



Wednesday, 15 February 2023

Dear Sir/Madam

A meeting of the Overview and Scrutiny Committee will be held on Thursday, 23 February 2023 in the Council Chamber, Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	J C Patrick (Chair)	M Hannah
	D K Watts (Vice-Chair)	E Kerry
	S Easom (Vice-Chair)	P J Owen
	L Ellis	R S Robinson
	M J Crow	C M Tideswell
	S Dannheimer	I L Tyler
	L Fletcher	

AGENDA

1. APOLOGIES

To receive apologies and to be notified of the attendance of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 3 - 18)

The Committee is asked to confirm as a correct record the minutes of the meetings held on 12, 30 and 31 January 2023.

4. MINUTES FROM WORKING GROUPS (Pages 19 - 20)

To receive the minutes from the Working Group.
Missed Bins 9 January 2023

5. CONSIDERATION OF CALL - IN

To consider any matter referred to the Committee for a decision in relation to the call in of a decision.

6. CABINET WORK PROGRAMME (Pages 21 - 22)

To inform the Committee of items on the Cabinet's work programme, from which items for scrutiny may be identified.

7. MISSED BINS SCRUTINY REVIEW (Pages 23 - 38)

To receive the report of the Overview and Scrutiny Committee Working Group's report into Missed Bins which is contained within the agenda.

The Overview and Scrutiny Committee is asked to CONSIDER the recommendations contained within the report and RECOMMEND to Cabinet accordingly.

8. REVIEW OF OVERVIEW AND SCRUTINY COMMITTEE

Members are asked to evaluate the last year of the Overview and Scrutiny Committee and consider any changes for the following year.

9. WORK PROGRAMME (Pages 39 - 42)

Committee is asked to approve its Work Programme, including identifying topics for scrutiny, that will help to achieve the Council's key priorities and associated objectives.

OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 12 JANUARY 2023

Present: Councillor J C Patrick, Chair

Councillors: S Easom
L Ellis
M J Crow
S Dannheimer
E Kerry
P J Owen
C M Tideswell
I L Tyler
D Bagshaw (Substitute)
J M Owen (Substitute)
D Grindell (Substitute)
H Land (Substitute)

Apologies for absence were received from Councillors D K Watts, L Fletcher, M Hannah and R S Robinson

34 DECLARATIONS OF INTEREST

There were no declarations of interest.

35 MINUTES

The minutes of the meeting held on 10 November 2022 were confirmed and signed as a correct record.

36 MINUTES FROM WORKING GROUPS

Members noted the minutes from the Agile Working and Missed Bins Working Groups. An update was provided on the Cost of Living Working group to the Committee. A further meeting was being arranged for the Cost of Living topic.

37 UPDATE FROM CABINET

Members were informed that there was no update from Cabinet.

38 CONSIDERATION OF CALL-IN

Members were informed that no call-ins had been received.

39 BRIEFING ON BUDGETARY PLANNING AND BUSINESS PLANS

The Committee welcomed a presentation on the budgetary planning and business plans from the Head of Finance in preparation for the Overview and Scrutiny meetings 30 and 31 January 2023.

40 OVERVIEW AND SCRUTINY WORKING GROUP- AGILE WORKING

The Committee received the report on Agile Working. The Chair of the Working Group gave a summary at the meeting of the report. The purpose of the report was to achieve the outcomes identified in the scoping report and sought that residents were getting the best service possible with a positive impact on services, service delivery expectation had not been reduced since agile working and there was a better understanding of how agile working operates, and how this was communicated to residents and Councillors.

The Committee considered that there was still work to be done on the report and residents input would have been useful. Members requested reassurance that agile working for staff and for residents and businesses be considered. It was stated that agile working was here to stay with other businesses adopting differ styles of agile working with trends for a four-day week pattern. There was a need for clear guidelines with discipline without supervision, mentoring, learning, strengthening, cohesion and how effective leadership and support is offered to employees. This all should be looked at more closely. There was concern that there still were communication problems with residents trying to make contact with services especially if there were areas with staffing issues or illness. It was considered that work in some areas was not being achieved and agile working may be responsible. Councillors expressed frustration at having to call in constantly to get updates on issues when the query had not been answered. Further queries raised included having an unskilled workforce, where are the boundaries and what is the future and that some employees have not had the practical experience of working in an office. Members stated that benefits included a happier workforce, supported a better work life balance and reduced the environmental impact on car emissions around the borough supporting the Council's target to become carbon neutral by 2027.

Members considered that there was a need to look at this topic again with the new administration while including the views of residents. There should be a re-focus on scrutiny with residents and how it impacts on them.

Options were suggested by the Committee on how to progress the report. It was stated that the report be put back onto the work programme as a topic to be considered by the Committee at a future meeting.

RESOLVED to return the issue of agile working back to the work programme for a future review, taking account of all the views of Councillors of the Overview and Scrutiny Committee.

41 CABINET WORK PROGRAMME

The Committee noted the Cabinet work programme. Queries were raised with regards to the Leisure Centre update and the impact on energy and inflation on Leisure

Centres, and the Housing Situation in Broxtowe report including how many voids were there in the borough.

42 SCRUTINY WORK PROGRAMME

The Committee resolved that the work programme with the minor amendments and the topic of Agile Working being added back to the programme be approved.

RESOLVED that the work programme be approved.

This page is intentionally left blank

OVERVIEW AND SCRUTINY COMMITTEE

MONDAY, 30 JANUARY 2023

Present: Councillor J C Patrick, Chair

Councillors: E Kerry
P J Owen
C M Tideswell
I L Tyler
D Grindell (Substitute)
H Land (Substitute)
J M Owen (Substitute)
S Paterson (Substitute)
D D Pringle (Substitute)

Apologies for absence were received from Councillors D K Watts, S Easom, L Ellis, M J Crow, S Dannheimer, L Fletcher, M Hannah and R S Robinson.

Officers in attendance were: K Powell, M Hawley, S Hickey, C Laxton-Kane, J Ward, L Evans, E Georgiou, P Bennett, and P Wolverson attended by Microsoft Teams.

