

## **Questions to the Portfolio Holders – Environment and Transport O+S Panel**

**26 January 2016**

### **Councillor Andy Jones to Councillor Michael Filer, Portfolio Holder for Cleansing and Waste:**

Further to the update he has provided, could the Cabinet Member advise how many businesses have been contacted in respect of commercial waste collection and what percentage have signed up to the service? How is this scheme being publicised?

#### **Response:**

The scheme is publicised through local advertising in targeted publications and also through the Bournemouth Chamber. These advertisements are undertaken periodically rather than appearing in each edition of a magazine, or every newsletter. Associations such as BAHA (Bournemouth Accommodation and Hotel Association) also promote us. Additionally there are targeted mailings to particular roads in order to boost customers in those specific areas. Furthermore our compliance officers regularly sign up businesses who do not have commercial waste agreements at all, or do not have the correct commercial waste agreements in place. We also advertise our commercial waste services on our commercial waste collection vehicle. The Council's new website allows businesses to sign up on line as well.

Direct council contact with businesses includes:

Compliance/education visits – 423

Mailings – approx 600

In 2015 we gained 202 new customers and had 128 existing customers increase their contract values. This gives us approx 32% success rate based on the businesses we contact directly but doesn't account for successful advertising etc through which some of those new customers will inevitably have found us.

**Councillor Eddie Coope to Councillor Michael Filer, Portfolio Holder for Cleansing and Waste:**

Why did the action taken in regards to the Management of Millhams Community Recycling Centre not come through O+S for consultation?

**Response:**

The decision was taken by Cabinet on 16<sup>th</sup> December to delegate the operation of Millhams Community Recycling Centre to the Borough of Poole, which we anticipate will enable greater service flexibility, economic benefits from material sales and substantial financial savings in the service delivery from March 2016.

Following E&TOSP of July 2015 officers fully investigated and costed the favored proposal to roof the main waste holding areas and discharge the clean rainwater to the river. Unfortunately the cost estimates significantly exceed the budget allocated in the Medium-term Financial Plan. A containerisation solution for Millhams was not previously considered as part of this report, as the Environment Agency was not satisfied that a compliant drainage system would be achieved utilising this method. The Borough of Poole, however, has in recent years renovated their Nuffield site introducing waste containers and constructing of a compliant site drainage system, which is now held-up by the Environment Agency as good practice.

By delegating the management function to the Borough of Poole and working closely with the Environment Agency, officers are confident that the drainage requirements will be achieved within the available budget envelope and significant operational savings will be delivered going forward.

**Councillor Eddie Coope to Councillor Michael Filer, Portfolio Holder for Cleansing and Waste:**

Why did the action taken to outsource recycling collection not come through O+S for consultation?

**Response:**

The market testing/outsourcing of the kerbside recycling service was subject to an initial business case approved by the Executive Director, Environment & Economy, Director, Environment & Regeneration Services and Portfolio Holder for Cleansing & Waste. The project was also subject to a Procurement Decision to commence the tender process and subsequent Procurement Decision to award the tender following evaluation. The outsourcing of the kerbside recycling collection service also involved full Union consultation throughout, represents no change to the collection methodology for residents and was highlighted in the Briefing Paper presented to Environment & Transport Overview & Scrutiny Panel on 7<sup>th</sup> October 2015:

3.2 Whilst it is believed that the refuse and recycling collection service continues to offer value for money and is highly regarded by local residents, the fact remains that no element of the service has been subjected to market testing in a competitive environment in over 15 years. Recent events, particularly over the Christmas and New Year period, has also highlighted the need to review elements of the service which are currently over reliant on agency staff and experiencing a reduction in service resilience.

3.3 The landscape relating to waste and resource management is rapidly changing and the opportunity exists for the Council to access the UK's first major Waste Management Services Framework set up in 2012 to help councils transform services, leverage savings and deliver more effective services. This Framework provides transparency of contract costs for local authorities making it easier for benchmarking purposes and would therefore allow the Council to robustly market test the kerbside recycling service due to the current service costs and over reliance on agency staff.

3.4 Subject to a comprehensive tendering exercise and positive financial outcome the option would exist to outsource the kerbside recycling service whilst maintaining a core in-house team to deliver the refuse, food and garden waste collection service. This decision would be subject to the necessary Cabinet Member, senior officer and procurement approval.

### **Councillor Andy Jones to Councillor David Smith, Portfolio Holder for Planning and Environment**

How many fixed penalty notices have been issued for littering by the new enforcement team to date? Which part of the town has seen the highest issue rate? What problems, if any, have been encountered by the Officers in regard to people refusing to give names and addresses in connection with this offence? What procedure is in place for dealing with this?

#### **Response:**

- How many FPNs have been issued by the team to date? **290**
- Which part of the town has seen the highest rate? **Bournemouth Town Centre, in particular Old Christchurch Road.**
- What problems, if any, have been encountered by the Officers in regard to people refusing to give names and addresses in connection with this

offence? **A number of offenders have refused to give address details and in some cases given false addresses.**

- What procedure is in place for dealing with this? **The officer will judge every situation on its own merits. Assuming someone is just being awkward and not aggressive then the officer will use their training and powers of persuasion to deflate the situation. They are reminded that it is an offence to fail to give your name, or give a false address to an authorised officer when asked and you could be prosecuted for failing to give these details.**

**Councillor Andy Jones to Councillor Mike Greene, Portfolio Holder for Transport, Sustainability and Carbon Management:**

How many Civil Enforcement Officers are employed by the Council to patrol both on and off street parking areas? What percentage of their time on an average week is spent patrolling on street restrictions in outlying areas of the town as opposed to the town centre?

**Response:**

There are currently 25 Civil Enforcement Officers and 6 Supervisors employed by the Council to patrol both on and off street parking areas. On an average week, overall approximately 70% of their time is spent patrolling on street parking restrictions and 30% the car parks.

On average, approximately 30% of the resources are concentrated on the town centre and the remaining 70% on patrolling the outer areas. This may vary at different times, for example when there are events within the town centre.

**Councillor Andy Jones to Councillor Mike Greene, Portfolio Holder for Transport, Sustainability and Carbon Management:**

I understand that consideration is being given to introducing permit parking in residential disabled bays where badge holders find it particularly difficult to park due to bays being occupied by other blue badge holders visiting the local shops. Could the Portfolio holder provide an update on if and when this scheme is due to be introduced?

**Response:**

Yes – On the recommendation of the Task and Finish Group set up by this Environment and Transport O&S Panel, I am considering the introduction of a permit-type disabled parking bay to address the issues you have described. These bays would be for use only by the specific permit holder, who would need to demonstrate the need for it.

This will increase the administrative burden considerably and so it is proposed to introduce a separate charge to cover the cost of this, but it will not be prohibitive.

Standard disabled parking bays are already covered by a charge and the new charge will be for residents that decide to have an exclusive permit bay, rather than a bay available to all blue badge holders. It is also proposed that there will be a smaller charge for any resident that would like to convert their current bay from a standard one to a permit bay.

Officers are currently drafting up the proposed charges for my consideration, which will be included in a general update for all of our Transport related fees and charges. I expect this will be ready over the next three to four months.