

Minutes

of the Virtual Meeting of

The Community and Corporate Organisation Policy and Scrutiny Panel Thursday, 4 March 2021

Meeting Commenced: 2.00 pm

Meeting Concluded: 4:35 pm

Councillors:

Steve Bridger (Chairman)
Gill Bute
John Cato
Peter Crew
Huw James
John Ley-Morgan
Robert Payne
Terry Porter
Stuart Treadaway

Apologies: Councillor Stuart McQuillan (Vice Chairman).

Absent: Councillors James Clayton and Mark Crosby.

Also in attendance: Councillor Bridget Petty.

Officers in attendance: Michele Chesterman (Democratic and Electoral Services Officer), Philippa Penney (Electoral Services and Scrutiny Manager), Lorraine Bush (Policy & Partnership Development Officer), Christopher Clarke (Waste Minimisation and Enforcement Team Leader), Gemma Dando (Assistant Director - Neighbourhood Management), John Flannigan (Community and Environment Service Manager), Lizzie Shepherd (Waste Minimisation Officer), Ayesha Tinsley (Digital Apprentice), Colin Medus (Head of Transport and Infrastructure) and Colin Russell (Service Manager, Recycling and Waste).

CCO Chairman's Welcome

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The Chairman welcomed everyone to this virtual Community and Corporate Organisation Policy and Scrutiny Panel Meeting.

He explained the procedures to be followed at the meeting and confirmed and explained that proceedings would have the same standing and validity as if they had taken place at a physical meeting of the Community and Corporate Organisation Policy and Scrutiny Panel in the Town Hall.

At the invitation of the Chairman a roll call was taken of the panel members by Democratic Services for the benefit of those in attendance and members of the public watching online.

CCO 18 Declaration of Disclosable Pecuniary Interest (Standing Order 37) (Agenda item 3)

None

CCO 19 Minutes (Agenda item 4)

Resolved: that the minutes of meeting held on 12 November 2020 be approved as a correct record.

CCO 20 Matters referred by Council, the Executive, other Committees and Panels (if any) (Agenda item 5)

The Chairman notified members that he would be submitting a report to Full Council on 20 April 2021 on the work of the CCO Panel. There had been a number of working group meetings convened which concentrated on small focused areas of work, particularly waste with the launch of the new LACO (wef from 27 March 2021).

The Chairman had prepared a response to a question raised by Cllr Charles at Council on 20 January 2021 in relation to local democracy and community engagement which would be circulated to all members in due course.

At the Council meeting on 23 February 2021 concerns were raised regarding the ongoing underfunding of the police service in North Somerset with crime becoming a significant problem in some areas. It was acknowledged that ongoing efforts were needed to secure fair funding and to ensure that the needs of the area were met.

An All Member CCO session had taken place with the Chief Constable, Andy Marsh and Area Commander for North Somerset, Jess Ashton on 23 November 2020. At the session it had been proposed that the Area Commander be invited to meet with members a couple of times a year to maintain engagement with the police.

At Council on 23 February 2021 Cllr Ley-Morgan had commented in relation to China and the supply chain. It was agreed that the Chairman liaise with Cllr Ley-Morgan to discuss.

Concluded: that panel members considered the above update.

CCO 21 Winter Gardens Community Board Annual Report (Agenda item 8)

Change to Agenda Order

The Chairman agreed a change to agenda order, to consider agenda item 8 next.

The Policy and Partnerships Development Officer presented the report which sought to update elected members on the continued work of the Winter Gardens Community Board which was established as a result of specific clauses in the Legal Transfer Agreement between North Somerset Council and Weston College in early 2016. The annual report of the Board was published in October 2020 and was attached for members' consideration at Appendix 1. Members noted that it was written in the context of the current pandemic demonstrating the impact on business as usual and the approach being considered to enable a sustainable future for the facility.

Board members were scheduled quarterly with actions and work programmes developed between meetings as appropriate. The terms of reference that guided the Board's work required the Council to consider the Community Board's annual report each year. The CCO Panel considered the 2018/19 Annual report at the Panel meeting on 16 July 2019.

Since July 2019 the Community Board had continued to meet quarterly until the pandemic required the closure of the Winter Gardens in March 2020. The last event held at the Winter Gardens was a high-profile BBC Question Time episode one week prior to the first lockdown.

Members were informed that until closure the Community Board continued to work on exploring the establishment of a 'Friends of Weston Winter Gardens' Charity but this had been put on hold as it became apparent that the priority would be to rebuild community usage whilst working towards recovering from the impact of Covid 19. The Business Community Working Group which had previously been very successful was also put on hold to enable it to realign activity with a recovery position.

It was report that the Winter Gardens continued to examine options for re-opening when restrictions were eased but the unpredictability of the pandemic had made this difficult. In the interim, the Ballroom had been used for the performing arts curriculum to allow social distancing and to enable exams to take place in November 2020. Weston College had worked closely with the Council to help develop a lateral flow Covid testing facility at the Winter Gardens for its staff.

