



## **Oversight and Governance**

Chief Executive's Department  
Plymouth City Council  
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## **PERFORMANCE, FINANCE AND CUSTOMER FOCUS OVERVIEW AND SCRUTINY COMMITTEE: Call In**

Monday 11 November 2019  
9.30 am  
Warspite Room, Council House

### **Members:**

Councillor Kelly, Chair  
Councillor Winter, Vice Chair  
Councillors Corvid, Derrick, Hendy, Mrs Johnson, Vincent, Ms Watkin and Wigens.

Members are invited to attend the above meeting to consider the items of business overleaf.

This meeting will be webcast and available on-line after the meeting. By entering the Council Chamber, councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast.

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**Tracey Lee**  
Chief Executive

## **Performance, Finance and Customer Focus Overview and Scrutiny Committee**

### **1. Apologies**

To receive apologies for non-attendance submitted by Councillors.

### **2. Declarations of Interest**

Councillors will be asked to make any declarations of interest in respect of items on the agenda.

### **3. Chair's Urgent Business**

To receive reports on business which in the opinion of the Chair, should be brought forward for urgent consideration.

### **4. Call in: Decision Reference - ESO I 19/20 - Garden Waste (Pages 1 - 18) Kerbside Collection - Online Registration**

The committee will consider the decision called in by Councillors Mrs Maddi Bridgeman, Carson and Mrs Beer.

## Scrutiny Call-In

Call In – Procedure to be Followed in the Meeting



1. Once the Chair has opened the meeting and any previous business on the agenda been dealt with, the Members who called in the decision will be asked to explain why they have done so and what they feel should be reviewed.

**The Members making the call-in shall be allowed up to 15 minutes in total to present their case.** It shall be up to them to determine how they wish to use their time, they may ask one speaker to speak or share the time among members who made the call in as they see fit.

2. **15 minutes shall be allowed to respond on behalf of the decision maker(s).** It shall be up to them to decide how to use this allocation. The relevant Cabinet Member, or a senior officer, may make the presentation or dividing the time as they see fit.
3. **After each presentation, Members of the Committee may ask questions to clarify any points made by the speakers** (although the speakers will not have an opportunity to cross-examine one another).
4. The Committee will then discuss the matter. **Members may ask further questions of the Members making the call in or the decision maker(s) during the debate. The Members making the call in and the decision maker will not normally speak during the debate, except to answer questions.**
5. When the Chair considers that the matter has been debated for a reasonable length of time, the decision maker will be offered the opportunity to make any final comments on the matter. **One of the Members making the call in will also be offered the opportunity to sum up. Each side will be allowed five minutes for this purpose.**

6. **The matter will then move to the vote –**

- 6.1 The first issue to consider is whether to confirm that the decision should be implemented (the decision can then be acted on immediately) –

**If Members vote YES at this stage, the call in is ended (the matter will not be referred back).**

- 6.2 The second issue to consider is whether the matter is within or outside of the policy framework and budget –

**If the decision is not outside of the policy framework and budget, the Committee can decide to –**

- support the decision which can then be acted on immediately, or
- send the decision back with its comments to the Cabinet or Cabinet member, who will take a final decision.

**If the decision is outside of the policy framework and budget, it will go as a recommendation to the next ordinary meeting of the Council, along with any comments from the relevant Overview and Scrutiny Committee (if two Cabinet Members want earlier action, an extra ordinary meeting of the Council can be held, see Council Procedure Rule 6).**

**Council is able to –**

- **ask the Cabinet to reconsider, or**
- **change the policy framework and budget so that the decision is within it – the decision can then be acted on immediately.**

6.3 If Members vote in favour of referring the matter for reconsideration, they must vote on where to refer the matter.

The Chair will ask Members to vote in favour of –

- **recommend that the decision maker should reconsider the decision in light of the comments expressed by the Committee**
- **refer the decision to Council to consider the call in**
- **(send comments to Council on any decision that recommends changing the policy framework and budget).**

If referred back to the decision maker(s), the Chair will confirm the Committee's comments for the referral back to Cabinet.

