



Telford & Wrekin  
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

## CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

Date **Tuesday 4 October 2016**

Time **6.00pm**

Venue **Meeting Room G4, Addenbrook House, Ironmasters Way, Telford TF3 4NT**

### Enquiries Regarding this Agenda:

Democratic & Scrutiny Services      Stephanie Jones      01952 383114

Media Enquiries      Corporate Communications      01952 382407

**Committee Membership:** Councillors J C Ashford, N A M England (**Chair**), K R Guy,  
L A Murray, S J Reynolds, P J Scott, J M Seymour and B D Tillotson  
Co-optees: Mrs P Doherty and Mr D Johnson

## AGENDA

1. **Apologies for Absence**
2. **Declarations of Interest**
3. **Minutes** Appendix **A**  
Appendix **B**

To confirm the minutes of the meetings of the Customer, Community & Partnership Scrutiny Committee held on 10 May 2016 and 4 July 2016.
4. **Waste Management Services** Appendix **C**

To consider a presentation on waste management services including:

  - a) An overview of the elements of recycling and waste management services provided by Veolia and TWS and performance monitoring data
  - b) Savings and investments
  - c) Household Recycling Centres
  - d) Communications and engagement
5. **Work Programme 2016/17** Appendix **D**
  - a) To consider the recommendations of the Scrutiny Management Board on the priorities for the 2016/17 work programme and agree topics for the Committee's work programme
  - b) To schedule future meeting dates
6. **Chair's Update**

## **CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE**

### **Minutes of a meeting of the Customer, Community & Partnership Scrutiny Committee held on Tuesday, 10 May 2016 at 6.00pm in Meeting Room G4, Addenbrook House, Ironmasters Way, Telford, TF3 4NT 7**

**Present:** Councillors N England, J Ashford, S J Reynolds (part), P Scott, J Seymour (part), B Tillotson.

**Also Present:** K Kynaston, Assistant Director, Business, Development & Employment (CCP-20); K Mulholland, Inward Investment and Business Support Service Delivery Manager (CCP-20); S Jones, Scrutiny Officer.

#### **CCP-18      Apologies for Absence**

Cllr. G Cook

Cllr S Davies Cabinet Member Business, Neighbourhood & Customer Services and  
Cllr G Reynolds Cabinet Member Employment & Skills

#### **CCP-19      Declarations of Interest**

None

#### **CCP-20      Business Support**

The Chair introduced the item saying that the committee had looked at customer services for residents and now wished to find out how the Council was supporting businesses and attracting inward investment, and to follow up on previous scrutiny recommendations which the Scrutiny Officer explained were the report on Developing Skills for Business in 2010, First Point for Business in 2012 and Tackling Youth Unemployment in 2014.

The Chair referred members to the report circulated as Appendix A and invited officers present to present the report.

The Assistant Director explained that things had moved on a long way since the previous scrutiny reviews and there had been many new initiatives and a lot of work had been done with businesses. Her area of responsibility included the business support and inward investment teams as well as the employment and skills team.

The Service Delivery Manager then gave a slide presentation to show the journey from 2013 to the present, making the following key points:

- First Point for Business was launched in 2013 as a single point of contact for businesses with the front door in Wellington. Also in 2013 the Council launched Invest in Telford as a proactive campaign to promote Telford, support growth and attract investment into the borough. Invest in Telford would be superseded by Enterprise Telford which would launch the whole of Telford as an enterprise area later in May. The development of Enterprise Telford had been influenced by

experience from work over the last 3 years and new regional and national initiatives, significantly the government's Growth Hub programme which had included the opening of a physical Growth Hub at Wolverhampton University Innovation Campus, Priorslee in October 2015.

- The focus had remained on the Business Supporting and Business Winning approach. The team had been split into two teams of Business Support Officers and Inward Investment Officers. Key areas of work included:
  - The provision of free business support for all types of business from start-ups to high growth larger companies;
  - Developing partnerships and networks, including hosting events and supporting the development of the overarching Telford Business Board;
  - Attracting funding for growth;
  - Providing recruitment, skills and training support to businesses and working with education providers to develop employer-led skills training;
  - Account Management of top180 foreign direct investors (FDIs);
  - Promoting the borough to investors and intermediaries regionally, nationally and internationally;
  - Cross-Council working to provide a joined up service to businesses.
- **First Point for Business** had been launched in 2013 in response to feedback from businesses and the Local Economic Assessment which highlighted the need for the Council to provide a joined up and proactive service for business. Previously, business engagement with the Council tended to be driven by regulatory services such as planning or environmental health. First Point for Business was established in Wellington as a one-stop-shop for businesses to access Council services – such as business support, estates and investment, planning, regulatory services, business tax - and to enable the Council to be proactive in helping businesses to maximise growth opportunities.
- **Invest in Telford** was also launched in 2013 as a proactive campaign to raise Telford's profile regionally, nationally and internationally and to front interactions with businesses. The service provided free business support and tailored packages for potential investors which could include business planning, marketing, property, skills etc. as well as wider factors such as housing or lifestyle which could influence an investment decision. Invest in Telford had significantly raised the profile of Telford and made the borough more competitive as an investment destination. Key to this work had been cultivating relationships with UKTI (the government's trade and industry body responsible for attracting investment from overseas) to ensure international representatives and local sector specialists understood Telford's proposition. Telford was now promoted by UKTI as a key destination for advanced manufacturing, with enquiries also coming in from investors in other sectors such as digital or food and drink. Work had been done to raise Telford's profile with business intermediaries such as lawyers, accountants, property and land agents locally, and in Birmingham and London. Attendance at high profile events and trade shows in key target sectors – such as the Advanced Manufacturing Exhibition in Birmingham – helped to raise brand awareness and generate enquiries. The Telford Business Board of 20 local business leaders, chaired by a local business owner Paul Hinkins, had

appointed sector champions and was playing a proactive role working with the Council to develop propositions for investors and to articulate the needs of businesses back to the Council. Telford & Wrekin was a member of the Marches Local Enterprise Partnership (LEP) with Shropshire and Herefordshire Councils. LEPs were increasingly a route for government and EU funding and were taking a greater role in promoting regions.

- In terms of Invest in Telford successes:
  - Over 130 investment leads had been generated. The number had been benchmarked against other areas and was good;
  - There had been 21 new business investments creating 369 jobs;
  - There had been 13 multi-million pound strategic investments including the MoD, Denso, BAe systems;
  - The Business Support team had regular contact with over 3,500 businesses, with direct support provided to over 1,000;
  - £2.5m funding for growth had been attracted creating 274 jobs and safeguarding 356 jobs. ERDF and Growth Funding streams had slowed but businesses were supported to ensure bids met funding requirements for whatever streams were available;
  - Estates and investments had been involved in land and property disposal deals and providing full turnkey solutions;
  - Ten employment sites in Telford had been granted Assisted Area Status. Assisted Areas are directed by the EU Commission to link areas of deprivation with employment sites to create employment opportunities in areas of greatest need. The government had seen the opportunities for Telford around the automotive sector.
  
