

# Unrestricted Document Pack

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

25 September 2018

Dear Councillor

You are summoned to attend the meeting of the;

## **OVERVIEW AND SCRUTINY COMMITTEE**

on **WEDNESDAY 3 OCTOBER 2018 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 M W Helm

#### VICE-CHAIRMAN

Councillor R P F Dewick

#### COUNCILLORS

I E Dobson  
P G L Elliott  
M S Heard  
N R Pudney  
S J Savage  
Miss S White

### **Maldon District Council's Corporate Goals**

- Strengthening communities to be safe, active and healthy;
- Protecting and shaping the District;
- Creating opportunities for economic growth and prosperity;
- Delivering good quality, cost effective and valued services;
- Focusing on key projects.



**AGENDA**  
**OVERVIEW AND SCRUTINY COMMITTEE**  
**WEDNESDAY 3 OCTOBER 2018**

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1. **Chairman's notices (please see overleaf)**
2. **Apologies for Absence**
3. **Minutes of the last meeting** (Pages 5 - 10)

To confirm the Minutes of the meeting of the Overview and Scrutiny Committee held on 29 August 2018 (copy enclosed).

4. **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 on a specific agenda item, the time slots to be allocated on a "first come first served" basis.
3. Participation may take the form of a statement, or alternatively a question to be addressed to the Chairman. There will be no discussion on questions put unless it is formally moved. In line with the current scheme applied to other Committees, the questions must:
  - not be defamatory, frivolous, vexatious or offensive;
  - not be the same or substantially the same as another question to the same meeting or anything so put in the last six months;
  - not involve the disclosure of confidential or exempt information.
4. Anyone wishing to speak must notify the Committee Clerk between 7.00pm and 7.20pm prior to the start of the meeting.

5. **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).

6. **Waste Update** (Pages 11 - 18)

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

7. **Programme of Work 2018 / 19** (Pages 19 - 26)

To consider the report of the Director of Resources (copy enclosed).

8. **Any other items of scrutiny Members wish to consider**

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

10. **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 of business on the grounds that it involves 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.

11. **Section 106 Agreements** (Pages 27 - 46)

To consider the report of the Director of Strategy, Performance and Governance (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)**

Meetings held in the Council Chamber are monitored and recorded by CCTV for security purposes only.



**MINUTES of  
OVERVIEW AND SCRUTINY COMMITTEE  
29 AUGUST 2018**

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**PRESENT**

Chairman	Councillor M W Helm
Vice-Chairman	Councillor R P F Dewick
Councillors	I E Dobson, P G L Elliott, M S Heard, N R Pudney, S J Savage and Miss S White

**377. CHAIRMAN'S NOTICES**

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

**378. APOLOGIES FOR ABSENCE**

There was none.

**379. MINUTES OF THE LAST MEETING**

**RESOLVED**

- (i) that the Minutes of the meeting of the Committee held on 17 July 2018 be received.

**Minute No. 276 – Minutes of the Last Meeting**

An amendment to **Minute No. 147 – Office Accommodation and Lease** should read:

An amendment to the second paragraph of the report so that it read "...interest as he *occasionally worked at Maldon Police Station*, and did not return *to the meeting*."

**Minute No. 283 – Office Accommodation and Lease Update**

An amendment to the first paragraph so that it read "...interest as he *occasionally worked at Maldon Police Station*, and did not return *to the meeting*."

**RESOLVED**

- (ii) that subject to the above amendment the Minutes of the meeting of the Committee held on 17 July 2018 be confirmed.

### **380. PUBLIC PARTICIPATION**

There was none.

### **381. DISCLOSURE OF INTEREST**

Councillor M S Heard disclosed a non-pecuniary interest in Agenda Item 6, Review of Performance – Quarter 1 2018/19 as an employee of Essex Police who occasionally worked at Maldon Police Station.

### **382. REVIEW OF PERFORMANCE - QUARTER 1 2018/19**

The Committee received the report of the Director of Resources confirming the Review of Performance for Quarter 1 as attached at Appendix 1 to the report.

The following information was provided on Key Corporate Activities (KCAs) that were flagged as behind schedule or at risk on the report:

- Crime within the District - Members commented that the increase in the sanctioned detection rate within the Maldon District was unacceptable. It was requested that the Essex Police, Fire and Crime Commissioner (PFCC) is spoken to, as a lower detection rate generates more crime.

Questions regarding signage and promotion of the Police Station are to be directed by Members to a future meeting of the Crime and Disorder Committee.

- Recycling - Concern was raised by Councillor S J Savage at the lack of visibility of the recent recycling campaign “Metal Matters” and that he felt social media was not a suitable means to promote the Council. It was confirmed that some Members had seen the Metal Matters campaign advertised within the district. The Director of Resources agreed to seek feedback on levels of metal recycling since the start of the campaign.