To support this recovery period Weston College had undertaken a review of its business operating model. This review mainly related to catering operations and how they could be more sustainable post pandemic.

Experienced consultants with experience in the hospitality sector had been engaged to help with this work and the findings of the review would be considered by the Community Board later in 2021 to see how the implementation of that review could be supported moving forwards. The Policy and Partnerships Development Officer responded to the following questions/comments from members of the Panel (with officer responses in italics):

- Why has the establishment of a 'Friends of the Winter Gardens' Charity been put on hold as it would seem to be an ideal time during the pandemic to establish such a group? – *It was something we were exploring as a Panel to establish. The motivation was that the playhouse had a 'Friends of the Playhouse' so we were looking to see if we could develop something similar and learn from that experience. Unfortunately, at the stage we were developing that initiative, the volunteers required had dispersed and were doing tremendous work in the community and the focus on the winter gardens was not quite as high a profile. It is not that we think it is no longer a good idea but it is a recognition that bringing people together in this climate was quite difficult at the stage we were developing a work programme for it.*
- Just before the pandemic struck Weston Town Council had been in discussions with the Winter Gardens with a view to transferring the BIC to the front of the building. Weston Town Council has 100 volunteers (mainly working in the museum) and discussions involved the volunteers getting engaged in making bookings, checking the public in, selling tickets for events etc. However, these had been put on hold due to the pandemic but hopefully would start again when restrictions were lifted – *that's a terrific alignment of Weston Town Council and the Winter Gardens. It will be tremendous to take forwards as we come of the current situation.*

The Chairman thanked the Policy and Partnerships Development Officer for the report.

Concluded:

- (1) that the panel consider and note the approach taken by the Community Board to support community usage of the Winter Gardens once pandemic restrictions have been lifted.
- (2) that the panel consider and note the Annual report of the Community Board published in the autumn of 2020 (appendix 1) and provided feedback as appropriate.

CCO 22 Green Infrastructure Strategy - Progress Update (Agenda item 6)

The Community and Environment Service Manager presented the report. The Panel was provided with an update on the Council’s consultation exercise for the draft green infrastructure strategy. The Executive agreed to publish a draft green infrastructure strategy for public consultation on 11 February 2021 for the period covering 15 February to 9 April 2021. As the CCO Panel meeting took place in the middle of the consultation exercise it provided a good opportunity to update Members on progress.

Members were made aware of the range of activities in place to promote the consultation as follows:

Consultation Method	Details	Date
Econsult	Open invitation to respond to the consultation	15 February – 9 April 2021
Web page	Dedicated web page for the strategy and link to e consult	Available from 11 February 2021
Citizens Panel	Specific invitation to the Panel	Dates currently being confirmed
E life	Emailed to 43000 individuals	April edition
North Somerset Live	Delivered to all NSC residents	March edition
Town and Parishes	Meetings with all Town and Parishes had been offered	Spoken to Town Councils and two meetings with Parish Councils w/c 8 March 2021
North Somerset Together Network	Specific invitation to the network	15 February – 9 April 2021
Press and Social Media	Press releases and social media post will be carried out	15 February – 9 April 2021
Workshops	2x workshops aimed at specific stakeholders, local volunteer groups with an interest in green infrastructure	10 and 11 March 2021
Posters	QR code on 200 posters in key locations (rights of way, parks and seafronts) to point towards econsult	15 February – 9 April 2021

Some of the consultation responses received to date were shared with members of the panel:

- 123 responses as of 3 March 2021
- One of the questions asked was ‘what do people think is important about the natural environment – 70% identified biodiversity, 45% health and wellbeing (understandable bearing in mind the restrictions under Covid), 39% mentioned climate change. 70% of these respondents visited a green infrastructure daily. It was noted that it would be interesting to see the percentage on this once lockdown had lifted as there had been a lot of interest in outside parks and spaces.
- People were also asked whether they thought the strategy included all the important features – 60% said it did and 60% also said the Council identified the key opportunities.
- 2/3rds of respondents supported the aims and objectives of the strategy.
- Members’ attention was drawn to a couple of quotes received: ‘Great to see this’ and ‘I hope to see this very soon’.

The Panel would be updated in respect of any further analysis of data as the consultation progressed.

The Community and Environment Service Manager responded to the following questions/comments from members of the Panel (with officer responses in italics):

- Portishead Town Council welcomed the strategy. In terms of the consultation session with Town Councils this was very valuable as they were not sure how to engage with it. The community groups were very appreciative of the workshop. Are you collecting demographic data at the end of the process in relation to where people found out about the consultation as this was really useful for the Local Plan? – *There are standard questions that we ask in terms of demographics. I don’t think we asked how they found out about the strategy but we can add that in.*
- In terms of helping to promote the awareness of the consultation, what would you like us to focus on in our communications? – *Generally sharing our objectives and the strategy would be really useful for people to understand. In terms of green infrastructure focus on highlighting the wide-ranging nature of it and how it cuts across all sorts of different area. I think people are becoming more aware of that and it is an important element. Another part of this is volunteering and people helping us and themselves and communities to manage their open spaces.*
- In what ways would you like people to volunteer?– *If people are outside picking up litter or clearing weeds from pavements outside their house would help. There are groups set up across North Somerset that are established and not necessarily just associated with the council that people might want to join.*
- Are there other documents that might support the strategy, for example the

