

Time Commenced – 6.01pm
Time finished – 7.43pm

**Communities Scrutiny Review Board
13 September 2021**

Present: Councillor Dhindsa (Chair)
Councillors Atwal, Pandey, Jennings and Eyre

In Attendance: Simon Aitken – Head of Refuse Collection and Street Cleansing
Samantha Dennis - Director of Public Protection and Streetpride
Catherine Williams - Head of Regeneration and Major Projects
Caroline Allen - Assurance Lead

08/21 Apologies for Absence

There were none.

09/21 Late items introduced by the Chair

There were none.

10/21 Declarations of Interest

There were none.

11/21 Minutes of the meeting held on 25 January 2021

The minutes of the meeting held on 25 January 2021 were agreed as a correct record.

12/21 Minutes of the meeting held on 5 July 2021

The minutes of the meeting held on 5 July 2021 were agreed as a correct record.

13/21 Vibrancy of the City Centre (Cultural Heart, Market hall)

The Board received a presentation on Vibrancy of the City Centre (Cultural Heart, Market Hall). This was presented by the Head of Regeneration and Major Projects and the Council's Assurance Lead.

The Head of Regeneration and Major Projects informed the Board that the pandemic had “turbo-charged” changes already happening in city centres such as Derby. It was noted that this included a shift towards online retail.

It was reported that in response to these changes, Derby was focusing on maximising investment / funding opportunities and that ‘tactical’ work was

taking place to repurpose buildings & create vibrancy. It was noted that the Assisted Recovery Grant was being used for this tactical work and that an early example of success had been BamBoom Cloud.

It was reported that the Council's City Centre Plan had been developed to tackle these changes. The Board noted that the City Centre Plan would establish a long-term vision for the city. The following key themes of the City Centre Plan were noted:

- City centres are a choice...
- Sustainability/Climate Change
- Centre for Culture, the Arts & Tourism
- Improved connectivity & public realm
- Making the most the river & our heritage
- More representative of our city
- City Living: e.g. Castleward, DRI site, Becketwell
- Culture: Museum of Making, Becketwell Arena, "Cultural Heart"
- Workspace: Future shape? Successful examples (CUBO)
- Public Realm/Green Space

The Board noted that the Council had received a £15m award from the Future Highstreets Fund that was being used towards delivering two key projects: Market Hall Transformation and the Eastern Gateway.

It was reported that the Council had developed the Derby Mobility Programme. It was noted that this programme would utilise £64m from the Transforming Cities Fund for Derby and would deliver a range of interventions to promote sustainable connectivity to and within the city centre, such as Victoria Street and Electric Rapid Transport.

It was noted that the Local Growth Fund had provided an £8m award to Becketwell to assemble land and de-risk. The Board noted that Phase 1 of Becketwell included the building of 259 Private Rented Sector apartments and a public square. It was reported that Phase 2 of the project included the Derby City Council funded Performance Venue.

A Councillor asked whether the Derby would be contributing and funds towards the development of the Eastern Gateway. The Head of Regeneration and Major Projects confirmed that the Derby would be matching the Council's funding for this project. It was reported that a planning application for this project would be submitted later in 2021. The Board asked for an update to be provided once plans had progressed.

A councillor questioned whether Toyota were involved in the Electric Rapid Transport project. The Head of Regeneration and Major Projects informed the Board that they would ask the Head of Traffic and Transportation to provide a response to the Board. The Board requested that an update on the Electric Rapid Transport project is brought to a future meeting.

A councillor questioned whether the pandemic meant that office space in Derby was no longer needed. It was noted that research suggested that demand for city centre office space would return and that there was now a question of how office space needed to be designed differently going forwards. A councillor suggested that public art could be used to improve the entrances to the city. The Head of Regeneration and Major Projects informed the Board that they would discuss this with officers delivering the City Centre Plan.

The Board noted that Derby Market Hall was undergoing an extensive programme of roof and masonry repairs which would secure a 30-year life for the building. It was reported that this project was Celebrating Derby's heritage and was also creating a new retail, leisure and entrepreneurial space in Derby.

