

Public Document Pack

Date of meeting Thursday, 20th June, 2019
Time 7.00 pm
Venue Astley Room - Castle House
Contact Jayne Briscoe 2250



**NEWCASTLE
UNDER LYME**
BOROUGH COUNCIL

Castle House
Barracks Road
Newcastle-under-Lyme
Staffordshire
ST5 1BL

Economy, Environment & Place Scrutiny Committee

AGENDA

PART 1 – OPEN AGENDA

- 1 APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTES OF LAST MEETING - 14 MARCH 2019** (Pages 3 - 8)
To consider the minutes of the last meeting of the Committee held on 14 March 2019.
- 4 UPDATE FROM CABINET** (Pages 9 - 12)
This item provides an opportunity for the Portfolio Holder to update members of the Scrutiny Committee on the response of Cabinet to the suggestions made by the Committee at their last meeting.
- 5 ALLOCATION and HOMELESSNESS POLICY** (Pages 13 - 20)
- 6 UPDATE OF PLANNING AND ENFORCEMENT RECRUITMENT** (Pages 21 - 32)
- 7 RECYCLING SERVICE UPDATE** (Pages 33 - 44)
- 8 WORK PROGRAMME** (Pages 45 - 50)
- 9 PUBLIC QUESTION TIME**
Any member of the public wishing to submit a question must serve two clear days' notice, in writing, of any such question to the Borough Council.
- 10 URGENT BUSINESS**
To consider any business which is urgent within the meaning of Section 100B (4) of the Local Government Act 1972.

11 DATE OF NEXT MEETING - 25 SEPTEMBER 2019

Members: Councillors Mrs J Cooper, A. Fear, G. Heesom (Vice-Chair), E. Horsfall, D. Jones, M. Olszewski, B. Panter, M. Reddish, A. Rout, J Tagg and G White (Chair)

Members of the Council: If you identify any personal training/development requirements from any of the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Democratic Services Officer at the close of the meeting.

Meeting Quorums :- 16+= 5 Members; 10-15=4 Members; 5-9=3 Members; 5 or less = 2 Members.

Officers will be in attendance prior to the meeting for informal discussions on agenda items.

NOTE: THERE ARE NO FIRE DRILLS PLANNED FOR THIS EVENING SO IF THE FIRE ALARM DOES SOUND, PLEASE LEAVE THE BUILDING IMMEDIATELY THROUGH THE FIRE EXIT DOORS.

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ECONOMY, ENVIRONMENT & PLACE SCRUTINY COMMITTEE

Thursday, 14th March, 2019
Time of Commencement: 7.00 pm

Present:- Councillor Gary White – Chair

Councillors:

S. Burgess

A. Gardner

H. Maxfield

M. Olszewski

B. Panter

M. Reddish

J Tagg

J Williams

Officers

Andrew Bird - Head of Recycling, Waste and Fleet Services,
Jayne Briscoe - Democratic Services Officer, Elaine
Burgess - Markets and Regeneration Officer, Regeneration
and Economic Development Manager - Kim Graham, Jo
Halliday - Head of Housing, Regeneration and Assets, Chief
Executive - Martin Hamilton and Head of Operations -
Roger Tait

Also in
Attendance

The Leader of the Council – Councillor S Tagg
Deputy Leader of the Council – Councillor S Sweeney

1. APOLOGIES

Apologies were received from Councillor Harrison (who was represented by Councillor Maxfield) and Councillor Johnson.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF LAST MEETING - 13 DECEMBER 2018

Resolved: That the minutes of the meeting held on 13 December 2018 be agreed as a correct record.

4. ECONOMIC DEVELOPMENT YEAR 1 ACTION PLAN (NEWCASTLE TOWN CENTRE)

The Economic Development Strategy 2019-2023 was approved by Cabinet in March 2018 and work on Year 1 of the Action Plan is ongoing. The Regeneration and Economic Development Manager referenced this Strategy, which would be refreshed in accordance with the new Council Plan adopted in the autumn of 2018, whilst the focus was specifically on the Newcastle Town Centre element for this meeting.

To highlight the benefit that cultural and recreational events can bestow members viewed a short film compilation of The Homecoming.

Members directed officers to work with the BID on measures to improve and sustain footfall and reduce town centre vacancy rates, currently running at 17 per cent, and to develop a unique identity to encourage visitors to the Town Centre.

Officers acknowledged the challenging position with regard to the development of the Ryecroft area and in this respect the Borough was working with partners to secure external funding.

It was suggested that displays from the Borough Museum could be relocated to the Guildhall to enhance visitor experience to the Town Centre.

Whilst the Chair acknowledged the economic positives discussed by officers to demonstrate progress he asked that economic measures be developed and benchmarked to compare progress against other successful town centre locations to demonstrate progress. From an empirical perspective, the Chair also suggested that Cabinet Members go out and visit successful locations.

Agreed: (i) That Cabinet be recommended to develop and undertake a benchmarking exercise with successful town centre locations and to undertake a fact finding mission, visiting successful areas.

(ii) That Cabinet consider conversion of council owned town centre properties to residential accommodation.

(iii) That Cabinet be requested to enable suitable Borough Museum displays to be relocated to the Guild Hall to help inform and enhance the experience of visitors.

5. TOWN CENTRE MARKET

In line with a decision of Cabinet (7 November 2018) to undertake a review of the Town Centre Market the Markets and Regeneration Officer presented to members on two key elements of the consultation process – consultation with the general public and consultation with market traders.

The Chief Executive reinforced the view that adequate staffing resource was essential to meet the challenge within the retail section, reflected in the microcosm of the market trader. Curating space could not be left to happenstance to provide an attractive offer of local quality products.

Key suggestions included – stalls to be relocated and grouped by the Guild Hall, artisan and specialised stalls incentivised together with contactless payment and events encouraged.

The Chair encouraged swift action on the proposals, including the introduction of nipper, disabled and family friendly parking as soon as possible.

Agreed: (i) That the recommendations in the report be supported; specifically that the stalls be grouped around the Guildhall; electricity to be installed for use by stallholders; the introduction of nipper parking, incentivise prospective

artisan stallholders, examine incentives to encourage stallholders to offer contactless technology.

(ii) That Cabinet be asked to ensure a sufficiency of resources to expedite the proposals.

6. CONSIDERATION OF CAR PARKING ISSUES

The Head of Housing, Regeneration and Assets submitted a report which reviewed the changes made to the car parking charges implemented prior to the Christmas retail period and considered the views of the Newcastle Business Improvement District (BID) Retailers Forum.

Prior to Christmas 2018 Cabinet introduced concessions of £1 after 3pm in addition to free parking for certain events such as the Christmas Light switch on. Although this had resulted in an increase in the number of car parking sales members suggested that advertising could be improved and increased with posters, banners and social media adverts. Members pressed for the introduction of technology such as car parking apps and contactless payment and for the condition of certain car parks to be improved. In relation to improvements at the Midway, monies had been allocated in the 2019-20 Capital Programme.

Members considered questions from Mr T Miles in relation to free parking after 1pm on Tuesday, Wednesday and Thursday together with the written response.

Agreed: That the proposals outlined in the report be accepted and the BID be requested to evidence the benefits of changes to parking charges in relation to footfall within the Town Centre.

7. REVIEW OF HOUSING ALLOCATIONS POLICY

The Head of Housing, Regeneration and Assets submitted draft amendments to the allocations policy, for scrutiny by the Committee.

Members of the Committee, whilst noting the proposed changes wished to scrutinise the changes in greater detail, particularly in relation to homelessness.

Agreed: That consideration of this report be deferred until the next meeting of the Committee.

8. RECYCLING AND WASTE SERVICE

The Head of Recycling and Fleet Services submitted a report which updated members on:-

- Progress on the development for the introduction of the new recycling collection service.
- Capital requirement for the new recycling collection service.
- The number of times comingled collections have taken place over the last quarter.
- Briefing on how the department coped with the recent bad weather and the resultant lessons learned and contingency plans taken forward.

- Briefing on governments recently announced consultation for their Resource and Waste Strategy
- Quarter 3 Performance – for information.

Without moving collections dates the service aimed to optimise rounds to collect the maximum amount of materials in the fewest rounds with the fewest vehicles.

The new green waste service had attracted 32% of households with a garden.

Agreed: That the report be noted.

9. PROGRESS REPORT ON TREE MANAGEMENT OPERATIONS

The Head of Operations updated members on progress with the Councils tree work programme.

The provision of an additional £30,000 of funding was welcomed and members looked forward to an improvement in the service once the backlog had been addressed.

Agreed: That the report be noted and the Committee receive a further update report following review of the contract in February 2020.

10. WORK PROGRAMME

Agreed: That the report be noted.

11. PUBLIC QUESTION TIME

Mrs Salwa El-Raheb Booth submitted 2 public questions in relation to the Ryecroft site and empty outlets. .

Members discussed the issues raised and asked:-

- If the car park adjacent to the Ryecroft could be improved. The Leader responded that monies were included in the Growth Fund Deal for works to this area.
- The Deputy Leader indicated that the Borough was looking to conclude negotiations with an anchor tenant in Lancaster Buildings.
- In response to a member suggestion the Deputy Leader indicated that the Council would examine the potential for conversion of its own commercial buildings to provide living accommodation.

Agreed: That developments and contractual obligations in relation to the Ryecroft be kept under review and reported to this Committee.

12. URGENT BUSINESS

There were no items of urgent business.

13. **DATE OF NEXT MEETING - 20 JUNE 2019**

COUNCILLOR GARY WHITE
Chair

Meeting concluded at 10.00 pm

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UPDATE FROM CABINET TO ECONOMY, ENVIRONMENT & PLACE SCRUTINY COMMITTEE 20TH JUNE 2019

Submitted by: Cabinet

Portfolio: All

Wards affected: All

Purpose of the Report

To provide a response to the Scrutiny Committee on items previously raised by Committee Members at the last meeting on 14th March 2019.

Recommendation

That the responses from Cabinet be received and noted.

1. Economic Development Year 1 Action Plan (Newcastle Town Centre)

- 1.1 The Scrutiny Committee recommended that Cabinet develop and undertake a benchmarking exercise with successful town centre locations and to undertake a fact finding mission, visiting successful areas.

Response from Cabinet:

Officers have undertaken an exercise to identify appropriate benchmark towns, based on a range of available data, including weekly earnings, markets, out of work claimants, car parking, vacancy rates, attractors, wider regeneration plans, population, reputation and average Index of Multiple Deprivation position.

The research has shown that Markets are at the heart of many successful towns – but with other significant attractors including Heritage, Canals and Rivers, Railway Stations and Festivals. The Portfolio Holder, and officers, is visiting a number to towns to discuss the strategies adopted and the impact which these are having.

The first town to be visited is Nantwich and the Portfolio Holder will provide further information about this at the meeting.

- 1.2 The Scrutiny Committee asked Cabinet to consider conversion of Council owned town centre properties to residential accommodation.

Response from Cabinet:

The strategic intent, captured within the Council Plan, is to diversify property use in the Town Centre, with a view to having more people living in the town centre, and more people working in the town centre. Cabinet is undertaking a review of the Council's overall property portfolio to identify options to improve commercial performance. The potential conversion of some town centre assets will be considered as part of this review.

- 1.3 The Scrutiny Committee asked that suitable Borough Museum displays and exhibits be relocated to the Guildhall to help inform and enhance the experience of visitors.

Response from Cabinet:

Opportunities to exhibit at the Guildhall, or other venues, will be considered alongside other events. Maintaining the security of displays is an important consideration, which needs to be balanced against increasing public exposure to the Borough's collection.

2. Consideration of Car Parking Issues

- 2.1 That the evidence of benefits of changes to parking charges in relation to footfall within the town centre be requested from the BID.

