

NUNEATON AND BEDWORTH BOROUGH COUNCIL

**INTERNAL OVERVIEW
AND SCRUTINY PANEL**

10th January, 2019

A meeting of the Internal Overview and Scrutiny Panel was held at the Town Hall, Nuneaton on Tuesday, 10th January, 2019.

Present

Councillor J. Glass, Chair

Councillors J. Beaumont, S. Croft, P. Elliott, S. Gran, J. Gutteridge, W. J. Hancox, B. Pandher, G. Pomfrett, A. Sargeant (Vice-Chair), T. Sheppard, J. Tandy, H. Walmsley, K.D. Wilson and Mrs L. Price.

PART I – PUBLIC BUSINESS

142 **Minutes**

Councillor J. Gutteridge informed the Chair that photographs and a list of void properties requested by Members at the Panel's Continuation Meeting of 25th September, 2018, had not as yet been received.

RESOLVED that

- a) the minutes of the meeting held on 15th November, 2018, be confirmed and signed by the Chair; and
- b) the outstanding information, as detailed above, be provided to all Members.

143 **Declarations of Interest**

The declarations of interest for this meeting are as set out in the Schedule attached to these minutes.

144 **Refuse Collection and Kerbside Recycling Performance Update**

The Head of Waste and Transport submitted a report to provide the Panel with information regarding the kerbside recycling contract and in house refuse collection service.

The Panel considered the performance of the new kerbside recycling collection and material reprocessing contracts with Coventry City Council and H.W. Martin.

RESOLVED that the contents of the report be noted.

Speakers: Mrs M. Kondakor
Cllr K. Kondakor

145 **Allotment Strategy Action Plan**

The Director – Arts, Leisure and Democracy, submitted a report to inform the Panel of the current delivery of the Allotment Strategy Action Plan, against the target dates agreed by Cabinet on 14th March, 2018.

A revised draft Action Plan was attached as Appendix A to the report.

RESOLVED that the contents of the report be noted.

146 **Forward Plan**

The Forward Plan showing the key decisions to be made in the four months beginning, 1st February, 2019, and exempt information decisions to be made during February, 2019, was provided for Members' information and to assist with the formulation of the Work Programme for 2018/19.

RESOLVED that the Forward Plan be noted.

147 **Work Programme**

A revised and updated Work Programme 2018/19 was submitted to the Panel for approval.

The Chair informed the Panel that at the request of Council, at its meeting held on 5th December, 2018, a new item be added to the Work Programme: Review of Polling District, Polling Places and Polling Stations.

Councillor K. Wilson moved the following motion:

“Upon the conclusion of consultation, this Panel resolves to establish a Working Group to look at the Review of Polling District, Polling Places and Polling Stations and make recommendations to bring to this Panel to forward on to Full Council.”

The motion was seconded by Councillor S. Gran. The motion was carried.

The Chair informed the Panel that 11 Panel Members had expressed an interest in being a member of the Car Park Charging Working Group.

Councillor J. Tandy moved the following motion:

“That the Car Park Charging Working Group consist of seven Panel Members.”

The motion was seconded by Councillor G. Pomfrett. The motion was carried.

The Panel considered various options as to how the agreed number of Members of the Working Group could be determined.

Councillor Tandy moved the following motion:

“That the Working Group number be made up of four Labour Members and three Conservative Members.”

The motion was seconded by Councillor J. Beaumont.

Councillor K. Wilson moved an amendment to the motion:

“That the Members of the Working Group be determined by when they submitted their request to join the Working Group.”

The amendment was seconded by Councillor H. Walmsley. The amendment to the motion was lost by Chair’s casting vote.

Councillor J. Tandy’s motion, voted on as the substantive motion, was carried by Chair’s casting vote.

RESOLVED that

- a) the revised Work Programme be accepted as updated;
- b) an additional meeting of the Panel be scheduled for Thursday, 25th April, 2019, to enable 2018/19 business to be concluded;
- c) upon the conclusion of consultation, a Working Group be established to look at the Review of Polling District, Polling Places and Polling Stations and make recommendations to the Panel to forward on to Full Council; and
- d) seven members be appointed to form the Car Park Charging Working Group; four from the Labour Group and three from the Conservative Group; names to be determined by each Group.

Chair

Internal Overview and Scrutiny Panel

Schedule of Declarations of Interests

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Allotments
	S. Croft	Holland and Barrett Retail Ltd		
	P. Elliott	Personal Tutor at King Edward College		
	S. Gran		Member of Warwickshire County Council	
	J. Gutteridge	Startin Tractors		To speak and vote on any matters involving the Borough Plan related to land at Leyland Road Bulkington
	W.J. Hancox		Hammersley, Smith & Orton	
	B. Pandher	Manager of the Indian Community Centre Association, Coventry	Member of Warwickshire County Council; Treasurer & Trustee of Nanaksar Gurdwara Gursikh Temple; Coordinator of Council of Sikh Temples in Coventry; Secretary of Coventry Indian Community; Trustee of Sikh Monument Trust	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	A Sargeant		Member of Warwickshire County Council	
	T. Sheppard	Employee of Dairy Crest		
	J. Tandy		Partnership member of the Hill Top and Caldwell Big Local.	
	H. Walmsley	Chief of Staff to Julian Knight MP Self-employed Public Relations Consultant	Chartered Institute of Public Relations	
	K.D. Wilson	Employee of the courts service	Non Executive Director with Nuneaton and Bedworth Community Enterprises Limited	To speak and vote on any matters related to the Courts Service or related bodies unless the matter directly affects the contract of employment of the Councillor and matters involving Nuneaton and Bedworth Community Enterprises Limited (NABCEL)