State of Nature report? Being able to communicate the state of nature in North Somerset would be extremely valuable - perhaps a community led project with our support? Are you aware of other areas of the country who, at a local level, publish the state of nature for their districts? (I know the Council does not have a biodiversity target but again I am also aware of you and your team's workload) – *Those sorts of activities are taking place around the country and I will research these and feedback to the panel. One of the issues that needs to be addressed generally is environmental data. Without environmental data it is hard to carry out a state of nature report. What would be good to bring back to the Panel meeting on 11 November 2021 would be the natural capital tool created by the Environment Agency. The tool starts to break down the value of the natural capital assets which is a good starting point to be able to evaluate the state of the natural world. Allied to that is some regional work about phase 1 wildlife data which will give us a better idea about how wildlife is distributed across the area.*

In discussing the Green Infrastructure Strategy members noted that it was a very important piece of work and crucial to many linked Council initiatives. It was also recognised that the Community and Environment Service Manager and his team had not been as well-resourced as other teams.

It was stressed that this area of work was a priority for North Somerset Council being foremost in the corporate plan. The Chairman highlighted the need to investigate how the Panel could better support the work of Council officers in terms of communications and engagement. Members agreed the Community and Environment Service Manager and team provided an excellent service on limited resource and were responsive when there was a problem.

It was agreed that representations be made to the relevant executive member in respect of support for the Community and Environment Service Manager and their team in terms of communications.

The Chairman thanked the Community and Environment Service Manager and team for the report.

Concluded:

- (1) that the Panel consider the update of the green infrastructure strategy consultation;
- (2) that the Panel provide feedback about the green infrastructure strategy;
- (3) that the Panel help to promote awareness of the consultation on the green infrastructure strategy
- (4) that representations be made to the relevant Executive member in respect of support for the Community and Environment Service Manager and his team in terms of communications.

CCO 23 Your Neighbourhood Consultation and Engagement - Update and Actions (Agenda item 7)

The Assistant Director, Neighbourhood Management presented the report on Your Neighbourhood Consultation and Engagement – Update and Actions. It was reported that the CCO Panel received a report at its meeting on 16 July 2020 which contained a summary of the outcomes of the Your Neighbourhood Consultation and Engagement, an overview of the proposed next steps and a discussion about the role of scrutiny in the emerging action plan.

The intention of the Your Neighbourhood work was:-

- To gather quality information about local communities and their neighbourhood services, and use the information to inform the strategic, policy and delivery framework for those services.
- To initiate a new way of working with local councils, local communities, businesses and other stakeholders that was collaborative and which offered opportunities for people to influence what happened in their neighbourhoods.

It was reported that a considerable amount of work had taken place to gather Quality information about local communities and their neighbourhood services using the information to inform the strategic, policy and delivery framework for those services.

The next phase of the Your Neighbourhood work would include continued focussed scrutiny engagement with all of the work areas and would also concentrate on building a new way of working at a more local level – to be developed alongside the unlocking of the Covid restrictions due to take place in 2021.

Members were reminded that the services covered by the Your Neighbourhood work were as follows:-

- **Garden waste** – to help the Council to shape the new garden waste collection service and options for home and community composting;
- **Leisure and sports centres** – to help the council to understand the way North Somerset's leisure and sports centres were currently used and how people would like to see them used in the future;
- **Libraries** – to help the council to understand what was important to people about library services and how it could be ensured that they were fit for the future;
- **Parks and open spaces** – as the Council reviewed the parks and open spaces maintenance contract, to help understand which parks and open spaces people used and how they would like to see them used in the future;
- **Street cleansing** – as the Council reviewed the street cleansing

contract, to help to shape how it would look in the future.

CCO sub groups and focus sessions had been arranged to input into the Action planning for each of the areas covered by the Your Neighbourhood Work as follows:-

Work Area	Scrutiny Role	Actions	Next Steps
Garden Waste	Waste sub group input	<p>Process and engagement for charging for garden waste has been designed.</p> <p>Residents will be notified from early March.</p> <p>Payment system and discounts agreed and in place.</p> <p>Composting support and equipment offer in place.</p>	<p>Implementing charging scheme from 1 April 2021.</p> <p>Develop and expanding composting initiatives and uptake</p>
Leisure and Sports Centres	Leisure Sub group – task and finish group	Leisure strategy written and formally adopted by North Somerset Council Executive – December 2021	<p>Action plan to deliver leisure strategy from March 2021.</p> <p>Engage with local councils and local communities.</p>
Libraries	Libraries focussed scrutiny engagement session	Libraries strategy written and formally adopted by North Somerset Council Executive in February	<p>Action plan to deliver libraries strategy from March 2021.</p> <p>Engage with local councils and local communities.</p>