43 **DECLARATIONS OF INTEREST**

Councillors S Paterson and D Grindell declared other registerable interests in agenda item 4, as they were Members on the Liberty Leisure Board, minute number 44 refers. Councillor E Kerry declared an other registerable interest as he was Chair on the Notts County Council Pension Board.

44 **BUSINESS PLANS AND FINANCIAL ESTIMATES 2023/24 - 2025/26 - HEALTH**

This item was moved forward in the agenda at the discretion from the Chair.

Members considered proposals for business plans, detailed revenue budget estimates for 2023/24, capital programme for 2023/24 to 2025/26 and proposed fees and charges for 2023/24 in respect of the Council's priority areas.

Allowances for the pay award and inflationary pressures, cost of energy and fuel had impacted the budgets. These allowances were guided by the best indications available at the time.

Comments included the following:

- That it was essential to provide detailed budgets to the Overview and Scrutiny Committee to allow for an effective scrutiny on them. Members felt there was a lot of data missing.
- An explanation of an inactive adult was provided to the Committee and how the random survey was conducted. Sports England defined an

inactive adult to be someone who took part in less than 30 minutes of exercise a week

- Concern was raised with the costs of repairs and maintenance of Bramcote Leisure Centre and no short or medium term costs of the Leisure Centre regarding build and impact on the budgets. A confidential report would be presented at the 7 February 2023 Cabinet meeting.
- The Delivery of the Culture and Events Strategy and the reason for transferring the service back in house to allow Liberty Leisure to focus on leisure services.
- The Risks associated with agency staff and the failure to recruit to Senior Environmental Health posts. It was recognised that there was currently a country-wide problem with recruitment in this area.
- There was a query why licensing fees had not increased and if Broxtowe was subsidising businesses with fees and charges. It was confirmed that that fees were adhered to by National Code of Practices and the Council had to charge to be cost neutral.
- Members were advised to check the Council's website for times of swimming and associated costs.
- The exercise referral scheme had 229 referrals from the Primary Care Network. Good relations had been made with the Network. The referrals had resulted in 139 Memberships being created.
- The ongoing delivery of the Get Action Plan was discussed, to provide opportunities for potentially inactive people to become more active.
- The replacement of gym equipment across the leisure centres raised concern with the costs associated. An audit of all equipment would be undertaken with options of leasing, purchasing or returning the equipment and managing the equipment across each site with usage, wear and tear.
- Concern was raised with the direct budget costs associated with potentially delivering changes to the existing management agreement between Liberty Leisure Limited and Broxtowe Borough Council. Work was to be explored with Active4today to consider efficiencies. Liberty leisure Limited would in addition be reviewing payment schedules, updating the scope of the service, agreeing a reserve policy, managing the repairs and renewals, and governance of the Company.
- The subsidy of visitors to the D H Lawrence Museum and plans to increase footfall in the next year was discussed. A new forward plan and strategy would be produced with the service being transferred under the Communications, Cultural and Civic Services team.
- Members were concerned that the wiring at Bramcote Leisure Centre did not meet current building regulation standards and should be replaced. It was confirmed that the insurance company conduct annual checks and were not concerned and most buildings did not meet current building regulations. If any critical safety issues were raised, these would be dealt with immediately.

RECOMMENDED that:

- 1. Cabinet approves the Health Business Plan**
- 2. Cabinet recommends to Council that the following be approved:**

- a) **The detailed revenue budget estimates for 2023/24 (base) including any revenue development submissions.**
- b) **The capital programme for 2023/24 to 2025/26**

(Having declared interests as stated above Councillors S Paterson and D Grindell did not vote on this item.)

45 BUSINESS PLANS AND FINANCIAL ESTIMATES 2023/24 - 2025/26 - COMMUNITY SAFETY

Members considered proposals for business plans, detailed revenue budget estimates for 2023/23 and proposed fees and charges for 2023/24 in respect of the Council's priority areas.

Comments included the following:

- Knife crime was low in Broxtowe. Media published data that gave the impression knife crime involved young people this was not always the case. Older people carry knives and are involved in incidents. The crimes are just not reported in the same way in the media.
- Queries were raised with the Licensing fees and how they were set, in particular the Houses in Multiple Occupation and Dangerous Wild Animals fees. Increasing fees cannot be applied as an act to deter applying for a licence. DEFRA set definitions how the Licence fees could be applied for with Local Authorities.
- Safer Streets Action Plan for Eastwood that funding was matched by external partnerships
- Concern was raised that anti-social behaviour targets were not ambitious enough.
- An explanation of the Sanctuary Scheme was provided to the Members. Support was provided to assist the homeowner by offering door locks, additional lighting and camera door bells to allow the resident to remain in their own home.

RECOMMENDED that:

1. **Cabinet approve the Community Safety Business Plan**
2. **Cabinet recommends to Council that the following be approved:**
 - a) **The detailed revenue budget estimates for 2023/24 (base)**
 - b) **The fees and charges for 2023/24**

46 BUSINESS PLANS AND FINANCIAL ESTIMATES 2023/24 - 2025/26 - ENVIRONMENT AND CLIMATE CHANGE

A ten-minute comfort break was put to the committee and when put to the vote, this was agreed.

Members considered proposals for business plans, detailed revenue budget estimates for 2023/24, capital programme for 2023/24 to 2025/26 and proposed fees and charges for 2023/24 in respect of the Council's priority areas.

An update was provided at the meeting that appendix 2C Environment and Climate Change Review of Fees, Charges and Allowances had some slight amendments to the fees and charges.

