

BROMSGROVE DISTRICT COUNCIL

SCRUTINY BOARD

26th JANUARY 2010

RECOMMENDATION TRACKER

This report lists all Task Group recommendations approved by Cabinet with the following information: who will be progressing the approved recommendations; when the recommendations are expected to be implemented by; and any officer comments which might be useful to the Scrutiny Board. The recommendations are grouped by Task Group.

All general recommendations made by the Scrutiny Board (including those arising from joint Overview Board and Scrutiny Board meetings) are also listed when applicable.

Recommendations by the Scrutiny Board: 28th July 2009

*Rec. No.	Detail of Recommendation and Updates	Implementation to take place by	Tick if completed
N/A	Head of Planning and Environment (a) that the Cabinet be requested to consider and approve the following: (i) that the Licensing Section be requested to remind taxi drivers and operators on a regular basis (via a newsletter) not to leave their engines running when stationary, in accordance with the relevant legislation: (ii) that when renewing or issuing new licences for taxi drivers, the Licensing Section be requested to take the opportunity to encourage taxi drivers to help reduce air pollution by reminding them it is an offence to leave their engines running unnecessarily: (iii) that the Assistant Chief Executive be requested to contact Worcestershire County Council to ask that they communicate with bus operators and drivers on this issue pointing out that it is an offence to leave their engines running unnecessarily and therefore to take heed of the sign located at Bromsgrove bus station; and (iv) that, in future there is evidence to suggest that taxi and bus drivers have ignored requests to turn off their engines (when appropriate) further investigation be considered in relation to the options for enforcement action that could be taken by the Council.	3 rd June 2009 (date of Cabinet Meeting when the Scrutiny Board Minutes will be considered)	

	<p><i>Public Transport (Buses) Task Group Review</i></p> <p>that the Cabinet request the Leader and Acting Joint Chief Executive to approach Worcestershire County Council to request that the Task Group recommendation 1 (which related to implementing a new bus station for Bromsgrove and was approved by Cabinet in March 2008) be progressed as soon as possible and that funding be made available (from the County Council) for a full travel and transport assessment to be undertaken to identify the issues which need addressing which could be taken into account as part of the town centre redevelopment.</p> <p>Officer Comments: Recommendations were approved subject to (a) officers giving consideration as to how regular communication with taxi drivers and operators can be achieved effectively; and (b) that further consideration of the issues relating to a new bus station be deferred and that an item be included on the Agenda for the next Cabinet to report the outcome of discussions to take place at the next Town Centre Steering Group.</p> <p>October update: (i), (ii), (iii), (iv) Taxi drivers are being reminded not to keep their engines running via renewal letters and news letters. The Assistant Chief Executive has contacted the Transport Review team at Worcestershire County Council and raised the issue. We have no jurisdiction to enforce this requirement, it is a police matter and only they can prosecute.</p> <p>January 2010 update: (i), (ii), (iii), (iv) Taxi drivers are being reminded not to keep their engines running via renewal letters and news letters. We have no jurisdiction to enforce this requirement, it is a police matter and only they can prosecute.</p>		
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Recommendations from Refuse and Recycling VFM Scrutiny Investigation: 7th January 2009 (Agreed by Cabinet)

*Rec. No.	Detail of Recommendation	Implementation to take place by	Tick if completed
	Head of Street Scene and Community		

1	<p>Once the chargeable green waste collection service has been implemented and the take up of the service is known, Street Scene officers be requested to investigate the option of providing additional wheelie bins for green waste on request at an additional charge.</p> <p>Officer Comments: Officers are creating a list of requests for second bins as calls for the service are received. It is anticipated that by the end of April take up of the service will have settled and officers will be in a position to make a decision about second bins.</p> <p>June Update: 2nd bins were offered to those requesting them from the start of May. So far there has been a take up offer of about 50, which are currently operational and the appropriate fees paid.</p>	Decision about feasibility of second bins will be made in April 2009	✓
2	<p>Officers from Street Scene be requested to monitor on-street recycling trials being undertaken by other Councils to see if there is any evidence to suggest it would provide value for money.</p> <p>Officer Comment: Trials will be monitored throughout this year with an intention to produce a budget bid for bins if trials are successful.</p>	April 2010	Monitoring ongoing
3	<p>When the new co-mingled service has been in operation for a minimum of one year, the option of delivering the service using an alternative method (including using a private contractor) be considered to see if it would be an appropriate time for market testing and comparisons to be undertaken.</p> <p>Officer Comment: The co-mingled service will be in operation by April 2010. This means that as recommended, the option of delivering the service using an alternative method can be looked at during 2011/12 at the earliest.</p>	April 2010 if members support this approach	Monitoring ongoing