# CALL-IN REQUEST FORM GUIDANCE NOTES



<b>Decision to be called in</b>	Garden Waste Kerbside Collection – Online Registration
<b>Decision made by:</b>	Cabinet Member Cllr Sue Dann
<b>Date decision was made</b>	23 <sup>rd</sup> October 2019
<b>Are you calling the decision in because you believe it to be outside of the Budget or Policy Framework</b>	No
<b>Reasons for the Call-In</b>	<p><b>The decision taker failed to take into account relevant factors</b></p> <p>Many elderly, infirm and disabled people are not able to use or access a computer and often are unable to get to a library.</p> <p>Councillors have previously raised the fact that the Customer Service team are over stretched and have often told callers that they cannot report issues over the phone.</p> <p>In principle the idea of registering garden waste is a good idea but it could potentially affect thousands across city who are unable to register.</p> <p>There may be issues around logistics and cutting down time; for example, if only 3 people register in one street, the lorry will still have to visit that street whether others have registered or not.</p> <p>Also the logistics of constantly checking an ever changing collection list will be time consuming, i.e. who needs a collection and who does not and could cause more confusion and reputational risk which in turn could put more demand on the call centre or online complaints/miss collections.</p> <p>Therefore we believe this decision needs a proper discussion regarding the implications.</p>

**Signatures** To be valid **THREE** Members must support the request. All three Members should sign the form *OR* all three Members should email the Democratic Support Section ([democratic.support@plymouth.gov.uk](mailto:democratic.support@plymouth.gov.uk)) expressing their support for the call-in. In this case, the form should be completed and attached to all of the e-mails.

**Signatures of THREE Members**

<b>Name</b>	<b>Signature</b>
1. Mrs Maddi Bridgeman	via email
2. Tony Carson	via email
3. Terri Beer	via email

<b>Contact Details:</b>	
Name of councillor to be contacted if there are any difficulties or questions.	Mrs Maddi Bridgeman

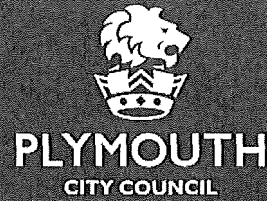
**Notice of call-in for non-urgent decisions –**

**(i) must be received in the Democratic Support Section by 4.30 p.m. on the fifth working day after Members have been notified that the decision has been made;**

**(ii) can be submitted to the Democratic Support Section or by using the on-line form which should be emailed to [democratic.support@plymouth.gov.uk](mailto:democratic.support@plymouth.gov.uk)**

# EXECUTIVE DECISION

made by a Cabinet Member



## REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER

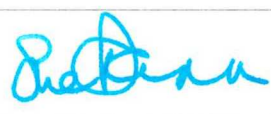
Executive Decision Reference Number – ES01 19/20

Decision	
1	<b>Title of decision:</b> Garden Waste Kerbside Collection - Online Registration
2	<b>Decision maker:</b> Councillor Sue Dann, Cabinet Member for Environment and Street Scene
3	<b>Report author and contact details:</b> Heidi Ondrak (heidi.ondrak@plymouth.gov.uk)
4	<b>Decision to be taken:</b> Residents to register online if they wish to receive a Garden Waste collection service.
5	<b>Reasons for decision:</b> Approximately 45 per cent of households present garden waste. There is currently no data to indicate which households require collection. In order to ensure that garden waste is collected crews are required to systematically drive routes and look for bags that have been presented.  Online registration will provide the service with data and intelligence which will enable the smarter planning of routes and enable them to relay accurate participation information to crews. The impact of this being; <ul style="list-style-type: none"> <li>• An improved delivery strategy can help to reduce fuel emissions and ensures environmentally responsible route planning</li> <li>• Optimised use of resources such as operational staff and vehicles.</li> </ul>
6	<ul style="list-style-type: none"> <li>• Reduction in the amount of avoidable missed garden waste collection complaints</li> </ul> <b>Alternative options considered and rejected:</b> <b>To continue as is.</b> Circa 45 per cent of households participate in the Garden waste scheme but we do not have any recorded data on who and where we need to collect from. Crews have collection schedules but this is based on an assumed global participation. At present crews attend streets indicated on their schedule and then look for garden waste that has been presented. Using registration data will enable the crews to see who exactly is registered for the service to direct their activity to addresses that participate only.
7	<b>Financial implications:</b> We are unable to quantify the positive financial impact as it is unknown whether registration will impact on participation rates. It is however anticipated that having participation data from registrations will allow us to plan routes more effectively and therefore manage resources more efficiently (vehicles, fuel and staff). Once we have registration data we will be able to quantify demand and resource allocation. The cost of setting up the system can be met from existing budgets.