Response from Cabinet:

Footfall figures for the town centre are routinely collected by the BID. Isolating the impact of parking charge reductions within this is difficult, as factors such as events, weather, etc. would all have an impact. However, the Council is currently preparing a parking strategy which includes surveying car park users. It is anticipated that this exercise will provide insight into the impact of changes to parking charges.

Borough / City	Weekly earnings by place of work (2018)	Frequency /Type Town Centre Market	Out-Of-Work Benefits Claimant Count	Car Parking Charges	Town centre vacancy rate	BID	Attractors	Wider Regeneration Plan	IMD	Population	Reputation
Newcastle	£462	Mon - Sat (4 days general/2 antiques), monthly farmers, Young Traders, BID artisan market, occasional continental and testing Young Traders July 2019	1.8% 1510	Varies across car parks, £1.10 for up to 1 hour £2.10 for up to 2 hours £3.20 for up to 3 hours £4.25 for up to 4 hours £6.00 for up to 24 hours £1.00 from 3pm to 8am £1.10 Bank Holiday £1.10 after noon for special Event parking Season ticket per quarter £230.00 Overnight quarterly permit £60.00	19%	Yes year4	Town Centre Market, BID annual events programme, Laura Ashley, Library, independent cafes,, real ale bars and micro breweries, Vue cinema, real ale and micro breweries, (New Vic Theatre, Museum and Art Gallery, College, Trent Art Gallery, J2, Keele Uni all outside the ring road)	Ryecroft development, town centre wayfinding and renewal of road signage	161	129,000	Attractive market town...big wide streets great for events, purple flag? where's the castle,? Astley - home of circus, home of Keele Uni, Newcastle College, Newcastle School,
Tewkesbury	£549	Car park used every Wed and Saturday £25 per stall, Farmers every month	1.6% 850	1hr £1, up to 3hrs £2 the rest £4			Historic town, great architecture, Food and art festivals, market, Abbey	MACE appointed for TC regeneration - looking at transport and leisure - outdoor sports	262	90,300	Lovely waterside setting and markets.
Nantwich	£588	Tues, Thurs and Sat market + mthly farmers market + vintage and artisan + antiques + new markets Flowers and seasonal markets.	1.8% 4175 (Cheshire East)	0-1hr 70-80p, 1-2hrs £1.10-£1.20, 2-4hrs £2.20, 4-5hrs £2.70, up to 10 hrs £3 and some are free after 3pm. Quarterly Permit: £153.00 Annual Permit: £567.00	4.40%	No	Railway station, historic town, highest concentration of listed buildings in England, river Weaver, festivals, Nantwich show, bridmere gardens nearby. Good brand shops and food outlets.	None	241	17,500	Attractive town by river and canal and range of markets. Good food and drink leisure offer.
Burton	£521	Thurs, Fri and Staurday £15.50 per stall Dedicated icon on Markets and webpage. Farmers Market 2nd Thursday mthly.	1.7% 1205	9 Car Parks in Burton; Free after 3 some car parks, 1,2,5 pounds - 2 hrs, 3 hrs.		TCP	Railway station, National Brewery Centre, annual beer and cider festival, UK largest Gin and Rum festival held in the market hall,	Currently working on regen scheme - public realm with Cushman and Wakefield (viability), URBED (design), FORE (tarnsport) and Gardiner and Theobold (cost) Station Street TC regen £1.4M from Council funding.	144	117,600	Pretty by the river - Beer and marmite!
Stockton on Tees	£524	wed, fri and sat - best large outdoor market in 2018 (NABMA) 150 stalls, love your local market and young traders	3.9% 4,835	Flat rate £2.40, BH free and lots of others are free		Yes year 9	Railway station, Huge market, town centre regeneration	Council bought local shopping centre for £7M to take control of regeneration	130	85,000	Butterfly world and one of the largest markets in the UK and winner of great british high street rising star. Council known for employing dozens of apprentices Big plans for outstanding borough
Cannock	£530	Market Hall 61 stall Tues-Sat, street market Fridays	1.9% 1195	Varies depending where you park £1 for 1 hr or 2 hrs for £1.20 -£4for whole day		TCP	Railway station, The Chase	FHSF bid and new town centre partnership	128	99,100	Markets - indoor and outdoor

Borough / City	Weekly earnings by place of work (2018)	Frequency /Type Town Centre Market	Out-Of-Work Benefits Claimant Count	Car Parking Charges	Town centre vacancy rate	BID	Attractors	Wider Regeneration Plan	IMD	Population	Reputation
Lancaster	£524	Indoor market hall + charter outdoor market wed and sat 9.30am - 4.30pm	3.1% 2835	Lots of charges 1hr £1.50, up to 3hrs £2.50, up to 5 hrs £4.20, up to 10 hrs £8, 24hrs £9, eve from 6pm to 8am £1.50		Yes year 3	Railway station, Indoor Market, Library, Storey Institute , Castle, Dukes Theatre, Antiques, student town, build aesthetic, (Lancaster Uni 3 miles, Morecambe Bay 3 miles)	Luneside commercial and student accom. on St Georges Quay through U&I.	125	142,500	Small city of culture and heritage, Lancaster castle, home of lancaster university, River Lune, Williamson Park and The Dukes theatre
Macclesfield	£588	indoor market mon - sat, 50 stalls, outdoor tues, fri, sat 25 stalls +treacle market monthly on Sunday for arts, crafts, food, wine	1.8% 4175 (Cheshire East)	Generally 1hr 80p, 1-2hr 31.20, 2-3hr £2.40, 3-4hr £3.50, 4-6hr £4.40, 6-10hr £5.60 and Sundays are free	9.50%	Make it Macclesfield	Railway station manchester 22 mins, architecture, quirky,	Have your say on regeneration Feb 2019 working with Cushman, OPEN and URBED and institute of place management	241		Named as happiest place to live in the NW, Silk Museum, Treacle Market
Whitchurch		Friday market (7.30 - 12.30) +occasional gardeners market and mthly famers and Makers Market (1st Saturday of every mth)	1.9% (Shropshire)	min charge 30p max charge £2.40 per day, sundays and BH's free and 6pm-8am free, wkly ticket £10		Town Team	Railway station, historic town, canal, food and drink festival, party in the park	combined health care and housing under one roof, funded by the Council, Wreking hsg, Homes Eng, NHS Eng, NHS Shropshire and One Public Estate. Campaign to save Pauls Moss Houes to retain as part of the overall scheme.	175	10,000	Historic market town
Mansfield	£454	Tues-Sat market and Farmers Market 4th Saturday mtly 8.30am - 1pm, Feb - Dec (35 stalls)	2.8% 1885	£1.50 2 hrs, £2 overnight		Yes year 9	Parks and near to Sherwood Forest, ,mueusm and heritage - , antiques	new hotel and redevelopment of old town hall and former brewery for housing 50% funding from the LEP D2N2			Nice market town and superbowl - 28 lanes!
Congleton	£588	indoor and outdoor market (10 stalls) Tues and Sat +car boot on Sunday	1.8 % 4175 (Cheshire East)	some are free after three , some are free all the time others charge 1hr 40p, 1-2hrs 60p, 2-3hrs 1.10	18%	Congleton Partnership	Railway station, food and drink festival	£1M public realm investment 2018 Congleton link road	241	26,500	Thriving arts scene, food and drink festival
Stafford	£568	Farmers Market twice a mth, - 30 stalls on Sat not Jan, mthly Makers Market and general market every Wednesday and daily indoor market	1.4% 1145	some are free on sundays. Short stay £1 1 hr, £1.60 2 hrs, £2.50 3hrs, up to 4 hrs £3. Variable...£1 1 hr, £2 2 hrs, £3 3hrs, £3.50 4 hrs, £4 5 hrs, up to 24 hrs £8, in after 6pm and out after 6.30am £1...	13%	TCP	Central railway station, range of markets, home of County Council/County hall, College	Station gateway, Riverside shopping centre, hotel development (120 rooms)	243	134,000	Markets, new shopping centre, Town Centre Partnership, Cheese and Ale Festival and Food Festival, Ironman Festival

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
ECONOMY, ENVIRONMENT AND PLACE COMMITTEE**

Date 20TH June 2019

REPORT TITLE

Rough Sleeping in Newcastle under Lyme

Submitted by:

Head of Housing, Regeneration and Assets – Joanne Halliday

Portfolio:

Well Being and Community Safety

Ward(s) affected:

All

Purpose of the Report

Economy, Environment and Place Scrutiny have asked for a report to their June meeting to review the situation with Rough Sleepers and our service provision.

This report discusses the issue of Rough Sleeping in Newcastle and the provision available to support those people who are sleeping rough on the streets. It also acknowledges options available to assist and deter individuals begging in the Town Centre who are perceived to be Rough Sleepers.

Recommendations

For Scrutiny to note the contents of this report.

For Scrutiny to provide views and recommendations on the Council's approach to working with Rough Sleepers and Beggars in the future.

Reasons

Addressing rough sleeping and begging in Newcastle is a priority for the borough and its partners. Although most people who become homeless will not sleep rough, it is the most visible form of homelessness. It is unsafe and has serious consequences on a person's health and wellbeing. There are many reasons why people end up on the streets and these are often complicated and confounded by substance abuse, mental health and offending.

1. Background - Rough Sleeping in Newcastle under Lyme

- 1.1 The Borough Council is working with partners in the area to co-ordinate services to ensure that anyone on the streets or at risk of rough sleeping is able to access advice and support.
- 1.2 The level of rough sleeping in the Borough has always been relatively low, however over the past couple of years activities associated with rough sleeping has become more visible especially in the Town Centre.
- 1.3 Each year Local Authorities are required to submit either an annual estimate or count for a single night in November. The annual estimate for Newcastle-under-Lyme which is independently verified by Homeless Link found 4 people in November 2018. In 2017 the Council submitted an estimate of 5 rough sleepers following the same process.
- 1.4 In addition to the estimate, the Rough Sleeper Outreach Team collates data on verified rough sleepers in the Borough. Over the past year (between the 2nd April 2018 and 31st March 2019), the team have verified a total of 53 people sleeping rough in Newcastle-under-Lyme. Verification means the individual has been seen by outreach staff actually bedded

down on the streets. Please note the same person can be verified more than once if there has been a break in the rough sleeping or at a different location than previously.

- 1.5 Individual outreach sessions usually identify between 3 and 6 people but not all are willing to engage and those that are often known to services, having already been evicted from local accommodation services across North Staffordshire due to past behaviours. The individuals seen on outreach are not always the same people each time. Individuals do move around, not only between locations within the Borough but also there is quite a lot of movement of rough sleepers between us and our neighbouring authority areas, particularly Stoke-on-Trent.
- 1.6 In Newcastle, based upon outreach data, on average there are 4 male rough sleepers for each female found sleeping rough. The age of those sleeping rough usually falls into the following age categories 25-34, 35-44 and 45-54 with the 25-34 age group being the highest. An individual's ethnicity status is nearly always White British. Their economic status is usually described as long term sick or not job seeking. The types of disabilities recorded are mobility, progressive disabilities or chronic illness and mental health issues. Very few are ever in receipt of services from social care or secondary mental health services (none in the current year of monitoring quarters). It is also very rare that individuals who sleep rough in the borough are ex armed forces (again none recorded in the current year of monitoring quarters). Just over a quarter of those officially verified by the rough sleeper's team in the past year of monitoring are under a community rehabilitation company (13).
- 1.7 The outreach team receives referrals from members of the public who see people sleeping rough, from partner agencies or self-referrals when people approach the team directly for assistance. A Freephone number (0800 970 2304) is available along with the opportunity for people to report rough sleepers online via the Streetlink website (www.streetlink.org.uk).
- 1.8 Staff from the outreach team work closely with Newcastle Housing Advice (NHA) to identify and work with everyone found rough sleeping to help to support them into services. During the past year the Rough Sleepers Team successfully helped 14 new rough sleepers off the streets before they slept out for a second night. However there is a cohort of around 16 people who sleep rough on a regular basis either in Newcastle or Stoke in between staying with friends and stays in prison and hospital. These are identified as either returning or entrenched rough sleepers. The team continues to work with them to offer accommodation and support including recovery to address any substance misuse issues as well as access to health care and specialist services.

