

Minutes

of the Meeting of the

Community and Corporate Organisation Policy & Scrutiny Panel

Tuesday, 9th October 2018

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)

- Peter Burden

- James Clayton

P Bob Garner

P John Ley-Morgan

A Jerry O'Brien

P Ann Harley (substitute for Richard
Nightingale)

P Mark Canniford

- Peter Crew

- Colin Hall

A Richard Nightingale

- David Oyns

P: Present

A: Apologies for absence submitted

Officers in attendance: Nicholas Brain, Louise Branch, Jo Mercer, Philippa Penney (Corporate Services), Sioux Isherwood, Dee Mawn, Colin Russell (Development and Environment), Rob Liddell (Agilisys)

Also in attendance: Hugo Jacobs, Biffa Business Manager

CCO 9 Declarations of Disclosable Pecuniary Interest (Agenda item 3)

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None

CCO 10 Minutes of the Meeting held on 19th June 2018 (Agenda item 4)

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

CCO 11 Recycling and Waste Services Contract (Agenda item 6)

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The Recycling and Waste Service Manager presented the report detailing the overall performance of the contract to date and providing a summary of

the West of England joint procurement for a non-landfill residual waste contract post 1st April 2020.

The contract had delivered a mixed service, with the planned reroute taking longer to settle in than had been anticipated. There were several exacerbating factors including the period of particularly hot weather, and the M5 motorway closure. Biffa had also endured a high level of staff turnover including senior positions. Members were pleased to note improvements to service delivery as evidenced in the service reports. Mitigation plans were in place in preparation for Christmas and the anticipated poor weather. Focus was on maximising kerbside separation and greater messaging to highlight this.

In response to a question it was confirmed that there had not been a recent increase in fly-tipping but that activity had increased at the Household Waste Recycling Centres.

Members discussed the option of keeping a small supply of recycling boxes so that they could give them directly to enquiring residents.

Concluded: that the Panel received the report which provided: an update on the recycling and waste contract which had been in operation for 18 months and had a major re-route in June of this year, and; provided a summary of the West of England joint procurement for a non-landfill residual waste contract post 1 April 2020.

CCO 12 Council Connect update (Agenda item 7)

The Agilisys Customer Services Director South West presented the report on behalf of the Customer Services Manager, setting out the position regarding the migration of the new telephony platform. The platform implemented new functionality including call back and call wait time, both of which were to be tested by a trial arrangement.

Members requested that the full telephone numbers for officers be accessible on their iPads rather than just the shorter extension being currently displayed.

Concluded: that the Panel considered the information regarding Council Connect and requested telephone numbers for officers were available on Members' iPads in full.

CCO 13 Website and self-service (digital) services (Agenda item 8)

Due to officer sickness, it was agreed that this item be deferred to the next Panel meeting.

Concluded: that this item be deferred to the next Panel meeting.

CCO 14 Tackling Anti-social Behaviour – an update on Public Space Protection Orders, Community Response and other ASB tools and powers (Agenda item 9)

Subsequent to the report being published, a decision had been taken to move the Community Response team to become part of the Community Safety team due to the strong links with ASB and CCTV already within that team. A triage system had been put in place to ensure that the Community Response team only addressed work within their remit and that other issues were forwarded to the relevant responsible areas.

The first successful prosecution had been achieved following a PSPO notice issued for littering (cigarette butt), and was subject to a press release and publicity to raise public awareness. Dog fouling was also being treated very seriously, particularly in cases of repeat offending.

A new ASB app was due to be launched for a trial period, and Members requested that the link to the app be emailed to them.

Concluded: that the Panel received the update on Public Space Protection Orders (PSPOs), Community Response and associated ASB tools and powers across North Somerset

CCO 15 Domestic Abuse update (Agenda item 10)

The Domestic Abuse Co-ordinator presented the report providing any update on the successful implementation to date of the objectives. Domestic abuse was a difficult crime to analyse due to the reliance on reporting. It was a multi-agency issue which impacted on many agencies, and was reported regularly to the People and Communities Board.

There had been a big increase in reporting to the Police which was attributed to HMIC consistency in categorisation and also raised awareness regarding reporting. Whilst this was to be heralded, it placed a significant resource implication on each of the support agencies concerned.

It was explained that support provided varied according to the specific abuse characteristics. It was agreed that the CYPs Panel should consider further detail of the support services provided. The Domestic Abuse handbook was in the process of being updated and would be circulated to Members once done, as would the pocket guide.

Concluded: that the Panel:

1. Noted the updates on the successful implementation of domestic abuse strategy objectives set out in this report;
2. Noted the significant increase in reporting and referral rates of domestic abuse alongside an increase in the complexity of cases and the implications of these trends for service provision in North Somerset, and

3. Considered and provided feedback on future priorities and planned actions for continuing to respond to domestic abuse in North Somerset

CCO 16 The Panel's Work Plan (Agenda item 11)

The Specialist Scrutiny Practitioner presented the work plan for discussion, and highlighted the following matters:

- The future arrangements for the current Parks and Street Scene contract were discussed at the most recent waste steering group meeting. An options report was being presented to Council on 13th November, and a CCO led session for all members will be arranged following that;
- Progress with the Community Access Review will be reported to Panel in January with an update from the Libraries Manager in the meantime as follows:
 - Property – with co-location of 3 libraries and children's centres
 - Technology – to allow public access to library premises without staff present. This was proving more popular in some areas than others at this early stage
 - Staffing – this was a work in progress with significant changes to concentrate staff hours to fit the need of the service whilst providing greater resilience to mitigate instances of unplanned staff absence
 - Phase 2 – was reflected in the MTFP 2018-2020, focusing on Long Ashton, Nailsea and Clevedon libraries

The Chairman referred to the review of Outside Bodies, which CCO was leading on at the request of Council, to be added to the work plan.

The meeting with representatives from the Office of the Police and Crime Commissioner and also Avon and Somerset Police had taken place on 28th September. Further information from this session and the presentation was being circulated to all Councillors.

Members discussed finance and asset monitoring and requested that the panel have an overall view of financial management and monitoring. This would include property and business purchases, and it was agreed to add longer term format of asset management on a commercial basis to the work plan.

Concluded: that the Panel's work plan be agreed and updated accordingly.

Chairman