- 2015-2016 was a period of change in the local, regional and national context and Invest in Telford had needed to adapt.
  - There was increasing competition for investment and Invest in Telford had responded by exploring opportunities in different markets. The local economy was still growing. There were threats to the automotive industry and the risk of offshoring but the investment by JLR was good news and local businesses were being supported to benefit from supply chain opportunities. Locally the professional services sector was growing, the construction sector was reviving and new opportunities were being created in the food and drink sector.
  - The government's national Growth Hub programme had been introduced to address concerns about the lack of co-ordination of business advice and support and the confusing landscape for businesses. LEPs had been charged with setting up a Growth Hub – 39 had been established nationally – for businesses to access information and help through a single point. LEPs had discretion to develop their own delivery model which could be virtual or physical. The Growth Hub moved First Point for Business a step further by involving local and national partners through a single base.
  - Enterprise Zones (EZ) had been introduced. EZs were enterprise or employment sites endorsed by government to offer a standard business support package including flexibility on business rates. One EZ was designated in the Marches LEP, in Herefordshire, some years ago. . The Council's view was that by focussing incentives for business in one Enterprise

Zone in the Borough we were constraining potential investment. . Enterprise Telford designated the whole Borough as an enterprise area which offered a stronger package to investors and business expansions than EZs.

- The Telford Business Board was expanding and had taken a sector-based approach. Sector leads acted as ambassadors, promoting Telford to potential investors, reflecting the needs of the sector back to the Council and partners and had brought fresh ideas about things that could be done.
  - University investment in the borough had grown. The University of Wolverhampton had expanded the campus at Priorslee and made significant investment in advanced manufacturing (especially automotive) research and training. Harper Adams University had invested in its agritech centre, collaborating with 70 businesses and looking at further expansion.
- The **Telford Growth Hub** had opened in October 2015. The model for the Marches LEP Growth Hub was a central website supported by LEP staff and a physical hub in each local authority area. The Telford Growth Hub had been co-located with the University of Wolverhampton on the Priorslee campus to maximise opportunities for partnership working particularly around HE-business collaboration. Over 350 businesses had visited the Hub since October. The space had been used for networking, business events, and seminars on topical or specialist issues such as cyber security or drone technology. Hot-desking and meeting rooms were available for use by businesses, especially start-ups, with facilities for webinars and video conferencing. It was suggested the Committee visit to see the Hub for themselves. In-kind sponsorship had been brought in and other contributions would be sought. Newsletters had been emailed to 2,000 businesses and the database was growing, and the hub had also been promoted on social media. The model was still developing and the approach was to be flexible.
  - **Enterprise Telford** would be launched in May to promote the whole of Telford as an enterprise area and to position Telford in relation to the Enterprise Zones. The campaign would build on the positive growth and opportunities in the borough, such as the HCA land deal, and the next stage would be to develop propositions for the borough towns. Work had already started on a proposition for Newport and there had been discussions with Harper Adams about developing a cluster of high-tech companies. The Pledge to Business replaced the Charter for Business and set out a range of ways in which the Council would work with businesses. The Economic Development Strategy would bring all the work together and would be launched on the same day as Enterprise Telford.
  - Looking forward, a number of strands of work would continue to be developed or would be developed:
  - Skills shortages remained an issue raised by local businesses and significant work was being done with the LEP, businesses and education providers to address shortages in key skill areas such as advanced manufacturing, engineering and construction by expanding training provision and apprenticeships and using the Growth Hub to provide in work training and up-skilling opportunities which may be tailored to specific sectors.

- Work with the Telford Business Board and other networks would continue to develop, particularly linking into industry networks such as Shropshire Constructing Excellence.
- Work would continue to capitalise on local growth potential. Regionally, Telford would build relationships with the West Midlands Combined Authority (as a non-constituent member) and with the Midlands Engine to promote Telford particularly the amount of ready-to-go land which gave Telford the advantage over competitors.
- Taking opportunities for joint marketing, attending events and ensuring local businesses benefit from the series of UKTI trade missions over the next 3 years.
- Attracting grant funding to support business growth was increasingly important. Telford was jointly bidding with Shropshire and Herefordshire for European Development Programme funding. £87 million had been allocated to the Marches LEP for projects meeting priorities set by the EU largely around business growth and job creation. Telford, Shropshire and Herefordshire had engaged with the Birmingham business growth programme and Telford was working with local businesses to help them access grants from £10k-£150k to help businesses benefit from HS2. Local businesses were being supported to bid for the Green Shoots capital funding administered by Wolverhampton University. Telford was leading on a bid for Growth Hub funding to provide income for the Hub to extend the range of support including coaching and mentoring or activities to support high growth companies (organisational programmes, work force development etc).
- Linking into networks and centres of excellence where Telford may have an opportunity to raise its profile and for businesses to share best practice, for example the Catapult centres for automotive, advanced manufacturing or digital. Catapult centres were seen as Centres of Excellence in their sectors and helped attract and drive investment. Work was being done to build on Telford's IT strengths and a bid had been submitted with the University of Wolverhampton to develop an offshoot of the digital Catapult in Telford. A decision would be made in July. Further funding would be sought wherever possible to roll out programmes and work would be done to ensure government departments and providers such as Cap Gemini stay in Telford.
- Opportunities to maximise commercial income from Council services would be pursued, for example developing biT as a commercial architecture and design practice.

The following additional information was provided in response to questions. Cllrs Seymour and Reynolds left the meeting at 7.15pm:

- In terms of business events, some generated a lot of enquiries and some generated none and it was noted that inward investment deals could take a long time to come to fruition. It was important for Telford to have a presence at

exhibitions and to be competing with other areas. Telford's stand at the national Advanced Manufacturing Exhibition had generated several leads.

- In relation to filling the gap in the job creation target between the 8,500 jobs projected in the Local Plan to be created by the HCA land deal over 10 years i.e. 850 per year, and the 643 jobs created over the last two years, there was increasing evidence of demand for employment land. Expansions to date had been fairly small, creating 10-20 jobs, but there was now increasing demand for employment sites for example four companies were competing for a site at Hortonwood. The job creation statistics reported related directly to Council intervention but did not take account of other companies which had expanded or located in Telford but had not used Council services where the number of jobs created may not be known. The Council would know about business moves from business rates but the size of the premises did not necessarily give an indication of the number of jobs, for example if a new factory was highly automated and employed relatively few people in relation to the size of the site. It could be hard to project numbers accurately and the targets were challenging but the provision of employment land was an incentive for investment and the Hortonwood site alone was projected to create around 1,000 jobs. The key was to promote the borough and to understand which companies were in the borough and how they could be supported.
- Responding to a suggestion that more should be done to raise public awareness of successes and what the Council was doing to support business growth and attract investment, such as developing the Newport proposition, it was acknowledged that communication tended to focus on the business community but the Cabinet member had also picked up on this point. It could be difficult to articulate the scope and impact of activity to the wider community but the Growth Hub, and successes around the Growth Hub, could be a 'hook' to communicate with the public e.g. around job creation and more was planned to be done to raise awareness with Town and Parish Councils and partners. Members suggested the communication strategy for Enterprise Telford should include awareness raising with members of the public.
- In terms of the potential impact of a 'Brexit' officers had not picked up on any undue concern from the wider business community and had not seen a change in the investment landscape although location deals could take a significant time to plan. It was acknowledged that there were differing views on Brexit within the business community. The Council's approach to attracting investment had shown proven success and work to support businesses and with the University would continue and would adapt to any changes.
- There were questions about support for the retail sector, particularly bringing empty premises on high streets back to use. European funding could not be used to support the retail sector (only business-to-business companies) and although the Growth Hub was open to all businesses the retail sector would not be able to access programmes (such as the coaching or mentoring) funded with EU money. However the business support team linked into other Council programmes such as Pride in Your High Street, or worked with partners on projects to support retail on the high street such as the Pop up Shop in Wellington. In terms of incentives to encourage investment in high streets and dealing with semi-derelict properties, the business support team tended to focus on issues at a macro level such as how to improve the environment and increase footfall and were looking at the next steps for high streets including options

around business rates and linking into other strands of work such as bringing empty properties back to use. However, consideration could be given to looking at issues at a more detailed level. One of the issues with derelict properties was convincing private landlords to invest in the property.