Approved Recommendations from the first Refuse and Recycling Scrutiny Investigation: 2nd April 2008 (Agreed by Cabinet)

*Rec. No.	Detail of Recommendation	Implementation to take place by	Tick if completed
1	<p>Head of Street Scene and Community Head of Human Resources and Organisational Development</p> <p>NVQ Training in Waste Management from WAMITAB (Waste Management Industry Training Advisory Board) via NEW College is given to all refuse and recycling staff over a 2 year period commencing September 2008 with the following conditions:</p> <ul style="list-style-type: none"> ▪ standards for 'performance criteria' and 'knowledge requirements' specific to this Council are built into the awards; ▪ the preferred primary assessment method is observation (rather than witness testimonies or personal statements); and ▪ that performance criteria is observed consistently over a certain time period rather than as a one-off <p>Officer Comment: All negotiations taken place with New College to satisfy the Councils requirements.</p> <p>Presentation to staff and selection of first group to undertake the training will follow.</p> <p>October Update: It is anticipated that the first round of training will commence in November 2008.</p> <p>March Update: It was decided that the internal Customer First Training would need to be completed first and this commenced 8 December 2008. Crews are now being registered on to the NEW College course which is likely to commence in April 2009.</p> <p>June Update: NVQ's were postponed whilst we undertook the Customer First Training for staff. It is likely that the NVQ process will recommence this year.</p> <p>October update: We have been making progress with the delivery, New College are trying to commence the process. Some issues have arisen that the College are trying to resolve and we are now waiting for them to agree the next steps.</p>	<p>Customer First Training in December 2008</p> <p>NEW College registration March 2009</p> <p>Crews to commence course April 2009</p>	

	<p>January 2010 update: Head of Street Scene and Community to attend meeting on 26th January 2010 with full update.</p>		
3	<p>The following NVQ training is given to the three Refuse and Recycling Team Leaders:</p> <ul style="list-style-type: none"> ▪ Team Leading in Refuse and Recycling via NEW College ▪ BITS (Business Improvement Techniques) via RDI (Resource Development International) ▪ <p>Officer Comment: Have agreed to get NVQ training organised for the refuse and recycling crews first then organise training for the supervisors. Additional training/Support being organised with the Learning and Organisational Development Manager.</p> <p>March Update: Due to the delay in commencement of the basic course this will be delayed until after April 2009.</p> <p>October: We have been making progress with the delivery, New College are trying to commence the process. Some issues have arisen that the College are trying to resolve and we are now waiting for them to agree the next steps.</p> <p>January 2010 update: Head of Street Scene and Community to attend meeting on 26th January 2010 with full update.</p>	November 2009	
4	<p>Request that Street Scene and Waste Management Officers monitor the progress Worcestershire County Council is making in relation to building their own sorting plant by 2009, as this will enable a commingled recycling service to be launched (making it easier to recycle and likely to encourage more recycling) and therefore significantly improve this Council's recycling rates.</p>		<p style="text-align: center;">✓ Ongoing</p>

	<p>Officer Comment: Officers are attending regular meetings with the County Council. Both officers and Members meet as part of a County wide form to discuss all waste related issues. A site visit has been organised during March for Heads of Service and Portfolio Holder.</p>		
5	<p>Street Scene and Waste Management Officers be requested to continue to encourage Worcestershire County Council officers to investigate recycling more materials through the Waste Management Forum.</p> <p>Officer Comment: Both officers and Members meet as part of a County wide form to discuss all waste related issues.</p>		<p>✓ Ongoing</p>
6	<p>Request that Street Scene and Waste Management Officers continue to regularly and systematically benchmark against the top 10-15 local authorities in the recycling league table which are achieving higher recycling rates, with a view to adapting any parts of their services to Bromsgrove which may prove successful in helping to increase our recycling figures.</p> <p>Officer Comment: Officers regularly monitor activities through PSNET (The Public Services Network) and APSE (Association of Public Sector Excellence) and technical press.</p>		<p>✓ Ongoing</p>
7	<p>Street Scene and Waste Management Officers be requested to continually investigate ways in which the Council can expand the recycling service to reach the remaining 6% of the District.</p> <p>Officer Comment: This will only be feasible once the new Materials Reclamation Facility (MRF) is available at the end of 2009. Plant being built by the County Council.</p>	Available end of 2009	
8	<p>In order to educate as many children as possible to take responsibility for the future of their own environment and encourage more recycling throughout the District, Street Scene and Waste Management officers be requested to continue to encourage all schools to join the Eco-School programme, particularly primary schools.</p>		<p>✓ Ongoing</p>

