

A meeting of the above Committee will be held at the Town Hall, Royal Leamington Spa on Thursday 26 September 2019, at 6.00pm.

Membership:

	Councillor Davison (Chairman)	
Councillor A Boad		Councillor A Milton
Councillor G Cullinan		Councillor N Murphy
Councillor A Dearing		Councillor M Noone
Councillor P Kohler		Councillor P Redford
Councillor R Margrave		Councillor S Sanghera

Emergency Procedure

At the commencement of the meeting, the emergency procedure for the Town Hall will be announced.

Agenda

1. Apologies & Substitutes

- (a) to receive apologies for absence from any Councillor who is unable to attend; and
- (b) to receive the name of any Councillor who is to act as a substitute, notice of which has been given to the Chief Executive, together with the name of the Councillor for whom they are acting.

2. Declarations of Interest

Members to declare the existence and nature of interests in items on the agenda in accordance with the adopted Code of Conduct.

Declarations should be entered on the form to be circulated with the attendance sheet and declared during this item. However, the existence and nature of any interest that subsequently becomes apparent during the course of the meeting must be disclosed immediately. If the interest is not registered, Members must notify the Monitoring Officer of the interest within 28 days.

Members are also reminded of the need to declare predetermination on any matter.

If Members are unsure about whether or not they have an interest, or about its nature, they are strongly advised to seek advice from officers prior to the meeting.

3. **Minutes**

To confirm the minutes of the meeting held on 20 August 2019. **(Pages 1 - 6)**

4. **Shared Environmental Enforcement with Rugby Borough Council**

To consider a briefing note from Neighbourhood Services. **(Pages 1 - 4)**

5. **Public Convenience Review Timetable**

To consider a briefing note from Neighbourhood Services. **(Pages 1 - 2)**

6. **Neighbourhood Services – Service Review**

To consider a report from Neighbourhood Services. **(Pages 1 - 28)**

7. **Review of the Work Programme, Forward Plan and Comments from the Executive**

To consider a report from Democratic Services. **(Pages 1 - 16)**

8. **Executive Agenda (Non-confidential Items and Reports) – Thursday 3 October 2019**

To consider the non-confidential items on the Executive agenda which fall within the remit of this Committee. The only items to be considered are those which Committee Services have received notice of by 9.00am on the day of the meeting.

**You are requested to bring your copy of that agenda to this meeting.
(Circulated separately)**

9. **Public and Press**

To consider resolving that under Section 100A of the Local Government Act 1972 that the public and press be excluded from the meeting for the following item by reason of the likely disclosure of exempt information within the paragraphs 1,2 & 3 of Schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006.

10. **Executive Agenda (Confidential Items and Reports) – Thursday 3 October 2019**

To consider the confidential items on the Executive agenda which fall within the remit of this Committee. The only items to be considered are those which Committee Services have received notice of by 9.00am on the day of the meeting.

**You are requested to bring your copy of that agenda to this meeting.
(Circulated separately)**

General Enquiries: Please contact Warwick District Council, Riverside House, Milverton Hill, Royal Leamington Spa, Warwickshire, CV32 5HZ.

Telephone: 01926 456114

E-Mail: committee@warwickdc.gov.uk

For enquiries about specific reports, please contact the officers named in the reports.

You can e-mail the members of the Committee at o&scommittee@warwickdc.gov.uk

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The agenda is available in large print on request, prior to the meeting, by telephoning (01926) 456114

Overview and Scrutiny Committee

Minutes of the meeting held on Tuesday 20 August 2019 at the Town Hall, Royal Leamington Spa at 6.00pm.

Present: Councillor Davison (Chair); Councillors; Boad, Cullinan, A Dearing, K Dickson, Margrave, Milton, Noone, Redford and Sanghera.

Also Present: Councillor Day – Leader of the Council, Councillor Falp – Portfolio Holder, Health & Community Protection, Councillor Grainger – Portfolio Holder, Culture and Councillor Matecki – Portfolio Holder, Housing & Property.

22. Apologies and Substitutes

- (a) There were no apologies for absence made.
- (b) Councillor K Dickson substituted for Councillor Kohler.

23. Declarations of Interest

There were no Declarations of Interest made.

24. Minutes

The minutes of the meeting held on 9 July 2019 were taken as read and signed by the Chairman as a correct record, subject to a change on minute 21, at the final paragraph before the resolution. "The Task & Finish Group, HMOs" was amended to "The HMO Task & Finish Group".

25. Executive Agenda (Non-Confidential items and reports) – Wednesday 21 August 2019

The Committee considered the following item which would be discussed at the meeting of the Executive on Wednesday 21 August 2019.

Item 7 – Warwick District Leisure Development Programme – Kenilworth Facilities

The following people addressed the Committee asking it to recommend to the Executive that the decision on the outdoor swimming pool at Kenilworth should be deferred because there was insufficient information upon which to base a decision:

- Ms Roberts and Mr Peacock, members of the Restore Kenilworth Lido Group; and
- Ms Green, a local resident.

A motion to support the recommendations in the report resulted in a tied vote, with the Chair using his casting vote to abstain. With no further motion forthcoming, the Committee noted the report.

(Councillor Noone arrived during this item whilst the speakers were addressing the Committee. Councillors Day and Grainger left the meeting at the end of this item.)

26. **Review of Night Noise Service**

The Committee considered a report from Health & Community Protection which provided an update of the review of the current night noise service which was an activity mentioned with the HMO Task & Finish Group programme.

The Task & Finish Group identified that it wished to understand the outcome of the review that was being conducted on the night noise service.

The Council's approach to handling night noise complaints and the requirement to undertake reasonably practicable investigations was outlined in Appendix 1 to the report. The procedure following receipt of a night noise complaint was detailed in section 8.2 of the report. Appendix 2 to the report informed on the report methodology, Appendix 3 gave an analysis of the public consultation that had taken place, Appendix 4 showed a summary of activity from six months of night shifts between April and October 2018 and Appendix 5 listed enforcement action taken on one day – 27 April 2018.

In response to questions from Members, the Head of Health & Community Protection and Councillor Falp, Portfolio Holder, Health & Community Protection, explained that:

- Changes to the Council's website would be one of the first things to be done.
- The Council had to establish whether a complaint received was a statutory nuisance before acting on this complaint.
- The Council had no legal right to stop a party. It had a legal right to gather evidence when noise nuisance was a regular occurrence and then take the case to Court.
- The service did not only deal with noise nuisance; it also dealt with complaints about odours.
- The street marshalls were not employed by the University to deal with noise nuisance issues. They were there for the welfare of students and the majority of them worked in the week. They had specific areas that they worked in the town centres, predominantly in the early part of the evening to help prevent students allowing themselves to become vulnerable later that evening. At the end of the evening, they were there to help any students who had become vulnerable.
- The Night Noise Service was there to gather evidence and if the problem did not abate, then to bring cases to Court.
- If a person had a complaint, they should telephone the office and then the complainant would be issued with a noise diary to log incidents and explain how they were being impacted. An officer would assess this to see if a statutory offence existed. The officer would then arrange a visit to the complainant's premises to witness the noise. Mostly, these visits would occur during the Night Noise Service operating hours. If the noise occurred outside the hours, officers would attempt to witness the noise on a different night. The issue with witnessing noise was that it had to be witnessed at the complainant's property and not all complainants would allow entry. But entry was required to gather evidence. Once the noise was witnessed, it would be assessed to see if it constituted a statutory

nuisance. This could require more than one visit, especially in the case of odour nuisance. Recordings of noise nuisance were not admissible evidence.

- There was no specific length of time a complainant would have to complete a noise diary for it to be assessed. The duration in terms of elapsed time depended on what the noise was and the regularity of the occurrence. The complainant was encouraged to feed-back information regularly.

Resolved that

- (1) an update on the Night Noise Service be delivered to the Committee in 12 months' time; and
- (2) the recommendations in the report be noted.

(The meeting was adjourned at 7.42pm for eight minutes.)

(Councillor Matecki arrived during this item and Councillor Falp left at the end.)

27. Public Speaker to address the Committee

Mr Curry addressed the Committee in respect of concerns over the Council's public toilets for people living with a disability and their carers. His concerns centred on cleanliness issues, problems gaining access because the toilets were kept locked, difficulties physically being able to open the doors because of how they were fitted, presenting problems for people using wheelchairs and how stiff doors were to open, and the fact that the telephone numbers inside the toilets were different from those provided outside.

The Heads of both Housing Services and Neighbourhood Services and Councillor Matecki - the Portfolio Holder, Housing & Property were asked to respond to Mr Curry. They explained which departments were responsible for the management and upkeep of the toilets and expressed regret that it was a sad indictment on Society that the toilets had to be kept locked because of anti-social behaviour, including substance abuse, and physical and verbal abuse of cleaning staff. Various approaches had been tried to solve the problem for genuine users to have access to keys for the toilets, but without much success and the Council was intent on reviewing ways this could be resolved. The issue surrounding confusing telephone number information had been resolved.

28. Review of Housing Services – Service Area Update

Prior to considering the Service Area Update report, the Committee continued with discussions on public toilets for people living with disabilities.

Councillor Noone pointed out the Council's duty in respect of the Disability Discrimination Act and Councillors made various suggestions that might help including:

- finding suitable key holders or using locks with a keypad;
- installing easy to use toilet roll holders and availability of paper;
- providing adult changing mats;

- IT solutions for entry;
- looking at how doors were fitted because doors that opened out presented difficulties to people using wheelchairs; and
- looking at what was provided elsewhere with single unit toilets being provided that self-flushed and cleaned.

The Head of Neighbourhood Services was asked to review the situation and at a later date to bring back a plan of what was required to pull the Council's toilets for people living with disability up to standard and accessible.

The Committee considered a report from Housing Services which brought together details of the annual performance for Housing Services. Appendix A to the report gave the Performance figures for the Service Area for 2018/19; Appendix B the Service Area Plan for 2019/20 and Appendix C, the fire safety plan. Since the Grenfell Tower tragedy in 2017, Warwick District Council had embarked on a wide range of work to ensure the safety of tenants and leaseholders living in its high rise blocks, and these works were explained in Appendix C.

In response to questions from Members, the Head of Housing Services and Councillor Matecki, Portfolio Holder – Housing & Property, explained that:

- Page 5 of the report stated that "There are approximately 5284 tenants and 606 leaseholders (as at June 2019)". The use of the word "approximately" was because the numbers changed on a very frequent basis. For next year's report, they would list figures on a specific date.
- "Tenants" referred to people living in a property; "applicant households" referred to the number of applications for a property.

The Head of Housing Services would provide data on whether new licence applications for HMOs since the rules were extended to cover more properties had more hazards than re-licence applications.

Resolved that

- (1) at the Committee's meeting on 26 September 2019, the Head of Neighbourhood Services is to present a plan of what is achievable to improve accessibility to, and the condition/cleanliness of, toilets for people living with disabilities. This plan should include anticipated timescales so that the O&S Committee can agree a date for a full report; and
- (2) the recommendations in the report be noted.

