

# Public Document Pack

## Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

### Bridgend County Borough Council



Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB / Civic Offices, Angel Street, Bridgend, CF31 4WB

*Rydym yn croesawu gohebiaeth yn Gymraeg.  
Rhowch wybod i ni os mai Cymraeg yw eich  
dewis iaith.*

*We welcome correspondence in Welsh. Please  
let us know if your language choice is Welsh.*



**Cyfarwyddiaeth y Prif Weithredwr / Chief  
Executive's Directorate**

Deialu uniongyrchol / Direct line /: 01656 643696

Gofynnwch am / Ask for: Mrs Julie Ellams

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date:** Tuesday, 11 September 2018

Dear Councillor,

### **SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3**

A meeting of the Subject Overview and Scrutiny Committee 3 will be held in the Council Chamber - Civic Offices Angel Street Bridgend CF31 4WB on **Monday, 17 September 2018 at 10:00.**

### **AGENDA**

1. Apologies for Absence  
To receive apologies for absence from Members.
2. Declarations of Interest  
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including whipping declarations)
3. Approval of Minutes 3 - 8  
To receive for approval the minutes of the meeting of the 23/07/2018
4. Forward Work Programme Update 9 - 48
5. Waste Services 49 - 68  
Invitees:  
  
Mark Shepherd, Corporate Director Communities;  
Cllr Hywel Williams, Deputy Leader;  
Cllr Richard Young, Cabinet Member – Communities;  
Zak Shell, Head of Neighbourhood Services;  
Andrew Hobbs, Group Manager Street Works;  
Sian Hooper, Waste and Cleaner Streets Manager;  
Maz Akhtar, Regional Manager Kier  
Lee Woodall, Finance and Operations Director  
Scott Saunders, Business Manager
6. Urgent Items  
To consider any item(s) of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be

**By receiving this Agenda Pack electronically you will save the Authority approx. £1.36 in printing costs**

transacted at the meeting as a matter of urgency.

Yours faithfully

**K Watson**

Head of Legal and Regulatory Services

Councillors:

SE Baldwin  
TH Beedle  
N Clarke  
P Davies  
DG Howells  
A Hussain

Councillors

DRW Lewis  
JC Radcliffe  
RMI Shaw  
JC Spanswick  
RME Stirman  
G Thomas

Councillors

JH Tildesley MBE  
E Venables  
MC Voisey  
DBF White

# Agenda Item 3

## SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 - MONDAY, 23 JULY 2018

### MINUTES OF A MEETING OF THE SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 HELD IN COUNCIL CHAMBER - CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON MONDAY, 23 JULY 2018 AT 09:30

#### Present

Councillor JC Spanswick – Chairperson

SE Baldwin	TH Beedle	N Clarke	DG Howells
A Hussain	DRW Lewis	JC Radcliffe	RMI Shaw
RME Stirman	G Thomas	JH Tildesley MBE	E Venables
MC Voisey	DBF White		

#### Apologies for Absence

P Davies

#### Officers:

Sarah Daniel	Democratic Services Officer - Scrutiny
Julie Ellams	Democratic Services Officer - Committees
Greg Lane	Head of Democratic Services

#### Invitees:

Zak Shell	Head of Neighbourhood Services
Paul Thomas	Principal Surveyor – Property and Facilities Management.
Councillor Richard Young	Cabinet Member Communities

#### 47. DECLARATIONS OF INTEREST

None

#### 48. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meetings of Subject Overview and Scrutiny Committee 3 dated 19<sup>th</sup> April 2018 and 12<sup>th</sup> June 2018 be approved as a true and accurate record.

#### 49. FORWARD WORK PROGRAMME UPDATE

The Scrutiny Officer presented the feedback from previous meetings of the Subject Overview and Scrutiny Committee 3 and the list of responses including those still outstanding.

A Member explained that he had submitted a question for Council regarding Waste Services, but he had missed the deadline. He asked if when this item was next considered the report could cover the contract and what sanctions were in place for non- delivery in the first period. He wanted to know what actions had been taken for not hitting the key deadlines, the additional costs relating to issues at the start of the contract and the number of member referrals. The Scrutiny Officer reminded Members that as previously explained, the financial aspects of the contract could be considered by the Corporate Overview and Scrutiny Committee.

A Member asked for the report to include an update on enforcement and the outcome of the review particularly in relation to the Wildmill area.

The Scrutiny Officer asked the Committee if they wanted further information on any items or if they wanted to prioritise any items.

A Member referred to ALN Reform and private members legislation regarding autism and asked for more detail on what information was being fed into the process.

Members requested that Parks and Fields, the revised CAT process and Empty Properties be prioritised.

RESOLVED: That the report and the comments made, be noted.

50. PLASTIC FREE BRIDGEND COUNTY

The Head of Neighbourhood Services presented a report advising the Committee on the topic of plastic waste pollution and the proposal for a "Plastic Free Bridgend County".

A Member expressed his disappointment because the report presented a negative view giving reasons why actions could not be taken rather than proposals for what could be done. The Chairperson agreed that the general feeling of the Committee was that this was a light report. The Head of Neighbourhood Services replied that this was a complex topic and he had not intended to be negative. He was keen to ensure that due consideration was given to the issues and actions taken for the right reasons. He explained that originally the motion was presented to Council but then it was withdrawn for a Scrutiny Committee to consider. The report was intended to inform debate and discussion with regards to single use plastics rather than assume that the authority would move forwards with discontinuing their use. The Head of Neighbourhood Services gave an example comparing a currently authority wide purchased disposable plastic pen and a refillable parker pen. One was significantly more expensive than the other, but did not need to be thrown away. He highlighted how just for this one small area of regular purchase, a relatively complex business case weighing cost versus environmental benefit would need to be carefully considered for the Authority to make the best decision as to which to purchase. The report was designed to highlight these complexities to avoid a knee jerk decision to implement policy change without understanding the consequence.

The Head of Neighbourhood Services referred to the "Blue Planet" BBC television series and how you could not fail to be moved by the way plastics were irresponsibly used and disposed of. He explained that there had been significant activity in plastic recycling at the kerbside and in the collection of absorbent waste products. Whilst positive action had already been taken, the impact and definition of a "Plastic Free Bridgend" was complex and the benefits were not clear. There was still room for more changes largely in offices where single use plastics could be replaced. The changes could be far reaching and affect every part of the Authority including business support and procurement. He added that to truly understand the full impact then a further study would be required to look at what it would cost to discontinue use and the impact it would have and what the long term savings would be. The Authority had to be aware of the business case and all the issues involved. He explained that it would be possible to change from biodegradable food waste sacks to single use plastic bags which could then be pulled out of the process. It took too long for biodegradable bags to break down in the current process. He added that this was a complex topic and that reuse should be encouraged wherever possible.

Members discussed the need for a market for plastic to create demand for it to be recycled, the need for bags to be made from recycled plastic, the collection of hard plastics at sites and the introduction of the collection of polystyrene. Members discussed the provision of water fountains in Council buildings.

A Member referred to the Green Peace campaign, "9 Ways to reduce your Plastic Use" and suggested that the Council could adopt them. He also suggested that the Council engage with "Surfers against Sewage" and to promote the scheme via an Environmental Champion in the Council.

The Cabinet Member for Communities explained that the original motion to Council would have mandated the authority to take action in a certain way even though the proposals had not been funded or discussed. By working with Scrutiny they could look at what existed, what could be done and find a strategic way forward. He was disappointed with the negative comments about the report and stressed that it was important to understand what was being done, what could be done and to plan a strategic way forward. There was currently no budget for this work and it had not been a priority until now.

Members discussed the recycling of black plastic at community recycling centres and were advised that even though this was not offered at the kerbside, residents were able to recycle their black plastics at the CRC's.

Members also questioned if the blue sacks used at the kerbside for residents to dispose of their general waste were made from recycled plastic and if so, it should be advertised on the bags. The Head of Street scene confirmed he would look into it and report back to Members.

A Member asked if sanitary products could be collected rather than going to landfill or being incinerated. He was advised that this could have significant implications on all collections and there could be a significant cost which might not be justified by the reduction in tonnes. He added that there was also a need to balance the budget as well as look at the environmental impacts of providing additional recycling methods. He suggested if members wished for this option to be explored that a costing exercise would need to be undertaken.

Members asked why there had been a delay with procurement of an external company to undertake enforcement against littering in Bridgend County. The Head of Neighbourhood Services explained that the intention was for it to be in place earlier but it had taken considerable time to arrange and update documents with constraints on officers' time. He added that this was being implemented imminently.

Members discussed bags for life, eco warriors for schools, the use of social media to promote BCBC's waste and recycling methods and what could be recycled at the kerbside and at the CRC's.

Members also suggested that the Authority explore the option of reverse vending machines where you put plastic in and a points based reward system was in place.

The Head of Neighbourhood Services explained that one of the issues with town centre recycling bins was the level of contamination. He added that he would like to see trials conducted in carefully selected areas. Members were in agreement with this.

A Member raised the issue of single use disposables and catering. He believed that food outlets should all be encouraged to help reduce the waste left in car parks etc. He also

said that supermarkets should be encouraged to reduce the amount of packaging on goods.

Members discussed arrangements for recycling in council buildings and the National Assembly where there were recycling bins in each room. They agreed that in addition to encouraging residents to recycle, officers should also be leading by example and recycling as much as possible.

### **Recommendations**

- Members recommended that the authority should take the lead on reducing single use plastic items and encourage local businesses and the community to follow suit. Members recommended that the Authority start with steps suggested by Friends of the Earth such as encouraging the use of refillable water bottles, paper straws, and purchasing of fruit and vegetables that are not packaged.
- Members recommended that Officers explore the options of installing water fountains at key locations throughout the Borough to encourage the use of reusing water bottles rather than purchasing plastic bottled water. Members encouraged officers to explore this as part of the developments of the Bridgend Market.
- Members recommended that officers explore the option of trialling recycling bins in the Borough and if successful to have them installed in all Towns in the Borough to encourage members of the public to recycle when they are out as well as at home.
- Members recommended that Council adopt an Environmental Champion to encourage Members and the Community on issues surrounding waste and recycling in the Borough
- Members recommended the Authority better utilise their Facebook and Twitter pages to communicate regularly with residents about what can be recycled at the kerbside and also at the Community Recycling Centres. Members stated that they were not aware that black plastics could be taken to the CRCs to be recycled as advised by officers in the meeting. Members asked that as part of the communications, officers could encourage residents to dispose of single use items such as wet wipes and cotton buds to be disposed of correctly.
- Members recommended that officers contact the WLGA to find out what approach other Local Authorities are adopting with regards to reducing their plastic consumption.
- Members recommended that the options for a plastic bottle deposit return scheme be explored in the Borough and recommended that the relevant Cabinet Member write to Welsh Government to advise that BCBC supports this scheme

### **Further Information**

- Members asked for clarification on the single use bags currently used by the Authority to collect residual waste from residents and if they were used from recyclable material and if so this should be printed on the bags to promote to the community.
- Members asked if there is an obligation for retailers to make a charitable donation for the charges for reusable carrier bags.
- Members needed to better understand the environmental and budgetary impacts of using single use plastic bags over bio-degradable bags for the disposal of food waste.
- Members asked for the recycling of sanitary products be explored and balanced between environmental and budgetary impacts
- Members would like to be provided with a definitive timeline for the procurement of an external contractor to undertake enforcement action on littering in the Borough. Members heard that this would shortly be going through the tendering

**SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3 - MONDAY, 23 JULY 2018**

process but members wanted reassurance as to when this was likely to happen and when a contractor would be appointed.

