

Date: 30 March 2009
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To: Members of the Scrutiny Committee (Councillors: Bob Buxton, Trevor Cope, Christine Drew, Vivien Duval Steer, Roger Giles, John Jeffery, Jim Knight, Stuart Luxton, Frances Newth, Darryl Nicholas, Barry Nicholson, Margaret Rogers, Philip Skinner, Pauline Stott, Eileen Wragg)

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**Meeting of the Scrutiny Committee
Wednesday, 8 April 2009 – 6.30pm
Council Chamber, Knowle, Sidmouth**

The Chairman and Vice-Chairman will be available in the Members Area between 5.45pm and 6.15pm for Members of the Scrutiny Committee to discuss questions and co-ordinate points before the meeting.

Members of the public are welcome to attend this meeting.

- A period of 15 minutes has been provided to allow members of the public to raise questions.
- In addition, after a report has been introduced by the relevant Portfolio Holder and/or officer, the Chairman of the Committee will ask if any member of the public would like to speak in respect of the matter and/or ask questions.
- All individual contributions will be limited to a period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of group.
- The public is advised that the Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time.

AGENDA

Page/s

1. **Public question time – standard agenda item (15 minutes)**
Members of the public are invited to put questions to the Committee through the Chairman.
 - Each individual questioner exercising the right to speak during this public question time is restricted to speaking for a total of 3 minutes.
 - Councillors also have the opportunity to ask questions of the Leader and/or Portfolio Holders during this time slot whilst giving priority at this part of the agenda to members of the public.
 - The Chairman has the right and discretion to control question time to avoid disruption, repetition, and to make best use of the meeting time.
2. To confirm the minutes of the meeting of the Scrutiny Committee held on 11 March 2009. 4 - 8

3. To receive any apologies for absence.
4. To consider any items which, in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances.

(Note: such circumstances need to be clearly identified in the minutes; Councillors please notify the Chief Executive in advance of the meeting if you wish to raise a matter under this item. The Chief Executive will then consult with the Chairman).
5. To agree any items to be dealt with after the public (including the press) have been excluded. There are no items that the officers recommend should be dealt with in this way.
6. Decisions made by the Executive Board called in by Members for scrutiny in accordance with the Overview Procedure Rules under Part 4.5 of the Constitution (There are no items which have been identified)
7. Performance Indicators considered by the Executive Board: Councillors please contact Democratic Services at least 3 working days in advance of the meeting if you wish to discuss particular Performance Indicators with a relevant Officer or Portfolio Holder at a Scrutiny Committee meeting.
8. **Review of Refuse and Recycling Phase 1** 9 - 17
(David Cox, Portfolio Holder for Streetscene, is invited to attend)

Members are asked to consider the report presented to the Executive Board on the 4 March 2009 which gave an update on phase one of the new contract for refuse and recycling. An addendum has been added following a request from the Chairman for clarification on some paragraphs of the report (pages 16 & 17).
9. **Place Survey Results** 18 - 35
(All Members, especially of the Corporate Overview Committee, are invited to attend for this item)

Jamie Buckley, Engagement and Funding Officer will highlight the results of the survey. (A colour copy of the presentation slides is available to view on the Members section of the website)
10. **Scrutiny Annual Report – review of format** 36 - 44

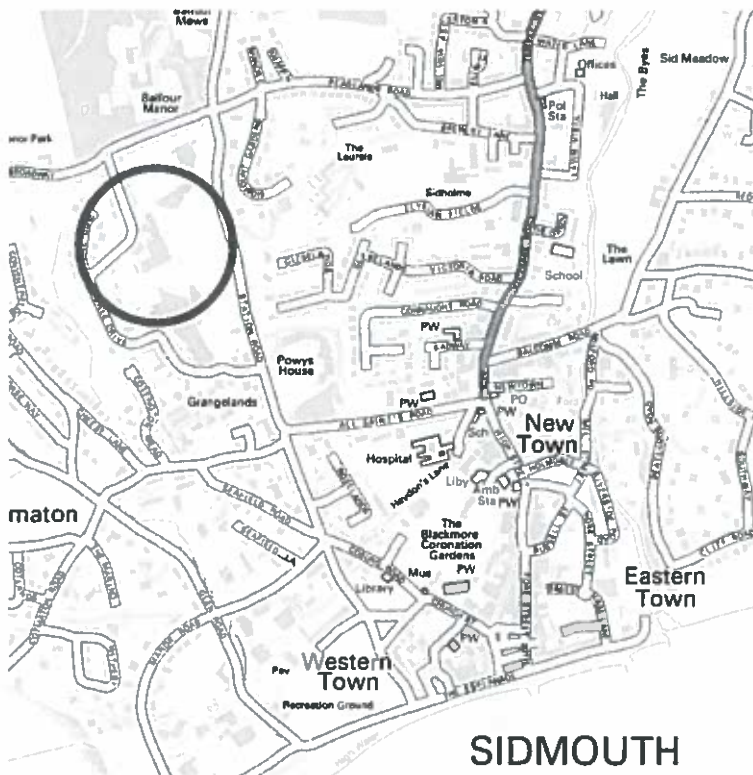
Members are asked to consider the proposed new format for the Scrutiny Annual Report.
11. **Poltimore House – update on loan application** Verbal report

Diccon Pearse will give a verbal update on the application made by the Poltimore House Trust.
11. **Scrutiny Committee Forward Plan and Update on Task and Finish Forums set up by the Committee** 45

Members remember!

- You must declare any personal or prejudicial interests in an item whenever it becomes apparent that you have an interest in the business being considered.
- Make sure you say the reason for your interest as this has to be included in the minutes.
- If your interest is prejudicial you must leave the room unless you have obtained a dispensation from the Council's Standards Committee or where Para 12(2) of the Code can be applied. Para 12(2) allows a Member with a prejudicial interest to stay for the purpose of making representations, answering questions or giving evidence relating to the business but only at meetings where the public are also allowed to make representations. If you do remain, you must not exercise decision-making functions or seek to improperly influence the decision; you must leave the meeting room once you have made your representation.
- You also need to declare when you are subject to the party whip before the matter is discussed.

Getting to the Meeting – for the benefit of visitors



The entrance to the Council Offices is located on Station Road, Sidmouth. **Parking** is limited during normal working hours but normally easily available for evening meetings.

The following bus service stops outside the Council Offices on Station Road:
From Exmouth, Budleigh, Otterton and Newton Poppleford – 157

The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).
From Exeter – 52A, 52B
From Honiton – 340 (Railway Station), 387 (Town Centre)
From Seaton – 52A, 899
From Ottery St Mary – 382, 387

Please check your local timetable for times.

The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

Visitors please note that the doors to the civic suite (meeting rooms) will be opened ¼ hour before the start time of the meeting. Councillors are reminded to bring their key fobs if they wish to access the area prior to that time.

For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546

EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Scrutiny Committee held at Knowle, Sidmouth on 11 March 2009

Present:

Councillors:

Roger Giles (Chairman)

Bob Buxton

Christine Drew

Vivien Duval Steer

John Jeffery

Darryl Nicholas

Frances Newth

Barry Nicholson

Margaret Rogers

Pauline Stott

Eileen Wragg

Officers:

Peter Jeffs – Corporate Director

Denise Lyon – Corporate Director

Debbie Meakin – Democratic Services Officer

Mark Reilly – Head of Streetscene

Len Wright – Car Park Services Manager

Also Present

Councillors:

Jill Elson

Graham Godbeer

Peter Halse

Stuart Hughes

Ann Liverton

Graham Liverton

Tony Reed

Apologies:

Councillors:

Trevor Cope

Jim Knight

Philip Skinner

**Apologies from
non-Scrutiny
Members:**

Vivienne Ash

Geoff Chamberlain

Andrew Moulding

The meeting started at 6.32pm and ended at 8.42pm.

***60 Public question time**

Alan Worthington, an Exmouth resident, talked about the reality of service delivery by the Primary Care Trust, in particular the out of hours service and the community care nurses. In his view, the service was less comprehensive than it had been five to ten years ago. Due to the network plan being implemented, a freeze on recruitment had been made and therefore, when staff left or retired, their positions were not being filled. The result on this was a great impact on services, which was to the detriment of patients.

Christine Drew, as Member of the Health and Adult Services Overview/Scrutiny Committee at Devon County Council agreed to take up this issue at that Committee at her earliest opportunity.

***61 Minutes**

The minutes of the meeting of the Scrutiny Committee held on the 11 February 2009 were confirmed and signed as a true record.

***62 Vice Chairman of the Meeting**

Jim Knight sent his apologies for the meeting.

RESOLVED that Frances Newth be appointed as the Vice Chairman for the meeting in the absence of Jim Knight.

63 Devon Primary Care Trust

The Chairman welcomed Pat McDonagh from the Devon PCT, who had attended the meeting following the Committee's request for more financial information at their previous meeting in February.

Pat McDonagh thanked the Committee for the opportunity to address them on the issue of car parking charges at hospitals. He outlined the merger of the existing six care trusts to the Devon PCT, where some of those trusts had existing car parking charges. A recent development of the new hospital at Newton Abbott had led to car parking charges at that site as part of the green travel plan that the Devon PCT had been asked to adopt. As a result of this pilot, the PCT were discussing internally the possibility of introducing car parking charges at Honiton Hospital and Whipton Hospital, prior to public consultation on the options. At this stage they were not reviewing the introduction of charges at any other hospital, contrary to the view expressed in media coverage.

Angela Glanville, a resident of Wiggaton near Ottery St Mary, spoke about a letter she had received from the Devon PCT, which stated that when car parking charges were introduced at Ottery St Mary Hospital, staff would not have to pay the charge; and that any revenue would go towards facilities for patients. This was a different message to what Pat McDonagh had communicated to the Members. She was also keen to be consulted by the PCT before any further consideration of introduction of charges was made.

Ian Mackintosh, Member of the Primary Health & Social Care Forum, commented on the aims of the green travel plan, which seemed to contradict the objective of reducing carbon emissions if encouraging cars to park there. He asked for consideration to be given to both the patients and the relatives and how such charges would affect them.

Bob Buskin, a resident of Seaton, spoke about the need to review the number and width of parking spaces for disabled users.

Pat McDonagh acknowledged the concerns of the members of the public who had spoken.

Members raised a number of concerns on the issue:

- Regulating the use of the car park at Honiton Hospital could be undertaken by other methods, asking if the PCT could consider a barrier system as an alternative to charging;
- The introduction of charges would mean congestion in the road alongside the hospital, with patients having to walk some distance from car to hospital;
- Green travel plans should not override the needs of the patient and rural areas should be given careful consideration where other methods of transport, such as buses, were not available for evening visiting and therefore the car was often the only option;
- A member of PCT staff raised the issue of car parking charges being introduced across the District at a PCT meeting. Members concluded that a communication problem within the PCT existed and needed to be resolved;

63 **Devon Primary Care Trust (continued)**

- Reports in the media about quotes made by Dave Rollason, DPCT Facilities Manager, on charges being introduced in line with local charges also contradicted the message given by Pat McDonagh;
- A leaflet on the PCT website gave the impression that the charges would be for all hospital car parks.

Pat McDonagh commented on the issues facing Honiton in particular, to free up spaces, ease the current congestion whilst also meeting the PCT's target of reducing carbon emissions. He would take on board all the comments made by the Members, including the issue of communication. The PCT would take stock in the summer once internal consultation was completed, to assess where they would levy car park charges or introduce alternative measures, but suggested that the introduction of charges at the smaller community hospitals would not be practical. Dr Kevin Snee joined the meeting at this point.

RECOMMENDED

1. that the decision not to charge for the use of East Devon hospital car parks be welcomed;
2. that concern be expressed at the proposal to introduce charges at Honiton Hospital and that the Devon PCT consider other measures to deal with the problems at that site;
3. that the Devon PCT fully consults locally and with the District Council before implementation of any such proposal.

The Chairman welcomed Dr Kevin Snee to the meeting.

Members queried why the PCT had withdrawn funding of the APAUSE, a sex and relationship education programme. Concern was raised over the lack of consultation before withdrawal and that schools had invested heavily in training staff and were already delivering the programme. Members also felt that the programme was valuable in tackling teenage pregnancy.

Dr Snee responded that the funding had been redirected to target sexual health services for young people where they were most needed, in line with best practice. Teenage pregnancy was still seen by the PCT as an important area and the withdrawal was intended to focus resources for better effect. He agreed to consult first in the future.

Members illustrated some cases of where individuals who qualified for paid care in a nursing home had not received the money for some considerable time; this led to difficulties for the relatives in covering the bills until the money was paid. Dr Snee agreed that this was not an acceptable situation; there had been a recent change in policy which meant that more individuals qualified for paid care, which had led to a backlog. He agreed to obtain the details of the two cases in question and look into the situation.

Members challenged how the proposed delivery plan for the PCT would be financed. Dr Snee responded that the changes planned in delivery would not necessarily result in increased cost but would increase efficiency; he expected some growth in funding to reflect the growing ageing population in the County. A financial document explaining how the delivery plan would be funded would be produced by the Devon PCT in the next two months.

The out of hours service was also challenged as not meeting the needs of the community because of long wait times. Dr Snee stated that the service had been benchmarked as a good service but was not consistent across Devon and therefore the PCT were trying to provide a consistent service. He agreed to take on details of the individual case quoted to look into further.

63 Devon Primary Care Trust (continued)

The number of beds available and their cost was also discussed; some Members felt that more beds should be available, which Dr Snee argued was not necessarily the case when new treatments resulted in shorter stays in hospital.

Media reports on the centralisation of services had alarmed the public, and raised concern about lengthy travel needed to reach specialised services. Dr Snee responded that it made sense to centralize the services that needed complex procedures for a relatively low level of patients; and that many other aspects of the service would be de-centralised back to the community hospitals for services such as outpatient treatment. Dr Snee confirmed that the PCT had no plans to close community hospitals in the District.

Members also raised concern about the freeze on recruitment and how that affected the level of community psychiatric nurses available. Dr Snee could not provide an exact figure on how much was spent on mental health by the PCT but did acknowledge that the service benchmarked below other trusts and the restructure would help to resolve that issue.

RECOMMENDED

1. that the Devon PCT reconsiders its decision to withdraw funding for the APAUSE programme;
2. that concern be expressed at the lack of consultation before the APAUSE funding was withdrawn;

RESOLVED

1. that the financial detail of the funding of the PCT delivery programme be provided to the Scrutiny Committee once produced in May 2009.

64 Civil Parking Enforcement

The Chairman welcomed Matthew Scrivens and Gary Powell from Devon County Council; and Mark Reilly, Head of Streetscene and Len Wright, Car Park Services Manager, to the meeting

Peter Halse, Portfolio Holder for Economy, introduced the report, reflecting on the complexity of the legal implications of taking on the on-street element of the service. He gave thanks to the officers involved in bringing in a relative smooth change over and commented on the excellent co-operation between the District and County officers.

Gary Powell explained the review of the existing on-street Traffic Order, a considerable amount of work, and the work being done to update that in line with the errors being found as the Civil Enforcement Officers (CEO) carried out their duties. Len Wright, Car Park Services Manager, responded to a query about taxis double-parked where a CEO had to obtain photographic evidence to enforce for "inconsiderate" parking. If the double parking caused an obstruction, this fell to the responsibility of the police.

