

JOINT COMMITTEE

**AGENDA FOR MEETING TO BE HELD ON
30 JULY 2007
FYLDE BOROUGH COUNCIL – LOWHTER PAVILION,
LYTHAM
6.30 pm**

1. **Attending**
2. **Apologies**
3. **Minutes of the last meeting held on 25th June 2007**
(attached at end of agenda)
3. **Waste Management Performance Joint Overview & Scrutiny Review – Progress Report**
Report from Rachael Grist attached
4. **Joint Street Services**
Report to follow
5. **Leisure Services**
Report from Paul Norris attached

Directions to Lowther

Please see attached link:

<http://www.multimap.com/maps/?&hloc=GB|FY85QQ#t=l&map=53.73847,-2.9731|16|4&loc=GB:53.73549:-2.9716:16|FY85QQ|FY8%205QQ>

JOINT COMMITTEE

Report of:	Meeting	Date	Item No.
Rachael Grist, Scrutiny Officer, Wyre BC	Joint Committee	30 th July 2007	3

**WASTE MANAGEMENT PERFORMANCE JOINT OVERVIEW &
SCRUTINY REVIEW – PROGRESS REPORT**

1. Purpose of Report

- 1.1 To report on the establishment and progress of the Waste Management Performance Joint O&S review group.

2. Outcomes

- 2.1 To allow Members the opportunity of scrutinising the group's proposals for reviewing aspects of the performance of the waste management service contract.

3. Recommendation/s

- 3.1 That the content of the report be noted.

4. Background

- 4.1 At the meetings of the Joint Committee held on the 19 March and 25 June 2007 concerns were raised about the increase in the number of missed bins and associated complaints. Subsequently, it was agreed that a joint Overview & Scrutiny review be carried out looking at the issue of recording and processing of missed bins, the provision of assisted collections and the extent and geographical incidence of fly tipping.

- 4.2** A review group has been established, consisting of three Councillors from Fylde BC and three from Wyre BC, with officer support from both scrutiny functions. The review will be led by Wyre BC and will focus on reviewing aspects of the performance of the waste management service contract across Fylde and Wyre.
- 4.3** The first meeting of the review group will take place on Tuesday 31st July at 5.30pm at Wyre BC. Meeting venues will be alternated.
- 4.4** An outline document (see Appendix 1), has been drafted for discussion and agreement at the first meeting, which summarises the group's proposed approach, including:
- ❑ group membership
 - ❑ purpose of the review
 - ❑ terms of reference
 - ❑ objectives
 - ❑ methodology
 - ❑ scope
 - ❑ potential witnesses
 - ❑ documents to be considered
 - ❑ risks
 - ❑ level of publicity
 - ❑ indicators of successful review
 - ❑ timeframes

5. Key Issues and Proposals

- 5.1** The Joint Committee is invited to examine the contents of the draft outline document.

Report Author	Telephone No.	Email	Date
Rachael Grist, Scrutiny Officer, Wyre BC	01253 887607	Rgrist@wyrebc.gov.uk	19/07/07

LIST OF APPENDICES

Appendix 1: Waste Management Performance Joint Overview & Scrutiny Review

– Draft Outline Document

APPENDIX 1

**Waste Management Performance Joint Overview & Scrutiny Review
– Draft Outline Document**

Review Topic	Waste Management Performance
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Chairman	To be nominated
Group Membership	Cllrs: David Bannister (Wyre BC), Lindsay Greening (Fylde BC), Clive Grunshaw (Wyre BC), Keith Hyde (Fylde BC), John Singleton (Fylde BC) and Frank Turner (Wyre BC)
Officer Support	Peter Foulsham (Democratic Services Officer – Scrutiny Support, Wyre BC), Rachael Grist (Scrutiny Officer, Wyre BC), Tracy Scholes (Executive Manager, Democratic Services & Member Support, Fylde BC) and Carolyn Whewell (Scrutiny and Improvement Officer, Fylde BC)
Purpose of the Review	To review aspects of the performance of the waste management service contract across Fylde and Wyre
Terms of Reference (Key Issues)	Scrutinise / review the current process of waste management, highlighting areas for improvement and making recommendations where appropriate
Objectives of Review	<ul style="list-style-type: none"> • Improve waste management performance • Achieve contract standards, minimising the incidence of missed bins and associated complaints • Improve provision of assisted collections • Improve fly-tipping and street cleansing directly related to the management of waste • Achieve value for money • Improve communication links and information collation procedures
Methodology	<ul style="list-style-type: none"> • Clarify the role of Overview and Scrutiny • Clarify the role of the Joint Committee • Review and analyse occurrences of the following, with respect to location, timing, frequency etc: <ul style="list-style-type: none"> ○ Missed bins ○ Assisted collections ○ Fly-tipping ○ Street cleansing-related complaints • Identify issues associated with the recording and processing of customer complaints relating to refuse collection • Review the sweeping and cleansing schedules • Consider reviewing the number of litter bins provided and issues of side waste • Evaluate communication methods