It was noted that Phase 1B of the programme was currently taking place. It was reported that this phase included major works such as: glazing, copper roof replacement, new ventilation system and ridge level.

The Board noted that the three key offerings of the refurbished Market Hall would be:

- Entrepreneurial Space - Make and Trade zone, Collaboration with local partners, Creating business pipeline, Concept to career
- Commercial Viability - Product mix and seasonality, Flexibility, High quality F&B, Diverse offer, Increased footfall, Generate GVA
- Link to City Centre - Supporting hospitality, Linking with cultural venues, Complimentary offer, Celebrating heritage

It was reported that Phase 2 of the project was underway and that the Council were working with Wates, Lathams and specialist contractors.

A councillor asked whether the Market Hall project had so far been delivered on time and on budget. The Council's Assurance Lead informed the Board that so far, the project had been on time and on budget and that the cost of Phase 2 would not be known until summer 2022. It was agreed that a report would be brought to a Board meeting once the Phase 2 designs and costs had been finalised.

The Board resolved:

- 1. to note the update**
- 2. to request that an update on the Eastern Gateway project is brought to a future meeting**
- 3. to request that an update on the Electric Rapid Transport project is brought to a future meeting**
- 4. to request that a report on the Market Hall is brought to a future meeting once the Phase 2 designs and costs had been finalised**

The Board received a report on Streetpride Development. This report was presented by the Head of Refuse Collection and Street Cleansing and the Director of Public Protection and Streetpride.

The Board noted that Whitespace was an online workforce management and mobile solution, linking frontline and office-based staff which could integrate with other systems to streamline work processes. It was reported that Whitespace had the ability to send and receive worksheets digitally, programme scheduled work, optimise rounds, and view all the teams round progress from a back-office system. In addition, an analytics function provided easy to run reports which could be used for trend analysis, identification of hot-spots, providing meaningful insights, and helping future resource planning.

It was reported that digitising scheduled and ad hoc worksheets had decreased the Council's carbon footprint, eliminating the need to print in excess of 10,000 paper worksheets a year. It was noted that digitising the council's service requests enabled the Council to send work to frontline teams quickly, being received straight away and alerting the user when a new job had been received.

It was reported that proactive work could be recorded and submitted on site, with the ability to attach and send pictures. It was noted that all worksheets had been designed by the service and were tailored for each job type to receive relevant feedback from the team which could be easily reported on.

The Board noted that digitising the Council's processes had resulted in a decrease in the end-to-end turnaround time of customer requests. It was reported that the Council's new ways of working had created process improvements, eliminating delays in team communication, signing off worksheets when they returned to depot and closing down on the system. The Board noted that based on a 6 month average of pre Whitespace data and post data the turnaround time had decreased by an average of 5.33 days, reducing the end-to-end turnaround time by 71%.

A councillor questioned whether there was a plan for preventing litter around schools as these were consistently litter hotspots. The Director of Public Protection and Streetpride informed the Board that this would be included in the Council's Waste Strategy.

The Head of Refuse Collection and Street Cleansing informed the Board that the service had been shortlisted for an award for their work in this area. The Board commended that the service deserved to win this award

It was reported that in February 2020, the service had commissioned a trial of litter bin sensor technology within 200 litter bins, to assess the impact and benefits of the technology. The Board noted that the litter bin sensor technology trialled used predictive 'fill-level' technology and that

this wireless technology monitored how fast a bin was filling and provided an alert to action the bin to be emptied.

It was noted that the litter bins selected as part of this trial were 200 of the Council's higher usage litter bins or bins receiving a high volume of complaints, which were on an enhanced emptying cycle due to the need of emptying in between the routine area cleansing.

It was reported that prior to the trial, these 200 bins formed the main workload of the enhanced litter bin team. The Board noted that these bins were emptied on a frequent basis, however in some cases the Council were still receiving reports that particular bins were overflowing in between the cycles; and in some cases the team were arriving to bins before they had reached full capacity. It was reported that until the team had travelled and arrived to each bin, there was no way of identifying the bins current fill level to be able to time the emptying of bins in the most efficient way.