Comments were as follows:

- The Committee noted that the Climate Change Strategy would be presented to Cabinet in March 2023 after a query was raised with the plan to achieve the targets set.
- Members noted an update on the success of the Green Rewards Scheme.
- A query was raised with regards to the garden waste subscription. The £1.00 increase was to help cover the costs of inflation, energy, fuel and the pay award and maintaining service delivery.
- Household waste collection per head would be reduced with a reduction in plastics and how manufacturers are changing their packaging on goods. There is an aspiration to reduce residual waste. Concern was raised that currently all residual waste goes to the incinerator that produces steam for Nottingham this was confirmed that multiple organisations transfer waste to the incinerator.
- Members were pleased to see the number of electric vehicles target for 2022/23 had been exceeded as there were now nine electric vehicles. There was some concern that there were inadequate charging points across the country and that currently the cost to power the cars was more than diesel. It was agreed that electric cars were only a small part of the solution. Other options would need to be researched when feasible options become available.
- The Committee asked for further clarification with the structure review within Bereavement Services. A new marketing strategy to grow the crematorium as a business and improve service resilience would require a new structure to facilitate the changes. Engagement with Funeral Directors and other establishments to provide bespoke services and be competitive with other providers within the area. Providing Woodland burials would contribute towards the Council tree planting targets and carbon off-setting implications.
- An increase in charges for major events was to cover potential restorative works to the ground after the event, litter picks and the costs incurred due to inflation and the pay award.

RECOMMENDED that:

- 1. Cabinet approves the Environmental Business Plan and the Bereavement Services Business Plan.**
- 2. Cabinet recommends to Council with the slight amendments in appendix 2C that the following be approved:**
 - a) The detailed revenue budget estimates for 2023/24 (base)**
 - b) The capital programme for 2023/24 to 2025/26**
 - c) The fees and charges for 2023/24**

Overview and Scrutiny Committee resolved that the work programme be approved.

RESOLVED that the work programme be approved.

This page is intentionally left blank

OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 31 JANUARY 2023

Present: Councillor J C Patrick, Chair

Councillors: S Easom
P J Owen
C M Tideswell
I L Tyler
D Grindell (Substitute)
H Land (Substitute)
J M Owen (Substitute)
S Paterson (Substitute)
D D Pringle (Substitute)
P Roberts-Thomson (Substitute)

Apologies for absence were received from Councillors D K Watts, L Ellis, M J Crow, S Dannheimer, L Fletcher, M Hannah, E Kerry and R S Robinson.

Officers in attendance were: K Powell, S Hickey, R Shaw, A Gidney, R Ayoub, P Sudlow, R Dawson, J Little, J Ward and L Evans.

48 **DECLARATIONS OF INTEREST**

Councillors D Grindell and S Paterson declared other registerable interests in agenda item 3 due to their roles as Members of the Stapleford Executive Board, minute number 49 refers. Councillors D Grindell, S Easom and S Paterson all declared other registerable interests in agenda item 5 as they were Members on the Liberty Leisure Board, minute number 51 refers.

49 **BUSINESS PLANS AND FINANCIAL ESTIMATES 2023/24 - 2025/26 - BUSINESS GROWTH**

The Committee considered proposals for business plans, detailed revenue budget estimates for 2023/24, capital programme for 2023/24 to 2025/26 and proposed fees and charges for 2023/24 in respect of the Council's priority areas.

Comments included the following:

- Members noted that Beeston was easier to achieve occupancy rates than other Town Centres in the Borough. More land was owned by the Council for investment in this area than in Kimberley, Stapleford and Eastwood.
- A query was raised that the 2021/22 achieved target for planning applications had gone down from the previous year. With all the targets the planning department was exceeding the Government target of 70%.
- Confirmation was provided to the Committee that Eastwood Town Deal and Kimberley Town Deal were the Levelling Up Funds. The Kimberley Levelling Up Fund had been successful in the funding bid. An explanation that the additional

- funding was money borrowed and this explained why Eastwood allocation would not be reallocated to Kimberley.
- Markets had not had the success at Stapleford and Kimberley in the same way that Beeston had. The locations of the markets in the Town Centres had caused some of the issues. Eastwood market was not a regular event. Lessons had been learnt and frequencies of events and locations would be programmed for the year. A concern was raised with the lack of evidence produced when markets were on and additional footfall to the town centres had occurred.
 - Members were disappointed with the progress being made on Neighbourhood Plans. Further engagement with Parish and Town Councils was required to progress the plans forward to create, develop and review the Neighbourhood Plans. Resource issues within the Planning Policy team had caused some delays. Members would like to see the adoption of the Neighbourhood Plans a priority in the areas identified.
 - Eastwood Craft Centre base budget for 2023/24 had increased to allow for repairs to the industrial units. The figure had also included the pay award and associated costs with inflation. Members raised a query regarding which businesses were operating from the Craft Centres and income received.
 - Economic Development budget for 2022/23 included a one-off additional budget in relation to consultancy costs and the levelling up agenda. Recruitment issues and large infrastructure projects meant in the short term it was beneficial to use consultancies to fill the gap.
 - The Stapleford Town Centre Enterprise Management would be run by Inspire within the Stapleford Library.
 - The Community hub would be looked at being run by a professional organisation. Funding was being sourced and included a Football Foundation bid. The Community Hub and pavilion on the Hickings Lane site would facilitate a range of services and community activities in one location. The current facilities were tired and in need of renovation. The new facilities would replace the existing smaller local community centres and free up sites for future development.
 - Members welcomed the surface refurbishment. Some concern was raised whether the budget was sufficient to cover all the repairs. The current service was over 20 years old and its condition was deteriorating. Health and Safety issues had been raised due to the uneven and deteriorating paving surfaces.
 - Some concern was raised with the investment to support the cycle trail to connect the town with major employment centres like Panattoni Park. Road safety concerns had been raised as road users were dropping off passengers to access the retail areas from the A610. The footpath had been recognised by Nottinghamshire County Council.
 - It was noted that the review of fees and charges for Beeston, Eastwood and Stapleford Squares had not incurred increases for 2023/24.

RECOMMENDED that:

- 1. Cabinet approves the Business Growth Business Plan**
- 2. Cabinet recommends to Council that the following be approved:**
 - a) The detailed revenue budget estimates for 20-23/24(base)**
 - b) The capital programme for 2023/24 to 205/26**
 - c) The fees and charges for 2023/24**

(Having declared other-registerable interests in the item, Councillors D Grindell and S Paterson did not vote thereon.)

50 BUSINESS PLANS AND FINANCIAL ESTIMATES 2023/24 - 2025/26 - HOUSING

Members considered proposals for business plans, detailed revenue budget estimates for 2023/24, capital programme for 2023/24 to 2025/26 and proposed fees and charges for 2023/24 in respect of the Council's priority areas.

