

Wiltshire Council

Environment Select Committee

12 April 2016

Task group update

Purpose

1. To provide an update on recent task group activity and propose any decisions requiring Committee approval.
2. Further verbal update will be provided by the Chairmen of the task groups as appropriate.

Highways and Streetscene task group

3. Membership

Cllr Jeff Osborn (Chair)
Cllr Bob Jones
Cllr Gordon King
Cllr Linda Packard
Cllr Anthony Trotman
Cllr John Walsh

Scrutiny / support officer: Marie Gondlach

4. Terms of Reference

The task group will propose its terms of reference at the next available meeting of the committee.

5. Recent activity

The task group has not met since the last meeting of the committee but is scheduled to meet soon to scope its future work and terms of reference.

Public Transport Review task group

6. Membership

Cllr Peter Evans (Chair)
Cllr Mollie Groom
Cllr Jacqui Lay
Cllr Magnus Macdonald

Cllr Graham Wright

Scrutiny / support officer: Marie Gondlach

7. Terms of reference

- a. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the range of transport option(s) offered take into consideration the needs of communities in rural and urban areas.
- b. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the option(s) offered take into account the impact of reducing spending on public transport and that the scope for alternative methods of delivery and / or mitigation of the impacts is adequate.
- c. To scrutinise how the public transport funding is invested and recommend that community priorities are reflected and that investments represents the best value for money whilst supporting the delivery of outcomes related to health and wellbeing, education, economy and employment. To recommend, where appropriate, that consideration is given to an integrated transport strategy.
- d. To scrutinise the decision to be made on the adoption of a new policy / strategy framework, in the light of future budget availability. If applicable, to engage with the development of the policy / strategy framework.
- e. To monitor the implementation of the option(s) selected following the public transport review.

8. Recent activity

The task group has not met since the last Environment Select Committee as the consultation was taking place. The task group is scheduled to meet on 20 April to review the outcome of the consultation and proposals. It is planned for the task group to present a report to the committee at its June meeting.

Resident Engagement task group

9. The final report of the task group is included in this agenda.

10. Membership

Cllr Richard Britton (Chairman)
Cllr Terry Chivers
Cllr Graham Payne
Cllr Mollie Groom
Cllr Jose Green

Scrutiny / support officer: Adam Brown

11. Terms of reference

- a. To learn about the resident engagement arrangements in place at Wiltshire's three largest Registered Social Landlords (RSL): Greensquare, Selwood Housing, and Aster Communities.
- b. To consider areas of good practice from all three RSL's, and to compare these with the resident engagement arrangements in place at Wiltshire Council.
- c. To draw conclusions about best practice and make recommendations to the cabinet member for housing.

12. Recent activity

The final report of the task group is considered elsewhere on the agenda.

Waste Service Changes task group

13. Membership

Cllr Jose Green (Chair)
Cllr Pat Aves
Cllr Rosemary Brown
Cllr Peter Evans
Cllr Mollie Groom
Cllr Jacqui Lay

Scrutiny / support officer: Adam Brown

14. Terms of reference

- a. To consider the impact of changes to Household Recycling Centre (HRC) locations and opening times on:
 - volume of waste received and recycled
 - incidences of fly-tipping
 - customer experience
- b. To consider the impact of the introduction of fees for garden waste collections on:
 - garden waste recycling rates (including food composters)
 - residual waste volumes
 - incidences of fly-tipping
- c. To monitor implementation of the council's Mobilisation Plans (for lots 2 and 5) preparing for the commencement in August 2017 of new contracts for waste collection and HRCs.

15. Recent activity

The task group's first meeting was held on 25 November 2015 to consider the impact of changes to HRCs and implementation of garden waste fees. The Associate Director for Waste and Environment was in attendance to provide information and answer questions. Key points of discussion included:

- The rationale for the revised opening times and the entitlement for use of HRC's, along with waiting times, and the number of complaints received and recorded at HRC's.
- The volumes of waste received and recycled and numbers of fly-tipping incidents.
- Take-up and volumes of garden waste collected.

It was decided by the Task Group that separate meetings would be organised to consider HRC's and the garden waste collection, and that site visits to three HRC's would be organised for the members.

Household Recycling Centres

The Task Group met on 03 February to consider information on HRC's. Key points of discussion included:

- The quality and quantity of signage at HRC sites along with the site layouts and the impact on the customer's journey through the HRC.
- Staffing levels and the quality of guidance from staff regarding waste disposal, recycling and charges at HRC's.
- The monitoring of the new provider's performance.

Formal visits to three of Wiltshire's HRC's were arranged for members of the Task Group to investigate customer experience of HRC use. The Task Group made the following visits to three of Wiltshire's HRC's:

- 29th February – Churchfields, Salisbury
- 7th March – Trowbridge
- 7th March – Warminster

Members were accompanied by Wiltshire Council Officers and staff members from Hills during the visits. Key considerations included:

- Interviewing members of staff on site regarding their perceived impacts of the newly issued contract for waste collection and HRC's.
- Discussing with staff the impact of changes to HRC locations and opening times, such as Site capacity, queueing issues, and the impact of this on the HRC and surrounding area.
- Viewing first-hand the process involved with the identification of permitted and non-permitted disposal of commercial waste at HRC sites, and the use of the Trade Waste Disclaimer form.
- Discussion with customers and staff regarding the customer experience whilst visiting the HRC's, including:

- Queueing
- Interactions with HRC staff
- The ease of the customer's journey through the site locations

Garden Waste

A meeting was held on 17 February to discuss to receive information on the impact of the introduction of fees for garden waste collections on garden waste recycling rates, residual waste volumes, and the total incidences of fly-tipping.

Consideration at the meeting was given to:

- Wiltshire Council's promotion of green waste collection and the amount of total subscribers and re-subscribers.
- The advice available to those who have green waste but have not signed up to green waste collection.
- Total incidences and types of fly-tipping experienced within Wiltshire.
- The identification and prosecution of fly-tippers, and the best possible deterrents available to prevent fly-tipping incidents.

Monitoring of the Mobilisation Plan

On 31 March the task group received a briefing on the mobilisation plan for the new contract, which is to be completed by August 2017. The task group received information on:

- The mobilisation timetable
- Perceived risks and their mitigation plans
- Key actions and activities within lots 1-5 and their timescales

The task group will consider this information provided and develop a plan to take forward regarding the monitoring of the mobilisation plan.

The next meeting of the task group is scheduled for 15 April and will focus on the content of their interim report which will address the first two terms of reference: the impact of changes to Household Recycling Centre (HRC) locations and opening times and the introduction of fees for garden waste collections. Consideration will also be given to the future work of the task group in monitoring the mobilisation plan.

Proposals

16. To note the update on task group activity provided.