Councillor R P F Dewick requested confirmation that the recycling was not being sent to landfill. Councillor S J Savage raised concern that recycling might be sent overseas. The Director of Resources confirmed that historically some recycling within the district was sent overseas and would seek confirmation from the contractor as to where the district’s recycling goes.

Councillor M S Heard was advised that one resident in King Street was not having their green waste collected, and residents had been advised that this is due to access problems relating to the size of contractor vehicles.

Agreed that the Director of Service Delivery approach the contractor for confirmation on this.

- North Heybridge Flood Alleviation Scheme - An update was provided from the performance report.

- Brick House Farm Scheme - A meeting with Essex County Council has been arranged for a future date.

Councillor S J Savage stated that this scheme was confidential. It was agreed no further discussion would occur at this meeting and that the Director of Resources would confirm whether this scheme was confidential or not.

- Revenues and Benefits - The dip in performance was discussed by the Committee.

The Committee was advised by the Director of Resources that the restructure would involve all teams including Revenues and Benefits. Following clarity on the future model vacant posts are being filled where possible; however the current recruitment freeze makes this difficult.

An increase in timescales for the assessment of claims generally escalates during Quarter 1, partly due to Annual Billing at the start of the new tax year and the volume of notified Change of Circumstances.

With the implementation of Universal Credit in November; performance levels are expected to drop. This was demonstrated at other local peer authorities following commencement within their jurisdiction.

The Director of Resources will approach the Revenues and Benefits team to confirm expected workloads and determine whether additional staffing is required.

- Staff Sickness - Councillor R P F Dewick queried the levels of staff sickness following receipt of statistics from ACAS and the Office of National Statistics (ONS). It was not confirmed whether figures from ACAS or the ONS were based on long term, short term or combined averages.

The Director of Resources to provide feedback to a future meeting of the committee

## **RESOLVED**

- (i). That the content of this report to and actions as outlined above be noted.

## **383. PROGRAMME OF WORK 2018/19**

The Committee received the report of the Director of Resources confirming the Committees Work Programme for 2018/19, as attached at Appendix 1 to the report.

Following receipt of the report Members made comments on the following items:

- Provision on Healthcare Services - Councillor N R Pudney provided members with feedback from his recent meeting with the Mid Essex Hospital Services NHS Trust (MEHT) and that he will be attending a meeting of the Health Overview and Scrutiny Committee (HOSC) on 05 September 2018. The

Director of Resources confirmed that the Clinical Commissioning Group (CCG) will be invited to a future meeting of the Committee.

- Section 106 - An update was to be presented at a future meeting of the Committee.

It was agreed that Councillor I E Dobson would replace Councillor Mrs M E Thompson as the Member Sponsor.

- Internal and External Communications - At the request of Members it was agreed that the following items are not removed from the Programme of Work until the completion of the Ignite project:
  - telephone communication via the Council's contact centre.
  - how the Council can improve the website.
  - the Council's Digital strategy.

Members raised concerns regarding lack of response to emails.

It was agreed that staff would receive a reminder that the Council aims to respond to all emails within five working days as set out in the Maldon District Council Customer Charter – The Council's Service Standards, July 2011. A notice on this would also be published on the intranet.

Councillor S J Savage raised a concern around non-receipt of council sent emails and relying on email as the main form of communication. The Committee discussed that whilst the current system offers the option for the sender to request delivery and read receipts this is something that the recipient can opt out of.

In addition a discussion was held over supplementing emails with telephone calls.

- Monitoring the Organisational Change Programme - A report for discussion will be provided at the next meeting of the Overview and Scrutiny Committee.
- Review of Fire and Rescue Service provision in the Dengie - The Committee was advised that Councillor P G L Elliott would meet with the Director of Service Delivery on 30 August 2018 for further discussion.

Councillor Dewick raised concern that retained firemen within the Maldon District were not aware of the anticipated changes, and informed the Committee that with the proposed closures response times would increase by at least 30-40 minutes due to the additional travel time which could result in serious injury or the death of persons involved.

- Dealing with Waste Water - The previous meeting has now been rescheduled.

It was requested that diary invites are sent to Members in advance of any meetings which occur.

- Provision of Tourist Information Centres within the District - A meeting had been scheduled for 31 August 2018.



- Office Accommodation and Leases within the Maldon District Council Offices - All information has now been received and a report will be provided to the next meeting of the Committee.

Members were advised to direct questions on the Police Offices to a forthcoming meeting of the Overview and Scrutiny, Crime and Disorder Committee.

- Job Centreplus - Following a meeting attended by Councillor M S Heard, Members were advised that a report will come to a future meeting of the Committee.
- Waste Contract – Reliability of the Contractor Vehicles - Feedback will be provided at a future meeting of the Committee.

#### **RESOLVED**

- (i). That the content of this report and actions as outlined above be noted.