2. **Issues - Supporting and identifying rough sleepers in Newcastle**

- 2.1 A person sleeping rough or at risk of doing so can access a range of services in Newcastle. This includes advice, assistance and access to housing through our statutory services, as well as information and support from a range of services, alongside help with food and clothing from voluntary and charitable people and groups. People can also access advice, support and a meal at a weekly drop in held at the Salvation Army known as the Open Door project. The Open Door project has a number of partner agencies in attendance who can offer support and assistance to rough sleepers.
- 2.2 The Council has an emergency out of hours helpline number which anyone who is homeless and has nowhere else to stay can call. They will be assessed and offered advice and assistance, which may include temporary accommodation.

- 2.3 As discussed earlier in this report, the Council co-commissions a Rough Sleeper's Outreach Service with Stoke on Trent City Council and run by Brighter Futures. The service focuses on identifying rough sleepers and then supporting them off the streets into accommodation. Every week the team undertakes a number of early morning outreach sessions to identify, verify and support people sleeping rough. The Service Manager chairs a Rough Sleeper's Action Group every fortnight where individual rough sleepers are discussed and actions put in place for each person with an aim to getting them off the streets and into services. Members of this group include housing options services, accommodation providers. Health, Police, support services, drug and alcohol services and the voluntary and faith sector.
- 2.4 In addition to the commissioned outreach service, staff from The Lyme Trust, deliver two further morning outreach sessions around locations within the town centre. Information on individuals identified is shared between services.
- 2.5 Many people who sleep rough or at risk of sleeping rough have high and complex needs and are not engaged with other services. In addition to the Rough Sleepers Action Group, within Castle House (Police Station) there is a daily hub meeting. The hub discusses any people of concern where a single agency response is not going to work in order to develop solutions. In addition to the daily hub there is also a weekly hub, which deals with more complex cases or the cases that the daily hub is unable to resolve, to ensure that multi-agency solutions are in place.
- 2.6 There is a humanitarian obligation on all Local Authorities to prevent deaths on the streets caused by severe winter weather; this is known as Severe Weather Emergency Provision (SWEP). The Borough Council's responsibilities towards those households who are owed a duty under the homeless legislation are not affected by severe weather. As part of the commissioned outreach service, the Outreach Team in partnership with Newcastle Housing Advice and other services operate SWEP. SWEP is activated when the Met Office weather forecast is forecast to drop to zero degrees or below for three consecutive nights. SWEP will be implemented on day one of the three day forecast. Once SWEP provision is in place anyone who finds themselves in a position where they have to sleep rough are placed in accommodation. This can include upright spaces in hostel communal areas and bed and breakfasts, often for the Council this means the accommodation is out of the area. The Rough Sleeper Outreach Team will also use the cold weather provision as an opportunity to try an engage with people who may have not been willing to engage before.
- 2.7 Rough sleeping is often associated with nuisance activities such as begging, street drinking and anti-social behaviour and Newcastle Town Centre has experienced levels of anti-social behaviour. As this report highlights, homelessness is a complex issue and entrenched homelessness presents particular difficulties; addictions and criminal and offending behaviour may be a symptom of homelessness as well as an underlying cause.
- 2.8 There are individuals in Newcastle who present themselves as Rough Sleepers when many in fact have accommodation and are in receipt of benefits. These individuals are using locations specifically to beg for money and food. Some members of the public feel intimidated and frightened when approached by beggars and this can have a negative impact on our local communities. There are a range of powers available to both the Council and the Police to tackle these activities. When outreach and engagement opportunities have either been exhausted or intelligence demonstrates that individuals are not legitimate rough sleepers, the Council working with the Police, are able to employ a range of interventions designed to address problematic behaviours which impacts on our community. These steps include (but are not limited to);
- Issuing section 35 dispersal notices to individuals causing issues for up to 48 hours.

- Issuing Community Protection Warning Notices (CPNWs) to persistent offenders and if breached applying for Community Behaviour Orders (CBO's) or Injunctions which stipulate a list of conditions enforced by the Courts.
- Implementing a Public Spaces Protection Order (PSPO) which stipulates a range of conditions which if breached can result in on the spot Fixed Penalty Notices for persistent and/or aggressive begging.

2.9 The Council's Partnership Team leads on addressing nuisance behaviour within our Town Centre and work closely with a range of agencies who offer services to rough sleepers, in particular NHA, Brighter Futures and the Lyme Trust who operate outreach services in the Borough. This enable profiles of people to be developed, which identifies whether individuals are simply causing a nuisance or are vulnerable and in the town centre. This information is shared and assistance is given / referrals are made to those in need.

2.10 The team also lead on a number of town centre initiatives which aim to enhance and improve our town centre, whilst addressing and preventing episodes of Anti-Social Behaviour. These include:

- Leading the Partnership Town Centre Working Group to co-ordinate partners' operational activity in the town.
- Reviewing the existing CCTV provision to inform future commissioning and implementation. This includes seeking financial contributions from partners to enhance current provision.
- The introduction of PSPO's for the Town Centre and Queen Elizabeth Park which will address anti-social behaviour by using the Council's civil powers.
- Developing Business Information packs, which will be distributed personally by the team to encourage dialogue with local businesses and provide reassurance that the Council are taking the concerns of the business community seriously.
- Attendance and contribution to PABCIS and Pubwatch forums, which covers variety of topics including the 'Behave Or Be Banned' scheme and Store Net (radio) service.
- Assisting the Business Improvement District (BID) to co-ordinate the Purple Flag application for accreditation.
- Co-ordinating a variety of youth interventions and enforcement mechanisms within the Town Centre – for example the issuing of Acceptable Behaviour Contracts, providing diversionary activities and identifying and monitoring youth hotspots (for example Vue and McDonalds).
- The creation and development of the 'Make it Count' scheme, which is an assisted / diverted giving scheme that enables members of the public to contribute to services that offer support in assisting individuals off the streets rather than giving cash directly to individuals who are begging. Collection boxes have been situated in several town centre businesses and also in public buildings such as Castle House, J2 Leisure Centre and the Guildhall. There are also plans to develop the scheme further by exploring contactless donation points and a mobile device application.

3. **National Rough Sleeping Strategy and Government Funding**

3.1 The Government is committed to halving rough sleeping by 2022 and ending it by 2027. On 15th August 2018 it published a new Rough Sleeping strategy which announced a range of cross-government initiatives. The strategy sets out the Government's vision to support every person who sleeps rough, off the streets and into a home. The 2027 vision is to Prevent, Intervene and Recover; this vision is supported by £100 million of funding over the next two years.

3.2 The Council had the opportunity to apply for one of the above funding pots known as Rough Sleeper Initiative funding (RSI). Based upon the bid criteria and the current gaps in provision the Council's proposal consisted of two elements:

- A Rough Sleeper Co-ordinator
- Emergency Accommodation Units

3.3 Rough Sleeper Co-ordinator.

Within the bid criteria was the opportunity to apply for funding which would enhance the co-ordination of rough sleeping. This role would be based within the Local Authority and essentially have the strategic overview for rough sleeping.

We envisaged that the role would have a wider remit and work with all who have an interest in rough sleeping, ranging from council staff & members, partners who already provide services that support rough sleepers and also to develop working relationships, develop initiatives, promote services and reach out to all areas of our communities. The responsibility of the role would be to ensure rough sleeping issues are understood more widely and to work with all areas to collectively deliver a joined up approach on the rough sleeping aims within the Council's Homelessness Strategy. This role would also be the future lead on any rough sleeping funding opportunities, business cases and to also work with the MHCLG to share best practice and provide monitoring.

3.4 Emergency Accommodation Units.

The bid prospectus encouraged Local Authorities to establish a businesscase for funding in areas where there was little or no current provision. In Newcastle, we currently have no emergency accommodation available in the Borough specifically designed for Rough Sleepers. Therefore the second element to our bid was to request funding to enable us to develop a scheme with a Provider who would be willing to lease a four bed or cluster units across the Newcastle area. The units would offer short term in reach accommodation offering rough sleepers support after leaving the streets. Once accommodated and in receipt of that support, we anticipated that it would increase the options and access for Rough Sleepers to move on to longer term suitable accommodation across Newcastle and Stoke whilst reducing the risk of the individual returning to the streets.

3.5 Total amount of funding applied for £200,500.

3.6 Outcome of the bid.

On the 22nd of March, the Council was informed it had been partially successful with their proposal and has been allocated £45,000 to cover the costs of the Rough Sleeper Co-ordinator post for 19/20. This funding is expected to be paid to the Council by the end of May 2019.

4. Next Steps

- 4.1 The recruitment process has commenced for the Co-ordinator role.
- 4.2 **Emergency Provision.**
Despite being unsuccessful with our recent bid, Officers are keen to explore alternative options and potential models of meeting the current need for temporary emergency accommodation which will be suitable for Rough Sleepers with our partner agencies. The objective being to support Rough Sleepers off the streets into short term accommodation with support which will enable individuals' access increased move on options to longer term housing solutions with ongoing but decreasing floating tenancy support.
- 4.3 **Make it Count Scheme.**
Whilst the foundations have been developed for the Make it Count scheme, Officers wish to enhance the scheme further and are currently looking at best practice models which will provide information, raise awareness and encourage responsible giving amongst members of the public.
- 4.4 Partnership activity continues with enforcement action when all offers of support and assistance have been exhausted. For example if any of the conditions associated with the PSPO's are breached further action will be taken in the form of FPN's and possible referral to courts.
5. **Outcomes Linked to Corporate Priorities**
- 5.1 Providing support to Rough Sleepers supports all the Council's corporate priorities:
- Local services that work for local people
 - Growing our people and places
 - A healthy, active and safe borough
 - A Town Centre for all
6. **Legal and Statutory Implications**
- 6.1 Local Authorities' duties towards homeless people are contained in Part 7 of the Housing Act 1996 (as amended). Local Authorities have a duty to secure permanent accommodation for unintentionally homeless people in priority need. Thus the safety net operated by local authorities does not extend to securing accommodation for homeless people who are deemed not to be in priority need.
- 6.2 The Homelessness Reduction Act 2017 (HRA) introduced additional duties which apply to all eligible applicants irrespective of whether they fall into a priority need category. Authorities now have:
- A duty to prevent homelessness for all eligible applicants threatened with homelessness;
- and
- A new duty to relieve homelessness for all eligible homeless applicants.
- 6.3 Housing Authorities have a duty to provide or secure the provision of advice and information about homelessness and the prevention of homelessness, free of charge.
7. **Equality Impact Assessment**
- 7.1 N/A.

8. **Financial and Resource Implications**

8.1 There are no financial implications arising as a direct result of this report.

9. **Major Risks**

9.1 Homelessness is a complex issue with a range of different agencies involved in supporting rough sleepers. Although there are services available to support rough sleepers and invoke change, individuals need to be in a position in their lives where they are willing to engage and work with those services.

10. **Sustainability and Climate Change Implications**

10.1 None.

11. **Key Decision Information**

11.1 The National Rough Sleeping Strategy has made the commitment that all Local Authorities update their Homelessness Strategies and rebadge them as homelessness and rough sleeping strategies by winter 2019.