- Members asked for clarification on the class of vehicles allowed at CRCs and what was classed as a commercial vehicle and therefore not allowed at the centres.

**Further information for Waste report**

- Update on the polystyrene baler that was due to be installed at Community Recycling Centre's. Is this going to be installed? When?

51. URGENT ITEMS

None.

The meeting closed at 11:50

This page is intentionally left blank



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO THE SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3

17 SEPTEMBER 2018

### REPORT OF THE HEAD OF LEGAL AND REGULATORY SERVICES

#### FORWARD WORK PROGRAMME UPDATE

##### 1. Purpose of the Report

- a) To present the items prioritised by the Corporate Overview and Scrutiny Committee including the next item delegated to this Subject Overview and Scrutiny Committee;
- b) To present the Committee with a list of further potential items for comment and prioritisation;
- c) To ask the Committee to identify any further items for consideration using the pre-determined criteria form;
- d) To consider and approve any feedback received from the previous meetings of the Subject Overview and Scrutiny Committee 3 and note the list of responses including any still outstanding at Appendix A.

##### 2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

- 2.1 The key improvement objectives identified in the Corporate Plan 2018–2022 have been embodied in the Overview & Scrutiny Forward Work Programmes. The Corporate Improvement Objectives were adopted by Council on 22 February 2018 and formally set out the improvement objectives that the Council will seek to implement between 2018 and 2022. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

##### 3. Background

- 3.1 Under the terms of Bridgend County Borough Council's Constitution, each Overview and Scrutiny Committee must publish a Forward Work Programme (FWP) as far as it is known.
- 3.2 An effective FWP will identify the issues that the Committee wishes to focus on during the year and provide a clear rationale as to why particular issues have been selected, as well as the approach that will be adopted; i.e. will the Committee be undertaking a policy review/ development role ("Overview") or performance management approach ("Scrutiny").

## Feedback

- 3.3 All conclusions made at Subject Overview and Scrutiny Committee (SOSC) meetings, as well as recommendations and requests for information should be responded to by Officers, to ensure that there are clear outcomes from each topic investigated.
- 3.4 These will then be presented to the relevant Scrutiny Committee at their next meeting to ensure that they have had a response.
- 3.5 When each topic has been considered and the Committee is satisfied with the outcome, the SOSC will then present their findings to the Corporate Overview and Scrutiny Committee (COSC) who will determine whether to remove the item from the FWP or to re-add for further prioritisation at a future date.
- 3.6 The FWPs will remain flexible and will be revisited at each COSC meeting with input from each SOSC and any information gathered from FWP meetings with Corporate Directors and Cabinet.

## 4. Current Situation / Proposal

- 4.1 Attached at **Appendix B** is the overall FWP for the SOSCs which includes the topics prioritised by the COSC for the next set of SOSCs in Table A, as well as topics that were deemed important for future prioritisation at Table B. This has been compiled from suggested items from each of the SOSCs at previous meetings as well as the COSC. It also includes information proposed from Corporate Directors, detail from research undertaken by Scrutiny Officers and information from FWP Development meetings between the Scrutiny Chairs and Cabinet.
- 4.2 The Committee is asked to first consider the next topic they have been allocated by the COSC in Table A and determine what further detail they would like the report to contain, what questions they wish Officers to address and if there are any further invitees they wish to attend for this meeting to assist Members in their investigation.
- 4.3 The Committee is also asked to then prioritise up to six items from the list in Table B to present to the COSC for formal prioritisation and designation to each SOSC for the next set of meetings.

## Corporate Parenting

- 4.4 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent', therefore all Members have a level of responsibility for the children and young people looked after by Bridgend.

- 4.5 In this role, it is suggested that Members consider how each item they consider affects children in care and care leavers, and in what way can the Committee assist in these areas.
- 4.6 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

#### Identification of Further Items

- 4.7 The Committee are reminded of the Criteria form which Members can use to propose further items for the FWP which the Committee can then consider for prioritisation at a future meeting. The Criteria Form emphasises the need to consider issues such as impact, risk, performance, budget and community perception when identifying topics for investigation and to ensure a strategic responsibility for Scrutiny and that its work benefits the organisation.

### **5. Effect upon Policy Framework & Procedure Rules**

- 5.1 The work of the Overview & Scrutiny Committees relates to the review and development of plans, policy or strategy that form part of the Council's Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend. Any changes to the structure of the Scrutiny Committees and the procedures relating to them would require the Bridgend County Borough Council constitution to be updated.

### **6. Equality Impact Assessment**

- 6.1 There are no equality implications attached to this report.

### **7. Well-being of Future Generations (Wales) Act 2015 Assessment**

- 7.1 The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how public services should work to deliver for people. The following is a summary to show how the 5 ways of working to achieve the well-being goals have been used to formulate the recommendations within this report:

- Long-term - The approval of this report will assist in the Planning of Scrutiny business in both the short-term and in the long-term on its policies, budget and service delivery
- Prevention - The early preparation of the Forward Work Programme allows for the advance planning of Scrutiny business where Members are provided an opportunity to influence and improve decisions before they are made by Cabinet
- Integration - The report supports all the wellbeing objectives

- Collaboration - Consultation on the content of the Forward Work Programme has taken place with the Corporate Management Board, Heads of Service, Elected Members and members of the public
- Involvement - Advanced publication of the Forward Work Programme ensures that the public and stakeholders can view topics that will be discussed in Committee meetings and are provided with the opportunity to engage.

## **8. Financial Implications**

8.1 There are no financial implications attached to this report.

## **9. Recommendations**

9.1 The Committee is recommended to:

- (i) Approve the feedback from the previous meetings of the Subject Overview and Scrutiny Committee 3 and note the list of responses including any still outstanding at Appendix A;
- (ii) Identify any additional information the Committee wish to receive on their next scheduled item as well as further invitees;
- (iii) Identify any further detail they require for any other items in the overall FWP shown in table B of Appendix B;
- (iv) Prioritise items from the FWP to present to the Corporate Overview and Scrutiny Committee for formal prioritisation and designation back to the Subject Overview and Scrutiny Committees;
- (v) Agree to use the criteria form for any additional items for future considerations on the Scrutiny Forward Work Programme.

**Kelly Watson**  
**Head of Legal and Regulatory Services**

**Contact Officer:** Sarah Daniel

**Telephone:** (01656) 643387

**E-mail:** [Scrutiny@bridgend.gov.uk](mailto:Scrutiny@bridgend.gov.uk)

**Postal Address** Bridgend County Borough Council,  
 Civic Offices,  
 Angel Street,  
 Bridgend.  
 CF31 4WB

Date of Meeting	Item	Members wished to make the following recommendations	Response/Comments
12-Jun-18	Highways	Members recommended that Officers explore how they can better convey the way in which information such as work schedules for highway repairs, grass cutting, road resurfacing and other areas under the Highways remit is shared as the lack of information often leads to frustration from residents and duplicate referrals being received. Members believe if the information is readily available to residents and Councillors there would be less unnecessary and duplicate referrals received.	Scheduled highways resurfacing planned for the year previously provided, Grass cutting schedule attached at Appendix A1.
		Members recommended that officers in Communities Directorate work with the Digital Transformation team to improve the use of information sharing through the use of ICT and explore the options of the development of an App for residents and Councillors to use to enable them to report issues in their areas such as potholes and defective street lights. Members stated this would lead to less repetitive referrals coming through as residents could track if an issue had already been reported and how it has been prioritised.	A number of initial meetings between officers of the Communities directorate and the Digital Transformation team have been held to this end.
		In relation to the above recommendations Members have requested a definitive timeline and action plan on how this will be progressed	The project has not progress to this stage yet and budgets will have to be confirmed. As soon as a timeline is available it will be shared.
		Members recommended a member development session be arranged on BridgeMAPS	This has been added to the Member Development Forward Work Programme for October 2018
		<b>Members requested to receive the following further information</b>	
		A schedule of Grass Cutting in the Borough	Attached at Appendix A1
		A schedule of resurfacing highways in the Borough	Attached at Appendix A2
		What criteria is used to determine the frequency in which certain highways are inspected	See attached Word Document
		Copy of the report that went to the Audit Committee on Highways	This was a Powerpoint presentation not a report, attached at Appendix A3
		Terms of Reference for the vehicle enforcement camera that patrols the schools	See attached Word Document
		Criteria for sites to be considered essential for the need of a school crossing patrol	See attached Word Document
		Show the Highways budget savings as a % of that of the whole Directorate	Attached at Appendix A4
Provide APSE data from the report electronically if possible	Due to the size of the document, this will be emailed out to Members and is available on request		

This page is intentionally left blank

## Green Spaces and Bereavement Services

### Grass Cutting Schedules 2018

Activity	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Urban Grass		■	■	■	■	■	■	■
Rural Grass				■	■	■	■	
Natural ised Areas							■	■
Single Swathe Cutting			■	■	■	■	■	■
Hedge Cutting							■	■

#### Urban Grass Routes

Gang 1 - Starts in Nantymoel, working their way down the valley towards Blackmill, then goes across to Bettws and works up the valley towards Blaengarw.

Gang 2 - Starts in Laleston, goes into Broadlands, across Cefn Glas, into Brackla and then on to Pencoed.

Gang 3 - Starts in Pyle/N & S Cornelly, goes over Cefn Cribwr and down to Pen y Fai, then towards Litchard/top end of Cefn Glas and back up towards Sarn/Brynmenyn area.

Gang 4 - (when not on Rural Grass) Starts in Porthcawl, then goes to Sarn/Brynmenyn, Tondu and towards Maesteg.

When gang 4 is on the rural grass, gang 3 would normally pick up Porthcawl.

All gangs normally end up meeting around Tondu/Maesteg areas where they then all work together to finish the round off.

#### Rural Grass

- 1 First cut - start date 16/04/2018/completed
- 2 Second cut - start date 29/05/2018
- 3 Third cut - start date 09/07/2018
- 4 Fourth cut - start date 03/09/2018

**NB. All grass cutting operations are subject to change due to weather and ground conditions.**

This page is intentionally left blank



**Schemes 2018/19****Resurfacing programme – Capital Funding (£250K + £1,250k Welsh Government funding)**

	Location	Description	Identification
1.	A473 OCLP club Bryntirion	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections
2.	a48 Stormy lane junction	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections,
3.	B4181 Coychurch Road	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections, Complaints (Public & Members)
4.	Brocastle avenue, waterton ind est	Plane out and inlay Base Course and Surface Course	CVI Visual Inspections, Highway Inspections, Complaints (Public & Members)
5.	B4281 Cefn road	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections
6.	a4061 Dual from hyg r/a to penycae r/a	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections,
7.	A48 Ewenny R/A	Plane out and inlay Base Course and Surface Course	Highway Inspections, Complaints (Public & Members)
8.	a4061 Bwlch Cattle grid up	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections,
9.	A4061 Aber road/ogwy street, Nantymoel	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections,
10.	station street, garth	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections,
11.	A4093 Blackmill lights to parachute factory	Plane out and inlay Base Course and Surface Course	Scrim/Scanner, CVI Visual Inspections, Highway Inspections,
12.	Abercerdin Road,Evanstown	Plane out and inlay Base Course and Surface Course	Highway Inspections, Complaints (Public & Members)
13.	A473 Waterton r/a	Plane out and inlay Base Course and Surface Course	Highway Inspections, Complaints (Public & Members)
14.	fforrd yr eglyws, North Cornelly	Plane out and inlay Base Course and Surface Course	Highway Inspections, Complaints (Public & Members)

