

## **BROMSGROVE DISTRICT COUNCIL**

### **SCRUTINY BOARD**

**22ND APRIL 2010**

#### **RECOMMENDATION TRACKER**

This Recommendation Tracker lists all recommendations made by the Scrutiny Board (including Task Group recommendations) until implementation is complete. The Recommendation Tracker should for each recommendation detail the following information:

- whether the recommendation was agreed by Cabinet (the Cabinet Decision),
- the relevant Cabinet Portfolio Holder,
- which department or agencies will be implementing the agreed recommendations;
- when the agreed recommendations are expected to be implemented by; and
- key outcomes resulting from implementation.

Supplementary evidence to show the outcomes achieved, such as exhibits, photographs, commentary or testimony from external agencies and service users is encouraged to be presented to the Board as a presentation.

The recommendations are grouped in date order and by topic.

## Recommendations by the Scrutiny Board: 24<sup>th</sup> November 2009

<b>TOPIC:</b>	<b>Hot Food Takeaways</b>
<b>PORTFOLIO HOLDER:</b>	Councillor Mrs J. Dyer M.B.E. - Portfolio Holder for Planning
<b>HEAD OF SERVICE:</b>	(vacant) – Head of Regulatory Services

*Rec. No.	Recommendations	Implementation to take place by	Tick if completed
1	<p>That the Cabinet task the Strategic Planning Department to scope the extent to which the issues identified in this report contribute to the negative impact on sense of community and well being and the environment and how these issues can be addressed by the adoption of a Supplementary Planning Document on hot food takeaways and present a report detailing their findings and draft policy to the Cabinet.</p> <p><b>Cabinet Decision:</b> <b>AGREED by Cabinet 2nd December 2009</b></p> <p><b>Outcomes</b></p> <p>Planning officers recommend that Hot Food Take Away SPD cannot be progressed.</p>	No implementation to take place due to inability to prepare SPD.	
2	<p>That the Cabinet refer consideration of the adoption of a draft Supplementary Planning Document on hot food takeaways to the Local Development Framework Working Party to be included as an agenda item and considered at the next scheduled meeting of the Local Development Framework Working Party.</p> <p><b>Cabinet Decision:</b> <b>AGREED by Cabinet 2nd December 2009</b></p>	No implementation to take place due to inability to prepare SPD.	

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	<p><b><u>Outcomes</u></b></p> <p>SPD cannot be prepared; as such, no action for the LDF Working Party.</p>				
3	<p>That the Cabinet direct officers to carry out further research into healthy eating/ healthy lifestyles and the means by which through working with partners in the LSP the Council could contribute to delivering services to address the LAA targets on obesity in children, mortality rate from circulatory diseases for under 75s, adult participation in sport and children and young people's participation in high-quality PE and sport. The Board further recommends that a report detailing the findings of the research is presented to Cabinet by June 2010.</p> <table border="1" data-bbox="353 730 1547 799"> <tr> <td data-bbox="353 730 667 799"><b>Cabinet Decision:</b></td> <td data-bbox="667 730 1547 799"><b>AGREED by Cabinet 2nd December 2009</b></td> </tr> </table> <p><b><u>Outcomes</u></b></p>	<b>Cabinet Decision:</b>	<b>AGREED by Cabinet 2nd December 2009</b>		
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Recommendations by the Scrutiny Board: 25th November 2008	
<b>TOPIC:</b>	Refuse and Recycling VFM Scrutiny Investigation
<b>PORTFOLIO HOLDER:</b>	Cllr Mike Webb – Portfolio Holder for Community
<b>HEAD OF SERVICE:</b>	Guy Revans - Head of Environment

