



**MINUTES OF A MEETING OF THE SUSTAINABLE GROWTH AND ENVIRONMENT  
CAPITAL SCRUTINY COMMITTEE  
HELD IN THE BOUGES/VIERSEN ROOMS, TOWN HALL  
ON 15 SEPTEMBER 2015**

**Present:** Councillors Sandford (Chairman), N Khan MBE (Vice Chairman), D Over, R Brown, A Iqbal, C Harper, R Bisby, M Jamil, JA Fox, J Whitby

**Also Present:** Councillor JR Fox, Group Leader, Werrington First  
Councillor Eley, Cabinet Member for Digital, Waste and Street Scene  
Councillor Seaton, Cabinet Member for Resources  
Hani Mustafa, Youth Council Representative  
Oliver Sainsbury, Youth Council Representative

**Officers Present:** Nicholas Harding, Head of Development and Construction  
Andy Tatt, Head of Peterborough Highways Services  
Amy Petrie, Principal Programme and Project Officer  
James Collingridge, Amey Partnership Manager  
Martin Raper, Account Director, Amey  
Steven Pilsworth, Service Director Financial Services  
Vicki Palazon, Financial Services Manager – Planning and Reporting  
Paul Richards, Serco Operations Director  
Paulina Ford, Senior Democratic Services Officer

**1. Apologies for Absence**

No apologies for absence were received.

**2. Declarations of Interest and Whipping Declarations**

There were no declarations of interest or whipping declarations.

**3. Minutes of Meetings held on 16 July 2015**

The minutes of the meeting held on 16 July 2015 were approved as an accurate record.

**4. Call in of any Cabinet, Cabinet Member or Key Officer Decisions**

There were no requests for call-in to consider.

**5. Report on the Review of the A1139 Fletton Parkway Junction 17 A1(M) – Junction 2 Scheme and Procurement Options for Major Highway Schemes**

The report was introduced by the Head of Peterborough Highway Services. The report had been brought to the Committee following a request from the Committee at its meeting held on 16 February 2015 and provided a review of the Fletton Parkway Scheme and included the following information:

- The different procurement options for highway contracts including fixed price and target cost contracts

- Details of the different stages of delivery of major highways schemes, using the Fletton Parkway Junction 17-2 Scheme as an example

Questions and observations were made around the following areas:

- Was any preparatory work done prior to the contract being procured like checking the soil? *The Head of Peterborough Highway Services referred Members to Appendix 2, Scheme Delivery Stages. All procurements of this nature went through a procurement framework contract which included soil testing, environmental work, surveys and studies. With regard to the Fletton Parkway Junction 17-2 Scheme there was additional contamination found to that identified through the surveys. No contamination had been found through the pre testing of soil or identified in historical records. Large scale schemes always had an element of risk.*
- Members sought assurance that lessons had been learnt from the Fletton Parkway Scheme to ensure any future contamination would not be missed when undergoing further schemes. *Members were assured that lessons had been learnt and additional testing will be undertaken for future schemes in similar locations or locations with similar traffic flows.*
- Members were also informed that preparatory work for any major scheme would remain the same and the professionals employed to do this work would take into consideration the large area of contamination found but trial holes for a new scheme may still miss any further areas of contamination. This risk could not be mitigated completely.

## **ACTIONS AGREED**

The Committee noted the report and requested that a copy of the minutes of the meeting held on 16 February 2015 be circulated for information to Members of the Committee.

## **6. Amey Annual Partnership Report**

The report was introduced by the Cabinet Member for Digital, Waste and Street Scene, also in attendance was the Amey Account Director and Amey Partnership Manager. The report provided the Committee with an update on the performance of the Amey Partnership contract which included the following key areas:

- Street Cleansing
- Gluttons
- Litter Bins
- Parks Trees and Open Spaces
- Refuse and Recycling
- Garden Waste
- Property Service, Design and Project Management
- Transport
- Managed Services
- Clean and Green
- KPI Performance update

Questions and observations were made around the following areas:

- Members sought further clarification on the Gluttons. *Members were advised that there would initially be five Gluttons deployed: 2 in the city centre, 1 in Central Park, 1 in Central Ward and 1 in Bretton. The Gluttons would be permanently based within the wards but could be transported to other areas by trailer. Parish Councils and local community groups would also be able to use them at any time that they were not being used by Amey. Five further Gluttons would be provided at a later date. The Glutton*

*could be deployed to any area where required. Material collected by the Glutton was sent to an external company who specialised in recycling.*