**Micro Asphalt Resurfacing – Revenue Funding (£45K)**

	Location	Description	Identification
1	Woodside, Litchard	6mm Thin surfacing	Highway Inspections
2	Glen View, Litchard	6mm Thin surfacing	Highway Inspections
3	Dan y Coed, Blackmill	6mm Thin surfacing	Highway Inspections
4	Ty Merchant, Pencoed	6mm Thin surfacing	Highway Inspections

**Surface Dressing Programme – Revenue Funding (£162K)**

	Location	Description	Identification
1	Careg Ilwyd, Broadlands	14mm Surface Dressing	Highway Inspections
2	Ffordd tirion, broadlands	10mm Surface Dressing	Highway Inspections
3	Cefn carfan, bryncethin	14mm Surface Dressing	Scrim, Highway Inspections
4	Main road broadlands	14mm Surface Dressing	Scrim, Highway Inspections

**Footway Programme (Capital funding £400k)**

	Location	Description	Identification
1	PRINCESS STREET, MAESTEG	Footway renewal (PART)	Highway Inspections,
2	BLOSSE STREET, NANTYFFYLLON	Footway renewal (PART)	Highway Inspections, Condition Surveys,
3	EAST AVENUE, CEFN CRIBWR	Footway renewal (PART)	Highway Inspections, Condition Surveys,
4	WEST AVENUE, CEFN CRIBWR	Footway renewal (PART)	Highway Inspections, Condition Surveys,
5	HEOL ONNEN, NORTH CORNELLY	Footway renewal (PART)	Highway Inspections, Condition Surveys,

6	WEST DRIVE, PORTHCAWL	Footway renewal (PART)	Highway Inspections, Condition Surveys,
7	BURNS CRESCENT, BRYNTIRION	Footway renewal (PART)	Highway Inspections,
8	FAIRFIELD, NORTH CORNELLY	Footway renewal (PART)	Highway Inspections, Condition Surveys,
9	DOL AFON, PENCOED	Footway renewal (PART)	Highway Inspections, Condition Surveys,
10	BRYNFFRWYD CLOSE, COYCHURCH	Footway renewal (PART)	Highway Inspections, Complaints
11	MAES Y WERN, PENCOED	Footway renewal (PART)	Highway Inspections, , Complaints
12	CHANNEL VIEW, BRACKLA	Footway renewal (PART)	Highway Inspections, Condition Surveys,
13	HEOL DEWI SANT, BETTWS	Footway renewal (PART)	Highway Inspections, Condition Surveys, Complaints
14	HILL VIEW, PONTYCYMER	Footway renewal (PART)	Highway Inspections,
15	MOIRA TERRACE, OGMORE VALE	Footway renewal (PART)	Highway Inspections,
16	KENRY STREET, EVANSTOWN	Footway renewal (PART)	Highway Inspections,

### Structural programme – Capital Funding (£375K)

	Location	Description	Identification
1.	Wildmill, Bridgend (phase 2)	Parapet replacement	Structural Database, (This is the second phase of the parapet replacements and the service diversions need to be undertaken to allow the replacement)
2	Heol Richard Price, Bettws	Retaining wall replacement	Structural Database -- Failure

**Scour Works** (Revenue Budget £150K)

	Location	Description	Identification
1.	Commercial Street, Maesteg	Repairs to scour at retaining wall	Structural inspection
2.	Charles Row, Maesteg	Repairs to scour at retaining wall	Structural inspection
3.	Llangeinor Square Culvert	Repairs and replacement of section of culvert	Structural Inspection

**A4061 Frithwaun/Frithwin Bridges** (Capital Scheme £2.5M over 5 years – currently YR 3)

	Location	Description	Identification
1.	A4061 Frithwaun/Frithwin Bridges	Contract documents to tender, Tender process, contract to be awarded and start on site YR 4 (2019-20)	Structural Inspection

# Maintenance of the Highway Network

Long term and short term  
expectations

# The size of the Challenge

- Total Carriageway Asset length 780km
- Total Carriageway Asset Value £888million
- Total spend per annum on Carriageway resurfacing only £500k which equates to less than 0.1% of value
- Comparison to other authorities NPTBC £886K, VOG £800K, RCT £2.5M

# Legislation

- Highways Act 1980 – Section 41 states the highway authority are under a duty to maintain a highway that is maintainable at public expense
- An action (most typically claims) can arise out of an authorities failure to maintain
- Highways Act 1980 – section 130 states it is the duty of the highway authority to protect the rights of the public to use the highway.

# Legislation (contd.)

## Recent court of appeal decisions

- Wilkinson V City of York Council (2011) -- a lack of resources cannot be taken into consideration in defending claims under section 41
- Crawley v. Barnsley MBC (2016) --- Defects once reported must be assessed within 24hours



# Intervention Criteria

## BRIDGEND COUNTY BOROUGH COUNCIL

### Rating System of Defects

CATEGORISATION/DEFINITION OF HIGHWAY "SAFETY" DEFECTS.

CARRIAGEWAY CATEGORY		INSPECTION FREQUENCY	EMERGENCY SAFETY INTERVENTION LEVELS (24HR REPAIR) ---- PRIORITY 1			NON-EMERGENCY SAFETY INTERVENTION LEVELS (28 DAY REPAIR) ----PRIORITY 2		
		Frequency in brackets is Code of Practise recommendation	POTHoles	SUBSIDENCE OR RAISED AREAS (With a minimum actionable value of 75mm)	PROTRUDING IRON WORK	POTHoles	SUBSIDENCE OR RAISED AREAS (With a minimum actionable value of 50mm)	PROTRUDING IRON WORK
2	STRATEGIC ROUTE	3 MONTHS (1 MONTH)	40mm	10%	25mm -	**See note 1**	10%	**See note 1**
3a	MAIN DISTRIBUTOR	3 MONTHS (1 MONTH)	50mm	10%	25mm -	40mm	10%	**See note 1**
3b	SECONDARY DISTRIBUTOR	3 MONTHS (1 MONTH)	50mm	10%	25mm -	40mm	10%	**See note 1**
4a	LINK ROAD	6 MONTHS (3 MONTHS)	75mm	20%	50mm -	40mm	10%	35mm
4b	LOCAL ACCESS	12 MONTHS (12 MONTHS)	100mm	20%	75mm -	40mm	10%	35mm
FOOTWAY CATEGORY			TRIPS (VERTICAL DIFFERENCES IN LEVEL)			TRIPS (VERTICAL DIFFERENCES IN LEVEL)		
1a	PRESTIGE AREA	1 MONTH (1 MONTH)	20mm	15%	20mm	**See note 1**	15%	**See note 1**
1	PRIMARY WALKING ROUTE	1 MONTH (1 MONTH)	20mm	15%	20mm	**See note 1**	15%	**See note 1**
2	SECONDARY WALKING ROUTE	3 MONTHS (3 MONTHS)	40mm	15%	40mm	20mm	15%	20mm
3	LINK FOOTWAY	6 MONTHS (6 MONTHS)	50mm	30%	50mm	20mm	15%	20mm
4	LOCAL ACCESS FOOTWAY	12 MONTHS (12 MONTHS)	50mm	30%	50mm	20mm	15%	20mm

# Intervention Criteria

- SCRIM (Skidding resistance) investigatory criteria are based on the DMRB National Document which provides intervention levels based on road layouts.
- For example, Speed Limits, No. of junctions, Road geometry (gradient and bend radii), presence of Schools, Traffic lights, Approaches to Roundabouts
- Higher levels of skidding resistance is required where these features, or combinations thereof are present.
- SCRIM is only undertaken on A,B and some C Roads due to size of the recording machine

# Intervention Criteria

- Other factors that need to be maintained on the network include drainage/ditches to prevent build up of water on Carriageway which could lead to aquaplaning
- Similarly the road profile needs to address dips to avoid similar standing water issues
- Monitoring of utility works and other third parties
- Maintenance of structures.

# Public Expectations

- 2013 Public Survey – Highways Service Area high priority equal 2<sup>nd</sup> to Social care, behind education
- 45% of survey dissatisfied with Highway condition
- Over 60% of complaints about Highway Services are in relation to defects
- Complaints are rising from Businesses about the state of the network and the affect it has on investment

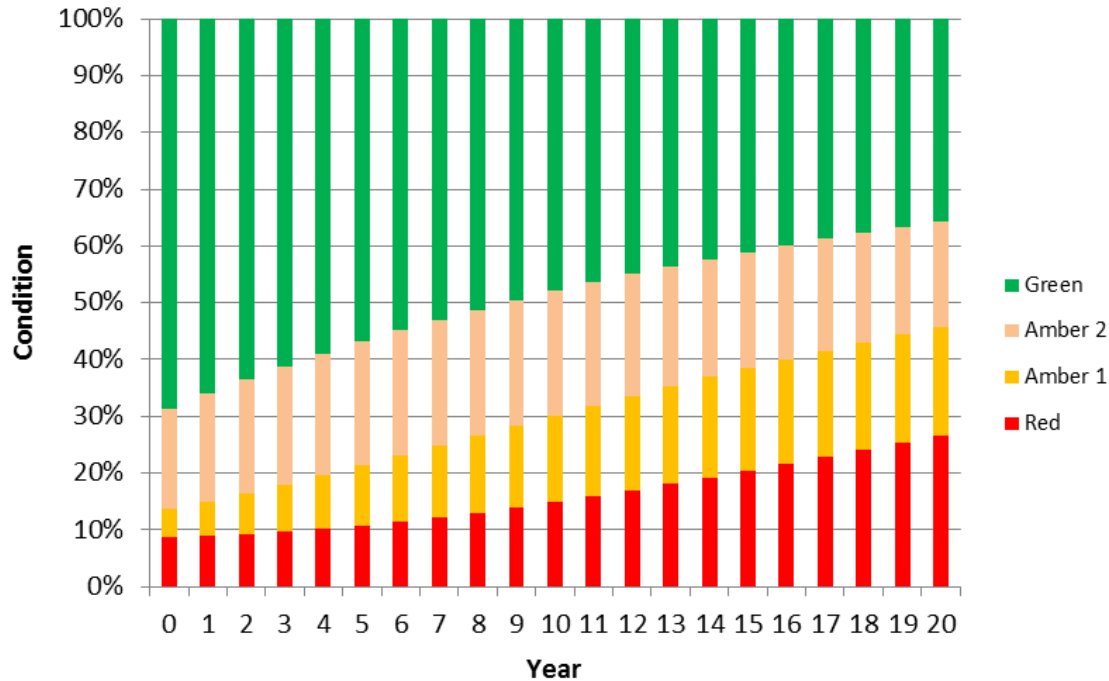
# Costs of repair

- Pothole filling approximately £100/m<sup>2</sup> (likely to require further repairs within 2 years)
- Resurfacing £20/m<sup>2</sup> (15 years + no maintenance)
- An example is at the A473 Waterton R/A, Based on broad assessment spending £100k now avoids costs of additional 25% - £125k over 25 year period. Further at year 25 the only option would be full reconstruction at an additional £185k

# Cost continued

- Typical claims can vary from £200 for tyre repairs, up to £30,000 for Personal injury repairs
- The above info is more aligned to simple pothole issues. However the skidding resistance is also a critical aspect of Carriageway Maintenance. Incidents as a consequence of failure in this regard could lead to life changing injuries and/or death. Corporate Manslaughter would certainly be a consideration.

