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HEAD OF PAID SERVICE'S OFFICE
HEAD OF PAID SERVICE
Richard Holmes

07 January 2019

Dear Councillor

You are summoned to attend the meeting of the;

COMMUNITY SERVICES COMMITTEE

on **TUESDAY 15 JANUARY 2019** at **7.30 pm**.

in the Council Chamber. Maldon District Council Offices, Princes Road, Maldon.

A copy of the agenda is attached.

Yours faithfully



Head of Paid Service

COMMITTEE MEMBERSHIP	CHAIRMAN	Councillor R G Boyce MBE
	VICE-CHAIRMAN	Councillor Mrs B D Harker
	COUNCILLORS	E L Bamford H M Bass Miss A M Beale A T Cain Mrs H E Elliott J V Keyes Miss M R Lewis Mrs N G F Shaughnessy

Ex-officio non-voting Members: Councillors B S Beale MBE
A S Fluker and
Mrs M E Thompson

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AGENDA
COMMUNITY SERVICES COMMITTEE
TUESDAY 15 JANUARY 2019

1. **Chairman's notices**

2. **Apologies for Absence**

3. **Minutes of the last meeting** (Pages 5 - 12)

To confirm the Minutes of the meeting of the Committee held on 20 November 2018, (copy enclosed).

4. **Disclosure of Interest**

To disclose the existence and nature of any Disclosable Pecuniary Interests, other Pecuniary Interests or Non-Pecuniary Interests relating to items of business on the agenda having regard to paragraphs 6-8 inclusive of the Code of Conduct for Members.

(Members are reminded that they are also required to disclose any such interests as soon as they become aware should the need arise throughout the meeting).

5. **Public Participation**

To receive the views of members of the public on items of business to be considered by the Committee (please see below):

1. A period of ten minutes will be set aside.
2. An individual may speak for no more than two minutes and will not be allowed to distribute or display papers, plans, photographs or other materials.
3. Anyone wishing to speak must notify the Committee Clerk between 7.00pm and 7.20pm prior to the start of the meeting.

6. **Chairman's Good News Announcements**

7. **Refuse and Recycling Missed Collections** (Pages 13 - 16)

To receive the report of the Director of Service Delivery (copy enclosed).

8. **Any other items of business that the Chairman of the Committee decides are urgent**

9. **Exclusion of the Public and Press**

To resolve that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act, and that this satisfies the public interest test.

10. **Lease Proposal, Blackwater Leisure Centre** (Pages 17 - 24)

To consider the report of the Director of Service Delivery (copy enclosed).

NOTICES

Sound Recording of Meeting

Please note that the Council will be recording any part of this meeting held in open session for subsequent publication on the Council's website. At the start of the meeting an announcement will be made about the sound recording. Members of the public attending the meeting with a view to speaking are deemed to be giving permission to be included in the recording.

Fire

In event of a fire, a siren will sound. Please use the fire exits marked with the green running man. The fire assembly point is outside the main entrance to the Council Offices. Please gather there and await further instruction.

Health and Safety

Please be advised of the different levels of flooring within the Council Chamber. There are steps behind the main horseshoe as well as to the side of the room.

Closed-Circuit Television (CCTV)

This meeting is being monitored and recorded by CCTV.



**MINUTES of
COMMUNITY SERVICES COMMITTEE
20 NOVEMBER 2018**

PRESENT

Chairman	Councillor R G Boyce MBE
Vice-Chairman	Councillor Mrs B D Harker
Councillors	E L Bamford, H M Bass, A T Cain, J V Keyes, Miss M R Lewis and Mrs N G F Shaughnessy
Ex-Officio Non- Voting Member	Councillors B S Beale MBE, A S Fluker and Mrs M E Thompson

620. CHAIRMAN'S NOTICES

The Chairman drew attention to the list of notices published on the back of the agenda.

Agenda Item 14 – Lease Proposal, Blackwater Leisure Centre

The Chairman informed the Committee that the above report was deferred and would not be considered on today's agenda as it was deemed to be incomplete post publication. Once all information had been collated it would be considered at a future meeting of this Committee.

621. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Miss A M Beale and Mrs H E Elliott.

622. MINUTES OF THE LAST MEETING

Minute No. 372 – Disabled Facilities Grant Report

Councillor Miss M R Lewis, on a point of accuracy, asked why the response to the proposals recorded in the minutes as being reported to the next meeting of the Committee was not on the agenda for today's meeting. The Director of Service Delivery advised that this would be reported to the next Committee meeting.