(Councillor Matecki left the meeting at the end of this item.)

29. Executive Agenda (Non-Confidential items and reports) – Wednesday 21 August 2019

The Committee considered the following items which would be discussed at the meeting of the Executive on Wednesday 21 August 2019.

Items 5 & 12 – Newbold Comyn – Update and Approach to Engagement plus confidential Appendices

The Committee unanimously supported the recommendations in the report.

(Councillor Day returned to the meeting for this item.)

30. **Review of the Work Programme, Forward Plan and Comments from the Executive**

The Committee considered its work programme for 2019-2020 and the Forward Plan.

Appendix 2 to the report listed the responses made by the Executive in response to comments and recommendations made by the Committee to reports on the Executive agenda 10 July 2019. The Chair explained that wording had finally been agreed that day for the plastic free policy. The Principal Committee Services Officer directed Councillors to the comments made at the meeting of the Executive in July in respect of the Role of the Chairman of the Council – Task & Finish Group.

The Chair suggested that the Annual Feedback on Outside Appointments report should be delayed to give new Councillors a chance to understand what their role was. He suggested this could be delayed until March or April. He would speak with Group Leaders on whether this should be made permanent for future years as well and if the other report scheduled in April, "Annual review of membership/participation of Outside Bodies" should be merged with this into one report, or the two reports kept separate.

Resolved that

- (1) the Fuel Poverty report scheduled for 26 September could be moved to the "TBA" section of the Work Programme until the Committee was notified that staffing resources were available to undertake the report;
- (2) the future of the Health Scrutiny Sub-Committee report to be scheduled for December so that two meetings of the sub-committee have taken place before it is written; and
- (3) the Annual Feedback on Outside Appointments report to be moved to March or April depending on feedback the Chair receives from Group Leaders on whether it should be merged into one report with the Annual review of membership/participation of Outside Bodies report in this and future municipal years.

31. **Public and Press**

Resolved that under Section 100A of the Local Government Act 1972 that the public and press be excluded from the meeting for the following item by reason of the likely disclosure of exempt information within the paragraph 3 of Schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006.

32. **Confidential appendix to Minute 30 – Comments from the Executive**

Resolved that the confidential Comments from the Executive be noted.

(The meeting ended at 9.00 pm)

CHAIR
26 September 2019

Overview & Scrutiny Briefing Note 26th September 2019

Neighbourhood Services

Shared Environmental Enforcement with Rugby Borough Council

Background

Overview and Scrutiny Committee requested a verbal update on the shared environmental enforcement service with Rugby Borough Council. The following information is a summary document so that Members can prepare ahead of the meeting.

For a number of years Warwick District Council concentrated on the removal of fly tipped items rather than enforcement. During 2017 and 2018 work was undertaken to look at Environmental enforcement options and the Council agreed to enter into a shared service with Rugby Borough Council as they already had an experienced team of enforcement officers and enforcement processes. From November 2017 Neighbourhood Services began collecting evidence from fly tips for enforcement action. There was an initial delay to the shared service due to the necessary legal agreements not being completed until the end of March 2018 and then an internal restructure at Rugby Borough Council delaying their ability to start until July 2018.

Enforcement Process

Once evidence is found the authority can begin the first steps of the enforcement process whilst ensuring that it is acted upon reasonably. With that in mind this would result in individuals receiving a Section 46 or Section 47 letter. This is the first step in an enforcement process that allows a potential offender to understand what they have done wrong and the means to stop it happening in the future.

Once a fly tip is reported to WDC, it is logged onto our system and a dedicated cleansing team is dispatched to examine the contents, photograph the area and cleanse the site. If any evidence as a name and address is contained within the fly tip this is recorded and securely stored at our premises.

Under Section 46 of the Environmental Protection Act 1990, WDC can instruct householders how to present their rubbish. Section 47 allows the same instruction but to commercial properties. When evidence is obtained containing an individuals or commercial properties details my officers will issue a Section 46 or 47 letter. If a person has more than one episode of fly-tipping, then we are in a position to pass this case on to our colleagues at Rugby Borough Council.

Rugby then assesses the case information and decides on the most appropriate action with the perpetrator, this will always include contact with them by either letter or PACE interview. Dependent upon the information and evidence we hold will depend on the next steps but generally there is a further three step process; advice and guidance, informal warning and then formal enforcement. The Rugby enforcement officers are also going door to door in areas with repeat fly tips and accumulated waste issues, this is function is the most time consuming part of the enforcement process but is essential for intelligence gathering and education.

Types of Environmental Enforcement

There are many different routes which can be taken in terms of environmental enforcement such as, the issuing of a Fixed Penalty Notice (FPN), Community Protection Notices (CPN), and only in extreme cases with substantial evidence would a Court Prosecution be considered.

In conjunction with our colleagues at Rugby BC we initially started to use enforcement powers for tackling both fly-tips and accumulated waste issues. Over the last 12 months we have continued to build our knowledge and experience on how to tackle these two issues, but now we have begun to widen the remit with issues such as bins being stored on public highway and failure of businesses to provide proof of their waste transfer notes.

Below is a table of the offences and legislation that we have been using.

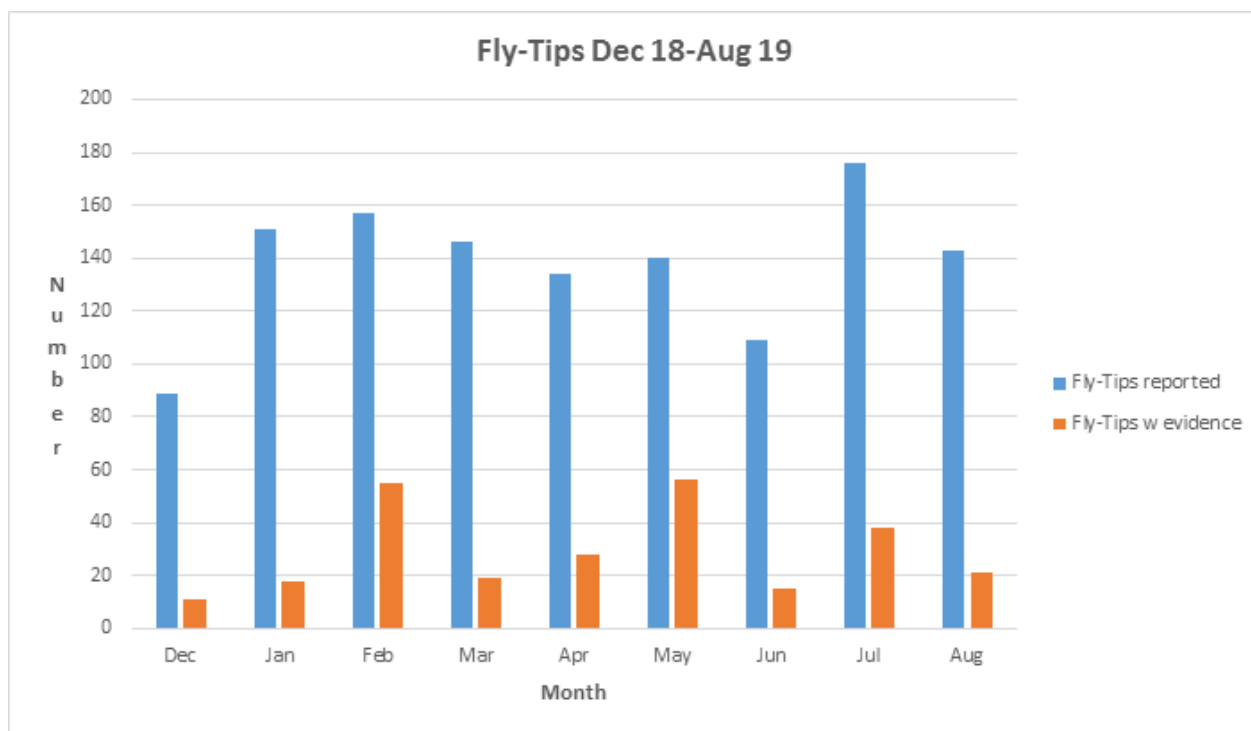
Offence	Legislation	Fixed Penalty	Maximum	Discount
Depositing Litter	Section 87/88 - Environmental Protection Act 1990	£80	£2,500	£50
Failure to produce authority (Waste Transfer Notes) Duty of Care	Section 34A(2) Environmental Protection Act 1990	£300	£5,000	None
Failure to comply with waste receptacle notice – including how waste is to be contained and placed for collection as well as storing bins on highway	Sections 46 & 47 of Environmental Protection Act 1990	£100	£1,000	£60
Accumulated Waste within front curtilage of property	Section 43 – Anti-Social Behaviour Crime and Policing Act 2014	£100 14 days to pay		£75 If paid in 10 days
Fly-Tipping	Section 33 of Environmental Protection Act 1990	£400		£300
Failure to assist with investigations regarding controlled waste	Section 108 of Environmental Protection Act 1990			

The enforcement process often crosses into more than one set of the above legislation which can make each case complicated and timely. The experience of utilising the Rugby enforcement team is invaluable when deciding on the best legislation to use and the reasons why. Our own Contract Officer team are learning these new skills but more time and further training for our officers will be needed.

Enforcement Statistics

The following statistics are since enforcement commenced;

Enforcement Action	Nov 17 - Nov 18	Dec 18 - Jul 19
Total number of fly-tips reported	1781	1103
Total number of fly-tips with evidence obtained	508	288
Total number of section 46 notices sent	499	203
Total number of section 47 notices sent	61	61
Total number of accumulated waste letters sent	18	24
Total number of cases passed to rugby	24	64
Total number of cases closed after correspondence	18	48
Total number of cases still in progression	6	16
Total number of cases issued a FPN	4	8
Total number of cases issued a CPWN	2	12
Total number of cases issued a CPN	0	3



The data continues to show no real trends in fly tipping incidents and no significant fall in the number of fly-tips with evidence found. We continue to follow a proportionate and reasonable approach to enforcement, the predominant element of the process is engagement and warning letters and on that front we are moving forward in the right direction.

We are utilising Rugby BC for repeat offenders and the number of follow ups needed has increased this year, with 64 cases underway with their team. They have been 48 cases concluded after subsequent correspondence for a variety of reasons. 12 Community Protection Warning (CPW) letters have been issued which contain a very clear instruction to the perpetrator, and if breached they will be issued with a Community Protection Notice. A further 8 FPN's have been issued this year, it should be noted that these were not issued for fly tipping as the evidence was not conclusive but instead they received FPN's for littering. These have all been paid.

Next Steps

With each case progressed through to Rugby BC the Contract Services team learn something new in terms of environmental enforcement. The working relationship continues to benefit us in terms of expanding our understanding of the number of differing approaches that we can take. There continues to be further approaches to be learned and understanding how we can adopt them within our own processes.

