

A meeting of the **OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND ENVIRONMENT)** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **TUESDAY, 4 JULY 2017** at **7:10 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 5 - 10)

To approve as a correct record the Minutes of the meeting held on 13th June 2017.

**A Green
388008**

2. MEMBERS' INTERESTS

To receive from Members declarations as to disclosable pecuniary and other interests in relation to any Agenda item.

3. NOTICE OF KEY EXECUTIVE DECISIONS (Pages 11 - 14)

A copy of the current Notice of Key Executive Decisions is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**B Buddle
388007**

4. URGENT AND EMERGENCY CARE VANGUARD (Pages 15 - 18)

Mr Ian Weller from the Cambridgeshire and Peterborough Clinical Commissioning Group will be in attendance to present an update to Members on the Urgent and Emergency Care Vanguard.

**J Coulson
01733 847348**

5. EAST OF ENGLAND AMBULANCE SERVICE NHS TRUST

Mr Luke Squibb, Senior Locality Manager (Interim) – North Cambridgeshire, East of England Ambulance Service NHS Trust will be in attendance to present an update to Members on the East of England Ambulance Service NHS Trust.

**L Squibb
01733 294216**

6. COMMUNITY RESILIENCE PLAN

The Executive Councillor for Community Resilience and Wellbeing will be in attendance to present to Members an update on the Community Resilience Plan.

**Cllr A Dickinson
495445**

7. POST-IMPLEMENTATION REVIEW OF WASTE ROUND RECONFIGURATION AND CLOSURE REPORT (Pages 19 - 32)

The Post-Implementation Review of the Waste Round Reconfiguration and Closure Report is to be presented to the Panel.

**N Sloper
388635**

8. OVERVIEW AND SCRUTINY PROGRESS (Pages 33 - 38)

Members are to receive the work programmes for all Overview and Scrutiny Panels.

A Green
388008

Dated this 26 day of June 2017



Head of Paid Service

Notes

1. Disclosable Pecuniary Interests

- (1) *Members are required to declare any disclosable pecuniary interests and unless you have obtained dispensation, cannot discuss or vote on the matter at the meeting and must also leave the room whilst the matter is being debated or voted on.*
- (2) *A Member has a disclosable pecuniary interest if it -*
 - (a) *relates to you, or*
 - (b) *is an interest of -*
 - (i) *your spouse or civil partner; or*
 - (ii) *a person with whom you are living as husband and wife; or*
 - (iii) *a person with whom you are living as if you were civil partners*

and you are aware that the other person has the interest.
- (3) *Disclosable pecuniary interests includes -*
 - (a) *any employment or profession carried out for profit or gain;*
 - (b) *any financial benefit received by the Member in respect of expenses incurred carrying out his or her duties as a Member (except from the Council);*
 - (c) *any current contracts with the Council;*
 - (d) *any beneficial interest in land/property within the Council's area;*
 - (e) *any licence for a month or longer to occupy land in the Council's area;*
 - (f) *any tenancy where the Council is landlord and the Member (or person in (2)(b) above) has a beneficial interest; or*
 - (g) *a beneficial interest (above the specified level) in the shares of any body which has a place of business or land in the Council's area.*

Non-Statutory Disclosable Interests

- (4) *If a Member has a non-statutory disclosable interest then you are required to declare that interest, but may remain to discuss and vote providing you do not breach the overall Nolan principles.*
- (5) *A Member has a non-statutory disclosable interest where -*
 - (a) *a decision in relation to the business being considered might reasonably be regarded as affecting the well-being or financial standing of you or a member of your family or a person with whom you have a close association to a greater extent than it would affect the majority of the council tax payers, rate payers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the authority's administrative area, or*
 - (b) *it relates to or is likely to affect a disclosable pecuniary interest, but in respect of a member of your family (other than specified in (2)(b) above) or a person with whom you have a close association, or*

(c) it relates to or is likely to affect any body –

- (i) exercising functions of a public nature; or
- (ii) directed to charitable purposes; or
- (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a Member or in a position of control or management.

and that interest is not a disclosable pecuniary interest.

2. Filming, Photography and Recording at Council Meetings

The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. It also welcomes the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what is happening at meetings. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and available via the following link [filming, photography and recording at council meetings.pdf](#) or on request from the Democratic Services Team. The Council understands that some members of the public attending its meetings may not wish to be filmed. The Chairman of the meeting will facilitate this preference by ensuring that any such request not to be recorded is respected.

Please contact Mr Adam Green, Democratic Services Officer (Scrutiny), Tel No. 01480 388008/e-mail Adam.Green@huntingdonshire.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website – www.huntingdonshire.gov.uk (under Councils and Democracy).

If you would like a translation of Agenda/Minutes/Reports or would like a large text version or an audio version please contact the Elections & Democratic Services Manager and we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

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HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (COMMUNITIES AND ENVIRONMENT) held in Civic Suite 0.1A, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Tuesday, 13th June 2017.

PRESENT: Councillor T D Alban – Chairman.

Councillors P L E Bucknell, B S Chapman, S J Criswell, J W Davies, Mrs A Donaldson, Mrs P A Jordan, L R Swain, Mrs J Tavener and D Watt.

IN ATTENDANCE: Councillors G J Bull, S Cawley and R Fuller.

5. MINUTES

The Minutes of the meetings held on 4th April 2017 and 17th May 2017 were approved as a correct record and signed by the Chairman.

6. MEMBERS' INTERESTS

No declarations of interest were received.

7. NOTICE OF KEY EXECUTIVE DECISIONS

The Panel received and noted the current Notice of Key Executive Decisions (a copy of which is appended in the Minute Book) which has been prepared by the Executive Leader for the period 1st June 2017 to 30th September 2017.

8. CAMBRIDGESHIRE COUNTY COUNCIL HEALTH COMMITTEE

RESOLVED

that Councillor P A Jordan be appointed as a non-voting co-opted substitute Member to the Cambridgeshire County Council Health Committee.

9. CLOSURE OF THE CUSTOMER SERVICE CENTRES IN RAMSEY, YAXLEY AND ST NEOTS

With the aid of a report by the Head of Customer Service (a copy of which is appended in the Minute Book) the Closure of the Customer Service Centres in Ramsey, Yaxley and St Neots was presented to the Panel. The Executive Councillor for Transformation and Customers was in attendance to present the report to Members.

Members were informed that the report lays out the background and analysis of why the Council has taken the decision to close the Customer Service Centres. The decision was made at the Zero Based Budgeting process and then ratified by the budget which was passed at Council.

In response to the question is there any way that a resident can access Council services locally if they cannot reach Pathfinder House, Members were informed that a high percentage of customers engage with the Council online. Some do not and the Head of Customer Services is working with his staff to reach those people who don't have access to the internet. The Council offer a home delivery service to deliver services to those residents who can't reach Pathfinder House.

A Member stated that Members and residents keep getting told that the Council are looking after customers however the Council are now not providing a service for its customers. The Executive Councillor stated that the decision to close the customer service centres was made in 2015 and ratified by the budgetary process and that the time for making objections was then. In addition it is clear from the data that customers want to contact the Council via the internet and by phone.

Following a question, in regards to any guarantees that the Council has with the County Council that they won't close the libraries and therefore restricting access residents have to PCs, the Panel was informed that there is no guarantee that the County Council will stay open but the Council can put arrangements in place if PCs are not available.

A Member stated that they do not accept that the plan to close the customer service centres was clearly stated in the budget. In response the Panel were informed that planned closures were in the budget and was agreed by Council as part of the budgetary process.

In response to the Executive Councillor, a Member stated that if it was clear in the budget the Executive Councillor must be very surprised that this is coming up now. The Member added that he could not understand why 25% of population of Huntingdonshire does not justify a customer service centre. The Executive Councillor replied that the service is aware of all individuals who need assistance accessing Council services and can't travel to Huntingdon.