- *Members were informed that it was at the discretion of each individual Parish Council if they wished to use the Gluttons. Anyone wishing to use them would receive training on the use of the Glutton and there would be a number to call if there were any issues. Insurance cover and how this would be provided was being looked into.*
- *A member of the Youth Council referred to paragraph 5.9.2 and the scheme, "3 month environmental hit squad" and sought clarification as to what this was. Members were informed that it was part of the Clean and Green Campaign and was a hit squad which comprised of two operatives and a van. It provided a more intense cleanse of an area such as collecting fly tipping, needles, removal of graffiti, clearing of dog fouling, cleansing of shelter belts etc.*
- *How was the street cleaning monitored. Members were informed that quality checks completed by inspectors were in place to ensure the cleanse had been completed to grade A standard. The inspection records were then monitored by the partnership team.*
- *Members requested a schedule of street cleansing so that ward councillors could be aware of when the streets should be cleaned.*
- *Members referred to paragraph 5.4 of the report; Update on Refuse and Recycling and noted that over 60% of the waste presented in the black bin could be removed and placed into containers already in use to collect recyclable and compostable wastes. What was being put in place to reduce this percentage? Members were informed that various initiatives had been put in place to increase the recycling rates as part of the Clean and Green Campaign. This included door knocking in areas of the city to advise people on how to recycle and which receptacle to use, street signs to show people which colour bin to place what type of waste in, all new properties received packs of information advising on which bins should be used for which type of waste. A trial incentive scheme had also been put in place where people could earn points for recycling which would go towards a local community scheme.*
- *Members asked for a breakdown of recycling rates in different areas of the city.*
- *Was anything being done with schools to educate children regarding recycling. Members were advised that Amey did visit schools and provided education on recycling and the benefits. Amey also did road shows in the city centre.*
- *A member of the Youth Council asked if incentives could also be offered to young people to earn points for their schools or youth clubs. Members were informed that the incentive scheme meant that the points would be earned by the household and therefore encouraged both young people and parents within the household to earn points by recycling better.*
- *Members referred to the statement within the report quoting the current recycling rate as 34.35% (excluding garden waste) and asked what the figure would be if garden waste was included. The Account Director was unable to provide the figure at the meeting but advised that it could be provided after the meeting.*
- *Members sought clarification as to whether the recycling rate was increasing or falling. Members were informed that overall recycling of garden waste was falling as residents now removed garden waste in different ways. The change in council policy to pay for garden waste collection has had an impact on the percentage collected. However the green bin recycling rate has increased. The food waste recycling had decreased which had instigated a focus on getting this back up again by offering incentives such as free bags.*
- *Members noted that there were currently 19603 garden waste subscriptions and asked what percentage of the total household this equated to. Members were advised that it equated to approximately 25% of households in the city.*
- *Had the amount of garden waste increased in the black bins since the garden waste charge had been implemented. Members were informed that it had increased by 3½% which had been expected.*

- Had fly tipping of garden waste increased since the introduction of the garden waste collection charge. *Members were advised that fly tipping of garden waste was very low. All fly tipping cases were investigated.*
- What was being done with regard to people who lived in accommodation such as flats that did not have the facilities to recycle or the use of a food waste caddy. *Members were advised that Amey were currently piloting a scheme in flats for recycling food waste and if successful this would be rolled out further.*
- Members noted that there were four sites where residents could deposit bulky waste free of charge for collection. Had this been beneficial? *Members were informed that where they were placed in areas of low fly tipping it had been beneficial but in areas where there was high fly tipping hardly anyone had used the site. The four sites were located in Hampton, Central Ward, Ravensthorpe and Bretton. Communications were sent out in advance so that people were made aware of the locations.*
- Would fly tipping be reduced if more free bulky waste collections were available? *Members were advised that the evidence suggested that it would not make a difference. The take up of the service was no more when the service was free.*
- Members were informed that two mobile cameras were being purchased to catch fly tippers and they would be used 24/7, 365 days a year. They would target the most habitual fly tipping areas. People who were caught and prosecuted were named and shamed.
- Members were concerned that the courts were not taking fly tipping seriously and issuing appropriate fines. *Members were informed that courts could issue fines of up to £50,000 for fly tipping but this was never enforced.*
- Members sought clarification as to what a “Big Belly” was. *Members were informed that they were large capacity bins which also compacted the rubbish inside and therefore was able to take two or three times the amount of rubbish. It also had a Wi-Fi connection so that a message could be sent to the depot to advise that the bin was filling up. This would cut down on wasted collection journeys as the bins would only need emptying when they were full.*
- Members were concerned that people may be confused as to what they could put into the green bin and that this might affect recycling figures.
- Members were advised that the current recycling facility could not take shredded paper but this was being looked into.
- Members were informed that there had been a positive response to spray signs regarding dog fouling.
- Members referred to the Key Performance Indicator Chart and specifically to reference 1.2; “number of missed collections at assisted collection properties. Target < 70”. An explanation was sought as to why the monthly rate had increased to 66. *The Account Manager advised that the rate required further improvement and this was being worked on. Work was being done with each collection crew if a complaint was received to understand why the collection had been missed so that it would not happen again.*