Due to long term sickness within the existing Contract Officer team, not all of the staff has been able to expand their skill set sufficiently. In addition, there are still 2 vacancies from a team of 6 which is unlikely to be resolved until later this year. The remaining team are scheduled to attend further enforcement training courses in November and training for PACE interviews, the taking of witness statements and preparing cases for court in the new year.

The shared working agreement with Rugby is due to expire at the end of March 2020 but given our internal issues we have agreed therefore to extend the agreement by a further 6 months. This will allow us time to resolve our staff issues and maintain the close working arrangement with Rugby BC to ensure we continue later stage enforcement processes with the appropriate action when needed.

To supply the Overview and Scrutiny Committee with a further update on shared enforcement with Rugby BC in July 2020.

Overview & Scrutiny Briefing Note 26th September 2019 Public Convenience Review Timetable

Background

Overview and Scrutiny Committee requested a timetable for the review of Public Convenience provision, in particular, Disabled toilets. The following information is a summary document for Members ahead of the meeting.

Current Provision

Leamington Spa		Facilities
1	Jephson Gardens	M F D
2	Regent Grove	M F D
3	Crown Way	M F D
4	Victoria Park	M F D
5	Leamington Cemetery	D
6	Brunswick Street	M F D
Warwick		
7	Pageant Gardens	M F D
8	Warwick Market Place	M F D
9	St Nicholas Park	M F D
10	Myton Fields	M F D
11	Warwick Cemetery	D
Kenilworth		
12	Abbey End	M F D
13	Abbey Fields	M F D
14	Kenilworth Cemetery	D

Cleaning frequencies vary dependant on the time of year and are carried out currently by Kingdom Cleaning, this contract is due for renewal in March 2020. All disabled toilets are accessed with a RADAR key which is a Nationally approved key scheme for access to disabled toilets. The Ranger Service carry out daily inspections of the PC's in Jephson Gardens, St Nicholas Park, Myton Fields & Abbey Fields and report any issues directly to the contractor. The remainder of the toilets are inspected on an ad-hoc basis by the contract administrator within the Housing Team.

The responsibility for the Building Cleaning Contract which includes the cleansing of Public Conveniences will transfer to the Contract Services within Neighbourhood Services in April 2020 to coincide with start of the new cleansing contract. The Contract Services team are currently working on the tender for the new Building Cleaning contract and will oversee the review of the Public Convenience provision.

Proposed Actions and Timelines

	Action	Completion Dates
1.	Appraisal of the current Public Convenience cleansing arrangements.	September 2019
2.	Review of the existing Public Convenience operating procedures and monitoring responsibilities.	October 2019
3.	Tender Process for new Building Cleaning contract which includes the cleansing specification for the Public Conveniences.	Award new contract December 2019, implementation April 2020.
4.	Develop the programme for any physical improvements to Public Conveniences from the Assets Team PPM review.	February 2020

5.	Review the customer interaction processes either physical or electronic, and the access to and type of information available on our website.	March 2019
6.	Options Appraisal for actions 4 & 5	April 2020

Next Steps

To supply the Overview and Scrutiny Committee with an update on progress in February 2020.

 Overview and Scrutiny Committee September 26th 2019		Agenda Item No. 6
Title	Neighbourhood Services – Service Review	
For further information about this report please contact	Rob Hoof Head of Neighbourhood Services Robert.hoof@warwickdc.gov.uk 01926 456302	
Wards of the District directly affected	N/A	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	N/A	
Background Papers	N/A	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	N/A
NA	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	13 th Sep 2019	Chris Elliott
Head of Service	23 rd Aug 2019	Rob Hoof
CMT	13 th Sep 2019	Bill Hunt
Section 151 Officer	13 th Sep 2019	Mike Snow
Monitoring Officer	13 th Sep 2019	Andrew Jones
Finance	13 th Sep 2019	Mike Snow
Portfolio Holder(s)	13 th Sep 2019	Cllr David Norris
Consultation & Community Engagement		
NA		
Final Decision?	NA	
Suggested next steps (if not final decision please set out below)		

1. **Summary**

1.1 This report provides details of the performance of Neighbourhood Services in 2018/19.

2. **Recommendation**

2.1 That Overview and Scrutiny Committee should review the Neighbourhood Services Performance Report and make observations on it as appropriate.

3. **Reasons for the Recommendation**

3.1 This report presents a review of the Neighbourhood Services Portfolio in 2018/19. It includes the performance for that year, and also progress on the actions included within 2018/19 Service Plan.

4. **Policy Framework**

4.1 **Fit for the Future (FFF)**

“The Council’s FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects.

“The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council’s FFF Strategy.”

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels
Impacts of Proposal		
Provision of high quality parks and open spaces support a range of activities that support the health and wellbeing agenda including sports pitches, children’s play equipment, walking,	The services provided by Neighbourhood Services make a considerable contribution to making the district clean green and safe, as it maintains and develops green spaces, is responsible for street	The provision of a high quality public realm makes the district a great place to live work and visit. Provision of off street car parking directly supports the vibrancy of town centres.

running etc. Servicing and maintenance of Housing areas are included with the maintenance contracts managed by Neighbourhood Services.	cleansing and the Ranger Service, and provides a wide range of waste collection services.	
Internal		
Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
Impacts of Proposal		
Staff are continually developed using a range of methods including formal courses, in-house training and attendance at seminars, conferences or regional bodies.	The Service Area is continually looking at ways of improving the way services are delivered to customers, through improved working practices and use of ICT.	Neighbourhood Services ensures that any expenditure achieves the best value for money. It is also responsible for several major income streams to the Council which are continually reviewed to ensure income targets are met, and exceeded where possible.

4.2 Supporting Strategies

There are several strategies that underpin the delivery of services including the Warwickshire Waste Minimisation Strategy, Green Space Strategy, and the emerging Off Street Car Park Strategy.

4.3 Changes to Existing Policies

4.3.1 There are no changes to existing policies as a result of this report.

5. Budgetary Framework

5.1 This report does not raise any specific budgetary implications.

6. Risks

- 6.1 Risks are managed using the Service Area's Risk Register which is regularly reviewed and updated, and is subject to scrutiny by the Finance and Audit Committee on the 26th September 2019.

7. Alternative Option(s) considered

- 7.1 As this report is predominantly for information, at the request of the Overview and Scrutiny Committee, no other options are proposed.

Appendix 1 - Neighbourhood Services

Service Area Plan Performance 2018/19

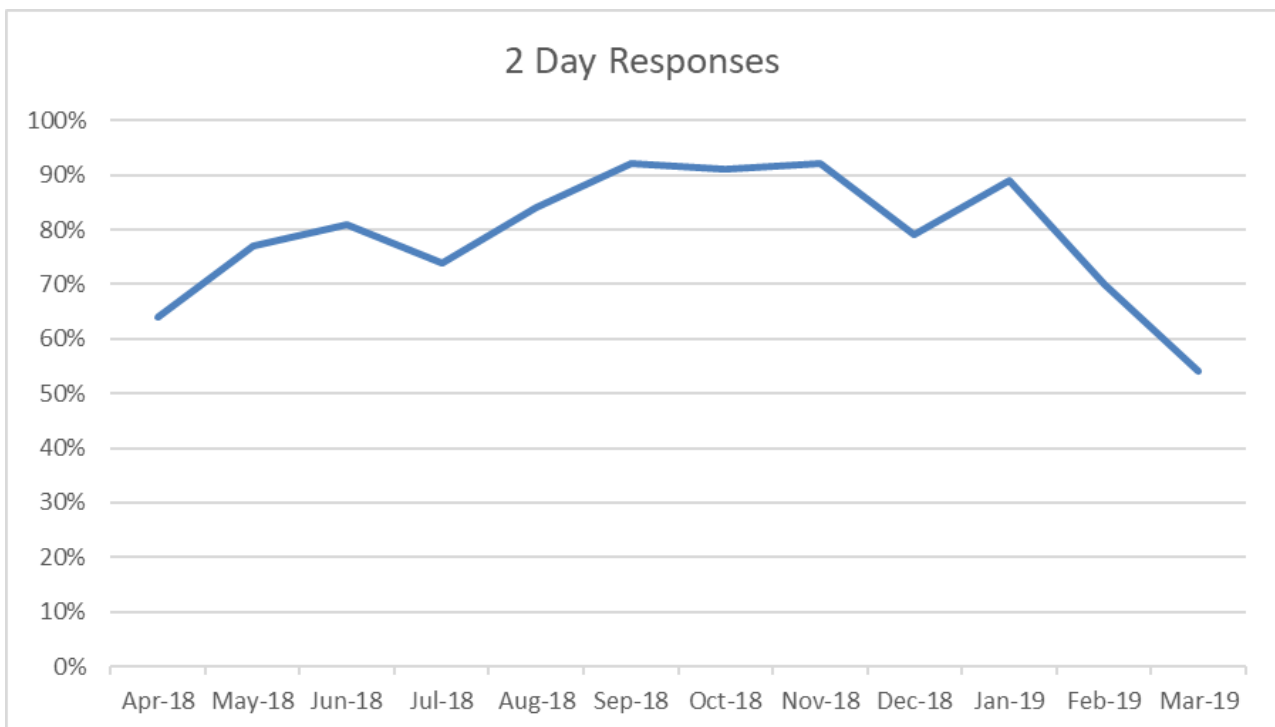
1. Background

Neighbourhood Services provides a range of key front line services including waste collection/recycling, street cleansing, enforcement, removal of abandoned vehicles, parks and open spaces, children's playgrounds, off street car parking, a Ranger Service, and bereavement services.

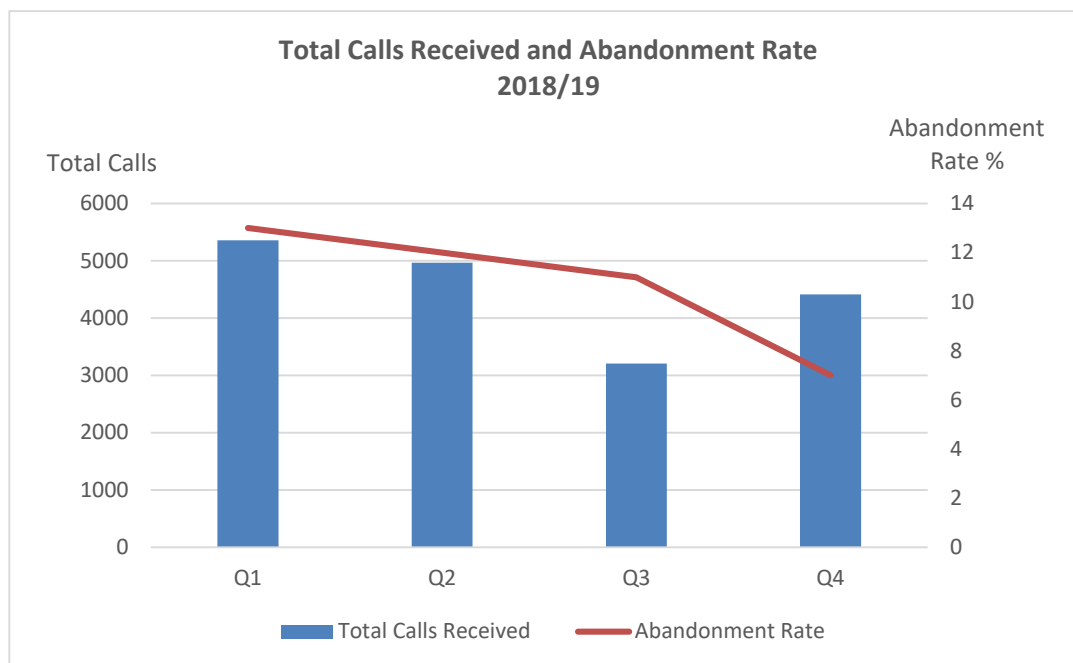
2. Customer Measures

2 Day Response to Customer Calls and Emails

The Service Area receives a large number of contacts from customers, mainly in relation to waste collection services due to the volume of operations carried out each year. Performance in this area is directly affected by the number of Area Officers in Contract Services that are able to follow up the customer enquiries that cannot be answered by the Business Support Team. As the more immediate service requests such as missed bins can be dealt with automatically using online forms or via the Business Support Team, a two-day response is unnecessarily tight to respond to non-urgent enquiries. To allow Area Officers to better plan their work and accommodate their increasing workload, this year the response time has moved to 5 days.



