percentage collected: council tax business rates	96.8% 98.6%	82.99% 80.07%
63% 72%	Percentage of planning applications processed: major applications in 13 weeks other applications in 8 weeks	60% 80%	42% 64%

For business rate collection; two of the largest ratepayers paid their full accounts by December in 2016-2017 and this year up to March 2018.

The major planning applications performance has reduced from Quarter 2 which was 50% and the other planning applications performance has improved from the Quarter 2 which was 55%. Service performance is being monitored by Management.

2016-2017	Indicator	2017-2018
204,370	Park Leisure Centre activity numbers	202,474
47,775	Dock Museum visitor numbers	47,204
26,982	The Forum ticket sales	27,757
£439,396	Income from pay and display ticket sales	£426,749
5.96 days	Average days of sickness per employee	8.63 days
	Average days of long term sickness per employee	6.64 days
	Average days of short term sickness per employee	1.99 days
27%	Average household recycling	30%
39	Disabled facilities grants awarded	59
27%	Average household recycling	30%

The pay and display income for January 2018 is £6k higher than the previous year.

The HR Department and Management Board continue to monitor the sickness absence action plan.

Household recycling is higher than the previous year but contamination remains higher than the previous year.

Background Papers

Nil

OVERVIEW AND SCRUTINY COMMITTEE		<u>Part One</u> (D) Agenda Item 9
Date of Meeting:	14th March, 2018	
Reporting Officer:	Corporate Support Manager	
<p>Title: Waste Working Group</p> <p>Summary and Conclusions:</p> <p>To Provide Members with an update from the Waste Working Group.</p> <p>Recommendation:</p> <p>Members are invited to consider the information and agree how to progress this review.</p>		

Report

Members of the Work Group visited the FCC Materials Recovery Facility to observe the sorting process. The visits were very informative as Members can now appreciate the different type and the volume of contamination that is being collected and how that makes it difficult to segregate the recycled materials.

It is clear that although good progress has been made to recover the recycled materials there is a significant issue with residents placing contamination in the recycling bins and further improvement is required in the collection and sorting processes.

Members who visited the MRF will discuss their observations and these issues at this meeting.

Background Papers

Nil