

**BOROUGH OF BARROW-IN-FURNESS**  
**OVERVIEW AND SCRUTINY COMMITTEE**

Meeting:- Wednesday 13th September, 2017  
at 2.00 p.m. (Committee Room No. 4)

**A G E N D A**

**PART ONE**

1. To note any items which the Chairman considers to be of an urgent nature.
2. To receive notice from Members who may wish to move any delegated matter non-delegated and which will be decided by a majority of Members present and voting at the meeting.

3. **Admission of Public and Press**

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the Agenda.

4. **Declarations of Interest**

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

5. Apologies for Absence/Attendance of Substitute Members.
6. Confirmation of Minutes of the meeting held on 13th July, 2017 (copy attached).
- (D) 7. Waste Working Group.

**NOTE (D) – Delegated  
(R) – Referred**

## **Membership of Committee**

Councillors Heath (Chairman)  
Cassidy (Vice-Chairman)  
Gill  
Husband  
McLeavy  
Preston  
Proffitt  
C. Thomson  
M. A. Thomson  
Wall  
Williams.

### **For queries regarding this agenda, please contact:**

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# **BOROUGH OF BARROW IN FURNESS**

## **OVERVIEW AND SCRUTINY COMMITTEE**

Meeting, Thursday, 13th July, 2017  
at 2.00 p.m.

PRESENT:- Councillors Cassidy (Vice-Chairman), Gill, Husband, McLeavy, C. Thomson, M. A. Thomson and Wall.

Officers Present:- John Penfold (Corporate Support Manager), Sandra Kemsley (Democratic Services Officer) and Paula Westwood (Democratic Services Officer - Member Support).

### **7 – Apologies for Absence/Attendance of Substitute Members**

Apologies for absence were received from Councillors Heath (Chairman), Preston, Proffitt and Williams.

### **8 – Minutes**

The Minutes of the meeting held on 1st June, 2017 were taken as read and confirmed.

### **9 – Appointments on Outside Bodies, Panels, Working Groups etc.**

At the Annual Council meeting on 16th May, 2017 the allocation of seats in respect of Forums, Panels, Working Groups etc. had been agreed.

In respect of this Committee, Members had been requested to appoint Members to the Leisure Services Group for 2017/2018. In accordance with proportionality rules, the notional seat allocations for 2017/2018 were as follows:-

Leisure Services Group (5 seats) 4 Labour: 1 Conservative.

RESOLVED:- To agree that the following Members be appointed to the Leisure Services Group for 2017/2018:-

Labour (4) - Councillors Husband, C. Thomson, M. A. Thomson and Wall; and

Conservative (1) – Councillor Gill.

### **10 – Waste Working Group**

The Corporate Support Manager reported that at the meeting of this Committee on 1st June, 2017, Members had agreed to establish a work group to review waste collection and street cleanliness. He advised the Committee that the work group had met on 15th June and had been provided with an overview of the service and arrangements for monitoring service delivery. Councillors Cassidy and Husband had met with the Street Care Manager on 3rd July who had provided information on

the Council's statutory duties and current issues including significant amounts of contamination in the recycling bins and issues with street cleansing. The Streetcare Manager had informed the Councillors that following the restructure of the Waste Collection and Street Cleansing Teams during the week commencing 17th July, 2017 he anticipated seeing an improvement in street cleanliness and waste collection.

By way of background information, the Corporate Support Manager advised the Committee that back in 2012 Central Government money known as the Weekly Waste Collection Support Fund had been available in order to retain weekly waste collections and that the Council had successfully bid for £900,000 for provision of the following:-

- Retain a weekly collection of waste;
- Introduce fortnightly collection of recyclables in a 240 litre wheeled bin and separate box for glass;
- Implement a four day week (Tuesday to Friday) for waste collection only, not street cleansing; and
- Introduce a Garden Waste Club.

He advised the Committee that the four day collection week would be implemented from 17th July, 2017 and that each household in the Borough had received an information leaflet advising what could be recycled and in what container as well as a calendar with details of recycling collection dates for the next two years.