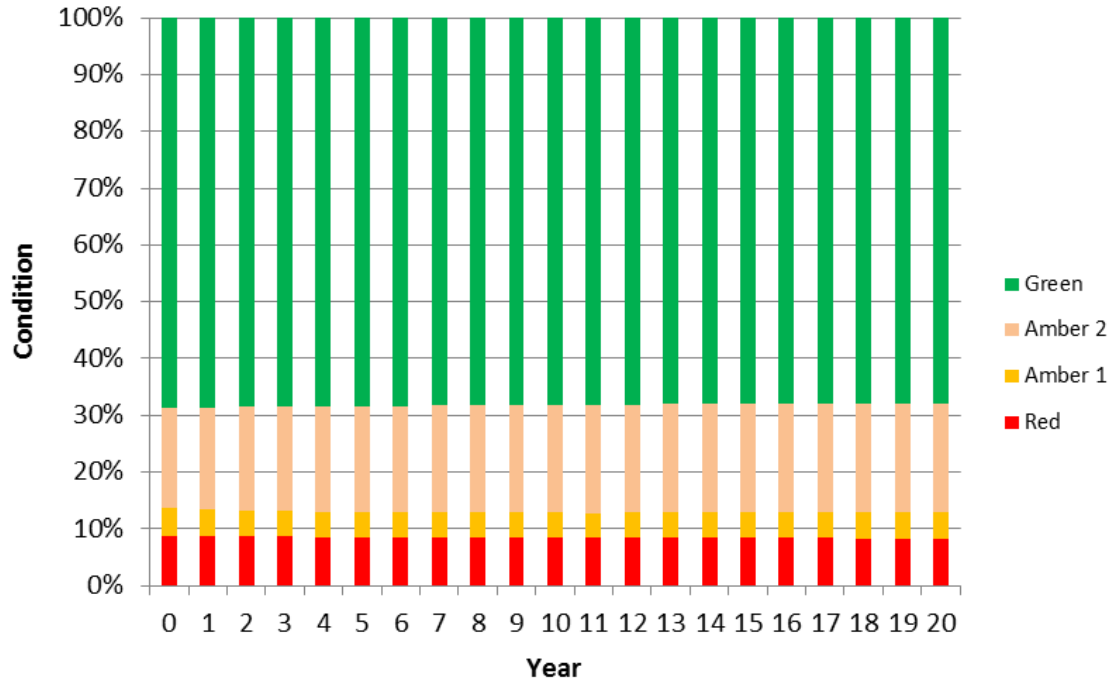
### Option C1-maintain current budget Condition Profile - All Roads



## Road Condition analysis

The Graphs produced in the business case identify the condition of the overall network based on differing spend scenarios. These graphs are based on asset evaluation tools used throughout the UK to predict the change in condition of the network.

### Option C2 - maintain current condition Condition Profile - All Roads



## Road Condition

£2,000,000 annual investment





# Investment

- The LGBI process funded by Welsh Government saw an investment of over £2m per annum for 3 years.
- This produced a reduction in claims by over 50% by end of return period.
- Road condition indicator was maintained below all Wales average as identified in the original business case

# Conclusions

- Constant patching and pothole filling of the network is not sustainable.
- These repairs will require further attention within a number of years.
- The cost of third party claims will rise, and a lack of resources is not a defence.
- A failing network will detract from investors to the area.
- Public perception is already high that BCBC do not spend enough on repairing roads. This will get worse
- Prevention/early intervention avoids increased costs in the future, and ultimately a point will be reached where the patching cannot go on. All national documents suggest increases in preventative maintenance will insure the network is protected.
- Difficult decisions on the closing of roads will also have to be made.
- BCBC currently under invests compared to neighbouring Authorities

This page is intentionally left blank

Table of Highways savings

	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20
Savings	559	491	290	442	863	522	316	422	140
Saving as % of Highways Budget	7.08%	6.58%	3.86%	5.63%	12.03%	7.60%	4.23%	6.51%	2.21%
Saving as % of Communities Budget	2.26%	2.05%	1.24%	1.93%	4.01%	2.14%	1.32%	1.84%	0.69%
Saving as % of Communities savings (in year)	34.63%	48.09%	24.35%	25.58%	37.51%	39.07%	39.21%	31.49%	5.37%

		7464.15	7522.39						
Highways Budget	7896.617	2	1	7856.01	7174.15	6869.61	7463.47	6481.45	6341.45
				22869.1	21546.8			22913.8	20305.8
Communities Budget	24714	23997	23378	8	1	24424	23858	1	1
Communities Savings	1614	1021	1191	1728	2301	1336	806	1340	2608

**Summary**

	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20
<b>Savings</b>	<b>559</b>	<b>491</b>	<b>290</b>	<b>442</b>	<b>863</b>	<b>522</b>	<b>316</b>	<b>422</b>	<b>140</b>
<b>Saving as % of Highways Budget</b>	7.08%	6.58%	3.86%	5.63%	12.03%	7.60%	4.23%	6.51%	2.21%
<b>Saving as % of Communities Budget</b>	2.26%	2.05%	1.24%	1.93%	4.01%	2.14%	1.32%	1.84%	0.69%
<b>Saving as % of Communities savings (in year)</b>	34.63%	48.09%	24.35%	25.58%	37.51%	39.07%	39.21%	31.49%	5.37%

This page is intentionally left blank

**Q. A schedule of resurfacing highways in the Borough**

A. A schedule of the 18/19 surfacing programme was provided in July 2018

**Q. What criteria is used to determine the frequency in which certain highways are inspected**

“ Well-maintained Highways -Code of Practice for Highway Maintenance Management ” is the code of practice issued by the UK Roads Board that provides advice on how all Highway Authorities throughout the UK should undertake maintenance on the network. Within this document the frequency of inspections is set for the differing categories of highway. This document and the inspection frequency was adopted and trialled by the Council in 2005, and approved in cabinet report 12<sup>th</sup> December 2006.

This code has recently been reviewed/updated by the UK Roads Board and has been re-issued. “Well Manged Highway Infrastructure – A code of Practice” is the updated code and is to be implemented by October 2018. The main changes in the code for inspections is for them to be targeted as a risk based approach. As part of this update Bridgend County Borough Council, along with all 21 Highway Authorities in Wales have been working through the CSS(W) Engineering Group to create a standardised approach (which will include frequencies/intervention criteria/categorisation). Once process has been completed a report will be presented to cabinet to outline any changes and agree the use of the all wales approach.

Currently it is anticipated that there is likely to be some additional inspections on the higher category highways (A Roads/B Roads/C roads) which may require higher frequency of inspection than Bridgend currently undertakes. The resource implications of this are yet to be assessed.

**Q. Copy of the report that went to the Audit Committee on Highways**

**Powerpoint attached**

**Q. Terms of Reference for the vehicle enforcement camera that patrols the schools**

A. In accordance with the Civil Parking Enforcement powers granted to us in April 2013 we have recently obtained Welsh Government certification for use of our Mobile Enforcement Vehicle as an ‘approved device’ (Certification document attached). We will now be able to issue postal Penalty Charge Notices using the mobile enforcement vehicle in accordance with Regulation 10 of the Civil Enforcement of Road traffic Contraventions (General Provisions) (Wales) Regulations 2013.

Welsh legislation differs from English in that what we can enforce is not restricted. English legislation states that only bus lanes, bus stop clearway or bus stand

clearway, school keep clear zig zags and red route contraventions can be served by post. Welsh legislation does not specify this. However, notwithstanding this, practicalities mean that only certain restrictions can be enforced using a vehicle – those that can be issued instantly and also do not require a timed observation period or where exemptions may apply (such as blue badges or resident permits). We will therefore be able to enforce the following:

- School keep clears
- Pedestrian crossing zig zags
- Bus stops
- Taxi ranks
- Loading bans

As stated in the Welsh government 'Traffic Management Act 2004 Statutory Guidance to Local Authorities on the Civil Enforcement of Road Traffic Contraventions: Parking' *'The primary objective of any camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic regulations and detecting those that do'. (Section 56)* 'Welsh Ministers recommend that approved devices are only used where CEO enforcement is not practical...' (Section 54).

## **Q. Criteria for sites to be considered essential for the need of a school crossing patrol**

### **School Crossing Patrol Site Assessment Criteria**

The following site assessment criteria is a precise of the process outlined in the Road Safety GB School Crossing Patrol Service Guidelines (2012). The criteria is based on what is known as the  $PV^2$  formula.

The  $PV^2$  formula is a well established calculation used to assess the justification for a pedestrian crossing as well as identifying a potential location to install a crossing. It is the calculation of the total number of pedestrians (P) multiplied total number of passenger car units ( $V^2$ ) from the busiest consecutive 30 minute period.

The count is undertaken at the busiest periods for am and pm for a period of 30 minutes in 5 minute consecutive intervals.

The count records the number of pedestrians crossing the road at existing sites or within 50 metres of the site for new or unstaffed sites.

The total number of pedestrians (P) is multiplied by the total number of vehicles (V) to give the  $PV^2$  value.

In accordance with the guidance,  $PV^2$  has to reach  $4 * 10^6$  for a SCP to be justified as shown in the chart below.



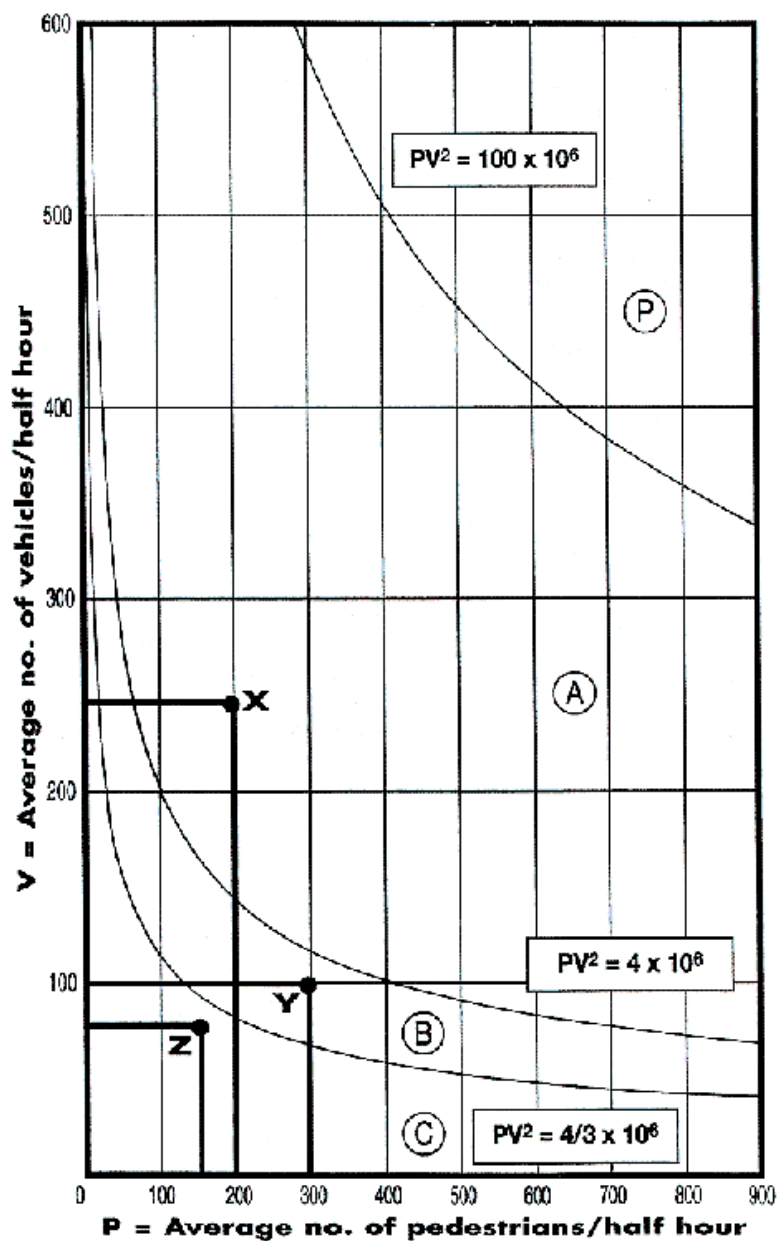
If the figure is less than  $4 * 10^6$  then additional factors shall be considered and scored as follows.