Minute No. 376 – Roundabout Sponsorship Scheme

Councillor Miss M R Lewis, on a point of accuracy, asked that why the detail on the spend fund was not on today's agenda. The Director of Service Delivery informed the Committee that it would be reported at the next Committee meeting.

Minute No. 374 – Any Other Items of Business that the Chairman of the Committee decides are urgent

That the above minute be amended to read ‘The Chairman allowed Councillor B S Beale to raise a question at this point. However, given that this Item was not on the agenda, it was not debated.’

Subsequent to the meeting it was confirmed that Councillor Mrs N G F Shaughnessy had been in attendance at the Community Services Committee meeting on 28 August 2018.

RESOLVED

- (i) that subject to the above amendments the Minutes of the meeting of the Committee held on 28 August 2018 be confirmed.

623. DISCLOSURE OF INTEREST

Councillor Mrs B D Harker declared a non-pecuniary interest in Agenda Item 11 Drapers Farm Sports Club as she knew the president and Agenda Item 10 – Heybridge Cemetery Update as Secretary to the Heybridge Cemetery Friends Group.

Councillor Miss M R Lewis declared a non-pecuniary interest in Agenda Item 11- Drapers Farm Sports Club as a life Vice-President of the club and Agenda Item 10- Heybridge Cemetery Update as Chairman of the Heybridge Cemetery Friends Group.

624. PUBLIC PARTICIPATION

No requests had been received.

625. CHAIRMAN'S GOOD NEWS ANNOUNCEMENTS

The Chairman referred to the following:-

- The new homes development at Grangewood Road, Burnham-on-Crouch. It was noted that these houses were the first of their type in the district providing spacious one bedroomed houses and a large garden. These were available both for rent and shared ownership, being developed by Charles Church working in conjunction with Maldon District Council.

Subsequent to the meeting it was clarified that this new build scheme had not been developed as a Rural Exception Scheme (whereby affordable housing need is identified in the Parish where the scheme is then developed and as such allocation to the units can be restricted through the Section 106 Agreement giving priority to people living in that Parish). This scheme had been developed through the Local Development Plan as a Strategic Site and therefore nominations to the affordable units would be to people registered on the Council’s Housing Register living in the District. Maldon District Council has, on initial lets, 100% nomination rights to the affordable units.

- The Promenade Park Battle's Over Commemoration where 4-5,000 people attended. This success was largely due to the great efforts and support on the part of the Council team. Thanks were extended to the team.
- The Danger Tree Exhibition which was a coup for the district and an amazing exhibition. The Committee noted that both the aforementioned events were largely due to Nigel Harmer who had invested a great deal of time and effort in their success.

626. HALF YEARLY REVIEW OF PERFORMANCE

The Committee considered the report of the Director of Service Delivery providing details of performance against targets set for 2018/19 to ensure that progress was being achieved towards the corporate goals and the objectives detailed in the Corporate Plan 2015 – 19. Members' views were sought on performance to date as set out in both the report and Appendix 1.

The Director of Service Delivery took the Committee through the report. He highlighted notable events including the Saltmarsh '75 Weekend, with over 160 participants, and key areas of joined-up work on community safety with both Essex Police and the Fire Service. In respect of homelessness he referred the Committee to the four new potential indicators that Officers were hoping to use to track performance in this area.

Councillor H M Bass, referring to paragraph 3.4 of the report, declared an interest as he was a trustee of Abberton Rural Training.

Councillor E L Bamford, referring to Section 3.4 of the report, asked the Director of Service Delivery to convey thanks to the Officers involved for all the work undertaken, in particular the 4Ts Project based in her Ward. She reported that they had received an award for this project with the NHS Commissioning Group, and hoped that this work would be extended to other areas. In addition she praised the work Officers had undertaken on Community Safety.

During the debate a number of comments and questions were raised by Members and responded to by the Director of Service Delivery. Where information was not available the Director agreed to respond to Members following the meeting or report back to the next Committee as appropriate. These issues are detailed below:-

Complaints and Compliments – paragraph 3.7.1 of the report

- that a more detailed response be provided in respect of complaints regarding the Mobile Zoo;
- that Members receive an update on the new Pay and Display machine installation following the contract meeting Wednesday 22 November 2018.