The Executive Councillor was asked could the Council fund someone to work part time, providing Council services from the County Council library. In response the Head of Customer Services stated that the customer service centres are being closed because they do not get the throughput. He added he can't make the decision to employ someone to work from the library as it is political decision, however operationally it would not be worthwhile as there is not the flow through the door.

Following the question how are you going to advertise to vulnerable residents that there is a home visiting service, the Panel were informed that the Council can meet customers' needs through the channels already open.

In response to the question in the intervening period will there be training to assist customers' transition to internet and telephone based services, Members were informed that yes there will be training from highly trained customer service staff.

The Panel have requested that the Executive Councillor for Transformation and Customers returns to the Panel in April 2018 to provide Members with an update on the changes.

10. HUNTINGDONSHIRE COMMUNITY SAFETY PARTNERSHIP SIX MONTH UPDATE

With the aid of a report by Head of Community (a copy of which is appended in the Minute Book) the Huntingdonshire Community Safety Partnership – Six Month Update was presented to the Panel.

The Head of Community informed Members that there has been a slight increase in the number of crimes recorded and it is suspected, although not proven, that the increase is due to the changes resulting from Her Majesty's Inspectorate of Constabulary (HMIC) report in 2014.

The Panel were informed that two strategic assessments have been commissioned, one into Child Sexual Exploitation and the other into domestic violence. In addition the Community Safety Partnership (CSP) has recently set its priorities for 2017 to 2020.

Members were informed that a Public Space Protection Order (PSPO) is in place in St Neots in order to stop a small minority of drivers using their vehicle in an anti-social manner.

It was noted that the recommendation the Panel has to consider is to agree to receive future updates on the Community Safety Partnership annually. It was explained that if an item of note arises between updates then the Panel's representative on the Partnership, Councillor Mrs J Tavener, will feedback to Members.

A Member stated that they support the work of the CSP and that they welcome the updates.

In response to a question regarding the ability of the CSP to enable communities Members were informed that the CSP had looked to build community resilience however it has taken partners a bit of time to get used to the concept. A community resilience scoping document will be presented in the autumn and then fed into the CSP.

Following a query in regards to drugs the Panel were informed that the CSP focusses on drugs from the aspect of victims. In addition the County Council's drug and alcohol team are involved with the CSP and a representative does attend CSP meetings.

A Member expressed frustration in regards to the Yaxley Working Group. They explained that at a recent meeting many ideas were put forward however the agreed actions have not been advanced. Members were informed that senior officers within Cambridgeshire Constabulary are required to advance some of the actions.

Members stated that if the CSP are working on things locally then it would be good to get the local ward Member involved at an early stage.

In response to a question regarding a PSPO, Members were informed

that PSPOs can be used anywhere in the District where there is anti-social behaviour. They last for up to three years however they can be renewed. There is a cost to PSPOs, for example each order has to have signage and in regards to St Neots PSPO there are 250 signs. There will be more PSPO orders and they can cover anything so long as the anti-social behaviour affects the well-being of the community.

Following a questions regarding the funding the CSP has received from the Police and Crime Commissioner (PCC), the Panel were informed that the CSP has not received confirmation of funding for 2017/18 from the PCC although dialogue is ongoing. Historically the CSP has been given funding and then been asked to report back, however the current PCC wants to see what the funding will achieve before it is released.

A Member stated that they receive a lot of information from residents on issues that a team of multi-skilled community enforcement officers are responsible to respond to. The Panel

RESOLVED

to receive future updates of the Community Safety Partnership on an annual basis.

(At 7.47pm, during the consideration of this item, Councillors G J Bull and S Cawley left the meeting and did not return.)

(At 7.52pm, during the consideration of this item, Councillor R Fuller left the meeting.)

(At 7.52pm, during the consideration of this item, Councillor R Fuller entered the meeting.)

11. HOME ENERGY CONSERVATION ACT (HECA) FURTHER REPORT 2017

With the aid of a report by Head of Operations (a copy of which is appended in the Minute Book) the Home Energy Conservation Act (HECA) Further Report 2017 was presented to the Panel. Members were informed that the HECA report is published every two years to report on the spending of the funds received from the Government's Green Deal Communities Fund.

In Cambridgeshire, local authorities work in partnership under the brand, 'Action on Energy'. The Panel were informed that the partnership is staying together in order to maintain the purchasing power.

Following the question of how the partnership is advertising what energy saving measures are available to residents, Members were informed that the partnership provides advice to households as well as signposts vulnerable residents to reputable installers.

In addition to the conversation on reputable installers the Panel were informed that the partnership have identified installers whom are financially sound and have signed up to a code of conduct. Members agreed with the approach as they recognise resident's anxiety over

rogue traders.

12. PUBLIC HEALTH FUNERALS POLICY

With the aid of a report by Head of Community (a copy of which is appended in the Minute Book) the Public Health Funerals Policy was presented to the Panel.

The Panel were informed that the Policy puts in place a framework to cover funeral costs depending on the circumstances and ensures a consistency of approach. The Policy will treat someone who is unable to pay for a relative's funeral the same as someone who is unwilling to pay, however Officers will consider on a case by case basis.

In response to the question of who conducts the funeral service, the Panel was informed that the celebrant who conducted the previous funeral at the crematorium on the day of the funeral may conduct the funeral in order to save costs. Normally the celebrant is civil however where the deceased's wishes are known a religious celebrant will be appointed.

Members were informed that the Council will always seek to use the local funeral directors where the deceased has died.

Following a question in regards to access to the Policy, the Panel were informed that the Policy will be displayed on the Council's website and residents can telephone the Council for a copy.

In response to the question what happens with the proceeds after the funeral costs have been recovered the Panel were informed that proceeds over £500, where there are no known family, goes to Government Legal Department. For all proceeds under £500, the money is retained by the Council and paid into the Chairman's Charity Fund.

The Panel were informed that in respect to grants, if the funeral takes place before the grant is paid then the grant won't be paid out.

Members expressed surprise that the Council has no legal obligation to provide a memorial or headstone.

The Panel endorse the submission of the Public Health Funerals Policy for approval by the Cabinet.

(At 8.28pm, during the consideration of this item, Councillor J W Davies left the meeting.)

(At 8.29pm, during the consideration of this item, Councillor J W Davies entered the meeting.)

13. OVERVIEW AND SCRUTINY PROGRESS

With the aid of a report by the Democratic Services Officer (Scrutiny) (a copy of which is appended in the Minute Book), the Panel reviewed all the Panels' work programmes since the last meeting.

Members were reminded that there will be an additional meeting of

the Overview and Scrutiny Panel (Communities and Environment) taking place on Thursday 13th July 2017 to question Luminus regarding the Regulatory Judgement.

(At 8.48pm, during the consideration of this item, Councillor R Fuller left the meeting and did not return.)

Chairman

NOTICE OF EXECUTIVE KEY DECISIONS INCLUDING THOSE TO BE CONSIDERED IN PRIVATE

Prepared by Councillor R B Howe, Executive Leader of the Council
Date of Publication: 23 June 2017
For Period: 1 July 2017 to 31 October 2017

Membership of the Cabinet is as follows:-

Councillor R B Howe	Executive Leader of the Council	Councillor R Fuller	Executive Councillor for Housing and Regulatory Services
Councillor D Brown	Executive Councillor for Commercial and Shared Services	Councillor J A Gray	Executive Councillor for Strategic Resources
Councillor G J Bull	Deputy Executive Leader	Councillor R Harrison	Executive Councillor for Growth
Councillor S Cawley	Executive Councillor for Transformation and Customers	Councillor J White	Executive Councillor for Operations
Councillor Mrs A Dickinson	Executive Councillor for Community Resilience and Wellbeing		

Notice is hereby given of:

- Key decisions that will be taken by the Cabinet (or other decision maker)
- Confidential or exempt executive decisions that will be taken in a meeting from which the public will be excluded (for whole or part).