8	Is the decision a Key Decision? (please contact <u>Democratic Support</u> for further advice)	No	Per the Constitution, a key decision is one which:	
		x	in the case of <b>capital</b> projects and contract awards, results in a new commitment to spend and/or save in excess of <b>£3million</b> in total	
		x	in the case of <b>revenue</b> projects when the decision involves entering into new commitments and/or making new savings in excess of <b>£1million</b>	
		x	Is <b>significant</b> in terms of its effect on communities living or working in an area comprising <b>two or more</b> wards in the area of the local authority.	
If yes, date of publication of the notice in the <u>Forward Plan of Key Decisions</u>				
9	Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:	Supports a Growing City – A Green, sustainable city that cares about the environment & Spending Money Wisely By having up to date data on who wishes to have tier Garden waste collected we can ensure that crews are directed in the most economical way to those homes who wish to receive the service. This will enable us to ensure that vehicles and staff are used in the most efficient way reducing cost and environmental impact		
10	Please specify any direct environmental implications of the decision (carbon impact)	Optimisation of routes will eliminate unnecessary journeys. Online registration will inform which households wish to receive garden waste collections. The service will use the data collected to plan routes and schedules maximising the use of resources such as vehicles and fuels. An improved delivery strategy can help to reduce fuel emissions and ensures environmentally responsible route planning		
<b>Urgent decisions</b>				
11	Is the decision urgent and to be implemented immediately in the interests of the Council or the public?	No	(If yes, please contact Democratic Support ( <a href="mailto:democraticsupport@plymouth.gov.uk">democraticsupport@plymouth.gov.uk</a> ) for advice)	
		No	(If no, go to section 13a)	
12a	Reason for urgency:			
12b	Scrutiny Chair Signature:		Date	
	Scrutiny Committee name:			



<b>Print Name:</b>			
<b>Consultation</b>			
13a	<b>Are any other Cabinet members' portfolios affected by the decision?</b>	<b>Yes</b>	
		<b>No</b>	x (If no go to section 14)
13b	<b>Which other Cabinet member's portfolio is affected by the decision?</b>		
13c	<b>Date Cabinet member consulted</b>		
14	<b>Has any Cabinet member declared a conflict of interest in relation to the decision?</b>	<b>Yes</b>	If yes, please discuss with the Monitoring Officer
		<b>No</b>	x
15	<b>Which Corporate Management Team member has been consulted?</b>	<b>Name</b>	Anthony Payne
		<b>Job title</b>	Strategic Director for Place
		<b>Date consulted</b>	09 October 2019
<b>Sign-off</b>			
16	<b>Sign off codes from the relevant departments consulted:</b>	<b>Democratic Support (mandatory)</b>	DS50 19/20
		<b>Finance (mandatory)</b>	akh.19.20.139
		<b>Legal (mandatory)</b>	lt/33531/1710
		<b>Human Resources (if applicable)</b>	
		<b>Corporate property (if applicable)</b>	
		<b>Procurement (if applicable)</b>	
<b>Appendices</b>			
17	<b>Ref.</b>	<b>Title of appendix</b>	
	A	Part I Briefing report	
	B	Equalities Impact Assessment	
<b>Confidential/exempt information</b>			
18a	<b>Do you need to include any confidential/exempt information?</b>	<b>Yes</b>	If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for