- In terms of bridging the gap between skills in the local labour market and the skills needs of employers, many factors contributed to the skills gap such as changing business needs, the ageing workforce and the increased demand for skilled workers by JLR which had create skills shortages for companies in the supply chain. Work was on-going to develop relationships between schools and education providers, and businesses to encourage the take up of apprenticeships, ensure young people are prepared with appropriate employability skills, mentoring and buddying programmes and to help schools understand what local businesses need. The new Ofsted inspection framework would help as it included more measures related to careers support. The availability of the right skills in the local labour market was a key consideration for investors and the links to the Universities and FE had helped but efforts needed to continue. Bespoke training had been developed in the past where the investor's needs had been identified early on.
- Lifestyle factors could influence investment decisions and information about housing, or executive housing, schools or other factors was provided as part of the package for investors.
- There was a discussion about how easy it was for businesses to access information on the website. Members commented on the good quality and amount of information on the Invest in Telford website but suggested the menu of services could be more prominent. Some issues were raised with out of date information which had come up on internet searches or areas which could be improved which would be looked into. Members were given assurances that businesses did not have a problem contacting the service or finding Telford & Wrekin on the website and there was no shortage of new enquiries. The links between the Invest in Telford and the Growth Hub websites would be reviewed as the Growth Hub concept was pushed forward and it was felt that the Growth Hub website was strong and easy to navigate. Members noted there had been good feedback on the Council's Twitter feed.
- The £20m Growth Fund was allowing the Council to invest in land and property where an investor is looking to lease a property or to make speculative development where there is proven demand. The investment then delivers a revenue return with the property included in the Council's Property Investment Portfolio One Telford had been the inward investment company for Telford years ago but the service had been taken back in house and One Telford no longer existed.
- With regard to encouraging self-employed traders like plumbers or electricians to take on an apprentice, many self-employed traders came to the Council for help to get up and running and could be a pool of people to target to encourage to take on an apprentice. The apprenticeship grant was available for SMEs Members were assured that the issue identified by scrutiny in the past of multiple records for businesses had been resolved by bringing everything together in a single client relationship management system (Evolutive) which was visible to a number of parts of the organisation and used to manage all interactions across the Council and produce reports.

- In terms of the relationship between First Point for Business and the Growth Hub, it was felt that they did not compete. First Point was for businesses to access help and advice but not many businesses use the front door as the advisors tend to go out to the business. The Growth Hub would become the focus for businesses but First Point would be retained in Wellington as a front door to planning and other business-related services in the building.
- Traffic on the website was monitored as far as possible. The number of visitors to the website and which pages they look at could be monitored but the system was not as sophisticated as it could be and this could be something to look at. The issue was with knowing who the visitor was which was not possible unless they register on the website and asking people to register could deter people from using the website.

When there were no further questions there were a number of suggestions of further work the Committee may wish to consider:

- Visit the Growth Hub and/or University of Wolverhampton to increase Members' understanding of the offer and to make any comments;
- Meet with an existing investor to explore their experience of the journey;
- Explore with the Telford Business Board sector champions how more businesses could be engaged going forward;
- To look at how Members and other people could encourage their business contacts to get involved with the Growth Hub including promoting opportunities for in-kind sponsorship.

## **CCP-21      WORK PROGRAMME**

The Work Programme working document was tabled and members discussed items for future meetings. The following items were agreed subject to review of the 2016/17 scrutiny work programme and allocation of resources by the Scrutiny Management Board after Annual Council:

- A meeting in July (date to be confirmed) to follow up on issues raised at previous meetings on Customer Services and Traffic Management;
- Cllrs England, Ashford, Scott and Tillotson volunteered to take part in the mystery shopping and product testing exercise for the next meeting on customer services;
- A meeting in September to consider performance on the elements of the waste services contract delivered by Veolia;
- A meeting in November to consider performance of the environmental services contract delivered by TWS as preparation for further work related to the tender process in 2017/18;
- To add the suggestions from today's meeting to the work programme for further discussion;
- Members noted the Committee has responsibility for scrutiny of flood management and that the Flood Management Strategy was due to be refreshed;
- Members were interested in looking at issues related to HMOs in more detail.

The meeting ended at 7.55pm

**Chairman:** .....

**Date:** .....

**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE**

**Minutes of a meeting of the Customer, Community & Partnership Scrutiny Committee held on Monday, 4 July 2016 at 6.00pm in Meeting Room G4, Addenbrook House, Ironmasters Way, Telford, TF3 4NT 7**

**Present:** Councillors N England, L Murray, S J Reynolds, P Scott, J Seymour.

**Also Present:** Cllr. A McClements, Cabinet Member Transport, Customer & Neighbourhood Services (CCPSC-04 and 05); A Astley, Assistant Director Customer & Neighbourhood Services (CCPSC-04 and 05); L Higgins, Customer, Benefits, Registration and Library Services Manager (CCPSC-04); S Jones, Scrutiny Officer; D Proud, Transport & Highways Development Manager (CCPSC-05); K Webb, Customer Contact Centre Group Manager (CCPSC-04); H Wood, Customer Services Project Manager (CCPSC-04); J Tangye, Senior Democratic & Scrutiny Officer.

The Chair opened the meeting by welcoming members of the Committee, the Cabinet Member and officers to the meeting. He extended a particular welcome to Cllr Murray who had been appointed to the Committee at Annual Council in May and thanked Cllr Cook for his previous contribution.

**CCPSC-01 Apologies for Absence**

Cllrs J Ashford, K Guy and B Tillotson and co-optees Paula Doherty and Dave Johnson

**CCPSC-02 Declarations of Interest**

None

**CCPSC-03 Minutes**

**RESOLVED** – that the minutes of the meeting of the Customer, Community & Partnership Scrutiny Committee held on 26 April 2016 be confirmed and signed by the Chairman.

**CCPSC-04 Customer Services**

The Chair introduced the item which was to follow up on the discussion held at the meeting on 26 April 2016.

**a) Update on performance data from the customer contact centre (CCC)**

The Committee had requested an update on performance of the CCC and considered monthly performance reports for May (Appendix 1) and June (tabled).