*Rec. No.	Detail of Recommendation and Updates	Implementation to take place by	Tick if completed		
1	<p><b>Head of Street Scene and Community</b></p> <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> <table border="1" data-bbox="360 472 1543 655"> <tr> <td data-bbox="360 472 689 655"><b>Cabinet Decision:</b></td> <td data-bbox="696 472 1543 655"> <p><b>AGREED by Cabinet</b> 7th January 2009</p> <p>Decision about feasibility of second bins will be made in April 2009</p> </td> </tr> </table> <p><u>Outcomes</u></p> <p>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>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>	<b>Cabinet Decision:</b>	<p><b>AGREED by Cabinet</b> 7th January 2009</p> <p>Decision about feasibility of second bins will be made in April 2009</p>	April 2010	✓
<b>Cabinet Decision:</b>	<p><b>AGREED by Cabinet</b> 7th January 2009</p> <p>Decision about feasibility of second bins will be made in April 2009</p>				
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> <table border="1" data-bbox="360 1190 1543 1294"> <tr> <td data-bbox="360 1190 689 1294"><b>Cabinet Decision:</b></td> <td data-bbox="696 1190 1543 1294"> <p><b>AGREED by Cabinet</b> 7th January 2009</p> </td> </tr> </table>	<b>Cabinet Decision:</b>	<p><b>AGREED by Cabinet</b> 7th January 2009</p>	April 2010	
<b>Cabinet Decision:</b>	<p><b>AGREED by Cabinet</b> 7th January 2009</p>				

	<p><u>Outcomes</u></p> <p>Trials will be monitored throughout this year with an intention to produce a budget bid for bins if trials are successful.</p>		
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>April 2010 if members support this approach</p>	
	<p><b>Cabinet Decision:</b>      <b>AGREED by Cabinet 7th January 2009</b></p>		
	<p><u>Outcomes</u></p> <p>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>		

Recommendations by the Scrutiny Steering Board:      4th March 2008	
<b>TOPIC:</b>	Refuse and Recycling Scrutiny Investigation
<b>PORTFOLIO HOLDER:</b>	Cllr Mike Webb – Portfolio Holder for Community
<b>HEAD OF SERVICE:</b>	Guy Revans - Head of Environment

*Rec. No.	Recommendations	Implementation to take place by	Tick if completed
1		Training in	✓

*Rec. No.	Recommendations	Implementation to take place by	Tick if completed		
	<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"> <li>▪ standards for 'performance criteria' and 'knowledge requirements' specific to this Council are built into the awards;</li> <li>▪ the preferred primary assessment method is observation (rather than witness testimonies or personal statements); and</li> <li>▪ that performance criteria is observed consistently over a certain time period rather than as a one-off</li> </ul>	<p>December 2008</p> <p>NEW College registration March 2009</p> <p>Crews to commence course April 2009</p>			
	<table border="1" style="width: 100%;"> <tr> <td style="width: 20%;"><b>Cabinet Decision:</b></td> <td><b>AGREED by Cabinet</b> 2nd April 2008</td> </tr> </table>	<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008		
<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008				
	<p><b><u>Outcomes</u></b></p> <p>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><b>October 2008 Update:</b> It is anticipated that the first round of training will commence in November 2008.</p> <p><b>March 2009 Update:</b> 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><b>June 2009 Update:</b> 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>				

*Rec. No.	Recommendations	Implementation to take place by	Tick if completed
	<p><b>October 2009 update:</b> 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><b>January 2010 update:</b> Head of Street Scene and Community to attend meeting on 26th January 2010 with full update.</p>		
2.	<p>The following NVQ training is given to the three Refuse and Recycling Team Leaders:</p> <ul style="list-style-type: none"> <li>▪ Team Leading in Refuse and Recycling via NEW College</li> <li>▪ BITS (Business Improvement Techniques) via RDI (Resource Development International)</li> </ul> <p><b>Cabinet Decision:</b>    <b>AGREED by Cabinet 2nd April 2008</b></p> <p><b>Outcomes</b></p> <p>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><b>March Update 2009:</b> Due to the delay in commencement of the basic course this will be delayed until after April 2009.</p> <p><b>October 2009:</b> 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</p>	November 2009	✓

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	<p>resolve and we are now waiting for them to agree the next steps.</p> <p><b>January 2010 update:</b> Head of Street Scene and Community to attend meeting on 26th January 2010 with full update.</p>				
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> <table border="1" data-bbox="365 874 1541 962"> <tr> <td data-bbox="365 874 689 962"><b>Cabinet Decision:</b></td> <td data-bbox="689 874 1541 962"><b>AGREED by Cabinet</b> 2nd April 2008</td> </tr> </table> <p><b><u>Outcomes</u></b></p> <p>Officers are attending regular meetings with the County Council. Both officers and Members meet as part of a County wide forum to discuss all waste related issues. A site visit has been organised during March for Heads of Service and Portfolio Holder.</p>	<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008		✓
<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008				