Telephone Calls



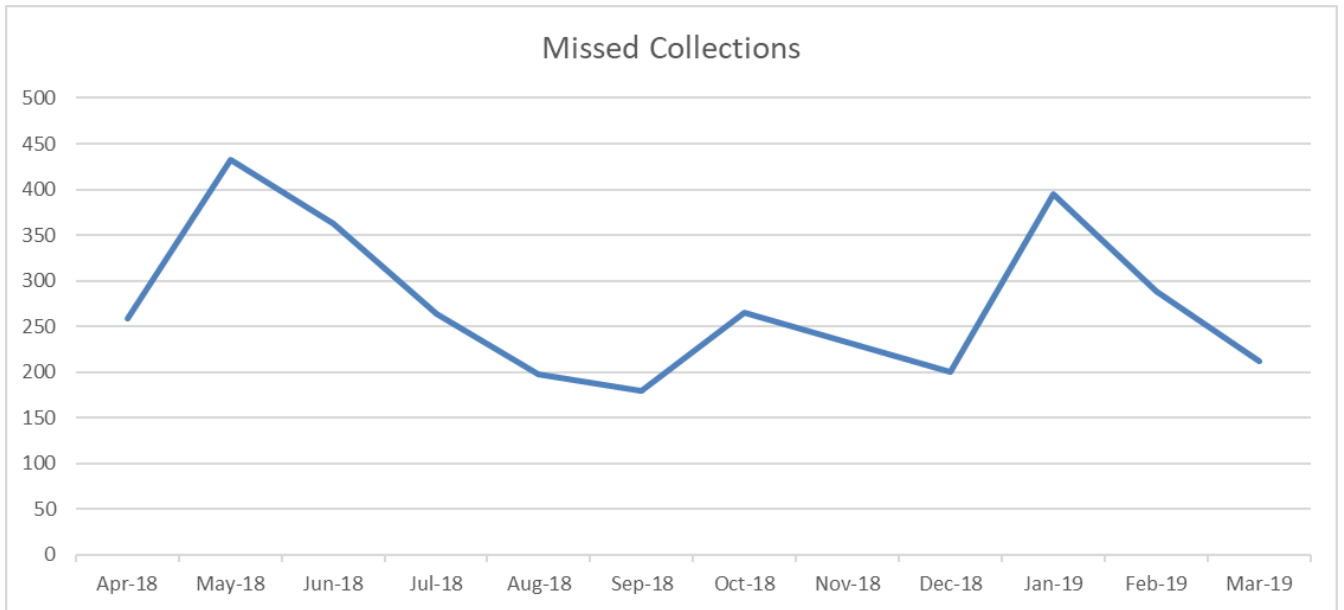
The above graph represents the total number of calls received by the Business Support team through the Cisco Finesse telephony system. It does not include the calls received directly from the contractors. As can be seen the trend throughout 2018/19 was a decrease in both the total number of calls and the abandonment rate. This reflects both the ongoing commitment to move customers to reporting issues on-line and also a greater resilience within the Business Support team through the recruitment of staff.

Waste Collection

There are over 4 million waste collections carried out each year, with 99.9% of them completed on the scheduled day. In addition to the kerbside collection service, recycling is supported through the provision of bring sites, recycling from flats and schools and individual waste advice visits. The Council's recycling rate is approximately 53%, which is ahead of the national target of 50% by 2020.

Number of Missed Waste Collections per Month

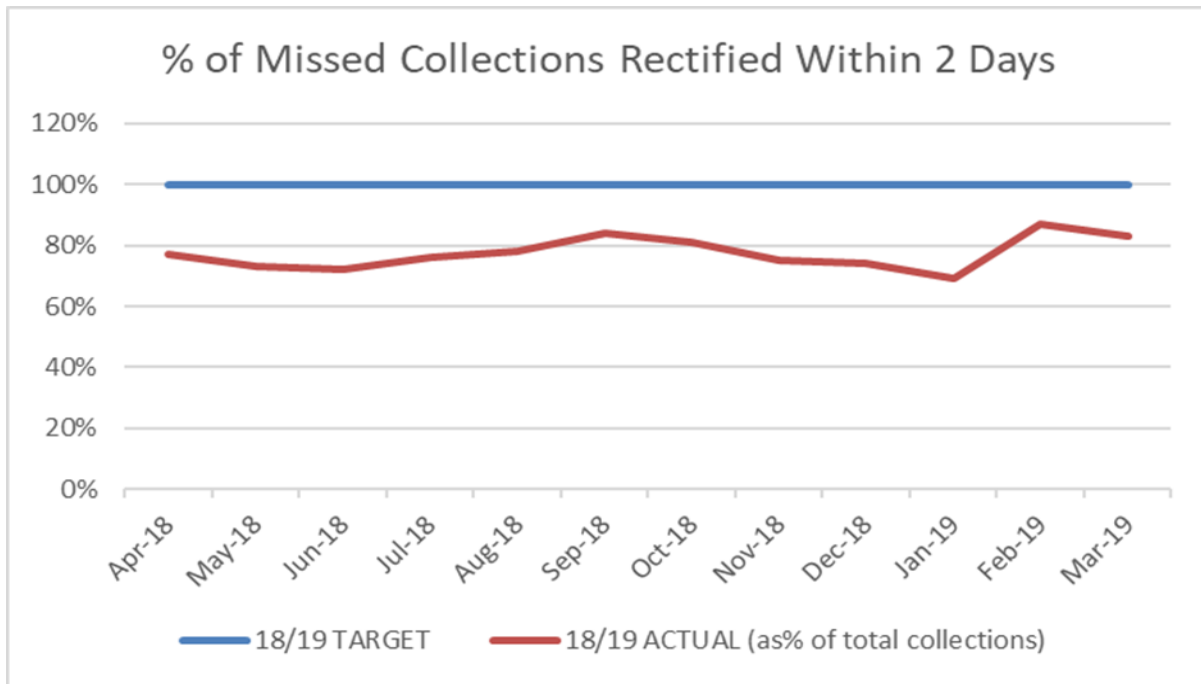
This measure includes grey bin, green bin, and kerbside box/bag collections. Although missed collections can be as a result of the actions of both customers and contractors, the Waste Collection Contract allows for all missed collections to be responded to without dispute or additional payment.



The increase in missed collections in May was as a result of a sudden increase in green waste tonnage, above the levels expected for that time of year. The waste collection contractor will normally incrementally increase resources through the Spring and Summer period to respond to increasing tonnage, and reduce resources towards the end of the year. Over the Christmas period there is usually an increase in reported missed bins due to the changes in collection days/times.

% of Missed Collections Rectified

Where missed collections occur for whatever reason it is important to rectify the situation as quickly as possible. The majority of bins are collected within two days; however, some will take longer if there are ongoing access issues or the presentation of containers.

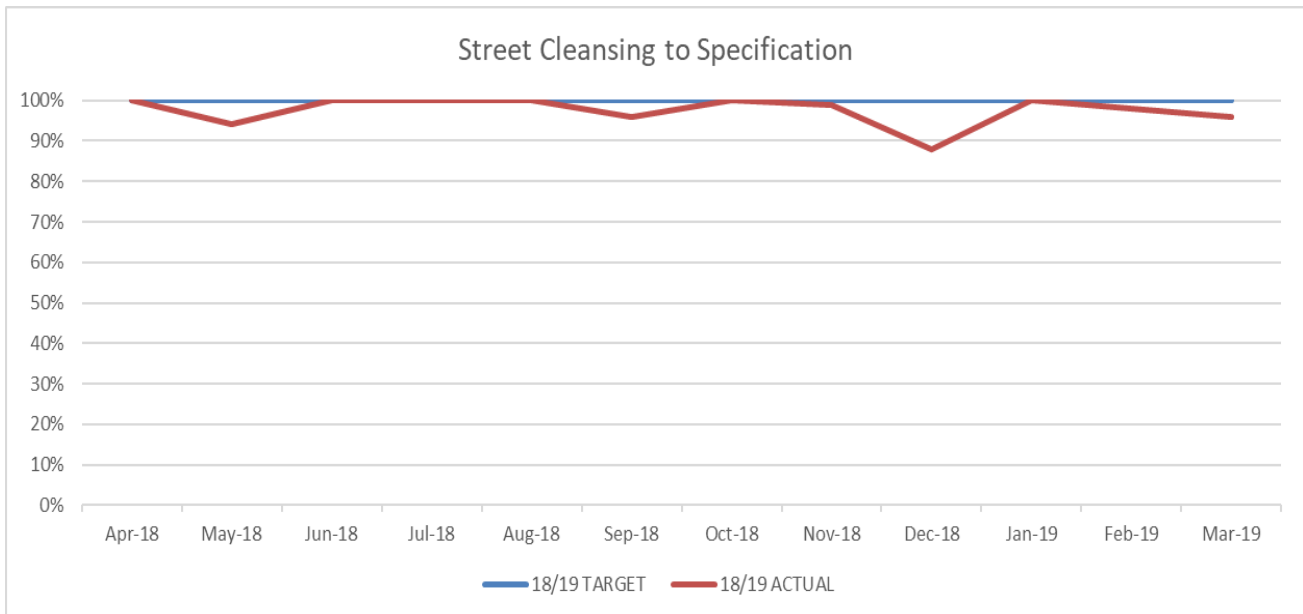


Street Cleansing

The standard of street cleansing remains high across the District due to a variety of programmed cleansing regimes, and the work of the Rapid Response Teams removing graffiti, fly tipping etc. The Council is working with an organisation called Clean Up Britain to deliver a high profile campaign to try to reduce littering, and also working with Rugby Borough Council to use enforcement powers more effectively.