	<ul style="list-style-type: none"> • Review the liaison between the Contact Centre and the service providers • Identify the need for public consultation • Review promotional (e.g. leafleting) activities • Identify any tensions between Fylde and Wyre • Consider benchmarking activity and identify best practice • Consider establishing a robust and regular joint review process
Scope of Review	<p>This review should <u>not</u> include:</p> <ul style="list-style-type: none"> • Monitoring of joint working arrangements, as this is a responsibility of the Joint Committee • Improving fly-tipping and street cleansing performance except via direct relationship with the management of waste • Addressing recycling performance
Potential Witnesses	<ul style="list-style-type: none"> • David Jenkinson, Street Scene Manager, Fylde • Ruth Edwards, Street Scene Manager, Wyre • Jamie Dixon, Waste Management Operations Manager, Fylde • Colin Brown, Waste Management Officer, Wyre • Jocelyn Greenaway, Customer Services Manager, Fylde • Fiona Kinder, Contact Centre Manager, Wyre • Depot representative • Vehicle representative • Relevant Portfolio Holders • Management Team • Relevant Heads of Service
Documents to be considered	<ul style="list-style-type: none"> • Fylde / Wyre Waste Management Service Contract • Waste Management Contract Performance Reports • Lancashire waste minimisation targets • Sweeping and Cleansing Schedule • Minutes from Joint Committee meetings • Customer complaint logs • Contact Centre complaint coding
Risks	<ul style="list-style-type: none"> • Imbalance of Fylde / Wyre representatives • Lack of commitment • The nature of the contractual arrangement between Fylde and Wyre
Level of Publicity	<ul style="list-style-type: none"> • Medium / High

Indicators of a Successful Review	<ul style="list-style-type: none"> • Evaluation of performance and recommendations for improvements in waste management • Contract standards / targets met • Reduction in the number of missed bins and associated customer complaints • Improvement in the performance of the assisted bin service • Value for Money
Approximate Timeframe	3 months; deadline for final report: 31 October 2007 Progress report to Joint Committee meeting on 30 July 2007
Projected Start Date	July 2007

REPORT



REPORT OF	MEETING	DATE	ITEM NO
STREETSCENE	FYLDE AND WYRE JOINT COMMITTEE	30 JULY 2007	4

joint street services

Public Item

This item is for consideration in the public part of the meeting.

Summary

An update report will follow from Wyre Borough Council on Monday.

IMPLICATIONS

Finance	
Legal	
Community Safety	
Human Rights and Equalities	
Sustainability	
Health & Safety and Risk Management	

Report Author	Tel	Date	Doc ID
Name of author	(01253) 658	Date of report	

List of Background Papers

Name of document	Date	Where available for inspection
Document name		Council office or website address

REPORT



REPORT OF	MEETING	DATE	ITEM NO
COMMUNITY AND CULTURAL SERVICES	FYLDE AND WYRE JOINT COMMITTEE	30 JULY 2007	5

joint Leisure services

Public Item

This item is for consideration in the public part of the meeting.

Summary

Report to follow.

IMPLICATIONS

Finance	
Legal	
Community Safety	
Human Rights and Equalities	
Sustainability	
Health & Safety and Risk Management	

Report Author	Tel	Date	Doc ID
Paul Norris	(01253) 658440	Date of report	

List of Background Papers

Name of document	Date	Where available for inspection
Document name		Council office or website address