All costs of the on-street enforcement is re-charged to Devon County Council. At the last point of recharging at 31 December 2008, £92,824 was recharged, after the revenue had been deducted. Gary Powell confirmed that there was no intention to introduce targets for the CEOs for generating revenue.

The software provider for the hand held Penalty Notice dispensers was being chased but owing to problems with the Government Connect security protocols, an issue nationally, the system was not fully operational. ICT were working with the service to try to reach a solution.

Praise was given for the hard work of the officers concerned in handling the introduction of the on-street service; the continued work in providing a good service; and excellent co-operation across the authorities.

64 **Civil Parking Enforcement (continued)**

RECOMMENDED

1. that the report be noted;
2. that a press release be issued on the success of the Civil Enforcement Service as outlined in the report.

*65 **Quarterly Monitoring of Service Plans – Third Quarter 2008/09**

Members considered the progress on the actions within the Service Plans for the period 1 October to 31 December 2008. Areas of concern identified were:

- ICT related issues appeared to impact on many areas of the service plans;
- More information was required on the red sections of the Legal & Democratic Services service plan;
- Progress was being assessed on reaching level 2 of the Equality Standard.

RESOLVED

that Chris Powell, Head of ICT, attend a future meeting of the Scrutiny Committee to discuss the difficulties that his service may be facing in supporting delivery of the service plans.

*66 **Scrutiny Committee Forward Plan and Update on Task and Finish Forums**

Members stressed that the Task and Finish Forum on Exmouth Byelaws should be undertaken as a matter of urgency. Denise Lyon agreed to research when the TaFF could be resourced.

The Chairman explained to Members the changing schedule relating to the Place Survey results. Frances Newth proposed that a joint meeting with the Corporate Overview Committee should take place to review the results but the remaining Members did not support this. Denise outlined the options open to the Committee for involving the Corporate Overview Committee and added that the results would be of interest to every Member.

RESOLVED

that the Place Survey Results be presented to the Scrutiny Committee at their scheduled meeting on the 8 April, with an invitation extended to the Corporate Overview Committee to attend the meeting.

Chairman

Date

Agenda Item
Executive Board
4 March 2009



Update on Delivery of Phase 1 of the Recycling and Refuse Service Initiative

Summary

The report is to inform members of the issues that were faced during the delivery of East Devon District Councils Waste Strategy. The report also visits lessons learned from the roll out of Phase 1 of the Recycling and Refuse Service and considers some of the successes. In the Phase 1 area the recycling rate is in the region of 50% and the amount of food waste going to landfill has reduced by about 38%. In a survey undertaken by the Waste and Resources Action programme, 93% of residents surveyed in Axminster said they were satisfied with the new food waste scheme. The next phase of the roll out is scheduled to take place on 2 June 2009 in the Sidmouth and Ottery St Mary areas.

- Recommendations**
1. Members are asked to note the results of the WRAP survey of Axminster residents' satisfaction with the new food waste scheme.
 2. Members are asked to consider the content of the report and to satisfy themselves that lessons have been learned with the roll out of the first phase of the new service, and that appropriate action is being taken to ensure a successful roll out of the second phase of implementation.

a) Reasons for Recommendation

The Recycling and Refuse Collection Service represents one of the largest areas of expenditure of the Council and its success is a key corporate priority. The roll out to Phase 2 is planned for June 2009 and therefore it is important to learn any lessons from the implementation of Phase 1 before rolling out Phase 2.

b) Alternative Options

None.

c) Risk Considerations

None.

d) Policy and Budgetary Considerations

None.

e) Date for Review of Decision

None.

1 Main Body of the Report

1.0 Introduction

- 1.1 The Waste Strategy for East Devon DC gave the Recycling and Refuse Services the direction to meet national waste targets and initiatives. This report gives an overview of the first phase of implementation.
- 1.2 The service changes have been demanding when one considers that the change required was not only in a number of service delivery changes but also with a culture change in those households who participate in the service. Waste is now a resource and this message needs to be constantly communicated.

2.0 Choosing the Service

- 2.1 Members may recall that initially the proposed scheme was for a weekly dry recycling collection and for a fortnightly collection of residual waste. It was intended that the dry recycling would include plastic bottles and card and that all materials would be containerised. There were no processing facilities available to deal with food / kitchen waste and consequently it was planned that this material would remain in the residual waste, to be collected fortnightly.
- 2.2 Members' concerns echoed the considerable national public opposition to fortnightly refuse collections which was being fuelled by a significant number of Local Authorities implementing schemes which collected food and residual waste on alternate weekly collections (fortnightly).
- 2.3 In the spring of 2007, the proposed scheme was reconsidered and, after securing some processing facilities for kitchen waste, an amended scheme was chosen. This scheme is a weekly dry recycling and kitchen waste collection and a fortnightly collection of residual waste. The dry recycling would include plastic bottles and all materials would be containerised. Initially card has been omitted from the dry recyclable collections due to vehicle capacity. To minimise the carbon foot print and manage the cost of the service it was decided to collect dry recyclables and kitchen waste on the same vehicle.
- 2.4 The original contract had to be renegotiated with the contractor. This was because payments were made on a "Schedule of Rates" basis on which the Contractor challenged the validity; as there was a significant change in the materials collected and consequently the methods of work and resources required.
- 2.5 To be able to deliver the amended scheme it was necessary to review the contract and to determine if a variation to the contract was appropriate. It was accepted that the existing contractual arrangements no longer accurately reflected the work which was required and subsequently the contract was amended by a "Deed of Variation". There were considerable negotiations between the Council and the Contractor on the "Deed of Variation" which further delayed the implementation of the service initiatives. It was finally agreed by both parties that the "Deed of Variation" would move the contract towards partnership working from a more formal rigid contract.
- 2.6 The new contractual arrangements should allow a more flexible approach to service change and it is anticipated that in the long term this will be of financial benefit to the authority.

3.0 Preparation for Service Delivery

3.1 Prior to the introduction of the first phase of the new recycling and waste collections there was the requirement to carry out preparatory work, throughout 2007 and up to the start date of August 2008.

3.2 The preparatory work included the following:-

- A re-routing exercise to ensure same day collection for all households. Historically collections for waste and recycling in the District were usually on different days.
- The re-routing exercise split the district into five areas, one for each week day (Monday to Friday). These areas each contain approximately 13,000 properties.
- The area chosen for the first phase was to include Axminster, Seaton, Beer, Colyton and Musbury. This was the Monday round and chosen because it was the area furthest from the disposal / processing centres and was considered to be a good test bed with a mix of rural and urban properties/rounds.
- All properties were assessed to determine if they were suitable for the various residual waste containers e.g. if it should be a standard 180 litre bin; a 240 litre bin for households with 5 or more residents; a 140 litre bin for infirm / elderly residents (if requested); a "gull" sack where a bin would be inappropriate because of access and / or storage issues; or a larger bin for blocks and flats.
- There were some properties that were assessed and found to be unsuitable for an alternate weekly collection and had to remain on a weekly waste collection. These were kept to a minimum. There are currently 350 households which are deemed unsuitable and a majority of these tend to be flats with no waste storage facilities.
- The landfill collection was to be collected fortnightly with the area in phase 1 split into 2 collection weeks.
- The recycling collection was to be weekly with dry recycling having plastic bottles added and a food waste collection to include raw and cooked meat and fish (including bones), dairy products including eggs, egg shells, butter and cheese, raw and cooked vegetables and fruit, bread, cakes and pastries, rice, pasta and beans, uneaten/cooked food, tea and coffee grounds.
- The standard household waste bins were to be 180 litre wheeled bins. These were ordered from Craemer who had been chosen following an 'e-auction' procurement project in Partnership with Government's South West Centre of Excellence and e-Three.
- The kitchen waste containers were ordered from Peter Ridley Waste Systems following a mini tendering exercise.

3.3 Communication was an important aspect of the service delivery which included:-

- Information leaflets were prepared for delivery to households. These consisted of:-
 - (a) An initial 'taster' leaflet delivered 8 weeks before commencement of the scheme.

(b) A more detailed information leaflet delivered 2-3 weeks before commencement of the scheme.

(c) The leaflets were delivered by Post Office walk sort to ensure all households received them.

- A list of frequently asked questions which were placed on the Council's website.
- Information days for Members and staff.
- Road shows in Axminster, Seaton, Beer, Colyton and Musbury so householders could discuss any issues.
- Press releases and invited TV and radio coverage.

3.4 Prior to the commencement date of 4th August 2008, the majority of householders were to be provided with:-

- (a) A 180 litre wheeled bin
- (b) A 25 litre kerbside food bin
- (c) A 7 litre food caddy for use in the house
- (d) 10 compostable bags for use in the food caddy

3.5 In partnership with a compostable bag supplier a network of retail outlets in the Phase 1 area was established who would stock suitable compostable bags. There are approximately ten outlets in the phase 1 area.

3.6 The householders already had a 55 litre box for dry recyclables but a considerable number of these boxes were requested at the commencement of the scheme in the phase 1 area. A total of 484 boxes were requested and delivered between 1 July and 30 Sept 2008.

4.0 Implementation of Phase 1

4.1 The 180 litre wheeled bin deliveries commenced on 14 July 2008. There had been a delay from the original proposal due to production problems with the suppliers. When the wheeled bins arrived they had been incorrectly marked on the lids with the words "Garden Waste Only". Fortunately only a small proportion had been delivered and these were re-called. All the bins were returned to the manufacturer to have the incorrect wording removed. Delivery of the wheeled bins re-commenced on the 21 July 2009. The delivery of the food waste containers was also started on the 21 July 2009.

4.2 Not all properties received all the relevant containers and this led to issues with collections at the commencement of the scheme on 4th August. Some households were still putting out waste in black sacks and not in the wheeled containers. This took some time to resolve and involved the delivery contractor, React Team and Sita providing additional resources to ensure all households had the correct containers. The excuse from the delivery contractors was that the information given to them for delivery was insufficiently detailed although they were satisfied with the information supplied prior to the delivery.

4.3 The container problem took several months to sort with resolution being achieved in December 2008. A comparison was made with other authorities who had changed to wheeled container bins and the information given indicated that these authorities still

received calls on container issues some 6 – 9 months after the changeover to wheeled containers commenced. The problems with the container delivery did compromise the situation with side waste which it was hoped would not be collected from the commencement of the scheme.

- 4.4 It became evident from the commencement of the scheme that there were issues with the delivery of the Monday recycling service. This was due to the increased amount of material being placed out for collection. This was particularly the case with plastic bottles which have a large volume but little weight. The contractor estimated that 1½ tonnes of plastic bottles a week would be collected, but the actual amount has been between 3 and 3½ tonnes a week. Food waste was also greater than had been predicted. The contractor estimated that 90 tonnes of food waste a month would be collected, but the actual amount has been about 93.57 tonnes a month. The collection crews were fully loading a vehicle with plastic bottles and food waste whilst the space for other materials was not necessarily being filled. This resulted in the teams having to make increased trips to off-load the collected materials. The depot where this material was delivered is at Woodbury Salterton which meant a two-way journey of 1.5 – 2.0 hours. The number of loads anticipated per vehicle was two but due to the volume of materials three or more vehicle loads were required. The consequence was that the collections were not completed on a Monday but rolled over into the Tuesday.
- 4.5 Initially Sita had 14 crews collecting recycling in the Phase 1 area; this was quickly increased to 16 crews but this was still found to be inadequate and it was finally determined that 18 crews were necessary. A number of new 12½ tonne vehicles have been added to the fleet and there are now eight new 12½ tonne and one new 7½ tonne vehicles. Three 12½ tonne and two 7½ tonne vehicles are currently being manufactured and four additional 12½ tonne vehicles have been ordered. The Recycling and Refuse Partnership Board agreed to the additional vehicles at the meeting on 1st October 2008.
- 4.6 Since the commencement of Phase 1 there has been a considerable increase in the number of missed collections either assisted, recycling or waste collections. At the Recycling and Refuse and Partnership Board on the 15th October the matter was discussed, looking at what actions had been taken to resolve these performance issues. One initiative was 'workshops' which included EDDC staff and Sita staff including some of their operational crews which looked to identify and remove barriers to improve performance. These meetings have produced some improvement in missed collections but work is still on-going to reduce complaints to an acceptable level.
- 4.7 Although initial problems with the introduction of Phase 1 and the on-going performance issues had an adverse effect on the service delivery of the scheme, householders were extremely patient and all recycling/landfill collections are now being completed on a Monday.
- 4.8 The scheme has been very successful. In the Phase 1 area the recycling rate is in the region of 50% and the amount of waste going to landfill has reduced by about 38%. The amount of food waste collected is in the region of 1.8 kgs per property per week, which equates to about 12.5% of the total of the recyclate and compostable material tonnage.
- 4.9 Food waste is initially taken to Sita's depot at Woodbury Salterton where it is bulked and then taken to an anaerobic digestion plant at Holsworthy in North Devon. Here it is processed to produce bio-gas and a compostable material. The bio-gas is used to drive generators which produce electricity which supplies the national grid.

- 4.10 In January 2009 side waste was banned in the Phase 1 area. It is anticipated that this will further reduce the amount of waste being sent to landfill and increase recycling and composting. Although the ban on side waste was seen as a potentially problematic issue, this does not appear to be the case. Relatively few residents are putting out side waste, but those that do have stickers put on their wheeled containers. The residents concerned are identified and the Waste Officers send an initial letter to the householder explaining that side waste is no longer collected. If necessary the Waste Officer will visit those households who say they cannot manage their waste, in an attempt to resolve problem.
- 4.11 Some properties have been found to be putting out two EDDC containers. Where these properties have been identified one container has been removed. Where the additional container is owned by the householder, the container is not emptied and is tagged by the contractor.

5.0 Evaluation of the Phase 1 Scheme

- 5.1 The authority has, through WRAP (Waste and Resources Action Programme), been able to gather information on the scheme. WRAP carried out a number of surveys to establish public participation and satisfaction rates with the scheme. The results have been very encouraging and are given below:-

Monitoring Survey of Food Waste Collections

Surveys carried out over 3 weeks 24 Nov – 8 Dec 2008 for 1,100 properties in Axminster area.

- Overall participation rate – 78%
- Dry recycling participation – 75%
- Food waste participation – 71%
- There was little contamination of food waste collections
- Highest performing Acorn group – 4 at 83% and lowest 2 – 61%

Acorn 1 = Affluent Achievers	– 171 properties in survey area – 77%
Acorn 2 = Urban Prosperity	– 22 properties in survey area – 61%
Acorn 3 = Comfortably off	– 307 properties in survey area – 78%
Acorn 4 = Modest means	– 182 properties in survey area – 83%
Acorn 5 = Hard pressed	– 91 properties in survey area – 78%

Door to Door survey of 400 properties in Axminster

- Respondents' were asked how satisfied they were with the new food waste scheme – 71% said they were very satisfied, 22% were satisfied and only 2% were not satisfied (that is 98% satisfied or very satisfied).
- The majority of promotional material had been seen by respondents (66%) and another 11% had seen a follow up in a news or advert.
- Respondents were asked how much it bothers them about how much food they throw away – just under 30% said they were bothered a great deal.
- The reason given by those who did not use the scheme was that they were already home composting.