12. **Earlier Cabinet/Committee Resolutions**

12.1 None.

13. **List of Appendices**

13.1 None.

14. **Background Papers**

14.1 The National Rough Sleeping Strategy.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733421/Rough-Sleeping-Strategy_WEB.pdf

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
ECONOMY, ENVIRONMENT AND PLACE COMMITTEE**

Date 20 June 2019

1. **REPORT TITLE** Update of Planning and Enforcement Recruitment
- Submitted by:** Head of Planning and Development – Mr Guy Benson
- Portfolio:** Planning and Growth
- Ward(s) affected:** All

Purpose of the Report

To provide as requested by the Chair information on the Planning Service

Recommendations

For Scrutiny Committee to note the contents of this report

Reasons

This report was requested by members of the Scrutiny Committee

1. **Background**

- 1.1 Members may recall that at its July 2018 the Committee received a report on the Planning Service (including both Development Management and Planning Policy) with a review of case load, % compliance with required completion of workload, a review of number of staff vacancies within the department and the action plan to fill this gap.
- 1.2 The Chair has asked for an update on the position with particular reference to the staffing position and this is provided below

2. **Issues – Principal Elements of the Planning Service Caseload**

Planning Policy

- 2.1 Preparation of the Joint Local Plan, in conjunction with the City Council, involving the commissioning of a range of evidence including the Joint Strategic Housing Market Assessment, the Employment Land Review, a Strategic Flood Risk Assessment and a range of other studies. Target to get the new Local Plan through an Examination in Public by 2021. A number of further stages are required to get to that point. Policies within Core Spatial Strategy being held to be out of date on appeal.
- 2.3 Supporting currently 4 Qualifying Bodies preparing their Neighbourhood Plans – each at a different stage – and further interest being expressed

- 2.4 Annual Monitoring of housing, employment, retail and leisure development across the Borough
- 2.5 Annual Calculation of the 5 year housing land supply position within the Borough
- 2.6 Annual preparation of Council's Brownfield Sites Register
- 2.7 Fulfilling the ongoing duty to cooperate with other adjoining Local Planning Authorities

Development Management

(graphs showing key trends attached as Appendix 1a and 1b)

- 2.8 Providing a pre-application enquiry service – 371 enquiries in 2018/19 (392 in 2017/18)
- 2.9 Determining “planning applications” including applications for planning permission, outline planning permission, applications for the approval of reserved matters, applications for listed building and advertisement consent, applications for the approval of details where such approval is required by conditions . Graphs showing trends will be available to be displayed at the meeting.
- 2.10 Defending the Council's decisions on appeal (25 valid appeals received in 18/19; 13 in 17/18)
- 2.11 Dealing with the enforcement of planning controls, including the investigation of reports of breaches of planning control - 270 received in 2018/19 (264 in 2017/18)
- 2.12 Conservation and Heritage – including the preparation of Conservation Area
- 2.13 Appraisals and Management Plans (10 year rolling programme involving 22 Conservation Areas), the running of the Council's Historic Buildings Grants Scheme (, the biannual review of the Council's Local Register, the Biannual Civic Awards Scheme, & working with owners of Listed Buildings including in particular those designated by 5 yearly surveys to be at risk
- 2.14 Complying with expected statutory requirement for an Annual Infrastructure Funding Statement

3. **Compliance with Required Completion of Caseload**

Planning Policy

- 3.1 Local Plan preparation – Government seeking to persuade / penalise authorities to bring forward their plans – most recent timetable for Joint Local Plan announced October 2018 and published on website.
- 3.2 Neighbourhood Plans – statutory periods which have to be complied with as well as duty to assist – statutory periods achieved in 18/19 but at cost to Joint Local Plan work
- 3.3 Demands for annual monitoring – no Annual Monitoring Statement has been produced for several years
- 3.4 5 year housing land supply position – key component (but not sole factor) in development management decisions and whether the titled balance set out in paragraph 11 of the NPPF is to apply, position last calculated in September (of situation as at 1st April 2018). Yet to prepare statement to reflect position as at 1st April 2019

- 3.5 Duty to Cooperate demands from adjoining authorities, Council part, with City Council, of Planning Advisory Service pilot project for new Statements of Common Ground

Development Management

- 3.6 % of pre-application enquiries responded to within agreed time periods – Local target for 2018/19 75% - performance for first 6 months of 2018/19 was 82 % (2017/18 performance was 65.3%)
- 3.7 % applications for Major development determined “in time” - Local target 70% for 2018/19 – performance 70.0% (2017/18 performance was 78.4%)
- 3.8 % of applications for Minor development determined “in time”– local target 77.5% for 2018/19 – performance 67%
- 3.9 % of applications for “Other development” determined within 8 weeks – Local target for 2018/19 85% - performance 78.3% (2017/18 performance was 76.4%)
- 3.10 % of applications for “Non-major” development determined “in time” – Local target for 2018/19 85% - performance 77.6% (2017/18 performance was 78.6%)
- 3.11 % of applications for approvals required by conditions determined within 2 months - Local target for 2018/19 75% - performance for first 6 months 42.6% (2017/18 performance was 51.4%)
- 3.12 % of complainants (about alleged breaches of planning control) informed within required timescale of any action to be taken – local target for 2018/19 75% - performance for first 6 months of 18/19 - 76.1% - (2017/18 performance was 78.7%)
- 3.13 Partial award of costs recently made against the Council for its handling of an appeal Introduction of Member Planning Enforcement Protocol expected to put additional pressure upon DM resources

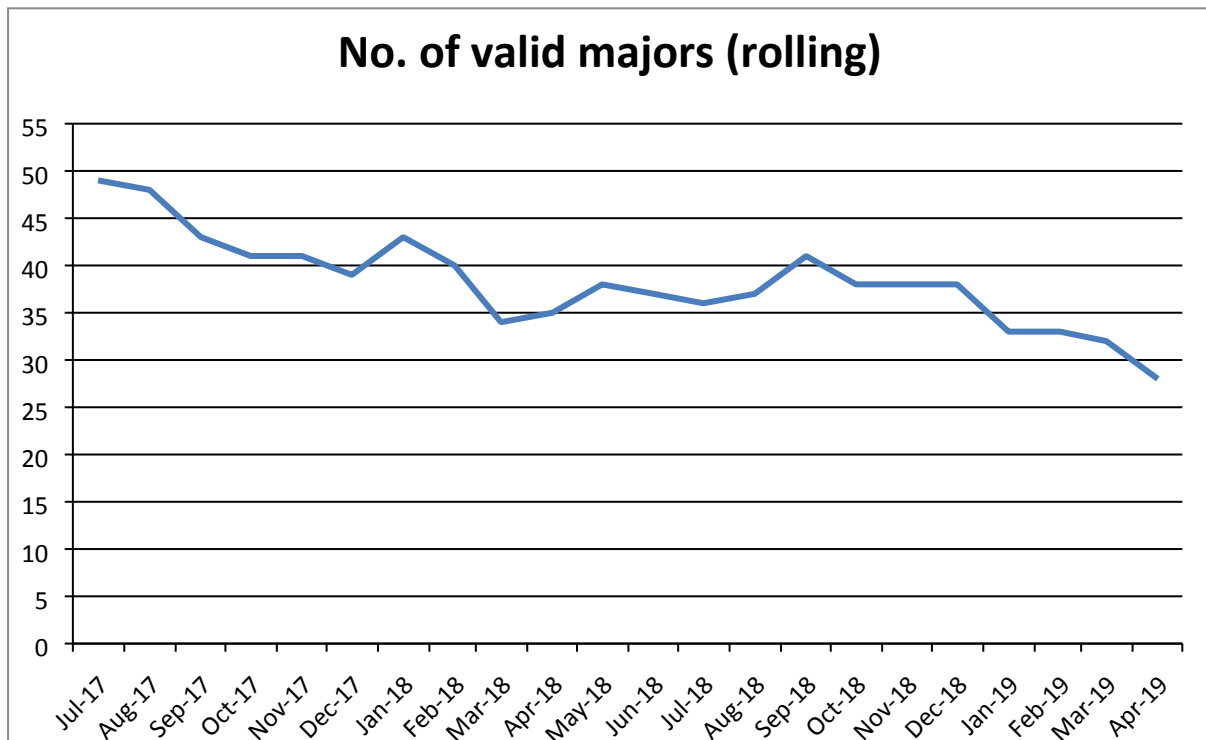
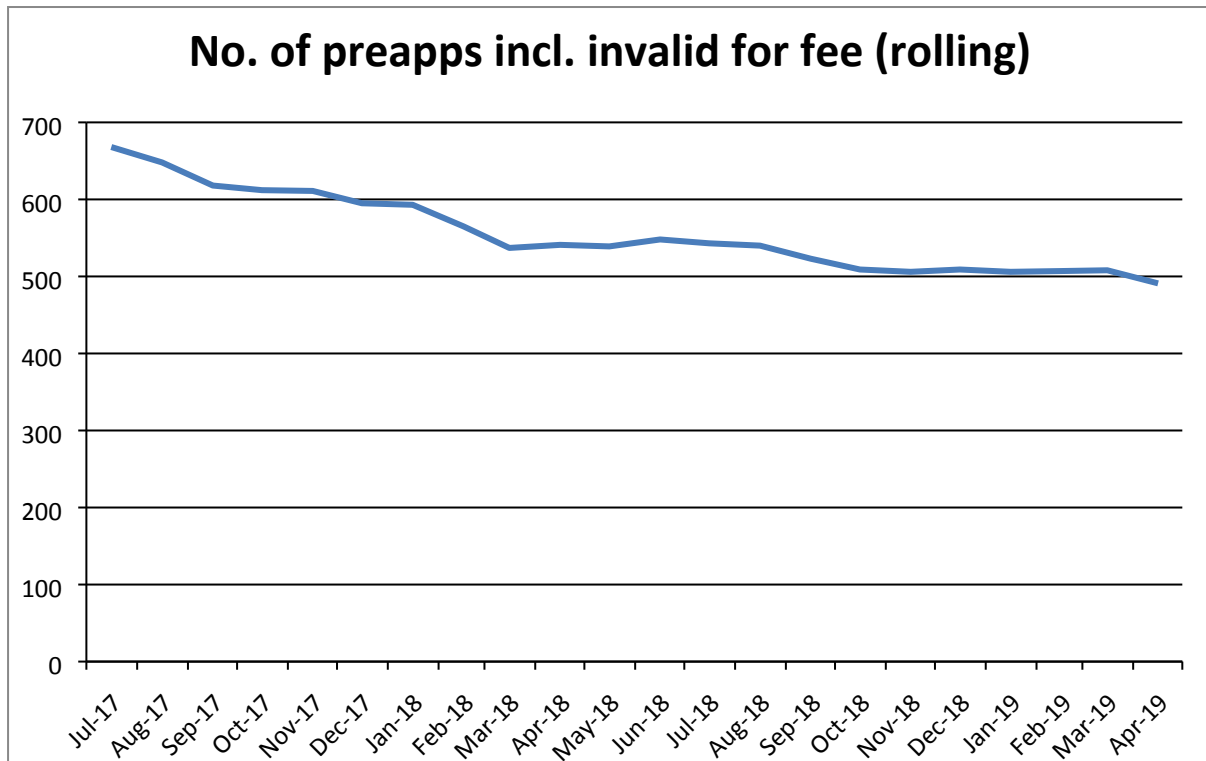
4. **Proposal – Current Staff Vacancies and Steps to Address these Vacancies**