Officers presented the reports making the following points:

- A significant amount of work had been done to improve performance of the CCC by the new managers and significant improvements had been made in the abandoned call rate and the longest call waiting times.
- The call abandonment rate for June 2016 had been 10.9%, the best ever in recent history and close to the target rate of 10%. This compared to 28% at the same point last year and peaks of up to 40% over the last 2 years. The target would have been achieved if not for the exceptional volume of calls on the day of the EU Referendum. The contact centre had been staffed up for the referendum but there had been even more calls than anticipated with the phones busy until the CCC closed at 10pm.
- Data on the overall number of calls, abandonment rate, longest wait, longest wait for a call-back and number of call-backs in June was provided and broken down by service area. The vast majority of calls (97.1% of 27,275) had been answered in less than 10 minutes. Only three calls had waited over 25 minutes, a great improvement on a year ago when many customers had waited over an hour.
- There had been good feedback from customers about the improved response. The private sector landlords association and CAB had reported a marked improvement in the response and felt that waiting times were acceptable.
- The call back service had been used by 1,441 customers. The longest wait for a call-back had been 35 minutes 5 seconds. A message advised callers they would be called back by the end of the day but on current data officers were confident the message could be updated to offer a call back within one hour.

The following additional information was then provided in response to questions:

- As to whether customers holding on for a long time were those with more serious problems, it was not necessarily the case. They tended to be people with more time or those who might not trust the call-back service and it was therefore key to build customer confidence in the service.
- Reports on demand from the referendum would be provided to the Elections Service to learn lessons although it was noted that this was an exceptional event. Reports would also be provided on demand from the PCC election which compared very differently. The CCC Group Manager met regularly with service managers (revenues etc.) to give feedback on calls and internal service level agreements were being developed.
- In response to a question about the length of time taken to reply to an email, Members were informed that the response time could depend on whether the email was sent to the CCC or directly to a service area. The CCC service level is to respond to emails within 24 hours but individual service areas may vary the response time. There was no way of monitoring responses from service areas to emails but in future it may be possible to monitor those logged via My Telford.
- In terms of the whether calls were dealt with by the CCC advisor or transferred to a service area, CCC advisors were trained and empowered to deal with different types of enquiry and 98% of calls were dealt at the initial contact by the CCC advisor. However there were odd times when a query needed to be referred to a service area and these were directed to the service manager. The most common reason for a contact was refuse collection. Data could be collected on enquiries

coming through the CCC but enquiries direct to service areas were not monitored centrally. Officers and the Cabinet Member encouraged Members to use the CCC to ensure contacts were logged and could be tracked.

- Reports made via web-forms or apps were logged directly on the CRM system and sent straight to an operative to action. Where relevant the customer would be updated on what action had been taken. The CCC monitors reports made by web-forms and apps as well as contacts via other access channels. A specific issue raised by a Member about a fly tipping report which had not been acted on would be investigated by officers after the meeting.
- It was too early to see the impact of 'channel shift' on reducing calls to the contact centre but data collected by the Policy team showed evidence of a shift towards digital channels for environmental services (missed bin collections, fly-tipping, street lights etc.) where reports could be made online or via apps. The Dashboard could be provided to the Committee. A number of recent or imminent innovations would start to have an impact, notably the launch of My Telford, but also the introduction of live web-chats, voice recognition, the triage system at SW1 and the continued work of front-line customer service advisors in raising awareness and showing customers how to use digital channels. The impact should start to show over the next 4-5 months and further reports could be brought to the Committee.
- The housing benefits team had saved over £4000 by switching to text messaging for non-statutory communication which was quicker and more reliable for officers and for customers, e.g. to chase up missing information, for customers to send documents by email.
- The appetite and expectation of customers for online / digital channels had been evident from the take up of a new online benefits claim form. The service had been 'soft launched' without any publicity and 180 claims had been made in the first month (there were typically 800 new claims per month) showing online was the first port of call for many customers. A communications plan would be developed around the principle of digital by default.
- The average wait time in June was 3 minutes 16 seconds but worst cases were used for reporting purposes because averages could mask poor performance.
- In terms of what had not gone as well as hoped, there had been delays to the launch of Intelligent Voice Recognition (IVR) systems which it had been hoped would be live by now.

When there were no further questions the Chair asked if any members had feedback on their own experience of using the contact centre. It has been suggested at the previous meeting that the committee could be involved with quality monitoring and a pro forma had been circulated for members to record feedback. Experiences were mixed, two calls had been answered in under three minutes and there had been a polite and helpful service; two calls had not been connected and details would be provided to officers to investigate although it was unclear whether the calls were to the contact centre or to the service area. Officers said they would

welcome continued feedback from the Committee over the longer term and Members agreed to continue the quality monitoring exercise.

At the end of the discussion Members noted the reports and remarked on the encouraging improvement in performance, particularly in view of the volume of calls handled by the contact centre which the public may not be aware of.

### **b) The impact of the closure of First Point at Southwater 1 (SW1) on Saturdays**

The Committee had requested information about usage of First Point at SW1 on Saturdays and the impact of the Saturday closure on customers.

Members were provided with the following information:

- The Saturday service at SW1 had ceased in January and customers had been prepared for two months prior to closure.
- The most popular services were benefits and the CAB with customer services getting little footfall. The CAB had made a decision to withdraw the service six months previously and customers had been informed of the closure two months in advance. The main use of the service had been customers informing the benefits service of a change of circumstances. The closure coincided with the introduction of new online benefit forms. Working age customers now tended to use the online form or app and customers of pension age or unemployed were able to access the service during the week.
- The library service was still open and library staff showed customers dropping in on a Saturday how to report changes of circumstance or apply on line, or make appointments for them to come back during the week.
- There had been no tangible impact of the closure on customers and there had been no negative feedback.

Members noted the information and steps taken to mitigate the impact of the closure.

### **c) Feedback from members on quality monitoring and product testing**

The Chair and members gave feedback on three areas of quality monitoring and testing agreed at the last meeting.

- Quality monitoring the contact centre  
No further points were raised to the earlier discussion on the contact centre.
- My Telford  
The Chair gave feedback on a testing session held on 17 June and thanked officers for facilitating the session. Four members had taken part and worked through a test plan to try out each part of the system. A number of technical glitches had been identified which had been picked up by officers to resolve and there were some suggested improvements which were also fed back to officers. It had been useful to review the system from the perspective of a customer and an elected Member. None of the other members who had taken part were present.

The Chair commended the work that had gone into developing the system which was very good and would benefit residents and the Council. Officers added that

the idea was that non-personal data could also be accessed and used by Town and Parish Councils (e.g. the location of fly tipping reports) to inform and improve services.

The Chair recommended that a Members' Information Seminar should be held for all elected Members prior to launch.

- Intelligent Voice Recognition (IVR) Missed Bins  
Officers updated that the IVR was not ready for testing and Members would be notified once the product was ready for testing.

There were no further questions and the officers except the Assistant Director left the meeting.

### **CCPSC-05 Traffic Management**

The Chair introduced the item which was to follow up points discussed at the meeting on 9 November 2015. The Committee had submitted a response to the Cabinet Member and officers supporting the Council's approach not to remove or switch existing traffic lights at roundabouts to part-time operation for safety reasons. However, the Committee had requested an update on the impact of the new signalling technology on traffic flows and journey times.