These additional factors are as follows;

- Junctions- proximity to junctions from crossing point
- Accidents - Child pedestrian injury within 50 meters of site/proposed site on weekday based on the yearly average over three years – one factor per child pedestrian injury .
- Speed of Traffic – estimated 85 percentile of traffic at time of the count.
- Visibility – along the road from crossing point
- Parking – cars habitually parked
- Age Factor - average age of pedestrians crossing within 50m

The number of factors are added together and the  $PV^2$  is multiplied by the appropriate figure in the table below.

These additional factors are taken into account in the  $PV^2$  formula along with any “risk assessment” reports that have been carried out on school sites. However, the guidance recommends that sites with less than 15 unaccompanied children crossing the road in the busiest 30 minute period should not be considered for establishing a SCP.



Action Chart – Checking SCP Site Viability (using Graph)

Position of Point	Action to be taken
Area 'P'	Crossing facilities justified (It is recommended a light controlled crossing be considered)
Area 'A'	SCP site justified (Recommended establishment of SCP site)
Area 'B'	SCP site not justified at initial assessment (Apply Part 4 of the procedure to verify the position)
Area 'C'	SCP site definitely not justified at initial assessment (Apply Part 4 of the procedure if exceptional circumstances exist)

**Q. Show the Highways budget savings as a % of that of the whole Directorate**

**Excel Spreadsheet attached**

**Q. Provide APSE data from the report electronically if possible**

**APSE data Attached**

This page is intentionally left blank

## Scrutiny Forward Work Programme

The following items were previously prioritised by the Subject OVS Committees and considered by Corporate at its last meeting where the top three items were scheduled in for the next round of meetings:

Date	Subject Committee	Item	Specific Information to request	Rationale for prioritisation	Proposed date	Suggested Invitees	Prioritised by Committees
16-Oct-2018	SOSC1	Post 16 Education	Following a meeting with Cabinet and Scrutiny Chairs, Members have requested to receive the report on Post -16 Education, in advance of the report being received by Cabinet on 23 October 2018		16-Oct-2018	Lindsay Harvey, Interim Corporate Director - Education and Family Support; Cllr Charles Smith, Cabinet Member for Education and Regeneration; Nicola Echanis, Head of Education and Early Help. Michelle Hatcher, Group Manager Inclusion and School Improvement Third Sector Representatives	
18-Oct-2018	SOSC2	ALN Reform	When the Act has been further progressed, report to include consideration of the following points: a) How the Authority and Schools are engaging with parents over the changes to the Act? b) What the finalised process is for assessments and who is responsible for leading with them? c) What involvement/responsibilities do Educational Psychologists have under the Act? d) Has the Act led to an increase in tribunals and what impact has this had? This is set against the context of the recent announcement by the Lifelong Learning Minister that instead of saving £4.8m over four years the Act could potentially cost £8.2m due to an expected increase in the number of cases of dispute resolution. e) Given that the Act focuses on the involvement of young people and their parents, what support is available for those involved in court disputes? f) Outcomes from the Supported Internship programme. g) Support for those with ALN into employment. h) Staffing - Protection and support for staff, ALNCO support, workloads and capacity. i) Pupil-teacher ratios and class sizes and impact of Act on capacity of teachers to support pupils with ALN j) How is the implementation of the Act being monitored; what quality assurance frameworks are there and what accountability for local authorities, consortiums and schools?	Needs revisiting to monitor implementation of the Bill and if needs are being met as well as impact on future budgets -		Lindsay Harvey, Interim Corporate Director - Education and Family Support; Cllr Charles Smith, Cabinet Member for Education and Regeneration; Nicola Echanis, Head of Education and Early Help. Michelle Hatcher, Group Manager Inclusion and School Improvement Third Sector Representatives	
22-Oct-18	SOSC3						

TABLE B

For  
prioritisation

Page 46

Item	Rationale for prioritisation	Proposed date	Suggested Invitees
<p>Requested from SOSC 1 meeting in February to receive a further report at a meeting in the near future, (to be agreed by Corporate Overview and Scrutiny), incorporating the following:</p> <ul style="list-style-type: none"> <li>• School Categorisation information;</li> <li>• In relation to Post-16 data at 4.53 of the report, the Committee requested that they receive the baseline for each school to give a better indication of how each school has improved;</li> <li>• Information on Bridgend's ranking for Key Stage 4 based on the latest results;</li> <li>• Information on what targets were set at each stage in order to determine whether the performance was expected and possibly a cohort issue or whether any actuals differed significantly from the targets set;</li> <li>• Information that the Consortium has gathered through drilling down into each schools' performance to determine what challenges schools face;</li> <li>• Further detail of the performance of those with ALN attending the PRU or Heronsbridge School as Members felt this was not incorporated into the report to a great degree;</li> <li>• Information on the work that the Consortium is doing to identify the variation for each secondary school at Key Stage 4, and what is being done about it;</li> <li>• More information in relation to each schools performance – not necessarily more data but detail of the where, what and how in relation to good and poor performance for each school so that the Committee has an overall understanding of the current situation and priority schools in Bridgend;</li> <li>• What extent are schools responding to the changes recently introduced such as the removal of Btec etc, to ensure they are still meeting the needs of the pupils;</li> <li>• What work is being done to mitigate against future dips in performance resulting from any changes to curriculum or changes to performance measures;</li> <li>• Evidence of how the Consortium has made a direct impact on schools and school performance, what outcomes can they be measured on in relation to Bridgend to assure Members of value for money;</li> <li>• What is being done to mitigate against the impact of changes in teachers to ensure that this does not have a resulting impact on the performance of pupils;</li> <li>• Performance in relation to vocational qualifications and non-core subjects – where are there causes for concern and where there is excellent work taking place etc.</li> </ul>		Jan-2019	<p>Lindsay Harvey, Interim Corporate Director - Education and Family Support; Cllr Charles Smith, Cabinet Member for Education and Regeneration; Nicola Echanis, Head of Education and Early Help; Mandy Paish, CSC Senior Challenge Advisor; Mike Glavin, Managing Director CSC Representative from School Budget Forum Sarah Merry, Chair of CSC JOSOC (Deputy Leader Cardiff Council) Primary, Secondary and Special School Headteacher representative Simon Pirotte, Principal Bridgend College</p>
<p><b>Education Outcomes</b></p>			
<p><b>Review of Fostering Project</b></p>	<p>Further project as part of the Remodelling Children's Social Services</p> <ul style="list-style-type: none"> <li>- Detail regarding the upskilling of three internal foster carers to provide intensive, therapeutic step down placements as part of Residential Remodelling project</li> <li>- Review of the foster carer marketing and recruitment strategy at a draft/early stage to allow members input into the process</li> </ul>	<p>COSC have proposed that this item be considered by a future SOSC 1 for continuity purposes</p>	<p>Corporate Director proposed October 2018</p> <p>Susan Cooper, Corporate Director, Social Services and Wellbeing; Cllr Phil White, Cabinet Member – Social Services and Early Help; Laura Kinsey, Head of Children's Social Care; Pete Tyson, Group Manager – Commissioning; Lauren North, Commissioning and Contract Management Officer; Natalie Silcox, Group Manager Childrens Regulated Services.</p>
<p><b>Direct Payment Scheme</b></p>	<p>Details on the revised policy including how the legislation has affected it. How Direct Payments are delivered. What support has been provided to service users since the launch of the new scheme. How was the scheme launched to service users.</p>	<p>Corporate Director has proposed this as a potential item</p>	<p>Corporate Director proposed November</p> <p>Susan Cooper, Corporate Director, Social Services and Wellbeing; Cllr Phil White, Cabinet Member – Social Services and Early Help;</p>
<p><b>CIW investigation into LAC</b></p> <p><b>Information only</b></p>	<p>The Committee requested that the outcome of the CIW investigation into Looked After Children be provided to Scrutiny for information when it becomes available.</p>		<p>Self assessment and action plan due at end of year.</p> <p>Cllr Phil White</p>
<p><b>Remodelling Children's Residential Services Project</b></p>	<p>SOSC 1 requested that the item be followed up by Scrutiny in the future for monitoring purposes, incorporating evidence of outcomes.</p>		<p>Corporate Director proposed early 2019</p> <p>Susan Cooper, Corporate Director, Social Services and Wellbeing; Cllr Phil White, Cabinet Member – Social Services and Early Help;</p>
<p><b>CAMHS</b></p>	<p>With reference to the responses received in relation to Child Adolescent Mental Health Services Members on 12 December 2018, Members note that most of the replies feature an element of work in progress and have asked to retain the item on the FWP for future review. To receive an update on current provision and further advise on current situation in relation to comments and conclusions made on 12 December 2018.</p> <p>Update on work being undertaken throughout Wales looking at causes of mental health: 'Working Together for Mental Health'.</p> <p>To include an update on how we are getting on moving into Cwm Taf.</p>		<p>Corporate Director proposed early 2019</p> <p>Susan Cooper, Corporate Director, Social Services and Wellbeing; Cllr Phil White, Cabinet Member – Social Services and Early Help; Chair and CEX of ABMU and Cwm Taff Health Boards</p>