A notice/agenda together with reports and supporting documents for each meeting will be published at least five working days before the date of the meeting. In order to enquire about the availability of documents and subject to any restrictions on their disclosure, copies may be requested by contacting the Democratic Services Team on 01480 388169 or E-mail Democratic.Services@huntingdonshire.gov.uk.

Agendas may be accessed electronically at www.huntingdonshire.gov.uk.

Formal notice is hereby given under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that, where indicated part of the meetings listed in this notice will be held in private because the agenda and reports for the meeting will contain confidential or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. See the relevant paragraphs below.

Any person who wishes to make representations to the decision maker about a decision which is to be made or wishes to object to an item being considered in private may do so by emailing Democratic.Services@huntingdonshire.gov.uk or by contacting the Democratic Services Team. If representations are received at least eight working days before the date of the meeting, they will be published with the agenda together with a statement of the District Council's response. Any representations received after this time will be verbally reported and considered at the meeting.

Paragraphs of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) (Reason for the report to be considered in private)

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the Financial and Business Affairs of any particular person (including the Authority holding that information)
4. Information relating to any consultations or negotiations or contemplated consultations or negotiations in connection with any labour relations that are arising between the Authority or a Minister of the Crown and employees of or office holders under the Authority
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
6. Information which reveals that the Authority proposes:-
 - (a) To give under any announcement a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an Order or Direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Huntingdonshire District Council
 Pathfinder House
 St Mary's Street
 Huntingdon PE29 3TN.

- Notes:- (i) Additions changes from the previous Forward Plan are annotated ***
 (ii) Part II confidential items which will be considered in private are annotated ## and shown in italic.

↻ Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private.	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Community Chest Grant Aid Awards 2017/18	Grants	3 Jul 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email Chris.Stopford@huntingdonshire.gov.uk		J A Gray / R Fuller	Performance and Customers / Communities and Environment
Business Plan for CCTV / Security Services	Cabinet	20 Jul 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email: Chris.Stopford@huntingdonshire.gov.uk		D Brown	Performance and Customers

Subject/Matter for Decision	Decision/recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Home Improvement Agency Annual Report and Review/Disabled Facilities Grant budget	Cabinet	20 Jul 2017		Caroline Hannon, Housing Strategy Manager 01480 388203 or email: caroline.hannon@huntingdonshire.gov.uk		R Fuller	Communities and Environment
Risk Management Strategy	Cabinet	20 Jul 2017		David Harwood, Internal Audit and Risk Manager Tel: 01480 388115 / Email: David.Harwood@huntingdonshire.gov.uk		J A Gray	Performance and Customers
Document Centre - Business Case for Commercialisation	Cabinet	20 Jul 2017		John Taylor, Head of Customer Services Tel no. 01480 388119 or email John.Taylor@huntingdonshire.gov.uk		D Brown	Performance and Customers
Memoranda of Understanding with the Local Enterprise Partnership	Cabinet	21 Sep 2017		Andy Moffat, Head of Development Tel No. 01480 388400 or Email: Andy.Moffat@huntingdonshire.gov.uk		R Harrison	Economy and Growth
Corporate Enforcement Policy	Cabinet	21 Sep 2017		Chris Stopford, Head of Community Tel No. 01480 388280 or email: Chris.Stopford@huntingdonshire.gov.uk		R Fuller	Communities and Environment
Car Parking Strategy Task and Finish Group - Vision	Cabinet	21 Sep 2017		Neil Sloper, Head of Operations Tel No. 01480 388635 or email Neil.Sloper@huntingdonshire.gov.uk		J White	Economy and Growth

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Business Rates - Discretionary Revaluation Relief Policy ***	Cabinet	21 Sep 2017		John Taylor, Head of Customer Services Tel No. 01480 388119 or email john.taylor@huntingdonshire.gov.uk		J Gray	Economy and Growth
Homelessness Strategy ***	Cabinet	19 Oct 2017		John Taylor, Head of Customer Services Tel No. 01480 388119 or email: John.Taylor@huntingdonshire.gov.uk		R Fuller	Communities & Environment

MEETING: HUNTINGDONSHIRE OVERVIEW AND SCRUTINY PANEL
(COMMUNITIES AND ENVIRONMENT)

DATE: 4 JULY 2017

TITLE: CAMBRIDGESHIRE AND PETERBOROUGH CCG – UEC
VANGUARD UPDATE

FROM: IAN WELLER, HEAD OF URGENT AND EMERGENCY CARE

FOR: INFORMATION

1.1 Background

Following publication of the NHS Five Year Forward View (FYFV) in October 2014, Cambridgeshire and Peterborough CCG was successful in being awarded national status to become one of eight Urgent and Emergency Care Vanguard sites, under the New Care Models (NCM) programme.

In August 2015 the CCG embarked on an ambitious programme of work to improve Urgent and Emergency Care services for our residents. Initial bids were submitted to NHS England seeking in the region of £7m funding; however due to national funding constraints allocations were limited to £1.3m non-recurrent funding. Whilst disappointing this focused the CCG onto the delivery of two key projects, namely:

1. Integrated Urgent Care (IUC)
2. Mental Health First Response Service (FRS)

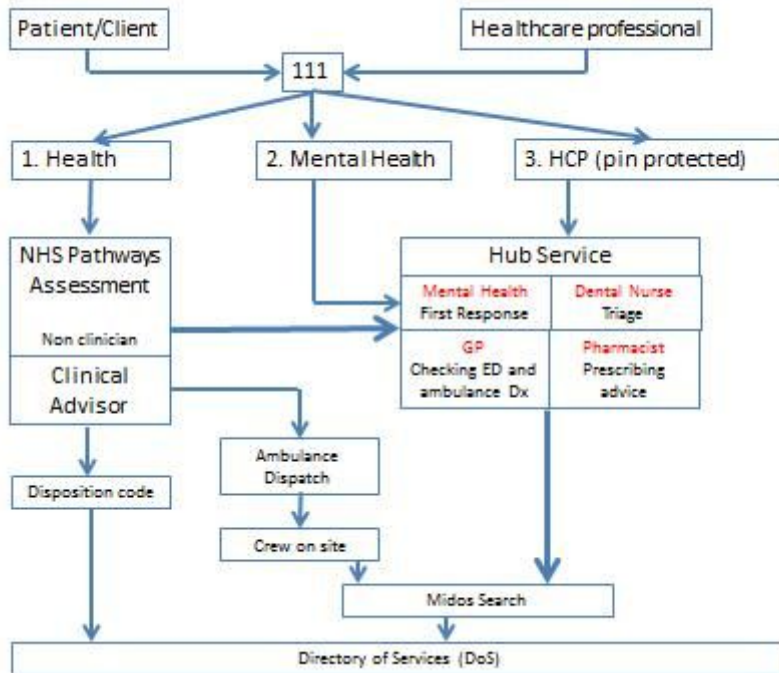
1.2 Integrated Urgent Care (IUC)

The new IUC service sees the coming together of two previously separate services – NHS 111 and Out of Hours (OOH) urgent primary care – under a single provider contract delivered by Herts Urgent Care (HUC). The contract with HUC runs for three years with a potential of a further two years.

The IUC is supported by a clinical hub (see fig. 1) which, following an initial assessment, allows patients to speak directly with a clinician either via a 'warm transfer' or Interactive Voice Recording (IVR). By directing patients to the right clinician or service, this avoids patients having to visit their local A&E department.

