

## STREETSCENE AND ENGINEERING SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

**Members Present:**

**14 July 2017**

**Chairperson:** Councillor S.M.Penry

**Vice Chairperson:** Councillor S.Jones

**Councillors:** A.R.Aubrey, N.J.E.Davies, R.Davies,  
A.McGrath, R.Thomas, J.Warman and  
R.W.Wood

**Officers In Attendance** D.Griffiths, Harvey, T.Davies, A.Lewis and  
Miss.C.Davies

**Cabinet Invitees:** Councillors E.V.Latham and A.Wingrave

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1. **MINUTES OF THE STREETSCENE AND ENGINEERING SCRUTINY COMMITTEE HELD ON 12 JUNE 2017.**

The Scrutiny Committee noted the minutes.

2. **SCRUTINY FORWARD WORK PROGRAMME 2017/18.**

The Committee noted the forward work programme.

3. **PRE-SCRUTINY**

The Committee selected the following Cabinet Board items for Scrutiny:

3.1 **Quarter 4 Performance Monitoring (2016/17)**

Members received information on the quarter 4 performance management data for the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017 for Environment.

Members queried how much it was costing the Authority, to allow public across the border, to utilise the Household Recycling Centres and were there negative effects of the changes to the opening hours. Officers explained that there was a Monitoring report to be presented to members in September.

Members asked whether it would be possible to have weekly Garden waste collections in the Summer. Officers explained that current resources were not sufficient for weekly green collections which are collected in a segregated section of the same vehicle collecting black bag / bin waste.

Members highlighted that they believed there was more mess left on the streets with the new Recycle + system and asked officers whether the staff could tidy up during the collection of recycling. Officers informed the members that there were still teething problems as the system is introduced to the whole Authority and work is ongoing to provide a more efficient service. Members suggested going on site with the staff to observe the day to day work of the new Recycle + system.

Members highlighted that they wanted the Performance reports to be made simpler. Officers explained that the format of writing Performance reports are bound by Welsh Government.

Members highlighted that there was not enough detailed information on the complaints that are included in the Performance report and felt that the amount of complaints were not accurate. Officers confirmed that the complaints detailed in the report are the formal complaints registered as part of the corporate procedure. Other types of minor complaints would be dealt with through the Customer Services Manager.

Members requested an overview including more detailed information on the informal complaints.

Members requested an all members seminar on Performance.

Following scrutiny, it was agreed that the report be noted.

### 3.2 Review of Trade Waste and Recycling Service Charges

Members were updated on reviewing the charging schedule for trade waste services.

Members were concerned that this would be a high impact on the Voluntary Organisations. Officers highlighted that legally some charities can qualify for a discount.

Members asked whether schools use the internal Trade Waste service or are they using private services. Officers confirmed that the majority of the Schools use the internal service however; ultimately the choice lies with the School and were entitled to use private services

Members highlighted that raising the charges could lose customers and whether reducing them may appeal to more customers. Officers highlighted that in the past there have been times where charges have increased and have lead to a loss of some customers, however guidance is that the authority should fully recover such costs. If costs were reduced leading to a substantial increase in service demand then due to existing resources that this would put more pressure on the service which may also have an effect on domestic collections.

Following scrutiny, the Committee was supportive of the proposals to be considered by the Cabinet Board.

## **CHAIRPERSON**