#### **384. ANY OTHER ITEMS OF SCRUTINY MEMBERS WISH TO CONSIDER**

Councillor S J Savage requested feedback following his query on the Downs Road trees.

The Director of Customer and Communities was to discuss this with the Countryside & Coast Manager.

#### **RESOLVED**

- (i). That the Director of Resources provide feedback to Councillor Savage at a future date.

There being no further items of business the Chairman closed the meeting at 8.24 pm.

M W HELM  
CHAIRMAN

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## **REPORT of DIRECTOR OF SERVICE DELIVERY**

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**to  
OVERVIEW AND SCRUTINY COMMITTEE  
3 OCTOBER 2018**

### **WASTE UPDATE**

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of this report is to provide Members with information on the levels and frequency of vehicle problems in the waste contract which have resulted in an impact on collection rounds.
- 1.2 To advise Members where recycling originating from the Maldon District is sent for processing.

#### **2. RECOMMENDATION**

That Members review the information as set out in this report, **APPENDICES 1 and 2** and their views and comments are sought.

#### **3. SUMMARY OF KEY ISSUES**

##### **3.1 Background**

- 3.1.1 Overview and Scrutiny Committee 2018 / 19 Programme of work stated 'In response to questions raised, Members were advised that the waste contractor was being scrutinised following issues surrounding the reliability of vehicles and the impact on the delivery of service. A report would be provided for a future meeting of the Committee, and include feedback on the size and reliability of vehicles'.

- 3.2 Members are also seeking clarification / confirmation of where the District's recycling is sent to following processing.

##### **3.3 Introduction**

- 3.3.1 The waste and recycling service is delivered with approximately 14 Vehicles out per working day, this equates to nearly 3,000 vehicle routes per annum. The level of service and any problems encountered, for whatever reason, is closely monitored by both contractor and Maldon District Council (MDC) Officers. If there are any vehicle problems during the day which may affect completion of rounds the Waste Contract Manager is notified verbally by Suez Supervisors. The vast majority of problems are resolved resulting in all rounds completed and this necessitates no further action. If

the rounds cannot complete then MDC Officers are informed in writing and a log is maintained. The reasons for non-completion include:

- Road closures leading to inaccessibility (where MDC knows about these in advance warning is given to Suez and they schedule alternative routes).
- Parked cars preventing safe access for large vehicles - Suez will attempt a return the following day.
- Snow / Ice - Plans are in place for dealing with inclement weather subject to how long this lasts.
- Severely Potholed Damaged private roads - These are jointly reviewed with MDC and Suez staff resulting in a tailor made plan of action depending on length of road number of residents ease of mending roads etc.
- Vehicle breakdowns - Contingencies are in place see section 3.3 below.
- Staff absence / sickness - Suez are constantly recruiting and training new staff to ensure they have enough for cover and back up. When the waste depot was at Witham there was never any problems with recruitment and retaining staff but since it has moved to Maldon both this contract and the previous one has had ongoing problems of attracting and retaining drivers and loaders.

### 3.4 Waste Vehicle Problems

- 3.4.1 During the past year there have been 27 incidences of vehicle breakdowns which have resulted in collection routes not being completed on the correct day. There were more breakdowns than this in total but as back up vehicles were dispatched to collect the outstanding refuse or recycling on the correct day residents were not inconvenienced and therefore this data is not provided to the Contract Manager.
- 3.4.2 The majority of vehicle breakdowns were earlier this year, culminating in 11 vehicle breakdowns in May that meant routes were not completed. This resulted in a high level meeting between MDC Officers and Suez senior staff. As a consequence three additional standard refuse vehicles were deployed to the contract as back-up. For a contract of this size one vehicle (which is what they have) should suffice. Since then there has been two further occasions when the glass collection has not been completed, this is because of the specialised nature of the pod on the recycling collection vehicle. For details and graph please see **APPENDIX 1**.
- 3.4.3 The number of working parts on a refuse vehicle is greater than a standard haulage vehicle. Their failing, under Suez strict Health and Safety standards, will often result in that vehicle having to return to the depot. The breakdown types can include:
- Truck engine / chassis fault where the vehicle will not run or a warning light comes on and it needs to be presented to the manufacturer.
  - Body faults where the blade stops working, or the hopper gets stuck in a raised position or hydraulic pipes are damaged or fail.
  - Lift faults which could be sensors, hydraulics or rams.
  - Punctures or tyre damage from curbing.

- 3.4.4 There have been an inordinate number of breakdowns on this contract which Suez has acknowledged and consequently they have referred this local issue to their Fleet Manager. He visited Maldon and experienced the problems first hand – on the day that he was here three vehicles broke down including the one he was driving. Suez have been asked to supply information as to the reasons behind the problems their response from the Regional Manager is:

“Our fleet department have held meetings to discuss reliability with all of our major manufacturers Mercedes, Dennis Eagle and Terberg, with the next round of meetings to be held in October to discuss their performance. I have also looked at other contracts to see if we have experienced anything similar with Doncaster experiencing a high level of breakdowns on Mercedes, Faun, Zoller configurations.