		No	x	publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in <b>18b</b> below.  (Keep as much information as possible in the briefing report that will be in the public domain)				
		<b>Exemption Paragraph Number</b>						
		1	2	3	4	5	6	7
<b>18b</b>	<b>Confidential/exempt briefing report title:</b>							
<b>Background Papers</b>								
<b>19</b>	Please list all unpublished, background papers relevant to the decision in the table below.  Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.							
<b>Title of background paper(s)</b>		<b>Exemption Paragraph Number</b>						
		1	2	3	4	5	6	7
<b>Cabinet Member Signature</b>								
<b>20</b>	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.							
<b>Signature</b>			<b>Date of decision</b>			22-10-19.		
<b>Print Name</b>	SUE JANN.							

## **BRIEFING - EXECUTIVE DECISION FOR GARDEN WASTE KERBSIDE COLLECTION ONLINE REGISTRATION**



1.1 Circa 45% of the population put out garden waste for collection at some point during the season. Those that present infrequently in streets with low participation may be missed as we do not have any data to direct crews. The data captured when customers register for the service online will provide this information to crews.

1.2 Data will be uploaded onto in cab devices and crews will be guided by this data on what addresses to collect from. This will improve missed garden waste bin collections supporting the reduction in avoidable garden waste missed bin reports. Registration data will enable route optimisation using route smart technology making the Garden Waste collection service more efficient and effective maximising use of resources such as staff, vehicles and fuel.

1.3 A targeted marketing campaign encouraging residents to register online has been developed. This will advise customers that they must register online if they wish to continue to receive garden waste collections. The campaign has been designed to run over a sustained period to allow the Council to communicate the change through various channels to ensure that residents are appropriately informed about the change. Social Media marketing messages will ensure that residents know that they can support a relative, neighbour or friend to register online or through their smartphone. The registration form has been purposely kept simple and succinct for ease of use. The URL for the web page has been designed to make access to the registration page simple and additional support is available at libraries for any customers that may struggle with accessing digital services. In addition to this information packs will be shared with Housing Associations as well as other partner organisations advising on how they can support residents to register.

1.4 Customers must be registered if they wish to continue to receive Garden Waste collections in 2020. Registration will be annual to ensure that each year the Garden Waste data is suitably refreshed to enable optimisation of routes and resources.

1.5 Customers who provide their email address when registering for the service will receive further updates relating to the service and be prompted to re-register for the service annually. A marketing campaign will also run alongside these reminders to ensure that residents are reliably informed of their requirement to register to continue to receive the service.

1.6 Customers who register by Feb 28<sup>th</sup> 2020 will receive garden waste collections from the beginning of the collection season in April 2020. Customers may register late but it may take up to one month to add them to a round in the scheduling software.

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# EQUALITY IMPACT ASSESSMENT

Street Scene and Waste - Garden Waste Online Registration



## STAGE 1: WHAT IS BEING ASSESSED AND BY WHOM?

<b>What is being assessed - including a brief description of aims and objectives?</b>	<p>We are reviewing the garden waste service.. At present over 45% of household's present Garden waste for collection. Householders are not required to register to receive the service and therefore there is no accurate participation information gathered to support the optimisation of collection routes and schedules. If customers wish to continue to have their garden Waste collected in 2020 they will need to register their address online</p> <p>The only anticipated change to the service for customers is the addition of an online registration portal therefore this assessment considers access to the internet for registration purposes.</p>
<b>Author</b>	Heidi Ondrak
<b>Department and service</b>	Street Scene & Waste - Waste Collection
<b>Date of assessment</b>	16 September 2019

## STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See <a href="#">guidance</a> on how to make judgement	Actions	Timescale and who is responsible
<b>Age</b>	<p>We do not have a detailed age profile of our customers from our surveys but 2011 Census data the % of the population represented by age is as follows;</p> <p>0-4 years – 6%</p> <p>5-9 years – 5%</p> <p>10 -14 years – 5%</p>	<p>No adverse impact on workforce is anticipated</p> <p>We do not have service participation data related to customer age profile. An assumption has been made that older residents are more likely to have the leisure time to dedicate to gardening as a pastime and therefore the</p>	<p>Consider all channels of communication so that messages relating to the change of service is delivered both digitally and with printed literature placed on Garden Waste bags, also printed messages in press detailing the change to the service.</p>	<p>2019 - Project Manager</p> <p>2019 – Responsible Officer</p>

	<p>15-19 yrs. – 7%                  20 -24 yrs. – 10%                  25 -29 yrs. - 7%                  30 -34% - 6%                  35 -39 – 6%                  40 -44 yrs. – 7%                  45 -49 yrs. – 7%                  50 -54 - 6%                  55-59 yrs. – 5%                  60 -64 yrs. – 6%                  65 – 69 yrs. – 6%                  70- 74 yrs. – 4%                  75 -79 yrs. – 3%                  80-84 yrs. – 2%                  85+ -2%</p> <p>23% are 19 years or younger                  43% are 19 -49 years                  17% are 50 to 64 years                  17% are 65 years plus</p>	<p>service may be popular with residents in the 50 plus age bracket. The average age of someone who gardens 54 in 2012 (Horticulture Trades Association 2012)</p> <p>The service will be provided on a request only basis and customers who wish to continue to have their Garden Waste collected will need to register online to participate.</p> <p>A 2017 report on internet usage by the Good Things Foundation commissioned on behalf of OFCOM &amp; BT found that employment status , particular retirement was an indicator of limited or non-users of digital services (65% on non-users were retired) and 64.4% of non-users are aged 65 or over: 25.3% aged 65-74; and 39.1% aged over 75.</p>	<p>Engagement with community interest groups who specialise in working with residents who are 50 Plus</p> <p>Marketing campaign to target friends, relatives, carers, neighbours to advise that they can complete the online registration on behalf of anyone they know who may not be able to get online.</p> <p>Messages to state that you do not need a computer or laptop and that registration can be completed on a smartphone – many people do not recognise that this channel is the same as going online.</p> <p>URL links to registration page to be kept as simple as possible. One word for ease of access.</p> <p>Customers who are unable to access the internet will be signposted to their local library for support</p>	
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<p><b>Disability</b></p>	<p>30,000 people in Plymouth will have some form of Mental Health issue. 0.8 % (2118) of those registered with a GP as listed on the Mental Health register.</p> <p>A total of 31,164 (28.5% of households) people declared themselves as having a long term disability in the 2011 Census. This is compared the national average of 27.7%.</p> <p>10% of Plymouths population have their day to day activities limited by a long term disability or long term health problem</p> <p>1224 adults currently registered with a GP in Plymouth have some form of learning disability</p>	<p>Whilst no impact is directly anticipated by online registration access to the internet is a consideration.</p> <p>We do not have direct figures for residents with no access whatsoever to the internet but national figures indicate that 47.7% of non-users have a disability or long standing health issue (Good News Foundation, OFCOM 2017)</p>	<p>Consider all channels of communication so that messages relating to the change of service is delivered both digitally and with printed literature placed on Garden Waste bags, also printed messages in press detailing the change to the service.</p> <p>Engagement with community interest groups who specialise in working with residents who have a disability, mental health condition or long term health problem.</p> <p>Marketing campaign to target friends, relatives, carers, neighbours to advise that they can complete the online registration on behalf of anyone they know who may not be able to get online.</p> <p>Messages to state that you do not need a computer or laptop and that registration can be completed on a smartphone – many people do not recognise</p>	<p>2019 - Project Manager</p> <p>2020 - Responsible Officer</p>
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			<p>that this channel is the same as going online.</p> <p>URL links to registration page to be kept as simple as possible. One word for ease of access.</p> <p>Support to be offered by libraries and One Stop Shop for anyone who has no means at all to go online</p>	
<b>Faith/religion or belief</b>	<p>58.1% (148,917) people identify themselves as Christian. This has decreased from 73.6% reported in 2001</p> <p>32.9% of the population stated that they had no religion</p> <p>Those stating Hindi, Buddhist, Sikh, or Jewish religion totalled less than 1% combined</p>	No adverse impact is anticipated	NA	NA
<b>Gender - including marriage, pregnancy and maternity</b>	<p>Overall 50.6% of the population of Plymouth are women and 49.4% are men. This reflects the national figure of 50.8% women and 49.2% men.</p> <p>There were 3280 births in 2011. Birthrate trends have been on the increase since 2015.</p>	No adverse impact anticipated. Research indicates that, there was no statistically significant difference between male and female respondents with regards to the prevalence of non or limited users of online services (Good News Foundation, OFCOM 2017)		