NHS 111 is becoming more and more popular as the single number to call for urgent care; last year across the country around 1.5 million people called NHS 111 each month. Locally this was in the region of 15,000 calls. Only a small proportion of these calls, around 8%, requires the patient to attend A&E. The vast majority of calls (more than 60%) are associated with primary care and can be dealt with by IUC.

Fig 1 IUC pathways



1.3 Mental Health First Response Service (FRS)

The FRS, provided by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT), allows patients experiencing a mental health crisis to speak directly to a mental health practitioner by dialling NHS 111 and selecting Option 2. Following an initial telephone assessment, the patient can then be offered a more comprehensive face to face assessment and/or the opportunity to visit the local dedicated Sanctuary, where the patient can discuss their issues and receive support from skilled practitioners working in the voluntary sector, in this case MIND.





Again the approach is to channel service users away from A&E departments, into services better placed to meet their needs. The FRS has been successful in reducing the number of mental health presentations at our A&E departments by around 18% since its launch in September 2016.




Following the success of the FRS, the CCG has approved a business case to continue funding the service. In addition the FRS has now been extended to Children and Young People.

1.4 Next steps

Both services are now embedded within the CCG's contractual arrangements with providers and can be considered as 'business as usual'. Furthermore NHS England has recently issued the national Urgent and Emergency Care Delivery Plan which builds on the success of the UEC Vanguard pilots providing clear guidance, objectives, and milestones on how the UEC system should work in the future to improve care for patients (see fig. 2)

Fig 2 UEC Delivery Plan objectives

 <p>NHS 111 Online</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • Online triage services that enable patients to enter their symptoms and receive tailored advice or a call back from a healthcare professional • Services closely connected to NHS 111 calls (and other services including Primary Care over time) • Offer an increasingly personalised experience to patients <p><u>The plan</u></p> <ul style="list-style-type: none"> • Pilot the service in 4 areas from February 2017 onwards • Complete evaluation by July 2017 • Roll out to 5 or 6 111 areas per month by December 2017 • Introduction of intelligent personalised triage by March 2019 	 <p>NHS 111 Calls</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • Increase the percentage of calls transferred to a clinician when a patient calls the NHS111 service • The service will better support the number of patients who can be dealt with as 'self-care' • Where applicable patients will be referred on to an appropriate point of care • NHS 111 Care Home Line will enable dedicated access for healthcare professionals (starting with care home staff) to get urgent advice from a GP out of hours <p><u>The plan</u></p> <ul style="list-style-type: none"> • 30% of 111 calls transferred to a clinician by March 2017, rising to 50+% by March 2018 • Operational readiness for Care home Line by March 2017 with roll out from April 2017 	 <p>GP</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • By March 2019 the public will have enhanced access to evening & weekend appointments with general practice • In delivering this we will secure: <ul style="list-style-type: none"> ➢ Transformation in general practice, ➢ Step change in use of digital technologies ➢ The foundations for a model of more integrated services <p><u>The plan</u></p> <ul style="list-style-type: none"> • Coverage of enhanced access will reach: <ul style="list-style-type: none"> ➢ 50% of the population by March 2018 ➢ 100% of the population by March 2019 • Invest £138M in 2017/18 and £258M in 2018/19 	 <p>Urgent Treatment Centres</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • Urgent Treatment Centres across the country will be: <ul style="list-style-type: none"> ➢ Open 12 hours a day ➢ Will be staffed by doctors and nurses ➢ May have access to X-Ray facilities ➢ Patients will be able to either book an appointment via NHS 111, their own GP, or walk in ➢ If they need a prescription, they will be given one <p><u>The plan</u></p> <ul style="list-style-type: none"> • These services will be in place as follows: <ul style="list-style-type: none"> ➢ 25% of facilities by March 2018 ➢ 50% of facilities by March 2019 ➢ 100% of facilities by December 2019
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 <p>Ambulances</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • More clinically focused response for patients • Quicker recognition of life threatening conditions • Telephone advice, treatment on scene or conveyance to hospital • End to long waits for an ambulance and handover delays at hospitals <p><u>The plan</u></p> <ul style="list-style-type: none"> • Planning for rollout of the Ambulance Response programme complete by end March 2017 • Implement enhanced Hear & Treat and See and Treat by March 2018 • STPs offer integrated model of urgent care, with clear referral pathways offering alternatives to conveyance to A&E by March 2018 • Development of ambulance workforce, to December 2018 	 <p>Hospitals</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • Highly skilled emergency department workforce to deliver life-saving care for our most sick patients • Variation between hospitals will be reduced • Patients streamed by a highly trained clinician to the most appropriate service • Rapid, intensive support to those patients at highest risk of admission • Use of a wide range of ambulatory care services. • Effective metrics used in oversight of hospitals <p><u>The plan</u></p> <ul style="list-style-type: none"> • Front-door ED streaming models in all UEC systems by September 2017 • Establish Frailty Assessment processes and Frailty Units • 7-day ambulatory care • Implementation of core best practice on medical wards to facilitate discharge 	 <p>Hospital to Home</p> <p><u>The offer</u></p> <ul style="list-style-type: none"> • Provide comprehensive packages of health and social care • Fewer than 3 in 20 NHS Continuing Healthcare assessments (CHC) take place in an acute setting • Patients only stay in hospital for as long as they have been clinically assessed as requiring treatment • Coordinated and timely transfer of care from hospital to the most appropriate setting <p><u>The plan</u></p> <ul style="list-style-type: none"> • Implement Discharge to Assess by March 2017 • Reduce national DToC rates 4.1% by September 2017 • Implement changes to CHC framework by April 2018 • Roll out Nursing Home Vanguard model by March 2019 • Deployment of 200 pharmacy professionals into care homes by March 2018
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1.5 Conclusion

As a direct result of the UEC Vanguard, both the IUC and FRS services are operating successfully despite some operational issues; particularly in reference to the availability of suitably qualified and experienced staff, in and out of hours.

The next phase is for the CCG, in collaboration with NHS providers, to develop robust plans to deliver the above objectives. Further updates on this can be provided to the Panel as plans develop.

Ian Weller

Head of Urgent and Emergency Care, Cambridgeshire and Peterborough CCG

June 2017

**Public
Key Decision - No**

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter: Waste and Recycling Round Reconfiguration

Meeting/Date: Overview & Scrutiny (Communities and Environment) Panel,
4 July 2017

Executive Portfolio: Councillor Jim White – Executive Councillor for Environment,
Street Scene and Operations

Report by: Neil Sloper – Head of Operations

Ward(s) affected: All

Executive Summary:

1. The reconfiguration of our rounds aims to maximise efficiencies and reduce fuel usage whilst meeting waste collection needs and delivering good customer service.
2. This report provides a summary of the implementation and lessons learned.
3. The revised rounds are implemented and following a settling down period collections are now consistent.
4. Further operational work is now required to performance manage the service to deliver optimal performance and drive the savings targets where possible.

Recommendation(s):

1. The Overview and Scrutiny Panel and the Cabinet are asked to note the implementation report and lessons learned, making any recommendations to Cabinet.

1. PURPOSE OF THE REPORT

- 1.1 The report presents a summary of the implementation of the Waste Service round reconfiguration project and lessons learned.

2. BACKGROUND

- 2.1 Waste collection rounds were last reviewed in 2011.
- 2.2 There was a need to reconfigure our rounds to:
- balance workloads due to positive changes in recycling habits
 - balance workloads due to housing growth
 - reduce fuel usage through optimised routing
- 2.3 The Council additionally set a cost reduction target of £276,000 within the waste service in its Zero Based Budgeting process.
- 2.4 The project started in May 2016 with an original implementation date of 21st November 2016. This was re-profiled to the 27th February to enable preparations to be completed and additional communication with residents regarding the go live date.
- 2.5 The last update report on 10th January to Overview and Scrutiny Panel (Communities and Environment) confirmed that the project was on track to the re-profiled implementation date. The full project progress report and highlight report were presented and endorsed.
- 2.6 It was reported on 10th January that given the growth of recycling by residents and the Council's positive policy of offering a second free recycling bin and accepting side waste for recycling; the volume and weight of recycling required the number of collection rounds for recycling to remain at 7. The rounds would still change to balance workloads and optimise fuel efficiency.