		2021	
Parks and Open Spaces	Parks and open spaces focussed engagement session	<p>Contract extension agreed with council purchasing some vehicles.</p> <p>Green infrastructure strategy drafted for consultation.</p> <p>Portishead Lake Grounds partnership work underway.</p>	<p>Review of contract for long term solution 2021.</p> <p>Engage with local councils and local communities.</p>
Street Cleansing	Waste Sub Group	<p>Contract extension agreed with council purchasing some vehicles.</p> <p>Additional enforcement support being procured. Waste strategy development underway.</p>	<p>Review of contract for long term solution 2021.</p> <p>Cleansing scrutiny session to be arranged. Waste strategy consultation</p>

Members were informed that just under 2000 people had responded to the consultation.

Since the consultation had closed in May 2020 a number of pieces of work had taken place alongside scrutiny and the Executive

Leisure and Sports Centres

People were asked about the leisure provision they used, whether it was council or non council leisure provision. They were asked what was required in their neighbourhood and how they exercised. Specific questions were asked which helped in the finalisation and formulation of a leisure strategy for North Somerset. The strategy was adopted by the Executive having been through a scrutiny working group a number of times to obtain good scrutiny input.

Members noted that a strategy was in place that set out what the Council intended to do with its leisure provision over the next 16 years (up to 2036). The next steps were to turn the strategy into an action plan with specific actions.

The first step involved liaising with town councils to get an update from them regarding their own plans and views on leisure provision in their area. That information combined with other data from the consultation and work alongside scrutiny would result in the development of an action plan over the next year. The strategy was being developed alongside the Council's asset strategy and the intention was to have a draft action plan with specific projects to take forward in the autumn 2021.

Libraries

Members were informed that a libraries strategy had been developed which identified the service provision and achievements to be delivered through the district's libraries:-

- Education, reading, literacy
- Community engagement and libraries being places in the community where people visited and had social interactions and met their community
- Libraries as places where people got support with skills and employment and boost the local economy
- Health and wellbeing and the role that libraries played in enhancing the health and wellbeing of local communities.

It was reported that the strategy had been adopted at the Executive on 11 February 2021 and the next stages involved developing aspirations into clear time scaled actions to deliver against the strategy. During the development of the libraries strategy there had been an opportunity for town and parish councils to look at the draft strategy and comment on it. It was intended to re-visit local councils and liaise with them about provision in their areas alongside working with councillors, using the information from the consultation and working with some other groups to start developing the strategy towards the end of 2021.

The Assistant Director, Neighbourhood Management, responded to the following questions/comments from members of the Panel (with officer responses in italics):

- We submitted a bid for some government money in relation to leisure along with some other authorities, has there been a response? – *The Council was successful in securing £470,000 of grant funding to support the leisure providers through the various periods of lockdown and to make sure they were able to re-open on 12 April 2021 or beyond to ensure the leisure provision was in place when able to open. We bid slightly more than that and are waiting to hear if there is possibility of getting any more.*

- Would there be consideration given to where the libraries are? In terms of Weston library, for example, it is not necessarily the best place for all residents - *Yes and that is why the action planning work is being done alongside the asset strategy planning work. We want to make sure our facilities are in the right place for people to use them.*
- I was hoping that some of that money could be used to purchase outdoor gym equipment? – *the grant funding money cannot be used for that. The funding criteria was quite specific in that it had to be used to bring our indoor existing leisure facilities back into use after Covid. However, we will certainly include the idea about outdoor gym equipment and similar initiatives. There are ongoing conversations and we can include that in some of the considerations for some of the parks and green spaces work. It would be really interesting if people could respond to the green infrastructure consultation with those sorts of requests because we can use them later. We didn't get a great deal of requests for outdoor gym equipment either in parks or in the leisure consultation but if that is something that people would like then it would be great if people could complete the green infrastructure consultation and include those ideas.*
- Are we on track for Backwell pool to be open in April 2021? I know it had some refurbishments and could you also provide a live update on where we are with Churchill pool? *There is a local working group that we are supporting as a council – The works in Backwell are going well and on track to be completed on or around 12 April 2021. In terms of when the facilities will be re-opened the Council is working with the contractor. As it was shut for some time during Covid instead of people being furloughed people were moved around and others made redundant. The works will be complete but we will need to make sure that it is ready to open and will remain open. If there is any uncertainty with that date there is a chance that it might open slightly later than the others as it takes a while to recruit people but the works are done and it is ready to open.*
- *With Churchill pool the contract was up for renewal in 2021. Due to Covid it was not able to open. We are still working on some options about what happens next for Churchill. One of the original ideas was a community ownership model (perhaps a trust involving the school and some local people). There is a working group in the area who are really involved. At the moment a school even thinking about taking on something like a trust is not the right timing because children have missed so much school and there are so many educational priorities to think about. We are starting to think a little bit wider about what the future options are. We are working closely with the community. We have some really good information coming back from the survey posted by the local community. Some contractors have been approached to see what they could do with the facility if we need to do something different for the next few years. There isn't an obvious solution but we are keen to continue working with the local community and explore every possible option and as usual look at costs and*

investment required.