	<p>Officer Comment: Regular visits to schools by Officers to promote environmental issues.</p> <p>October update: Officers continue to visit schools carrying out presentations and competitions to encourage development of environmental awareness.</p> <p>January 2010 update: Ongoing</p>		
10	<p>Request the Head of Street Scene and Waste Management to make certain there is thorough consultation with local residents in relation to the green bin charging arrangements due to be put in place. Effective communication will help ensure smooth implementation of the charging system which should avoid a reduction in customer service standards.</p> <p>Officer Comment: Consultation underway and first article has been released in 'Together Bromsgrove' (Summer 2008) with planned media releases due to go out in subsequent issues local newspapers and the waste collection calendar.</p> <p>October Update: Delivery of the waste collection calendar is taking place during October 2008. The next Bromsgrove Together is due November 2008. Further press releases are planned in January 2009.</p> <p>March Update: Further newspaper adverts have been placed in local papers promoting the service.</p> <p>October update: Coming to the end of the first year's operation. Over 15,500 applications received and serviced during the season. Currently undertaking publicity and communication for next year's service and the changes to a co-mingled collection recycling service. Currently publicity programme developed following recommendation from Focus group of residents set up to review the process.</p> <p>January 2010 update:</p>		<p style="text-align: center;">✓ Ongoing</p>

	<p>Reminder of future changes delivered via Christmas collection postcards w/c 16th November 2009. Recycling booklets will be delivered in March 2010 (actual date to be confirmed) via Royal Mail.</p>		
11	<p>Increase communication with local residents wherever possible to encourage reducing, reusing and recycling. For example, ensuring local residents are aware that they can request more recycling boxes free of charge.</p> <p>Officer Comment: Information on web site and the waste collection calendar also via the Customer Service Centre (CSC). Various consultation days planned around the District at various Parish Council offices.</p> <p>March Update: Project team set up to develop co-mingled service from April 2010. This will allow additional and greater volumes of materials to be recycled. Publicity throughout the year will continue to promote these changes.</p> <p>October update: Current round of communication for co-mingled collection system includes further publicity about various options for recycling.</p> <p>January 2010 update: Reminder of future changes delivered via Christmas collection postcards w/c 16th November 2009.</p>		<p>✓ Ongoing</p>
14	<p>Updates relating to the refuse and recycling service be included in Members' Bulletins.</p> <p>Officer Comment: Update on green waste collection charges followed by information pack to be distributed to all members during October 2008.</p> <p>March Update: Any changes to the service are promoted through the members' bulletin or direct email contact.</p>		<p>✓ Ongoing</p>

	<p>October update: Members' presentation evening in July provided all Members and Parish Councils with information pack of service changes. Regular bulletins in various publications throughout year including Bromsgrove Together, Members Bulleting, local press.</p>		
15	<p>The Head of Street Scene and Waste Management be requested to further investigate the effectiveness of various vehicle tracking and communication systems with a view to trialling a model in the future.</p> <p>Officer Comment: Meetings are being held with various companies offering tracking and communication systems to identify the most appropriate system to use. Once this is established a trial will be undertaken.</p> <p>March Update: Trial ongoing regular meetings with suppliers to determine value for money (VFM) of system.</p> <p>June Update: The vehicle tracking system has been trialled on 2 vehicles over the winter months. The monitoring of the system has determined that there is no business case to purchase such a system at present but we continue to monitor prices of such systems which are becoming cheaper and more efficient.</p> <p>October update: No further update</p>		

Abbreviations:

APSE = Association of Public Sector Excellence

BITS = Business Improvement Techniques

CSC = Customer Service Centre

Defra = Department for Environment, Food and Rural Affairs

MRF = Materials Reclamation Facility

NEW College = North East Worcestershire College

NVQ = National Vocational Qualification

PSNET = The Public Services Network

RDI = Resource Development International

VFM = Value for Money

WAMITAB = Waste Management Industry Training Advisory Board

*Note: "Rec. No." is the Recommendation Number as given within an Overview and Scrutiny Report compiled by a Task Group