We have seen recently an improvement in reliability and will continue to monitor the situation going forward, looking to see if there are any trends.”

### 3.5 **Reprocessing destinations for Recyclate**

- 3.5.1 The companies that reprocess the recyclate collected in the District and the end destination of that recyclate is well documented as this has to be reported by all Waste Collection Authorities to the Government on a quarterly basis. Please see **APPENDIX 2** for reprocessors and end destination of all materials collected in the district including recycling.

## 4. **CONCLUSION**

- 4.1 It is acknowledged by MDC Officers and Suez that there has been an unacceptably high level of vehicle breakdowns earlier this year. Measures were put in place to mitigate the effects of the breakdowns; this has resulted in a vastly improved and reliable service at a cost to Suez.
- 4.2 The destination for the recyclate is well documented and checked by Officers who report data to the Government on a regular basis, as referenced in **APPENDIX 2**.

## 5. **IMPACT ON CORPORATE GOALS**

- 5.1 The refuse and recycling contract falls under the Corporate Goal of ‘Protecting and shaping the district’ the reliable and efficient collection of the waste and recyclate contributes to this corporate goal.

## 6. **IMPLICATIONS**

- (i) **Impact on Customers** – The improved collection service has resulted in residents receiving the quality of service that they should expect to receive from the Council’s contractors.

- (ii) **Impact on Equalities** – The kerbside collection service, with assisted collections for those less able, provides a level playing field for all to have their waste and recycle collected.
- (iii) **Impact on Risk** – None identified.
- (iv) **Impact on Resources (financial)** – The Council manages the waste service in accordance with the agreed contract.
- (v) **Impact on Resources (human)** – During the period in which there were a high level of breakdowns impacting on collection routes, the level of human resources required to deal with the complaints was high. It has now returned to normal.
- (vi) **Impact on the Environment** – There would have been minimal if any environmental impact.

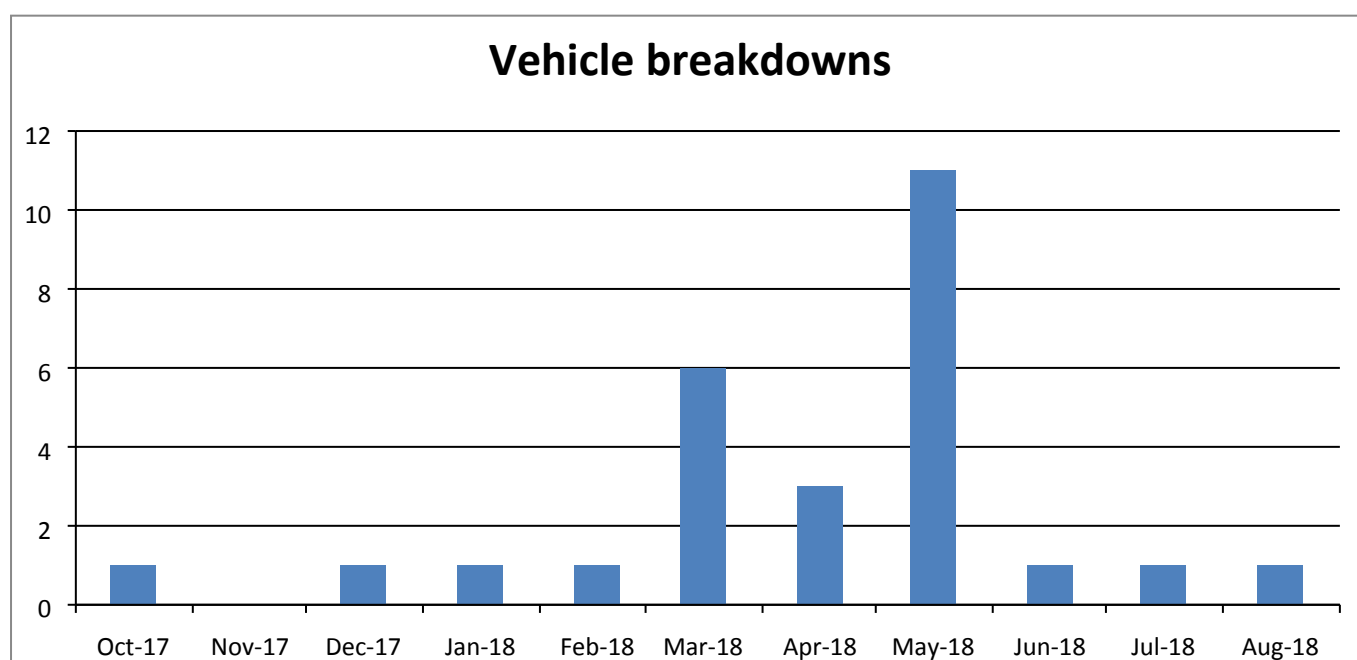
Background Papers: None.