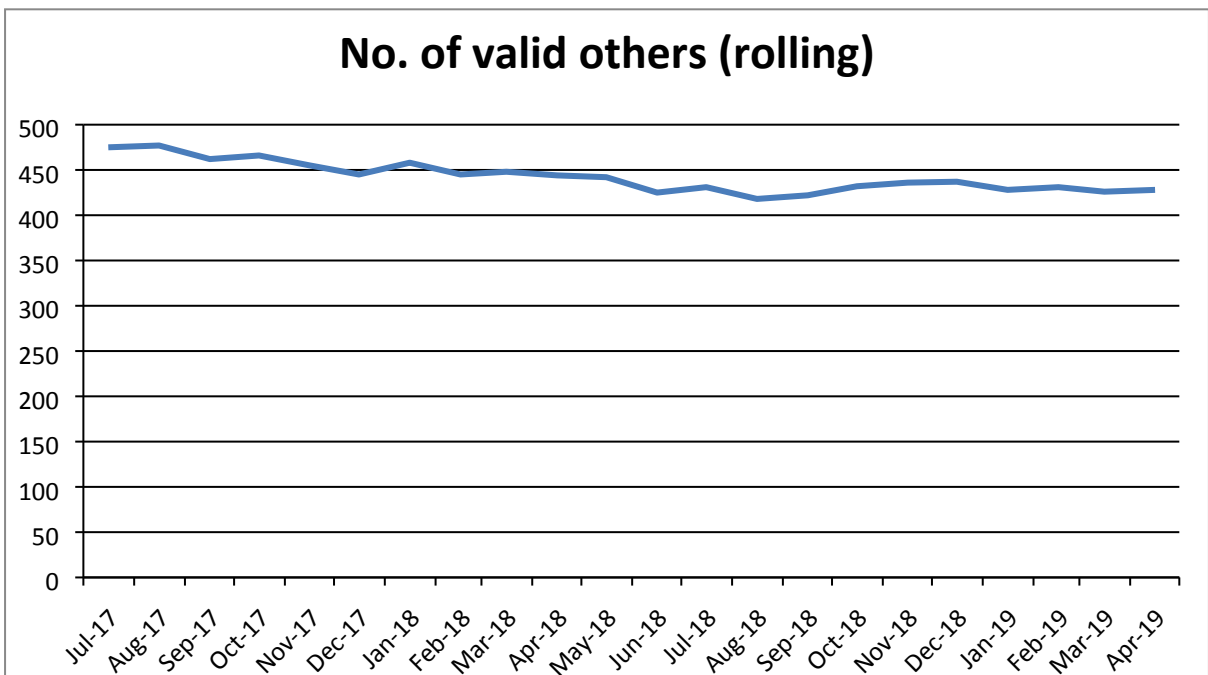
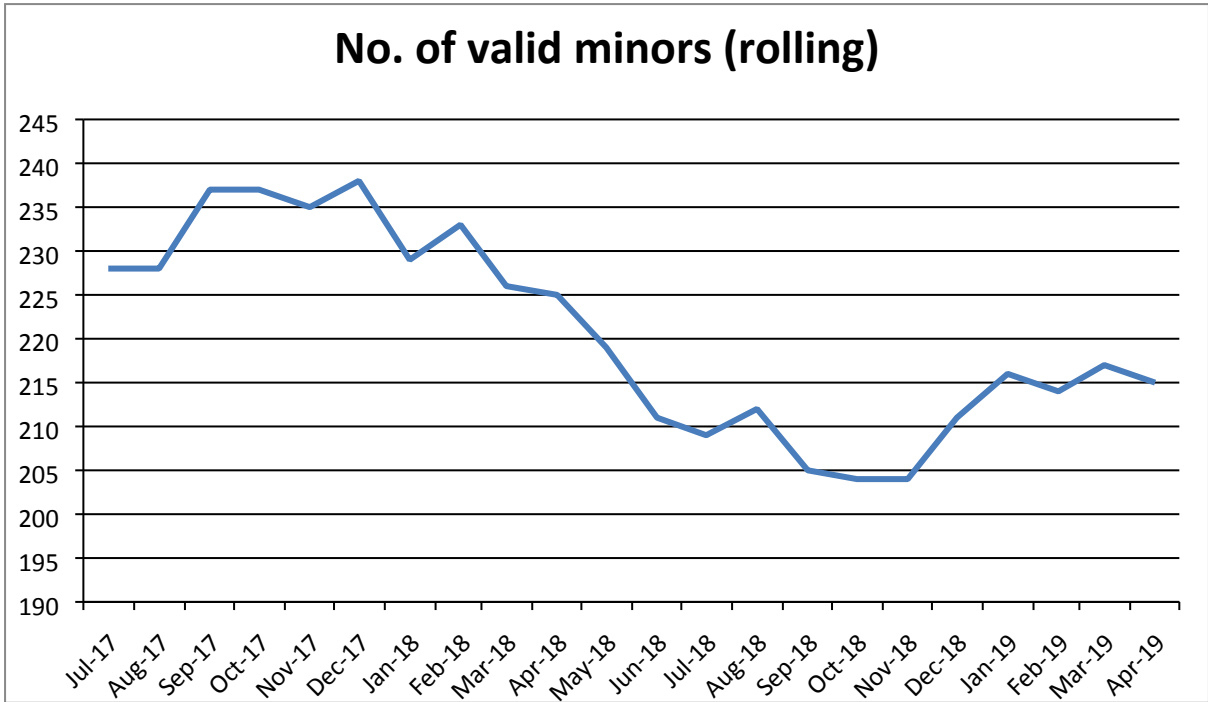
Vacancy	Stage at	Intended next steps
Planning Policy		
Senior Planning Policy Officer posts (2) – vacant since Feb 2019	Advertised with closing date mid May. Limited response received to advert.	Going back to market with amended Person Specification and invitation to apply for both Senior Planning Policy Officer and Planning Policy Officer posts within the Authority Taking of steps to provide temporary agency cover to deal with current position NB Planning Policy Manager in post as from April is not

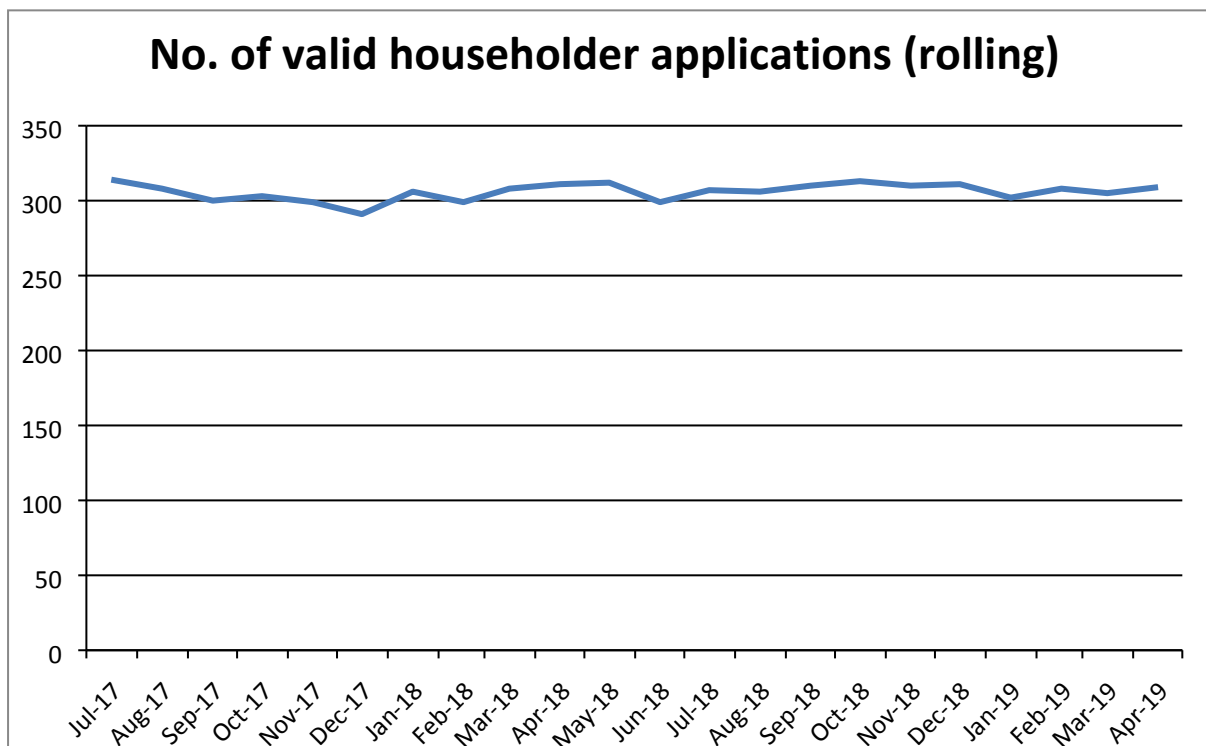
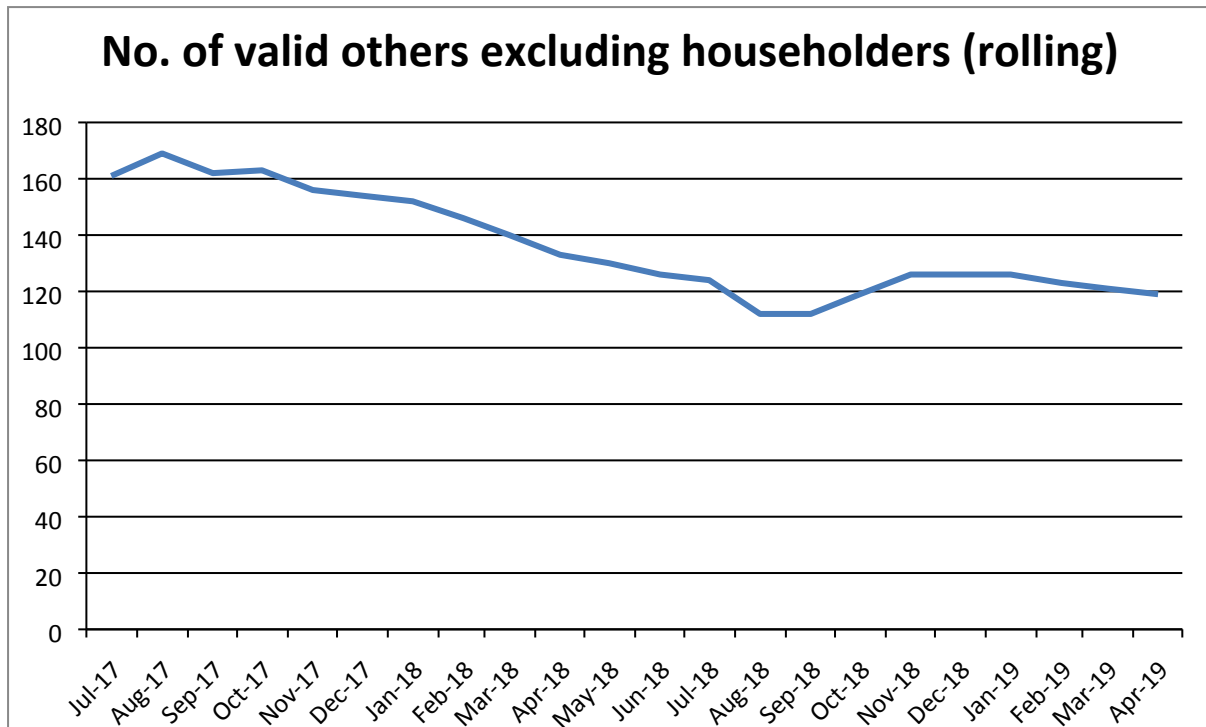
		F/T
Fixed term (1 year) Neighbourhood Planning Officer –Part time 22.2 hours – vacant since April 2018	Offer made and successful candidate expected start, subject to contract completion, 17th June	
Development Management		
Senior Planning Officer (Enforcement) - Full time – New post	Advertised with closing date mid May. Limited response received to advert	Holding of interviews with candidates meeting essential requirements who have been shortlisted
Assistant Support Officer – vacant since Sept 2018	JD and PS require revision and then Vacancy approval procedure initiated	

