

MEETING:	Overview and Scrutiny Committee
DATE:	Tuesday, 30 January 2018
TIME:	1.00 pm
VENUE:	Council Chamber, Barnsley Town Hall

MINUTES

Present

Councillors W. Johnson (Chair), P. Birkinshaw, G. Carr, Charlesworth, Clarke, Clements, K. Dyson, Ennis, Frost, Gollick, Daniel Griffin, Hampson, Hayward, Lofts, Makinson, Mitchell, Phillips, Pourali, Sheard, Tattersall, Unsworth, Williams and Wilson together with co-opted member Mr J. Winter.

52 Apologies for Absence - Parent Governor Representatives

Apologies for absence were received from Kate Morrith in accordance with Regulation 7(6) of the Parent Governor Representatives (England) Regulations 2001.

53 Declarations of Pecuniary and Non-Pecuniary Interest

There were no declarations of pecuniary or non-pecuniary interest.

54 Minutes of the Previous Meeting

The minutes of the meeting held on 9th January, 2018 were approved as a true and accurate record.

55 Barnsley Safer Neighbourhood Services

The following witnesses were welcomed to the meeting:-

- Paul Brannan, Head of Service – Safer Communities, BMBC
- Mark Giles, Services Manager – Safer Communities, BMBC
- Councillor Jenny Platts, Cabinet Spokesperson – Communities, BMBC
- Chief Inspector Jakki Hardy – South Yorkshire Police

Councillor Platts introduced the item by reminding Members that the Safer Neighbourhood Service had gone live in April 2017, reintroducing neighbourhood policing and multi-agency working at all levels, with teams aligned to Area Councils. The model was developed in light of reduced resources, and a change of such magnitude presented challenges. Members were invited to discuss the service, how it was currently operating, and suggest areas which may require improvement. In the following discussion Members asked a number of questions, and the following points were raised:-

- Questions were asked about whether there are comparable models which could be used to learn from or share ideas. It was noted that the local arrangements, although taking best practice from other areas, had no direct comparison. It was noted that the model was based on good practice from previous neighbourhood policing in Barnsley, but that the challenge was delivering this within much reduced resources.

- With regards to Crime and Safety Group meetings, it was clarified that the responsibility for the organisation of these was with the community, but that the team would endeavour to send a representative, be it Council or Police. However where this was not possible, it was often due to shift patterns, and groups were encouraged to discuss whether a mutually agreeable time to hold the meeting could be arrived at. Members heard that consideration was given to developing standards of engagement, and that Crime and Safety Group meetings would be part of this, as would Police and Communities Together (PACT) meetings, with the latter being the responsibility of the local Sergeant or Team Leader.
- With regards to the distribution of resources, it was noted that there were joint resources in every area, with a Police Community Support Officer (PCSO) in each ward to cover the whole of the borough geographically. However in considering and responding to demand teams were based in Royston, Goldthorpe, Kendray and the Town Centre.
- In response to questions about anti-social behaviour Members heard how this had reduced by 21% over the past year. The meeting discussed underreporting of anti-social behaviour, and issues with the 101 service. It was noted that in the first few months of operation of the new model reporting increased but had since declined, however more local contact numbers were being introduced to assist reporting.
- Regarding feedback being provided following incidents, Members heard this was covered by the Victim Code of Practice and the process was scrutinised. If there were issues, it was suggested that residents were encouraged to provide feedback so any underperformance could be raised with officers.
- In relation to substance misuse and mental health it was noted that nationally 40% of incidents involved mental health, and that for many individuals issues with substance misuse and mental health were often linked. Locally partners including South West Yorkshire NHS Partnership Foundation Trust (SWYPFT), Yorkshire Ambulance Service (YAS), Child and Adolescent Mental Health Services (CAMHS) and others were meeting to ensure systems were working most efficiently to assist vulnerable people before crisis point was reached. It was noted the hub had 2 workers dedicated to mental health and their involvement over the past 6 months had significantly lessened the impact on other services.
- In reference to substance misuse services, it was noted that the new commission from April 2017 was reduced in value, and that this did impact on provision. Members heard how provision for young people had been part of the wider commission since this time. The meeting noted the need to review the service to see if it was meeting needs and identify any gaps.
- Members heard how the service is currently in discussion with Berneslai Homes how best to work together moving forward in phase 2 of the model.
- Questions were raised about the systems for data collection, and whether they were fit for purpose or were too resource intensive. Members heard of the challenge to improve systems for data and information, including the interface and sharing of information between the Police and Council. The resource required was acknowledged, but it was felt that this was essential for proper triage and assessment; understanding demand and prioritising issues to maximise the impact of the service.
- The meeting discussed the demand placed on blue light services, and the need to reduce unnecessary use. It was noted that this subject was being

discussed by partners, and was extremely complex and involved the capacity of services within the community as well as emergency services as often residents would only ring 999 when other options had been exhausted. It was recognised that successful triage and early intervention also impacted on the demand for 999 services.

- Many members complemented the service on their hard work, the positive relationships being built in Barnsley's communities, and applauded the return of community policing. It was also acknowledged that all aspects of community safety were important, that all crime matters, and that the return to community policing had not been at the expense of serious crime.