No. of joint street cleansing inspections found to be to specification

Street cleansing operations are carried out 365 days a year, with a number of different frequencies designed to give a good standard of cleansing across the district. Neighbourhood Services Area Officers undertake random sampling against the agreed contractor work programme to ensure both timing of operations and also the quality of work achieved.



Number of Joint Health and Safety Inspections

Although contractors working on behalf of the council are required to have robust health and safety policies and processes, there is a responsibility on the client to ensure they are being implemented fully, and that the desired outcomes are being achieved. Area Officers undertake random inspections of contractor operatives and vehicles to ensure that safe working practices are being used in the day to day delivery of services. All safety checks across the three main service contracts were carried out as scheduled.

Bereavement Services

The Bereavement Services Team has continued to provide a high quality service, and has now moved to operating the Oakley Wood Crematorium six days a week, Saturday services have proven to be popular with services taking place on most weekends, an additional benefit to families is the availability of Saturday appointments to witness the scattering of their loved ones cremated remains. This gives customer’s greater flexibility when arranging a funeral, and provides additional income to support the delivery of the service.

Many bereaved families are seeking a more bespoke, less traditional ceremony, not always taking place at the crematorium; in response a very short chapel time has been introduced, the deceased comes directly to the crematorium and may be accompanied only by the funeral director or one or two nominated family members, when this service was introduced in 2018 2.9% of families chose this option, in 2019 that increased to 3.8%

In 2018/19 Bereavement services provided 2107 funerals; of which 1962 were cremation and the remaining 145 being full burials, in addition there were 120 ceremonies for interment of cremated remains.

Oakley Wood serves a wider geographical area with 51% of cremations being provided to non-residents whereas less than 12% of burials are provided to non-residents.

Stakeholder meetings were held with funeral directors and memorial masons in November 2018. Funeral directors expressed high levels of satisfaction with changes to service offerings.

A further meeting has been scheduled for October 2019.

Parks and Open Spaces

Improvement in Quality of Green Space

There is an improving trend of quality across the district since the first quality audit was undertaken in 2010. The following percentage scores are taken as the average quality scores of all the Councils green spaces across the district. In 2010 the quality was 51%, in 2012 it was 53%, in 2016 it was 57%, and in 2019 it was 60%. As welcome as this improving trend is the overall quality is still 'Average' for the district. To achieve 'Good' quality for the district a score of at least 61% is required as set out in the Green Flag Award scoring system. The aim of the strategy is that all green spaces within the district will be of a 'Good' quality standard by 2026.

Increase the number of Green Flags for parks and open spaces

Green Flag and Green Heritage Awards have been retained for Jephson Gardens, and Green Flags retained for Oakley Woods and Crackley Wood.

Work to improve the security of a number of parks, open spaces and car parks was completed at the end of March 2018, although work is ongoing on other sites as they become targets for unauthorised encampments.

Off Street Car Parking

The role of the Ranger Service continues to develop, to give a broader range of duties and to raise their profile within the parks and open spaces, and the town centres. It is proposed to provide more flexible payment options across all the district car parks with the implementation of new parking meters which are currently being installed.

A key role of the Ranger is still to ensure off street car parks are managed effectively, that they are safe, and equipment is serviceable at all times. Parking enforcement is a small part of the role with the number of Penalty Charge Notices being issued being only 0.3% of ticket sales.

3. Risks

The Neighbourhood Services Risk Register has continued to be reviewed throughout the year, and is due to be presented to the Finance & Audit Scrutiny Committee in September 2019, alongside the Contracts Register and review of the Budget.

Presently there are 2 risks that are rated as "Red": -

- Difficulty in accessing statutory documents, and other important records
- Structural integrity of multi-storey car parks

The current Bereavement Services ICT system is in need of replacement, due to its limited functionality and concerns regarding the ability to support it in the longer term. The process of identifying and procuring a new system has started with the aim to implement a new system as soon as possible.

The condition of the Council's multi-storey car parks at Linen Street and Covent Garden are being monitored closely to ensure they are safe to use, using detailed structural surveys and ongoing visual inspections.

An internal audit of the Car Parking Service was carried out in 2018/19, and received a "substantial" level of assurance.

4. Workforce Planning

The post of Car Park Manager was successfully recruited to and has since made a number of service improvements including, the introduction of a payment App, developing the role of the Ranger Service, and procuring new parking machines with a range of payment options.

In order to create greater resilience within the Bereavement Services Team, and to free up capacity to deliver key projects, an assistant manager post has been created and recently recruited to.

5. Budget

Car parking income is derived mainly from the sale of tickets to park, but also season ticket sales, penalty charge notices and fees for managing parking at the Royal Priors Shopping Centre. The final year outturn was £3.181m, which was £68k above the expected budget income level.

Bereavement Services final year outturn was £1.74m, with the cremation income slightly above estimates, although there was a shortfall income from the purchase of new graves resulting in an overall underachievement of £61k against budget estimates. Burial land is a finite resource, therefore although there was an underachievement in income the cemeteries retain greater capacity for future burials. Once the cemeteries are full there will be long-term maintenance liabilities, and if the authority wishes to continue to offer a burial service for its residents potentially significant capital expenditure.

6. Planned Changes, Major Work Streams and Projects

Change/Project	Milestones																			
Pump Room Gardens Project	The majority of the project has been completed, with only some minor works to the bandstand still outstanding.																			
<p>Create additional car park capacity in Leamington to include: -</p> <p>Princes Drive</p> <p>Victoria Park</p> <p>Court Street</p>	<p>Scheme not implemented as planning permission refused.</p> <p>Scheme not implemented as planning permission refused.</p> <p>Work completed to extend the car park and provide an additional 53 spaces.</p>																			
<p>Implementation of Section 46 and 47 Powers in Partnership with Rugby Borough Council</p> <p>Accumulated waste – dealing with the issue of accumulated waste within the front curtilage of a property using Community Protection Warning Notices and Community Protection Notices under Section 43 Anti-Social Behaviour Crime and Policing Act 2014. Out of 23 reported cases, 11 CPWN’s were issued where our initial accumulated waste letter was ignored and a further 3 CPN’s were issued where the warning notice was ignored. The CPN are valid for 12 months.</p> <p>Fly-tipping – Where evidence of a name and address has been found with the fly-tipping a Section 46 or Section 47 Notice is issued. If this is ignored and a second offence of fly-tipping occurs the case is sent to Rugby for further action. Based on the type of waste fly-tipped it was more appropriate to issue an FPN for littering rather than fly-tipping. These fines are £80.</p>	<table border="1"> <tbody> <tr> <td data-bbox="810 1010 1321 1084">Total number of fly-tips reported</td> <td data-bbox="1321 1010 1439 1084">1678</td> </tr> <tr> <td data-bbox="810 1084 1321 1193">Total number of fly-tips with evidence obtained</td> <td data-bbox="1321 1084 1439 1193">438</td> </tr> <tr> <td data-bbox="810 1193 1321 1267">Total number of section 46 notices sent</td> <td data-bbox="1321 1193 1439 1267">395</td> </tr> <tr> <td data-bbox="810 1267 1321 1341">Total number of section 47 notices sent</td> <td data-bbox="1321 1267 1439 1341">43</td> </tr> <tr> <td data-bbox="810 1341 1321 1451">Total number of accumulated waste letters sent</td> <td data-bbox="1321 1341 1439 1451">23</td> </tr> <tr> <td data-bbox="810 1451 1321 1525">Total number of cases passed to Rugby</td> <td data-bbox="1321 1451 1439 1525">69</td> </tr> <tr> <td data-bbox="810 1525 1321 1599">Total number of cases issued a FPN</td> <td data-bbox="1321 1525 1439 1599">9</td> </tr> <tr> <td data-bbox="810 1599 1321 1673">Total number of cases issued a CPWN</td> <td data-bbox="1321 1599 1439 1673">11</td> </tr> <tr> <td data-bbox="810 1673 1321 1724">Total number of cases issued a CPN</td> <td data-bbox="1321 1673 1439 1724">3</td> </tr> </tbody> </table>		Total number of fly-tips reported	1678	Total number of fly-tips with evidence obtained	438	Total number of section 46 notices sent	395	Total number of section 47 notices sent	43	Total number of accumulated waste letters sent	23	Total number of cases passed to Rugby	69	Total number of cases issued a FPN	9	Total number of cases issued a CPWN	11	Total number of cases issued a CPN	3
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<p>Cases of commercial fly-tipping were sent to Rugby as the businesses failed to provide proof of their waste transfer notices in relation to their trade waste. FPN's were issued under Section 34 Duty of Care. These fines are £300.</p>	
<p>Bishops Tachbrook Country Park Project</p>	<p>Timing of project has been dependent on the transfer of land and 106 funding. We are now at the point to start consultation on the design of the country park, and a company has been engaged to start this process.</p>
<p>Green Space Strategy Projects</p> <p>Midland Oak (Leamington)</p> <p>Othello Avenue (Warwick)</p> <p>Ophelia Drive (Warwick)</p> <p>Rushmore Street (Leamington)</p> <p>Mander Grove (Warwick)</p> <p>Glendale Avenue (Kenilworth)</p> <p>Sabin Drive (Cubbington)</p>	<p>A number of projects were delayed due to a staff shortage within the Green Space Team, although many are now underway this year.</p> <p>A number of improvements have been made to the site including planting and footpath enhancements. Play area improvements (c. £40k investment) are programmed in for completion by end of September 2019.</p> <p>Play area improvements are ongoing (c. 75k investment) and are due for completion by end of August 2019.</p> <p>Play area improvements (c. £35k investment) have been completed subject to Play Area Inspection. Path improvement is also planned for completion October 2019.</p> <p>Play area improvements (c. £50k investment) are programmed in for completion by end of September 2019. Path improvements are also planned for completion September 2019.</p> <p>Play area improvements (£c. 5k investment) are programmed in for completion by end of September 2019. Path improvement is also planned for completion October 2019.</p> <p>Play area mini-competition to be undertaken with a view to undertaking play area improvements by March 2020.</p>

<p>Twycross Walk (Warwick)</p> <p>Campion Hills (Leamington)</p>	<p>Play improvements to be undertaken by March 2020.</p> <p>Play area improvements (c. £35k investment) have been completed subject to Play Area Inspection.</p> <p>The BMX track has been upgraded. <i>(we were planning to develop a viewpoint area overlooking the town but has been put on hold due to the broader consultation relating to Newbold Comyn).</i></p>
<p>Community Lead Projects</p> <p>New Street Burial Ground</p> <p>All Saints Churchyard</p>	<p>Project completed by our partner. Achieving Results in Communities (ARC) Community Interest Company</p> <p>Still at the planning stage and the need to raise funds.</p>
<p>Other Projects</p> <p>Victoria Park Improvements</p> <p>Newbold Arms Play Area</p> <p>Kennedy Square</p> <p>Clarendon Square</p>	<p>Now forms part of a CWLEP bid.</p> <p>Completed new play area.</p> <p>Completed new play area.</p> <p>Completed tree and bulb planting. Awaiting further funding to improve footpaths, benches, bins and interpretation.</p>
<p>Data Capture Project of all Council parks and open spaces.</p>	<p>Project complete.</p>

Service Area Plan 2018/19

Part 1 - Service Information/links to policy

Part 2 - Managing Service Delivery

Part 3 - Managing and Improving People

Part 4 - Budget

Part 5 - Managing Planned Changes/Projects

Service Area :	Neighbourhood Services
Service Area Manager:	Rob Hoof
Deputy Chief Executive:	Andrew Jones
Portfolio Holder(s):	Cllr Moira-Ann Grainger

1 Purpose of the Services Provided

Purpose – To provide a range of front line services that have a direct impact on making the district a great place to live work and visit including:-

Waste Collection

As the designated Waste Collection Authority the Council is responsible for providing a range of waste collection and recycling services.