	<p>Areas with the highest Birthrate are;</p> <p>Stonehouse 142</p> <p>Whitleigh 137</p> <p>Devonport 137</p> <p>Of residents aged 16 or over 90,765 (42.9%) are married</p> <p>5,190 (2.5%) are separated and still legally married or legally in a same sex civil partnership</p>			
<b>Gender reassignment</b>	<p>There are no official estimates for gender reassignment at either a national or local level. However in a Home Office funded study (GIREs, Gender Identity Research and Education Society) estimated that between 3000,000 and 500,000 are experiencing some degree of gender variance nationally. If we apply this to Plymouth this equates to between 1,200 and 2000 adults.</p>	<p>There is no correlation between internet access and gender however studies reveal that employment is a factor to consider related to internet access</p> <p>A 2014 study indicates that 7.9% of transgender people or those experiencing gender dysphoria were unemployed (Employment discrimination and transsexual people GIREs 2014).</p> <p>Therefore no adverse impact is anticipated</p>	NA	NA
<b>Race</b>	<p>92.9 of Plymouths population identify themselves as White British</p> <p>7.1% identify as Black and Minority Ethnic (BME)</p>	<p>The Ofcom data analysed did not show any statistically significant differences between any of the groups, primarily because the sample sizes were</p>	<p>Advocacy and support to access online registration to be monitored to glean whether there is any</p>	<p>2019 –Project Manager</p> <p>2020 – Responsible Officer</p>

	<p>White (other) 2.7 %</p> <p>Chinese (0.5%)</p> <p>Other Asian (0.5%)</p> <p>Our recorded BME population rose from 3% in 2001 to 6.7% in the 2011 census.</p>	<p>too low to draw any conclusions. Further Investigation would be required to ascertain whether there is a link between internet use/ access and ethnicity.</p> <p>No adverse impact is anticipated but this would need to be monitored</p>	<p>impact on any particular groups</p>	
<b>Sexual orientation - including civil partnership</b>	<p>There is no definitive data on sexual orientation at a local or national level, however a recent estimate from 2015 ONS Annual Population Survey (APS) suggests that;</p> <p>1.7% of UK is LGB. This equates to just over 3,600 people in Plymouth</p>	<p>No adverse impact anticipated</p>	<p>NA</p>	<p>NA</p>

### STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
<b>Reduce the gap in average hourly pay between men and women by 2020.</b>	It is not implicated that changing the Garden waste service to an online registration opt in will have any implications to the hourly rate between men and women	NA
<b>Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.</b>	It is not anticipated that there will be any implications involving hate crime incidents as a result of the introduction of online registration for Garden waste services	NA

<b>Good relations between different communities (community cohesion)</b>	It is not anticipated that there will be any implications involving the relations between communities as a result of this scheme	NA
<b>Human rights</b> Please refer to <a href="#">guidance</a>	It is not anticipated that there will be any implications involving human rights as a result of this scheme	NA

**STAGE 4: PUBLICATION**

Responsible Officer

Date

Strategic Director, Service Director or Head of Service

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