- Respondents were asked if the new scheme had changed their habits – 93% said it had made no difference with only 4% saying they now think more about what they buy.

6.0 Future service initiatives

6.1 It is intended that further initiatives will be carried out with the service. These will include:-

- (a) Feedback to householders in the Phase 1 area on how successful the scheme has been and thanking them for their commitment in making the scheme so successful.
- (b) The introduction of phase 2 in June 2009 which will cover approximately 13,000 properties in the Sidmouth and Ottery St Mary areas.
- (c) Processes have been reviewed and revised in the light of issues which have arisen in the Phase 1 area. These will include:-
 - Information leaflets will be re-written to ensure they are clear and easy to understand.
 - Bins will be delivered well in advance of the phase 2 start date so that any container issues are resolved before the new collection system is introduced. It is anticipated that this will be supported by a round optimisation system which will give detailed rounds/routes and maps to improve the standard of delivery.
 - More road shows including some in the evenings and at weekends.

Legal Implications

Legal services have been involved in the process throughout and are satisfied that the issues raised in this report are, where appropriate, compliant with Standing Orders, Financial Regulations, and the provisions of EU Procurement Law. In addition, the provision of the service is subject to independent audit.

Financial Implications

There are no financial implications contained within this report.

Consultation on Reports to the Executive

None.

Background Papers

None.

Addendum to report to Executive Board

Update on Delivery of Phase 1 of the Recycling and Refuse Service Initiative

4th March 2009

Request from Chair of Scrutiny Committee to amend

Para 3.4 – Clarification of “majority of households” - why not all

The reason why this was is that not all households had a wheeled bin for various reasons which are:

287 properties received gull sacks

Flatted areas – 30 - 660 litre bins were delivered to flats where they have a communal collection point

32 – 1100 litre bins were delivered to flats where they have a communal collection point

There are some flats which already had bins and these were not replaced

10,764 properties were delivered a 180 litre bin and some of these have been replaced with 240 litre bins where there is a family of five full time residents or more.

Some 37 properties retain a weekly refuse collection as there is no storage capacity for the wheeled bins

Total number of properties in Phase 1 area = 12391

Para 4.2 Clarification of “Not all properties received all the relevant containers” at commencement –

180 litre bins = 4.20%

Food bins = 3.30%

All properties now have required containers

The reference to the WRAP report drew some result but the overall document is 82 pages long and therefore only a few relevant points were drawn out.

Para 5.1 “Door to Door survey %'s of satisfaction see table below:

Satisfaction of food waste service

	Frequency	%	Valid %
Very satisfied	255	63.9	71.0
Fairly satisfied	79	19.8	22.0
Neither satisfied or dissatisfied	13	3.3	3.6
Fairly dissatisfied	8	2.0	2.2
Very dissatisfied	4	1.0	1.1
Total	359	90.0	100.0

Changes to habits since the introduction of the trial

Respondents were asked a set of questions on home composting to assess if behavior has changed since the introduction of the food waste trial.

Change in composting habits

Respondents were then asked 'Has the food waste collection changed what you put in your home compost?'

- The majority stated that the trial had not made any difference to the way they home compost (75%).
- A fifth (20%) said they home compost less now since the introduction of the trial.
- Just 5% stated that they now compost more.

Table 32: Change in composting since trial

	Frequency	%	Valid %
Yes, I home compost more	8	2.0	5.2
No, it has not made any difference	115	28.8	74.7
Yes, I home compost less	31	7.8	20.1
Total	154	38.6	100

Buying food

Respondents were asked 'Has the food waste collection changed how you buy food?'

- The majority (93%) stated that it had not made any difference.
- Just 4% stated that it has made them think more about what they buy.
- Only 2% said that they are now more aware that they should avoid generating food waste.

Table 33: Changed habit of buying food?

	Frequency	%	Valid %
Yes, I think more about what food I buy	15	4.1	4.1
Yes, I am now more aware that I should avoid generating food waste	7	1.9	1.9
No, it has not made any difference	338	92.3	93.4
Yes, I often avoid special offers (e.g. two for one)	1	0.3	0.3
Yes, I think about buying locally now	1	0.3	0.3
Don't know	0	0.0	0.0
Other	2	0.5	0.6
No Response	2	0.5	0.6
Total	362	100.0	

Budget

The process for payment to the contractor for the overall scheme has changed due to a contractual change and this is now on a cost plus basis and from budget analysis is operating in line with the agreed budget.

Agenda Item 9

Scrutiny Committee

8 April 2009

PS08/09



Place Survey

Summary

The Place Survey was sent out by the Council on behalf of national government to a random selection of households in East Devon between September and December 2008. The purpose was to gain information that would improve outcomes for local people and places, so many of the questions are more relevant to East Devon as a place rather than East Devon District Council specifically.

We now have the headline results for this survey, although we do not have comparison information as yet from other district authority areas so the results are not in context. When this information is released by the Audit Commission it will be reported to the Committee.

The Council and the East Devon Local Strategic Partnership must use the results of the survey to improve outcomes for local people and places.

Recommendation

That Committee consider the results of the Place Survey in relation to the Council's current practice and policy, and make recommendations about the areas of the results the Committee and Executive Board should consider in more detail

a) Reasons for Recommendation

The Place Survey is a very important Government survey, carried out by every local authority in England. The Department for Communities and Local Government (CLG) expect that the results will be used by all local public service providers, including EDDC, to understand the area they serve. They expect action to be taken on any issues arising in the results of the survey, including residents' priorities for the area, in particular any poor results. It is very important that these follow up actions are completed for the benefit of residents and the Council's reputation, and also for CAA and the developing Engagement and Empowerment Agenda.

b) Alternative Options

None

c) Risk Considerations

It is expected that the Council will consider and act upon the results and doing so will avoid the Council being criticised in a future inspection and prevent any compromising of the Council's reputation and budgets.

d) Policy and Budgetary Considerations

The recommendation involves considering the results in relation to current practice and policy. There could be subsequent policy changes and there are no immediate budgetary implications.

e) Date for Review of Decision

Comparisons with the results of other councils will be reported to the Committee as soon as they are available.

1 Main Body of the Report

1. Place Survey

The Place Survey involves the use of a questionnaire to capture residents' views, experiences and perceptions, so that public bodies can use the results to decide upon their priorities and solutions for their area.

2. History

In 2000/ 2001, 2003/ 2004 and 2006/ 2007 local authorities sent out a General User Satisfaction Questionnaire on behalf of national Government. This asked a variety of questions with a focus on residents' experiences of local services.

The Department for Communities and Local Government (CLG) revised the General User Satisfaction Survey and replaced it with the 'Place Survey' which focuses on improving outcomes for local people and places, rather than on processes, institutions and inputs. However, some of the questions have remained the same, allowing for trend data to be reported.

3. What we did

The survey was carried out in line with government rules. Each district in Devon carried out their own survey and the County will collate all the data for their own results.

We sent out the Place Survey questionnaire to 2,476 randomly selected households, whose addresses were provided by the Audit Commission. We received back 1,263 completed questionnaires, giving us a response rate of 51%, higher than in a lot of other district council areas. This gave us more than the amount required by the Audit Commission (1,100). The results are statistically reliable as the standard amount of responses to be received before the results become reliable is 400.

4. What stage are we currently at

We now have the headline results for the Place Survey, and where appropriate these results have been compared to the results from previous years. However, this has not often been possible due to the change of the focus of the questionnaire from 'East Devon District Council' to 'East Devon as a place to live'.

5. What happens next

5.1 Further results reporting

The results report was considered by EDDC Corporate Overview Committee on 26 March. The outcomes of consideration of the survey results by both Corporate Overview Committee and this Committee will be presented to the Executive Board on 6 May.

5.2 Benchmarking Information

There will at some point be comparison (benchmarking) information available with all other district authority areas for all questions. This will make the results a lot more meaningful as we will then be able to say whether, for example, 40% of residents is a good or a poor result, in some cases 40% will be an excellent result. The Audit Commission had said it would publish each Districts results for the questionnaire in March but it has postponed the publishing date indefinitely.

5.3 Once benchmarking information is available

The comparison information with other district authority areas within Devon, and national district authority area averages will be added into East Devon's results and presented to Councillors at appropriate Committees/ Boards. This will enable the results to be put into more context.

The specific 18 National Indicators contained within the Place Survey will be reported as part of the quarterly monitoring end of year report, including benchmarking information.

After this time the results will be disseminated and publicised to staff, respondents, the public, partners and other stakeholders.

The Council should take action on the results of the survey, which would need to be publicised.

Legal Implications

None required

Financial Implications

The recommendations in this report have no direct financial implications. Future reports on recommendations/actions flowing from the results of the survey may have financial implications

Consultation on Reports to the Executive

This report was considered by SMT on 24 March 2009

This report was considered by Corporate Overview Committee on 26 March 2009

Background Papers

Place Survey Questionnaire (attached)

Jamie Buckley Ext 2769
Engagement and Funding Officer

Scrutiny Committee
8 April 2009

Place Survey 2008/ 2009

Jamie Buckley and

Bob Darbourne

Communications and

Improvement Team

What is the Place Survey?

- National government questionnaire sent out by every Local Authority in England
- Questionnaire template provided by national government
- Change from the General User Satisfaction Surveys from 00/01, 03/04 and 06/07, focus more on the place, a lot of the following results are about 'public services' in general and not just EDDC
- Will be carried out every 2 years
- 1,263 respondents, statistically reliable. Response rate 51%
- In time there will be comparisons with other local authorities

Warning!

These results should be considered with care as there are not yet any comparisons with other District results to put them into context

Once comparison information with other local authority areas is available this will show us whether the results are excellent, good or needing improvement

For example

If 60% of East Devon residents were satisfied with schools, but only 40% of residents were satisfied in each of the other Devon local authority areas then this would be an excellent result for East Devon. However, if 80% of residents were satisfied in each of the other Devon local authority areas then this would be something that needed improving in East Devon.



This is what we found out....

- **Nine out of ten people are satisfied with East Devon as a place to live (89%)**
- **Nine out of ten people are satisfied with their home as a place to live (91%)**

"My own opinion and the opinion of most of the people I know, and those that live outside of East Devon, is that we are very lucky to have the best of all worlds here. Countryside, coastline and a good quality of living. What more could one ask!" - resident

"Since living in East Devon I have noticed that everyone cares for each other and the problems that do occur being researched and dealt with in an efficient manner before they get out of hand. It is a delightful place to live." - resident

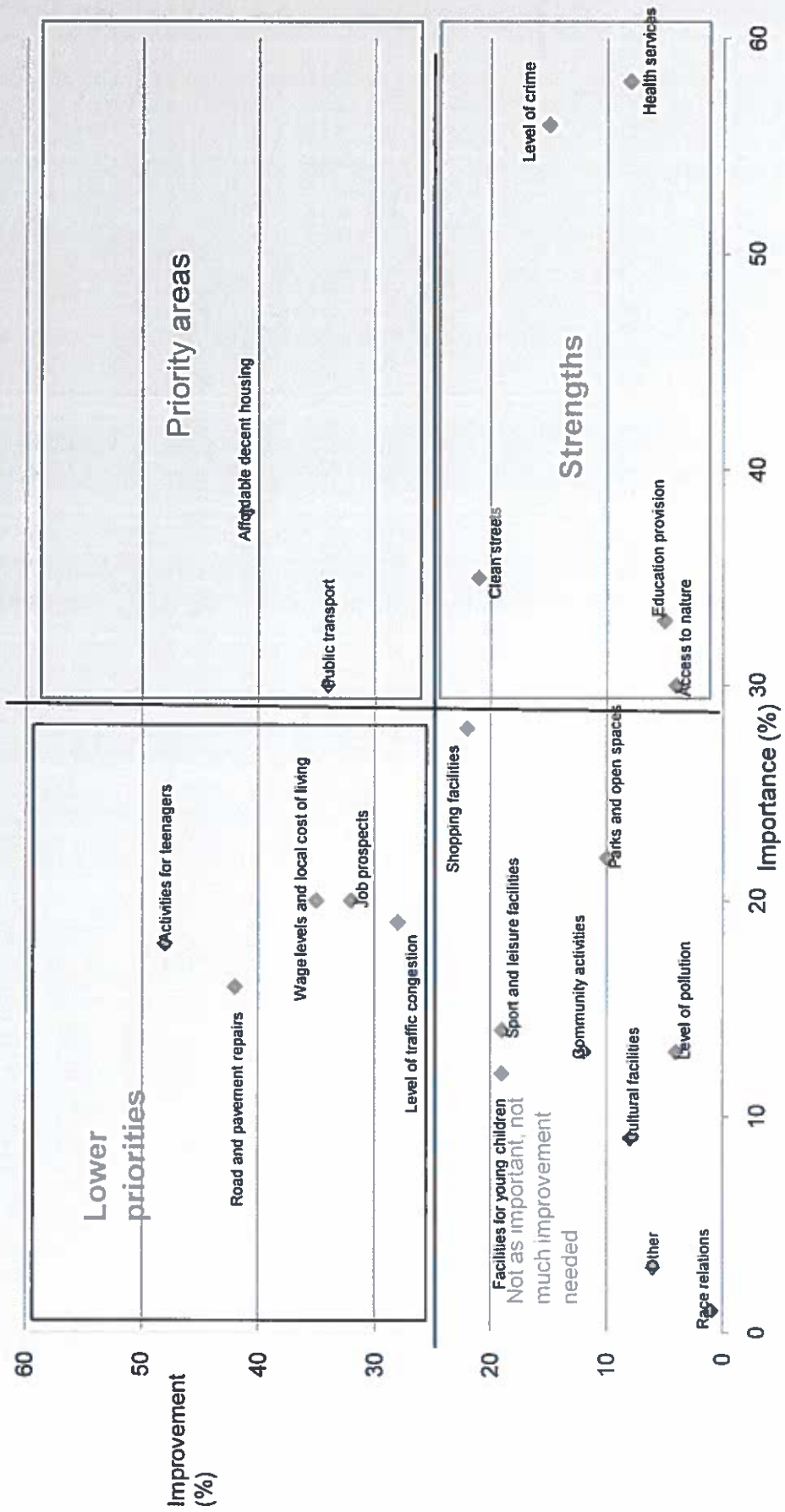
Quality of Life

Residents were asked to look at the following list of quality of life indicators and pick the five that they felt were most important in making somewhere a good place to live (not necessarily East Devon) and the five that needed most improvement within East Devon. They could choose from:

- Access to nature
- Activities for teenagers
- Affordable decent housing
- Clean streets
- Community activities
- Cultural facilities (e.g. Libraries, museums)
- Education provision
- Facilities for young children
- Health services
- Job prospects
- The level of crime
- The level of pollution
- The level of traffic congestion
- Parks and open spaces
- Public transport
- Race relations
- Road and pavement repairs
- Shopping facilities
- Sports and leisure facilities
- Wage levels and local cost of living



Importance vs. Improving= Priorities



What do residents want public services to prioritise?

The top 6 priorities for improvement (in order) for residents of East Devon are:

1. Affordable decent housing
2. Public transport
3. Activities for teenagers
4. Road and pavement repairs
5. Wage levels and local cost of living
6. Job prospects

The following are things public services do really well:

1. Health services
2. Level of crime
3. Education provision
4. Access to nature
5. Clean streets



Shopping list for residents of different ages....