The Corporate Support Manager advised the Committee that in respect of the amount of waste collected there had been no significant difference in the first quarter of 2017/18 in comparison to the same period in 2016/17.

It was noted that the amount of waste recycled was up by 150 tonnes in 2017/18 compared to the same period in 2016/17, however a large amount of that recycling had been heavily contaminated.

In respect of street cleanliness, he advised the Committee that the Streetcare Department had a protocol in place to serve Rectification Notices and Fixed Penalty Notices where required.

The Committee noted that since 1st July, 2017 there had been 131 complaints received in relation to waste collection.

It was noted that FCC had a 50% rejection rate where recycling had not been collected as it had not been presented correctly due to contamination. The Committee discussed this at length and considered that education was required. The Corporate Support Manager advised that different Authorities and Contractors across the country operated differently which could cause confusion to new people moving into the area. He also advised that FCC would be placing stickers on the red recycling bins to advise residents as to what can be recycled.

It was noted that the length of time taken to deliver new bins to residents was currently up to 28 days. The Corporate Support Manager advised the Committee that it had been agreed to speed that process up to help reduce the amount of

waste being presented in bags which would assist with increasing recycling levels as well as improving street cleanliness.

The Corporate Support Manager advised that the next stage in this scrutiny review would be for the Scrutiny Work Group to ensure that the Contractors (FCC) worked in accordance with their Method Statement in order to reduce the amount of contamination and ensure that following collection of waste, areas were left clean and tidy.

RESOLVED:- (i) To note the report; and

(ii) To agree that the work group would meet again as soon as possible.

## 11 – Work Programme

The Corporate Support Manager reported that at the meeting of this Committee on 1st June, Members had agreed to review the following topics in 2017/18:-

Item	Topic	Scope of the review
1	Street Cleanliness.	To review Council's arrangements for working with the Contractor to deliver a higher standard of street cleanliness.  To ensure appropriate arrangements are in place to manage external factors that impact on street cleanliness e.g. seagulls and fly tipping.
2	Revenues and Benefits	To review arrangements delivering the Revenues and Benefits service including the level of support the Council provides to Residents to help them to complete application forms.
3	Housing Strategy	Review availability of private sector and social housing and consider partnership arrangements to ensure that the availability of housing in the Borough meets demand.

He advised that Street Cleanliness would take priority and that Revenues and Benefits and the Housing Strategy would be looked at later in the year.

RESOLVED:- To note the report.

The meeting closed at 2.45 p.m.



Of the 1315 tonnes of recycling that was processed only 672 tonnes (55%) was recycled, the level of contamination was 45% and this was sent for disposal as residual waste.

In the quarter 625 tonnes of garden waste was composted. The total waste collected was 6,200 tonnes therefore the percentage of waste recycled or composted was 20.9% this compares to 33% recycled in Quarter 1, 2016/17.

Service failures and complaints:

In Quarter 1 there was a significant increase in the number of service failures and complaints, this was anticipated as changes to methodology for waste collection, street cleansing and garden waste collections were implemented. These are detailed in the table below.

A review of service failures and complaints indicated the majority of the complaints related to non-delivery of wheeled bins for recycling and the delivery of the subscription based green waste collection.

In July and August the number of service failures remains high and these are related to non-collection of recycling containers. A significant number of these non-collections are due to non-recyclable contamination in the containers and the Council is working with FCC Environment to improve the information given to residents.

The number of complaints is now decreasing. Many of these relate to not collecting waste on the day stipulated in the calendar following the introduction of the 4-day week and non-delivery of containers. The Council is working with FCC Environment to ensure that waste is collected on the correct day. We are aware that there is not sufficient resource to deliver all of the containers requested as that resource is being used to recover contaminated recycling bins.

	Service failures		Complaint	
	2016/17	2017/18	2016/17	2017/18
Quarter 1	269	728	51	123
July	73	286	11	85
August	87	269	26	36

Background Papers

Nil.