3. IMPLEMENTATION REPORT

3.1 Project Plan

- 3.1.1 Appendix 1 to this report contains the formal report schedule for the project and all elements of the pre-implementation were completed on time for the re-profiled go-live date.

3.2 Communication Plan

- 3.2.1 A success of the project was the communication plan before the go-live date with customer services praising the pre-launch awareness. The Customer Service team felt that the plan was significantly better than the last re-configuration and that the volume of calls before go live was much lower as a result. The communication plan in Appendix 2 was achieved.
- 3.2.2 This is demonstrated by the contact report from Customer Services in Appendix 3. Calls regarding the quality of information increased the week of the go-live but only to 56 for that week and then fell indicating the information given was largely understood. Signposting to the collection calendar peaked at 199 calls in the go-live week but then tailed off quickly. The website statistics showed that traffic was successfully driven to the site in January, peaking in February and then reducing back to the level of views before implementation.

3.3 Go-Live

- 3.3.1 Following the last update report to Overview and Scrutiny, the Waste Service experienced a major road traffic incident. A vehicle was written off and three waste team members were hospitalised, one with life-changing injuries. No other vehicles were involved in the incident and the outcome of the police investigation is still outstanding.
- 3.3.2 This had a very serious impact on the whole team as post incident recovery took place whilst providing continued continuity of waste collection across the district. This event had a direct impact on the engagement and preparations for go live in February with the crews. However, the teams and managers still achieved a go live date as planned of 27th February.

3.4 Missed Bins

- 3.4.1 Additional resources were put in place for the first 4 weeks of the new rounds. This was in recognition that all crews had new rounds and that all drivers had new routes to follow in areas with which they were unfamiliar. Previously drivers and crew had been doing the same rounds since 2011 and therefore had an exceptionally high level of automatic knowledge regarding special arrangements such as assisted collections.
- 3.4.2 Missed bins grew as a result of the changes (see Appendix 4). Daily missed bins grew from a pre-implementation average of 20 per day (0.002% of collections) to a peak in March of an average of 80 per day (0.1% of collections). This then fell in April to an average of 60 per day (0.008% of collections) and then back to pre-implementation levels in May.
- 3.4.3 Despite being a low overall number of missed bins given the magnitude of the changes made, the impact of these were high as a large number of these were consistently missed in the same locations. These were predominantly due to the complexity of the changes to establish a rural only collection round. Additional procedures were put in place in mid-April to address this including the swapping of crews.
- 3.4.4 From June onwards the service has been achieving collections to the new scheduled days, with a similar level of missed bins recorded pre-implementation. The additional resources deployed are now under review, to be withdrawn in a staged way, to start the delivery of savings.
- 3.4.5 Additional resources were also deployed to address service failure following the increase in missed bins in March. The service was then able to collect any missed bin the next day if passed to Operations before 4:00pm. The resources deployed to achieve this are now reduced as the volume of missed bins has fallen. The service is seeking to maintain this level of responsiveness.

3.5 Customer Contact

- 3.5.1 The graphs in Appendix 3 (Customer Contact Report) show that customer contact increased significantly in March following the implementation of the round changes, peaked in April and then returned back to pre-implementation volumes in May/June. This reflects the picture of missed bins and the customer contact received to get these resolved. The same is true of complaints.
- 3.5.2 Whilst service failure is not acceptable and in particular the repeated issues in the same locations, it is important to note that on a monthly basis the Waste

service collects 160,000 bins in a month. The peak call volume in March peaked at 10,373 calls to switchboard and 2,607 calls for Operations. Complaints peaked at 170 in April.

- 3.5.3 A particular issue that must be highlighted is that due to the persistence of missed bins in some locations the average length of call became extended, impacting call handling capacity and extended call waiting times to an average of 5 minutes in March and almost 8 minutes in April compared to between 1.5 and 2 minutes pre-reconfiguration. These calls were also harder to manage as resolution became more challenging.

3.6 Performance

- 3.6.1 The old rounds were well known by crews and as a result the speed with which these were completed could have been considered as excessive. Part of the requirement for the new rounds is that the crews work safely, without running, and complete more of their paid for hours.

- 3.6.2 Due to a system of task and finish, crews were self-incentivised to have high work rates as they could finish as soon as their round was complete. However, as the rounds became unbalanced this led to unfairness between crews. In order to achieve the reduction of a round on garden and residual waste the work is effectively distributed amongst the remaining rounds. This impacted the incentive of task and finish requiring a new performance management framework to be implemented to monitor work rates and accuracy. This has had a positive impact in addressing performance issues, with some crews recognised as delivering greater productivity than others.

- 3.6.3 The performance management framework will now be used to optimise the work rates of all crews such that we can phase the withdrawal of additional round support without impacting the quality of service that has been recovered.

3.7 Round Status

- 3.7.1 The current volume of garden recycling is at a peak meaning that we do not intend to reduce the rounds at this time. A seasonal model of service will be developed whereby fewer but longer rounds are implemented in the winter to reduce the fuel and cost of the service on a seasonal basis.

- 3.7.2 An additional resource is being used to support the completion of residual waste on the scheduled collections dates. A detailed data gathering exercise and detailed de-briefing has been undertaken in June to look where rounds may need to be adjusted. Analysis in July will inform a staged series of amendments. Performance monitoring data will also be used, to ensure that logistical issues are driving these adjustments.

- 3.7.3 The new rural round has been improved by establishing a dedicated team who complete both residual and recycling due to the complexity of the special arrangements in place which include remote locations.

3.8 Driver Resources

- 3.8.1 A key issue impacting round re-configuration has been a shortage of drivers. This has required members of the waste management team to be regularly called upon to undertake collections. This was acute over the Easter period. This has been particularly challenging as agency drivers seek to complete as many hours as they can to maximise their earnings. The Waste service is

unable to do this due to the hours of operation being constrained by tip opening times and sensible morning start times that do not disturb residents before 6:30am. This means as soon as other job offers come up we lose staff we have trained. The attractiveness of our vacancies has also been impacted by this, currently there is also a high demand for HGV drivers due to the A14 Highways work.

- 3.8.2 This has an impact on the effective handling of escalated complaints as the managers were out of the office driving. An additional temporary acting up arrangement was established to support the management team whilst links with multiple driver agencies have been established. The withdrawal of additional resources to support the new rounds will reduce the pressure, holiday quotas have been shortened and in-house driver training has also commenced to assist.

3.9 Lessons Learned

- 3.9.1 Whilst the project was managed using the Council's project methodology it is considered that due to the magnitude of the risk and impact on residents such a project in the future should have a formal project board consisting of the key stakeholders in the organisation to keep them briefed and ensure the project plan is as robust as possible.
- 3.9.2 When planning the project there was no estimate or business case made for transitional resources to achieve the change or to recognise that to achieve a step change there would be a requirement to invest to save. This would have assisted in the formative stages with a project board to ensure such a significant change was resourced from the outset.
- 3.9.3 Handling a greater volume of customer contact through such a significant change should have been part of the project plan both within Customer Services and Operations at an earlier stage to ensure clear escalation paths, consistent responses and to eliminate potential confusions. Considering capacity to handle this volume increase would also have been advantageous rather than adopting the use of existing resources, supplemented by overtime.
- 3.9.4 When planning and delivering such a significant savings project a sensitivity and risk analysis should form part of the initiating business case so that the project is approved on the basis of worst case scenario.

