



## **OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE**

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MINUTES of a MEETING held at COUNTY HALL, TROWBRIDGE on 4 SEPTEMBER 2008.

PRESENT: Mr JB Osborn (Chairman), Mr BE Dalton, Dr J English, Mr A Molland, Mr RT Rogers, Mrs P Rugg, Mr AJ Trotman, Mr AN Deane, Mrs JH Rooke , Mr P Davis, Mrs ME Groom, and Mr E Clark.

Also present: Mr J Thomson, Deputy Leader and Cabinet Member  
Mr Noeken, Cabinet Member  
Mr Steve Burns, Hills Waste  
Ms Trish Johnson, Mouchel  
Mr I Allen, Ringway  
Mr A Bowley, Sodexho

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102. **Apologies** Mr R While

103. **Minutes of Previous Meeting**

**Resolved:**

**To confirm and sign the minutes of the meeting held on 12 June 2008**

104. **Waste Management Service Contract – Annual Review 2007-08**

A covering report by the Director of Environmental Services and annual review report by Hills Waste Solutions Limited had been circulated.

Steve Burns from Hills presented their review report with additional comment from Andy Conn on behalf of the Director of Environmental Services. In doing so they highlighted a number of issues including the implications of Defra's change in policy on wood recycling, the review of mini recycling sites in West Wiltshire, the reasons, implications and actions being taken to mitigate the delay at Lakeside, developments in disposing of electrical products and tetrapaks, and the prosecution for leachate levels at Lower Compton.

Members made a number of comments and asked questions on matters including traffic speed of vehicles heading for Lower Compton, options for future handling of food waste, wood treatment, common signage, LATS allowances, location issues for Salisbury HRC, and inflationary fuel costs.

**Resolved:**

- (1) To thank Steve Burns from Hills and Andy Conn for the Director of Environmental Services for presenting the Annual Review and responding to questions.**
- (2) To note the Annual Review of the County Council's Waste, Recycling and Disposal Contract and that it continued to deliver significant improvements in recycling performance in accordance with strategic priorities.**
- (3) To highlight the following areas identified for attention as a result of the review:**
  - (i) that the volume of waste dealt with by the contractor continues a pattern of stability over the last 4 years;**
  - (ii) the change in DEFRA guidance resulting in the loss of wood waste from recycling to landfill but that overall tonnage to landfill remained at last year's level;**
  - (iii) delay in opening of the Lakeside incinerator facility to July 2009 and potential implications for the contract;**
  - (iv) concern over prosecution and fine for failure to monitor leachate levels at the Lower Compton Landfill Site;**
  - (v) the potential implications for the Warminster HRC due to being located on "contaminated" land;**
  - (vi) the importance of the food waste publicity campaign; and**
  - (vii) acknowledgement of the increasing costs of providing the waste management service.**
- (4) To seek more information about development and innovation in future annual reviews as appropriate.**
- (5) To advise the Cabinet Member of the Committee's consideration of the Annual Review when exercising his delegated authority to approve the review.**

105. **Wiltshire Highways Consultancy and Works Contracts – Annual Review 2007-08**

A report by the Director of Environmental Services was circulated along with the joint annual review report by Mouchel and Ringway Infrastructure Services.

Trish Johnson and Ian Allen from the contractors presented their review report, with additional comment from Pete Binley on behalf of the Director of Environmental Services. In doing so they highlighted a number of issues including actions taken to address the need for local knowledge in design work, performance monitoring arrangements including those of the County Council, innovation workshops, continuing success of parish stewards, the efforts being made to establish a local recycling facility, and inflationary pressures on costs and budgets.

Members made a number of comments and asked questions on matters including hedge cutting near road signs, WCC performance levels in the partnership, criteria for use of slurry seal, replacement street lighting programme, and future DoT block funding.

