

**Report of the Head of Governance and Scrutiny Support**

**Report to Scrutiny Board (Environment, Housing and Communities)**

**Date: 3 October 2018**

**Subject: Draft Terms of Reference – Inquiry into Kerbside Collection and Recycling of Domestic Waste**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**1. Summary of Main Issues**

- 1.1 Leeds City Council has an ambition to be the best city in the UK: one that is compassionate and caring with a strong economy, which tackles poverty and reduces inequalities. It wants Leeds to be a city that is fair and sustainable, ambitious, creative and fun for all with a council that its residents can be proud of: the best council in the country.
- 1.2 At the meeting on the 28 of June 2018, Scrutiny Board (Environment, Housing and Communities) considered their work programme for the 2018/19 municipal year. At this meeting the Board considered a request for Scrutiny regarding refuse collection and identified that a review of current performance may be required during this municipal year, to inform the developing waste management strategy. The Best Council Plan 2018/19 – 2020/21 states an ambition that people will live in clean and well cared for places. It also identifies a key performance indicator specifically relating to the percentage of waste recycled. Following consideration of the Scrutiny Boards work programme the Board resolved to consider the scope for an inquiry, which would focus on kerbside collection and recycling of domestic waste, at the meeting on the 26 of July 2018.
- 1.3 At the meeting on the 26 of July the Board considered a report submitted by the Chief Officer, Environmental Services, which provided further clarity regarding the Waste Management Service and kerbside collections of domestic waste in Leeds. The Board also heard from Councillors M Robinson; P Wadsworth and M Dobson as signatories to the request for scrutiny submitted in June.

- 1.4 Following consideration of the information presented, the Board resolved that their inquiry for 2018/19 would focus on the refuse collection and recycling service, including current performance.
- 1.5 The attached Draft Terms of Reference relating to the Board's forthcoming inquiry into the Kerbside Collection and Recycling of Domestic Waste is tabled at today's meeting for the Board to consider and agree.
- 1.6 Following agreement of the terms of reference Session 1 on the inquiry is scheduled on the agenda for the Board's consideration.

## **2. Recommendation**

The Scrutiny Board (Environment, Housing and Communities) is recommended to:

- a) note the information contained within this report, and the appended draft terms of reference and make further recommendation to update the terms of reference where necessary.
- b) agree the terms of reference for the inquiry.
- c) note that the terms of reference may incorporate additional information during the inquiry should the Scrutiny Board identify any further scope for inquiry or request further witness or evidence.

## **3 Background documents<sup>1</sup>**

None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

## **Scrutiny Board (Environment, Housing and Communities)**

### **Inquiry into Kerbside Collection and Recycling of Domestic Waste**

#### **Terms of Reference**

#### **1. Introduction**

- 1.1 At the meeting on the 28 of June 2018, Scrutiny Board (Environment, Housing and Communities) considered their work programme for the 2018/19 municipal year. At this meeting the Board considered a request for Scrutiny regarding refuse collection and identified that a review of current performance may be required during this municipal year, to inform the developing waste management strategy. The Best Council Plan 2018/19 – 2020/21 states an ambition that people will live in clean and well cared for places. It also identifies a key performance indicator specifically relating to the percentage of waste recycled. Following consideration of the Scrutiny Boards work programme the Board resolved to consider the scope for an inquiry, which would focus on kerbside collection and recycling of domestic waste, at the meeting on the 26 of July 2018.
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- 1.4 Following consideration of the information presented, the Board resolved that their inquiry for 2018/19 would focus on the refuse collection and recycling service, including current performance.

#### **2. Scope of the Inquiry**

- 2.1 The purpose of the inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:
- The strategic approach to refuse collection and recycling and how the inquiry can support the development of an improved waste management strategy.
  - Service performance relating to kerbside collections and recycling.
  - The reporting of daily collection activity to Elected Members and other external interested parties
  - Barriers and issues that hinder the collection of refuse
  - The patterns and trends of collection rates and reasons behind repeat misses in certain locations.
  - What constitutes service failure and when escalations should be made by Elected Members and residents.
  - Customer focus and the provision of advice; education and enforcement to encourage residents to become involved in improving the service.

### **3. Desired Outcomes and Measures of Success**

3.1 It is important to consider how the Scrutiny Board will deem if its inquiry has been successful in making a difference. Some measures of success may be obvious at the initial stages of an inquiry and can be included in these terms of reference. Other measures of success may become apparent as the inquiry progresses and discussions take place.

3.2 The key outcomes sought from the inquiry are:

- Establishing the quality of services provided to Leeds residents and the identification of areas where there are reoccurring challenges to service provision.
- Reassurance that the current strategy provides a framework for effective service delivery and service improvement. (Should any areas for improvement be identified during the inquiry these would be highlighted by the Board to inform the developing waste management strategy).
- Reassurance that feedback from local residents, waste personnel and local representatives is utilised to improve the service.
- Establishing the levels of communication through the provision of advice and education for residents regarding waste collection and recycling, and when enforcement action can and should be taken.

### **4. Comments of the relevant Director and Executive Member**

4.1 In line with Scrutiny Board Procedure Rule 12.1 where a Scrutiny Board undertakes an Inquiry the Scrutiny Board shall consult with any relevant Director and Executive Member on the terms of reference.