Health and Well-being – paragraph 3.4 of the report

- that clarification be sought as to who was delivering the Gardening project and at what location in Southminster.

APPENDIX 1 to the report

Key Corporate Activity (KCA) - Total Household Waste arising per household and Residual household waste per household - to provide clarification as to why these were monitored annually. It was felt that interim reports to track progress would be helpful. In addition it was agreed that it would be good to know how much waste was in recyclables and what percentage was being rejected because of contamination.

KCA - Average number of justified missed collections per collection day – to compile a detailed report for the next committee meeting providing sound analysis on the agreed number of justified missed waste collections, given that 10 can actually mean a lot more, a clear definition of what constitutes a ‘missed’ waste collection and clarity on the terms of the contract with SUEZ.

KCA - Total number of long term (i.e. longer than 6 months) empty homes in the District – to clarify why there was no target for this KCA.

Councillor E L Bamford proposed that the request for a more detailed report on missed waste collections be included as a recommendation to this report. This was agreed.

The Chairman then put the recommendations to the Committee and these were agreed.

RESOLVED:

- (i) that Members reviewed the information as set out in this report and Appendix 1 to the report and their views and comments were noted;
- (ii) that Members approved the replacement of the current performance measures relating to homelessness as proposed in light of the Homelessness Reduction Act which came into effect in April 2018;
- (iii) that a detailed report be compiled for this Committee providing sound analysis on the agreed number of justified missed waste collections, a clear definition of what constitutes a ‘missed’ waste collection and clarity on the terms of the SUEZ contract.

627. PROMENADE PARK PLAY SCHEME

The Committee considered the report of the Director of Service Delivery advising Members of the draft designs for the s106 and Capital budget funded Play and Accessible Play scheme proposed for Promenade Park.

The Director of Service Delivery reminded Members of the funding sources for this project and the potential sites for the play area attached at Appendix 1 to the report.

The Chairman put the recommendations to the Committee and these were agreed.

RESOLVED:

- (i) that the Committee agreed the draft Play design proposals;

- (ii) that Officers proceed with Public consultation with user groups and residents on the proposed designs;
- (iii) that following receipt of consultation feedback Officers finalise revised designs and costings which will then be submitted to Community Services Committee for approval prior to procurement of the new play scheme.

628. PUBLIC SPACE PROTECTION ORDER - DOG CONTROL

The Committee considered the report of the Director of Service Delivery seeking Members' approval to adopt the legislation of dog control in specified places within the district under the Public Space Protection Order (PSPO) section of the Anti-Social Behaviour Crime and Policing Act 2014, valid for three years.

It was noted that Appendix 1 to the report contained location maps and a sample consultation questionnaire and Appendix 2 provided the results of the consultation.

The Director of Service Delivery took the Committee through the report and appendices outlining the areas identified for dogs on leads, dogs excluded etc. Addressing the exclusion of sports pitches, he clarified that this was a matter of dog fouling and would be dealt with under different legislation. It was noted there was strong support for this initiative as demonstrated by the response rate to the consultation.

With reference to Brickhouse Farm the Director of Service Delivery advised that Officers would review this area and if Ward Members were not satisfied that the existing legislation allows then further work would be undertaken to either extend the protection order or, if necessary, hold a separate round of consultation.

The Chairman put the recommendation to the Committee subject to the above proviso and this was agreed.

RESOLVED that Members acknowledged the content of the report and approve adoption of the proposed legislation without further amendment as detailed below:

- Dogs on leads when requested to do so by an authorised Officer – district wide
- Dogs on leads at all times in Maldon, Heybridge & Burnham cemeteries
- Dogs to be excluded from all children's play sites
- Dogs to be excluded from enclosed sports pitches
- Prom Park Maldon –
 - Area A Around the Lake & by the cafes dogs on leads 1st April – 30st September
 - Area B Path to Brythnoth dogs on leads 1st April – 30st September
 - *Area C top filed sports pitches not adopted*

Burnham on Crouch –

- *Area A Riverside Park sports pitches and Millfields not adopted*
- Area B Quay Front adjoining Riverside park
- Area C Burnham Quay front (West) dogs on leads 1st April – 30st September

Area C Burnham Quay front (East) dogs on leads 1st April – 30st September.

