1177 MINUTES

The minutes of the meeting of the Scrutiny Committee held on 28 June 2016 were confirmed as a correct record and signed by the Chairman.
1178 REVIEW OF ROUTE OPTIMISATION DELIVERY

Following a brief introduction from Cllr Mason Billig, the Head of Environmental Services presented his report which detailed the background and issues leading to the review of the Council’s waste collection rounds. He explained the reasons for the changes, implemented in June 2016, and the objectives sought by implementing a four-day collection service.

The Committee commended the Head of Environmental Services and his team for their hard work and dedication in ensuring the substantial changes to the service were achieved with minimal disruption and confusion to residents. Members were also pleased to note that there had been considerable communication between managers and staff during the transition and that the workforce had recognised the need to future-proof the service in view of the significant increase in housing growth in parts of the District. It was also noted that there had previously been imbalances within the waste collection rounds but that these had been addressed to ensure that the workloads of individual crews were more balanced.

In response to a member’s question, officers advised that although there were likely to be a few minor changes to the rounds in the future, the Council now had a good model in place for the next two to five years, which could accommodate any alterations as they arose.

Members discussed the levels of contamination in South Norfolk’s recycling due to the incorrect disposal of waste by residents in the green re-cycling bins. Although South Norfolk Council had the lowest contamination rate in the county, officers agreed that more communication to residents was needed to ensure that people were aware of which items were suitable for recycling and which should instead be placed in their black refuse bins. The Committee discussed the various ways in which the Council could remind customers of the correct practises, including the provision of bin stickers and through written communications via the Link Magazine. The Director of Community Services advised that the Council would need to consider a marketing plan to incorporate multiple channels of communication to residents. It was also suggested that raising residents’ awareness of the consequences and loss of income caused by the contamination of recycled waste might help to alleviate the problem. Cllr Billig advised that the Norfolk Waste Partnership was looking at ways to educate residents in the correct disposal of their waste and was targeting its work in areas where problems had been identified.

Members briefly discussed the depot at Ketteringham, and were pleased to note that plans were in place to optimise the depot and upgrade the staff facilities.

The Committee agreed that when undertaking its further review of the Route Optimisation Delivery in July 2017, they would also review the Council’s contamination statistics, recycling targets and marketing campaigns.
It was then:

RESOLVED: To note the content of the Route Optimisation Delivery Review report, and to commend the Head of Environmental Services and his team for their hard work and dedication in ensuring the success of the implementation a four-day collection service.

1179 SCRUTINY COMMITTEE WORK PROGRAMME AND TRACKER, AND CABINET CORE AGENDA

The Committee noted the Work Programme, Tracker and Cabinet Core Agenda.

The Senior Governance Officer advised the Committee that the Chairman of the South Norfolk Clinical Commissioning Group (SNCCG) would no longer be attending the meeting of Scrutiny on 10 November 2016. It was noted that a presentation would instead be made by Cllr Legg and the Independent Living Team Leader to update the Committee of the work that had been undertaken by the Council and the SNCCG during the past six months.

It was also noted that a further item, “a Review of the Diss Heritage Triangle” had been added to the Scrutiny Committee Work Programme for 10 November 2016, and that representatives from the Diss Heritage Triangle would be invited to attend the meeting.

(The meeting concluded at 10:18 am)

Chairman