<b>Revised CAT Process</b>	<p>What is the latest with the CAT process? How has it been streamlined since it last came to Scrutiny back in January 2018</p> <p>How many CATs have now been processed and completed?</p> <p>How has the position improved</p> <p>What are the plans for CAT going forward</p> <p>How many CAT applications have been received altogether? How many have been progressed?</p> <p>How many have withdrawn and for what reasons?</p> <p>List of CAT 1 priorities and what is the plan for these?</p>			<p>Mark Shephard, Corporate Director - Communities;</p> <p>Cllr Richard Young, Cabinet Member - Communities;</p> <p>Guy Smith, Community Asset Transfer Officer.</p>	
<b>Empty Properties</b>	<p>SOSC 3 requested that this item continue on FWP - reasons and purpose to be confirmed</p>			<p>Darren Mepham, Chief Executive ;</p> <p>Martin Morgans, Head of Performance and Partnership Services</p> <p>Possible input from Mark Shephard, Corporate Director - Communities for the Commercial side</p> <p>Cllr Dhanisha Patel, Cabinet Member Future Generations and Wellbeing</p>	
<b>Home to School Transport</b>	<p>To provide assurances on rationalisation of Learner Transport as far as possible in order to make budget savings:</p> <p>Update on pilot that school transport team proposing to run in Spring and Summer terms 2017-2018 - to support the enforcement of bus passes on home to school transport contracts. As part of this pilot, the Authority is also investigating opportunities to track the use of our school bus services by individual pupils.</p> <p>Update on Recommendation from BREP:</p> <p>The Panel recommend the need for the Authority to adopt a Corporate approach in relation to Home to School Transport maximising the LA's minibuses such as those used for day centres. It is proposed that this be supported by slightly amending the opening and closing times of day centres so that the buses can be available for school transport. Other aspects that could be considered include the exploration of whether school staff could transport children and young people instead of hiring independent drivers.</p> <p>To test and scrutinise the current licensing and school transport regime to gain assurances that it provides adequate protection against the potential of putting children and vulnerable children at risk from those who are in a position of trust. Changes to the DBS status of their employees to be scrutinised to ensure that children are not being put at undue risk.</p> <p>To provide robust scrutiny and recommendations on how the current regime can be improved.</p> <p>To provide assurances to the public and maintain public confidence in the system of school transport</p> <p>Report to include</p> <p>Update on the current arrangements of how licensing and school transport operates within the County Borough since the change in 2015 to the Police National Policy for disclosing non-conviction information to the local authority. Information to include a report from South Wales Police on its approach to disclosing information it holds about licencees following arrests, charges and convictions.</p> <p>What is the current relationship between the local authority's licensing and school transport departments in relation to the disclosure of information from South Wales police?</p> <p>Is there sufficient oversight on behalf of the local authority and a risk of contractors withholding information which may prejudice the continuation of their contract?</p> <p>Further proposed that Communities be invited to add to report and attend meeting to update Committee on safe routes assessment to determine what work has been undertaken since funding was allocated to this over a year ago.</p>	<p>To provide assurances on rationalisation of Learner Transport as far as possible in order to make budget savings.</p> <p>To test and scrutinise the current licensing and school transport regime to gain assurances that it provides adequate protection against the potential of putting children and vulnerable children at risk from those who are in a position of trust.</p> <p>Changes to the DBS status of their employees ought to be scrutinised by an Overview &amp; Scrutiny Committee at the earliest opportunity to ensure that children are not being put at undue risk.</p> <p>To provide robust scrutiny and recommendations on how the current regime can be improved.</p> <p>To provide assurances to the public and maintain public confidence in the system of school transport</p>	<p>Corporate Director proposed March 2019 as the external review would not be completed until January 2019</p>	<p>Lindsay Harvey, Interim Corporate Director - Education and Family Support;</p> <p>Cllr Charles Smith, Cabinet Member for Education and Regeneration;</p> <p>Cllr Richard Young, Cabinet Member Communities</p> <p>Nicola Echanis, Head of Education and Early Help.</p> <p>Mark Shephard, Corporate Director Communities;</p>	
<b>Communication and Engagement</b>	<p>Is corporate communications meeting the needs of the various departments within the organisation to effectively communicate with residents</p> <p>Current data of engagement</p> <p>Are current KPIs an effective measurement in a fast changing digital world</p> <p>How do we engage with corporate communications with the digitally excluded</p>			<p>Darren Mepham, Chief Executive</p> <p>Corporate Communications Representative</p> <p>Cllr Dhanisha Patel, Cabinet Member Future generations and Wellbeing</p>	
<b>Supporting People Programme Grant</b>	<p>Full breakdown of the various services currently supported through this grant within BCBC (inc. the various financial detail) along with how this may have changed over recent years. The number of individuals supported through the grant and in what way. How are decisions made about where to spend the grant and how much in specific areas</p> <p>How effective is the grant support that is provided across a variety of sectors within BCBC, and to ensure that the grant is being targeted at the services most in need.</p>	<p>Improved outcomes in line with the agreed objectives of the grant.</p> <p>Improved support for those in need of emergency housing and support</p>		<p>Susan Cooper Corporate Director Social Services and Wellbeing</p> <p>Cllr Phil White Cabinet Member Social Services and Wellbeing</p> <p>Wellbeing directorate</p> <p>Housing Darren Mepham, Martin Morgans? Lynne Berry?</p> <p>Cllr Dhanisha Patel, Cabinet Member Future Generations and Wellbeing</p>	

<b>Member and School Engagement Panel - Annual Report</b>	Annual Update to - SOSC 1 on the work of the Member and School Engagement Panel			
---	---	--	--	--

**The following items for briefing sessions or pre-Council briefing**

Item	Specific Information to request
Social Services Commissioning Strategy	To include information on what work has taken place following the Social Services and Wellbeing Act population assessment. To also cover the following: <ul style="list-style-type: none"> <li>• Regional Annual Plan</li> <li>• Bridgend Social Services Commissioning Strategy</li> </ul>
Cwm Taf Regional Working	Update on situation and way forward with Regional Working with Cwm Taf? How will we undertake Regional working?
Residential Remodelling - Extra Care Housing	Site visit to current Extra Care Housing and then to new site once work has begun
Children's Social Services	Briefing for SOSC 1 on Child Practice Reviews - details of latest CPRs over last 12-18 months - what recommendations have come out of them, how have they been responded to, how have they helped inform future work to help safeguard children.



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3

17 SEPTEMBER 2018

#### REPORT OF THE CORPORATE DIRECTOR COMMUNITIES

#### WASTE SERVICES

##### 1. Purpose of Report

- 1.1 The purpose of this report is to advise the Committee in relation to the delivery and performance of the Council's Waste Services Contract.

##### 2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

- 2.1 Priority 3: Smarter use of resources. This means the Council will ensure that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

##### 3. Background

- 3.1 On 22 November 2017 Subject Overview and Scrutiny Committee 3 received a report on the new waste contract and raised questions relating to the performance and operation of the Council's waste services contract.

##### 4. Current Situation / Proposal

- 4.1 Since the introduction of the new waste and recycling collection service on 5 June 2017 the performance of the Council's waste partner Kier and the delivery of waste collection services has gradually but significantly improved. While some challenges to the service occur from time to time in isolated locations, Officers and the Contractor's staff continue to work closely to overcome these as required.
- 4.2 Details which evidence the improvement in performance are included in the responses to the specific questions raised by Scrutiny as set out below. While the performance overall is now considered to be consistent with industry standards, some parts of the service including collection arrangements in some housing estates which rely on communal collection points such as Wildmill are yet to be fully resolved despite the efforts of Officers of the Council and the Contractor. Further details on the measures taken to date are set out in the response to Scrutiny's questions below:

1. *Recycling performance statistics for other Local Authorities for comparison and benchmarking against Bridgend.*

Information relating to the recycling performance of Welsh Local Authorities is attached as **Appendix A**. The figures have been extracted from published data collected by Natural Resources Wales (NRW) from waste data flow information supplied by individual Welsh Local Authorities. The information contained in the statistics has been subject to extensive audit and can be considered to be robust and accurate. From the details supplied for the 2016/2017 financial year, during the last year of the previous waste contract, Bridgend was ranked 21st out of the 22 Welsh Councils with a recycling rate of 57.9% .

Following the introduction of the new waste and recycling collection services in June 2017 the preliminary figures for the 2017/2018 financial year place Bridgend 2<sup>nd</sup> in Wales with 68.61% recycling. However, it should be noted that the new waste and recycling collection system did not commence until 5 June 2017. As such, we would anticipate that Bridgend will see further improvements in the figures for the current 2018/2019 financial year. Early indications are that the figure for this year will exceed 70%.

The current municipal waste recycling targets as set by the Welsh Government are: 64 per cent recycling by 2019-20 and 70 per cent of waste recycled by 2024-25. It should be noted that the Welsh Government is currently reviewing these targets and it is likely that the target will be raised further.

2. *The future recycling of black plastic (i.e. food cartons, etc.).*

The recycling markets for recovered plastics is in a state of contraction. In 2017 66% of the packaging recovery notes issued for plastic were from accredited exporters, 25% of this for material exported to China. Since China's ban on various waste imports, other countries have followed suit.

- In January 2018, Vietnam stopped issuing waste import licences.
- Malaysia have also revoked 114 import licences from factories that are now un-licenced and unable to import waste plastic.
- In July 2018, Thailand banned all imports of plastic and electronic waste.
- In August 2018 and subject to a 60 day notification period, Taiwan announced that it was banning the import of mixed household waste plastic.

Therefore, significant demand for plastics has been taken out of the global market.

Plastic recyclers now more than ever have the pick of material available in the market and will prioritise quality.

With regards to household plastic bottles and packaging, the priorities are as follows:

- Grade A – mixed plastic bottles
- Grade B – mixed plastic bottles and packaging (excluding film and black plastic)
- Grade C – mixed plastic bottles and packaging (with some film and black plastic)

Although historically, a £30-£50 per tonne drop in price could have been forecasted from Grade B and C, we are in uncharted territory and in a situation where past performance may no longer be a guide or indicator of the future.

Adding film and food trays to Bridgend's current plastic recycling stream poses two risks

- The risk of devaluing the current product by £50 per tonne or more
- The risk of being left with an unsaleable product is high in the current market

The cost of accepting film and black plastic trays within Bridgend's plastic recycling system is estimated as a loss of revenue of £110,000 per annum based upon 2,200 tonnes at £50 per tonne.

It is recommended that this option is kept under review but at this stage, whilst the market is contracting and there is real challenge with demand, any change poses significant risk.

3. *The performance of the call centre including the average time taken to answer a call. Members also queried if the call centre was still based in Torquay.*

The Council's main point of contact for service requests and complaints remains the responsibility of Kier under the Council's contract with them. Kier have elected to deliver the services detailed in the contract for handling service requests and complaints through their customer contact centre 'Tor2' based in Torquay.

Extracts of the customer contact centres performance for July 2018 are detailed for consideration by Scrutiny in **Appendix B**.

For the week commencing Monday 23<sup>rd</sup> July 2018, taken as a sample week for the purposes of this report, the worst performance at the contact centre for calls not answered within 2 minutes was Wednesday

the 25<sup>th</sup> July when a total of 204 calls were taken; of these 13 took more than 2 minutes to be answered, which is just over 6% of calls. The contact centres best performing day for that week was Tuesday 24<sup>th</sup> July when 203 calls were taken with 1 call not answered within 2 minutes, which is just under 0.5% of calls.

The performance of the contact centre can be affected by several factors including numbers of calls, call concentration, i.e. the spread and numbers of calls being received at the same time, operator absence etc. The performance of the contact centre has measurably improved since mobilisation when early teething troubles combined with large volumes of calls led to the acknowledged difficulties at the time, and generally now performs to specific contractual performance levels.

4. *Are there any plans for Kier to assist with recycling from Bridgend County Borough Council (BCBC) offices and schools?*

Refuse and recycling from schools and other council buildings is subject to separate commercial arrangements outside of the Kier contract.

There is no obligation on the Contractor under the terms of the Council's Contract with them to offer services to schools and other Council owned premises. While the contract requires the Contractor to offer commercial waste services, the budget for the management of schools is delegated to individual schools and it is a matter for them to establish the most cost effective mechanism for the disposal or recycling of waste. The majority of schools have elected to have their waste collected by contractors other than Kier.

5. *The impact of the recently recruited senior managers associated with the Bridgend contract and front line operative staff. Was recruitment successful? Have all staff now been given full induction and training?*

The senior posts of Business Manager and Operations Manager have been successfully filled. Since the appointment of the team and the re-structure at Bridgend, the performance has significantly improved. The team have implemented a number of initiatives to aid the performance and the service delivery as follows:

1. Strategy Improvement Planning Systems
  - a. To problem solve key issues that affected the contract
    - i. Missed collections
    - ii. Delivery issues
2. Team structure to drive service and improvement
  - a. Daily meetings
  - b. One to one meetings with staff
  - c. Engagement, challenge and support culture being developed
3. Efficiency Continuous Improvements with Team wide interaction

- a. Tipping time reduction to increase productivity and service levels
  - b. New vehicles and increased capacity aiding with improved tipping and collections
6. *Information on the updates to the Community Recycling Centres (CRCs) including the instalment of the polystyrene baler and webcam so residents are able to monitor the traffic flow at the site.*

The baling idea for polystyrene has been re-reviewed and seen as being not cost effective against other options. Currently Kier have entered talks with a third party that will recycle polystyrene back into re-usable packaging - this method would be more cost effective to the client and the contractor and achieve the same outcome. Further updates will be provided as discussions continue.