The Transport & Highways Development Manager gave a presentation highlighting the following points:

- A recap of the issues discussed at the meeting on 9 November which included the range of considerations for deciding the type of traffic control at junctions, the approach to part-time signalling and the steps being taken to improve traffic flows. Junctions were considered case by case and one size did not fit all.
- Improvements since the last meeting included the introduction of demand responsive signalling technology at Lawley (SCOOT), Hollinswood (MOVA), Trench Lock (MOVA) and the establishment of the Urban Traffic Control (UTC) centre which allowed remote operation of SCOOT, fault reports, and remote monitoring via the small network of Council CCTVs.
- Lawley (SCOOT) – pre- and post-scheme journey time surveys showed a total average reduction of 12:11 minutes since the introduction of the scheme, a 20% reduction in the overall survey duration. Nine out of 12 movements surveyed (75%) achieved a time saving. Of the three slower movements, two had to wait over 30 seconds longer. The biggest gain over a single journey was 1:43 minutes (from the A5223 Northbound to Pepper Mill). There had been good feedback from local people and the Parishes.
- Hollinswood (MOVA) – journey time surveys showed a total average saving of 48:13 minutes over pre-scheme counts, a 19% reduction in the overall survey duration, or an average saving per journey of 1:12 minutes with some improved by significantly more time. 75% of movements were faster than previous counts. The biggest single gain was 4:14 minutes (Stafford Park to A442 South). Where there were longer journeys, three out of eight were 30 seconds or below.
- Trench (MOVA) – there was a total average saving of 19:57 minutes over the pre-scheme counts, a 10% reduction in the required journey times. 50% of moves

were faster than previous counts. The biggest single gain was 5:35 minutes (A442 Northbound towards Hadley). Where there were longer journeys, 19 out of 31 were 30 seconds or below. Trench was a complicated interchange with a high volume of traffic. It had taken 5-6 months to implement the scheme and to monitor the impact and make adjustments until it was right. Visibility improvements and a red light campaign would be carried out at the A445-A442 crossing which had been an accident hot spot in the past.

- In terms of work due to be undertaken:
  - MOVA and lane widening at Ketley Brook roundabout (Nov 2016 – Feb 2017) to improve safety and increase capacity for future demand.
  - Lane widening and updated markings at Trench Lock (Nov 2016-Feb 2017).
  - Part-time traffic lights at Randlay roundabout (Nov 2016 - March 2017).
  - Upgrade of UTC (to UTMC) to improve active management of the network.
  - Development of Variable Messaging System (VMS) to provide a wider system of full colour screens to give greater flexibility of traffic management, initially around Telford town centre. As well as traffic information, LED signs could be used to provide car parking guidance, speed monitoring and event information etc. to give real time information to drivers.
  - Development of the Roadworks.org portal to increase the amount of local information available. Members were given a demonstration of the portal.

Additional information was then provided in response to questions and comments from Members:

- *What is the difference between SCOOT and MOVA?*  
Both were both intelligent signalling systems. The difference was that SCOOT coordinated signals across a network of linked junctions whereas MOVA controlled signals at a single junction. The signals constantly adjusted to traffic flow. Car breakdowns could confuse the system which was where the remote CCTV management system could be used to monitor a situation remotely and react to issues on the network. The CCTV was not monitored full time but officers could make periodic checks or when issues were reported.
- An issue raised about a narrow section of road from Bennetts Bank to Ketley Brook would be considered as part of the improvements to Ketley Brook roundabout but depended on available widths. Traffic flows around Ketley Brook were predicted to increase significantly over the next 2 years and the alterations would add capacity for future growth. Over the longer term, consideration would be given to dualling some of the approaches.
- An issue raised on the Hadley- Donnington route at Trench Lock where two lanes reduce to one would be taken back by officers to look at.
- *When do you install signals at pedestrian crossings and how do you encourage pedestrians to use crossings and wait for the green light to ensure their safety?*  
Roundabouts could be difficult to cross and that was why pedestrians benefitted from signalling. Crossings need to be set back from the roundabout to prevent the back up of traffic which meant they were not always on the 'desire line' for pedestrians and a key issue was getting people to use the crossings. Railings had been tried but had not worked because pedestrians skirted around outside of

the rails. More work needed to be done to model improvements and the best way to cater for pedestrian flow.

- *When a pedestrian presses the button at a crossing where does the signal go?*  
This depended on the type of system. Fixed time systems would not respond although the system may register a pedestrian was waiting. Demand responsive systems would programme a pedestrian crossing in for the soonest appropriate time.
- *How will the impact of the part-time signals at Randlay be monitored? The Chair had previously expressed concerns about the introduction of part-time signals even at Randlay but understood the exceptional circumstances at this roundabout due to the lack of pedestrian movement.*  
The signals would improve traffic flow at peak times particularly on the slip roads on and off the A442. The particular circumstances at Randlay were the build-up of queues at peak times and the fact that the roundabout did not have pedestrian movement which meant it was the only roundabout assessed as suitable for part-time lights. The lights would be introduced on a trial basis. Journey time surveys would be carried out, accidents and the impact on the wider network would be monitored to assess whether part-time lights were right or if an adjustment to more full time operation was required. The Cabinet Member emphasised that this was not a 'pilot' and that there was no intention to make lights at other roundabouts part-time for safety reasons.
- *If MOVA and SCOOT are effective it may reduce pressure from the public to switch to part-time signals, especially at Ketley Brook.*  
It should be possible to see the impact of the technology at Ketley Brook by March 2017. The upgrade of the UTC would also give more scope for proactive and reactive control by taking data feeds from the network and acting on the data.
- *Will the system at Hollinswood improve access to Stafford Park and the Station?*  
MOVA had been installed at Hollinswood and had already improved traffic flow as reported. There was finite capacity at Hollinswood and the options of dualling on Rampart Way and improving the entrance / exit to the Station were being considered to help balance flow.
- *Have you considered using cameras to deter drivers from jumping red lights, for example at Trench Lock where it seems to be a problem?*  
This would be discussed with the Safer Roads Partnership of West Mercia Police.
- *There were several questions about the delays to works at Limekiln Bank and whether the Council could have done more to co-ordinate with the utility companies to minimise delays.*  
The Assistant Director and Manager assured Members that the Council had done everything possible to put pressure on utility companies to keep the project on track. The Council had completed most of the work but the project had been held up by the utility company's failure to divert apparatus and instruct their sub-contractors to complete the work. Utility companies were required to 'co-operate within resources' but the Council had no legal powers over utility companies to

enforce action. The Council had held discussions to put pressure on the utility company and had issued formal letters of complaint to Severn Trent but there had been no movement. The Cabinet Member said this was frustrating because the delays impacted on local people and on the Council.

From 1 June, a requirement had been introduced for utility companies to apply for a street works permit to carry out works. The Council could add conditions to the permit and would have more control over when work was carried out, for example a permit for works in Arleston been granted on condition that the work was carried out during the school holiday and completed by 5 September. If the company failed to comply they could be issued with fines or fixed penalty notices. The future improvements to the Limekiln Bank roundabout funded by the LEP would be carried out under such a permit issued by the Council.