	Under 35's	35- 54	55- 74	75+	Overall
Priority 1	Affordable decent housing	Affordable decent housing	Affordable decent housing	Road and pavement repairs	Affordable decent housing
Priority 2	Wage levels and local cost of living	Job prospects	Public transport	Affordable decent housing	Public transport
Priority 3	Facilities for young children	Wage levels and local cost of living	Clean streets	Public transport	Activities for teenagers
Priority 4	Activities for teenagers	Activities for teenagers	Road and pavement repairs/ Activities for teenagers	Clean streets	Road and pavement repairs

Shopping list for urban and rural residents...

Priorities	Town areas	Rural areas	Overall
Priority 1	Affordable decent housing	Public transport	Affordable decent housing
Priority 2	Activities for teenagers	Affordable decent housing	Public transport
Priority 3	Wage levels and local cost of living	Activities for teenagers/ Road and pavement repairs	Activities for teenagers
Priority 4	Job prospects		Road and pavement repairs

*Town/ rural areas are split up using GIS mapping.
Town Wards = Sidmouth Town, Sidmouth Sidford, Honiton St Michaels, Honiton St Pauls, Axminster Town, Exmouth Brixington, Exmouth Halsdon, Exmouth Town, Exmouth Wilycombe Raleigh, Seaton, Ottery St Mary Town. All other Wards are included in 'Rural'*

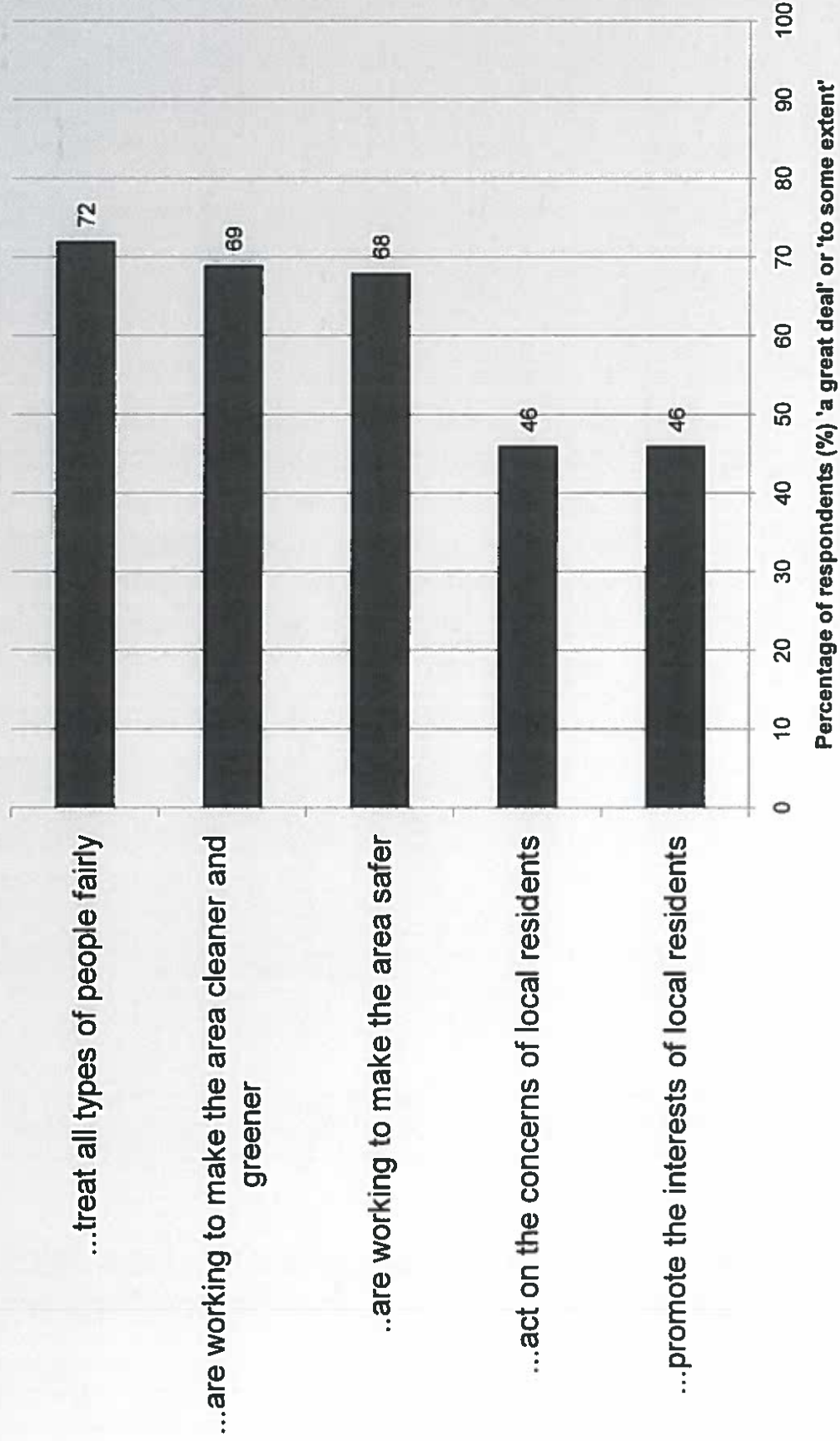
Shopping list for residents from different areas...

	Axminster and area	Seaton and area	Exmouth and area	Honiton and area	Sidmouth and area	Ottery St Mary and area	Other *	Overall
Priority 1	Affordable decent housing	Affordable decent housing	Affordable decent housing	Affordable decent housing	Affordable decent housing	Affordable decent housing	Public transport	Affordable decent housing
Priority 2	Public transport	Activities for teenagers	Shopping facilities	Clean streets	The level of traffic congestion	Public transport	Affordable decent housing	Public transport
Priority 3	Activities for teenagers	Road and pavement repairs	Clean streets	Job prospects	Activities for teenagers	Activities for teenagers	Road and pavement repairs	Activities for teenagers
Priority 4	Job prospects/ Wage levels and local cost of living	Sport and leisure facilities	Wage levels and local cost of living	Road and pavement repairs	Road and pavement repairs/ Wage levels and local cost of living	Wage levels and local cost of living	Activities for teenagers/ Facilities for young children	Road and pavement repairs

*Other = Broadclyst, Clyst Valley, Exe Valley and Tale Vale
 All others are split up according to Devon Market Towns areas, the above were not listed in any of these areas

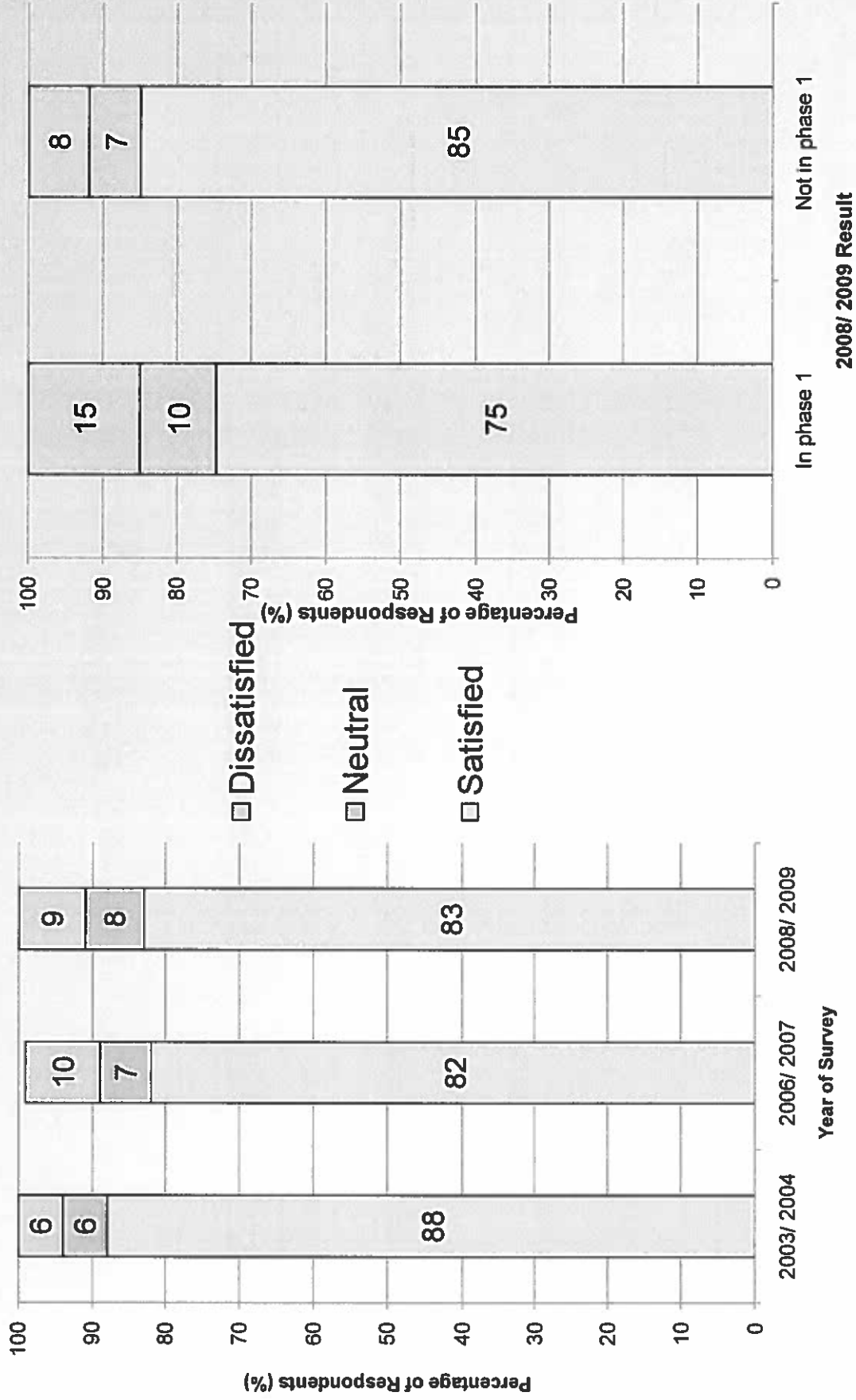


Residents think that public services...

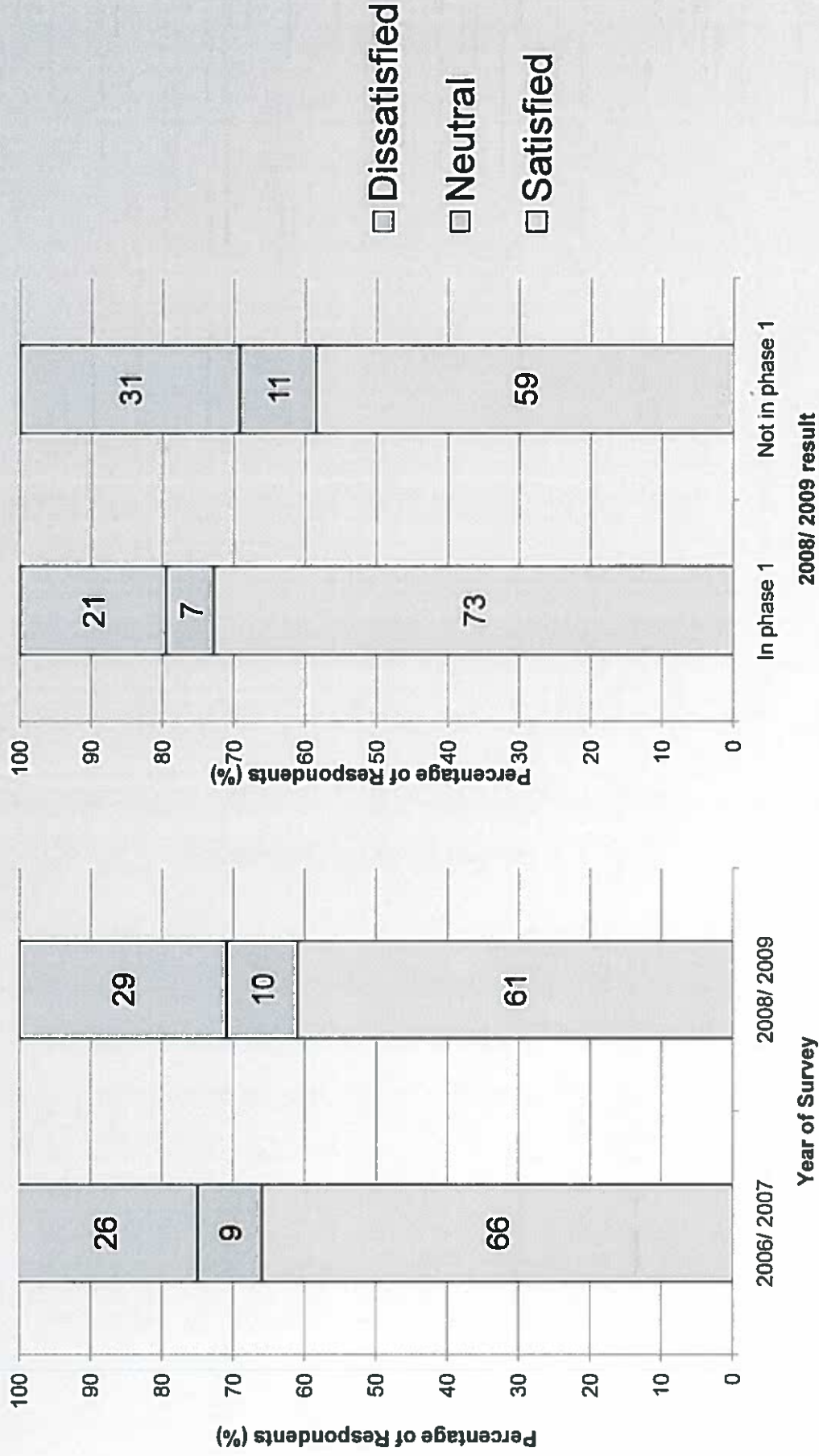




Refuse collection (non-recycling)