Comments included the following:

- An explanation was provided to the Committee as to how the Housing service was assessed. The assessments would no longer be undertaken by transactional surveys. From April 2023 feedback would consist of a random selection of surveys from telephone, online, and paper this would form part of the assessment. The Housing Service currently was in the upper quartile of more than 87.85% satisfaction.
- The average re-let time for both General Needs and Independent Living had not achieved the target for 2022/23. The Head of Housing assured the Committee that the targets would be met for 2023/24. A new Key Performance Indicator had been set up to measure when loss of income occurred with delays to re letting properties.
- The electrical compliancy was not on target. There was a planned catch-up programme currently being worked on to achieve the targets going forward. There were no regulations and legislations to adhere to with electrical compliancy Broxtowe set the targets through their own policies.
- A number of reports had been identified with tenants experiencing damp and mould within their properties. There was a need to be proactive, look at patterns and complete an audit with stock. There was a need to assess data up to three years ago to consider potential problems.
- There had been a restructure within Housing recently and this had included a new post to work on voids. The Council should be in a better position for next year. Issues with voids with chasing tenants for costs associated with damage to the property. A third of the voids was because tenants had died, and tenants providing no forwarding address. A change with the sign up process would help the housing team going forward. Evidence to be provided at the check in and check out stage when letting the property.
- Support was offered to prevent homelessness. The Strategy focused on prevention by working with other agencies in the first instance.
- It was noted that the rent increase was proposed at 7%.
- Concern was raised as to why the Fishpond Cottage scheme was on hold. Members were informed that this was due to costs incurred with the application and design issues.

RECOMMENDED that:

- 1. Cabinet approved the Housing Business Plan**
- 2. Cabinet recommends to Council that the following be approved:**
 - a) The detailed revenue budget estimates for 2023/24 (base)**
 - b) The capital programme for 2023/24 to 2025/26**
 - c) The fees and charges for 2023/24**

51 BUSINESS PLANS AND FINANCIAL ESTIMATES 2023/24 - 2025/26 - RESOURCES AND SUPPORT SERVICE AREAS

A ten-minute comfort break was put to the committee and when put to the vote the meeting was adjourned.

Members considered proposals for business plans, detailed revenue budget estimates for 2023/24; capital programme for 2023/24 to 205/26; and proposed fees and charges for 2023/24 in respect of the Council's priority areas.

Comments included the following:

- Long term sickness had affected the working days lost due to sickness absence. The sickness was down to physical ailments rather than Mental Health being the cause.
- Confirmation was provided to the Committee that requests under Freedom of Information was being achieved and that the National target set from the Information Commissioners Office was 85%.
- A new performance Indicator for 2022/23 for Members attending training opportunities as a percentage of the whole. It was further explained to the Committee how the percentage would be calculated and that currently Member training was not compulsory unless it was a requirement of the Committee appointed to.
- Industrial Units had an increase in tenancy arrears to due repairs required to the units and some tenancy changes.
- The Email Me Subscription had achieved 26,343 to date. The bulletins had been key methods of communication to residents across the Authority. The electronic service provided data and an understanding of reach. Proposed changes to the paper version of Broxtowe Matters distribution was the reason for the increased target to the email me subscribers in future years.
- Concern was raised with the vacancies within Beeston Square. Two units were vacant out of 12 ground floor shops in phase one. Refurbishment should create an additional shop unit for completion. Phase two comprised of five food and beverage units. This left one vacant unit. Refurbishment of the former Argos unit had been completed. The space would be marketed for letting. A percentage void was desirable to offer space to newly developed businesses whilst other growing businesses moved out.
- The Committee raised concern with the achieved target for how employees felt informed and residents who felt the Council listened to. Members of the Overview and Scrutiny Committee had been presented with performance data in relation to the agile working report at previous meetings and the recent budget consultation had provided 1,210 responses. This was significantly higher than the submissions received in 2021 (660) and 2020 (277). The Committee suggested that the Council had less engagement with residents overall.
- Parish boundaries were causing an issue in the north of the borough with new developments and already existing anomalies. The Community Governance Review (Phase 2) was expected to commence work in June 2023 focusing on Parishes in the north of the borough. Any changes to boundaries would be effective for the elections in May 2027.
- Members welcomed the review to streamline and simplify the application to the recruitment process this would help to increase numbers of applications for vacant posts within the Council.

- Concern was raised with the development costs of Beeston Square against the income received. The Council would look to ensure the development income exceeded borrowing costs and to provide a revenue income stream. Some expenditure costs were required for external advice.
- Confirmation was provided to Members that commercial properties would meet the targets for the Council to be carbon neutral for 2027 with offsets. A feasibility study on the Council's four principle assets would be carried out by an external consultant. Grant opportunities would also be explored.

RECOMMEND that:

- 1. Cabinet approved the Business Plans for the support service areas.**
- 2. Cabinet recommends to Council that the following be approved:**
 - a)The detailed revenue budget estimates for 2023/24 (base)including any revenue development submissions.**
 - b)The capital programme for 2023/24 to 2025/26**
 - c)The fees and charges for 2023/24.**

(Having declared other-registerable interests in the item, Councillors S Easom, D Grindell and S Paterson did not vote thereon.)

52 WORK PROGRAMME

The Overview and Scrutiny Committee resolved that the work programme, with the additional item, how does the Council engage with the community be added to the topics within the Scrutiny work programme.

RESOLVED that the Scrutiny Work programme, as amended, be approved.

This page is intentionally left blank

SCRUTINY WORKING GROUP

MONDAY, 9 JANUARY 2023

Present: Councillor P J Owen, Chair

Councillors: S Easom (Vice-Chair)

Apologies for absence were received from Councillors J C Goold, I L Tyler and D K Watts.

5 DECLARATIONS OF INTEREST

There were no declarations of interest.

6 MINUTES

The minutes of the meeting on 16 December 2022 were confirmed as a correct record.

7 DRAFT REPORT - MISSED BINS

The Working Group considered the draft report, with particular reference to the scope, possible health and safety issues and the recommendations.