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

## Vehicle Breakdowns that have resulted in missed collections

Date	Route	Issue	Notes
03/08/2018	Food 3	Vehicle broke down twice also issues with staff sickness	6 properties
31/07/2018	Recycle 1	Bin lift on glass not working fixed and vehicle went back on route. Advised 7 vehicles issues that day so no spare available.	Dengie loop not done, completed first thing Wednesday morning
01/06/2018	Recycle 3	Pod not available	Approx 443 properties had glass collected on Monday
30/05/2018	Recycling	Broken spring	Fitters coming in early to fix so vehicle can up and running early
29/05/2018	Food 1	Vehicle breakdown	Still on catch up from Friday 922 properties outstanding in BOC
24/05/2018	Support Vehicle	Vehicle breakdown	Fleet Manager driving vehicle to support green waste
23/05/2018	Refuse 1	vehicle breakdown back on route same day	2 roads outstanding
23/05/2018	Food 2	Vehicle breakdown	Using a cage vehicle with bins it in until vehicle can be repaired. May complete with help from other 2 crews
22/05/2018	Recycle 3	Vehicle breakdown	Asheldham & Dengie (115 properties)
18/05/2018	Green 1	Not repaired until afternoon	Vehicle still not available. 2 vehicles were going out to complete previous day's work and start Friday's work but 15 tonne vehicle broke down. Thursday route caught up Friday's route to be done on Monday
17/05/2018	Green 1	Vehicle breakdown	Parts of Mayland & St Lawrence to be completed following day using 15 tonne vehicle
03/05/2018	ISO Glass	Vehicle breakdown	Suspension damage VOR.
02/05/2018	Refuse 1	Vehicle breakdown	Vehicle to be recovered as fitters cannot repair. No containers deliveries due to breakdowns and bulky collections carried over from yesterday.
01/05/2018	Food 1	Vehicle breakdown	Bulky Vehicle used to replace, no bulky waste collections done and no container deliveries
24/04/2018	Recycle 3	Vehicle breakdown	Glass pod not available and due to bulky waste vehicle catching up no glass collected today. Collected next day.

Date	Route	Issue	Notes
11/04/2018	ISO	Vehicle breakdown	Alternative vehicle used on the 11th but advised vehicle would be off route on the 12th until Monday 16th and all collections for Thu & Fri moved to Monday. Vehicle back on route Friday lunch time and went out to start Thursday Route. Collections completed on Monday.
06/04/2018	Food 3	Vehicle breakdown	Bulky Waste vehicle used to replace. Bulkies re-arranged for Tuesday
31/03/2018	Food 3	Vehicle breakdown	Advised completed route but due to bank holiday would not be able to source a replacement and would have to use the bulky vehicle on Tues 3rd to start the route.
29/03/2018	Food 3	Vehicle breakdown	Bulky vehicle sent out to cover route.
23/03/2018	Food 3	Vehicle breakdown	Bulky Vehicle used to cover with help from other 2 routes.
21/03/2018	Food 1	Vehicle breakdown	Bulky vehicle used.
09/03/2018	ISO	Vehicle breakdown	Friday route not completed and picked up when possible the following week.
08/03/2018	Food	Vehicle breakdown	Food waste in Cold Norton picked up the following day due to breakdown.
13/02/2018	Hire vehicle covering Recycle 1	Vehicle breakdown	2 vehicles used to cover including bulky waste vehicle - bulkies re-arranged for collection next day
17/01/2018	Recycle 1	Vehicle breakdown	Spare garden waste vehicle sent out to collect sacks. Glass collections not completed until the following day.
01/12/2017	Recycle 2	Vehicle breakdown	Spare garden waste vehicle used and collections caught up the following day.
13/10/2017	Food	Vehicle breakdown	4 roads not completed due to breakdown. Completed the next morning.





## Materials End Destinations

In 2017 / 18 Maldon District Council collected 22,867 tonnes of waste of which 59.6% was diverted for either recycling or composting.

Every quarter the Council has to report these figures to the government together with the end destination for all materials via an internet based website called Waste Data Flow.

Whilst some materials are fairly easily to report other are dependent on world markets and last year China tightened up their import controls for recyclate and no longer accept mixed plastics or mixed paper.

In response to this, and to ensure that sorting facilities were not stockpiling materials, the Environment Agency wrote to all local authorities earlier this year asking them to ensure that their 'Duty of Care' was being fulfilled and that the material they collected was being reprocessed correctly.

Two Officers from Maldon District Council subsequently visited Essex Reclamation to view the process and check the end destinations for all materials; this was fed back to the Environment Agency.