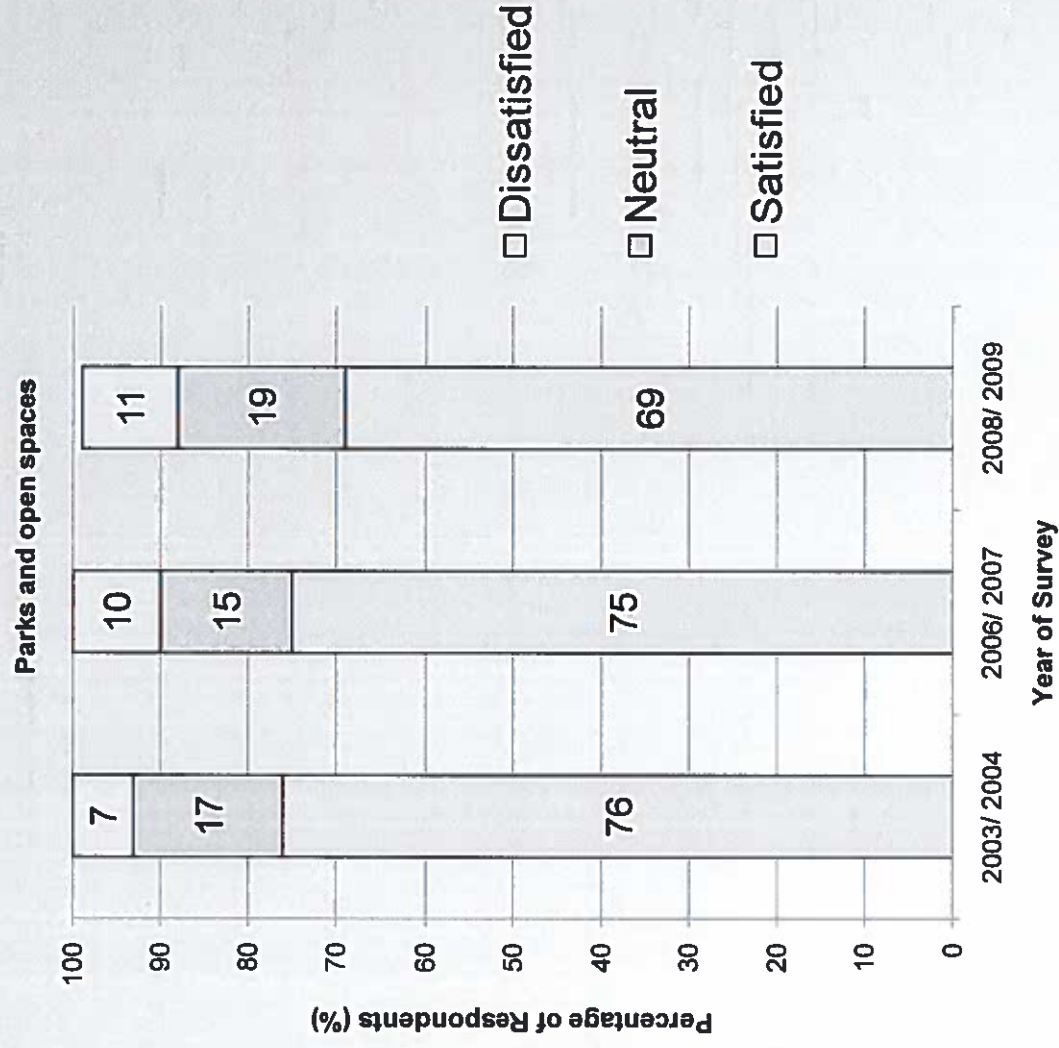
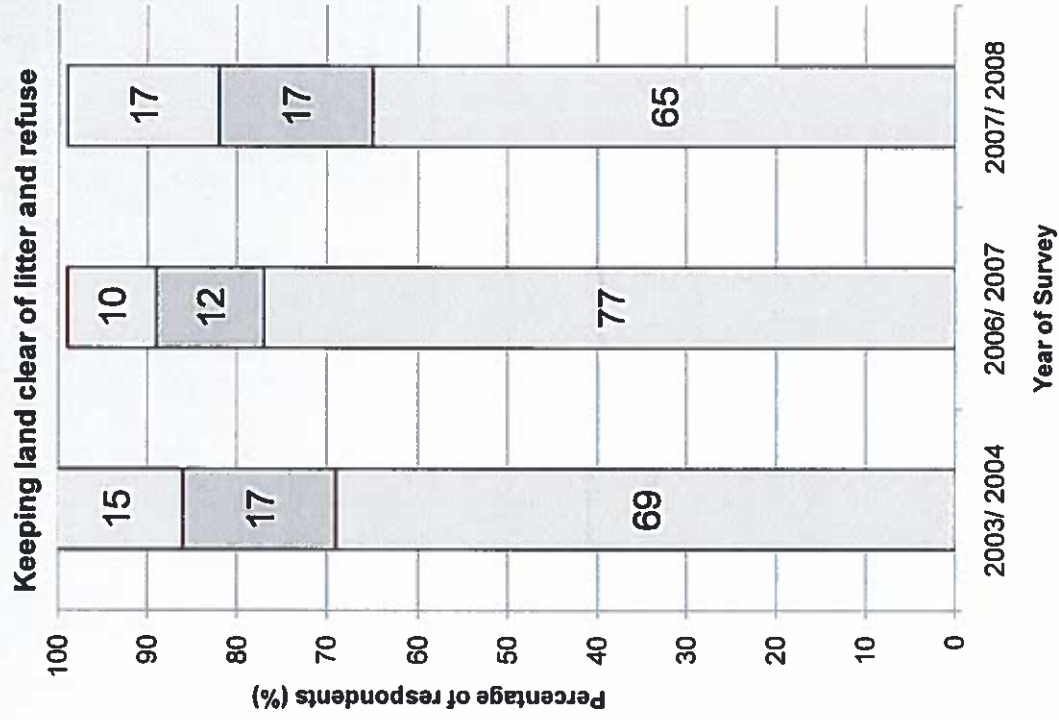


Doorstep recycling collection

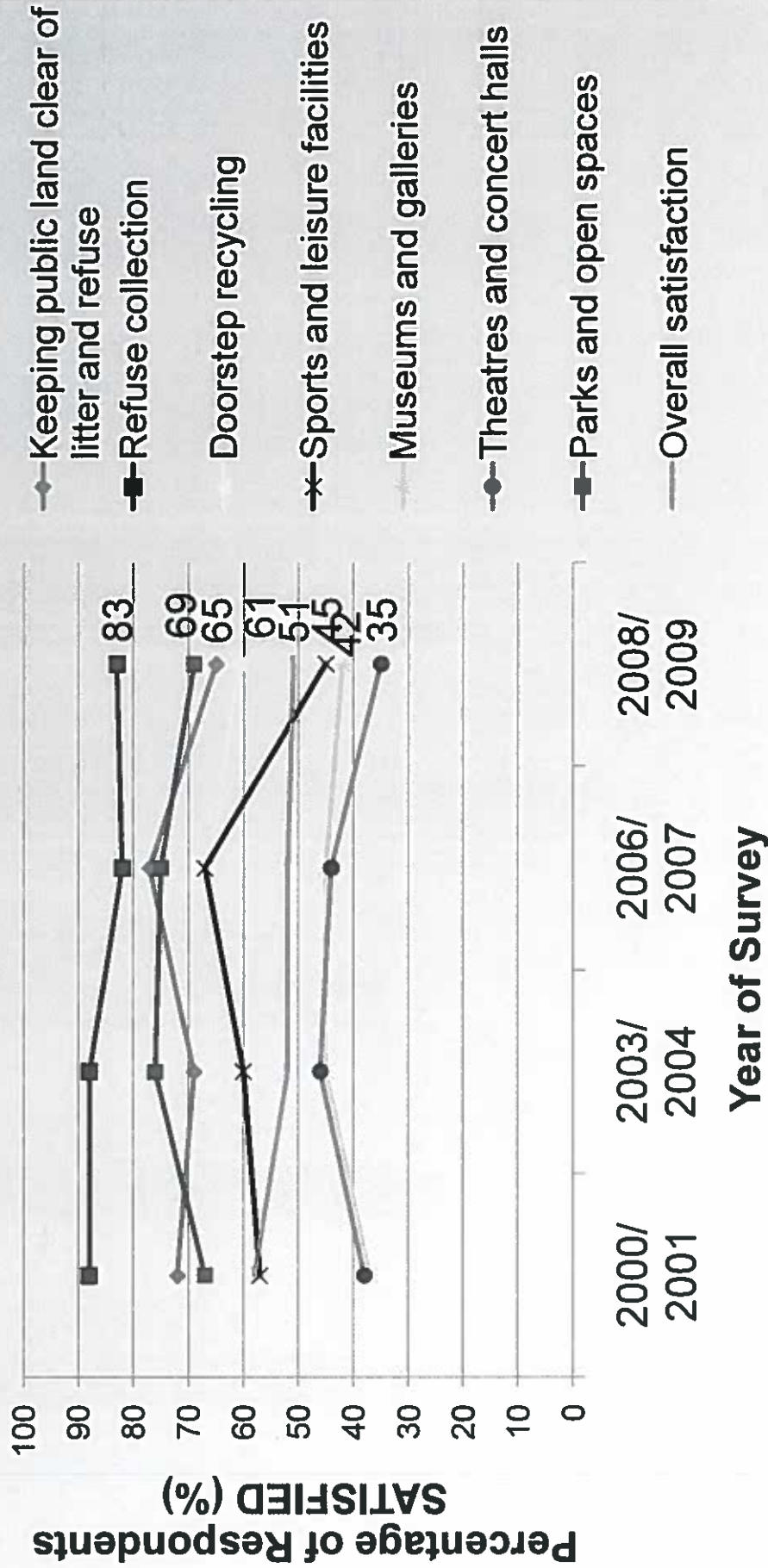




Litter and refuse/ Parks and open spaces

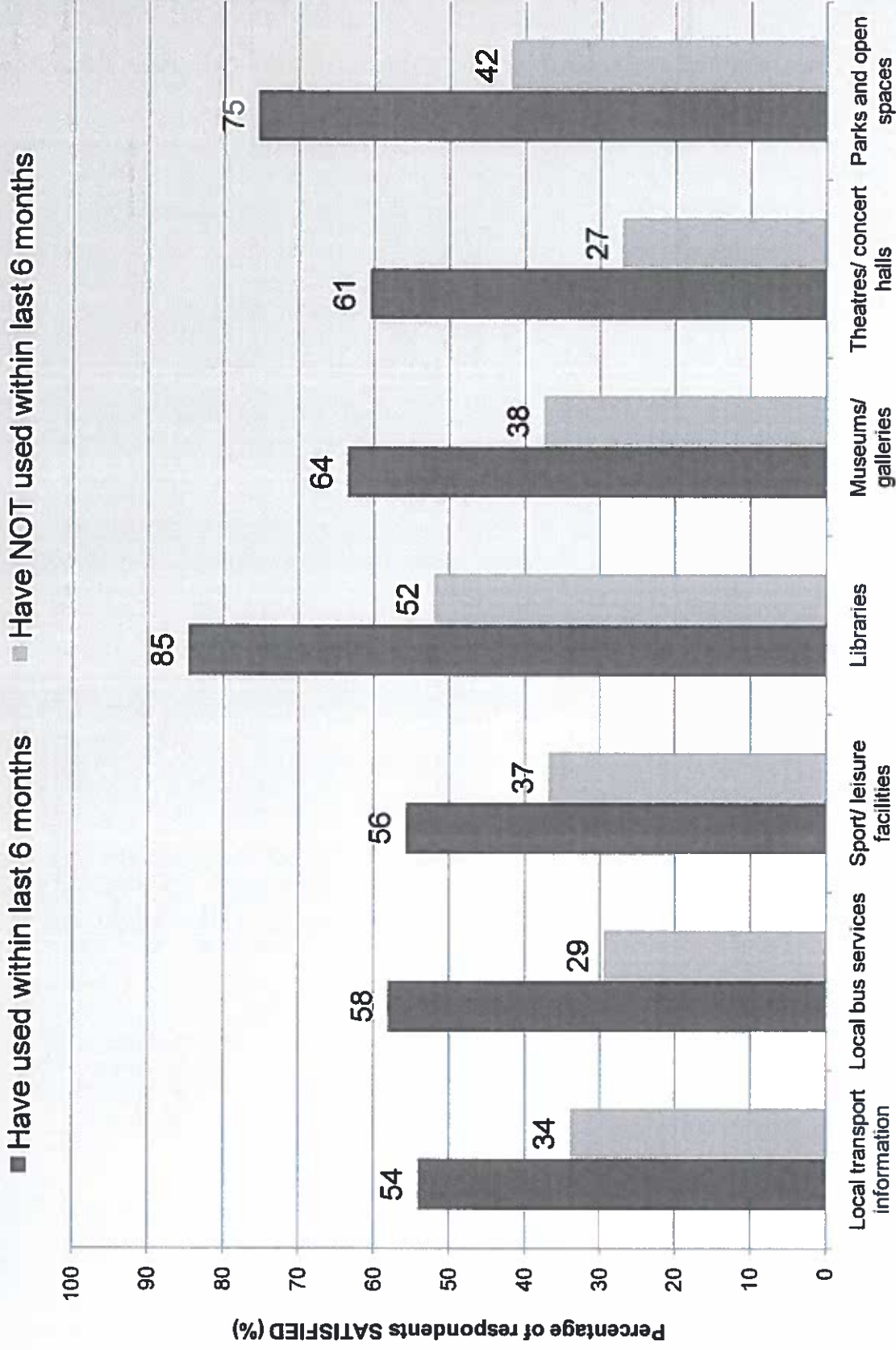


Satisfaction over the last 8 years with services EDDC is involved with.....



This can only be taken in context with other areas results. Public perception may have fallen or public expectation risen nationwide (as has happened in previous surveys) rather than these results being due to a change in services.

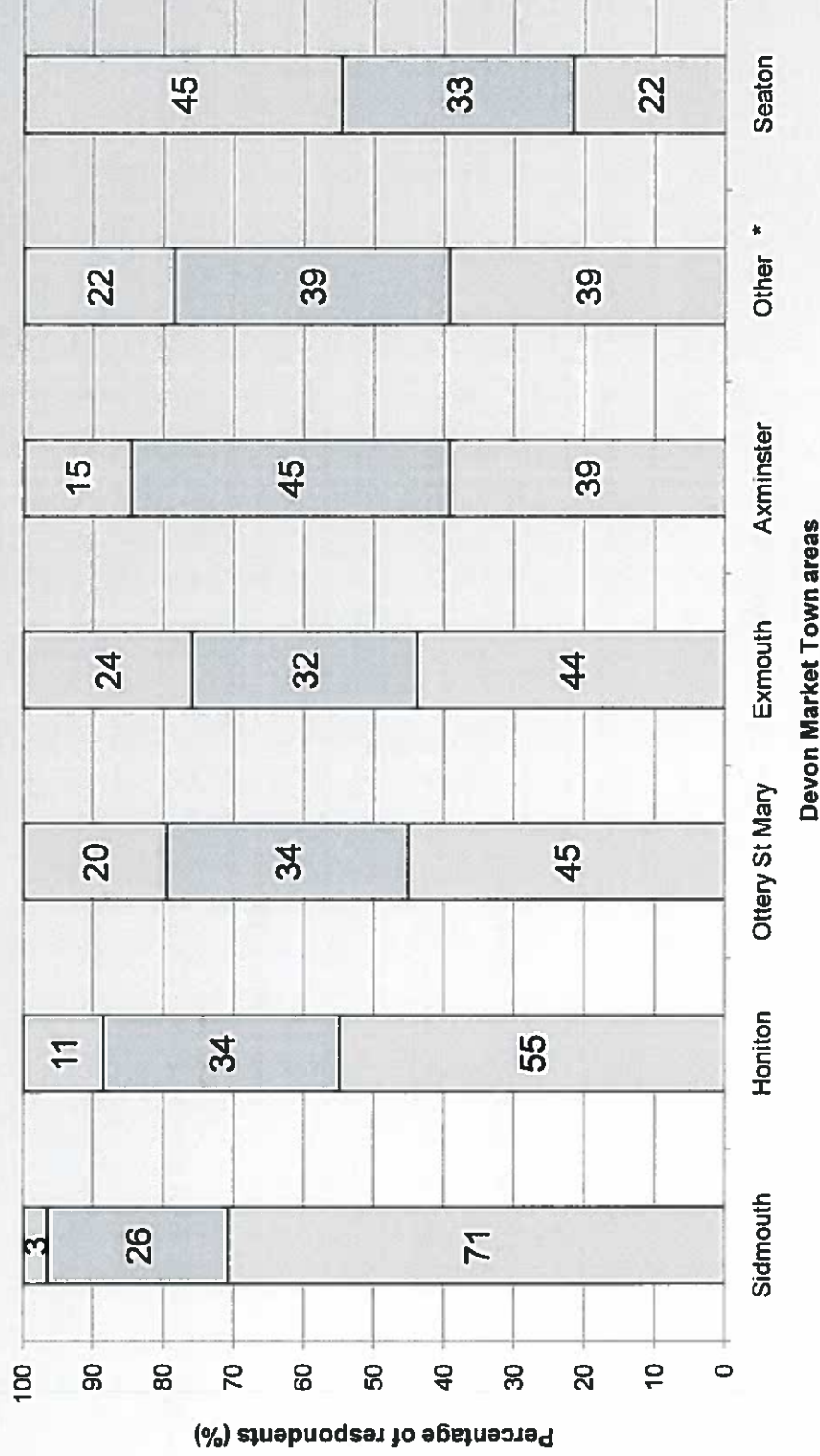
What about people that have or haven't used the services...?