Street Cleansing

As the designated Litter Authority the Council is responsible for ensuring that street cleansing is carried out across the District.

Grounds Maintenance

Responsible for the provision of good quality parks and open spaces across the district contributing to a high quality local environment, promoting healthy lifestyles, and supporting a range of local activities.

Off-Street Car Parking

Providing car parks that meet the needs of residents, workers and visitors to the District, in order to support the local economy.

Bereavement Services

Providing burial and cremation services to residents of the District and beyond.

1.1 Linkages to Fit For the Future Strategy

External	Direct	Indirect
<p>Service (Green, Clean and Safe)</p>	<p>Responsible for managing the delivery of the Street Cleansing Contract, designed to give a good standard of cleansing across the District.</p> <p>Removal of fly tipping, graffiti, fly posting and abandoned vehicles as required.</p> <p>Enforcement activities to reduce incidents of fly tipping and waste accumulations.</p> <p>Responsible for managing the Grounds Maintenance Contract, designed to maintain the Districts parks and open spaces to a good standard.</p> <p>Responsible for managing the delivery of the Waste Collection Contract, designed to dispose of various types of waste and achieve high levels of recycling.</p> <p>Provision of Ranger Service to give a high profile, on site presence in the Districts parks and off street car parks.</p> <p>Delivering a number of projects to improve the quality and security of parks and open spaces across the district.</p>	<p>Working with Clean Up Britain to deliver a high profile behavioural change programme focused on littering and fly tipping.</p> <p>Monitoring the health and safety of contractors working on behalf of the Council.</p> <p>Robust risk management processes for all service responsibilities / functions.</p>

<p>People (Health, Homes and Communities)</p>	<p>Provision of parks and open spaces gives an opportunity for exercise, sporting activities and play.</p> <p>Neighbourhood Services supports community groups to bid for funding and set up and operate "Friends Of" groups.</p> <p>Maintenance contracts managed by Neighbourhood Service include areas which are covered by the Housing Revenue Account</p>	<p>Officers attend local community forums to give updates on local projects and to gain feedback from the community in relation to local environmental issues.</p>
<p>Money (Infrastructure, Enterprise and Employment)</p>	<p>Provision of off-street car parking is key to supporting town centres.</p>	<p>High quality local environment encourages tourism, housing growth and commercial investment.</p>

Internal	Direct	Indirect
<p>Service (Maintain or Improve services)</p>	<p>The Neighbourhood Services redesign included resources to improve system development and data management used for day to day service delivery.</p>	<p>Teams encouraged to find new and innovative ways of improving service delivery.</p>
<p>People (Effective Staff)</p>	<p>Increasing staff levels to accommodate the level of housing growth in the district and related projects.</p>	<p>Training programme has been developed for every member of staff.</p> <p>Investigating opportunities to take on apprentices within the team.</p>
<p>Money (Firm Financial Footing over long term)</p>	<p>Neighbourhood Services generates an annual income of approximately £5m, that contributes to the delivery of local services and assists in the delivery of the Council's Medium Financial Strategy.</p>	

2 Managing Service Delivery

2.1 Service Overview

	Service Being Delivered	Priorities	Service Demand	
	Contract Services			
CS1	Waste Collection	WDC is the designated Waste Collection Authority (statutory service). Collection of residual waste in wheeled bins/sacks, bulk collections, clinical waste, commercial waste, and events	No. of collections per annum Income	4 Million £460k per annum
CS2	Recycling Services	Required to meet English Recycling Targets, collection of dry recyclables, green/food waste, bring banks, recycling from flats and schools. (statutory service)	WDC Recycling rate	56%
CS3	Street Cleansing Operations	WDC is the designated Litter Authority. Cleansing of parks open spaces and highway land at various frequencies across the District. Removal of fly tipping, graffiti and fly posting. (statutory service)	Carried out 365 days a year	Supported by Rapid Response Teams
CS4	Car Parking Management	Provision of off-street car parks, managing income and parking enforcement. Managed service on behalf of Royal Priors Shopping Centre.	3 multi storey and 24 surface car parks	Income £3.1 million per annum
CS5	Grounds Maintenance	Grass cutting, shrub bed maintenance, hedges, highway verges, parks and open spaces	Area maintained	550 Hectares
CS6	Children's Playgrounds	Maintenance of children's play equipment.	Checked weekly	49 No.

CS7	Ranger Service	Generic role that encompasses operational activities in parks and open spaces, signposting for residents and visitors, supporting community groups and other agencies, and enforcement.	Ranger Posts Supervisors	12.5 FTE 2
CS8	Abandoned Vehicles	Removal of abandoned vehicles from public land.	Reported each year	Approx. 200
CS9	Enforcement	Use of powers under the Environmental Protection Act and Clean Neighbourhoods Act to deal with issues such as fly tipping and accumulated waste.	Incidents each year Interventions each year	2000 350
	Green Space Development			
GS1	Project Management	Projects to improve the quality of parks, open spaces and playgrounds	Planned this year	15 projects
GS2	Technical Role	Management of the technical aspects of the parks service including, bowling green maintenance, sports pitch maintenance, bedding, sustainable planting, tree and woodland management, and nature reserves. Advice provided on planning applications/ 106 agreements, planning policy, commuted sums and delivery of open spaces on new developments.		
GS3	Strategy Development	Development of management plans, policies and procedures that underpin the future provision and quality of green space in the district, including commenting on 106s and planning applications.		

	Bereavement Services			
BS1	Oakley Wood Crematorium	Provisions of cremations, woodland burials and garden of remembrance in a peaceful and tranquil setting.	Burials Cremations Income	280 per annum 2000 per annum £1.5 million per annum
BS2	Cemeteries and Closed Churchyards	Legal obligation to maintain if not carried out by other bodies.	No.	7
	Business Support			
	Business Support Telephony Service	The efficient resolution of customer enquiries through the answering of phone calls and emails	No. of calls received. No. of emails received	24,000 25,000

2.2 Measures

Customer Measures – those important to the people/organisations who use our services

Note: these measures should be used on a daily, weekly or monthly basis to identify the impact of interventions in the system and to plan future interventions. Interventions may be very small adjustments to resources, or may involve transformational change

	Qtr. 1	2	3	4
Contract Officers responding to customer enquiries within 2 working days				
Number of missed refuse, recycling and green bin collections				
% of missed collections rectified within 2 days				
Satisfaction survey of funeral directors to be carried out annually				

Operational Measures – other (non customer) measures essential to ensure that “purpose” can be achieved.

Note: this section will not be used by most service areas as their Customer Measures are expected to be sufficient. However, there may be cases where an operational measure is required to ensure the smooth running of a service area.

	Qtr. 1	2	3	4
Number of joint health and safety inspections completed				
Number of enforcement actions resulting from fly tipping and waste accumulations				
% of joint street cleansing completed to an acceptable standard				
Total income generated from car parks				
No. of PCN's issued as a % of ticket sales				

2.3 Managing Risk

Risk	Planned Actions during year	Comments
Budget	<p>Monthly budget monitoring by managers and accountants.</p> <p>Continual monitoring of income and revising projected outturn.</p> <p>Continual review of service delivery and identification of savings, efficiencies and sources of additional income.</p>	Information also reviewed regularly in SMT budget reports.
Procurement	<p>Day to day discussions with Procurement Team</p> <p>Updating and review of the NS Contract Register</p> <p><u>Major Procurement During 2018/19</u> Additional car park capacity in Leamington Replacement of parking meters. Sites included with the Green Space Strategy Action Plan Bereavement Service ICT system Children's play equipment</p>	<p>As required</p> <p>Ongoing</p>
Contract Management	<p>Use of performance measures</p> <p>Joint inspections</p> <p>Health and safety audits</p> <p>Monthly contract liaison meetings</p> <p>Annual partnership meetings</p> <p>Customer enquiries/complaints</p>	<p>Monitored monthly</p> <p>Throughout the year</p> <p>Throughout the year</p> <p>With the 3 maintenance contractors</p> <p>With the 3 maintenance contractors</p> <p>Monitored daily</p>
Audits	Audit of Off-Street Parking	Date to be confirmed

<p>Risk Register</p>	<p>Reviewed every 3 months across all areas of service.</p> <p>Reviewed every 3 months with Portfolio Holder</p> <p>Reviewed annually by Finance & Audit</p> <p>Head of Service attends the Corporate Risk Management Group</p> <p>Key risks included within Service Plan and Team Operational Plans</p> <p>Included within corporate management information</p> <p><u>Current Key Risks for Neighbourhood Services are:-</u></p> <p>Issues relating to multi-storey car parks</p> <p>Bereavement Service ICT system failure/replacement and associated records data.</p>	<p>Management Team Agenda Item</p> <p>Part of Portfolio Holder Briefing</p> <p>July 2016</p> <p>Head of Service</p> <p>Shared corporately and with Members</p> <p>Reviewed quarterly by SMT</p> <p>To be addressed subject to future business cases and funding.</p> <p>System replacement to be completed in 2018</p>
<p>Service Assurance</p>	<p>Included in Service Assurance Statement</p>	
<p>Corporate Health & Safety</p>	<p>Completion of new style Fire Risk Assessments across all corporate buildings</p> <p>NS has a representative on the Corporate Compliance Group</p> <p>Planned health and safety audits.</p>	<p>FRA undertaken by Building Control and logged on Assessnet with allocation of actions.</p> <p>Priorities and actions currently being reviewed.</p>

Service Delivery	<p>Implementing a car park displacement strategy for Leamington to mitigate the impact on the town of closing Covent Garden Car Parks in 2019.</p> <p>Undertaking a series of projects to provide efficiency and align Neighbourhood Services more in line with WDC's ICT & Digital Strategy 2015-2019, which include:-</p> <ul style="list-style-type: none"> - Litter bin database with the potential for resident QR reporting - Providing Total Mobile for Contractors - Development of a Fly-Tipping App 	These projects are part of the agreed ICT Workplan for 2018/19
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Part 3 – Managing and Improving People

3.1 Staff Resource

There are currently 50 FTE posts in the department.