Below is a simplified table identifying the end destination for all materials:

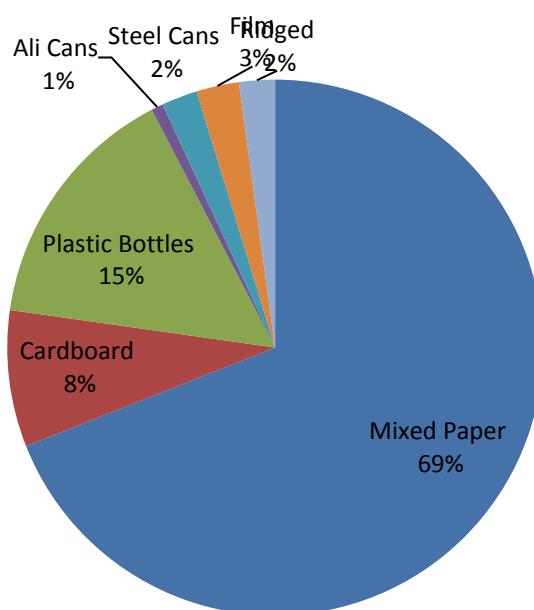
Material	Tonnage		Transfer or sorting facility		End Destination
Residual Waste	9242.425	⇒	Chelmsford Waste Transfer Site	⇒	Basildon - Mechanical Biological Treatment
Food Waste	2277.41	⇒	Chelmsford Waste Transfer Site	⇒	Agrivert, Anarobic Digestion
Mixed Recycables (pink sacks)	4156.38	⇒	Essex Reclamation - Material Recycling Facility	⇒	Various – see below 'Mixed Recyclate'
Glass (blue box)	1687.366	⇒	Essex Reclamation - Material Recycling Facility	⇒	URM – new bottles and jars
Paper Banks	38.95	⇒	Green Recycling - Materials Recycling Facility	⇒	D S Smith - Paper Mill
Glass & Can Banks	247.1	⇒	URM – colour sorted and cans removed	⇒	URM – new bottles and jars
Textiles Banks	117.781	⇒	LMB - Textile sorting facility	⇒	Sold to Developing countries
Green Waste	5203.98	⇒	Appletons - Composting Facility	⇒	Sold to local farms & landscapers.

As part of the Waste & Recycling Collections contract, Suez takes ownership of all recyclate upon collection and charge the Council a sorting/transfer fee and the income from the material is shared. Suez opted to send all the mixed recyclate and glass from the kerbside collections to Essex Reclamation in Witham, a family company that the Council have also used at various times in the past.

### Mixed Recyclate

The pink sack co-mingled waste is sorted via a part automated / part manual process. On a regular basis the loads from MDC are analysed to provide the Council with a split for materials and an indication of the amount of contamination. In 2017/18 the contamination rate was 2.9% and this material was sent for Refuse Derived Fuel (RDF).

Below is a chart which demonstrates the percentages of different types of material in the pink sacks.



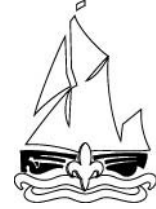
Essex Reclamation use an export company called Paper Link International to sell its paper and cardboard overseas including China, Malaysia and Pakistan. Essex Reclamation will also adapt to market demands and where additional sorting is required to ensure the sale of material in the UK then the company will double sort mixed paper to remove cardboard and newspapers and magazines.

The market for mixed paper is global and the tonnages being sent overseas for recycling can vary month by month. However as a guide for the last quarter:

- 25 tonne of cardboard was exported to China
- 101 tonnes of Newspaper & Magazines went to Palm Paper Ltd in Norfolk
- 673 tonnes of mixed paper was exported to Malaysia and Pakistan for further sorting.

Mixed plastics are sent to a company called Monoworld in Northamptonshire where it sorted and granulated.

Aluminium cans were sent to Novelis UK Ltd in Cheshire for reprocessing and steel cans were to European Metal Recycling Ltd in Tilbury.



## **REPORT of DIRECTOR OF RESOURCES**

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**to  
OVERVIEW AND SCRUTINY COMMITTEE  
3 OCTOBER 2018**

### **2018 / 19 PROGRAMME OF WORK UPDATE**

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of this paper is to provide an update on the work programme of this Committee for 2018 / 19.

#### **2. RECOMMENDATION**

That the contents of this report be noted.

#### **3. SUMMARY OF KEY ISSUES**

- 3.1 This report is for Members' information only.
- 3.2 The Committee has previously considered and agreed a programme of work for 2018/19; other issues have been added subsequently. **APPENDIX 1** provides an update on each of the agreed scrutiny topics.
- 3.3 It is requested that Members select any areas from the list in **APPENDIX 2** of the report for future scrutiny by the Committee.

#### **4. CONCLUSION**

- 4.1 The work programme for 2018 / 19 is progressing.