4.2 Additional guidance has been sought from the Chief Officer, Environmental Services in order to develop the initial areas of focus for the submission of evidence for the inquiry.

### **5. Timetable for the inquiry**

5.1 It is anticipated that the inquiry will take place over a number of sessions from October 2018 to conclude in December 2018. It is expected that the inquiry report will be agreed by the Scrutiny Board in March 2019. The length of the inquiry and range of evidence to be collected is however subject to change by agreement of the Board. Any changes may have an impact on the date that the inquiry report is completed and agreed by the Scrutiny Board.

### **6.0 Submission of Evidence**

6.1 **Visit** to speak to Bin Crew Harehills - 30 August 2018

6.2 **Session 1** - 3<sup>rd</sup> October

Collection of domestic waste

*Context and Background*

- The national context and service framework for collecting domestic waste - The legislative framework and the duties on local authorities to undertake this work.
- The current strategy in Leeds and the local context of how the service has been delivered over the last 5 years.
- The range of the collection service offer compared to other core cities/neighbours.

#### *Service and Performance*

- The performance of collection rates over the last 5 years. This will include detail on performance differentials across the city and show the areas with the highest incidence of missed collections.
- The reasons for missed collections across the city
- The current practice of recording & reporting collection performance daily and quarterly and to recommend how that could be improved for interested parties beyond the service.
- How persistent, longer term practical issues that hinder the collections are currently dealt with.

6.3 **Potential Visit** to speak to Bin Crew Beeston - October 2018 – date to be confirmed

6.4 **Session 2** - 28<sup>th</sup> November

Collection of domestic waste

#### *Service Standards and Engagement with Customers*

- What residents need to do for their domestic waste to be reliably collected and not cause any local environmental problems. To hear of the tools and approaches used by the Council to ensure residents fulfil what is needed of them in collecting their waste.
- The service response when a collection in an area, a street and an individual address is missed on the usual collection day. Also, how the service recovers situations of repeat and longer term missed collections.
- What constitutes a collection service failure and therefore the point at which any contact needs to be made and how best to do this efficiently.
- How the service currently communicates with residents and Members, on widespread collection service interruptions, isolated and repeat missed collections in specific areas and when the service performs well.
- Current mechanisms for recording and understanding customer feedback on service delivery and how we might have a better understanding of what customers think of the service both generally & when something's gone wrong.
- To explore mechanisms by which Members and residents could have direct access to detailed, reliable and 'live' information about collections in their areas. This includes innovation by other local authorities

6.5 **Session 3** –Working Group December 2019

Recycling of Domestic Waste

- The national context and local service framework for recycling domestic waste.
- The current domestic waste recycling offer in Leeds
- Current and past performance of recycling domestic waste across Leeds, showing performance differentials across the city.
- An insight as to how comparable Councils achieve a higher rate of recycling than Leeds.
- Options to increase the recycling of domestic waste in Leeds through changes to kerbside collections.

## 6.6 **Future date**

Scrutiny input to directly support the development of the Waste Management Strategy before it is formally agreed.

## 6.7 **Inquiry Report – 13 March 2019**

To consider the Scrutiny Board's Draft report for formal approval.

## 7. **Witnesses**

7.1 The following witnesses have been identified as possible contributors to the Inquiry:

- Leeds City Council Officers,
  - Communities and Environment
  - Resources and Housing
- Elected Members
- Leeds Residents
- Waste Collection Personnel
- External Stakeholders

## 8.0 **Consultation and Engagement**

The board may undertake consultation should it be deemed appropriate in order to conduct the inquiry or gather necessary evidence.

## 9.0 **Equality and Diversity / Cohesion and Integration.**

- 9.1 Equality Improvement Priorities have been developed to ensure our legal duties are met under the Equality Act. The priorities will help the council to achieve its ambition to be the best City in the UK and ensure that as a city work takes place to reduce disadvantage, discrimination and inequalities of opportunity.
- 9.2 Equality and diversity will be a consideration throughout the Scrutiny Inquiry and due regard will be given to equality through the use of evidence, written and verbal, outcomes from consultation and engagement activities.
- 9.2 The Scrutiny Board may engage and involve interested groups and individuals (both internal and external to the council) to inform recommendations.
- 9.4 Where an impact has been identified this will be reflected in the final inquiry report, post inquiry. Where a Scrutiny Board recommendation is agreed the individual,

organisation or group responsible for implementation or delivery should give due regard to equality and diversity, conducting impact assessments where it is deemed appropriate.

## **10 Council Policies and City Priorities**

This inquiry will support objectives as defined in The Vision for Leeds 2011 – 2030 and the Best Council Plan 2018/19 – 2020/21.

## **11 Post inquiry report monitoring**

- 11.1 Following the inquiry the Scrutiny Board will publish its report which will identify clear desired outcomes. These will be reflected in the recommendations made. The implementation of the agreed recommendations will be monitored.
- 11.2 The Director or organisation to whom the recommendations have been made will be responsible for monitoring the impact of each recommendation and for advising the Scrutiny Board accordingly as the board reviews progress.