A discussion took place in relation to a report presented to the CCO Panel on 12 November 2020 by the Customer and Digital Service Manager on the Town Hall Gateway. When the council officers re-opened members of the public would not be able to drop in to reception at the gateway but would need to make an appointment.

Members understood the reasoning behind that but there were a number of concerns. Panel members were interested in being able to explore the potential for a more dispersed federal system so that if people were able to make appointments to speak to someone in a library/community hub closer to where they lived they could do so. It was suggested that with the gateway closing what was needed was to build up the local library services so that people could access services normally only available at the town hall such as applications for blue badges, other council services as required, or book an appointment to see someone. Using a local facility such as the Campus, for example would be beneficial for people instead of having to use public transport to get to the Town Hall.

This could possibly be an informal piece of work with a few interested elected members outside the panel. Members were mindful that there might be opportunities with the library strategy and resulting action plan being aligned to the asset strategy. It was certainly a concern and obviously needed a solution for people who lived in Weston too.

In addition, it was suggested that If job centres could de-centralise and use North Somerset it would be beneficial. Travelling to Clevedon was difficult for a lot of the district's residents when there was a lack of bus infrastructure. It was also suggested that if the libraries' work with digital enablement could continue when lockdown ended this would also be helpful.

The Assistant Director, Neighbourhood Management thanked Members for their comments which were really helpful because they were all aspirations and would be included in the action plan. Members noted that the aim was to get to the point where it was known how the action plan would be delivered and whether there were any cost implications. Already some of the partnerships and conversations were being set up. The action plan would focus specifically on some of those areas because they were all crucial - Libraries as a community hub and libraries as a place to go to get work and employment and skills and access to digital. Scrutiny's involvement as the action plan was being worked through was crucial to ensuring that everything was picked up.

Parks and Open Spaces

Members were provided with an update on the parks and open spaces element of the Your Neighbourhood Consultation. Some of the information gathered as part of the consultation helped to mould some of the content for the Green Infrastructure Strategy which was currently out for consultation. At the Executive on 11 February 2021 the contract extension

for parks and green spaces and street cleansing was approved for 5 years with a 2 -year break clause. North Somerset Environment Company (NSEC) would be taking over the contract with effect from 26 March 2021.

Some of the information gleaned from the Your Neighbourhood Consultation would be used to ensure that moving forwards into the next 2 years of the contract the Council was addressing some of the elements people said they would like to see more of in the contract.

The Assistant Director, Neighbourhood Management responded to the following Members' queries (with officer's responses in italics):-

- There were some good engagement sessions with town and parish councils towards the end of 2021. Parks and open spaces was a common theme throughout a lot of these and there was the potential for communities to shape the community assets rather than the council providing services. Have there been any further conversations with the Policy & Partnerships Service Lead and team in relation to these engagement sessions? – *I regularly liaise with them as we are trying to blend our pieces of work so that we make the most of the contact and local communities. Just before Christmas 2020 we started a piece of work with Portishead on the lake grounds. We are using it as a pilot to see how best the Council and town councils can work together on green spaces in their areas. We are looking at refreshing the plan for the lake grounds through joint visioning and action planning to enable NSC and the town council to be completely aligned about what is best for the green space. Potential models and a proposal for Portishead is being developed around how NSC and Portishead Town Council are going to work together, what the town council might invest in and what NSC is able to provide and potentially invest in. The intention is to use as a model for other areas. It is being done with a small selection of town councillors initially with each reporting back to their respective organisations with the aim of developing some good models of collaborative working for the future.*
- When you are able to widen it out to Portishead district councillors that would be really useful because it is obviously of interest to the community. At the Town Council meeting on Wednesday 3 March 2021 they wondered how third party money (community funding/community support) might be used to add to the money NSC and Portishead Town Council add to their pot? – *We are doing it in a collaborative way at the moment so we have no reports to share but as soon as we do we will. With regards funding the answer is yes, any money added to the pot would be welcome so we can invest in green space. A meeting is taking place w/c 8 March 2021 to see how we can produce some wider updates to keep people informed.*

Garden Waste

The Waste Minimisation Officer provided Members with a presentation on the new

garden waste service. Member were shown the brand that had been created, communication figures were shared and the next steps explained:-

What had Happened so Far

- The Executive Member for Climate Emergency and Environment emailed all councillors and town and parish councils on Thursday 25 February 2021 hopefully answering many of the questions received from residents;
- W/c Monday 1 March some of the managing agents of blocks of flats had also been contacted to share the information more widely with them.
- North Somerset e-life was emailed out on Friday 26 February 2021 with nearly 17000 clicks through to waste pages;
- On Monday 1 March the webpages were published with new service information (including the reduction of the home compost bins from £15 to £10 and the new sign up forms were due to go live);
- On Monday 1 March there were technical difficulties with sign-ups until 3.00 pm. The pages were tested and were mainly working.
- On Wednesday 3 March the council tax information was loaded into the system to offer the correct discount.
- The Contact Centre – Civica pay issue has been resolved (3 March 2021).
- Still receiving a few enquiries with errors occurring with payments mainly incorrect prices showing. The team was working really hard to respond to everyone's queries.
- Improvements had been made to the web page wording following resident and councillor feedback. The Waste Minimisation Officer thanked everyone who had contributed so far and asked members if there were questions they were getting regularly asked they would like to know if the FAQs were not answering those questions in order for them to be updated.

