

**Minutes of the Meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 13 March 2018 from 7:00 p.m. to 8:00 p.m.**

**Present:** Councillors: Anne Boutrup (Chairman)  
Margaret Belsey (Vice-Chairman)

Liz Bennett  
Cherry Catherine\*  
Colin Holden  
Howard Mundin

Michelle Binks\*  
Sandy Ellis  
Anthea Lea  
Kirsty Page

Pete Bradbury  
Claire Fussell\*  
Judy Llewellyn-Burke  
Dick Sweatman

\*Absent

**Also Present (Cabinet Members):** Councillor Thomas-Atkin.

**Also Present (Members):** Councillor E. Belsey and Councillor Webster.

**1. SUBSTITUTES AT MEETINGS OF COMMITTEE - COUNCIL PROCEDURE RULE 4**

None.

**2. APOLOGIES**

Apologies had been received from Councillors Binks, Fussell, Catherine and Marsh.

**3. DECLARATIONS OF INTEREST**

In relation to Item 7, Councillors Bennet & Bradbury confirmed a personal interest as they are members of West Sussex County Council (WSCC) who administrate the waste disposal for Mid Sussex.

**4. MINUTES**

The Minutes of the meeting of the Committee held on 13 February 2018 were agreed as a correct record and signed by the Chairman

**5. TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS URGENT BUSINESS.**

The Chairman commended MSDC officers, Serco and IDVerde for their responsiveness to the adverse weather recently which did not have an effect on the quality of the service that was provided.

**6. LANDSCAPE MANAGEMENT CONTRACTS – ANNUAL REPORT FOR 2017**

Rob Anderton, Divisional Leader for Commercial Services & Contracts, introduced the report which outlines the work of the Landscape team, with a particular focus on the Grounds Maintenance Contract and the Arboriculture Contract. He added that the specification of both contracts will be reviewed over the coming 12 months, to ensure the contracts continue to be fit for the future and capable of meeting the demands of the service more appropriately.

A Member made reference to Para.21 in the report and enquired if this extended to the land on Harbour Road, East Grinstead.

The Divisional Leader for Commercial Services & Contracts advised that he was not aware of the specific area of land being referred to, but confirmed that the intention is that all MSDC owned land covered in the contract, which is also maintained by MSDC, will be mapped.

The Chairman enquired if there is an intention for a reporting system much like what is in place for faulty street lights.

The Divisional Leader for Commercial Services & Contracts outlined that there is currently a similar system in place for bins and in the future will also encompass other aspects of the park infrastructure, and this will enable the Council to instruct the contractors appropriately.

A Member noted that the Grounds Maintenance Contract is in place for 14 years but questioned how the Council knows that it still provides value for money.

The Divisional Leader for Commercial Services & Contracts clarified that it is the standard good practice for ground maintenance contracts to run for 10 to 15 years however the contract will be continually reviewed during that time.

The Cabinet Member for Customer Services described that she was on the Scrutiny Committee that debated the contract length and they felt that the duration was appropriate because it is the standard format for ground maintenance contracts, to allow for the level of investment required by an incoming contractor.

The Vice-Chairman, who also sat on the Committee that debated the contract length, added that they factored in the large and costly machinery that the contractors require to deliver the contract.

A Member noted that IDVerde are looking for sponsorship for the bedding area at Victoria Park but enquired what would occur if they do not find any sponsors.

The Divisional Leader for Commercial Services & Contracts confirmed that if they are unable to secure any sponsorship then they would consider financing it themselves.

A Member queried whether there is a plan to put recycling bins into the parks.

The Divisional Leader for Commercial Services & Contracts explained that it is a commitment set out in the report however the Council and its contractors must first carry out a feasibility study to create a business case.

A Member expressed her gratitude for the Friends Groups, as stated on P.9, Paragraph 11, who consist of only volunteers. She also questioned if she could have more information regarding the crowdfunding for future parks projects which is described on P.11, Paragraph 33.

Judy Holmes, Assistant Chief Executive, explained that crowdfunding was being considered by WSCC and is supported by the Cabinet Member for Resources and Economic Growth who wants to make the best use of all funding opportunities. She sought confirmation from the Solicitor of the Council as to which Scrutiny Committee would debate where the funding would be allocated.

Tom Clark, Solicitor the Council, confirmed that it will most likely be discussed at the Scrutiny Committee for Leader, Resources and Economic Growth.

A Member asked whether the dog waste bins are numbered as he has difficulties identifying certain bins. He also enquired at what stage the Council becomes involved when open spaces are created during housing developments.

The Divisional Leader for Commercial Services & Contracts clarified that the dog waste bins do have a reference number. Furthermore, he confirmed that the Landscapes Team are always consulted during the planning application stage to ensure the open space created by the developer meets the Council's expectations. If the final development is not to the Council's expectations then the developers are required to meet the Council's standards before it is adopted.

