

Minutes of the meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 8 February 2017 from 7:00 p.m. to 7:45 p.m.

Present: Anne Boutrup (Chairman)
Margaret Belsey (Vice Chairman)

Liz Bennett	Colin Holden	Howard Muddin
Pete Bradbury*	Anne Jones MBE*	Kirsty Page
Cherry Catharine*	Chris King	Dick Sweatman
Sandy Ellis	Anthea Lea	Peter Reed*
	Peter Martin*	

* Absent

Also Present (as an appointed substitute): Councillor Richard Cherry.

Also Present: Councillors Gary Marsh and Mandy Thomas-Atkin.

1. SUBSTITUTES AT MEETINGS OF COMMITTEE – COUNCIL PROCEDURE RULE 4

The Committee noted that, in accordance with Council Procedure Rule 4, Councillor Richard Cherry had replaced Councillor Peter Reed for the duration of the meeting.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Bradbury, Catharine, Jones, Martin and Reed.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES

The Minutes of the previous meeting held on 22 November 2016 were agreed as a correct record and signed by the Chairman.

5. URGENT BUSINESS

None.

6. WASTE MANAGEMENT, RECYCLING AND STREET CLEANSING SERVICES – CONTRACT REVIEW

Judy Holmes, Assistant Chief Executive introduced the report. She informed Members that two reports were originally due to come before this Committee. The paper that is not included is the Waste Strategy update, this is because the work the Council commissioned from Ricardo's to support the update is not complete.

She informed Members that the second report related to continuation of the Serco contract and in particular the need to procure a new fleet of vehicles. Serco need to start the procurement by the end of March 2017.

She informed Members that Waste Strategy Review will be brought to the 21 March Scrutiny Committee for Customer Services and Service Delivery and then to the 27 March Cabinet.

David Harper, Business Unit Leader for Waste and Outdoor Services stated that the Council has negotiated with Serco significant savings over the duration of the contract. The report sets out the framework and workflow for the renewed contract and the requirements for the new fleet of vehicles.

The report proposes the procurement of a replacement fleet of 11 narrow-gauge vehicles, more suited for tight country lanes and urban areas. There will be a further vehicle which can be used for both restricted rural areas and restricted access in urban development. There will be two spare vehicles in case of a breakdown and three vehicles equipped to handle garden waste.

He noted that the current fleet has not had many problems with breakdowns, and has already had its life extended from 7 to 10 ½ years. Therefore the current fleet is at the end of its life and Serco has confirmed that they could continue with the current fleet only for a short while.

Serco receive customer service requests on a daily basis, which result in very few formal complaints. Serco demonstrated resilience in the recent severe winter weather, by collecting bins that were originally missed in a short-time frame.

He informed Members that the A23 is currently cleansed twice a week in areas that are safe to access such as pathways and cycle access roads, lay-bys, and roads sections with protective safety barriers and slow moving traffic. If the roads are considered dangerous they cannot be cleansed unless closed or by specially trained staff. 'A-one +' Highways England's contractor are working with Serco to enable cleansing the verge when any roads are closed for road-works. Furthermore, Serco is training more specialist operatives to carry out short term cleansing.

He informed the Committee that Local Authorities can be served notices which give them six weeks to cleanse a particular area.

Serco have a culture of accepting structural change, and have received customer service excellence award this year. Overall the Council has received a positive performance from Serco.

A Member sought clarification regarding KPIs set out in paragraph 40 of the report. The Business Unit Leader for Waste and Outdoor services replied that the majority of KPIs Serco must meet are related to customer satisfaction. Serco receive a performance payment if they meet these KPI targets. Over the previous 9 years those targets have been met, including the KPI ensuring missed bins are collected, however on two years the street cleansing performance was below the stated target for street cleansing on rural roads due to detritus / field run off.(during client inspections)

A Member enquired who assessed Serco on their customer service. The Business Unit Leader for Waste and Outdoor Services explained that the customer satisfaction surveys are undertaken by an independent company.

A Member requested that a breakdown of the KPIs be brought to the next meeting which was agreed by the Committee.

A Member asked whether there is a possibility that the Council may ask Serco to operate a different service during the duration of the contract. The Business Unit Leader for Waste and Outdoor Services replied that the current contract with Serco has been modified 52 times, and Serco have always been receptive to change in the past.

In response to Members' queries about fly-tipping, he advised Members a large proportion of the fly-tipping arises from the south of the district near Brighton and Hove. The Council is working with partner agencies to fix this problem. He clarified that there has not been an overall general increase in fly-tipping.

A Member asked whether the statutory national recycling rates as outlined in paragraph 20 of the report included commercial waste. The Business Unit Leader clarified they do not.

The Cabinet Member for Customer Services and Service Delivery wished to have more information on the use of in-cab technology and the penalising and enforcement of littering.

The Business Unit Leader for Waste and Outdoor Services reported that crews can select issues in live time via in-cab technology such as to generate an automated letter to residents recycling the wrong kind of waste. Furthermore, it can be used by Serco to monitor the location of their vehicles.

Regarding fines, he clarified that Mid Sussex collaborates with County Councils, neighbouring Districts and Highways England to issue fines. Advice to drivers could be circulated via social media. West Sussex County Council has two officers to undertake enforcement and issue FPNs.

In response to further Member queries about road signs and the use of CCTV for enforcement, he advised Members that currently, Mid Sussex has not put up signs on the A23 and would require permission from Highways England to do so, and does not currently have enforcement CCTV in operation.

The Chairman thanked the Business Unit Leader for his in depth-report and for his service to the Council and this Committee, and wished him a happy retirement. This was echoed by all Members.

As there were no further questions, the Chairman took Members to the recommendation in the report which was agreed unanimously.

RESOLVED

That the Committee agree to recommend to Cabinet the retention of the service of Serco Ltd for the remaining term of the Waste Management, Recycling and Street Cleansing Services Contract to 31st July 2028.

7. SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2016/17

Tom Clark, Head of Regulatory Services informed the Waste Strategy Review will be presented to the 21 March Committee along with the playing Pitch Strategy Update.

As there were no questions, the Chairman took Members to the

recommendation which was agreed unanimously.

RESOLVED

That the Committee note the Scrutiny Committee for Leisure and Community Work Programme as laid out in the report.

8. **QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10 DUE NOTICE OF WHICH HAS BEEN GIVEN**

None.

Chairman.