#### **5. IMPACT ON CORPORATE GOALS**

- 5.1 The work of the Overview and Scrutiny Committee supports the Corporate Goal of: "Delivering good quality, cost effective and valued services".

#### **6. IMPLICATIONS**

- (i) **Impact on Customers** – Scrutiny work may aid in improvements to service to the public by the Council and external authorities.

- (ii) **Impact on Equalities** – None identified.
- (iii) **Impact on Risk** – Recommendations arising from scrutiny could assist in mitigating corporate risks.
- (iv) **Impact on Resources (financial)** – Officer time in preparing the reports and supporting information.
- (v) **Impact on Resources (human)** – None identified.
- (vi) **Impact on the Environment** – None identified.

Background papers: None.

Enquiries to: Emma Foy, Director of Resources, (Tel: 01621 875762).

## Overview and Scrutiny Committee

## 2018 / 19 Programme of Work

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
<b>Provision of Healthcare Services including the recruitment and retention of GPs</b>	Councillor N R Pudney	Director of Service Delivery	<p><u>Primary Care Provision</u> The Clinical Commissioning Group (CCG) recently updated on progress in primary care provision in the Maldon District.</p> <p>Plans are progressing well for a new primary care facility in Southminster and the Blackwater Surgery in Maldon is wedded to relocation into the new integrated health hub, the strategic outline case for which is due for submission in the Autumn. Assurances have been given that the North Heybridge development will include a new primary care facility.</p> <p><u>GP Recruitment</u> There is a national agenda supporting the expansion of the primary care workforce and approaches to increasing capacity through streamlining clinical systems. Virtually all of our surgeries now have their books open and some have benefited from funding to support the investment required to develop their resilience.</p> <p>Representatives from the CCG and practices have offered to attend the Committee, or a separate meeting outside of the Committee to provide an update on this agenda. An invite will be extended to attend the January 2019 meeting of this Committee.</p>
<b>Section 106</b>	Councillor I E Dobson	Director of Strategy	<p>It was agreed that the Committee would receive an update on Section 106 Agreements on a six monthly basis.</p> <p>A detailed report was submitted to the Committee for its February 2018 meeting.</p> <p>See the report on the agenda for this meeting (<b>October 2018</b>).</p>

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
<b>Internal and External Communication</b>	Councillor S J Savage  Councillor M S Heard	Corporate Leadership Team	<p>The Committee requested a review of the Council's approach to internal and external communications to include:</p> <ul style="list-style-type: none"> <li>• the email system;</li> <li>• telephone communication via the Council's contact centre*;</li> <li>• how the Council can improve the website*;</li> <li>• some examples of other authorities' approach to communication;</li> <li>• the Council's Digital strategy*.</li> </ul> <p>A presentation was provided to the February 2018 meeting and a further report received by the Committee in March 2018.</p> <p>Staff have been reminded of the Council's standards regarding timescales for responding to customer communications through team meetings.</p> <p>The areas above marked * will be included in the Future Council work being undertaken.</p> <p>A further meeting is to be arranged between the Monitoring Officer and Councillors Savage and Heard to discuss email communication.</p>
<b>Monitoring of the Organisational Change Programme</b>	Councillor P G L Elliott  Councillor R P F Dewick	Director of Resources	<p>Following the decision by Council on 7<sup>th</sup> June to progress with Ignite's Future Council model, the Committee will monitor the implementation of this organisational change programme.</p> <p>See <b>APPENDIX 2</b> on to this report (<b>October 2018</b>).</p>
<b>Review of Fire and Rescue Service provision in the Dengie</b>	Councillor P G L Elliott	Director of Service Delivery	<p>Concern was raised that the Fire Authority was looking into closing fire stations within the Maldon District, i.e. Tillingham and Burnham-on-Crouch. It was noted that were this to happen the closest Fire Service to the Dengie would be located at South Woodham Ferrers.</p> <p>A scoping meeting took place between Officers and Members on Friday 31<sup>st</sup> August 2018.</p> <p><b>Mr Holmes is speaking to Essex Fire and Rescue and requesting the Chief Executive to attend a future meeting of the Committee.</b></p>