- *A Member asked officers for views on press reports about a call for T-junctions to be replaced by mini-roundabouts.*  
If it was being suggested that existing T-junctions should be replaced with mini-roundabouts it would require a multi-million pound investment by government.
- *Have there been any further representations from Telford MPs on this matter?*  
The calls from some members of the public and Lucy Allan MP last year had led to the Cabinet Member asking the scrutiny committee as an independent cross-party group to review the issue. The Committee had concluded that the Council should not remove or switch existing signals to part-time operation for safety reasons and the Committee's response had been communicated to Lucy Allan. The Cabinet Member added that since then she had not received further representations on the matter.
- A member remarked that he did a lot of travelling and compared to other parts of the country the roads in Telford were comparatively uncongested.
- In response to a question, officers confirmed that the Roadworks.org portal would be linked to My Telford.

There were no further questions and the Chair thanked the Cabinet Member and officers who left the meeting.

#### **CCPSC-06 Scrutiny Co-optees**

The Chair updated Members on the recruitment of co-optees. Two candidates had been interviewed and offered positions: Paula Doherty from Edmond Parish Council and Dave Johnson who had previously been co-opted to the Housing, Economy & Infrastructure Scrutiny Committee.

**RESOLVED** – that the appointment of co-optees Paula Doherty and Dave Johnson be endorsed.

#### **CCPSC-07 Work Programme**

The Chair introduced the item which was for the Committee to consider items for the 2016/17 work programme. A copy of the work plan was tabled for discussion which showed items previously agreed by the Committee, items not scrutinised during the last work programme and new suggestions. The Scrutiny Management Board would meet on 20 July to determine the priorities for scrutiny and the Chair asked members for any other suggestions or to identify any items they would like the Scrutiny Management Board to consider in its determination. The following points were made:

- A number of members expressed an interest in looking at the Definitive Map for Rights of Way
- Cllr Reynolds updated the Committee on a letter received by the Leader from the West Mercia Chief Constable about the intention to consult on new policing leadership arrangements and the potential merger of the Superintendent post with Shropshire. Cllr Reynolds had asked for an item to be put on the Police & Crime Panel agenda for 6 July to question the Police & Crime Commissioner on the plans and he suggested that, linked to this, the Committee should include an item in the work programme on the work of the Community Safety Partnership.

The Chair invited Members to consider the work plan and to email any other suggestions or priorities to the Scrutiny Officer after the meeting to be taken to the Scrutiny Management Board.

The meeting ended at 7.45pm

**Chairman:** .....

**Date:** .....

# Telford & Wrekin Council Waste Management Services



# Background

## Recycling & Waste Management Services Veolia Contract

Phase 1a	1 April 2014	<ul style="list-style-type: none"><li>• Recycling collections and processing</li><li>• Red top bin disposal (Granville landfill)</li></ul>
Phase 1b	3 October 2016	<ul style="list-style-type: none"><li>• New Household Recycling Centre (HRC) and Waste Transfer Station at Hortonwood</li><li>• Waste diverted from landfill</li><li>• Reuse Scheme</li></ul>
Phase 2	1 April 2019	<ul style="list-style-type: none"><li>• Red top bin collections</li><li>• Green bin collections and processing</li><li>• Food waste collections and processing</li><li>• Bulk collections</li></ul>



# Background

## Waste Management Services TWS until end March 2019

Up until 2  
October 2016

- Household recycling Centres

Up until 31  
March 2019

- Red top bin collections
- Green bin collections and processing
- Bulk collections



# Savings and Investments

- £30 million total savings (24 years)
- £140k pa saving from early HRC changes
  - New Hortonwood HRC
  - Halesfield refurbished
  - Extended opening hours, 7 days a week, 362 days pa
- New Waste Transfer Station, diverting waste from landfill
- New purple top and food waste containers
- Added Value benefits e.g. Envirogrant, Sports



# Processing & Disposal

- Red top waste bulked at Hortonwood and transferred to an Energy from Waste Facility (ERF)
  - Shrewsbury or Four Ashes
- Purple top recyclables to Materials Recycling Facility (MRF)
  - Four Ashes
- Paper and Card collected and processed separately
- Green waste taken to Simpro Telford for composting
- Food to be confirmed

# Hortonwood Facility



# Household Recycling Centres

## Communication Plan

- Budget consultation Jan 16
- Press Releases and Social Media
- Highways signs replaced and improved
- Information on changes in collection calendar (Aug all households)
- Veolia attended local group meetings
- Tours offered to Members and Town & Parish Councils
- Tours and meeting attendance are still available on request
- Promote changes on Recycling Collection Vehicles
- Coverage of day 1 with pictures and interviews with Radio Shropshire
- Continuing promotion
- Official Opening Ceremony in November



# Engagement and Communications

- School engagement (47 schools visited 15/16)
- Junior Street Champions Scheme
- Recycling Reward Scheme for residents (£5,000 June/Oct)
- Engagement with householders and community group visits
- Hosted visits to MRF and ERF for all groups
- Information to each household twice a year, as a minimum e.g. calendar

Customer Satisfaction to be Continuously Improved

- Customer Satisfaction Surveys every 3 years, first 2014 next 2017

# Engagement and Communications



Support your community with funding up to £1000  
Veolia's EnviroGrant Scheme in Telford and Wrekin

**STAR BRIEFING**  
New recycling hub set to open on time



**NEWS IN BRIEF**  
Wooden bench is unveiled at church



**STAR BRIEFING**  
Big thumbs up sees recyclers rewarded



How to use your recycling service

**Junior Street Champions**  
2015

# Technology Improving Performance

## Veolia IT system integrated with T&W CRM

- In-cab technology, crews report real time visual information to the Customer Contact Centre
- 360 degree cameras on collection vehicles to ensure safety
- On board confirmation of completed collections
- Webpage will be available with live footage of HRC

# New Collection Vehicles

## The journey of your recycling



# Veolia Performance Monitoring

- Continuous improvement Contract e.g. recycling, missed collections, customer satisfaction, GHG
- Twice yearly Strategic Performance meeting with Director, Assistant Director and Lead Cabinet Member
- Monthly contract management meetings with Waste Contract Manager
- Monthly performance reports with deductions for service failures
- Veolia produce performance information and T&W check (deductions for inaccuracies)

# TWS Performance Monitoring

- Performance framework refreshed Sept 14
- Contract management meetings to discuss performance and health & safety
- Older Contract – no self reporting or technologies
- Monthly performance reports produced by T&W
- Liaison with Veolia e.g. Phase 1, HRC
- Maintaining good relationship

# Contract based on Continuous Improvement



# Comparing Performance 13/14 to 14/15

## 2014 Year 1 of Veolia Contract:

- Missed collections (all services) reduced by 20%
- 90% of requested containers delivered within 5 working days
- Upheld Official Complaints reduced by 81% (221 in 2013/14, 42 in 2014/15)
- In 2014/15, 99.83% of households received on time collections

# Comparing Performance 14/15 to 15/16

## Year 2, including introduction of new TWS performance framework:

- Red top and green container missed collections reduced by 23%
- Recycling missed collections reduced by a further 54%.
- 99% of requested containers delivered within 5 working days.
- Upheld Official complaints reduced by a further 43% (42 in 2014/15, 24 in 2015/16)
- 99.89% of households received on time collections