3.2 Workforce Planning

Category	Sponsor	Activity	Budget Impact	Impact on other Service Areas	Milestones
1. Workforce Planning	Rob Hoof	Complete recruitment of Car Park Manager	Within existing establishment	Non	April 2018
	Graham Folkes-Skinner	Fill vacant post in the Business Support Team	Within existing establishment	Non	April 2018
2. Skills, Training, Competency Needs	Rob Hoof	Agreement of the 2017/18 plan for Neighbourhood Services		Support from HR	Monitored throughout the year and amended as necessary

3. Service Changes –	Graham Folkes-Skinner	Transfer responsibility for One Stop Shops to Finance Portfolio	Non	Finance	April 2018
		Transfer System Ownership of Allpay and Capita Contracts to Democratic Services	Non	Democratic Services	April 2018
	Gary Charlton	Plan for upskilling of staff to take on enforcement duties when agreement with Rugby Borough Council comes to an end.	Non	Legal Services	End of 2018
	Dave Anderson	Identify resources required to deliver Country Park project	TBC	None	End of 2018
	Rob Hoof	Identify additional resources required to support delivery of numerous car park related projects.	TBC	None	April 2018

Part 4 BUDGET – Main budgetary pressures and changes

Activity	Budgetary Impact	2018/19	2019/20	2020/21
Leamington Displacement Strategy	Capital costs to create additional car parking	£674k	Nil	Nil
Closure of Covent Garden Car Parks	Communications and mitigation strategies	TBC	TBC	TBC
	Loss of income	Nil	£445k	£220k
Complete Open Space Data Capture Project	Unknown at this stage	Unknown at this stage	Unknown at this stage	Unknown at this stage
Green Space Strategy Action Plan	2018/19 funded. Requires additional funding to the Public Amenity Reserve from 2019/20	£295k (funded)	£20k	TBC
New ICT system for Bereavement Services	Funded as part of the 2017/18 Digital Transformation Programme	£50k	£0	£0

Part 5 – Managing Planned Changes, Major Work streams and Projects

Change/Project	Sponsor/Lead Officer	Budget Impact	Impact on other Services	Milestones	Date
Pump Room Gardens Project	Rob Hoof	£1.4m project funded through contributions from Heritage Lottery Fund, Friends of the Pump Rooms and WDC	Development Services Events Team	Work due to commence Work to be completed	May 2018 Nov. 2018
Create additional car park capacity in Leamington to include: Princes Drive Victoria Park Court Street	Rob Hoof	Capital costs £674k	Input required from Development Services and Cultural Services	Planning permission required	Dec 2018
Changes to parking arrangements in St. Peters MS Car Park and Riverside House	Rob Hoof	Additional cost to be covered by the LLP		Planning permission required for Riverside House	March 2019
Implementation of Section 46 and 47 powers in partnership with Rugby Borough Council	Gary Charlton	£41k available for 2018/2019	Health & Community Protection	Work due to commence	April 2018
Bishop Tach Brook Country Park Project	Dave Anderson	£2.4m + project funded through s106 contributions from developers	Development Services	Work due to commence	April 2018

Green Space Strategy Projects Midland Oak (Leamington) Othello Avenue (Warwick) Ophelia Drive (Warwick) Rushmore Street(Leamington) Mander Grove (Warwick) Glendale Avenue (Kenilworth) Sabin Drive (Cubbington) Twycross Walk (Warwick) Campion Hills (Leamington)	Dave Anderson	£295,000	None	Milestones for each individual project including:- Project planning Consultation Procurement Installation Handover	April 2018
Community Led Projects New Street Burial Ground All Saints Churchyard	Dave Anderson	TBC	None	Milestones for each individual project including:- Project planning Consultation Procurement Installation Handover	April 2018
Other Projects Victoria Park improvements Newbold Arms play area Kennedy Square Clarendon Square	Dave Anderson	£312,000	None	Milestones for each individual project including:- Project planning Consultation Procurement Installation Handover	April 2018

 WARWICK DISTRICT COUNCIL	Overview & Scrutiny Committee – 26 September 2019	Agenda Item No. 7
Title	Work Programme, Forward Plan & Comments from Executive	
For further information about this report please contact	Lesley Dury, Committee Services Officer, 01926 456114 or committee@warwickdc.gov.uk	
Wards of the District directly affected	N/A	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	20 August 2019	
Background Papers	N/A	
<p style="text-align: center;">This report is produced for Scrutiny meetings for governance purposes. It is part of the process for ensuring that the Council is held to account for the decisions it makes or may make.</p>		

1. Summary

- 1.1 This report informs the Committee of its work programme for 2019 (Appendix 1) and of the current [Forward Plan October 2019 to January 2020](#)
- 1.2 In addition, it provides the Committee with the response that the Executive gave to its comments regarding the reports on 21 August 2019 (Appendix 2).
- 1.3 Appendix 2 also provides the Committee with the response that Council gave on 4 September 2019 in respect of the "Role of the Chairman of the Council – Task & Finish Group" report.

2. Recommendation

- 2.1 Members consider the work programme (Appendix 1) and agree any changes as appropriate.
- 2.2 The Committee to; identify any Executive items on the Forward Plan which it wishes to have an input before the Executive makes its decision; and to nominate a Member to investigate that future decision and report back to the Committee.
- 2.3 Members note the responses made by the Executive on the Comments from the Executive report (Appendices 2 and 3).

3. Reasons for the Recommendation

- 3.1 The work programme should be updated at each meeting to accurately reflect the workload of the Committee.

- 3.2 Two of the five main roles of overview and scrutiny in local government are to undertake pre-decision scrutiny of Executive decisions and to feed into policy development.
- 3.3 If the Committee has an interest in a future decision to be made by the Executive, or policy to be implemented, it is within the Committee's remit to feed into the process.
- 3.4 The Forward Plan is actually the future work programme for the Executive. If a non-executive member highlighted a decision(s) which is to be taken by the Executive which they would like to be involved in, that member(s) could then provide useful background to the Committee when the report is submitted to the Executive and they are passing comment on it.
- 3.5 Appendix 2, Comments from Executive, is produced to create a dialogue between the Executive and the Overview and Scrutiny Committee. It ensures that the Overview and Scrutiny Committee are formally made aware of the Executive's responses.
- 3.6 Where the Overview & Scrutiny Committee have made a recommendation as opposed to a comment the Executive are required to respond to the recommendation(s) made, including whether or not they accept the recommendation(s).

4. **Background**

- 4.1 The five main roles of overview and scrutiny in local government are: holding to account; performance management; policy review; policy development; and external scrutiny.
- 4.2 The pre-decision scrutiny of Executive decisions falls within the role of 'holding to account'. To feed into the pre-decision scrutiny of Executive decisions, the Committee needs to examine the Council's Forward Plan and identify items which it would like to have an impact upon.
- 4.3 The Council's Forward Plan is published on a monthly basis and sets out the key decisions to be taken by the Council in the next twelve months. The Council only has a statutory duty to publish key decisions to be taken in the next four months. However, the Forward Plan was expanded to a twelve-month period to give a clearer picture of how and when the Council will be making important decisions.
- 4.4 A key decision is a decision which has a significant impact or effect on two or more wards and/or a budgetary effect of £50,000 or more.
- 4.5 The Forward Plan also identifies non-key decisions to be made by the Council in the next twelve months, and the Committee, if it wishes, may also pre-scrutinise these decisions.
- 4.6 There may also be policies identified on the Forward Plan, either as key or non-key decisions, which the Committee could pre-scrutinise and have an impact upon how these are formulated.
- 4.7 The Committee should be mindful that any work it wishes to undertake would need to be undertaken without the need to change the timescales as set out within the Forward Plan.

- 4.8 At each meeting, the Committee will consider their work programme and make amendments where necessary, and also make comments on specific Executive items, where notice has been given by 9am on the day of the Overview and Scrutiny Committee meeting. The Committee will also receive a report detailing the response from the Executive, on the comments the Committee made on the Executive agenda in the previous cycle.
- 4.9 The Forward Plan is considered at each meeting and allows the Committee to look at future items and become involved in those Executive decisions to be taken, if members so wish.
- 4.10 As part of the new scrutiny process, the Committee is no longer considering the whole of the Executive agenda.
- 4.11 On the day of publication of the Executive agenda all Councillors are sent an e-mail asking them to contact Committee Services, by 09.00am on the day of the Overview and Scrutiny Committee meeting to advise which Executive items they would like the Committee to consider.
- 4.12 As a result the Committee considered the items detailed in appendix 2. The response the Executive gave on each item is also shown.
- 4.13 In reviewing these responses Committee can identify any issues for which they would like a progress report. A future report, for example on how the decision has been implemented, would then be submitted to the Committee at an agreed date which would then be incorporated within the Work Programme.

**Overview and Scrutiny Committee
Work Programme 2019/2020**

26 September 2019

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Neighbourhood Services – Service Area Update	Annual Item	Written Report	Rob Hoof / PH - NS		12 months	Annual Report
The Head of Neighbourhood Services to present a plan of what is achievable to improve accessibility to, and the condition/cleanliness of, toilets for people living with disabilities. This plan should include anticipated timescales so that the O&S Committee can agree a date for a full report.	20 August 2019	Written Plan with an explanatory introduction and summary	Rob Hoof		TBA depending on the Plan, (but a target of 3-4 months' time was mentioned at O&S 20 August)	
Shared Environmental Enforcement with Rugby Borough Council update.	O&S 8 January 2019	Written Report or Briefing Note	Gary Charlton			

<p>Executive Report Call-in Catering and Events Concessions Contract – Royal Pump Rooms and Jephson Gardens Glasshouse – Update on how it has gone.</p>	<p>O&S 30 May 2018 & 8 January 2019</p>	<p>Executive Report call-in</p>	<p>David Guilding / Phil Clarke</p>			
<p>Role of the Chairman of the Council – Task and Finish Group – Update as a result of discussions at Council in September 2019.</p>	<p>Executive 10 July 2019</p>	<p>Update in the Work Programme report</p>				

12 November 2019

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Development Services - Service Area Update	Annual item	Written Report	Dave Barber / PH Dev. Servs		12 Months	Annual Report

In respect of Development Services – a request from Cllr Margrave has come in via email (July 2019) asking for more granularity for timings for planning applications, perhaps in a monthly chart over two years, showing time from submission on the planning portal, time to validation, time to approval/rejection.

