



## Dorset Waste Partnership Joint Scrutiny Group

Minutes of the meeting held at County Hall, Colliton Park,  
Dorchester, DT1 1XJ on Tuesday, 4 July 2017

### Present:

David Jones (Chairman - Christchurch Borough Council)  
Jane Somper (Vice-Chairman - North Dorset District Council)  
Steven Lugg (Dorset County Council), Andrew Parry (East Dorset District Council), Mike Wiggins  
(Purbeck District Council) and Gill Taylor (Weymouth and Portland Borough Council).

Officers Attending: Karyn Punchard (Director of the Dorset Waste Partnership (DWP)), Paul Ackrill (Finance and Commercial Manager), Gemma Clinton (Head of Service (Strategy)), Michael Moon (Head of Service (Operations)) and David Northover (Senior Democratic Services Officer).

Note:- These minutes have been prepared by officers as a record of the meeting and of any decisions reached. They are to be considered and confirmed at the next meeting of Group.

### Election of Chairman

19 **Resolved**  
That Councillor David Jones be elected Chairman of the Group for the year 2017/18.

### Apologies for Absence

20 Apologies for absence were received from Councillors Hilary Cox (Dorset County Council and Trevor Jones (West Dorset District Council).

### Code of Conduct

21 There were no declarations by members of any disclosable pecuniary interests under the Code of Conduct.

### Minutes

22 The minutes of the meeting held on 3 April 2017 were confirmed and signed.

### Appointment of Vice-Chairman

23 **Resolved**  
That Councillor Jane Somper be appointed Vice-Chairman for the year 2017/18.

### Public Participation

24 There were no public questions or statements received under Standing Orders 21 (1) and (2), nor any requests to address the Group.

### Minutes of the Dorset Waste Partnership Joint Committee

25 The minutes of the Dorset Waste Partnership Joint Committee held on 12 June 2017 were received and noted.

Mention was made of the means by which Christmas trees were collected and disposed of and if it was anticipated that there would be any adverse effect this year on fly tipping given the new policy.

Officers confirmed that there were a number of means by which Christmas trees could be managed following their use and that efforts would be made to ensure that this was done as effectively as possible. It remained to be seen how successful this was but it would be monitored in any event.

## **Terms of Reference**

26 The Terms of Reference of the Group were received and noted. The Group acknowledged that in it being relatively, newly established it would take a little time to achieve all that it would have hoped but the Chairman was confident that it would be seen to be adding value to how the waste management process worked. Being able to scrutinise the work undertaken by the Joint Committee was essential and how effective the Group was at doing this depended on the commitment of all to ensure this was the case. The Chairman considered that from what he had already seen, there was a good basis for this to happen.

However the Terms of Reference would be kept under review and monitored as required to ensure that it remained fit for purpose. The means by which the Group might learn more about what the Partnership did and how it delivered its service was discussed and what opportunities there was for this.

## **Customer Services: Background**

27 The Group considered a joint report by the Chairman and the Head of Service (Strategy) which provided background information to how the DWP provided their service to the public and whether these services met the needs of the customer. The report provided the opportunity for the Group to give thought to how improvements could be made to how customer services were managed, what this might entail and the means by which this might be done in order to define the scope of work required for a final report on the matter to be considered at the Group's meeting in December 2017.

The Chairman took the opportunity to thank the Head of Service (Strategy) for her contribution to the production of the report and for what it was designed to achieve. The way in which the report had been designed provided the Group with the opportunity to contribute their thoughts and the Chairman encouraged them to do so.

The Group acknowledged that, wherever possible and practicable, the Partnership tailored its services to meet the needs of customers, with Section 2 of the Policy detailing this. The recent approval of an internal customer service strategy was contained in Appendix 2 to the report, with the Group appreciating what its aims were designed to do and the needs they were designed to meet. Much of the planned improvements around customer service were linked to IT developments to enable more proactive and timely information to be shared with residents, with a dedicated site on the Dorset for You website explaining what it all entailed. However leafletting still had its part to play in getting the message across and information disseminated.

Members recognised the efficiencies to be gained for actively encouraging digital interaction with residents as a means of delivering their service and getting information out to the wider public efficiently but considered that there was still the need for residents to be able to have alternative means of receiving and responding to issues, given that many of whom were those very residents who were recipients of those specialised services.