After discussion the following recommendations were agreed and added to the final report:

1. To ensure that residual, recycling and garden waste bin collections do not commence before 6.30am and glass recycling collections do not commence before 7am with management checking vehicle tachographs at least once a month.
2. To ensure that employees do not “dunk” residents glass recycling bins.
3. To investigate vehicle specification (particularly narrow track vehicles) to facilitate access to difficult access areas.
4. To improve the communication between the crews supporting each other on the brown lidded (garden waste) service.
5. Create a process, as part of a review of the Waste Strategy, that addresses bins that have not been presented for collection in the correct manner including for example, charging for collection and/or not returning to collect.
6. Implement an enhanced investigation and engagement process, that includes the householder, in relation to repeat missed bins.

7. Where a bin is missed due to service failure it will be collect as soon as practically possible and within 5 working days.
8. To ensure the vehicle specification is included by Environment Services in every new development consultation response to Planning Services.
9. Bins should be returned to the point of collection after being emptied where it is safe to do so.

Report of the Leader of the Council

CABINET WORK PROGRAMME

1. Purpose of Report

Cabinet is asked to approve its Work Programme, including potential key decisions that will help to achieve the Council's key priorities and associated objectives.

2. Recommendation

Cabinet is asked, that the Work Programme, including key decisions, be approved.

3. Detail

The Work Programme for future meetings is set out below. Key decisions are marked with an asterisk*.

14 March 2023	<p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> • Grants to Voluntary and Community Organisations • Equality and Diversity Annual report. • Additional Capital Programme funding for new build sites. • Peer Review <p><u>Community Safety</u></p> <ul style="list-style-type: none"> • Broxtowe Crime Reduction Action Plan 2023-2024 • Hate Crime Pledge • Serious Organised Crime Strategy. • PSPO Renewals <p><u>Housing</u></p> <ul style="list-style-type: none"> • Revisions to Rent Policy for Section 106 Schemes • Housing Management of Communal Areas Policy <p><u>Environment and Climate Change</u></p> <ul style="list-style-type: none"> • Electric Vehicle Charging Points <p><u>Economic Development and Asset Management</u></p> <ul style="list-style-type: none"> • Beeston Square Phase 2 Lettings
---------------	--

4. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

5. Background Papers

Nil.

This page is intentionally left blank



Report of the Overview and Scrutiny
Committee

Review of Missed Bins

January 2023

Contents

Summary	3
Members of the Overview and Scrutiny Working Group	4
Recommendations	5
Background	6
Considerations at the Working Group Meeting	6
Scoping Form Information	7
Appendices	
1. Scoping report	

Summary

1. Broxtowe Borough Council's Overview and Scrutiny Committee established a review of Missed Bins, to be carried out by the Overview and Scrutiny Working Group at its meeting on 16 December 2022. The review was requested by Councillor P J Owen, to answer the following questions:
 - How should the process work?
 - How many bins are being missed?
 - How quickly are they collected?
 - What happens with repeated missed bins?
 - How do we communicate regarding feedback on missed bins, including communicating with the complainant?
 - Do the starting times of collections result in missed bins?
 - Are there times when bins are missed due to lack of foresight, missing bins where there are obstacles like lorries?
 - How many bins are missed because they are contaminated?
 - Is there a reason bins are being missed, what is the cause?
 - Do we have data on why bins are missed and which type of bins are missed?
 - New builds, how do we get information on where new collections need to start?
 - How is data used for training?
 - Should there be a charge for collecting missed bins?
2. The review is in accordance with the Council's values of innovation and readiness for change, valuing employees and enabling the active involvement of everyone, continuous improvement and delivering value for money and integrity and professional competency.
3. The Working Group met on 16 December 2022 after receiving information from the Head of Environment, Paul Wolverson, to assist the Working Group in relation to the specific points on the scoping form, see page 7.
4. The purpose of the review was to achieve the outcomes outlined in the scoping report¹. The review sought the following outcomes:
 - To understand why bins are missed and if the number of missed bins could be reduced.
5. This report sets out the review process that was adopted and the recommendations to be made.

¹ The scoping report is attached at appendix 1.

Members of the Overview and Scrutiny Committee Working Group

1. The Working Group was chaired by Councillor P J Owen, with Councillor S Easom as the vice chair.
2. Three other councillors were part of the Working Group:
 - Councillor J C Goold
 - Councillor D K Watts
 - Councillor I L Tyler.
3. The Working Group was assisted by Kevin Powell, Executive Director, Paul Wolverson, Head of Environment, Emma Georgiou, Waste and Climate Change Manager, Arron Beckworth, Complaints and Compliments Officer and Kat Newton, Democratic Services Assistant.

Recommendations

It is proposed to the Overview and Scrutiny Committee to recommend to Cabinet that:

1. To ensure that residual, recycling and garden waste bin collections do not commence before 6.30am and glass recycling collections do not commence before 7am with management checking vehicle tachographs at least once a month.
2. To ensure that employees do not “dunk” residents glass recycling bins.
3. To investigate vehicle specification (particularly narrow track vehicles) to facilitate access to difficult access areas.
4. To improve the communication between the crews supporting each other on the brown lidded (garden waste) service.
5. Create a process, as part of a review of the Waste Strategy, that addresses bins that have not been presented for collection in the correct manner including for example, charging for collection and/or not returning to collect.
6. Implement an enhanced investigation and engagement process, that includes the householder, in relation to repeat missed bins.
7. Where a bin is missed due to service failure it will be collected as soon as practically possible and within 5 working days.
8. To ensure the vehicle specification is included by Environment Services in every new development consultation response to Planning Services.
9. Bins should be returned to the point of collection after being emptied where it is safe to do so.

Background

1. The topic was suggested by Councillor P J Owen to consider Missed Bins.
2. The review was scoped at the meeting of Overview and Scrutiny Committee on 10 November 2022 where the Scrutiny Working Group was allocated the review, which sought to provide explanatory data on Missed Bins.

