

OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 7th June 2021

Present: Cllr Johnson (Chair)
Cllrs Cheetham (subbing for Morris), Foxcroft, Gill, Kempson,
Kenyon, Procter, Rooke and Thompson

In attendance: Clare Law, Head of People and Policy
Adam Allen, Director of Communities
Phil Morton, Public Protection Manager
Patrick Killeen, Head of Operations
Andrew Buckle, Head of Customer Services and ICT
Carolyn Sharples, Committee and Member Services Manager

Also Present: Cllrs Ashworth, Hughes, Oakes and Serridge
By remote access - Cllrs Haworth and Walmsley

1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

- 1.1 Apologies for absence were submitted from Cllr Janet Eaton, Cllr Morris (Cllr Cheetham subbing) and Z. Ali (Co-opted Member).

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 8th March 2021 be approved as a correct record.

3. DECLARATIONS OF INTEREST

- 3.1 No interests declared.

4. URGENT ITEMS OF BUSINESS

- 4.1 The Chair confirmed that there were no urgent items of business.

5. QUESTION TIME

- 5.1 The Chair noted that she would allow questions to be asked on each item as it was discussed.

6. CHAIR'S UPDATE

- 6.1 The Chair noted that suggestions made at the last meeting had been included in the work programme and would be considered under item D4 (minute 10).

N.B. Councillor Kempson entered the meeting

ORDINARY BUSINESS

7. CLEAN AND GREEN UPDATE

7.1 The Director of Communities, Head of Operations and Public Protection Manager attended the meeting to provide members with an update relating to clean and green services provided by the Council. The Director of Communities outlined the key services in a presentation and highlighted the current focus on having a joint approach to tackling flytipping with the Operations Team, enforcement and other partners. Education and culture change would be the key to discouraging flytipping.

7.2 In response to members' questions and comments the following clarification was given:

- There had been a mini restructure and three members of staff were now dedicated enforcement officers.
- Difficulties had been encountered with last week's collections with the serious accident in Bacup and also 3 collection vehicles breaking down.
- There would be a review of collections, including collection points and hotspot areas where inconsiderate parking was causing issues.
- The crews would be engaged in the review for their knowledge and consideration of specific issues, and this would be balanced with achieving best value.
- Education was a key to creating change and a handy sheet for recycling was being produced.
- There had been some success with Highways England in relation to the A56 and the Council now had a contact to be able raise any issues.
- Issuing fixed penalty notices (FPNs) had been part of a trial. The tender for outside litter enforcement would now be tendered out based on the best service.
- There was a maximum that the Council could charge which was £110, but it would be a member decision to increase the amount charged.
- There had been a 72% payment rate.
- A joint operation on flytipping with Bury Council had been successful resulting in a FPN being issued at the conclusion of the investigation.
- There was also an officer dealing with rogue landlords. Landlords could be issued with Community Protection Notices and training for landlords would be starting up again shortly.
- Covid had caused delays in refuse vehicle deliveries for the fleet replacement. Deliveries were expected in the next few months and there was an ongoing capital programme for replacement.
- Permanent refuse staff had more buy in to the service than agency workers, but more agency staff had been required during covid to maintain collections.

The Chair thanked the officers for the update and it was agreed the presentation would be circulated to the attendees.

Resolved:

The update was noted.

8. DIGITAL STRATEGY

- 8.1 The Director of Communities and Head of Customer Services and ICT attended the meeting to outline the Digital Strategy. There had been an inward focus over the last year but the strategy aimed for a long-term customer focus.
- 8.2 In response to member's questions the following clarification was given:
- Customers would be asked for their feedback and this would include using customer focus groups by service area. Comparisons with best practice elsewhere would also be considered.
 - Customer appointments in the One Stop Shop (OSS) would also continue alongside the ability to drop-in. The appointment system had worked well enabling the OSS to remain open during covid and providing a more efficient service for customers.
 - The Council would aim to get contact/engagement right first time and fix issues on an ongoing basis to restore faith in processes. Also learn from any problems or issues which had been caused.
 - There would be an action to lobby government and internet providers regarding broadband access and better connectivity across the whole area.
 - Once the strategy and its principles had been agreed, the next phase would be to draft the full list of projects, costings and timescales for agreement. Once this next phase had been agreed the projects would be monitored through the quarterly performance reports to the Overview and Scrutiny Committee.

Resolved:

The strategy was recommended to Council for approval on condition that a funding paper would be brought back to scrutiny within 3 months detailing the projects, timescales and associated costs before the specific projects were agreed and signed off.

9. QUARTER 4 PERFORMANCE AND RIPA UPDATE

- 9.1 The Head of People and Policy introduced the report which outlined the Council's performance during quarter 4 (January – March 2021).
- 9.2 In response to member's questions the following clarification was given:
- The key performance indicators (KPIs) showing in red were mainly owing to the impact of covid.
 - In relation to formal complaints, Corporate Management Team continued to receive regular reports and customer service training had been scheduled for all staff.

Resolved:

The report and performance levels were noted.

10. OVERVIEW AND SCRUTINY ANNUAL REPORT AND WORK PROGRAMME

- 10.1 The Committee and Member Services Manager introduced the Annual Report for 2020/21 and draft Work Programme for 2021/22.

Resolved:

The Annual Report and Work Programme was noted and recommended to Full Council in July for approval.

11. THE FORWARD PLAN

11.1 Members were updated on the Forward Plan.

Resolved:

The update was noted.

The meeting started at 6.30pm and finished at 8.40pm

Signed: _____

Date: _____