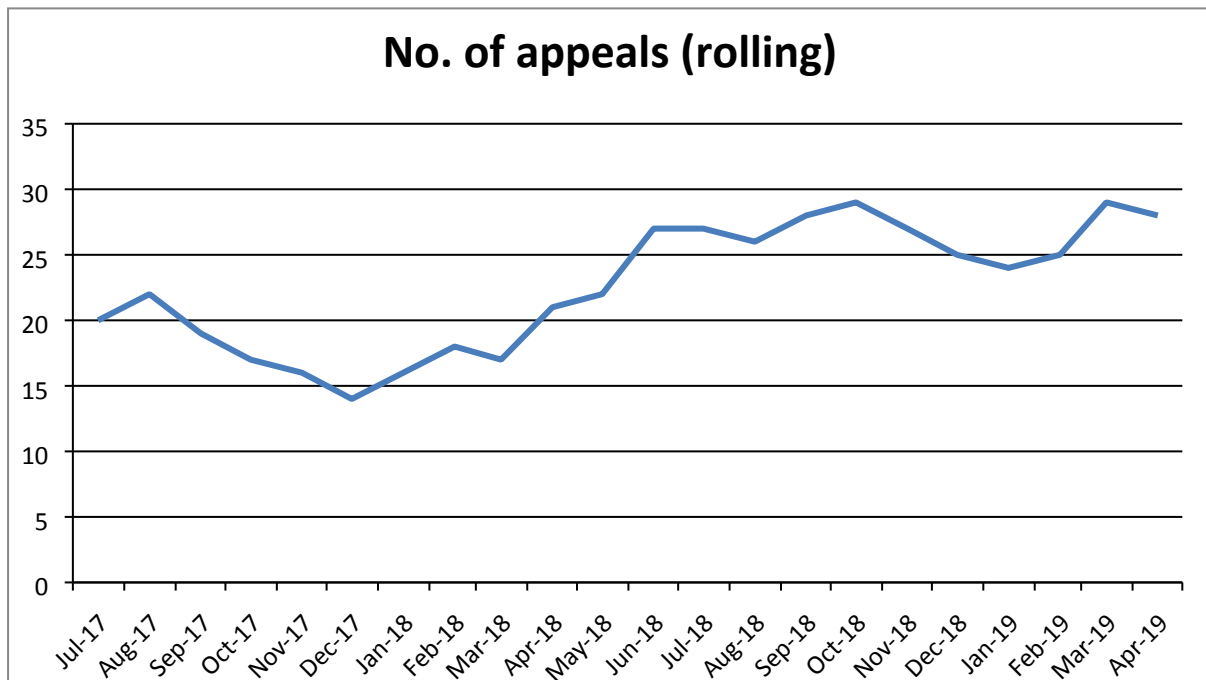
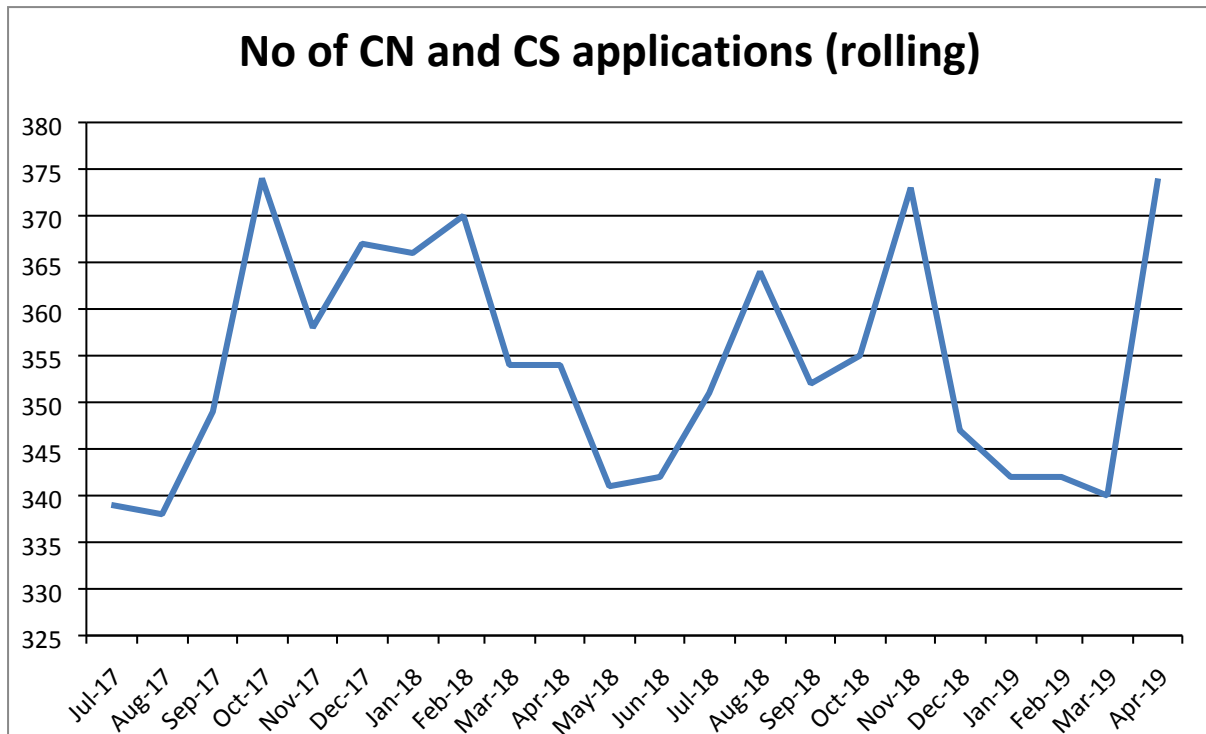
Appendix 2a to Planning Service Update to 4th July Economy Environment and Place Scrutiny Committee

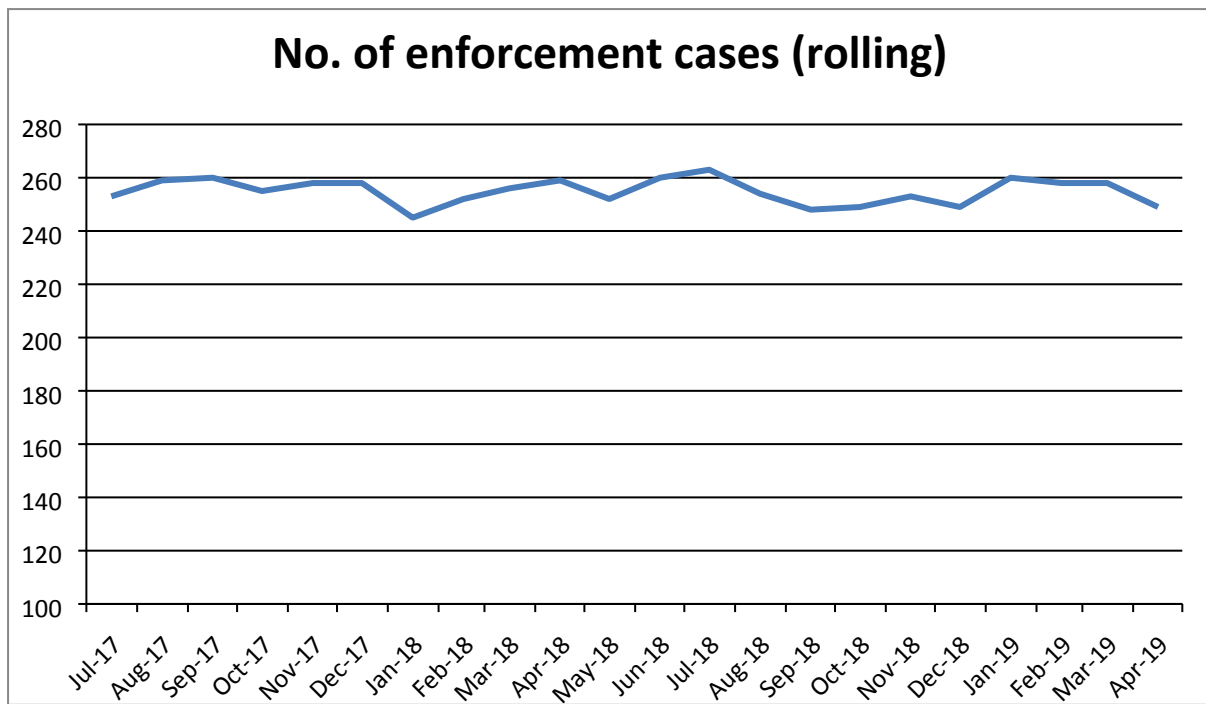
Rolling figures refer to the preceding 12 months -showing trends in workload



