

**Community and Corporate Organisation Policy
& Scrutiny Panel
Tuesday, 11th July 2017**

held at the Town Hall, Weston-super-Mare, Somerset.

Meeting Commenced: 2.30 pm

Meeting Concluded: 4.35pm

Councillors:

P Terry Porter (Chairman)

P Sarah Codling (Vice-Chairman)

P Peter Burden
James Clayton

P Bob Garner

P John Ley-Morgan

P Jerry O'Brien

P Mark Canniford

P Peter Crew

A Colin Hall

P Richard Nightingale

A David Oyns

P: Present

A: Apologies for absence submitted

Other Councillors in attendance: Robert Cleland, David Jolley, Dawn Payne

Officers in attendance: Nicholas Brain, Philippa Penney, Mike Riggall, Samantha Usher, Kieran Warren, Jo White, Lynsey Wilson (Corporate Services), Mandy Bishop, Colin Russell (Development & Environment)

Others in attendance: Brian Ashby, Biffa Regional Manager

CCO Declarations of Interest by Members (Agenda Item 3)

1

None

CCO Minutes of the Meeting held on the 14th March 2017 (Agenda Item 4)

2

Resolved: that the minutes of the meeting be approved as a correct record.

CCO 3 General Data Protection Regulation (Agenda Item 6)

The Strategic ICT Client Manager presented the report summarising the changes to data protection legislation being introduced through the General Data Protection Regulation (GDPR) that will come to effect in May 2018. The report outlined the progress being made by the authority in preparing for the implementation of this legislation.

Members may be affected by the changes in any of three areas i.e.

1. as a Member of Council – covered by the Council's Data Protection Registration (DPR) as the Council remains the data controller;
2. in the political context, such as party campaigning and elections – covered by the relevant political party;
3. as a Ward Councillor – advised to have individual DPR for this circumstance, ideally to keep ward information separate by way of separate file or device.

Members discussed the general advice of ceasing to retain information that is no longer required, where there is no duty to retain.

Concluded: that the Panel noted the progress being made by the authority in preparing for the implementation of new data protection legislation in May 2018, and agreed to use the Members' ICT Steering Group as to develop a guidance pack and training for Members to ensure that they were fully aware of how their own information management responsibilities will change.

CCO 4 Waste Services Contract (Agenda Item 7)

The Recycling and Waste Services Manager presented the Waste Services Contract report. Brian Ashby, Regional Services Manager for Biffa was also to present the recovery plan in place to address the issues arising during the early stages of contract implementation.

The plan included extra supervisory resources focusing on smaller teams, and also the use of additional temporary vehicles. A review of the routes taken by crews would take place only once Biffa were fully satisfied that a consistent and confident service had been achieved.

Members who had already attended a visit to the waste depot thanked staff for an excellent and informative session. It was agreed that further sessions would be made available to Members, including an opportunity to go out with the crews in their own wards.

Concluded: that the Panel considered the issues highlighted in the report and were reassured by the work being carried out by the waste team and Biffa to ensure the new recycling and waste contract performs to the high levels expected.

CCO Council Connect (Agenda Item 8)

5

The Customer Services and Business Support Officer presented an overview of current performance, including matters such as the impact of the waste contract, and the overall abandonment rate. A copy of the presentation is filed in the minute book.

A short term improvement plan had been implemented, particularly regarding the waste contract issues, engaging additional customer services staff and focusing on a digital improvement plan.

Members discussed general issues that they had either experienced themselves or had been reported to them. These included: not being able to reach the correct officer/team; delay resulting from repeated automated messages; being passed between high numbers of operatives; the call failing to be answered at all. Members were requested to report these issues as they arose to enable them to be addressed as a priority.

Members asked for more information on the following:

1. The indicators measured within the contract and the performance against those measures - performance information should include both before and after the impact of the new waste and recycling contract. Members could then identify any specific areas of concern for further investigation;
2. The qualitative, not merely quantitative, measures in place to aid contract performance;
3. The training programme undertaken by contact centre staff;
4. The process for recording and assessing waiting times, including use of the 888888 telephone number, the interactive voice response (IVR) system, the contact centre, and the future use of an online-chat facility.

Concluded: that Panel Members receive the additional information as outlined in the preamble above in order to identify any areas necessary for further investigation.

CCO Overview of Field Officer activity (Agenda Item 9)

6

The Assistant Director of Development and Environment presented the early considerations of the review of field activity service provision, a copy of which is filed in the minute book. The review was at the pre-project stage, and would engage with officer teams across a whole range of council services, including: Area Officers, Community Response, Licensing, Environmental Protection and Planning Enforcement.

The aim was to improve understanding of field functions, how they were delivered using relevant intelligence data, and any efficiency opportunities. The project would consider activity associated with geographical areas, buildings and environment, as well as activity involving face to face engagement with residents.

Members discussed the opportunities arising from this project and the future of services being delivered within our communities. Members welcomed the opportunity to be engaged from the outset and to consider those services most valued within their wards and communities.

Concluded: that the review be added to the Panel's work plan

CCO **The Panel's Work Plan (Agenda Item 10)**
7

Members discussed the work plan, as presented by the Scrutiny Specialist Practitioner. Two items for further consideration at the next meeting were identified as:

- Progress with the Winter Gardens development by Weston College; and
- Registrars Service annual report and progress on implementation of new arrangements with Somerset County Council.

Concluded: that the work plan be received and updated as agreed.

Chairman