4. COMMENTS OF OVERVIEW & SCRUTINY

- 4.1 The comments of the relevant Overview and Scrutiny Panel will be included in this section prior to further update reports to the Cabinet.

5. KEY IMPACTS & RISKS

- 5.1 Driver capacity still impacts the management team's capacity to focus on detailed performance management as they are the final cover to ensure the service is delivered.
- 5.2 The manual nature of route information, special collection arrangements and recording contaminated bins continues to impact service efficiency. The project to implement a waste management IT system for the first time is being progressed with South Cambridgeshire District and Cambridgeshire City Council's. Procurement is about to start with an anticipated implementation date in 6 months.

6. LINKS TO STRATEGIC PRIORITIES

- 6.1 The round reconfiguration will ensure that the Waste Service meets the strategic priority of becoming more efficient and effective, and delivers efficiency savings for the Council whilst continuing to meet waste collection needs.

7. CONSULTATION

- 7.1 Consultation has been conducted with the collection crews to ensure viable collection services.
- 7.2 Customer Services have been consulted in the preparation of this report.

8. LEGAL IMPLICATIONS

- 8.1 Part of the project included round risk assessments is to ensure that the reconfigured rounds full comply with health and safety legislation.
- 8.2 Part of the project included a review of assisted collections to ensure that the reconfigured rounds full comply with Health the Equalities Act.

9. RESOURCE IMPLICATIONS

- 9.1 The additional cost of delivering the round reconfiguration is £28,090 for a dedicated Project Officer and this is being met from the agency staffing budget for the Waste Service.
- 9.2 Based on the requirements of fulfilling the recycling collections from Huntingdonshire's residents a saving of £180,000 was reported as being achieved through the round re-configuration project out of the £270,000 target. It is anticipated that only half of this saving will be delivered in 2017/18 due to the need for transitional resources to support the significant change.

10. REASONS FOR THE RECOMMENDED DECISIONS

- 10.1 The round reconfiguration is essential to rebalancing the current collection rounds to take account of existing housing growth and planned future housing growth; and to deliver £180,000 in savings.

11. LIST OF APPENDICES INCLUDED

Appendix 1: Waste and Recycling Reconfiguration Project Milestones

Appendix 2: Communications Plan

Appendix 3: Customer Services Contact Report

Appendix 4: Missed Bins by Month

CONTACT OFFICER

Neil Sloper – Head of Operations
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Email: neil.sloper@huntingdonshire.gov.uk

Appendix 1: Waste and Recycling Reconfiguration Project Milestones

Performance against key project milestones			
Milestone	Planned Completion Date	Actual Completion Date	RAG Status
Project Kick off meeting	25/05/16	25/05/16	
Project Kick off meeting	25/05/16	25/05/16	
Update to Overview & Scrutiny	12/07/16	12/07/16	
Data Collection	31/08/2016	30/10/2016	
Completion of "As Is" Model	31/08/2016	30/10/2016	
Scenario modelling	30/09/2016	31/10/2016	
Update to Overview & Scrutiny	06/09/2016	06/09/2016	
Agreement on preferred solution	30/09/2016	31/10/2016	
Update to Overview & Scrutiny	04/10/2016	4/10/2016	
Update to Overview & Scrutiny	06/12/2016	06/12/2016	
Pre-implementation data update	31/10/2016	31/12/2016	
Delivery of communication plan	30/10/2016	31/01/2016	
Implementation	21/11/2016	06/02/2017	
Post implementation review	28/02/2017	April 2017	
Project Closure	31/03/2017	May 2017	
Post Project Review	30/04/2017	June 2017	

Appendix 2: Communications Plan

Key Messages

- New day of waste collections
- Why we have reschedule the waste rounds
- What goes in which bin – Recycling and Refuse Guide to be reissued
- Bins need to be out by 6.30am for collection
- No excess waste will be taken
- No black sacks will be collected

Actions	Start Date	To involve	Responsible Officer
<ul style="list-style-type: none"> • Information Hangers – Christmas collection arrangements and info about possible new collection days from 6 February To be placed on grey bins starting w/c 5 December. Info will also be attached to sacks which are to be delivered in December 	5 December 2016		HF/JK
<ul style="list-style-type: none"> • Councillors' Brief – sent out weekly by Corporate Office • Parish Brief – sent out monthly by Corporate Office 	November and December 2016	Corporate Office	HF
<ul style="list-style-type: none"> • HDC Website notifications • Calendar updates 	December 16	IMD	HF/Joe Beddingfield/Will Wilton
<ul style="list-style-type: none"> • RECAP website notifications 	December 16		HF
<ul style="list-style-type: none"> • Letters to households affected and also including bank holiday arrangements for 2017 <ul style="list-style-type: none"> ○ Make available in other languages • Meeting with the doc centre scheduled for 1 December <ul style="list-style-type: none"> ○ Up to 80k letters to be sent ○ Inclusion of the Recycling and Refuse Guide – Include Frozen bins & smaller bins update info ○ Clear plastic envelope ○ Ordering 	W/C 16 January 2017	Doc Centre	HF/Doc Centre
<ul style="list-style-type: none"> • Agrippa signs – ‘your waste collection days will be changing from 6 February. Download your collection calendar at www.huntingdonshire.gov.uk/bins’ 	7 January 17		Workshop
<ul style="list-style-type: none"> • Councillors and parish council pack which includes a copy of the letter and any other material. Could also include list of affected streets/villages with new collection 	w/c 16 January 2017	Corporate Office	HF/AC

days and particular areas which may have changed weeks for the collection of a certain waste type			
<ul style="list-style-type: none"> • Call Centre: <ul style="list-style-type: none"> ○ E-mail signature notifications ○ Advisors to speak to callers at the end of each call reminding of the possible changes to collection days 	7 January 2017	Call centre	AE/SK
<ul style="list-style-type: none"> • Social Media: <ul style="list-style-type: none"> ○ Recycle with Huntingdonshire and Huntingdonshire District Council Facebook and twitter feeds <ul style="list-style-type: none"> ▪ Post & tweets to be scheduled <ul style="list-style-type: none"> • Changes happening and your information is on its way (Jan 2016) • You should now have received your new collection day (Jan 2016) • The online bin calendar has now been updated with your new collection dates (end Jan 2016) • Don't forget you waste collections are changing (w/c 6 February) 	w/c 16 January 2017	Social Media Group	HF/AC
<ul style="list-style-type: none"> • E-newsletter – Huntingdonshire Online – scheduled for Dec: <ul style="list-style-type: none"> ○ Possibly a special edition could be created 	16 January 2017		HF
<ul style="list-style-type: none"> • Green News page with in the Hunts Post – scheduled for Dec: <ul style="list-style-type: none"> ○ Possibly include the page within January edition <ul style="list-style-type: none"> ▪ Reminder to look out for your letters, take note of the changes to your waste collection days 	11 January 2017 Hunts Post edition		HF
<ul style="list-style-type: none"> • Press releases: <ul style="list-style-type: none"> ○ Local newspapers ○ Parish publications, social media feeds and websites 	Early January 2017	Corporate Office	HF
<ul style="list-style-type: none"> • Key Issues and intranet 	January 2017	Corporate Office	HF
<ul style="list-style-type: none"> • Info cards for crew (waste, streets and grounds) that they can give to residents who ask about the changes 	7 January 2017		HF/AC
<ul style="list-style-type: none"> • Posters for One Leisure Sites, Customers service centres, Libraries and the Q-Matic screens 	7 January 2017	Doc Centre	HF/Peter Archer

Appendix 3: Customer Services Contact Report

Avoidable Contact Report – Quality of Information

This is how the team would log where customers are saying they haven't received their packs or are confused by the information provided