**Resolved:**

- (1) To thank Mouchel and Ringway and Pete Binley for the Director of Environmental Services for presenting the joint Annual Review and responding to questions.**
- (2) To note the provisional recommendation of a six month contract extension for both Mouchel and Ringway as a result of their good performance against the contract during 2007-2008**
- (3) To note that by comparison the County Council's performance within the partnership was categorised as fair.**
- (4) To highlight the following areas identified for attention as a result of the review:**
  - (i) difficulties in progressing the development of a highway materials recycling centre;**
  - (ii) appointment of a Programming Officer and increased powers as a result of the Traffic Management Act (considered by the Management Committee in June);**
  - (iii) reported difficulties in retaining staff with technical skills;**
  - (iv) CWC review to achieve improved value for money, BMP and lean system thinking applied to potholes;**
  - (v) pressures resulting from fuel and road construction price increases;**

- (vi) **recognition of the move to One Council for April 2009, and particularly the emergence of the role of Area Boards in influencing service priorities;**
  - (vii) **need for criteria governing the use of slurry seal, ie. not in areas where there are no retained edges; and**
  - (viii) **include trends and developments and explanation of statistics in future reports.**
- (5) **To advise the Cabinet Member of the Committee's consideration of the Annual Review when exercising her delegated authority to approve the review.**

**106. Sodexo Support Services Contract – Annual Review 2007-08**

A covering report by the Head of Procurement and Contract Management was circulated along with the annual review report by Sodexo.

Alan Bowley, Contract Director for Sodexo presented the review report, with additional comment from Mike Swabey, Head of Procurement and Contract Management and John Noeken, Cabinet Member. In doing so they highlighted a number of issues including good performance against the contract, positive co-operation during negotiations on contract extension and the transition to One Council, inflationary cost pressures, awards gained, and the challenges faced in providing attractive services to schools.

Members made a number of comments and asked questions on matters including improved responses of client departments, the need for early discussion with schools in preparation for new contract arrangements, and the low take-up of refreshments by staff at County Hall.

**Resolved:**

- (1) **To thank Sodexo, Mike Swabey Head of Procurement and Contract Management and John Noeken, Cabinet Member for presenting the Annual Review and responding to questions.**
- (2) **To acknowledge the continued levels of satisfactory performance by Sodexo under the contract.**
- (3) **To highlight the following areas identified for attention as a result of the review:**
  - (i) **formal default and financial penalties remain low;**
  - (ii) **customers have rated the service satisfactory or higher;**
  - (iii) **the contract extension to end of March 2010 enabled the new Council to develop fully flexible approaches to a fuller tender exercise;**

- (iv) high cost of inflation;
  - (v) application of flexible purchasing;
  - (vi) application of environmental management measures;
  - (vii) loss of business from schools during the first year of the extended contract;
  - (viii) lead partner in the 'Year of Food and Farming'
  - (ix) operating loss on County Hall catering; and
  - (x) the 'Corporate Citizenship' approach to service delivery
- (4) To note the Children's Services Scrutiny Committee's ongoing interest in the school meals service.
  - (5) To ask the Cabinet Member to take into account the comments made at the Committee during consideration of the Annual Review when exercising his delegated authority to approve the review.

#### **107. Energy Contract – Annual Review**

A report by the Head of Procurement and Contract Management was circulated. A number of issues were highlighted in presenting the report including a first quarter slight increase in consumption of both gas and electricity, environmental benefits of the purchase of green energy, and the impact of spiralling oil prices on energy costs.

Members made a number of comments and asked questions on matters including availability of results from the installation of smart meters, and costs associated with complying with the EU regulations on energy performance of buildings,

#### **Resolved:**

- (1) To acknowledge the continued good value for money performance of the Service Level Agreement with Office of Government Commerce, despite the recent price increase
- (2) To continue to support the development of corporate strategies to encourage better and more efficient use of energy in County Council services and buildings through the work with the Carbon Trust, the Wiltshire Energy Efficient Centre and the Wiltshire and Swindon renewable Energy Forum and by continually assessing the Council's carbon footprint
- (3) To acknowledge the significant opportunities for future energy efficiencies as a consequence of the combined property portfolio under One Council.

- (4) To ask the Cabinet Member for Procurement ICT and Partnerships to take into account the comments made by this Committee when formally receiving the annual review report.**

#### **108. CareFirst – Progress Report**

A report by the Director of Community Services was circulated following an interim report in January this year by the Head of IT and Procurement. In the report being presented Keith Hillman on behalf of the Director and John Thomson, Deputy Leader and Cabinet Member highlighted a number of issues including the reasons for the delay in implementing CareAccess in DCS, IT compatibility difficulties within NHS sites, good work was being done between care management and BMP support processes, and the continuing need for selective training.