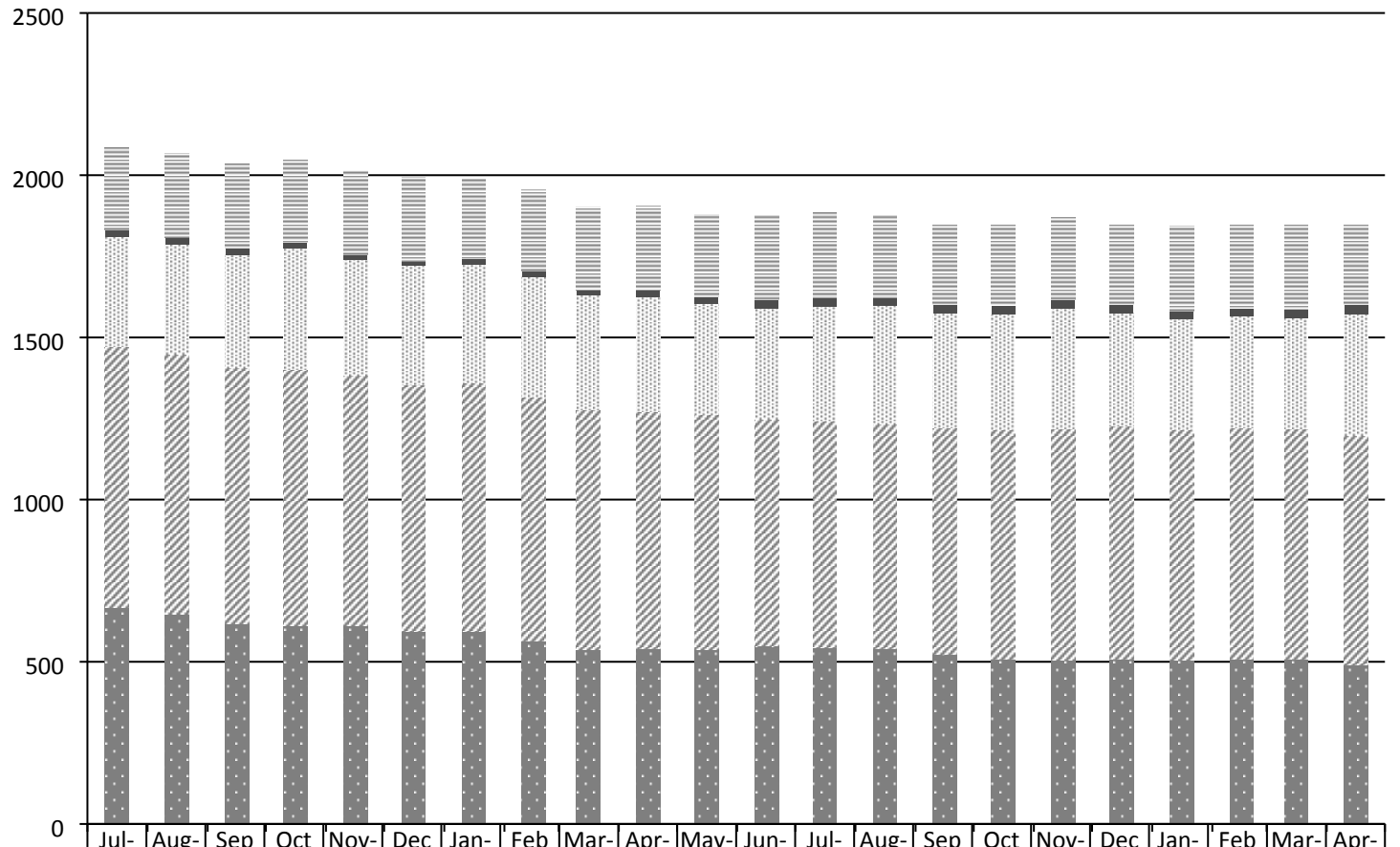








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	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
■ No. of preapps (incl. invalid for fee)	668	648	618	612	611	595	593	565	537	541	539	548	543	540	523	509	506	509	506	507	508	491
▨ No. of applications valid	1472	1447	1406	1401	1382	1354	1360	1316	1276	1271	1263	1247	1243	1233	1221	1215	1217	1228	1216	1222	1218	1198
▤ No. of CN and CS applications	1811	1785	1755	1775	1740	1721	1726	1686	1630	1625	1604	1589	1594	1597	1573	1570	1590	1575	1558	1564	1558	1572
■ No. of appeals	1831	1807	1774	1792	1756	1735	1742	1704	1647	1646	1626	1616	1621	1623	1601	1599	1617	1600	1582	1589	1587	1600
▤ No. of enforcement cases	2084	2066	2034	2047	2014	1993	1987	1956	1903	1905	1878	1876	1884	1877	1849	1848	1870	1849	1842	1847	1845	1849

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NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
Economy Environment & Place Overview and Scrutiny Committee**

Date 20th June 2019

REPORT TITLE: Recycling & Waste Service

Submitted by: Head of Recycling & Fleet Services - Andrew Bird

Portfolio: Environment & Recycling

Ward(s) affected: All

Purpose of the Report

This report has been prepared for members to consider following requests from the Chair for updates and statements on the following issues:-

- Progress on the development for the introduction of the new recycling collection service.
- What the service will look like.
- Update briefing on current absence and sickness levels within the department and progress on the implementation of new policies.
- Quarter 4 performance – for information

Recommendations

That the report be noted.

1. Background

- 1.1 At its meeting on 17th October 2018, Cabinet resolved that the Economy, Environment and Place Scrutiny Committee receive regular updates from the Cabinet Member on the detailed planning and modelling of the new recycling service including timescales and costs in the run up to its implementation to help shape its design and direction and report back into the Cabinets decision making process.
- 1.2 In addition to these updates this report details what the service will look like, in terms of operations and communications. There is an update on absence and sickness issues as reported at Decembers Scrutiny meeting, and changes made to the corporate policy for managing these issues.

2. **Issues**

2.1 **Progress on the development for the introduction of the new recycling collection service.**

Progress on development and implementation of the new recycling and food waste collection service is progressing to plan.

A steering group has been formed, Chaired by the Executive Director of Operational Services, and is made up of cross corporate departmental representatives who need to have input into and provide support for the project moving forward. The Group also has Cabinet member representation from the Portfolio Holder's for Recycling & Environmental services, and Finance.

In addition to this a workforce steering group has also been formed, with representatives from the operational workforce, who will help with development of the new service, and are contributing positively with discussions around route planning and options for different working patterns.

In terms of specific work streams, the following progress has been made –

Round Modelling

Detailed data capture for existing refuse rounds are now complete. The new recycling service, which utilises wheeled bins will be based on refuse work, therefore this is the data set which is necessary to commence modelling the most efficient options. It is vital to capture as much data / information as possible, in order to ensure effective and realistic modelling of rounds.

Round modelling is now taking place using specialist software, called routesmart. This piece of work will provide a number of options in terms of different working patterns, i.e., do we operate on a four or five day week, double shift patterns, and will confirm the exact number of vehicles, together with necessary contingency arrangements to operate the complete service, including refuse and garden waste collections. The input from the operational staff is vital to the success of the process, and testing of proposed rounds with correct type of vehicle is planned to take place in the months leading up to the new service coming into operation, in order to ensure maximum reliability of collections.

Procurement

Procurement of wheeled bins and bags to hold cardboard and paper have commenced and are on track in terms of the project plan for the service. Prices are being obtained for 60,000 wheeled bins, and 80,000 bags, which are planned for distribution over six to eight week commencing in February 2020. Examples of these will be available for the meeting on the 20th June.

Procurement of vehicles to operate the service has also commenced, for the supply of at least 7 split body RCV's, and 7 food waste vehicles.

Communications Development



Branding for the new service is complete, and examples will be shown at the scrutiny meeting on the 20th June. A communications plan has now been approved by the portfolio holder and is shown in appendix 1 to this report. The communications plan is a moving feast being updated where and when necessary.




In addition an Internal Communication designed for staff involved across the Council i.e., Customer Services is being produced on a fortnightly basis. This publication goes under the name of 'Rubbish News' to make it eye-catching.

2.2 What the service will look like.

As previously reported the recycling collection scheme will be what is commonly called a two stream collection service, which will utilise a wheeled bin for glass cans and plastic, and a bag for collection of paper and card. Once emptied the bag will be placed in the bin, for containment. This collection methodology matches operations in Stoke-on-Trent, Stafford Borough and Shropshire. Keeping paper and card (fibre) separate from the other materials maximises the value of material, and means collected fibre can be sold directly to paper and card mills in the UK.

In terms of the other materials, the new service will allow a greater range of plastic to be collected, importantly pots, tubs and trays, and again will bring the Council in line with neighbouring authorities in providing consistency in materials collected.

Dry Recycling collection - fortnightly	Food Waste collection - weekly
Paper & Card 75 litre bag	Food waste collection – existing 23 litre caddie
	
Mixed Plastic, Cans & Glass – 240 litre wheelie bin	

	
<p>Collection Vehicle – 26 tonne split body RCV</p>	<p>Collection vehicle – 7.5 tonne RCV designed for food collection</p>
	

2.3 Update briefing on current absence and sickness levels

At the EE&P overview and scrutiny meeting in December 18 it was reported absence and sickness had cost the department 974 lost days in long term sickness and 301 in short term sickness, and had cost £154,896 in the provision of agency staff to cover these absences.

Levels in the last quarter of the financial year fell in terms of long term sickness, but short term sickness remained an issue, with a final outturn for the year of 1,889 total lost days, and a cost of £220,088 as reported in Decembers meeting officers were looking at the development and formal adoption of a new absence policy.

A new absence policy has now been consulted on and formally approved by Cabinet. This new policy is clearer in its definitions, and will provide managers with more effective tools in which to manage sickness and absence.

2.4 **Quarter 4 performance – for information**

The following table details the performance for recycling and composting, together with missed bin statistics for quarter 4 of this financial year.

Recycling Performance

	Quarter 3 – October to end of December 18.	Quarter 4 – January to end of March 19
Overall Recycling Rate	45.99%	36.07%
Dry Recycling Rate	19.28%	18.97%
Garden Composting	16.69% (No collections in December)	11.23%(No collections in January, part of February)
Food Waste AD Composting	5.26%	5.87%
Residual Waste Kg's per household (low figure is good)	97.85 kg's	109.86

Reported Missed Bins

	January 19	February 19	March 19
Total number of collections scheduled	403,200	351,000	382,200
Total missed collections	321	296	216
% of successful collections	99.92%	99.92%	99.96%

3. **Options Considered** (if any)

Not applicable to this report

4. **Proposal**

Not applicable to this report

5. **Reasons for Preferred Solution**

Not applicable to this report

6. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

6.1 Development of a new recycling service is a key Corporate Priority.

7. **Legal and Statutory Implications**

7.1 The Council has a legal duty under the Waste Framework Directive 2012, to provide collection services for non-recyclable waste, and to collect separately four streams of recycling, namely, paper/card (fibre), metal, plastic, and glass all free of charge.

8. **Equality Impact Assessment**

All recycling and waste collection services, both current and proposed are subject to the department undertaking a Equality Impact Assessment.

9. **Financial and Resource Implications**

9.1 This report details financial implications as detailed in section 2.2 above.

10. **Major Risks**

Not applicable to this report

11. **Sustainability and Climate Change Implications**

Not applicable to this report

12. **Key Decision Information**

Not applicable to this report

13. **Earlier Cabinet/Committee Resolutions**

Not applicable to this report

14. **List of Appendices**

Appendix 1 – High Level Project Plan for the new Recycling Collection Service.

15. **Background Papers**

None

Appendix 1 .

Communications Plan – chargeable garden waste service and changes to recycling and waste services

May 2019 updated

Introduction

At its meeting on 19 September 2018, Cabinet agreed significant changes for the Council’s recycling and waste service.

A chargeable garden waste service was introduced from February 2019 and a new collections system for recycling and waste will be brought in on a phased basis from April 2020 with an estimated completion of roll-out in September 2020.

This Communications Plan is intended to give a framework to press, PR and marketing activities for the change programmes and should be seen as “living document” which will evolve and change to ensure maximum support for both of these significant projects.

Key messages – changes to recycling and waste services

1) One week we will collect:-

- Blue-lidded bin and blue bag which fits inside. The bin is for plastics, glass, tin cans and other recyclables which can be put together inside. The bag is for paper and card and this sits alongside the wheelie bin on collection days.
- Brown-lidded bin – for garden waste if residents have paid the £36 annual subscription.
- Food waste.

Second week we will collect:-

- Grey-lidded bin – non-recyclable waste.
- Food waste.

2) Changes to the service are planned following a consultation with residents. Around 1,300 people took part in a survey which found six out of 10 were unhappy with the current service and wanted change. This was one of the biggest ever consultation exercises undertaken by the Council. We have listened to what residents have said about wanting a different system which is easier for them to use.

Classification: NULBC **UNCLASSIFIED**

3) Across the United Kingdom the target is for 50 per cent of all household waste to be recycled by 2020.