How happy are market town areas with sports and leisure facilities?

'How satisfied or dissatisfied are you with the sports and leisure facilities provided or supported by EDDC and/ or Devon County Council?'

□ % satisfied □ % neutral □ % dissatisfied

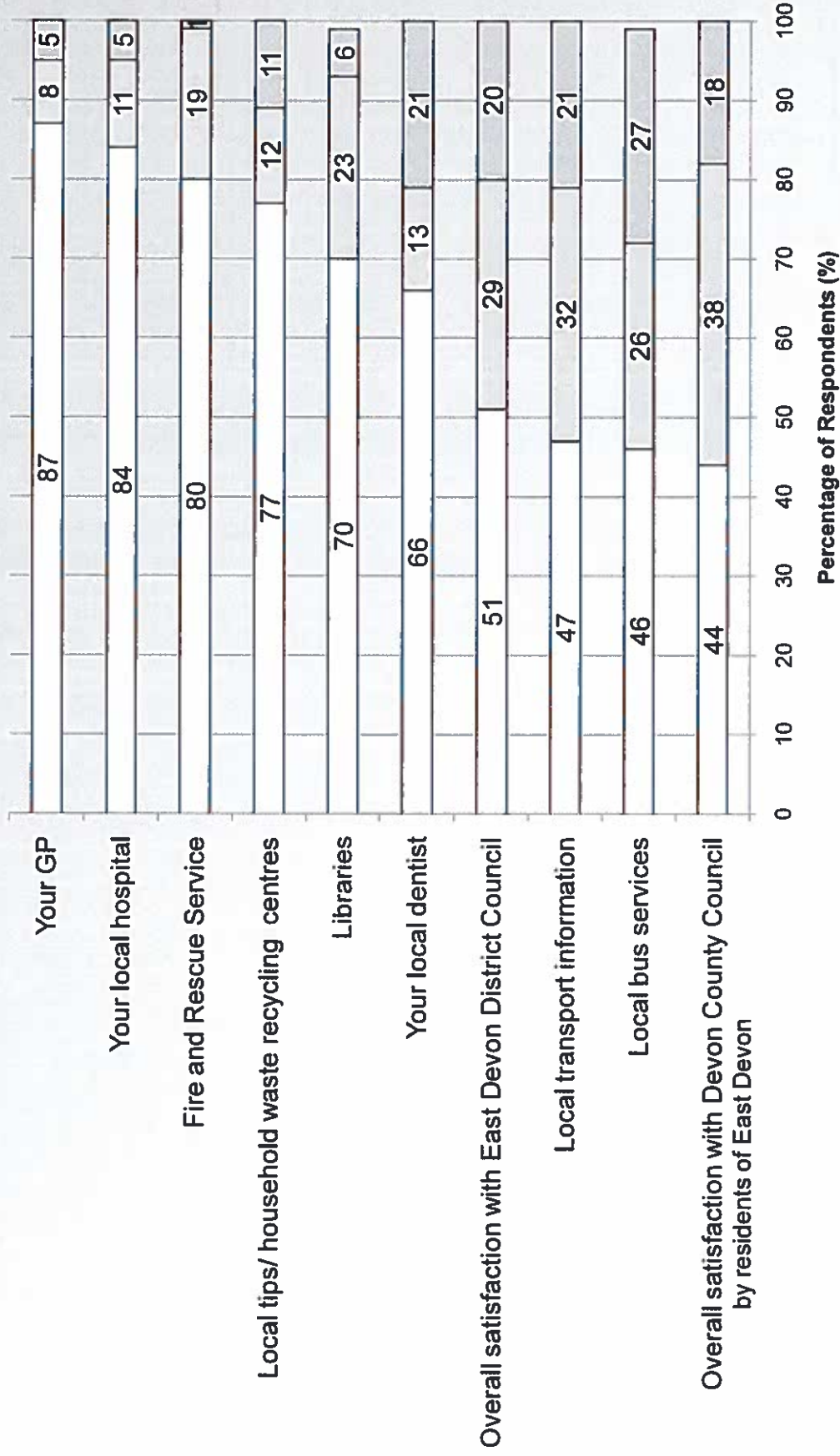


*Other = Broadclyst, Clyst Valley, Exe Valley and Tale Vale
 All others are split up according to Devon Market Towns areas, the above were not listed in any of these areas



What about all public services?

Satisfied Neutral Dissatisfied





Getting involved in public services

East
Devon

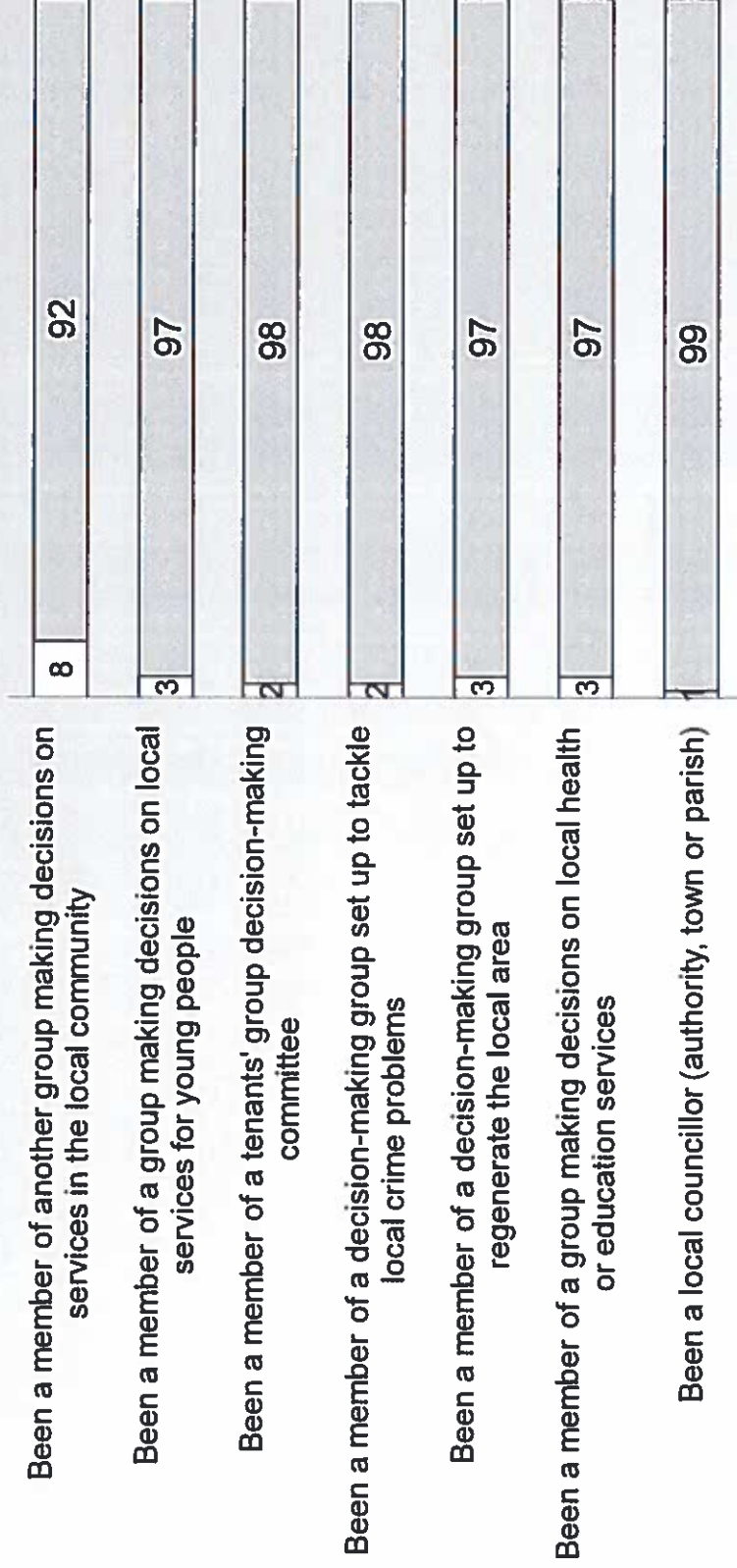
District Council

- ▶ Three quarters of people say they can't influence decisions affecting their local area (76%)
- ▶ A fifth want to get more involved in general issues (21%)
- ▶ 68% want to get more involved in issues directly affecting them (option of joining Speak Now Panel)
- ▶ Four out of five people are treated with respect and consideration by local public services all or most of the time (80%)



In the last 12 months have you...

Yes No



In a separate question 44% of respondents had not given any unpaid help either as an individual or part of a voluntary organisation over the last 12 months



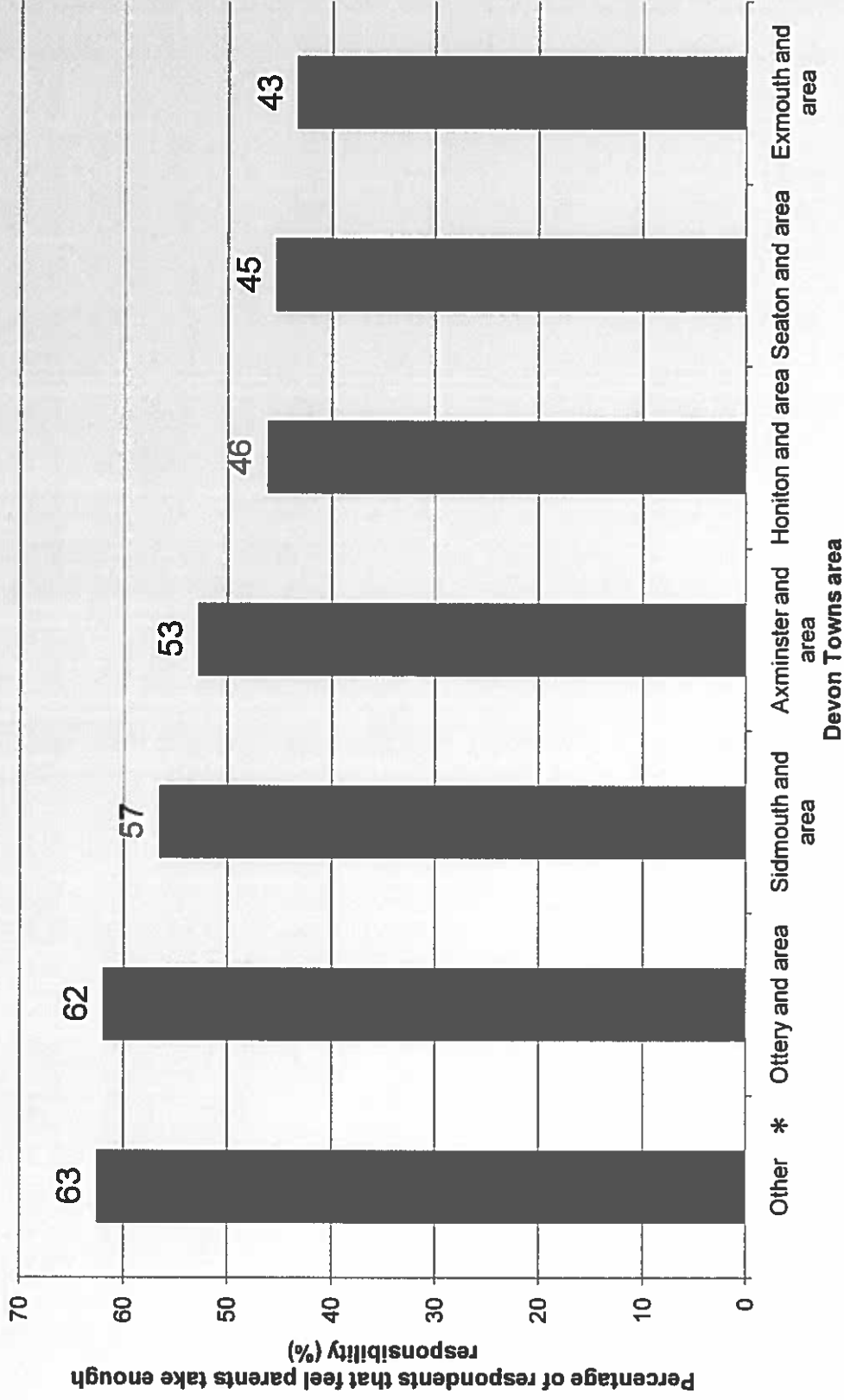
Anti-social behaviour and crime in East Devon

**East
Devon**

District Council

- **Half feel parents don't take enough responsibility for the behaviour of their children (50%)**
- **82% feel their local area is a place where people from different backgrounds get on well together**
- **13% think people not treating each other with respect and consideration is a problem**

Where do parents take enough responsibility for the behaviour of their children?