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
<b>Dealing with Waste Water</b>	Councillor Miss S White	Director of Strategy	<p>The Committee raised concerns over the use of an experimental pumping system for foul water removal at new developments within the district, the lack of capacity at pumping stations, and the liability for any failure of foul water drainage which may occur.</p> <p>Members discussed the responsibility of foul water removal at new developments within the District, and voiced frustration over conflicting reports from Anglian Water. It was requested that Anglian Water attend a future meeting of the Committee and provide a report on the removal of foul water.</p> <p>A further meeting has been arranged to discuss this.</p>
<b>Provision of Tourist Information Centres in the District</b>	Councillor P G L Elliott Councillor Miss S White	Director of Service Delivery	<p>Following a query on the pending closure of the Burnham Tourist Information Centre (TIC), it was requested that the delivery of tourism within the Maldon District was added as an item for scrutiny and the best strategic and operational delivery looked into.</p> <p>The Director of Resources to confirm this would not be a duplication of work undertaken by other Committees before adding this as an item for scrutiny.</p> <p>A scoping meeting took place between Officers and Members on Friday 31<sup>st</sup> August 2018.</p> <p><b>There are a number of workstreams that Mr Holmes is currently researching and will report back to this Committee before Christmas.</b></p>
<b>Office accommodation and leases within the Maldon DC Offices</b>	Councillor S J Savage	Director of Resources	<p>It was requested that following the recent report, leases held by external companies working from the Council offices would be looked at and reported back to a future meeting of the Committee. It was noted that this would include previous lease holders, Moat Housing, and organisations that use the facilities for meetings.</p> <p>See the report on the agenda for <b>November 2018</b> meeting.</p>

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
<b>Job Centre Plus</b>	Councillor M S Heard	Director of Resources	<p>Members were pleased to see the Jobcentre Plus had located to the Council Offices and requested confirmation on their success at the site. Members asked whether they were still only accepting appointments for claimants aged twenty five and under, and whether there was any plans to extend this to Burnham as an Outreach Project.</p> <p>The scope of this scrutiny topic to include:</p> <ul style="list-style-type: none"> <li>• The benefits to the service users of relocating;</li> <li>• numbers accessing the service;</li> <li>• plans to provide a service to Burnham;</li> <li>• confirmation of ages being seen;</li> <li>• impact of Universal Credit.</li> </ul> <p>See the report on the agenda for <b>November 2018</b> meeting.</p>
<b>Waste Contract – reliability of the contractor vehicles</b>	Councillor R P F Dewick  Councillor M S Heard	Director of Service Delivery	<p>In response to questions raised, Members were advised that the waste contractor was being scrutinised following issues surrounding the reliability of vehicles and the impact on the delivery of service. A report would be provided for a future meeting of the Committee, and include feedback on the size and reliability of vehicles.</p> <p>Members are also seeking clarification/confirmation of where the District's recycling is sent to following processing.</p> <p>See the report on the agenda for this meeting (<b>October 2018</b>).</p>



## PROGRAMME OF WORK FULL COUNCIL TRANSFORMATION

Members have included Full Council Transformation as part of the Overview and Scrutiny (O&S) Work Programme for 2018 / 19. The purpose of this briefing note is to provide some options of areas that the Committee may wish to scrutinise. The table below shows the timetable of actions and dates. The Committee may wish to highlight a few for their review and then Members of the Committee can then work together to produce a scope for their work which can be dealt with by officers.

August 2018	<ul style="list-style-type: none"> <li>• Council Decision</li> <li>• Programme Launch</li> <li>• Detailed design workshops</li> <li>• Set up change network</li> </ul>
September 2018	<ul style="list-style-type: none"> <li>• Draft target operating model complete</li> <li>• 17 September: consultation begins</li> <li>• Change resilience workshops for staff</li> </ul>
October 2018	<ul style="list-style-type: none"> <li>• 17 October : consultation ends</li> <li>• Final target operating model published</li> <li>• Job application and interview training</li> <li>• Phase one recruitment starts</li> </ul>
November 2018	<ul style="list-style-type: none"> <li>• Phase One recruitment</li> </ul>
December 2018	<ul style="list-style-type: none"> <li>• Phase One transition planning</li> </ul>
January 2019	<ul style="list-style-type: none"> <li>• Phase One transition and staff training</li> <li>• New support services service desk platform ready</li> </ul>
February 2019	<ul style="list-style-type: none"> <li>• Rollout Windows 10 devices to Phase one teams</li> <li>• Phase one transition, training and go live</li> </ul>
March 2019	<ul style="list-style-type: none"> <li>• Job application and interview training</li> <li>• Digital platform ready for configuration</li> </ul>
April 2019	<ul style="list-style-type: none"> <li>• Phase two recruitment begins</li> </ul>
May 2019	<ul style="list-style-type: none"> <li>• Phase two recruitment</li> </ul>
June 2019	<ul style="list-style-type: none"> <li>• Phase two recruitment</li> <li>• New telephony system live</li> <li>• Phase two transition planning</li> </ul>
July 2019	<ul style="list-style-type: none"> <li>• Phase Two transition and staff training</li> </ul>
August 2019	<ul style="list-style-type: none"> <li>• Phase two transition and staff training</li> <li>• Contact system goes live</li> </ul>
September 2019	<ul style="list-style-type: none"> <li>• Phase two transition and straining</li> </ul>
October 2019	<ul style="list-style-type: none"> <li>• Phase two transition complete</li> </ul>

Please can the Committee review the above list and select the areas they would like scrutinise and then the Programme Sponsor Mr Paul Dodson can arrange to meet with O&S Members to plan the specific programme of work.

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