Common Themes in Comments/Enquiries

- Concerns about more fly-tipping
- Bonfires (fly-tipping and garden fires had not been seen to rise in other local authorities that had introduced the charge)
- Generally disagree about an additional charge
- Asking how to get rid of an unwanted waste bin if they choose not to sign up to the service (the intention was not to collect the unwanted bins immediately as the Council did not want to put a resource into collecting a bin from someone who would take their garden waste bin to the recycling centre for a couple of weeks and then potentially change their mind. It would be expensive to collect the bin in to only have to re-deliver

it in a couple of weeks' time. There were a number of different options for how to do this later in the year. Residents would be notified later in the year of the process)

- Questions about how the service will work answered by FAQs
- Issues with payment

By Number

- Sign-ups (as of end of play 3 March 2021) were 3438
- Compost bin orders (since the weekend 27/28 March) – 358 (this compared with 225 in 2019)
- Home composting webpage views 438 (2/3/21)
- Email enquiries to garden waste in box 150 (average 100 a day)
- Garden waste web page views 3358
- My account new container front page views 9043 (some people would have viewed the pages more than once)
- Since Monday 1 March five out of the top ten web pages viewed were related to waste
- Contact centre calls – 394 (Monday) 450 (Tuesday) 716 (Wednesday)

Next Steps – Future Communications and Dates

- w/c 8 March bin hangers on all the garden waste bins for anyone putting out a garden waste for collection as a reminder;
- Middle – end March – confirmation letters and bin permit stickers for bins or tags for bags start to be sent;
- 25 March e life email reminder to sign up with early bird discount;
- 29 March full price early bird discount closed;
- 1 April new service commences – continue to collect all presented garden waste bins throughout April;
- w/c 19 April 'oops' hangers for bins presented but not paid for.

The Waste Minimisation Officer responded to the following queries from members (with officer's responses in italics):

- It is excellent news about the take up of the compost bins. Is there any information being published about the dimensions? – *the dimensions of the compost bin were not published with the leaflet but I do have a template email for residents that includes a photograph and the full specifications of*

the compost bins I will email to you.

- Have all the letters issued to people on the existing scheme now been posted? Also what is the purpose of the permit sticker on the bin and if someone who is signed up but does not stick the permit sticker on their bin will it make a difference? - *The letters were out for printing and ready to be sent from Monday 8 March 2021 and should all be delivered by the end of the week. The purpose of the permit (stickers or tag) is so that the waste crew can clearly, easily and quickly identify which bins have been paid for. The crew will also have the addresses on their in-cab devices on which they can log if the bin is not out for collection or contains the wrong items or accidentally put in the back of a collection vehicle. The device can be used to log all service issues and also contains their route and the bins that they are supposed to be collecting. But we hope that residents will present their permit which confirms they have paid.*
- *In particular we are introducing a chargeable service - residents who already have existing containers can use them. Some people might feel they are not getting a lot for the money we are asking them for. It helps to recognise that they have paid for a service. The enclosed letter with the permit is a good reminder for them about what they can and cannot place within the bin and how to use the service to make the most of it. If a resident pays for the service and chooses not to stick a permit on the bin the crew have the address but there is a risk that the bin may not be collected on the first occasion purely because the crew haven't seen the easily identifiable tag on the bin.*

I received a call today from a resident who was struggling to get through to the call centre in connection with the green bins and green composting bins. I explained that it was probably the high volume of calls and to try again later - *funding is in place for two additional officers for the contact centre with effect from next week (8 March 2021) to help manage the high volume of calls being received which should help.*

Members praised the hard work of the waste team in the promotion of the new service and ensuring there was high quality of information on the website. The team has worked really hard and had taken the feedback from councillors on the FAQ and tone of the letter. It was accepted that there would be some negativity with the introduction of the green waste charge but members also noted conversations with residents who were happy to pay the charge and felt it was good value.

The Chairman thanked officers for their excellent work on the Your Neighbourhood Consultation.

Concluded:

(1) that the Panel receive the report on the Your Neighbourhood Consultation;

(2) that the Panel consider its role in developing and shaping the strategies and service design leading on from the consultation.

CCO Community Safety Presentation

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The Waste Minimisation and Enforcement Team Leader provided Members with a presentation on the new powers for enforcement officers in relation to Public Space Protection Orders (PSPOs). Members were aware that PSPOs were designed to stop individuals or groups committing anti-social behaviour in a public space. A PSPO could include blanket restrictions of requirements or can be targeted against certain behaviour by certain groups at certain times.