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	W.J. Hancox		Hammersley, Smith & Orton	
	B. Longden		Daughter and son-in-law work in the NHS; Member of the Stockingford Community Centre; Ex-Officiate of the Veterans Contact Point Board; Member of Warwickshire Police & Crime Panel.	
	B. Pandher	Manager of the Indian Community Centre Association, Coventry	Member of Warwickshire County Council; Treasurer & Trustee of	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			Nanaksar Gurdwara Gursikh Temple; Coordinator of Council of Sikh Temples in Coventry; Secretary of Coventry Indian Community; Trustee of Sikh Monument Trust	
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NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Environment Scrutiny Panel – 21st March 2019

From: Parks & Countryside Manager – Paul Daly

Subject: Monitoring of the Grounds Maintenance Contract

Portfolio: Arts, Leisure and Economic Development – Cllr Ian Lloyd

1. OBJECTIVES OF SCRUTINY

1.1 To provide the Panel with information on the performance of the grounds maintenance contracts provided by Glendale Grounds Management.

2. WHAT IS THE PANEL BEING ASKED TO CONSIDER

2.1 The Members of the Panel are being asked to consider the information in this report relating to the management / monitoring of the grounds maintenance contracts.

3. WHO CAN THE PANEL INFLUENCE?

3.1 The Panel can examine the information presented and question performance.

4. GENERAL OVERVIEW

4.1 We last reported to this panel in July of 2018, following the operational difficulties that were experienced during the spring and early summer where the expected standards had not been met, particularly in relation to grass cutting, obstacle and cemetery maintenance.

Officers worked with the Glendale to address the issues relating to the standards and a concerted effort made to ensure that areas were returned to an acceptable level. Additional resources including staffing and mechanical were deployed and as a consequence there was significant improvement.

The remainder of the summer was equally problematical as although the extended dry spell meant that grass growth in particular was curtailed, there was the need to ensure summer bedding displays were kept sufficiently wet so that the displays were kept alive and the weed and shrub bed growth was extensive requiring additional resources to be redeployed to ensure these were maintained satisfactorily.

The autumn/winter period has been relatively mild and dry and as a consequence grass as well as weeds and vegetation has continued to grow. Grass cutting did not stop until late November and it started again in mid-January as ground conditions allowed the verge mowers to operate without causing damage.

The autumn and winter period has seen significant works undertaken to reduce hedges and shrub beds across the borough and to remove where necessary problematical shrub beds that had limited value.

The “cut and collect” management of grasslands across the borough in October/November and also with clearance of path areas has also been achieved on target with Glendale undertaking the work themselves instead of sub-contracting which has seen an improvement.

Weed treatment of obstacles, footways and hard surfacing was commenced in early February but this is weather sensitive and will only be undertaken as and when conditions allow.

A number of sites across the borough have seen footway and roadway resurfacing, bridges have been repaired and we have continued to replace bins and benches that have reached the end of their useful working lives. This is an ongoing process and we will continue to assess our assets to ensure safe access and use of sites.

Where necessary we have utilised the rectification and default system to ensure that the quality that is required of the contract is delivered, the details of the rectifications issued are detailed in section 6 of the report.

Glendale “Live” is now fully rolled out with improved hardware for the operators, it includes all areas of work including grass cutting, shrub bed maintenance etc. and will be used to ensure that schedules are adhered too and where issues maybe arising before they become problems. We will continue to disseminate the information to both members and the public as there is currently no public interface/.

In overview; the monitoring scores for formal areas has been consistent from August through to December, running in excess of 85% against a base requirement of achieving 75%. This is based on approximately 20 monitoring visits per month to a variety of sites

Informal monitoring as has been previously reported has only four elements to undertake on many areas. This is based on approximately 12 monitoring visits per month to a variety of sites.

The scores for August through to February are running at 72% against a base requirement of 65%.

Combined total of 78.5% against a base requirement of 75%.

5. CUSTOMER SATISFACTION RATING – October 2017 – January 2108

From August through to October we received only a handful of satisfaction cards from a distribution of in excess of 120.

The returns which were not statistically significant indicate that only 40% of those that returned cards were satisfied with grounds maintenance.

As agreed by scrutiny in November 17 have now been altered and reprinted and have been sent out since the beginning of February and it is hoped that this will promote a higher level of response from the public.

6. MONITORING PERFORMANCE

	<u>Formal</u>	<u>Informal</u>
August	86.93%	72.68%
September	88.13%	75.41%
October	87.98%	74.39%
November	88.73%	73.56%
December	89.08%	73.43%

Cumulative monthly totals.

7. SUMMARY OF RECTIFICATIONS & DEFAULTS – Aug 18 – Jan 19 2019

Summary of Rectifications from Aug 2018 to Jan 2019

	Contract 1+2		Contract 3	
Failure	No of Rectifications	Failure	No of Rectifications	
Paths	8		5	
Grass	2		3	
Multi	0		3	
Shrub beds	5		2	
Annual Beds	1		1	
Weeds	1		0	
Hedge	2		0	
Total	19		14	

Monthly Breakdown of Rectifications

August	September	October	November	December	January
8	12	7	4	2	0

During this period 2 defaults were issued with a penalty of £1200