The webcams have been installed and require setting up by the BCBC IT team and the Kier service provider so that the cameras can be viewed. This should be in place within the next few weeks.

7. *Change of days for the communal collections - Has this happened? Has the service shown improvements since the change?*

The contractor in conjunction with officers initially revised communal collection days to rationalise the operations. This did cause some confusion and issues with Housing Associations, the collections however now have settled into new scheduled collection days, which residents and Housing Associations are aware of.

Collection days have been agreed to avoid the growing impact of waste build up at the communal areas by deploying recycling collections on a Monday, Wednesday, Thursday and Friday every week and refuse once a fortnight on a Thursday. Kier has also deployed an additional day on Monday for key areas such as Wildmill to minimise overspill. This has allowed the waste to not build to excessive levels.

Kier has set up better locations for residents to dispose of their waste in key areas such as Wildmill. Kier has also been involved in discussions with members and officers to help residents have better facilities for food waste and sack deliveries, with V2C being issued with food caddies and sacks to give as part of a welcome pack to new residents.

8. *Impact of the new collection vehicles. Have they made collection rounds more efficient?*

Yes the collection rounds are more efficient. The impact of the new collection vehicles has been significant for the following reasons:

1. Roadside collections

- a. The vehicles have been designed specifically to compliment the recycling collection equipment deployed within Bridgend
- b. The vehicle aids safer and more efficient collection of kerbside recycling
- c. There is no need to pre-sort at the Kerbside
- d. Vehicles are more efficient due to being able to compact both card and plastic resulting in greater carrying capacity for these streams

2. Tipping of material

- a. The ability to safely and quickly eject card in the transfer station
- b. The ability to safely and quickly eject plastic in the transfer station
- c. The ability to store more of a payload for glass, food, textile and WEEE

9. *Outcome of the review of BCBC in house Street Scene enforcement activity.*

Work on tender documentation to seek a litter enforcement partner is currently ongoing and is expected, subject to the usual approval process, to be completed in readiness for the commencement of enforcement activities during the spring of 2019.

Commissioning external support is considered in the current financial climate to be the most appropriate way forward. The commission at this stage will be on the basis of a one year contract with the ability, by mutual agreement, to extend the contract by up to a further 12 months. This will allow the Council to review the success of the arrangement and to form a view on how it should proceed in the future.

The Council's ability to attract and appoint an external enforcement partner through a procurement exercise will largely depend on the markets appetite and the bidders view on risk position with regard to the Council tender, as we do not expect to pay for the contract, bidders will have to be assured that the service specified can be self-funding. Scrutiny may have read a recent BBC report which detailed the experiences of several other Welsh Councils who have commissioned the services of Kingdom Services Group Limited. This report purported that the company were withdrawing from providing enforcement services in Wales. While the commercial position of Kingdom is clearly a matter for the company, it nevertheless demonstrates the potential difficulties which lie ahead and which need to be taken into consideration when seeking to engage an external company to act as the Council's enforcement partner.

The current view of officers is that sufficient companies are providing enforcement services to ensure that a robust and competitive process of

market testing can take place and that the Council will be able to secure an enforcement partner on the terms of its tender.

A recent report in Wales On Line highlighted the problems that Merthyr Tydfil Council have experienced following the appointment of additional enforcement officers to strengthen in house enforcement of street litter and dog fouling. The report drew attention to the fact that in the 12 months following the introduction of the additional enforcement officers, no fixed penalty fines were issued. While the reasons behind this were not presented in detail the report did site problems from the outset with the measure. The Cabinet Member for Neighbourhood Services, Planning and Countryside was quoted as saying that the Council had four options on how to proceed which included continuing services in-house, stopping all enforcement, using an external agency or using street wardens. The report highlights the difficulties that are being experienced by many local Authorities in Wales in seeking to tackle the issue of street litter and dog fouling enforcement.

Each of the options present their own unique set of challenges, which need to be overcome to deter those who would otherwise routinely discard their litter or leave their dog fouling on the street, to the detriment of the Borough, while avoiding alienating the wider community by being perceived as overly autocratic or profiteering.

Cabinet approved at their meeting on the 17 July 2018 a public consultation exercise on the making of a Public Spaces Protection Order which would introduce dog contracts in the County Borough and would give the Council the power to issue fixed penalty notices for dog fouling. The results of this public consultation when concluded will be set out in a future report to cabinet for consideration.

10. *Longer term trend of fly tipping. What are the figures of fly tipping in the Borough? Have they improved? Domestic or business.*

The latest figures relating to Fly Tipping on Relevant Land are presented for consideration by Scrutiny in **Appendix C**. Scrutiny will note that since the introduction of the new waste services collection system in June 2017 figures relating to fly tipping have increased. It should be noted that some of this increase will be directly attributable to operations by the Council's Cleaner Streets team in addressing blue bag refuse sacks, presented incorrectly by households and picked up by cleaner streets. In picking up these sacks and disposing of them with the street cleansing waste it will somewhat distort the street cleansing tonnage figures as this now contains some typically household waste, It is not possible to quantify this effect with any accuracy.

The figures presented for complaints received for fly tipping on all land need to be treated with some caution as they do not directly correlate with fly tipping incidents. This is due to multiple complaints being logged for some instances of fly tipping. These figures also relate to fly tipping

reported on both relevant land and land in private ownership, for which the Council is ordinarily not responsible for clearing.

In both cases Scrutiny will note the figures for April this year which show an increase in the numbers of fly tipping incidents. We believe this is directly related to reports of fly tipping following stronger enforcement of the Council's residual waste two bag rule, where households presented more than their two bag limit. A number of such incidents were reported and logged as fly tipping. Where the offender is identified action which may be taken is for the individual to remove the material and dispose of it appropriately or face financial penalty. It can also be seen that these figures are now returning to previous levels.

Regrettably incidents of fly tipping will continue to be recorded for so long as irresponsible individuals seek to avoid disposal charges for commercial waste or subvert the Council's policy on household waste and not recycle as is required.

11. *A breakdown in the number of Member referrals received before the new contract in a typical month and what they were related to and a breakdown of the number of referrals received since April 2018.*

Information relating to Member Referrals is not held within the system by subject. It is therefore not possible to easily extract this detail and to do so would require several hours of staff time to separately identify and record each referral with regard to waste services from all of the referrals made by Members and to arrive at a total and the area of waste service they related to.

Information on the numbers of public requests for service is presented for Scrutiny in **Appendix B**.

12. *A review of the Absorbent Hygiene Products (AHP) bags be considered to include the monetary impact against environmental impact.*

The exact contractual financial value of the AHP service is commercially sensitive and hence not included in the report. However, expressed as a percentage, the AHP service cost represents 4.38% of the overall waste contract and disposal costs.

The AHP service contributes an approximate 2% of the total recycling tonnage.

13. *Clarification on the entry of vehicles to the CRC's and how a commercial vehicle is determined? Size.*

Details of the vehicle types and sizes permitted to enter the Council's Community Recycling Centres (CRC) are presented in **Appendix D**. It should be noted that these controls have been established as a mechanism to prevent businesses from depositing waste in the Council's



CRC to avoid incurring disposal charges which can run upwards of £90 per tonne of material. There would be a significant cost to the Council if it were to remove these controls along with a corresponding impact on its statutory recycling target.

Where householders operate larger vehicles and trailers they are able to apply for permission to enter the CRC sites. In applying for such permission the householder is asked for the details of the materials that they will be disposing of, the type and registration of the vehicles they will be using. They are then given a date on which they can enter the sites.

14. *What sanctions have been given to Kier for non-compliance? Including non-delivery of receptacles and missed collections. How many “points” have they been penalised since the start of the contract and what does this equate to in monetary terms.*

In year 1 of the contract 424,862 points were calculated under the mechanisms within the contract. The financial settlement taking into account mitigation is commercially sensitive and hence cannot be included within this report.

In the current year typical points are circa 9,100 per month and decreasing. The financial deductions associated with these points are now agreed and subtracted each month.

It should be noted 1 point does not equal 1 performance failure due to the points value and multiplier. For example 1 late container or sack delivery = 5 points with a multiplier for each additional day over the planned 10 day window. One missed collection is 2 points, whereas one missed AHP collection is 25 points again with multipliers for each additional day uncollected.

15. *How are the collections in communal areas being managed? Are there enough receptacles available for residents to dispose of their waste and recycling?*

Education Officers have been instrumental in communicating with Housing Associations and private landlords to establish the needs within those communities. A mixture of educating residents and reviewing the location and number of recycling containers, has improved the levels of contamination and resolved issues with overflowing bins. Whilst some locations are working effectively, there is still work to be done in isolated areas.

There are also issues with historic communal collection points which are being challenged and, where appropriate, these collections points are reverting to kerbside collections.

Kier has deployed in key areas, such as Wildmill, 12 extra recycling bin sets further to discussions with officers, members and V2C to provide increased capacity at better locations for the residents to dispose of their waste, and have better facilities for food waste and sack deliveries, including starter packs for new residents within this area.

## **5. Effect upon Policy Framework & Procedure Rules**

5.1 This report has no effect on Policy Framework and Procedural Rules.

## **6. Equality Impact Assessment**

6.1 There are no equalities implications as a result of this report

## **7. Well-being of Future Generations (Wales) Act 2015 Assessment**

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

## **8. Financial Implications**

8.1 There are no financial implications regarding this report.

## **9. Recommendations**

9.1 Subject Overview and Scrutiny Committee 3 are asked to note and provide comment on the contents of this report.

**MARK SHEPHARD**  
**Corporate Director Communities**  
**August 2018**

**Contact Officer:** Andrew Hobbs  
Group Manager Streetworks

**Telephone:** (01656) 643416

**E-mail:** [andrew.hobbs@bridgend.gov.uk](mailto:andrew.hobbs@bridgend.gov.uk)

**Postal Address** Bridgend County Borough Council  
Civic Offices  
Angel Street  
Bridgend  
CF31 4WB

**Background Documents:** None

**Appendix A**  
**Welsh Local Authority Recycling Performance**

<b>Audited Recycling rates 2016/17</b>	<b>%</b>	<b>Provisional recycling rates 2017/18</b>	<b>%</b>
<b>Local Authority</b>		<b>Local Authority</b>	
Ceredigion County Council	70.11	Isle of Anglesey CC	72.19
Wrexham CBC	68.73	Bridgend CBC	68.61
Monmouthshire CC	68.72	Flintshire County Council	67.64
Flintshire County Council	68.20	Caerphilly CBC	66.69
Carmarthenshire County Council	66.23	Monmouthshire CC	65.77
Isle of Anglesey CC	65.79	Wrexham CBC	65.44
Caerphilly CBC	65.52	Denbighshire County Council	64.21
Vale of Glamorgan Council	65.33	Ceredigion County Council	63.70
Pembrokeshire County Council	65.29	Conwy CBC	63.65
Powys County Council	65.20	Carmarthenshire County Council	63.64
Merthyr Tydfil CBC	65.09	City and County of Swansea	63.26
Denbighshire County Council	64.69	Vale of Glamorgan Council	63.21
Rhondda Cynon Taff CBC	64.41	Merthyr Tydfil CBC	62.74
City and County of Swansea	63.70	Rhondda Cynon Taff CBC	61.31
Torfaen CBC	63.59	Torfaen CBC	60.58
Neath Port Talbot CBC	62.77	Neath Port Talbot CBC	60.54
Conwy CBC	62.58	Powys County Council	60.45
Newport City Council	61.39	Gwynedd Council	60.27
Gwynedd Council	61.08	Newport City Council	59.82
Cardiff County Council	58.12	Cardiff County Council	59.77
Bridgend CBC	57.90	Pembrokeshire County Council	57.00
Blaenau Gwent CBC	56.77	Blaenau Gwent CBC	56.00