The Assistant Chief Executive stated that the Council is seeing more and more cases of developers creating Resident Trusts to manage the open space, which means that in some cases the Council is not always the owner of the open space.

A Member queried when the introduction of the recycling bins in communal parks will take place.

The Divisional Leader for Commercial Services & Contracts clarified that they are currently looking at the practical implications and will then pilot the initiative in a small number of parks before it is rolled out more widely.

A Member sought confirmation on when the master landscaping plan, mentioned on P.11, Paragraph 30, might appear.

The Divisional Leader for Commercial Services & Contracts confirmed that his team is currently going through a restructure which will address the areas where additional capacity and skills are needed.

A Member enquired what issues were highlighted that meant that the Park Satisfaction percentages, listed on Appendix 2, did not reach 100%.

The Divisional Leader for Commercial Services & Contracts explained that Month 5 and 10 were subject to flushes of grass growth which caused issues from the football and other sport facility users.

The Chairman noted that no member wished to speak so moved to recommendation which was agreed unanimously.

## **RESOLVED**

The Committee noted the contents of the report.

## **7. WASTE MANAGEMENT, RECYCLING AND STREET CLEANSING SERVICES – CONTACT REVIEW**

Rob Anderton, Divisional Leader for Commercial Services & Contracts, introduced the report for the 4<sup>th</sup> and final review of the year. He confirmed that much like previous reports it outlines the scope of the contract, details of key projects in the past year and future planned improvements to the service.

A Member drew attention to P.16, Para.8i and wondered if the figures have increased or decreased from last year.

Alex Donley, Acting Waste Services Team Leader, explained that the figure is quite static with it being around 324 over the last four years.

A Member enquired if the Members of the Committee could receive information on the location of the lockable bins that were issued to low performing bin stores. She also expressed her keenness on the recycling of textiles and fabrics and for schools becoming eco-schools.

The Divisional Leader for Commercial Services & Contracts confirmed that the location of the lockable bin stores can be shared with Members and expressed the importance of Members being aware of where the Council is focusing its efforts. In addition, he drew attention to a recent pilot scheme WSCC are implementing in Chichester in which customers receive tokens for clothes they donate where they can then buy other donated clothes with the tokens.

A Member enquired how frequently the A23 is being cleaned as it was an issue that was raised with her at a recent Parish Council meeting. She also questioned whether the Council could erect signs that discourage littering much like those being used by Horsham District Council.

The Divisional Leader for Commercial Services & Contracts clarified that it is a difficult challenge to get onto the A23 without traffic management. He outlined that they currently have a reactive service, working alongside Highways England's (HE) contractors; however the Council is working with Serco and HE to achieve a more proactive service.

The Assistant Chief Executive supplemented the Divisional Leader for Commercial Services & Contracts comments by explaining that as the Council must work with Highways England to get onto the A23 when they are maintaining the A23, this is not always satisfactory as their work programme is susceptible to changes and cancellations.

The Member sought clarification on the cost of cleaning up the waste on the A23.

The Divisional Leader for Commercial Services & Contracts confirmed that it ranges into the tens of thousands. He also confirmed that WSCC Waste Partnership is looking at what Horsham District Council have done with their litter signage and has provided funding to all boroughs and districts for such purposes.

A Member enquired as to what a Mobile Civic Amenity is and sought clarification on what made the British Heart Foundation different from other charities when considering them on the Waste Electrical and Textiles Recycling Project.

Alex Donley, Acting Waste Services Team Leader clarified that a Mobile Civic Amenity is a MSDC freighter which visits a local car park or centre allowing those who cannot attend a Waste and Recycling site to dispose of their extra waste. In response to his second query he confirmed that Serco had originally piloted the scheme in other areas with the British Heart Foundation and recommended them to the Council for piloting to Mid Sussex.

A Member questioned whether the issue about the keeping A roads, such as the A23 & A24, tidy is a UK wide issue or just a local issue.

The Assistant Chief Executive confirmed that it is a national issue.

A Member sought more information regarding food waste and questioned the likelihood of the Council getting fined as described on Paragraph 57.

The Divisional Leader for Commercial Services & Contracts confirmed that WSCC recycling rates are currently just under 45%. He added that WSCC have acknowledged that food waste is a key issue in being able to achieve the 50% recycling target set by the EU and have commissioned a feasibility study on the topic. The Council has expressed an interest in being considered for any trials if the business case can be made, however the Divisional Leader for Commercial Services & Contracts could not provide any further details at this stage. The Divisional Leader for Commercial Services & Contracts then addressed her second query confirming that the Government expressed their commitment to the target however due to 'Brexit' the fine may not be applicable.

The Assistant Chief Executive drew the Committees' attention to the fact that Councils who have achieved the 50% recycling target offer free garden waste and food waste collections.

The Chairman then noted that no Member wished to speak so moved the recommendation which was agreed unanimously.

#### **RESOLVED**

The Committee noted the contents of the report.

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

None.

Meeting closed at 8:00pm.

Chairman