Current Arrangements for South Warwickshire Community Safety Partnership	Mandatory	Written Report	Pete Cutts		12 Months	Annual Report
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17 December 2019

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Future of Health Scrutiny Sub-Committee – to determine whether the Sub-Committee continues or its work is reabsorbed into Overview & Scrutiny Committee	O&S May 2019	Written Report	Marianne Rolfe			
Environment & Business – Service Area Update	Annual item	Written Report	Dave Barber / PH E & B		12 Months	Annual Report

11 February 2020

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Strategic Leadership/Chief Executive – Service Area Update	Annual item	Written Report	Chris Elliott / Leader of the Council		12 months	Annually

17 March 2020

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Annual update from Shakespeare's England to include KPIs for the District Council's area and what has been done.	29 August 2018	Written Report	PH Business / Martin O'Neill		12 months	Annual Report
Vision & Strategy for Leamington town centre annual update and progress on Action Plan.	2 April 2019	Written Report	Phillip Clarke		12 months	Annual Report
Culture – Service Area Update	Annual item	Written Report	Rose Winship / PH Culture		12 months	Annual Report

21 April 2020

Title	Where did item originate from	Format	Lead Officer/ Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Members' Annual Feedback on Outside Appointments	Standing Annual Item	Written Report	Democratic Services		Last O&S meeting of the Municipal Year 21/22	Annual Report
Annual review of membership / participation of Outside Bodies	Standing Annual Item	Written Report	Andrew Jones		Last O&S meeting of the Municipal Year 21/22	Annual Report
Overview and Scrutiny Committee End of Term Report	Standing Annual Item	O&S Report for Executive	Committee Services Officer		Last O&S meeting of the Municipal Year 21/22	Annual Report
Children's and Adults' Safeguarding Champions: End of Year Report	Standing Annual Item	Written Report	Lisa Barker		Last O&S meeting of the Municipal Year 21/22	Annual Report
Health & Community Protection – Service Area Update	Annual item	Written Report	Marianne Rolfe / PH H&CP		12 months	Annual Report

TBA

Title	Where did item originate from	Format	Lead Officer / Councillor	Membership of Task & Finish	Next report date if applicable	Completion date
Fuel Poverty	26 June 2018	Written Report	Alice Ellis / Marianne Rolfe / Lisa Barker			
Reviewing the success of the Rugby trial and the way forward	25 September 2018	Written Report	Gary Charlton			
<p>Emergency Planning in light of Grenfell Tower and other major incidents</p> <p>(To include:</p> <ul style="list-style-type: none"> • What this Council has done, • Capacity • Staff Learning) 	27 June 2017 (June 2019 – Following a request from H&CP, the Chairman agreed that this could be moved to TBA since the Council has already implemented fire safety measures and reports have been given on these. When the Grenfell report is published, it will be seen if there are recommendations the Council should still consider.)	Written Report	Marianne Rolfe			

Asset Management Strategy (Corporate Assets) (Forward Plan Ref 641) – Overview and Scrutiny Committee to determine if this should be a Work Programme item	November 2015	Written Report	PH Housing			
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Municipal Year 2020/2021 onwards

Arising from O&S Committee meeting 2 April 2019:

- July 2020 – Progress report on HEART service subsequent to last report 2 April 2019
- July 2020 – Review on progress/success of the recommendations from the Task & Finish Group – Role of the District Council Chairman

Arising from O&S Committee meeting 9 July 2019

- July 2020 - Update on the adoption of a Plastics Policy – progress with the policy and the difference it has made; future plans – Alice Ellis
- July 2020 - Annual Review of Council’s Sustainability and Climate Change Approach – Alice Ellis – Annual Report

Arising from Executive meeting 10 July 2019

- July 2020 – Report in respect of decisions made on the role of the Chairman of the Council – Task & Finish Group (Executive Minutes 10 July 2019, Minute number 8 – Resolutions, agreed at Council 4 September 2019)

Arising from O&S Committee meeting 20 August 2019

- August 2020 – Update on the Night Noise Service – Marianne Rolfe

Service Area Update Rota
Finance
Housing & Property
Neighbourhood Services
Development Services
Environment & Business
Chief Executives
Culture
Health & Community Protection

**Response from the meeting of the Executive on F&A and O&S Committees'
Comments – 21 August 2019**

Item no.	5	Title	Newbold Comyn – Update and Approach to Engagement	Requested by	Labour Group
Reason considered		<p>Correction needed: Page 1- Wards directly affected should not list Newbold as this doesn't exist anymore. Newbold Comyn now sits in Clarendon Ward.</p> <p>1. On page 4, 3.8, states "A high level assessment of options, on assumed most commercially favourable model suggested that the right mix of uses in the right layout could generate a significant income for the Council."</p> <p>In a briefing at the Town hall on Newbold Comyn it was said that the residents online survey concluded that an important factor in any development was that it should not be too commercial.</p> <p>The Council's premise given to SLC as a basis for the study does seem at odds with this. Surely other factors are important when issues such as Health & Well-being are being considered? Consultation needs to be heard and considered for it to be of value and meaningful?</p> <p>2. Page 4,3.9, further states This has informed three masterplan options,</p> <p>As it appears: Layout 1 includes five golf type options, new adventure play area, new outdoor activities area (high ropes, low ropes, zip wires, climbing etc), new 3G artificial turf pitch, visitor centre/cafe and additional parking.</p> <p>Layout 2 Excludes four of the golf options but doesn't actually refer to Adventure golf. Larger extension to nature reserve...</p> <p>Layout 3 Again excludes four golf option but doesn't actually refer to adventure golf. outdoor activities are left unspecified, slightly extended nature reserve...</p> <p>If options are listed as above in the masterplan it would certainly skew selection to Option 1 (more commercial route, as it seems to offer items difficult to say no to, however including ALL of these would not necessarily be a positive addition for Newbold Comyn. Particularly when upholding survey results?</p> <p>I would hope options would be presented in a fair way, Eg. Why do four golf items hang together as all in or all out? One of our Observers recalled the cross party Member Reference Group during previous administration, felt other benefits need to be considered not just commercial. It is disappointing that both the premise and tone of SLC study and options as listed above seem to contradict this.</p> <p>3. Car Park for 170 spaces in Option 1. Presumably this is driven by high level commercial/income premise attracting significantly more visitors? Is this our aim? Does this reflect our Declaration of a Climate Emergency? Especially as no other greener transport options discussed. At the moment, the online survey said, people access on foot equally as much as drive. Further development of smaller access road would also cause more traffic</p>			

	<p>disturbance at Newbold Comyn and surrounding area?</p> <p>4. Section 6, page 9, Risks not mentioned here: Reputation of WDC if this site becomes overdeveloped and too commercial, particularly for frequent local users.</p> <p>5. Health & Wellbeing Group (Michael Bunney) not mentioned as Interested Parties List, Appendix 2, Page 4.</p> <p>I do think a full result of online survey should have been included in the appendices. It did have a very significant response.</p> <p>I think Appendix 2, Page 17, Question 14 should say "listed in Q9"?</p>
Scrutiny Comment	The Overview & Scrutiny Committee voted unanimously to support the recommendations in the report.
Executive Response	The recommendations in the report were approved, subject to an amendment to recommendation 2.1 in the report, to add at the end of the sentence <i>"to deliver the greatest public benefit"</i> .

Item no.	7	Title	Warwick District Leisure Development Programme – Kenilworth Facilities	Requested by	Green & Lib Dem Groups
Reason considered	<p>Green Group:</p> <p>1. We do not consider that the report provides sufficient evidence as to why the proposals for a new outdoor pool, strongly advocated by a number of Kenilworth residents, have been rejected. People still feel the case for an outdoor pool has not been properly considered and that their wishes have not been properly taken into consideration. We ask that the data on which this decision was made, in term of comparative costs, feasibility of construction (including constraints on the site), and anticipated demand and usage is made public as soon as possible. Will this be done in an evidenced statement?</p> <p>2. We welcome the new information in Appendix B which includes specific detail on advancing net zero carbon by the list of additional technologies promoting energy efficiencies (Item 7 Appendix B/p17).-However, the comparison between (Item 7 /Appendix B/para 6.9 p20) is in our view flawed because the comparison should be based on the advanced design standards set out in para 6.8 of the same report, rather than on the current mix and cost of energy resources. i.e if renewables are used, what does that do for the costs? Why are these not being used to make the business case?</p> <p>Liberal Democrat Group:</p> <p>To seek an understanding as to why there is to be no further wider public consultation with all of the information on the swimming facility schemes being to the same standard of detail. The running costs are not comparing like for like on each of the options.</p> <p>To question the work done on the impact of the proposed access to the Castle Farm site and any proposed mitigation measures to be put in place for local residents who will be affected by the increase in traffic and pedestrians and cyclists.</p> <p>To explore in more detail why new accesses have been discounted.</p>				

Scrutiny Comment	The Overview & Scrutiny Committee noted the report.
Executive Response	The recommendations in the report were approved. Note: The Executive would support and encourage Kenilworth Town Council if it was minded to consider putting forward a proposal for an outdoor lido in Kenilworth.

Response from the meeting of Council 4 September 2019 in respect of Executive Recommendation to Council made by the Executive on 10 July 2019

Item no.	11	Title	Role of the Chairman of the Council – Task & Finish Group
Background	<p>The Executive considered a report from Democratic Services bringing forward recommendations on the role of the Chairman of the Council following a Task & Finish Group Review as agreed by the Overview & Scrutiny Committee at its meeting on 2 April 2019.</p> <p>A Task & Finish Group was formed in October 2017 by the Overview & Scrutiny Committee to undertake the review as set out within the defined scope, attached at Appendix 1 to the report. The Membership of the Group was established as Councillors Ashford, Mrs Knight and Margrave. The Group concluded its work in spring 2019 and its recommendations were supported by the Overview & Scrutiny Committee on 2 April 2019.</p>		
Executive Response	<p>The Executive:</p> <p>Recommended to Council that</p> <p>(1) the proposed revisions to Article 5 of the Constitution as set out at Appendix 3 to the report, be made, subject to an amendment to Appendix 3, Section 6, on page 11 in the report, to read “to host or attend events or functions they determine appropriate.”, and remove the rest of the paragraph after the word “appropriate”.</p> <p><i>(Council will consider this on 4 September 2019.)</i></p> <p>Resolved that</p> <p>(1) the current budget for supporting the Chairman is appropriate, but that in light of the underspend on their allowance over each of the last four years, this should be reduced by £1,500 per annum as part of the 2020/21 budget, be accepted;</p> <p>(2) in the event of relocation to a new HQ, a room is not dedicated solely for the chairman's use, but a suitable room be made available to the chairman for use when inviting guests or meeting with staff, be agreed;</p> <p>(3) the updated guidance/protocol for leading on events as set out at Appendix 7 to report, be welcome;</p> <p>(4) a review of the current civic gifts with the Chairman's office will be undertaken with a view as to how these can be made more publically</p>		

	<p>accessible or if appropriate disposed of, be noted;</p> <p>(5) the Chairman be asked to undertake a review of the purpose and arrangements for Annual Council, including who is invited and they report on this to Council by no later than November 2019;</p> <p>(6) a report will be brought back to Scrutiny in July 2020, by officers in liaison with the Chairman of the Council and Chairman of the Overview & Scrutiny Committee, that reviews the impact of these recommendations, if they are agreed by Council, be noted; and</p> <p>(7) in addition to (5) above, the Executive would expect this report to include details of the events, including fundraising events, that the Chairman had attended and the cost of attending those events.</p>
Council Response	Council approved the recommendation made to it by the Executive.