## Appendix B

### Monthly Call Statistics for July 2018

<b>DAY</b>	<b>Calls Taken</b>	<b>Abandoned</b>	<b>Voicemails</b>	<b>Calls Not Connected in 2 Mins</b>
02nd	271	4	3	6
03rd	246	7	3	8
04th	183	9	4	13
05th	168	3	2	5
06th	157	26	17	42
09th	257	17	7	21
10th	221	3	1	2
11th	244	12	6	15
12th	180	5	3	4
13th	170	13	9	20
16th	231	13	7	20
17th	204	4	5	9
18th	228	14	7	19
19th	193	9	7	15
20th	184	5	1	2
23rd	242	7	0	5
24th	203	1	0	1
25th	204	13	12	13
26th	196	11	6	9
27th	184	5	1	1
30th	206	15	3	14
31st	202	7	4	11
<b>Totals</b>	<b>4574</b>	<b>203</b>	<b>108</b>	<b>255</b>

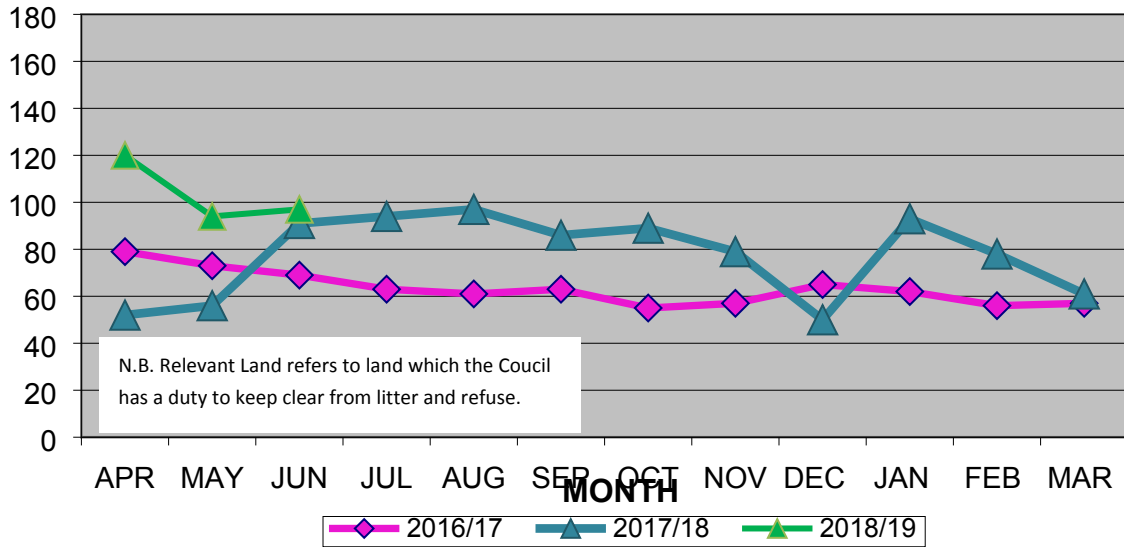




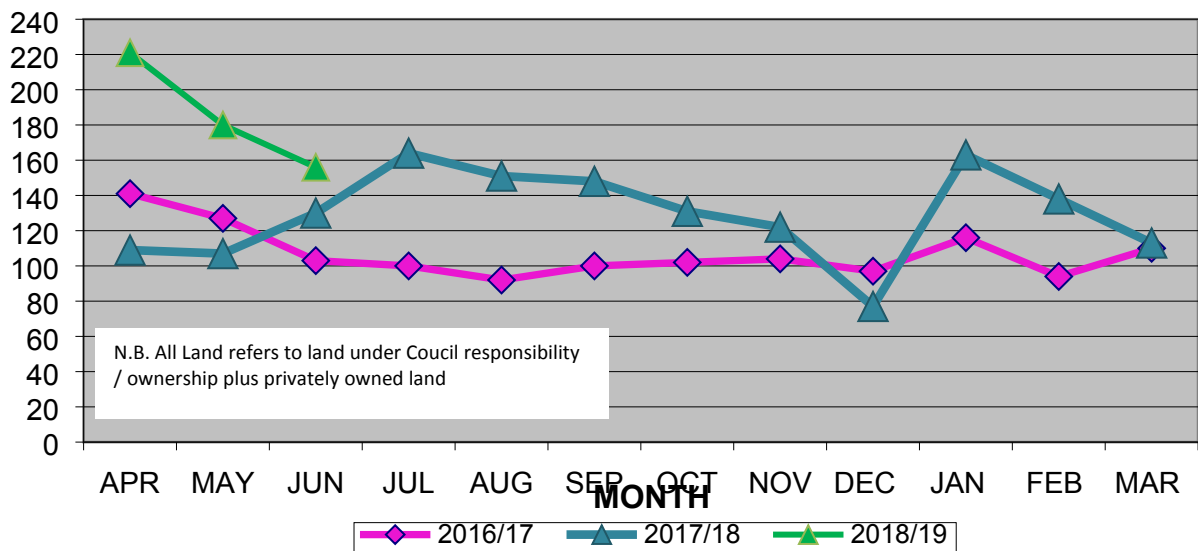
ECHO								CALLS					Emails			
Categories	23	24	25	26	27	28	29	DAY	Calls Taken	Abandoned	Voice mails	Calls Not Connected in 2 Mins	DAY	Customer Emails Received	Asbestos Assessment	Dispensation Disability etc.
KR Container Requests	104	70	70	72	53	1	1									
KR Missed Collection	7	5	8	9	10	0	0									
KR Other	32	33	32	28	15	0	0									
Echo Raised through Portal	26	31	24	17	23	5	7									
<b>TOTAL</b>	<b>378</b>	<b>300</b>	<b>303</b>	<b>291</b>	<b>239</b>	<b>5</b>	<b>7</b>	<b>Total</b>	<b>1029</b>	<b>37</b>	<b>19</b>	<b>29</b>	<b>Total</b>	<b>284</b>	<b>5</b>	<b>2</b>

## Appendix C

### Fly Tipping - Number of Incidents Reported - Relevant Land



### Fly Tipping - Number of Complaints Received - All Land





## Appendix D

### Visits to Community Recycling Centres (Tip Notes)

The authority in partnership with its waste contractor runs 3 Community Recycling Centres (CRCs) at various locations (Tythegston, Brynmenyn and Maesteg) throughout the borough.

- If a householder wishes to dispose of domestic waste at any CRC, they are required to register their visit (tip note) should they wish to take the waste in any vehicle other than a private car.

To register for a 'tip note' the householder will contact the Authorities call centre, where the option to press 1 for waste directs the householder to the Contractors call centre and the request is logged on the ECHO system.

- When taking a call from a customer the following details are taken –
  - Name, address and telephone contact details,
  - The CRC the customer wishes to visit,
  - The day the customer wishes to visit the CRC,
  - The items the customer wishes to take to the CRC as this could result in an assessment of the material being required,
  - The registration number, make and model of the vehicle to be used.
- The Authorities website informs the householder that they are required to give 48 hrs notice to the Authority of a visit to any CRC, however, if a customer contacts the call centre before 12 Noon it is sometimes possible to allow the householder to visit a CRC the next working day, this is dependent on the amount of material the householder wishes to take to the CRC and the possible need for an assessment of the material to be undertaken by the supervisors.
- The contractor's officers at Tondu forwards a report for each separate CRC's to the contractor for the forthcoming site visits (Tip Notes) at 12 Noon daily The reports contains the following information:-
  - Date of visit.
  - Registration number, make and model of vehicle
  - Item(s) to be deposited
  - Additional Information (Photos / number of loads)

- Reports forwarded on Fridays contain information on visits for Saturdays, Sundays and Mondays. In the event of bank holiday(s) the report prior to the holiday(s) will contain the information for the bank holiday(s).
- The reports are then distributed to the CRC's, so that the operatives are aware of forthcoming visits.

The criteria for vehicles allowed to enter the CRC with domestic waste are as follows:-

- No vehicle carrying commercial waste will be allowed into any CRC,
  - Private cars do not need a 'Tip Note'
  - larger vehicle up to a short wheeled based transit van type require a 'Tip Note' to take domestic waste to any CRC,
  - NO tippers, flat beds or box vans allowed,
  - Pick-ups vehicles require a 'Tip Note',
  - Any vehicle with an open back will require a 'Tip Note',
  - Trailers are allowed into a CRC subject to the following :-
  - Trailers up to 5ft are allowed into the CRC's without a 'Tip Note' but have to be towed by a private car,
  - Trailers between 5ft and 6ft 6in require a 'Tip Note' (the measurements refer to the bed length of the trailer)
  - Trailers over 6ft 6in are not allowed in any CRC
- 'Tip Notes ' are not automatically booked for certain items i.e. building materials(rubble, wood etc.) or large amounts of general materials. Requests to deposit this type of material at a CRC require an assessment of the materials to be undertaken by the Authorities inspectors.
  - For asbestos and asbestos related material an assessment is always required as a charge is made to deposit this material at any CRC. (Asbestos procedure is dealt with below).
  - A 'Tip Note' assessments involve the following:–
  - The householder is questioned on initial contact as to the nature of the material to be taken by the householder to the CRC. If it is deemed by officers that an assessment is required (due to the nature or volume of the material) the householder is informed that an assessment is required and it is booked in on the ECHO system.
  - Reports of assessment required (including Asbestos) are supplied to contractor's supervisors on a daily basis, the reports covers assessments to be undertake on that particular day.

- A Contract supervisor visits the customer's address and if the materials are allowed to be taken to the CRC, photographs are taken of the materials and sent along with a daily report to the contractor.
- Assessments are booked in at least one working day in advance.
- On completion of the assessment and if the material is allowed the customer has to re-contact the contractor's call centre and book a 'Tip Note' to access the CRC
- Small vans are allowed up to 3 loads, a transit van is allowed one load – some dispensation may be allowed with an assessment from a supervisor.
- A registration log is maintained with ANPR, to highlight repeated visits above the norm.

### **Asbestos Procedure**

- On receipt of a call related to Asbestos the householder is informed that an assessment has to be undertaken of the material by a Contractor supervisor. The householder will be first asked if a builder has been employed for the removal of the Asbestos as no asbestos removed by builders is allowed to be deposited at any CRC
- The householder is advised that the asbestos skips are only located in Tythegston CRC.
- For asbestos an assessment is always made as this is a chargeable material (costs vary but is based on £10 per standard sheet size - 6ft x 2ft 6" or a 17 Kg bag).
- An appointment for an assessment is booked on the contractor's ECHO system for the next working day
- A supervisor visits the householder and makes an assessment of the material and the price to be charged
- The householder is advised that asbestos deposited at the CRC has to be **double wrapped and bagged prior to being taken to the CRC.**
- Photographs are taken of the asbestos
- If the customer is happy with the price they re-contact the call centre to make payment and a 'Tip Note' is then booked following normal procedures set out above.

This page is intentionally left blank