RESOLVED:-

- (i) That the witnesses be thanked for their contribution and their hard work over the past 12 months;
- (ii) That Police/Council officers let community representatives know if there will be no officer presence at community meetings in advance;
- (iii) Once finalised, contact information for officers on a local basis need to be communicated to Elected Members
- (iv) Police to undertake further analysis regarding the potential under-reporting of anti-social behaviour as Members are aware of concerns which are not being reported due to perceived ineffectiveness of 101;
- (v) Police to provide case study examples to the committee regarding partnership working between the Police, Mental Health Services and Substance Misuse Services; and
- (vi) That the report be received.

56 Barnsley Neighbourhood Services Future Council Improvement Review

The following witnesses were welcomed to the meeting:-

- Matt Gladstone, Executive Director – Place, BMBC
- Paul Castle, Service Director – Environment and Transport, Place, BMBC
- Howard Gaskin, Area Manager – Environment and Transport, Place, BMBC
- Rachel Tyas, Head of Transformation – Environment and Transport, Place, BMBC
- Councillor Roy Miller, Cabinet Spokesperson – Place, BMBC

Paul Castle introduced the item, reminding Members that this was one of three areas currently under review in the Place directorate that looked at modernising the service and further improving efficiency.

A presentation was then given by Rachel Tyas by way of further introduction. This looked at the scope of the review and the key challenges facing the service. Noted was the need to make efficiency savings, but also to modernise by moving to a more flexible service working over 7 days.

Members heard that over 16,000 grass plots were currently serviced, and issues such as differing standards and legacy agreements were noted. Also acknowledged was the lack of clarity around demarcation of responsibilities with regards to Highways England.

It was noted that a litter bin audit was underway, and around 1,900 existed within the borough. Many litter bins were placed in close proximity to dog bins, and there were different frequencies of emptying bins.

Members noted that 94.5% of the workforce was male, and by 2020 25% of the workforce would be over 55 which highlighted the need for succession planning.

Thanks were given for the presentation and the open dialogue with Members. Questions were then invited and discussion entered into, where the following issues were covered:-

- Questions were raised regarding consultation with Members, and it was noted that appearing before the committee was part of the consultation, with further planned through Area Councils and with members via other means such as Ward Alliances.
- Concern was expressed about moves towards residents accessing services online, and that this would disproportionately impact on those already disadvantaged. Noted was the Council's move towards residents digitally accessing services as part of the Customer Services Strategy, including through social media, and the BMBC App. However, it was noted that there was still a high volume of calls taken from residents.
- In relation to how tasks were monitored, ensuring they were completed satisfactorily. It was noted that part of the modernisation and transformation would include the use of technology to assist with this. The use of new smartphones for operatives was being explored, as was technology use as part of back office functions. It was also acknowledged that setting new standards would also assist in managing the performance of staff. Members heard how 4 staff together with 4 apprentices had recently started to pilot new ways of working with the use of technology.
- It was noted that ensuring equipment was fit for purpose may also help assist in ensuring productivity in the workforce, especially in light of the current age profile of the workforce.
- In response to suggestions to increase the size of bins to reduce collection frequency it was acknowledged that close work with Members was required to identify appropriate locations for bins, however there was no additional capital budget for replacement.
- Members noted the significant number of grass plots serviced and that other creative options to reduce the demand were being considered. These included such as housing in-fill development and allotments.
- As part of the review members noted the cross-over with reviews in Waste Management, and Highways and Engineering including in functions such as fleet and stores.
- The need for positive relationships with functions funded through the Area Councils to ensure services were complementary was acknowledged, and the positive working relationships that now existed was praised.
- Attention was drawn to some of the outcomes of previous reviews, including the delivery charge for replacement bins. In response Members were made aware that this had resulted in far fewer bins being requested, and residents were more likely to look after their own bins.

- Members requested to be kept fully briefed on the outcomes of the review, and officers reiterated the plans for Member involvement throughout the process.
- The availability of communal recycling points was discussed, and it was noted that bagged recycling waste would be collected if placed alongside the recycle bin on collection day.
- Members heard how 'quick wins' identified throughout the review process could be implemented earlier, but that any fundamental change would be post April 2019 over a planned period of 12 months.
- The waste of private companies was discussed, and it was noted that officers worked with enforcement colleagues in order to address issues with commercial waste. In addition it was suggested that businesses were being engaged through the Principal Towns scheme to take more responsibility for their own area.
- Queries were raised in relation to Houses of Multiple Occupation (HMO) and their propensity to produce significant amounts of waste, and it was suggested that this was an area which could be considered in more detail in the future by the Waste Management service. Work with landlords and managing agents to address problems associated with waste in private sector rented properties was noted, and it was thought that the implementation of a selective licencing scheme would assist.
- It was suggested that the bulky waste collection service and that to remove fly-tipping could be better structured to work together, and the disparities in collection times was acknowledged. Members noted that technology could help scheduling and routes for collection in this respect.
- Members heard how there had been month on month reductions in fly tipping over the past 14 months, with many CCTV cameras in place and a significant focus on publicity, including on social media. It was noted that fines were low for those prosecuted, and Members heard how the LGA was being encouraged to speak on behalf of the sector about how this provided little deterrent.

RESOLVED:-

- (i) That the witnesses be thanked for their attendance and contribution;
- (ii) That the service ensure that Members are fully involved and briefed throughout the review and improvement process;
- (iii) That consideration be given to remove the variance in timescales between the bulky waste collection and fly-tipping removal services; and
- (iv) That the report be received.