Considerations at the Working Group Meetings

1. At the meeting of the Working Group on 16 December 2022 Members were updated with the Missed Bins presentation in addition to information that was provided at the Overview and Scrutiny Committee meeting on 19 October 2022 by the Executive Director.
2. There were a number of lines of enquiry which included:
 - Are people's bins being missed because crews start early?
 - What are the issues that cause bins to be regularly missed?
 - Were bins left due to contamination?
 - Was there under-reporting of missed bins?
3. The Executive Director confirmed that the data provided indicated the number of missed bins was low, at 0.30% of all collections.
4. In consideration of the issues that cause bins to be missed it was noted that access was an issue, where crews were not able to get to bins, either because they had not been put out or because there was congestion or building works.
5. Discussions around regularly missed bins included the impact that this had on resident. It was noted that a new procedure for regularly missed bins had driven down reports by 85%. There was continued focus on improving services to those properties which report a repeated missed collection. The importance of having experienced crews was discussed in reducing regularly missed bins. Discussion progressed on to the size of the brown bin rounds and the missed bins resulting from operatives who had been called in to support colleagues on the big garden waste rounds.
6. Contaminated bins were discussed, with relation to enforcement action and charges for collection, as were bulky waste charges for regularly contaminated bins and methods of enforcement for non-compliance including written warnings, visits, removal of recycling bins and section 46 orders.
7. There was concern that the level of anecdotal evidence for missed bins or the early collection of bins was not supported by the data and that some Members felt that there was under reporting of missed bins by residents. Officers requested that where Members were aware of difficulties or reports from

residents that they pass these on to the Waste and Recycling Section to ensure that they are correctly recorded and appropriate action taken.

8. At the meeting of the Missed Bin Working Group on 9 January 2023, recommendations were discussed, with nine being made as part of this report.

Scoping Form Information

The Head of Environment provided the following information to assist the Working Group in relation to the specific points on the scoping form.

1. How should the process work?

The process for the missed bin service operates in the following way: residents can request for their bin to be emptied when it has not been emptied on their scheduled collection day. The Council will then return to empty the bin.

A residents' bin may not be emptied for reasons such as:

- The resident did not put their bin out for collection on the scheduled collection day.
- The resident put the wrong bin out for collection.
- The bin was presented for collection with the lid up (overfull) so represents a health and safety issue.
- The bin was put out for collection but the crew did not empty it without a valid reason.
- The bin was put out for collection containing items which shouldn't have been in the bin (contaminated).
- The collection team could not access the property due to vehicular access problems (e.g. resident parking, access to a building site etc).

Every bin reported by a resident is scheduled onto a missed bin collection round. A separate team is deployed on the missed bin collection service.

A request for a bin to be emptied will be processed through the following communication methods:

- Telephone
- On-line
- Email
- Face-to-face

Where correspondence (usually by email) is received by a member of the refuse management team, either direct from a resident or by way of Customer Services, they will reply to the customer with an update with regards their requested collection, as well as organise for the bin to be emptied.

2. How many bins are being missed?

Figure 1 shows the number of reported missed bins since April 2020. The spike between May and October 2021 is attributable to the issue of driver shortages which was experienced during those months and resulted in the cancellation of glass and/or garden waste collections. Residents still continued to log collections as missed during this period for the services which were affected.

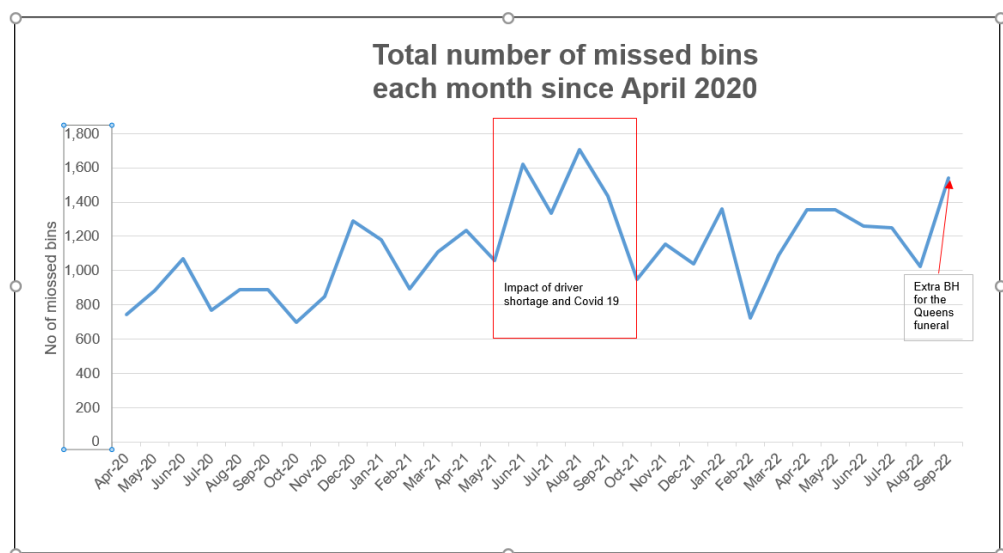


Figure 1- Number of missed bins since April 2020

As the information previously supplied to Members shows the percentage of missed bins compared to the total number of bins collected across all waste streams is low, accounting for less than 0.3%.

The trend line, which can be extrapolated from the above information, indicates a rise in missed bin reports over time. However, this trend line needs further analysis over a longer period of time in order to determine the true trend, as the figures are negatively affected as a consequence of the driver shortage and COVID.

3. How quickly are they collected?

Following a request to collect a 'missed bin', the Council will return to the property within 5 working days. Following reports that residents were being informed by Customer Services of a return timescale of 48 hours, the Environment Team has been working positively with this section, and other employees involved in dealing with processing 'missed bin' requests. Additional advice and training has been provided to ensure the correct information is passed to residents.

4. What happens with repeated missed bins?

It is recognised that a bin not being emptied causes the resident inconvenience. Where a resident escalates to management that their bin is being repeatedly missed, additional improvement measures are implemented. Analysis of the back office data

has shown that the number of repeated missed bins has reduced over the last six months.

Where a bin is escalated as a repeat missed proactive measures to address the issue include:

- The crew is educated on the location of the bin to avoid future issues.
- The crew is sent back to empty the bin on the following day. The benefit of implementing this measure is that the crew will then be familiar with the location of the bin for the next collection day.