629. HEYBRIDGE CEMETERY UPDATE

The Committee considered the report of the Director of Service Delivery updating Members on the project to repair the Heybridge Cemetery chapel roof and inviting discussion on potential alternative uses for the building.

The Director of Service Delivery advised the Committee that this was an update on progress to date and that the important point was to acknowledge the new Heybridge Cemetery Friends Group and their sterling work to date.

The Chairman put the recommendations to the Committee and these were agreed.

RESOLVED:

- (i) that Members noted the status of the Heybridge Cemetery roof repair;
- (ii) that Members noted the informal Heybridge Cemetery Friends Group and the sterling work undertaken to date. Members further noted that Officers will continue to explore the community use of the Cemetery Chapel by Heybridge Parish Council.

630. DRAPERS FARM SPORTS CLUB - LEASE RENEWAL

The Committee considered the report of the Director of Service Delivery informing Members of the current negotiations of the lease renewal with the Drapers Farm Sports Club Management Committee.

The Chairman put the recommendation to the Committee and this was agreed.

RESOLVED that Officers be authorised to conclude the negotiation for the Drapers Farm Sports Club in line with the terms of the existing arrangements as detailed in the report at paragraph 3.1.1.

631. 2019/20 REVENUE BUDGET, CAPITAL BUDGET, REPAIRS AND RENEWALS RESERVE AND FEES AND CHARGES

The Committee considered the report of the Director of Resources and associated appendices detailing revenue growth, capital projects, the repairs and renewals reserve projects and fees and charges policy proposals that have been put forward by officers, prior to the approval of the 2019/20 budget and updated medium term financial strategy in January 2019.

The Director of Service Delivery informed the Committee that all service committees were going through the same process. He took the Committee through the report highlighting the detailed content of the appendices.

A lengthy debate ensued on the appendices and the content was agreed including an additional item on Appendix A to the report - Budget Growth 2019/20 – 2022/23 of £12,500 to cover parks works. It was concluded that in light of the nature of this work

and the constant demand for park maintenance this request be approved for recommendation to the Finance and Corporate Services Committee.

It was further noted that there had been a positive culture change within the parks department which had resulted in a significantly improved service.

The Chairman put the recommendations to the Committee and they were agreed.

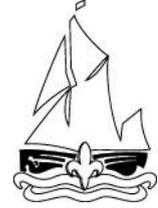
RESOLVED:

- (i) that the contents of the report were noted;
- (ii) that the Finance and Corporate Services Committee be recommended to agree the following:-
 - (a) that the proposals as set out in Appendix A to the report for growth items be agreed;
 - (b) that the policy changes as set out in Appendix B to the report be agreed;
 - (c) that the project bids as set out in Appendix C to the report to this report be agreed for inclusion in the 2019/20 capital programme;
 - (d) that the repairs and renewals projects set out in Appendix D to the report are agreed to be funded from the repairs and renewals reserve;
 - (e) that under Appendix A to the report an additional £12, 500 be agreed to cover parks works from April to September 2019.

There being no further items of business the Chairman closed the meeting at 9.24 pm.

R G BOYCE MBE
CHAIRMAN

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REPORT of DIRECTOR OF SERVICE DELIVERY

to
COMMUNITY SERVICES COMMITTEE
15 JANUARY 2018

REFUSE AND RECYCLING MISSED COLLECTIONS

1. PURPOSE OF THE REPORT

- 1.1 In response to the recommendation made by this Committee at its meeting on 20 November 2018 (detailed below), this report is to explain to Members how missed collections are reported and the opportunities and limitations on reporting in different ways.

That a detailed report be compiled for this Committee providing sound analysis on the agreed number of justified missed waste collections, a clear definition of what constitutes a 'missed' waste collection and clarity on the terms of the SUEZ contract (Minute No. 626 refers).

2. RECOMMENDATION

That this report is noted.