The main points raised were as follows:-

- The PSPO review process began in October 2019 and led to the decision by the Executive on 9 September 2020 to renew all the existing orders as they currently stood at the time;
- The review process also identified some additional PSPO requirements which have now been subject to public consultation;
- New and amended orders were signed off by the Council's Executive in February 2021;

Local Authority Support (LAS) were due to start mid to late April/early May.

- The PSPO will be enforced by authorised Council staff and Local Authority Support Staff (12 month trial) who will help the Authority take robust action on many of the offences covered by the PSPO:-
 - Littering
 - Dog fouling
 - Not having means to pick up (not having a dog bag)
 - Dog exclusion area and dogs on lead
 - Urination/Defecation
 - Driving a vehicle (including bicycles) in a manner likely to cause distress
- LAS officers will undertake regular patrols of problem areas (seafront, town centres, visitor attractions);
- Some offences will be zero tolerance such as littering, dog fouling, urination/defecation etc: for these offences fixed penalty notices will be issued on the spot;
- For other offences such as street drinking a warning will be issued

first.

- LAS officers will also undertake educational visits, engage with the public and run school talks;
- LAS officers will act as eyes and ears across the district so issues are recorded efficiently to relevant teams

Waste Enforcement Team - Working with Businesses

- Inspections will be carried out once lockdown measures are eased to allow businesses to re-open to ensure businesses have arrangements in place to manage their waste/recycling;
- Businesses found not complying will be given two opportunities (warning and statutory notice) to comply before being issued a fixed penalty notice (£110);
- This work follows on from the educational flyer mailed out with the business rates letter;
- This will allow officers to pre-empt some of the issues we face around the town centres including overflowing bins.

Fly-tipping Prosecutions

- November 2020 – a Bristol man was given a suspended prison sentence and ordered to pay costs of over £4k following prosecution for waste related offences relating to fly-tips in Dundry and Abbots Leigh.
- February 2021 – A Bristol man was ordered to pay fines and costs totalling £1133 following a prosecution for fly-tipping brought by North Somerset Council. Evidence included CCTV footage from the Council's enforcement cameras.

The following questions/queries were raised by Members (with officer responses in italics):

- In Hutton we have a couple of places where people continually fly-tip every few weeks. I have been in touch with the team to install cameras although I have not received a response as yet. I have been told that if there is a large footfall in an area it is no good as the cameras will activate too often - *Unfortunately the cameras we use are based on the fact that any movement activates them and so were not ideal in high footfall areas however LAS have cameras that work on the principle of ANPR so there was the potential to tag on to their work with the CCTV cameras.*
- It was noted that Weston Town Council had purchased 2 CCTV cameras and that perhaps 2 or 3 parishes could get combine resources to buy cameras.

- I welcome the enforcement work in relation to fly-tipping and litter enforcement. We've just had the big clean in Portishead. There have been commercial waste problems and a letter has been sent to a serial offender in relation to blue plastic gloves who did not respond. Would that go to you if I wanted the company to respond? – *Yes, businesses have to responsibly deal with their waste which includes ensuring the area around their business is litter free. If you forward it to me I will investigate.*
- At the Executive meeting there was concern raised by some members in relation to the PSPO on aggressive begging. My concern is that there is the potential for some young people to be pushed out of the only place they are welcome, ie public spaces. Could you reassure us that we won't aggressively target street beggars and/or young people in using PSPOS and that it would be proportionate? – *For aggressive begging and other PSPOs some more work is being done on them to make sure we have the procedures in place to deal with difficult issues in the town centre and when the appropriate time is to use the right enforcement and when other methods can be used to better deal with the issues we come across. In terms of the application of environmental legislation we generally do not target people under 18. We try to take an educational approach with young people and factor in the individual circumstances.*
- Dog fouling is affecting every village, road and street in the district. Leaving dog waste is bad but putting it in a bag and leaving it in people's trees and hedges is disgusting. Could there be a greater push with more warning signs on lampposts etc? – *We can include more signs in areas. It is included on the PSPO. All the authorised officers can issue a fixed penalty notice. LAS will be requested to patrol heavy dog walker traffic areas. With regards dog waste in trees and hedges we can get them cleared by our street cleansing contractor if there are bad areas. If people report where there are issues we can clean them up. The problem is that people don't report them and we find out about them later.*
- A discussion took place on dog fouling. Members agreed it was essential that the message be relayed there was zero tolerance in relation to dog fouling and that also included the important note about not being able to produce a bag. Members discussed the feasibility of the introduction of a nationwide DNA bank with dog owners being required to have their dog's DNA taken so that the owners of dogs could be identified. It was noted that a couple of years ago there had been a problem area with dogs and several fixed penalty notices had been issued. Putting notices on lampposts had the effect of reducing dog fouling dramatically. When the Council was in a position to extend the ability to police PSPOs then signage erected in the right places could be re-visited to act as a deterrent.
- Last year (2020) we put out more litter bins, signage, information on social media. Are we prepared if we get a re-occurrence of the