Since the introduction in March 2022 of the 'return and educate' system there has been an 90% reduction in repeat missed bin reports.

5. How do we communicate regarding feedback on missed bins, including communicating with the complainant?

Once a missed bin has been emptied, the crew emptying the bin will close the task down on the in-cab system to confirm the bin has been emptied. This closes the active case on the back office system. No direct feedback is given to the resident.

Where there has been delay in delivering the missed bin service per se, due to resource pressures, i.e. during COVID or the driver shortage, this delay is communicated to residents through the Councils social media channels and relevant website pages.

6. Do the starting times of collections result in missed bins?

The commencement time for refuse collections is 6.30am and 7.00am for the glass collection. There has not been any feedback to suggest that the starting times affect the number of missed bins.

Due to the extreme hot temperatures experienced during the summer months it was necessary on occasions to commence collections an hour early due to health and safety reasons. Information regarding the earlier starts was communicated through the Council's usual communications channels, e.g. Social Media and Email Me. The early starting times did not impact on the number of missed bins.

7. Are there times when bins are missed due to lack of foresight, missing bins where there are obstacles like lorries?

The crews take pride in their work and it is the intention of every crew to ensure that all residents bins are emptied. It is acknowledged that there has been occasions where a resident's bin may not have been emptied due to restricted observations such as a parked vehicle.

When the refuse management team are made aware of such issues, additional education is given to the teams to inform them that there is a bin behind a vehicle and this needs to be emptied.

It should be noted that drivers are finding it increasingly difficult to access some roads, particularly the narrower streets in the borough, due to parked cars. This is likely to be as a direct impact of increased home/hybrid working

8. Data regarding missed bins.

Table 1 shows the number of missed bins by type since April 2020.

2020/2021						2021/2022						2022/2023					
Month	Missed Bins	Black	Brown	Green	Glass	Month	Missed Bins	Black	Brown	Green	Glass	Month	Missed Bins	Black	Brown	Green	Glass
April	745	37.32 %	7.92%	36.78 %	17.99 %	April	1,237	33.31 %	18.35 %	33.31 %	15.04 %	April	1,356	30.31 %	39.45 %	22.05 %	8.19 %
May	886	38.26 %	6.09%	30.25 %	25.40 %	May	1,059	35.98 %	20.96 %	26.16 %	16.90 %	May	1,357	25.64 %	50.18 %	17.24 %	6.93 %
June	1,070	37.76 %	5.33%	29.53 %	27.38 %	June	1,623	25.75 %	39.25 %	19.10 %	15.90 %	June	1,260	31.03 %	43.33 %	18.41 %	7.22 %
July	771	30.87 %	6.74%	36.45 %	25.94 %	July	1,333	31.13 %	31.21 %	22.06 %	15.60 %	July	1,252	41.69 %	32.03 %	20.77 %	5.51 %
August	887	39.23 %	7.89%	31.79 %	21.08 %	August	1,709	28.32 %	31.36 %	21.88 %	18.43 %	August	1,023	42.23 %	26.69 %	24.83 %	6.26 %
September	887	38.90 %	6.88%	34.16 %	20.07 %	September	1,437	29.44 %	24.36 %	24.77 %	21.43 %	September	1,541	42.12 %	26.15 %	26.80 %	4.93 %
October	696	37.36 %	7.61%	33.62 %	21.41 %	October	948	34.60 %	29.11 %	23.52 %	12.76 %	October					
November	848	39.62 %	4.36%	32.78 %	23.23 %	November	1,157	27.40 %	38.98 %	20.48 %	13.14 %	November					
December	1,291	39.89 %	5.96%	34.93 %	19.21 %	December	1,040	44.23 %	13.85 %	29.42 %	12.50 %	December					
January	1,179	46.14 %	9.50%	30.79 %	13.57 %	January	1,362	50.51 %	17.99 %	22.10 %	9.40%	January					
February	894	38.14 %	11.74%	31.32 %	18.79 %	February	724	36.74 %	14.78 %	34.94 %	13.54 %	February					
March	1,112	35.34 %	15.74%	28.96 %	19.96 %	March	1,092	38.37 %	25.73 %	25.09 %	10.81 %	March					

Table 1: Missed bins by type

Analysis of the data in table 1 shows that:

- Black bins are reported most as missed
- The number of missed glass collections has significantly improved since 2021/22. This is due to having a consistent Team leader and team on the round
- Reported missed recycling bins are consistently around the same level
- The number of reported missed garden bins increased at the beginning of this current season due to residents not paying their subscription fees. Teams are instructed that they should only empty garden waste bins with current subscription stickers on them.

Table 2 shows the data relating to the number of bins that have not been emptied by the crew and reported on the in-cab system.

Reported Event	2020/2021	2021/2022	2022/2023 (April – September)
Lid Up	10	4	4
Not Broxtowe Container	99	36	38
Frozen	188	47	1
Bin Empty	125	48	11
Heavy	84	97	44
Contents Stuck	202	146	20
Gate Locked	294	311	252
No Access	662	341	175
Wrong Bin Out	713	463	249
Contaminated	4,394	2,825	2,161
Not Out	11,195	10,455	7,258
Total	17,966	14,773	10,213

Table 2: Crew issues with bins

Analysis of the 2022/23 data has been undertaken to ascertain how many bins were requested to be collected following rejection by the crew. This analysis showed that since April 2022, the missed bin team returned to 393 properties that had been previously rejected by the crew.

9. New builds, how do we get information on where new collections need to start?

Each street is allocated to a collection round. When a bin is delivered to a new development, the address automatically uploads on the respective delivery round. The crew are informed of the new street added to the round.

On new developments which are larger in scale, and result in properties being completed in different stages, access can on occasions be restricted due to construction vehicles still being on site. In future a change of process will be implemented so that these developments are informed of the increased potential for missed collections due to access issues at the point when the bins are delivered.

Where access to an entire street, or part of it, has been restricted, the Driver/Team Leader will make a second attempt to access the road within the working day. If access is then still not possible, the Driver/Team Leader will report it using the in-cab system to ensure the street is then included on the missed bin round.