Channel	Service area	Actions/ notes	Start	Finish	Responsible
Council website	Garden waste	Messaging for renewals – new web content Stop taking 2019 subscriptions on 30 September Start taking 2020 subscriptions on 21 October	Sept 19	May 20	JF/MS
	Main service change	Produce “teaser” pages for new recycling and waste service Produce new pages for all elements of revised service New service phased launch in April 2020 New bins going out Feb 2020	Aug 19	Apr 20	JF/MS
Branding design	Garden waste	Complete			
	Main service change	Develop branding for new service – icons, leaflets, typography and style.	March 2019	June 2019	JF/DM
Service leaflets	Garden waste	To be confirmed.			
	Main service change	Service leaflet and calendar going out with new bins delivered to homes	Feb 20		AB/DM

Classification: NULBC **UNCLASSIFIED**

Sentinel quarter page adverts	Garden waste	May – mini comms campaign around first May Bank Holiday October – tie in with launch of renewals for 2020	May 19 Oct 19	May 19 Oct 19	JB/AB
	Main service change	September 2019 March 2020	Sept 19 Mar 20	Sept 19 Mar 20	JB/AB
Channel	Service area	Actions/notes	Start	Finish	Responsible
Direct contact with residents	Garden waste	E-mail to those who gave details with first subscription payment.	Oct 20	Oct 20	AB
	Main service change	This will go out using PSL and letters will be delivered to all households. It will be timed to go out as close to delivery of the new bins as possible.	Early Feb 20		PJ/AB
Social media	Garden waste	Regular Twitter and Facebook messages predominantly linked to key milestones – messaging to be agreed with the service and portfolio holder.	Oct 19	May 20	SH/JF
	Main service change	As above	Aug 19	Aug 20	SH/JF
Plasma screens	Garden waste	Produce series of short videos for use in variety of channels such as council plasma screens and YouTube channel, presentations etc.	Oct 19	May 20	NM/DM/JF
	Main service change	Produce series of short videos for use in variety of channels such as council plasma screens and YouTube channel, presentations etc.	Aug 19	Aug 20	NM/DM/JF

Classification: NULBC **UNCLASSIFIED**

Service calendars	Garden waste	With collections from January 2020?? To be confirmed.	???		
	Main service change	Send out shortly before new service starts	w/c 16 and 23 March		
Channel	Service area	Actions/notes	Start	Finish	Responsible
Media activity	Garden waste	Link to key milestones and activities – liaise with service and portfolio holder.	Oct 19	May 20	PJ
	Main service change	Link to key milestones and activities – liaise with service and portfolio holder.	Aug 19	Aug 20	PJ
Renewals	Garden waste	e-mails – more than 80 per cent of subscribers gave e-mails – organise reminder e-mail shots with ICT.	Sept 19		AB
Internal messaging	Garden waste	Monthly bullet-point-bulletins – use on an ad hoc basis when required. Monthly On The Agenda to elected members – use on an ad hoc basis when required.	Oct 19 Oct 19	May 20 May 20	PJ JB
	Main service change	Monthly bullet-point-bulletins – use on an ad hoc basis when required. Monthly On The Agenda to elected members – use on an ad hoc basis when required. Roadshows – for staff	Aug 19 Aug 19 Summer 19	Aug 20 Aug 20	PJ JB AB/JF

Classification: NULBC **UNCLASSIFIED**

Research and consultation	Garden waste	Monthly briefings with service using Experian data to target Comms	May 19	May 20	CH/AB/JF
	Main service change	Monthly briefings with service using Experian data to target Comms	May 19	May 20	CH/AB/JF
		Working with Keele University students on profiling activity	May 19	Aug 19	CH/AB/JF
Channel	Service area	Actions/notes	Start	Finish	Responsible
Briefings	Garden waste		May 19	May 20	AB/JF
	Main service change	a) Informal Cabinet b) Every meeting of the Economy, Environment and Place Scrutiny Cttee c) Residents' association meetings	May 19	May 20	AB/JF
Bin tags	Garden waste	To be confirmed			AB/JF
	Main service change	To be confirmed			AB/JF

AB – Andrew Bird JF – Jane Finnemore
 PJ – Phil Jones JB – Janet Baddeley
 NM – Nick Moore DM – Della Mobberley
 SH – Simone Harris MS – Martin Summerfield
 CH – Chris Hewetson

Phil Jones
 Head of Communications
 May 2019

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Report of the Chief Executive

To the Economy, Environment and Place Scrutiny Committee

Thursday 20 June 2019

WORK PROGRAMME PLANNING 2019/20

1. Members are asked to consider the contents of their Work Programme for 2019/20. To assist, a Work Programme template is attached to this report. The template details those service areas which fall within the purview of this Committee (essentially mirroring the remits of the Cabinet Members for Environment and Recycling, and Planning and Growth). The template also lists a number of issues identified as potential carry forward agenda items from the former Scrutiny Committee structure.

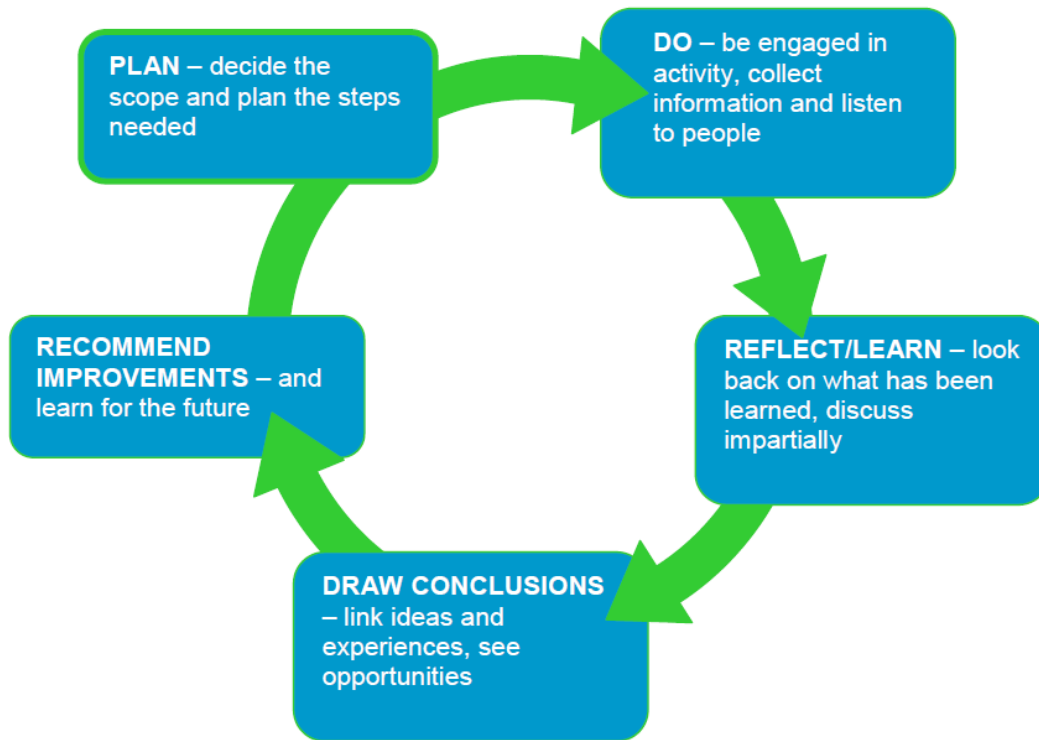
2. Topics for consideration can be generated in a number of ways including requests from Cabinet for support in policy formulation, pre-decision scrutiny of Cabinet reports, items proposed by Committee members/Chair perhaps in response to representations from the public or in response to concerns at the performance of a service. In addition, the call-in of Cabinet decisions is dealt with by the Scrutiny Committee for the service area concerned.

3. When considering suitable areas for scrutiny, matters to consider include:

- Is the topic an identified priority for the Council, a Partner or the local community?
- Does the topic have a weak trend in performance or dissatisfaction?
- Is the topic the subject of external concerns e.g. by Inspectors or Auditors?
- What outcome is sought?
- When would be the most appropriate time to conduct a scrutiny review?
- What resources are available to conduct and support a scrutiny review?

4. Scrutiny can be carried out in a variety of ways – by the full Committee, a Scrutiny Review Working Group, a Task and Finish Group, an Inquiry Day or by an individual member on behalf of the Committee. In order to maintain a manageable workload for members and the support resources, the Terms of Reference detailed elsewhere on this agenda limit the number of scrutiny exercises at any one time to three.

5. I have included a diagram of the process which is suited to all scrutiny reviews whichever format that review takes:



ECONOMY, ENVIRONMENT AND PLACE SCRUTINY COMMITTEE

Work Programme 2019/20

Chair: Councillor Gary White

Vice-Chair: Councillor G Heesom

Members: Jenny Cooper, Horsfall, Hutton, Fear, Jones, Panter, Reddish, J. Tagg and Rout.

Portfolio Holders covering the Committee's remit:

Councillor S Tagg, Leader – Corporate and Service Improvement, People and Partnerships (for Economic Development Strategy)

Councillor Trevor Johnson - Cabinet Member – Environment and Recycling

Councillor Paul Northcott - Cabinet Member – Planning and Growth



The following services fall within the remit of this Scrutiny Committee:

Planning Policy and Development Control	Facilities Management
Building Control	Recycling and Waste Management
Land Charges	Streetscene and Litter Control
Housing Strategy (incl) Housing Advice and Homelessness) and Development	Crematorium and Cemeteries
Private Sector Housing	Climate Change, Sustainability and Energy Efficiency
Operational and Commercial Property Management	Environmental Enforcement
Strategic Transport	Environmental Health
Economic Development	Grounds Maintenance
Tourism	Community Open space
Taxi ranks	Parks and Gardens Maintenance
Bus Station	Flooding and Drainage
Markets	

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The core Work Programme is determined at the beginning of the municipal year. Issues can be added throughout the year with the Chair's approval or where a new priority area comes to the Committee's attention.

For more information on the Committee or its work Programme please contact Jayne Briscoe on 01782 742250 or at Jayne.briscoe@newcastle-staffs.gov.uk

DATE OF MEETING	ITEM	BACKGROUND/OBJECTIVES
Wednesday 4 July 2018	Work Programme	To discuss the work programme and potential topics that Committee members would like to scrutinise over the forthcoming year
	Recycling Service - Update	Items listed at Chair's request. Relevant Officers and Cabinet members requested to attend.
	Grass Cutting Team – Performance	
	Arboriculture Department- Workload and Resource	
Planning/Development Control – Performance and Staffing		
Wednesday 26 September 2018	Work Programme	To discuss the work programme and progress of scrutiny activity and to consider any amendment/additions to the Programme
	Chair to report on Executive response to Tree Management representations	
	Recycling Service – Update	Report deferred from last Committee
	Borough Market Update	Committee to receive an interim update on the management of the Borough Market – report requested by Member of the Committee
	SMART Motorway (use of the hard shoulder as 4 th land)	Report to include action taken to lobby for the scheme to include Junction 15 – requested by Member of the Committee
	Representatives from the BID invited to attend the meeting	Request from Member of the Committee to look at how the Borough can support and help build a strategy to enhance the reputation of the Borough

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Thursday 13 December 2018	Work Programme	To discuss the work programme and progress of scrutiny activity and to consider any amendment/additions to the Programme
	Representatives from appropriate bodies invited to attend the meeting to enable Members to consider the issues surrounding development of the SMART Motorway and HS2	To encourage economic prosperity and development of our area
	Scrutiny of the charging policy at the Borough Town Centre car parks	Request from Members of the Committee to encourage footfall in the town centre
	Clarification of the Business Rates Support Scheme	Request from the BID
	Update on the planning and modelling of the new recycling service including the communication plan, what contingencies were put in place to deal with inclement weather and high staff absences in the department	
	Update on the Borough Market	
Thursday 14 March 2019	Work Programme	To evaluate and review the work undertaken during 2018/19
	Update on Tree Management Operations Budget Allocation	
	Economic Development Year 1 Action Plan	
	Homelessness Policy (deferred to June meeting)	
	Allocations Policy	
	Future Recycling Strategy	

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	Single Use Plastics – following motion at Council	
	Management of the Borough Market	
Thursday 20 June 2019	Update of Planning and Enforcement Recruitment	Request from the Chair
	Allocations and Homelessness Policy	Deferred from last meeting
	Recycling Service Update	Committee decision
	Work Programme	To discuss the work programme and potential topics that Committee members would like to scrutinise over the forthcoming year
To keep under review:		
<ul style="list-style-type: none"> • Development of the Rycroft area • Update report following review of the tree management contract in February 2020 		
Wednesday 25 September 2019	Review of Single Use Plastics Reduction Strategy	Request from Cabinet - 5 June 2019
	Climate Change Mitigation	Request from Council - 3 April 2019
Thursday 12 December 2019		
Thursday 12 March 2020		
Thursday 18 June 2020		

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