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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> <table border="1" data-bbox="365 328 1541 408"> <tr> <td data-bbox="365 328 689 408"><b>Cabinet Decision:</b></td> <td data-bbox="689 328 1541 408"><b>AGREED by Cabinet</b> 2nd April 2008</td> </tr> </table> <p><b><u>Outcomes</u></b></p> <p>Both officers and Members meet as part of a County wide forum to discuss all waste related issues.</p>	<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008		✓
<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008				
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> <table border="1" data-bbox="365 874 1541 916"> <tr> <td data-bbox="365 874 689 916"><b>Cabinet Decision:</b></td> <td data-bbox="689 874 1541 916"><b>AGREED by Cabinet</b> 2nd April 2008</td> </tr> </table> <p><b><u>Outcomes</u></b></p> <p>Officers regularly monitor activities through PSNET (The Public Services Network) and APSE (Association of Public Sector Excellence) and technical press.</p>	<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008	Available end of 2009	✓
<b>Cabinet Decision:</b>	<b>AGREED by Cabinet</b> 2nd April 2008				
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>	Available end of 2009	✓		

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	<p><b>Cabinet Decision:</b>    <b>AGREED by Cabinet</b> 2nd April 2008</p> <p><b>Outcomes</b></p> <p>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>		
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><b>Cabinet Decision:</b>    <b>AGREED by Cabinet</b> 2nd April 2008</p> <p><b>Outcomes</b></p> <p>Regular visits to schools by Officers to promote environmental issues.</p> <p><b>October 2009 update:</b></p> <p>Officers continue to visit schools carrying out presentations and competitions to encourage development of environmental awareness.</p> <p><b>January 2010 update:</b></p> <p>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>		✓

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	<p><b>Cabinet Decision:</b>    <b>AGREED by Cabinet</b> 2nd April 2008</p> <p><b><u>Outcomes</u></b></p> <p><b>Officer Comment:</b>            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><b>October Update:</b>            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><b>March Update:</b>            Further newspaper adverts have been placed in local papers promoting the service.</p> <p><b>October update:</b>            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><b>January 2010 update:</b>            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.	Increase communication with local residents wherever possible to encourage		✓

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	<p>reducing, reusing and recycling. For example, ensuring local residents are aware that they can request more recycling boxes free of charge.</p> <p><b>Cabinet Decision:</b>   <b>AGREED by Cabinet 2nd April 2008</b></p> <p><b><u>Outcomes</u></b></p> <p>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><b>March Update:</b> 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><b>October update:</b> Current round of communication for co-mingled collection system includes further publicity about various options for recycling.</p> <p><b>January 2010 update:</b> Reminder of future changes delivered via Christmas collection postcards w/c 16th November 2009.</p>		
14.	<p>Updates relating to the refuse and recycling service be included in Members' Bulletins.</p> <p><b>Cabinet Decision:</b>   <b>AGREED by Cabinet 2nd April 2008</b></p> <p><b><u>Outcomes</u></b></p>		✓

*Rec. No.	Recommendations	Implementation to take place by	Tick if completed
	<p>Update on green waste collection charges followed by information pack to be distributed to all members during October 2008.</p> <p><b>March Update:</b> Any changes to the service are promoted through the members' bulletin or direct email contact.</p> <p><b>October update:</b> 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><b>Cabinet Decision:</b>    <b>AGREED by Cabinet 2nd April 2008</b></p> <p><b><u>Outcomes</u></b></p> <p><b>Officer Comment:</b> 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><b>March Update:</b> Trial ongoing regular meetings with suppliers to determine value for money (VFM) of system.</p> <p><b>June Update:</b> The vehicle tracking system has been trialled on 2 vehicles over the winter months.</p>		✓

<b>*Rec. No.</b>	<b>Recommendations</b>	<b>Implementation to take place by</b>	<b>Tick if completed</b>
	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.		