3. SUMMARY OF KEY ISSUES

- 3.1 Earlier this year there were a number of rounds not completed due to a number of vehicle breakdowns and an insufficient level of resources, both vehicles and crew. This resulted in an unacceptable number of residents receiving their collections the day after their scheduled day. This concern at SUEZ ability to complete the contract was taken up at high level meetings and resulted in more resources (vehicles and crew) applied to the Maldon Contract. Since June 2018 the incidence of whole rounds not completing is now very rare.
- 3.2 **Historical reporting:** Missed waste collections used to be reported to central government via Best Value Performance Indicators (BVPIs). This was reported as the number of missed waste collections per 100,000 collections undertaken. Several years ago this indicator was dropped as there was a large discrepancy between councils as to the way they gathered the data. Some councils still collect the data on missed waste collections and have converted the BVPI into a Local Indicator (LI).
- 3.3 **Definitions:** Maldon Council continues to report to Members on missed collections via an LI. The reporting is of 'justified missed collections'. The definition of 'justified missed' is where a resident has put their waste out on time and it is not

collected by the crew for no justifiable reason. Missed waste that does not fall into this category are:-

- Disputed missed collections; where the crews have logged on their in cab technology that a resident hasn't placed their waste out and the resident claims it has been placed out. This has to be investigated.
- Where a whole street is missed due to road closure or obstruction and the crews return to complete the next day.
- Where a round hasn't completed due to breakdown or similar and the crews return to complete collections the next day.

3.4 **Current missed waste targets for Maldon District Council:** The missed waste collections are reported on the Council's performance software TEN, this is reported as the number of justified missed per collection day. Each working day there are nearly 17,000 collections, the target for the justified missed waste collections set at 10 per working day, this equates to 0.058% missed, alternatively 99.942% successful .

3.5 **Benchmarking:** Many councils do not report on missed waste collections particularly if they are an in-house service. It is one useful tool amongst an armoury of indicators that are used to track the performance of contracted out services. However it is difficult to benchmark against other councils due to the varied way Councils report this data. Within Essex alone:-

- Braintree Borough Council only considers it to be a missed waste collection if the crew have failed to pick up an overlooked collection the following day.
- Basildon District Council collects data but it is used only by the waste manager and not reported to the Council or Members.
- Castle Point Borough Council and Chelmsford City Council do not collect or report on missed collections at all.
- Colchester Borough Council reports on justified missed.
- Epping Forest District Council collects the data for contract management but do not report on it.
- Uttlesford District Council reports on the number of successful collections – which is a more positive way of reviewing performance.

3.6 **Reporting total number of missed collections:** this defines all properties that don't receive a collection on the scheduled day irrespective of the reason. Where SUEZ are unable to complete a whole road collection they inform Maldon District Council (MDC) by 4pm so that the waste team can put information on our website to inform residents it will be picked up the following day. SUEZ has been approached to assess the feasibility of reporting on the total number of properties missed for any reason, whether justified or not. We have been advised that SUEZ data reporting system CORE does not have this facility and is likely to require a programme to be written to capture this information. There may be a cost or resource implication for this.

3.7 **Contract Monitoring:** The contract is closely monitored with information and data exchanged on a number of performance indicators at each monthly contract meeting. These include:

- Number of missed, variations & reasons, any particular problem areas e.g. potholes, road works etc. that prevent access.
- Health and Safety issues.
- Accidents and near misses.
- Container delivery schedule.
- Monitoring of vehicles and crews.
- Tonnages; recycling performance, waste to landfill.

3.8 Any peaks or troughs in performance are analysed and discussed. On a daily basis the waste team at MDC monitor the progress of each crew / vehicle against predicted completion times on software called Echo View which shows the routes and where each crew is.

4. CONCLUSION

4.1 Earlier in the year there were concerns over the unacceptably high level of routes not being completed but this has been dealt with through additional resources applied to the contract, consequently the level of missed collections has reduced significantly. Maldon reports on justified missed waste collections but not on all missed collections, there is no purpose to this and no other council reports on this due to the time and resources it takes. The current target for the justified missed is quite stringent and is proving to be unrealistic; this could be addressed by a marginal increase in the permissible number missed.

5. IMPACT ON CORPORATE GOALS

5.1 The collection of waste links clearly to the corporate goals of delivering good quality, cost effective and valued services and strengthening communities to be safe, active and healthy.

6. IMPLICATIONS

- (i) **Impact on Customers** – The review of the waste and recycling contract will ensure that a good quality of service continues to be provided for the remainder for the contract.
- (ii) **Impact on Equalities** – None identified.
- (iii) **Impact on Risk** – None identified.
- (iv) **Impact on Resources (financial)** – None identified.
- (v) **Impact on Resources (human)** – None identified.

(vi) **Impact on the Environment** – None identified.

Background Papers: None.

Enquiries to: Karen Bomford Community and Living Group Manager, (Tel. 01621 875827).

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