W/C 30 th Jan (week prior to any round change communication)	W/C 27 th Feb	W/C 6 th March	W/C 13 th March	W/C 20 th March	W/C 27 th March	W/C 3 rd April	W/C 8 th May	W/C 15 th May	W/C 22 th May	W/C 29 th May	W/C 5 th June
15	56	34	15	18	12	13	7	11	3	6	8

Signposting – Check Collection Calendar

This is where we are supporting customers to find the information

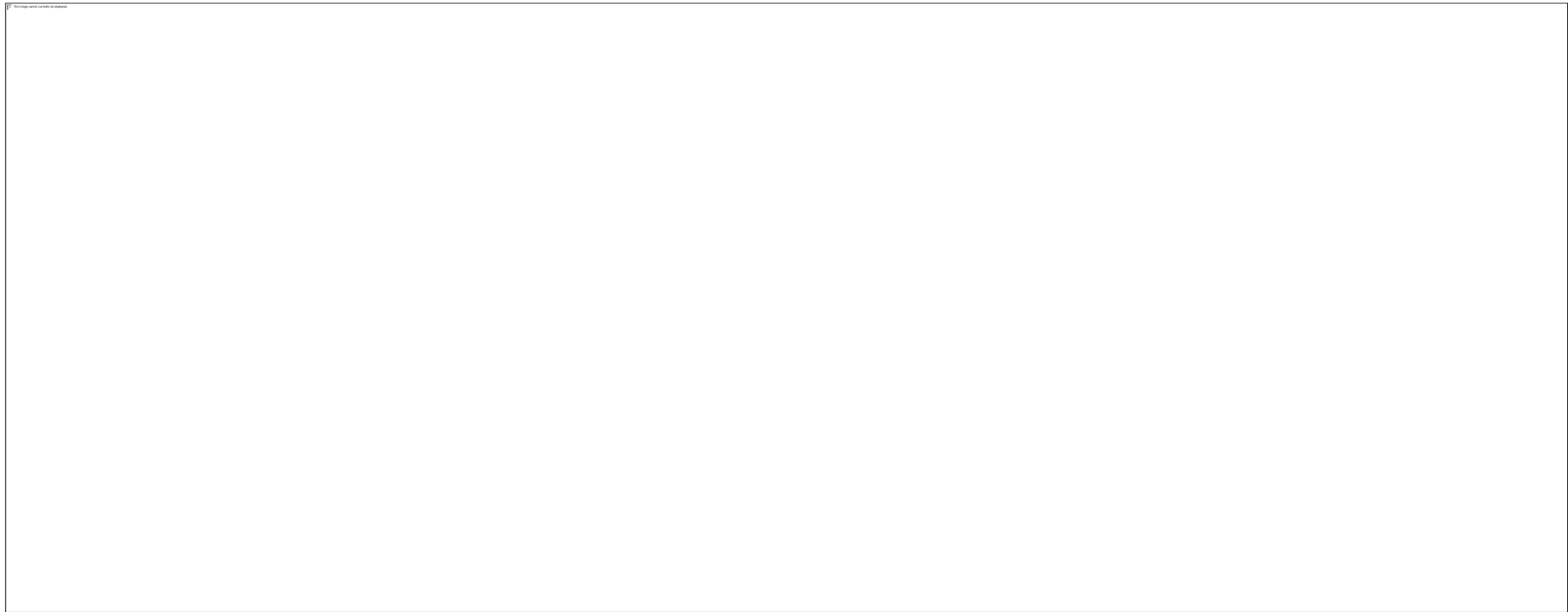
W/C 30 th Jan (week prior to any round change communication)	W/C 27 th Feb	W/C 6 th March	W/C 13 th March	W/C 20 th March	W/C 27 th March	W/C 3 rd April	W/C 8 th May	W/C 15 th May	W/C 22 th May	W/C 29 th May	W/C 5 th June
6	199	66	38	36	31	35	16	8	12	12	11

28

Website stats

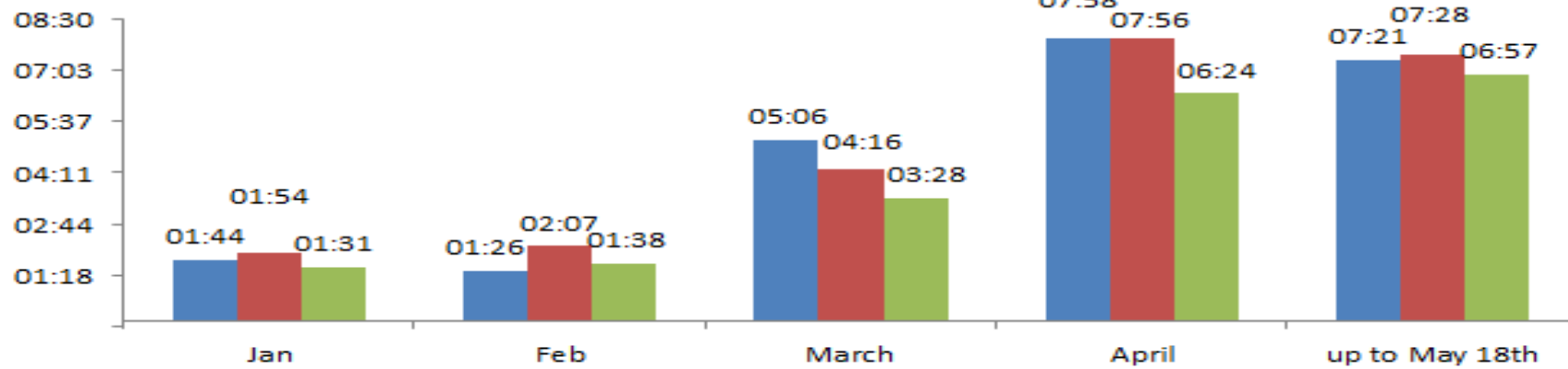
	W/C 13 th Jan week prior to any round change communication)	W/C 30 th Jan (notification on website calendar – FAQ's)	W/C 27 th Feb	W/C 6 th March	W/C 13 th March	W/C 20 th March	W/C 27 th March	W/C 3 rd April	W/C 8 th May	W/C 15 th May	W/C 22 th May	W/C 29 th May	W/C 5 th June
Bin Calendar	4,180	6,129	11,658	6,871	4,807	5,716	4,775	4,965	3,883	3,438	4,193	5,547	3,772
FAQ's	25	1,679	1,525	798	454	421	304	405	107	76	102	124	102

	Jan	Feb	March	April	up to May 18th
Street scene Emails	857	649	1529	1272	560
Operations Complaints	18	16	86	170	59
Ops Refuse Avg Wait	01:44	01:26	05:06	07:58	07:21
Ops Refuse Call Volume	52	43	145	95	52
Ops General avg Wait	01:54	02:07	04:16	07:56	07:28
Ops General Call Volume	894	1387	2607	1543	806
Switchboard avg wait	01:31	01:38	03:28	06:24	06:57
Switchboard Call Volume	7551	7557	10373	8956	6119



