

**Minutes of a meeting of Scrutiny Committee for Customer Services
and Service Delivery
held on Wednesday, 23rd January, 2019
from 7:00pm - 7.29 pm**

Present: M Belsey (Vice-Chair)

J Belsey
M Binks
P Bradbury

S Ellis
B Forbes
G Heard

Anthea Lea
H Mundin

Absent: Councillors A Boutrup, L Bennett, C Catharine, C Fussell, K Page and D Sweatman.

Also Present (Cabinet Members): Councillor M Thomas-Atkin and Councillor G Marsh.

Also Present: Councillors Wall and Webster.

In the absence of the Chairman, the Vice-Chairman proposed that Cllr Bradbury be appointed as Vice-Chairman for the duration of the meeting. This was agreed.

**1. TO NOTE SUBSTITUTES IN ACCORDANCE WITH COUNCIL PROCEDURE
RULE 4 - SUBSTITUTES AT MEETINGS OF COMMITTEES ETC.**

Councillor Stockwell substituted for Councillor Catharine.

2. TO RECEIVE APOLOGIES FOR ABSENCE

Apologies had been received from Councillors Boutrup, Bennett, Catharine, Page, Fussell and Sweatman.

**3. TO RECEIVE DECLARATION OF INTERESTS FROM MEMBERS IN RESPECT OF
ANY MATTER ON THE AGENDA**

None.

**4. TO CONFIRM THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON
7 NOVEMBER 2018**

The Minutes of the meeting of the Committee held on 7 November 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**

None.

**6. FUTURE PROPOSED APPROACH FOR THE COLLECTION OF TEXTILES AND
SMALL WASTE ELECTRICALS AND ELECTRONIC EQUIPMENT**

Rob Anderton, Divisional Leader for Commercial Services & Contracts, introduced the report and provided an update which set out the evaluation of the trial collection of textiles and small waste electricals and electronic equipment between November 2017 and September 2018. The report also set out the proposal for the scheme in the future to provide an enhanced collection service across the District. The service was successful. To ensure the best capture rates there should be an extension of the range of materials collected at the kerbside and a continuation of maintenance to the current collection service, and an increase in the number of textile containers at the mini recycling sites located across the District.

A Member queried the frequency of the proposed collection carried out by the existing waste and recycling kerbside collection service.

The Divisional Leader for Commercial Services & Contracts confirmed residents will be asked to present their textiles one day of the week and then the small WEEE (Waste Electricals and Electrical Equipment) on one day the following week which would be collected alongside their usual waste and recycling collection.

A Member noted that the scheme's aim is to resell as much of the collection as possible. He sought clarification over whom PAT tests the appliances as he is aware of certain charities that do not accept electrical goods due to the costs associated with ensuring that the equipment is safe for resale.

The Divisional Leader for Commercial Services & Contracts explained that the responsibility for PAT testing falls with the British Heart Foundation currently and subsequently any charity who is selected to deliver the scheme in the future.

The Member then enquired whether the British Heart Foundation themselves will be collecting the textiles and small WEEE.

The Divisional Leader for Commercial Services & Contracts confirmed that the Council intends to expose the service to competition to any interested charitable partners.

A Member enquired whether the Council has considered advertising to promote the scheme to a wider audience, perhaps through social media channels. She also expressed her delight that almost half of collected textiles and small WEEE are able to be sold and that people who would usually not have access to recycle these items now have the opportunity to do so.

The Divisional Leader for Commercial Services & Contracts confirmed that he will look into promoting the scheme.

A Member sought clarification on who is responsible for the storage of the collected textiles and small WEEE and whether the storage of the items will come at a cost.

The Divisional Leader for Commercial Services & Contracts clarified that if the British Heart Foundation, or whoever the charitable partner is at the time, collects the items then they would be responsible for the storage and resale of the goods. If the Council's contractors, Serco, collect the items then the Council would be responsible for the storage of the goods which would come at a small cost.

The Cabinet Member for Customer Services enquired who bears the cost of fitting the undercarriage storage cages onto the existing waste collection fleet.

The Divisional Leader for Commercial Services & Contracts explained that this would be considered as part of the business case, however he reassured the Cabinet Member that it is not an expensive modification.

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

RESOLVED

The Committee noted the contents of the report.

7. REVIEW OF CUSTOMER SERVICES ACROSS THE COUNCIL

Simon Hughes, Head of Digital and Customer Service, introduced the report and provided a presentation to the committee. The presentation detailed figures of customer services across the council and highlighted platforms in which customers can contact the Council to be provided a service. He confirmed that the Council has reduced the number of telephone calls going through the contact centre due the streamlining of web-based services which allows Customer Services Officers to be more available to deal with other queries. The Council publishes customer services figures on Mid Sussex District Council's website and MSDC News to better promote the figures.

A Member enquired as to what extent are enquiries for services that the Council outsources, such as pest control, measured.

The Head of Digital and Customer Service confirmed that the Council has measures to identify customer standards and comments of contractors, including the expectations of service levels in the contract with the contractor. If the Council is informed of an issue with the contractor, then it is reviewed collectively and subsequently fed into the contract.

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

RESOLVED

The Committee noted the contents of the report.

8. SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2018/19

Judy Holmes, Assistant Chief Executive, introduced the Work Programme for the next meeting taking place on 13 March and informed the committee of the expected business; Leisure Strategies update (Play & Amenity Green Space Strategy), Member Development Working Group (MDWG) Achievements, Six month progress report for cashless parking and Parking Strategy Refresh.

Councillor Marsh confirmed that he would be on holiday for that meeting and requested that the meeting be moved to the 19 March where he would be able to comment on the forthcoming items that all fall within his portfolio remit.

The Assistant Chief Executive confirmed that she would speak with Democratic Services to ask them to consider arranging an alternative date.

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

RESOLVED

The Committee noted the contents of the report

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

None.

The meeting finished at 7.29 pm

Chairman