littering epidemic we had last year? - We all recognise that this summer will be particularly challenging in terms of littering and other things happening outside and in the environment particularly with the various stages of lockdown lifting. There are periods when things can be open but indoor toilets and premises will not be open at the same time or people can do things outside but there will be a lot of pressure on litter teams. We are working with colleagues in the Executive to see if we can put additional plans in place to help us to deal with these issues. Having enforcement is part of the solution but we are going to be under more pressure than ever. For example, an extra crew to work weekends to pick up rubbish from overflowing litter bins or put out extra bins at key hot spots at weekends. That is something we are looking at and costing to see how much it will be this spring and summer. We can keep scrutiny informed of the progress on that. There is also dangerous litter such as broken glass and things from outdoor parties etc in beauty spots. We are aware of it and are doing as much as we can this year as an exception.

- *I received an email in relation to bins overflowing on Clevedon seafront and Portishead quite early in the mornings. Even when they are emptied mid-morning they are overflowing again by lunchtime. It seems the problem is that they are small bins that we used to have in Weston before they were replaced with larger bins – We did put some bigger bins out at Clevedon last year at Salt House fields. We are planning to have an additional resource. The plan will be to have a couple of additional crews and for those crews to work later in the day from 12 noon to 8.00 pm. Both crews would be working over the weekend which will be the busier time. Both crews will be working at Clevedon and Portishead. These were the two areas that we were aware of that was causing issues last year. The bins in Weston were very small (60 litres) and were increase in size. The ones at Clevedon and Portishead are the larger ones. The larger bins at Weston are collected via a waste collection vehicle. In terms of manual handling the bins are hooked onto the vehicle and then off loaded. The bins at Portishead and Clevedon have to be manually lifted and put in a vehicle. We don't have the facility to lift the bins up and put them into the vehicles. I am sure what we are planning will relieve the problem.*
- *At Portishead yesterday (3 March 2021) there were four bags around the bin itself rather than in the bin. I am aware of some licensing applications in relation to food vendors around the marina. Do you know if these businesses pay some fee or charge to accommodate for extra collections – is there a charge or general fee? – Officer to research and feedback to Councillor.*

The Chairman thanked the Waste Minimisation and Enforcement Team Leader and Community Safety Officers for the excellent work on the report.

Concluded: that the Panel receive and comment on the Community

CCO Panel's Work Plan (Agenda item 9)
25

The Electoral Services and Scrutiny Manager presented the Work Plan:-

- **Your Neighbourhood Consultation** – discussed at the Panel meeting along with the waste collection and recycling;
- **Members' ICT Steering Group** – a meeting had taken place earlier this week. It was noted that there were no specific issues at the moment with Members ICT. Some feedback was received in relation to the recent Modern Gov session for members in that it there was a lot of information and it appeared to be a complicated meeting management system. The Electoral Services and Scrutiny Manager reassured members that a lot of simplified information was on the way in relation to the system and that it was a good system that was used by the majority of councils in the UK.
- **Community Safety and Enforcement** – covered in today's Panel meeting
- **Asset and Accommodation Strategy** – this had not been picked up in today's Panel meeting but two sessions had been held since the last Panel meeting on 25 January 2021 and 2 December 2020 and would remain high on the Panel's work plan as it developed.
- **On 11 January 2021 a Member session took place on the Independent Office for Police Conduct (IOPC)** - this was well attended and there was good positive feedback from members in relation to an interesting session on how police complaints were being responded to and touched on the local area and how the pandemic had affected activities.
- **Budget Scrutiny element** - A budget scrutiny session was held for all members in December 2020 in advance of the budget setting in February. Members noted that the Chairman was very keen to work with finance officers to ensure that it is a much more forward thinking programme to enable scrutiny to influence the budget at an early stage rather than looking at the last iteration before agreement of the budget at council. This was a process that would be put in place for members.
- **Consultation and Engagement Strategy** – Early days but already raised with the Assistant Executive Member for Community Engagement and Head of Business Insight, Policy and Partnerships. This work is central to the delivery of the Corporate Plan. Tied into that work and also remit of the panel is the work of Policy and

Partnerships Service Lead, closely aligned with consultation and engagement

- **Climate Emergency Action Plan** – a report was presented to the panel meeting in November 2020. It was understood that this would be a six- monthly update to CCO – to flag for July panel meeting.
- **Waste Scrutiny Steering Group** - Since the Council's decision to set up the Local Authority Training Company (NSEC) from 27 March 2021 there had been a number of break off sessions as well as the core group steering group meetings looking at governance (articles of association of the new company close to being signed off), new governance structures, scrutiny engagement going forwards as we revert to business as usual role going forwards. It had been challenging with scrutiny taking a role in it but led by officers. The Chairman thanked officers and members for their hard work.

Concluded: that the Panel receive and comment on the Work Plan.

Chairman