*Other= Broadclyst, Clyst Valley, Exe Valley and Tale Vale
 All others are split up according to Devon Market Towns areas, the above were not listed in any of these areas

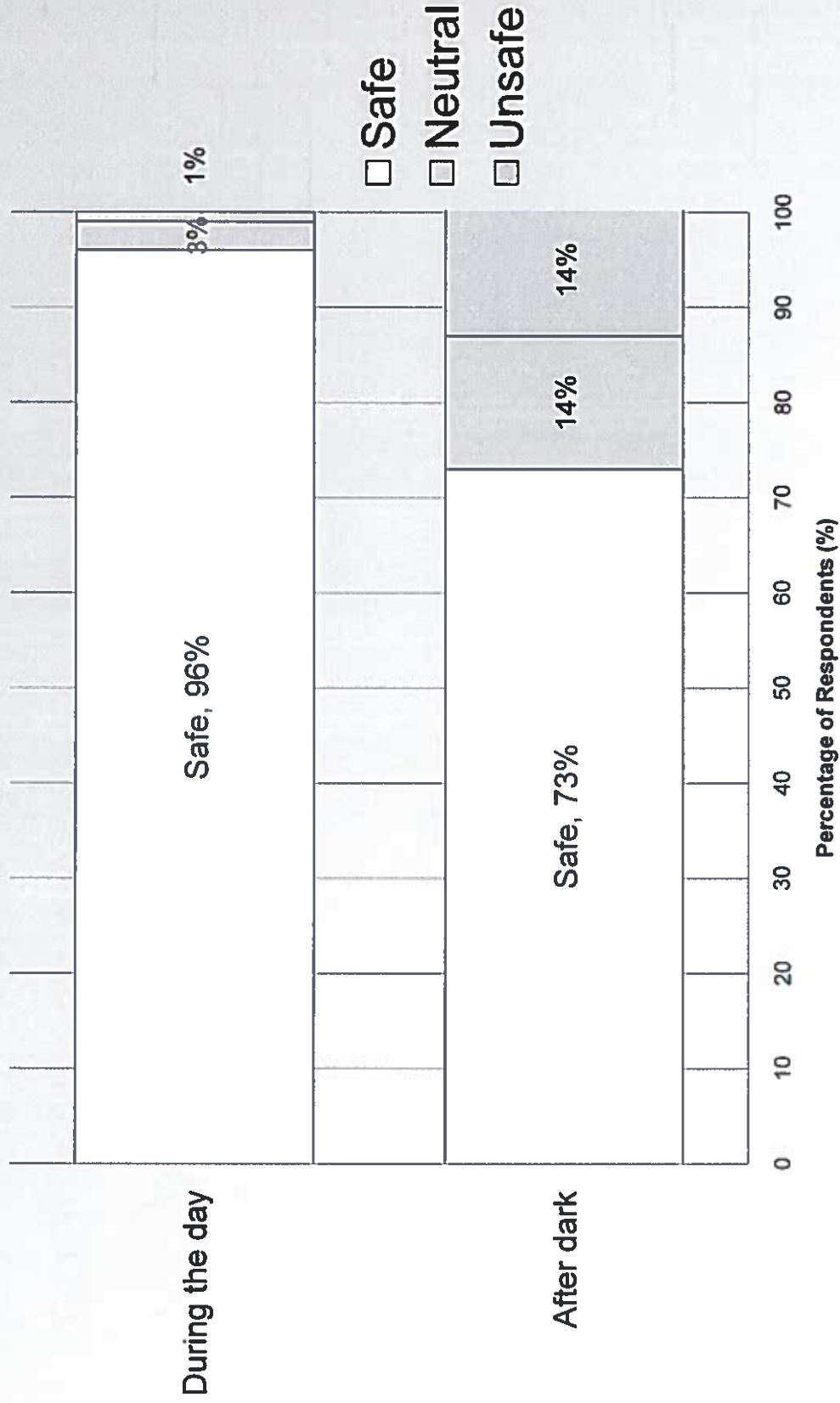


Anti-social behaviour and crime in East Devon (2)

- **29% feel the police and other local public services seek people's views about crime and anti-social behaviour but 36% feel that they don't**
- **38% feel police and other local public services successfully deal with crime and anti-social behaviour in their area but 22% feel that they don't**

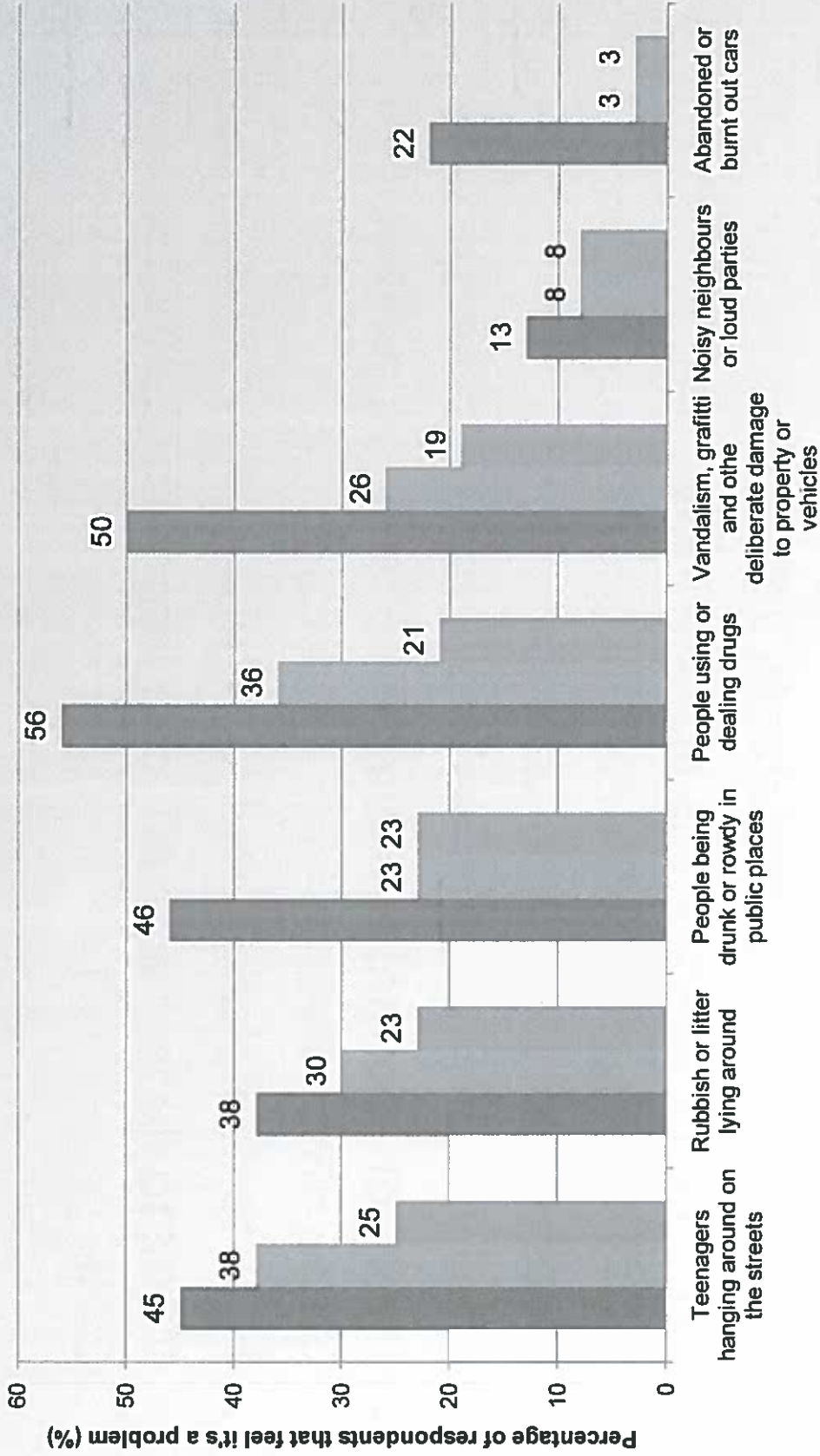


Do people feel safe?



What is a problem?

■ 2003/2004 ■ 2006/2007 ■ 2008/2009



This is a good result as fewer people are perceiving these issues as a problem



What are residents well informed about?

- How and where to register to vote= 93% (88% in 06/07)
- How your council tax is spent= 72%
- What standard of service they should expect from local public services= 42%
- How well local public services are performing= 41%
- How you can get involved in local decision making= 38% (40% in 06/07)
- How to complain about local public services= 37%
- What to do in the event of a large scale emergency= 22%

Overall, 45% felt well informed about local public services

Key drivers of satisfaction with EDDC

Local Government Association research from the last survey identified the most important drivers for satisfaction for councils as:

1. Perceived value for money

Two out of five people think the district council provides value for money - 39% (45% in 06/07)

(One in three people think that Devon County Council provides value for money - 33%)

2. How well informed people feel

45% of people feel well informed about public services in general

3. Participating in decision making

There is some correlation with opportunities to participate in decision making (24%)

There was no correlation between satisfaction with councils and Council Tax levels and rises

Residents satisfaction with individual council services has no correlation to:

- > Perceptions of council efficiency
- > Perceptions of improving lives and local areas

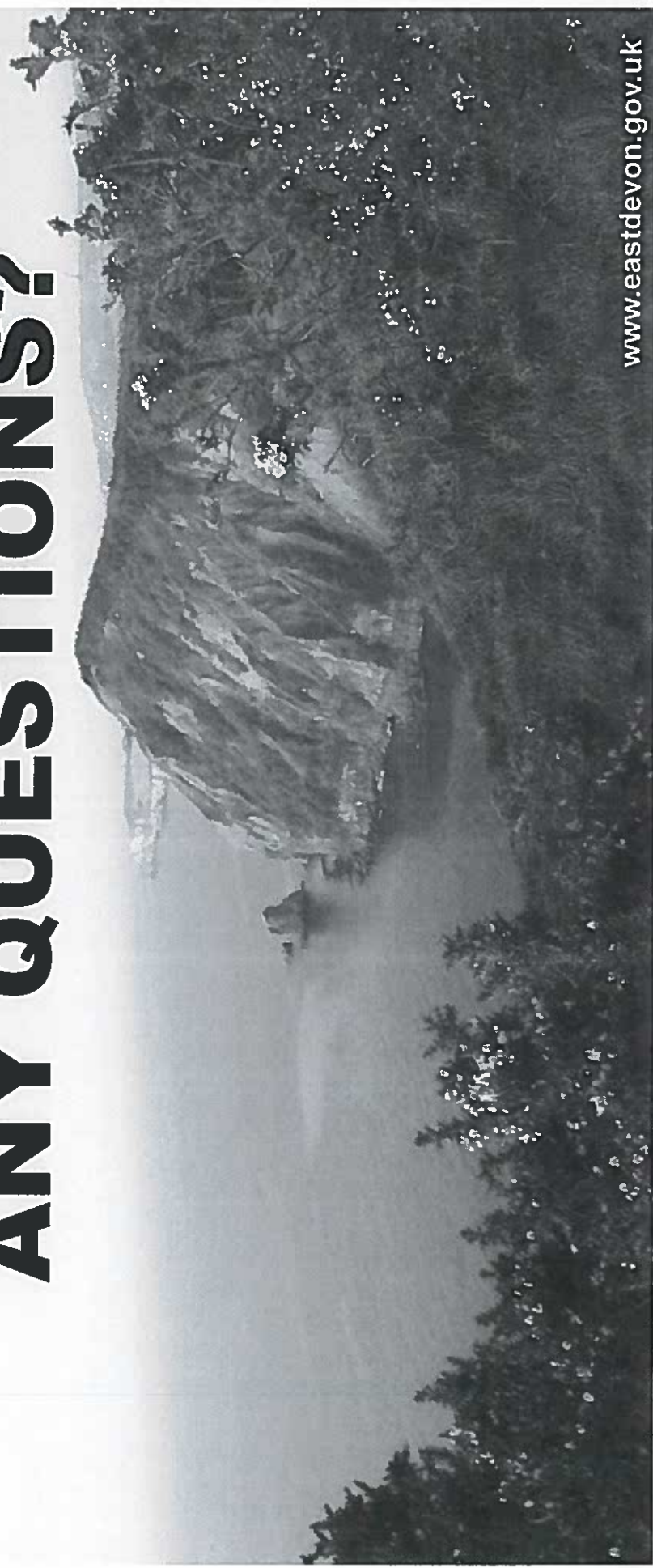


Who is happier with EDDC?

	Under 35's	35-54	55-74	75+	Overall
% satisfied with EDDC	41	43	55	69	51
% value for money from EDDC	33	30	43	55	39

	Axminster and area	Seaton and area	Exmouth and area	Honiton and area	Sidmouth and area	Ottery St Mary and area	Other	Overall
% satisfied with EDDC	47	45	48	55	56	57	54	51
% value for money from EDDC	42	30	35	41	52	40	41	39

GENERAL DISCUSSION/ ANY QUESTIONS?

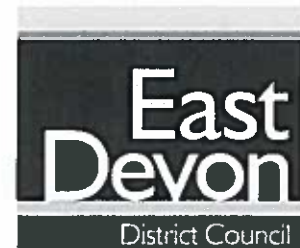


Agenda Item 10

Scrutiny Committee

8 April 2009

DSO/DM



Scrutiny Annual Report – review of format

Summary

The Scrutiny and Corporate Overview Committees have a constitutional requirement to provide an annual report. The Committee has raised the issue of improving the workings and effectiveness of the Scrutiny function at previous meetings, and agreed a number of measures to work towards improvement. An area identified for improvement is the "Annual Report of the Corporate Overview and Scrutiny Committees" that is a constitutional requirement, submitted to Annual Council in May of each year, setting out what the Committee has considered in its past committee cycle. The challenge is to produce a report that reflects the effective work carried out by the Committee and how that work links with the Council's overall objectives.

This report covers the previous style of report used for several years, and the proposed new style which is set out to reflect the Committee's work against the Council's Corporate Priorities. The format is set out for the Scrutiny Committee initially, which the Corporate Overview may also wish to adopt. Members are asked to consider if the new report format is informative for both the Council and for the public in helping understand what the Committee has achieved, and works towards for the forthcoming year.

Recommendation

1. That the Scrutiny Committee consider the preferred layout of the Annual Report;
2. That the final wording of the report be delegated to the Chairman of the Scrutiny Committee, in consultation with the Vice Chairman and the Deputy Chief Executive, before presenting the report to the Annual Council Meeting.

a) Reasons for Recommendation

The Scrutiny Committee have previously agreed to review the annual report to help raise awareness of the work of the Committee.

b) Alternative Options

Continue with the previous format of report to Annual Council.

c) Risk Considerations

Continuing with the report in the previous format produces a dry report that is likely to raise little public interest.

d) Policy and Budgetary Considerations

None.

e) Date for Review of Decision

June 2009

1 Background

1.1 Annual Report of the Corporate Overview and Scrutiny Committees

Each year a report is presented to the Annual Meeting of the Council (as required by Article 7.03(d) of the Constitution) setting out briefly the roles of the Corporate Overview and Scrutiny Committees, and in date order a description of the topic reviewed, the recommendations made as a result, and how these were progressed. The report was presented in tabular format, resulting in a lengthy and over detailed report. An extract of the report is reproduced as appendix A.

2 Suggested Improvements

2.1 Identified improvements

Several improvements have been identified for the annual report:

- Layout for easier reading;
- Shorter and more succinct;
- Fuller decision trail after the recommendation has been made (for example, was the recommendation approved by the Executive Board);
- Linking all issues with the Corporate Strategy.

By improving the format of the report, and relating each topic to the Corporate Priorities, the report should then become a useful tool to the Scrutiny Committee in deciding:

- if further work is necessary on an issue;
- if periodic review of an issue is required;
- if implementation has been achieved;
- promote thought on what topics to address in the forthcoming committee cycle.

The proposed format of the report has been provided as appendix B, and has been populated with information taken from the current cycle of Scrutiny work.

The report could also be made available on the Council's website as a stand alone report on the web page for the Scrutiny Committee. This would help raise public awareness of the work of the committee.

3. Outcomes

The work of the Committee will be recognised and related to the Council's priorities, providing a clear report on what has been achieved and what further work is to be undertaken. The report will be in a format that can be easily understood, which in turn will help promote the work of the Committee to the public.