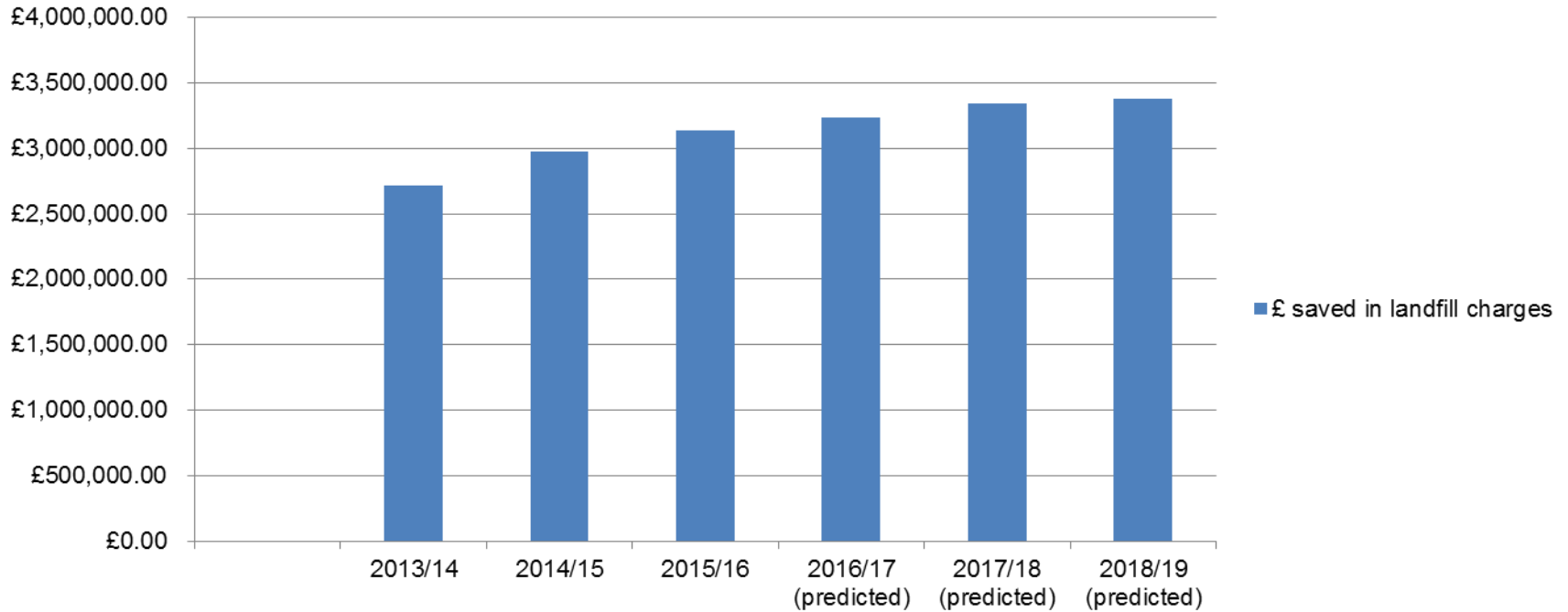
# Recycling Performance

Continuous improvement with deductions for non performance

Year, from 1st April	Recycling Rate	Landfill Diversion Rate
2014	46.30%	50.47%
2015	46.30%	50.47%
2016	46.79%	73.31%
2017	47.32%	98.29%
2018	47.32%	98.29%
2019	58.57%	98.44%
2020	58.84%	98.45%
2021	59.10%	98.46%
2022	59.24%	98.47%
2023	59.38%	98.47%
2024 - 2038	59.52%	98.48%

# Landfill Savings

## £ saved in landfill charges



# Questions?

a co-operative  
council



Telford & Wrekin  
COUNCIL

**TELFORD & WREKIN COUNCIL**

**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE –  
4 OCTOBER 2016**

**2016/17 WORK PROGRAMME**

**REPORT OF THE SCRUTINY OFFICER**

**1.0 PURPOSE**

- 1.1 To enable the Customer, Community & Partnership Scrutiny Committee to consider and agree the Committee's work programme for 2016/17.

**2.0 RECOMMENDATIONS**

- 2.1 That the Committee agree items for the 2016/17 work programme;  
and  
2.2 That the Committee agree meeting dates for the remainder of the 2016/17 municipal year.

**3.0 PREVIOUS MINUTES**

None.

**4.0 BACKGROUND INFORMATION**

- 4.1 The suggestions shown in Appendix 1 were considered by the Scrutiny Management Board on 20 July 2016 and referred to the Customer, Community & Partnership Scrutiny Committee to decide which issues should be included in the Committee's Work Programme.
- 4.2 Scrutiny Management Board allocated a baseline of six formal meetings during the municipal year for scrutiny of items on the Customer, Community & Partnership Scrutiny Committee's work programme. This allocation does not include informal or sub-group meetings which may be held to gather evidence as part of a review, briefing meetings or regional/external scrutiny meetings.
- 4.3 The Chair has met the Cabinet Member, Director and Assistant Director responsible for some of the key suggestions to identify opportunities for scrutiny and the optimum time for scrutiny work. Key points discussed are shown in Appendix 1.
- 4.4 The work programme will be flexible to allow for important issues which emerge during the year to be scrutinised. However, if a new topic is added to the work programme, consideration must be given to removing an existing item to avoid the workload becoming unmanageable and losing focus.

- 4.4 Scrutiny Management Board also agreed that any items remaining at the end of the work programme period should automatically be removed so that future work programmes are fresh and focused on current issues and concerns. If an issue remains of concern it may be submitted for re-consideration in the next work programme.

## **5.0 EQUAL OPPORTUNITIES**

- 5.1 There are no specific equal opportunity impacts arising from this report. Equal Opportunity issues will be considered as part of any scrutiny work.

## **6.0 ENVIRONMENTAL IMPACT**

- 6.1 There are no specific environmental impacts arising from this report. Environmental impacts will be considered as appropriate to the topics in the work programme.

## **7.0. LEGAL COMMENT**

- 7.1 Establishing a work plan as set out in this report contributes to the requirement of the overview and scrutiny committee to; investigate the policies of the Council's executive and their implementation, issue reports accordingly which draw attention to any shortcomings and make recommendations as appropriate.
- 7.2 A member of the overview and scrutiny committee has the right to refer a matter to the committee for consideration.

## **8.0 LINKS WITH CORPORATE PRIORITIES**

- 8.1 Scrutiny members are asked to agree the work programme in the context of the Council's priorities.

## **9.0 OPPORTUNITIES AND RISKS**

- 9.1 There is an opportunity to focus the work programme on fewer topics and in more depth in areas of policy development where scrutiny can have a greater impact. There is a risk that too many topics are kept in the work programme so that it loses focus and impact.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 Scrutiny has a role in ensuring that local government is effective and accountable. This includes undertaking reviews and challenging and monitoring performance. Support for the committee and the work programme are managed within existing resources. The financial implications of any recommendations made by Scrutiny should be considered as part of reports as relevant.