## **ACTIONS AGREED**

The Committee noted the report and requested the following:

1. A schedule of street cleansing for each ward, this to be circulated to all councillors.
2. An information report regarding recycling rates to include:
  - a. recycling rates for each area of the city
  - b. a trend report for the last four years to show the total household recycling rate including green bin and black bin recycling.
3. That the Cabinet Member look into whether the spray signs could be made a permanent feature.

## RECOMMENDATION

The Committee recommend that the Director of Governance look at how the Committees concerns regarding low penalties being imposed with regard to fly tipping offences by the courts could be raised with the local Magistrates courts.

### 7. Report on the Performance of the Serco Partnership (2014/15)

The report was introduced by the Serco Operations Director. Also in attendance was the Service Director - Finance Services, Financial Services Manager - Planning and Reporting and the Cabinet Member for Resources. The report provided the Committee with an update on the performance of Serco during 2014/15 highlighting the following areas:

- Performance Data for:
  - Customer Services
  - Shared Transactional Services
  - Business Support
  - Strategic Property
  - Procurement
  - ICT
- Complaints

Questions and observations were made around the following areas:

- Members congratulated the Operations Director on Serco retaining the Customer Service accreditation for another year for the Peterborough Direct Service.
- Members referred to the section on Complaints and noted that whilst overall the complaints had reduced for both Customer Services and Shared Transactional Services there was a high number of complaints received for delayed / failed service in the Shared Transactional Service. Why was this and what had been put in place to improve this. *Members were informed that the Contact Centre received approximately 400,000 calls a year and it was therefore inevitable that some customers may not be happy with the service they receive. All calls were recorded and played back and coaching and training was then given to staff and if necessary disciplined.*
- Members commented that the generic number used for council tax queries was often impossible to get through to. The 747474 number also took a long time to be answered. Serco Officers listed in the telephone directory often only showed their names but no telephone number. Members requested that this be changed to show telephone numbers as well.
- Members asked if the number of staff on the call centre varied according to the time of day and when it was busiest. *Members were informed that more staff were on duty to cover at peak times.*
- Had extended opening hours for the call centre been considered? *The Cabinet Member responded that this had been considered but there was a cost implication. This matter was however being considered with the Leader and would be presented to the Budget Working Group if additional funds were required.*
- Members were concerned that the council was still behind with ICT technology and wanted to know how quickly this would change. *Members were informed that Peterborough was one of the top ranking councils in the country with regard to ICT strategies. The improvements would not be seen immediately as much of the work was done in the background. The Cabinet Member offered to provide a briefing to all Group Leaders on the operational implementation of the ICT Strategy.*
- It was noted that the Cabinet Member for Digital, Waste and Street Scene would be presenting a progress report for his portfolio at the next meeting in November and an update on the ICT Strategy and CityFibre could be included.

- A member of the Youth Council asked if a deal could be done between CityFibre and new housing developers to install fibre optic broadband when the new houses were being built. *The Cabinet Member advised that he thought that discussions with CityFibre on this subject were already taking place.*

#### **ACTIONS AGREED**

The Committee noted the report and requested that the Cabinet Member for Digital, Waste and Street Scene provide an update on the implementation of the ICT Strategy within his portfolio progress report when attending the November meeting.

#### **8. Forward Plan of Executive Decisions**

The Committee received the latest version of the Forward Plan of Executive Decisions, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the following month. Members were invited to comment on the Forward Plan and where appropriate identify any relevant areas for inclusion in the Committee's work programme.

Members sought clarification on when the Subsidised Passenger Service Provision decision KEY/04SEPT15/05 would be made.

#### **ACTIONS AGREED**

The Committee noted the Forward Plan of Executive Decisions

#### **9. Work Programme 2015/2016**

Members considered the Committee's Work Programme for 2015/16 and discussed possible items for inclusion.

#### **ACTION AGREED**

To confirm the work programme for 2015/16 and the Senior Democratic Services Officer to include any additional items as requested during the meeting.

The meeting began at 7.00pm and ended at 9.10pm

CHAIRMAN