10. How is data used for training?

Data regarding the number of 'missed bin reports' per team is displayed on a performance board within the depot. This data is updated each month and gives each team an insight into their own performance. Improvements in performance can lead to the award of 'team of the week', which is an award aimed at increasing motivation and performance. The information is also used to inform toolbox talks to improve service performance, as well as to allow employees to engage and share their views.

11. Should there be a charge for collecting missed bins?

The collection of waste is a mandatory function. However, there is scope to withdraw the service and potentially charge a resident who persistently fails to engage in the proper behaviour with regards the presentation of their bins.

Further work can be undertaken on this and presented to Members at a later date. Appropriate remedial measures to address persistent non-conformance include:

- Serving advisory letters in the first instance
- Serving section 46 Notices to mandate compliance
- Enforcement of the section 46 Notice and potential fining or withdrawal of the collection service
- Providing a provision to empty the bin as part of the bulky waste service for non-compliance. This would be chargeable.

Scoping Report

Title of review	Missed Bins
Expected outcomes	<ul style="list-style-type: none"> To understand why bins are missed and if the number of missed bins could be reduced
Terms of reference/Key lines of enquiry	<ul style="list-style-type: none"> How should the process work? How many bins are being missed? How quickly are they collected? What happens with repeated missed bins? How do we communicate regarding feedback on missed bins, including communicating with the complainant? Do the starting times of collections result in missed bins? Are there times when bins are missed due to lack of foresight, missing bins where there are obstacles like lorries? How many bins are missed because they are contaminated? Is there a reason bins are being missed, what is the cause? Do we have data on why bins are missed and which type of bins are missed? New builds, how do we get information on where new collections need to start? How is data used for training? Should there be a charge for collecting missed bins?
Possible sources of information	<ul style="list-style-type: none"> Environment Services
How review could be publicised	<ul style="list-style-type: none"> Council website Social media The Council's Communications team
Specify site visits	<ul style="list-style-type: none"> None required

Possible witnesses	<ul style="list-style-type: none"> • Executive Director • Head of Environment • Waste and Climate Change Manager 		
Resource requirements	<ul style="list-style-type: none"> • Officer/Councillor time 		
Projected start date	Week commencing 12 December 2022	Draft report deadline	12 January 2023
Projected completion date	12 January 2023		

This page is intentionally left blank

Report of the Monitoring Officer

SCRUTINY WORK PROGRAMME

1. Purpose of report

The purpose of this report is to make Members aware of matters proposed for and undergoing scrutiny. This is in accordance with all of the Council’s priorities.

2. Recommendation

The Committee is asked to CONSIDER the report and RESOLVE to agree subjects to be considered for review.

3. Detail

In addition to aligning with corporate priorities Members may wish to consider the criteria for topic selection as:

- Issues identified by members as a key issue for the public
- Issue has a significant local impact
- Significant public dissatisfaction (e.g. through complaints)
- Issue raised by auditors
- New government guidance/legislation
- New evidence provided by external organisation
- Poor performance (e.g. evidence from performance indicators)
- High level budgetary commitment
- Pattern of budgetary overspending.

The work programme for the next three meetings is as follows

22 June 2023	<ul style="list-style-type: none"> • Training • Consideration of the work programme
21 September 2023	<ul style="list-style-type: none"> •
23 November 2023	<ul style="list-style-type: none"> •

4. Legal Implications

The terms of reference are set out in the Council’s constitution. It is good practice to include a work programme to help the Council manage the portfolios.

5. Background Papers

Nil

APPENDIX

1. Topics under review:

Topic	Committee/Group	Start date	Proposed Cabinet submission
Cost of Living	Overview and Scrutiny Committee/Working Group	10/11/22	TBC
Missed Bin Collections	Overview and Scrutiny Committee/Working Group	16/12/22	14 March 2023

2. Topics reserved for future consideration:

	Topic	Topic suggested by	Link to corporate priorities/values
1.	Broxtowe Lotto	Councillor S J Carr	A strong caring focus on the needs of all communities
2.	Disabled Facilities Grants	Councillor B C Carr	The Housing aim of a good quality home for everyone
3.	Review of Leisure Provision	Councillor S Easom	Continuous improvement and delivering value for money
4.	Environment Strategy	Overview and Scrutiny Committee	This links to all of the Council's Corporate Priorities.
5.	Child Poverty	Overview and Scrutiny Committee	A strong caring focus on the needs of all communities
6.	Budget Consultation	Overview and Scrutiny Committee	Continuous improvement and delivering value for money
7.	Houses In Multiple Occupation	Overview and Scrutiny Committee	The Housing aim of a good quality home for everyone
8.	Service Provided by the Duty Planning Team and Acknowledgment of Calls	Overview and Scrutiny Committee	Continuous improvement and delivering value for money

	Topic	Topic suggested by	Link to corporate priorities/values
10.	How does the Council engage with the Community	Overview and Scrutiny Committee -31 January 2023	A strong caring focus on the needs of all communities

3. Topics deferred:

	Topic	Topic suggested by	Notes	Link to corporate priorities/values
1.	Housing Repairs Review	Councillor P J Owen	This topic has been deferred to allow for services to be reviewed. Committee to be updated at a future meeting from Head of Housing.	Continuous improvement and delivering value for money
2.	Agile Working	Overview and Scrutiny Committee	This topic had been deferred to another meeting of the Overview and Scrutiny Committee for a future review.	Continuous improvement and delivering value for money

4. Topics suggested for Scrutiny since the last meeting:

	Topic	Topic suggested by	Expected outcomes	Link to corporate priorities/values
1.	Homes for Life	Cabinet	To ensure that future house designs in the borough considered adaptations for the future needs of residents.	The Housing aim of a good quality home for everyone
2.	Mental Health and Neuro Diversity Challenges	Cabinet	To ensure that employees with mental health and Neuro Diversity challenges are supported.	The aim of continuous improvement

	Topic	Topic suggested by	Expected outcomes	Link to corporate priorities/values
3.	Governance Arrangements on the Shared Prosperity Fund Programme	Cabinet	To ensure governance arrangements are met with the allocation of funds for the Shared Prosperity Fund.	Continuous improvement and a strong caring focus on the needs of all communities.