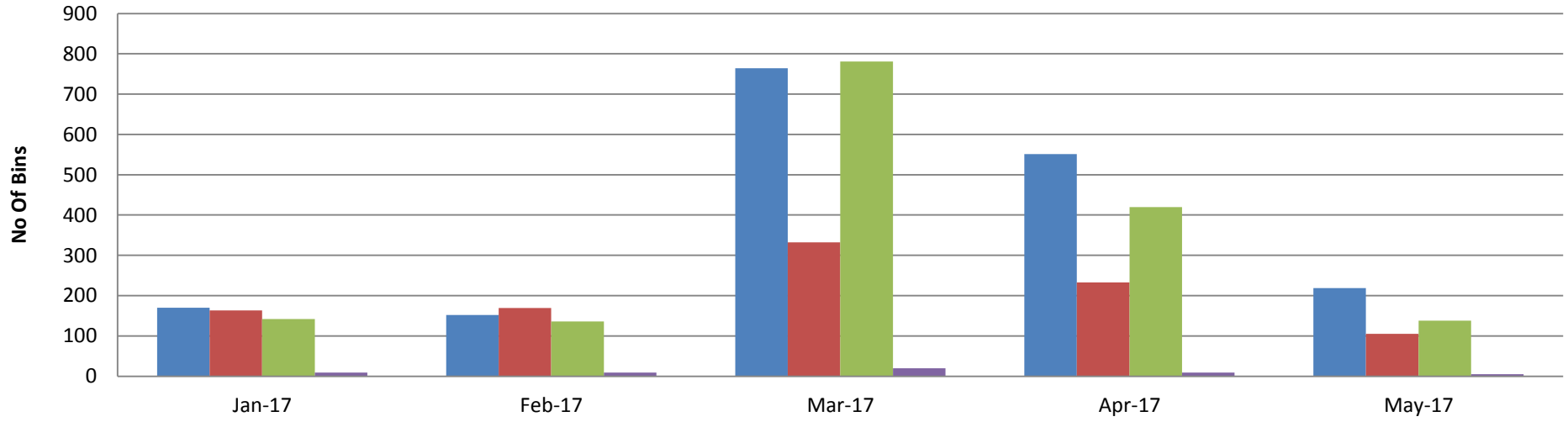
Avg Call Wait times

■ Ops Refuse Avg Wait ■ Ops General avg Wait ■ Switchboard avg wait



Appendix 4: Missed Bins by Month

Missed Bins by Month 2017



	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Refuse	170	152	764	551	219
Garden	163	169	332	233	105
Recycling	142	136	781	420	138
Trade	9	9	20	9	5

Note: 8,000 bins collected daily

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Panel	Study	Date	Status	Action	Date for Future Action
Communities & Environment	Future of Hinchingsbrooke Country Park, Paxton Pits, Godmanchester Nursery and Public Rights of Way	01/11/16	The Panel received an exempt report on the contractual arrangements and potential improvement programme of Hinchingsbrooke Country Park. The Cabinet received the same report but including the Panel's comments at its meeting in November 2016.	The Cabinet made a decision on the report. The decision remains confidential whilst negotiations are taking place.	Autumn 2017
		07/03/17	Cambridgeshire County Council's Highways Maintenance Manager, Mr Jonathan Clarke, was in attendance to update Members on the maintenance of Huntingdonshire's Public Rights of Way.	The Democratic Services Officer (Scrutiny) is to ask Officers for an update.	
Communities & Environment	Waste Round Reconfiguration	12/07/16	A report was presented to the Panel informing Members that the Operations Division was undertaking a Waste Round Reconfiguration. Update reports were presented at the Panel meetings in September, October and February.		04/07/17
		07/03/17	The Head of Operations gave the Panel a verbal update on the implementation of the waste round reconfiguration.	A final post implementation report is to be presented at the Panel meeting in July 2017.	
Communities & Environment	Community Resilience Plan including relationships with Parish and Town Councils and the	06/10/16	Members agreed to keep the topic on the work programme however before appointing task and finish group, Members would like to invite the relevant Executive Councillor responsible to a future Panel meeting to update the Panel on what work has been done so far.	The Portfolio Holder has agreed to attend the Panel meeting in July to update Members on the work carried out to date.	04/07/17

Panel	Study	Date	Status	Action	Date for Future Action
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	County Council				
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34	Communities & Environment	Reports Due and Regular Items				
		Representatives on External Organisations	Annual	Selected Members represent the Council on various External Organisations. The Panel received updates at its meetings in November 2016 and March 2017.	Next report is due at the Panel meeting in December 2017.	05/12/17
		Huntingdonshire Community Safety Partnership	04/10/16	Annual review of the work of the Partnership. The 2016/17 report is scheduled to be presented to the Panel in June 2018.	A six month update report is due at a future meeting of the Panel.	June 2018
		Corporate Enforcement Policy including Graffiti/Fly Tipping Policy	06/12/16		The Panel are to consider a report at its meeting in December.	06/12/17
	Cambridgeshire and Peterborough Clinical Commissioning Group	12/10/16	A report on the performance of the CCG was presented to the Panel at its special meeting in October 2016. The CCG agreed to return to the Panel to inform Members of the System Transformation Programme (STP).	The Sustainability and Transformation Programme (STP) is to be presented to a future meeting of the Panel. At the Panel meeting in March 2016, Mr Weller agreed to attend a future Panel meeting and update Members on the Urgent and Emergency Care Vanguard Programme.	04/07/17 ? 04/07/17	

Panel	Study	Date	Status	Action	Date for Future Action
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	Redesign of Mental Health Services	07/07/15	The Panel received an update report on the Children and Adolescent Mental Health Service (CAMHS).	The Panel requested further updates at future meetings.	05/09/17
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35	Economy & Growth	Strategic Review of Car Parking	06/10/16	The Panel received the Review of Fees and Charges – Car Parks report. Members decided that a task and finish group should be established to review all the options for car park fees.	It was agreed that the Task and Finish Group will not be led by Overview and Scrutiny; however the Panel will be responsible for the scrutiny of the Task and Finish Group's work.	
			03/11/16	The Panel discussed the Strategic Review of Car Parking Task and Finish Group following Cabinet's agreement to the establishment of the group. The Panel appointed Councillors D B Dew, R Fuller, I D Gardener and T D Sanderson to the group.		
			06/04/17	A project overview and scoping document was presented to the Overview and Scrutiny Panel.		
			30/05/17	A meeting of the Task and Finish Group was held. Members agreed the future meeting dates, discussed the reporting dates, carried out a stakeholder analysis and discussed in what form public participation should take. In addition the Group reviewed the scoping document.		

Panel	Study	Date	Status	Action	Date for Future Action
Economy & Growth	Local Plan To 2036	06/10/16	Members agreed to keep the Local Plan to 2036 on the work programme. A task and finish group has not be established however the Panel have agreed that the Chairman should become the Panel expert on the topic.	The Panel is to receive a Local Plan and Infrastructure Planning update.	05/10/17
		15/06/17	The Panel received and discussed the Huntingdonshire Local Plan to 2036.		
Economy & Growth 36	Devolution	06/10/16	Members agreed to keep Devolution on the work programme however before appointing a Panel expert, Members would like to invite the relevant Executive Councillor responsible to a future Panel meeting to update the Panel on what work has been done so far.	The Panel agreed to invite the Executive Leader to update Members after the election of the Combined Authority Mayor.	
		03/11/16	The Panel received an update on Devolution from the Executive Leader.		
Economy & Growth	Reports Due and Regular Items Representatives on External Organisations	Annual	Selected Members represent the Council on various External Organisations. The Panel received updates at its meetings in November 2016 and February 2017.	Next report is due at the Panel meeting in December 2017.	07/12/17

Panel	Study	Date	Status	Action	Date for Future Action
	Marketing Strategy Work Programme	Annual	The Panel have requested annual updates on the work programme.	Report was presented in July 2016 and the next one is due at the Panel meeting in September.	07/09/17
37 Performance & Customers	Cambridgeshire County Council Budget Scrutiny	05/12/16	Representatives from Cambridgeshire County Council were in attendance to present the County Council's Budget for 2017-22 and answer Members' questions.	Democratic Services Officer (Scrutiny) drafted a response to the budget proposals based on the points raised by Members at the budget scrutiny. The response to the budget proposals has been approved by the Chairman and was sent to Cambridgeshire County Council in December 2016.	
Performance & Customers	Social Value In Procurement	01/02/17	The Chairman informed the Panel that there will be a task and finish group investigating social value in procurement.	Officers are working on a scoping document.	

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