Members made a number of comments and asked questions on matters including survey timetable for DCE, further work on remote document production and network coverage, and the outcome of the DCS staff survey.

##### **Resolved:**

- (1) To thank the Service Director for his progress report and for responding to questions, along with the Cabinet Member.**
- (2) To note the delay in implementing CareAccess in DCS and that the results of the user survey from DCE was not yet available.**
- (3) To note the poor responses to questions 3 and 7 from the survey and the actions identified to improve the situation.**
- (4) To note the bid for additional resources for the introduction of a single point helpdesk and enhanced mobile working.**
- (5) To note that work is being done to clarify the relationship between CareFirst, FOCUS Project and BMP.**
- (6) To ask for an update report on the results of the outstanding survey and development issues mentioned above to a future meeting of the Management Committee.**

#### **111. Overview and Scrutiny Arrangements for One Council Transition**

It was reported that the Joint Overview and Scrutiny Transition Board (JOSTB) had met on 4 July, 25 July, 5 August (special) and 29 August. The JOSTB papers were circulated to Management Committee members, posted on the web and the minutes reported to full Council.

In addition to holding the IE to account through the receipt of the Towards One Council Progress report and its minutes, the main focus has been through the work of the Joint Board's task groups reviewing the following priority transition areas:

Development Control – WWDC  
Waste – WCC  
Housing – WCC  
Community Area Boards – WCC  
Customer Access – NWDC

Development Control has now submitted its final report, with the others at interim report stage. JOSTB had also reviewed leisure centres and parking enforcement with progress sought later in the year. The senior and political management of the 5 councils during the later stages of transition and the structure of the new council had been other areas of interest, along with ICT.

The Board would be developing proposals for overview and scrutiny arrangements for the new council with the support of a LG consultant.

**Resolved:**

**To note progress on scrutiny of the transition to One Council.**

**112. Work Programme**

The Committee considered the latest version of the Management Committee's work programme. The Committee also considered the impact of joint overview and scrutiny of transition to One Council on capacity and resources. This included a recommendation to realign the Change Management Task Group under JOSTB to reflect its expanded role in covering ICT transition issues, and broaden its membership.

The Chairman updated the Committee following a meeting with officers on 20 August regarding the Real Time Passenger Information System.

The Committee considered the following scrutiny activities taking place under the direction of the Management Committee.

<u>Activity</u>	<u>Topic</u>	<u>Members</u>	<u>Start Date</u>	<u>Next Meeting</u>	<u>End Date</u>
Task Groups	Performance	Mr Newbury (Ch) Mr Osborn Mrs Soden Mrs Taylor Mr While	Nov 02	TBC	Standing
	Budget	Mr Molland (Ch) Brig Hall Mr Coleman Mr Rogers Mr Moss Mr Osborn	Sept 01	15 Sept	Standing
	Change Management	Mr Deane (Ch) Mrs Chettleburgh Mr A Davis Mr Moss Mrs Rugg Mr Doyle NWDC	June 05	19 Sept	Standing

Procurement Project Boards	Property Services	Mr Henning	Sept 05	-	Ongoing
	Adult Care (including OSJ Care Services)	Dr English	Jan 06	-	Ongoing
Specific Interests	Street Management	Mr West	Sept 07	-	Ongoing
	Cycle Lanes	Dr English	Sept 07	-	Ongoing

**Resolved:**

- (1) To note the current work programme additional to transition scrutiny and the alterations made as consequence of decisions taken earlier in the meeting.**
- (2) To note the report of the Chairman on the Real Time Passenger Information System.**
- (3) To alter the membership of the Budget Scrutiny Task Group by replacing Robert Hall with Peter Fuller.**
- (4) To agree the proposal to realign the Change Management Task Group under JOSTB and broaden its membership.**

(Duration of Meeting: 10.30am – 1.15pm)

The Officer who has produced these minutes is Paul Kelly, Democratic & Members' Services, direct line: (01225) 713049.