Officers assured the Group that all means of communication was being utilised in getting the issue of waste across, via digital platforms such as the Dorset for You website, social media and newsletters to more traditional means such as leafletting, displays, roadshows and the like. They were confident that there was sufficient breadth and depth of sources of information available to do this, it was just whether the targeted recipients were receptive to this.

As had been mentioned at previous meetings, members considered that use should be made of what churches and their congregations had to offer, as well as doctors' surgeries, hospital waiting rooms, older people's luncheon clubs, day centres and

PoPPs. The Group considered that parish and town councils through the Dorset Association of Parish and Town Council's had a prominent part to play, as well as residents' associations and community groups - all of whom had the means of actively encouraging interest in how waste was managed. It was crucial to ensure that the public realised what the service offered and how it was being done and that assistance was there if necessary. It was equally important to ensure that all was being done to assist the public in ways that met their needs.

Officers confirmed that, in the recent past, the importance of recycling and separating out residual waste was not necessarily appreciated by the vast majority of Dorset's residents. Now these behaviours were common practice for the vast majority of residents and reducing, reusing and recycling was now generally accepted as the socially responsible thing to be doing and environmental, practical and financial benefits could be seen from doing this. Members were provided with the opportunity to contribute towards how improvements might be made to the delivery of services to meet customer needs.

Whilst they considered that survey responses were purposeful to an extent in establishing what was important to residents, what they would like to see and how they would like things to be done, this was not necessarily fully representational of society as a whole in meeting the needs of those that were the most vulnerable and more often than not in a need of the services being provided.

Education was another essential element in how successful the waste management process was and much work had been undertaken with schools so that young people had a fundamental understanding about how waste was managed, what it entailed and that part they were able to play in helping this come about.

The Group were interested to learn that officers from a range of teams in the DWP offered talks to groups on what waste management entailed and asked to have further information about how to go about having access to this. Officers were more than happy to oblige and agreed to make themselves as available as they could in this regard as it was by this means that the waste strategy would be able to be successfully delivered. Members considered that community groups were always keen to have speakers and this would fit well as a public service being provided. It was considered that new businesses and 'Jelly' groups particularly would benefit from being better informed of the services available.

Members considered that any questionnaires or surveys conducted had to be statistically credible. Officers were confident that from the surveys they had conducted this had been the case and that the information gained from these was of considerable value in how services were delivered and managed. Determining how residents had come to hear about a survey was important in order to know the means by which this had arrived at their attention. Face to face conversations was also key to how the team understood what was important to residents.

The Group asked to be provided with information on what the outcome from any responses received to surveys and questionnaire were so that it could be determined if what the residents had to say was being put into practice.

Officers confirmed that residents were largely receptive to the stickering of their bins when these had been cross contaminated, which helped to remind them and confirm what bins should be used for what. All of this played a part in instilling in the public's consciousness the importance of recycling and how waste could be better managed.

The Group were pleased to see the progress being made with improvements to how customer services were being delivered and informing the public of what was being offered and hoped that this would be maintained in line with those views which had

been aired by the Group at the meeting.

**Resolved**

That the current level of customer service provided from the DWP be acknowledged and that the views aired in the debate on the matter be taken into consideration, as practicable, in order to scope the final customer service review due to be presented in December 2017.

**Reason for Decision**

So that the DWP can continue to provide an effective service to all residents within Dorset.

**Forward Plan 2017**

28 The Group received and were invited to consider its Forward Plan for the rest of 2017, together with the Joint Committee's Forward Plan, which was based upon the DWP Business plan 2017/18.

Mention was made of what vehicle procurement and its contract procedure and garden waste pricing entailed and how this might be managed. Officers explained the reasoning for this.

The Group were provided with the opportunity to comment upon and suggest items for future inclusion and to their priority. The Forward Plan as proposed was considered to be appropriate as it stood.

The Committee took the opportunity to confirm the date of their meeting in December - this being Friday 1 December starting at 10.00 am at a venue to be confirmed, but preferably in the east of the county.

**Resolved**

1. That the DWP Joint Committee Forward Plan be noted.
2. That the DWP Joint Scrutiny Forward Plan be noted and endorsed to help plan future meetings and officer resources.

**Reason for Decisions**

To provide greater visibility of the DWP Joint Committee Forward Plan and to ensure decisions were taken in a timely and programmed manner to achieve the objectives of the Business Plan and meet the DWP's needs.

**Questions from Councillors**

29 No questions were received from members under Standing Order 20(2).

Meeting Duration: 2.00 pm - 4.00 pm