The Board noted that the trial sensor results have shown a decrease of overflowing bin reports from customers and elected members for the bins trialling the technology – with no sensor bins receiving overflowing bin reports. It was reported that the result of only emptying bins when it was needed has shown a decrease of visits to bins by 53% by cutting out unnecessary trips.

It was reported that a litter bin audit across Derby had recently been completed to identify where all the bins were located, the type of bin, and the condition. This audit helps the Council to understand where all of its litter bins were and if they were the type and condition for sensor technology to be installed. It was noted that the Council captured this data on Whitespace. The Board noted that the audit identified there were 1209 street litter bins currently situated within Derby, and 48 litter bins on the installation programme list to be installed over the next few months.

It was noted that Grounds Maintenance were responsible for the maintenance of litter bins on parks and open spaces. It was reported that a project was currently taking place to look at feasibility and options to enhance their current bin service, reviewing bin locations, bin capacity and emptying methods. As part of this project a litter bin audit had been planned to assess current bin types, locations and the asset condition, the target to complete this audit was by the end of 2021. It was noted that once this project was complete an options paper would be written and presented, drawing together the findings of the review and audit, providing recommendations to enhance this service and the impact this would have.

The Board requested that an update on the results of the Grounds Maintenance team's audit is brought to the Board's meeting in January 2022.

The Board noted that when assessing the fly-tipping incidents reported by the Council, there had been a 26% increase in overall incidents during 2020/21 when compared to 2019/20.

It was reported that the primary spikes recorded during the covid-19 period were in May, June and October 2020, with October 2020 being the largest spike across the past 27 months. The Board noted that the HWRC reopened in May 2020 and increased capacity throughout 2020. It was reported that while capacity had increased at the HWRC, fly-tipping had also risen, and that therefore the rise in fly-tipping did not correlate with the operations of the HWRC. The Board noted that the majority of the fly-tipping incidents were proactively removed by the teams, opposed to reports from customers.

It was reported that opening arrangements of other HWRC's across Derbyshire and the East Midlands varied from site to site. It was noted that Raynesway was operational again back in May 2020 during the first spike of Fly Tipping incidents and was able to respond to the higher rates of demand, with increasing capacity throughout June and July to accommodate more visitors.

The Board noted that data suggested that following spikes in fly-tipping, this reduced to more normal pre-COVID levels in November 20 – June 21 and that throughout this period, the HWRC maintained the opening hours and a bookable system. It was reported that there a HWRC annual survey was currently taking place and that the results of this survey would provide feedback and identify the level of satisfaction of the current booking system. It was noted that a number of compliments have been received since the booking system had been implemented relating specifically to queuing times and site congestion.

It was also noted that residents requiring Bulky Waste Collections continued to be collected over the lockdown period, whilst demand had soared, this service had still been able to operate. It was reported that this indicated that the pandemic had created a change in lifestyles and with more people at home, 'around the house' tasks may be carried out at a higher rate which generated waste. The Board noted that the rise in demand for bulky waste suggested residents were less inclined to fly-tip and disposed of their waste responsibly.

A councillor questioned whether there had been a positive impact as a result of compactors being used. The Director of Public Protection and Streetpride informed the Board that from April 2020 – March 2021 bulky waste statistics had increased and that the Waste Strategy report would provide an update on this.

A councillor questioned whether the HWRC was now operating a pre-covid levels. The Board noted that a booking system remained in place and that households were now limited to using the HWRC 12 times per

year. It was noted that the booking system ensured that on residents of Derby city were able to use the HWRC.

The Board resolved:

- 1. to note the contents of the report**
- 2. to request that an update on the results of the Grounds Maintenance team's audit is brought to the Board's meeting in January 2022.**

15/21 Work Programme 2021/22

The Board considered a report setting out the Terms of Reference and Remit of the Board.

The report provided Members of the Board with the opportunity to consider its terms of reference and remit for the forthcoming municipal year, its work programme for 2021/22 and any topic reviews.

The Chair suggested that a report on Allestree Hall Golf Course should be included on the Work programme for the Board's next meeting. This was agreed by the Board.

Resolved:

- 1. to note the information provided within the report.**
- 2. To add an item on Allestree Hall Golf Course to the Work Programme for the Board's meeting in November 2021.**

Minutes End.