**11. WARD IMPLICATIONS**

11.1 There are no specific ward implications arising from this report.

**12. BACKGROUND PAPERS**

12.1 None

**Report prepared by Stephanie Jones, Scrutiny Officer 01952 383114**

## Appendix 1

### Customer, Community & Partnership Scrutiny Committee – Work Programme 2016/17

#### a) Meeting schedule

Date of Meeting	Items	Type of Meeting	Attendees	Outcomes
13 June 2016	<b>Customer services</b> My Telford testing	Working group	Helen Wood Jamie Fletcher	Test results fed into system development of application
4 July 2016	<b>Channel Shift / Customer services</b> <ul style="list-style-type: none"> <li>• Update on performance of CCC</li> <li>• Feedback from My Telford testing</li> <li>• Saturday closure of SW1</li> </ul> <b>Traffic signals</b> <ul style="list-style-type: none"> <li>• Impact of MOVA/SCOOT technology</li> <li>• Part-time signals at Randlay</li> <li>• Update to changes on 6 roundabouts funded by LEP</li> </ul>	Committee	Cllr Angela McClements Angie Astley Lee Higgins Helen Wood Karen Webb Dom Proud	<ul style="list-style-type: none"> <li>- Reports noted</li> <li>- Specific issues relating to contact centre response, fly tipping web form and road safety picked up by officers to investigate</li> </ul>
September 2016	<b>HRC and waste transfer station visit</b> <i>Members to visit HRC and transfer station in Hortonwood to inform scrutiny work</i>	<i>Veolia-hosted visit for ward Members and Town and Parish Councillors</i>		
4 October 2016	<b>Waste management services</b> <ol style="list-style-type: none"> <li>a) Overview of Veolia/TWS service and performance management data</li> <li>b) Customer satisfaction – number of complaints, how they are dealt with</li> <li>c) Recycling rates / impact on landfill</li> <li>d) Update on HRCs</li> <li>e) Handover of TWS managed services</li> </ol>	Committee	Cllr Angela McClements Angie Astley Debbie Germany Sadie Roberts Catherine Slayter, Communications Manager – Veolia Midlands	

	to Veolia in 2019 <b>Work programme</b> To agree future items for the work programme			
10 November 2016	<b>Civil Parking Enforcement</b> To consider the business case for CPE	Finance & Enterprise Scrutiny Committee		

## b) Forward Plan

Item	Suggestions (referred by Scrutiny Management Board)	Notes from Chair's briefings and recommendations	Suggested timing	Cabinet / SMT Lead
Enforcement	To look at current enforcement activities and to consider future planned changes to improve our enforcement activities to ensure there is a balance between prevention, support and enforcement e.g. environment, public protection, highway/off-street parking, housing (tenants and registered landlords), planning, Council Tax and debtors.	A significant amount of work is being done on enforcement activity which crosses over several service areas and how they could be brought together. Enforcement around HMOs would be a useful area for scrutiny to look at, potential to pick up with Community Safety Partnership.		Cllr Hilda Rhodes Angie Astley
Houses in Multiple Occupation	<ul style="list-style-type: none"> <li>Issues with ASB and car parking related to HMOs</li> <li>Use of HMOs for care leavers, ex-offenders, substance misuse rehabilitation, people with mental health</li> </ul>	As above.	December 2016	Cllr Richard Overton (housing) Cllr Hilda Rhodes (enforcement) Jonathan Rowe

	issues or other vulnerable people without risk assessment or support			Angie Astley Fliss Mercer
Community Safety Partnership	<b>STATUTORY</b> How the Partnership is working together to tackle crime and disorder. It has been suggested the PCC is invited to the meeting.	A new Chair has been appointed to the Community Safety Partnership and the PCC is relatively new. A project is underway to refresh the strategic intelligence assessment for the CSP to understand patterns and trends of community safety issues to feed into the JSNA and inform action planning and deployment of resources. As above, scrutiny could pick up the theme of HMOs.	March 2017	Cllr Hilda Rhodes Jonathan Rowe
Grounds cleansing and maintenance services procurement	To feed into the specification and procurement process for the grounds cleansing contract from 2019 (include looking at links with management of open spaces such as playing fields, bowling greens, play areas etc.)	The grounds cleaning and maintenance contract currently with TWS will expire in 2019. The re-tender of the contract will start 18 months in advance. The committee could work alongside the process to feed into what and how the new service is procured.	February 2017 on-going	Cllr Angela McClements Angie Astley
Housing and homelessness	Impact of welfare reforms on homelessness and provision for non-statutory homeless young people ahead of the winter (monitoring previous scrutiny recommendations)			Cllr Richard Overton (housing) Cllr Paul Watling (welfare reforms) Debbie Lloyd
Flood & Water Management	<b>STATUTORY</b> To scrutinise the Flood Management Strategy and implementation by the Strategic Flood Board	No key issues flagged up. A report could be brought to the committee as required.	December 2016	Cllr Angela McClements Angie Astley
Definitive Map for Rights of Way	There is a legal obligation to maintain an accurate Definitive Map that should be available for anyone to inspect. There has been a recent change in regulations that apply to the need to check on planning		December 2016	Cllr Liz Clare Katherine Kynaston

	applications and rights of way. It would be useful to see how well the system works within the planning department and how the updating of the definitive map is progressing.			
Channel shift / customer services – monitoring	<ul style="list-style-type: none"> <li>• Customer Contact Centre performance monitoring</li> <li>• Impact of channel shift including reducing calls to the contact centre and uptake of Council Tax payments by Direct Debit</li> <li>• Update on My Telford</li> <li>• Members to report back on testing of Intelligent Voice Recognition systems</li> </ul>	An update report can be provided to follow previous scrutiny work.	May 2017	Cllr Angela McClements Angie Astley
Business support and inward investment	<ul style="list-style-type: none"> <li>• Visit to Growth Hub / University of Wolverhampton</li> <li>• How to increase business engagement and sponsorship of the Growth Hub (possibly with sector champions)</li> <li>• What lessons can be learnt from the journey of an existing investor</li> </ul>			Cllr Shaun Davies Cllr Gilly Reynolds Katherine Kynaston
Management of Community Centres	To follow up on previous scrutiny recommendations and the transfer of the management of Council run community centres to partners.			Cllr Paul Watling Richard Partington Rachael Jones
Community access to leisure facilities in BSF schools	How access is being negotiated in community access agreements.	Suggest work is deferred until 2017/18 due to on-going negotiations.		Cllr Paul Watling (BSF) Cllr Liz Clare (sports) Jim Collins/Fliss Mercer
Marches LEP	The Marches Joint Enterprise Committee (MJEC) is accountable to the CCP Scrutiny Committee.	Circulate Annual Report for information.		Cllr Shaun Davies Katherine Kynaston
West Midlands Combined Authority	The Chair of the Customer, Community & Partnership Scrutiny Committee has been appointed to the WMCA Overview & Scrutiny Committee	Cover in Chair's Updates		Cllr Shaun Davies Katherine Kynaston

Community Capacity Building and Volunteering	How is the Council working with local communities to build capacity and how does the volunteering strategy support services which may be cut			
Partnerships	How the Council is continuing to develop relationships with partners	Consider partnerships within each review.		
Traffic signals	Impact of traffic signalling technology and part time lights at Randlay	Work completed – remove from work programme.		
Systems to ensure public confidence and trust in the Council	How the Council interacts with members of the public at meetings, systems to enable the Council to learn lessons from meetings or public inquiries which involve the public so that policies and practices are improved in a way that ensures public confidence and trust in the Council.			