Legal Implications

There are no legal observations.

Financial Implications

None.

Consultation on Reports to the Executive

Not applicable

Background Papers

- "The Good Scrutiny Guide" by the Centre for Public Scrutiny

Debbie Meakin
Democratic Services Officer

Scrutiny Committee
8 April 2009

Extract of Annual Report of the Corporate Overview and Scrutiny Committees 2007/08

(Article 7.03 (d) requires the Corporate Overview and Scrutiny Committees to report annually to full Council on their workings and make recommendations for future work programmes and amended working methods if appropriate).

Background:

The Corporate Overview and Scrutiny Committees were established at the Annual Meeting of the Council 2005 replacing the four Overview Committees that had existed previously. Both Committees can call outside bodies and expert witnesses to help them with their work. They have the power to establish specific Task and Finish Forums, comprising members of the Committee, the relevant Think Tank, and where appropriate, members of the public.

Within their terms of reference, both Committees will:

- (i) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- (ii) make reports and/or recommendations to the full Council and/or the Executive Board in connection with the discharge of any functions;
- (iii) consider any matter affecting the area or its inhabitants; and
- (iv) exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Executive Board and/or a Portfolio Holder member of the Executive Board

The two Committees have functions specific to them (as detailed in pages 29-32 of the Constitution) and principally these are:

Corporate Overview Committee: its principal role is to develop policy and evaluate its implementation. More specifically, the Corporate Overview Committee will provide the 'critical friend' challenge. The Committee assists the Council in the development of policies which it keeps under review.

Scrutiny Committee: principally owns the post decision scrutiny process on behalf of the public with a view to making an impact on the delivery of public services. It will review and scrutinise decisions made and will particularly scrutinise performance and service delivery.

Where appropriate, joint meetings of the Corporate Overview and Scrutiny Committees are held to debate issues relevant to both Committees. A meeting to review the Council's financial position and service priorities was held on 12 September 2007 to steer the service planning and budget preparation process. The approach recommended and adopted by Council was to generate further income and reduce expenditure rather than cut services. Members also compiled a list of areas for investment should funds become available. The recommendations of the Joint Committee meeting were taken into account when the Financial Strategy and Service Plans were being prepared.

Scrutiny Committee – annual report

Key areas of consideration by the Committee since June 2007:

Development of a vision for the newly elected Council and findings of the General User Satisfaction Survey 13 Jun 07

Members debated the conclusions of the General User Satisfaction Survey, with particular emphasis being given to the responses received on how well informed residents felt about the following specific issues:

- What standard of service you should expect from the Council?
- How you can get involved in local decision making?
- How well the Council is performing?
- Whether the Council is delivering on its promises
- What the Council is doing to tackle anti-social behaviour in your local area

Revenue and Capital Outturn Report 2006/07

13 Jun 07

Members considered the Revenue and Capital Outturn figures against budgets for the 2006/07 financial year for General Fund Services, the Housing Revenue Account and the Capital Programme. Members were advised that the General Fund Balance was £0.670m above the minimum requirement. This figure would be considered in conjunction with the visioning exercise and could be ear marked for an 'invest to save' budget. Members noted that the size of the surplus would be affected by any alteration in Recycling and Refuse arrangements.

Monitoring of performance

13 Jun 07
11 Jul 07
05 Sep 07

Consideration was given to how the Council was meeting its targets, with particular areas of concern being monitored by the Committee, resulting in recommendations:

- that a detailed report on BV212: Average time to re-let Local Authority Housing be presented to a future meeting of the Scrutiny Committee as a matter of concern. The issue was subsequently acknowledged as an area needing improvement, with the Housing Review Board tasked with monitoring this improvement.
- that a detailed report on BV218a and BV218b Abandoned vehicles investigation and removal be presented to a future meeting of the Committee; the subsequent presentation confirmed that, user satisfaction was high on this area, and in comparison with other local authorities, the numbers of abandoned vehicles was not significant to warrant priority.

In November, Members made further comments:

- L32 Percentage of tree preservation order applications determined within 8 weeks. Officers were commended for the good results;

Scrutiny Committee – annual report – Key areas (cont)..

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| Monitoring of performance
(continued) | 7 Nov 07
6 Feb 08 | <ul style="list-style-type: none">• L12 Average void (empty) period for council homes (days). Officers were congratulated on their success in improving this performance indicator;• BV78a Average processing time taken for all benefit claims. Extra resources were being made available to tackle the backlog;• BV218a & b Percentage of abandoned vehicles removed within 24 hours from legal entitlement to remove. The Head of Streetscene reported that he had been able to make improvements without committing more resources.• BV109b Percentage of minor planning applications determined within 8 weeks. Members noted that if a Town/Parish Council had a genuine planning reason for objecting to a planning application then it would go before the Development Control Committee;• BV204 Number of planning appeal decisions allowed against the authority's decision to refuse. The Vice Chairman expressed his concern over the high number of appeals lost. |
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In February 2008. Members highlighted the following indicators:

- L64 Proportion of Councillors trained in regulatory functions. More training sessions were being organised for the next six months for those Members who had been unable to attend a previous session.
- Planning and Benefit related indicators. Denise Lyon, Corporate Director, advised that these two service areas had been prioritised for the systems thinking reviews directly as a result of these indicator results

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| Civil Parking Enforcement | 5 Mar 08 | <p>Civil parking enforcement for on-street parking falls to County and District Councils from May 2008. Members heard from both the County Council and officers from this authority on the preparations for the handover from Police responsibility. The Committee robustly challenged the financial aspects of the new arrangements together with concerns over staffing levels, parking fees and degree of tolerance, highlighting various inconsistencies identified. The Committee recognised the importance of achieving efficiencies in on-street parking and the need to improve highway management.</p> |
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Draft Annual Report of the Scrutiny Committee 2008/09

The Scrutiny Committee has a role, as set out by the Council's constitution, to scrutinise decisions made by the Executive Board; and review topics when requested to do so by the Executive Board. In the past year, the Committee has begun to move towards area-based performance and to reviewing bodies external to the Council which have a significant impact on local communities.

The Scrutiny Committee operates on the following four main principles of scrutiny:

- Provide "critical" friend challenge to executive as well as external authorities and agencies;
- Reflect the voice and concerns of the public and its communities
- Take the lead and own the scrutiny process on behalf of the public;
- Make an impact on the delivery of public services.

In 2008/09, the Scrutiny Committee has conducted work linked with all of the Council's seven priorities:

Affordable Homes

The Executive Board referred the issue of the five year land supply for housing to the Scrutiny Committee. The Council were required to produce an Annual Monitoring Report which concluded that a supply of sites for the District totalled 5.29 years. A recent decision by the Secretary of State, approving permission on appeal for 300 dwellings at Exminster had raised concern in case the Council found itself to be vulnerable to appeal if the supply figure could not be defended. In the Exminster case, the view was taken that Teignbridge District Council had an inadequate land supply.

The Committee agreed to consider the robustness of the Council's figures by setting up a Task and Finish Forum. The Land Supply for Housing TaFF took a detailed look at the sites identified in the Annual Monitoring Report and some sites that were identified in the local plan.

The TaFF recommended that (to be inserted):

Thriving Economy

Poltimore House

The Committee have regularly invited in representatives from the Poltimore House Trust to discuss how to bring the House back into use. The Members have been supportive of the restoration work and have visited the site in the past, appreciating that restoration work by the volunteers can be a slow and extensive process. The Trust has explained to Members the planned outcome of the site as consisting of a college for heritage construction; commercial room let; and community use.

The Committee have kept the pressure on the Trust to produce a viable Business Plan for the house and grounds, as the Committee had concerns that progress on the house was slow and wanted to protect the financial interest of the Council in terms of the loan provided to the Trust some years before.

A draft business plan has now been produced, and the Trust is working on bids for funding from English Heritage and from the Architectural Heritage Fund to go towards the restoration and a part time Projects Officer. If successful, the Trust will be able to make considerable improvements to the House in order to help realise income and work towards a commercial plan for the House and site as a whole.

Safe, Clean and Green Environment

Anti-Social Issues in Council Car Parks

In September 2008, the Committee considered the issue of anti-social behaviour in council owned car parks, most notably in Ottery St Mary. The item raised considerable public interest, with a plea from local residents to tackle the issues of litter and to enforce the alcohol ban that was in place.

Representatives from both the Streetscene service and from Devon and Cornwall Constabulary explained measures that had been undertaken, including providing additional litter bins and considering traffic calming measures. The Committee recognised that the anti-social behaviour was caused by a minority and that the majority of young people were law abiding. The Committee was also encouraged to see a good partnership approach to dealing with the issue and recommended lights being turned off between 23.00 hrs and 06.00 hrs on a trial basis.

The trial proved successful enough to be continuing for the Hind Street and Land of Canaan car parks in Ottery St Mary, with no complaints about lack of light and a perceived reduction in anti-social behaviour. The initiative will also be applied to all the Council's car parks, helping to deal with issues of anti-social behaviour and reducing costs for lighting.

Civil Parking Enforcement

On-street parking enforcement became the joint responsibility of Devon County Council and East Devon District Council on 5 May 2008. The Scrutiny Committee challenged the financial aspects of the new arrangements in March 2008, obtaining an assurance that consideration would be given to additional staff if a need was clearly identified, once the new operations were in place.

Adverse media coverage of the legality of issued tickets nationally, prompted the Scrutiny Committee to review the arrangements of enforcement soon after implementation in June 2008. They found that officers had handled the anomaly of the Traffic Management Act well and that the transfer of operations had been successful, with a press release issued to publicise these facts. A full review of the change in operations was made at the March 2009 meeting of the Committee. Additional information on the final review to be added here.

Bathing Water Quality in East Devon

Adverse media coverage about bathing water quality at Exmouth and Seaton prompted the Committee to consider the issue of bathing water quality in the District. Despite media reports, only four incidents of poor bathing water quality, monitored by the Environment Agency, had occurred in 2008 caused by storm surges. A revised EC Directive on the subject meant that information boards detailing the water quality were required for installation at the beaches monitored by the EA. The Committee recommended that money be found from existing budgets to provide the information signs in 2009/10 to meet the directive requirements.

Recycling

Review of the first stage of the Refuse and Recycling Contract April 2009 to be added here.

Young People

Engaging and Involving Young People TaFF

Peter Jeffs, Corporate Director, reported on alternative ways of engaging young people. A Task and Finish Forum was set up, with the main areas of consideration being:

- existing measures for engaging young people – was the TaFF satisfied with the Council's current arrangements or should new approaches be adopted?
- Existing facilities for young people – were these being utilised and if not, what could be done?
- Addressing the adverse community perception of young people – ways of changing to a positive perception.

Insert recommendations from the TaFF here and how carried forward:

- Employ young people as press officers to specifically tackle the issue of negative press, whilst providing a personal development opportunity. Guidance and advice would be provided by the Council's press officers. A bid was made during the budget process for £2,000 which was supported by the Committee and Joint Committees but had to be funded from existing budgets. The Executive Board supported this recommendation with approval of Council on xxxx;

Excellent Service for our Customers

Performance Monitoring and monitoring of service plan delivery

The Scrutiny Committee receive reports every quarter on Performance Indicators and Service Plans, to review how the Council is performing against the key targets. Over the past committee cycle, the Committee has robustly challenged where performance has not been meeting the targets, and praised the commitment and hard work of the services where improvements have been made. Service Heads have regularly attended meetings to provide explanations and detail the steps being taken to take action where performance falls short.

Interim review of Planning Service following systems thinking review

The Committee received an interim report on the Planning Service, and robustly questioned the process of the review and the use of best practice. The Committee was keen to take into account the views of the Town and Parish Councils, who gave feedback on their perception of the changes and how they had impacted on their area. It was recognised that Ward Members needed to work closely with their local parishes and help explain planning reasons for the determination of applications.

The Committee would undertake a full review when the planning systems thinking review process had been completed. In the interim the Committee recommended a Ward Member have the ability to call in a planning application relevant to their ward under the new system; and that the advertising of an application by means of site notice be continued. The Executive Board set up a Working Group to review the delegation process of planning applications, with the Scrutiny Committee's recommendations being included in its remit. The Working Group was due to report back to the Annual Meeting of the Council in May.

Improvements to the Scrutiny Function

The Scrutiny Committee has taken the opportunity in the past year to analyse its function and effectiveness. Changes have been introduced to undertake a rolling review of services, work more closely with the Corporate Overview Committee, and build on the Members experiences of effective challenge and scrutiny. The Committee also recommended a possible combined function of the Scrutiny and Corporate Overview Committees; a dedicated Scrutiny officer; and regular meetings between the Chairman of the two Committees.

The Executive Board deferred a decision on the recommendations which would require constitutional changes and would be considered at the Annual Meeting. The current freeze on recruitment meant the request for a dedicated officer was deferred.

Inspirational Council

Enhance the role of Scrutiny to consider other agencies and partnerships

The Scrutiny Committee has looked at two of its partners in the last year; the East Devon Council for Voluntary Service(EDVSA); and the Devon Primary Care Trust.

East Devon Council for Voluntary Service

The Committee visited the EDVSA, questioning on issues such as finance, and further promotion to the voluntary sector and other groups who could benefit from their expertise. The District Council, along with other core funders, provides funds annually to the EDVSA and therefore the Committee was keen to see that the service's operations were transparent and achieved value for money. The Committee recommended that a service level agreement was drafted between the EDVSA and the District Council; subsequently agreed by the Executive Board.

Work has been carried out on a draft service level agreement but not yet completed, because the EDVSA have not requested a grant for the forthcoming year.

Devon Primary Care Trust

The Devon PCT visited the Committee on a number of occasions whilst consulting on their strategic framework document "The Way Ahead – The Next Steps".

The Committee took the opportunity to raise a number of issues with the Devon PCT that impact on the residents of the District, including specialist accommodation for recovering patients, adequate resources to cover the Trust's plans, and most recently on the introduction of parking charges at community hospitals.

Clarification was obtained from the Devon PCT that only Honiton Hospital was under review for car parking charges in the District; and Members offered alternative suggestions to how the parking area could be managed; and put pressure on the DPCT to consult fully before undertaking any charging measures. Recent withdrawal of 'Added Power And Understanding in Sex Education' funding was also challenged by the Committee, recommending that the DPCT reconsider the decision. The Committee are keen to see financial reports from the Devon PCT on how their new strategy will be funded.

Looking to 2009/10

Suggestions please!

Agenda Item 12

Scrutiny Committee Forward Plan 2008/09 and Task and Finish Forum update

Month	Topic	Lead
13 May 2009	Report from Five Year Land Supply for Housing TaFF	Karime Hassan
June 2009 tba	Review of Benefits service following systems thinking approach and the results of the Audit Commission inspection.	Simon Davey

Note:

1. Review of Procurement Officer six months after appointment.

Scrutiny Task and Finish Forum Update:

Engaging and Involving Young People TaFF met on the 25 March 2009.

Land Supply for Housing TaFF met on 3 April 2009.

Exmouth Byelaws TaFF on hold until resources available.

Other TaFFs are ongoing, including the Housing Review Board TaFF on Decommissioning of Sheltered Housing; and the Corporate Overview TaFF on Sustainable Building. For more information on the current status of other task and finish forums, please contact Democratic Services.

