



MERTHYR TYDFIL
County Borough Council
Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL

MINUTES OF MEETING

SCRUTINY : CUSTOMER SERVICES MEETING

MONDAY, 16TH FEBRUARY, 2015

PRESENT: Councillor D Roberts (**In the Chair**)

Councillors H Barrett, T Chaplin, J McCarthy, W R Smith and Raymond Thomas

Cooptees:

Robert Holdaway and Brian Lewis

Officers:

Jeremy Morgan (Head of Engineering), Jane Sellwood (Central Librarian), Val Steel (Waste Strategy Manager) and Richard Parry (Consultant for School Improvement)

Mair Morgan (Scrutiny / Democratic Services Officer)

ITEM NO.	AGENDA MATTER	DECISION
1030	Apologies for absence	No apologies for absence were received.
1031	Declarations of Interest (including whipping declarations)	Councillor W R Smith Declared his Interest in Item Five – Leisure Trust Update and Item 6 – Libraries Update as he is the Council's Representative on the Board for the Merthyr Tydfil Leisure Trust Limited.
1032	Consideration of Agenda items	The Committee considered in detail the items on the agenda.
1033	Alternative Service Delivery Model update	The Chair welcomed Jeremy Morgan and Val Steel to the Meeting. Jeremy Morgan made a Presentation to the Committee

		<p>referring in detail to:</p> <ul style="list-style-type: none"> • The Neighbourhood Services Department • Alternative Services Delivery Model (ASDM) for frontline Environmental Services • Progress to Date • Implementation • Phase 1 (2013/14) – Bereavement Services, Street Cleansing, Grounds Maintenance, Parks and Open Spaces • Phase 2 (2014/15) – Incorporation of Highways / Engineering and Waste Management • ASD Fleet Review • ASD Depot Review • Risks • ASD Budget Reductions / Efficiencies 2015/16 • ASD – Non Employee Related Budget Reductions 2015/16 • Next Steps <p>Questions were then raised by the Committee and were answered in detail by Jeremy Morgan and Val Steel.</p> <p>A Member also requested an update to the Committee later in the year in relation to highway maintenance.</p> <p>Jeremy Morgan advised that he would report back to the Committee on this matter.</p> <p>The Chair then thanked Jeremy Morgan for the Presentation and update to the Committee.</p>
1034	Leisure Trust update	<p>Councillor W R Smith having Declared his Interest in this Item left the Meeting.</p> <p>The Chair welcomed Jane Sellwood to the Meeting.</p> <p>Jane Sellwood referred the Committee to the update report that gave details of:</p> <ul style="list-style-type: none"> • Completed Tasks • To do <p>The Chair then thanked Jane Sellwood for the update to the Committee.</p>
1035	Libraries update	<p>Councillor W R Smith having Declared his Interest in this Item left the Meeting.</p> <p>Jane Sellwood made a Presentation to the Committee referring in detail to:</p> <ul style="list-style-type: none"> • <i>Welsh Public Library Standards:</i> • Customers and Communities - Core Entitlements • Access for All – Core Entitlements

		<ul style="list-style-type: none"> • Learning for Life • Leadership and Development • <i>How are we performing against the New Framework:</i> • Customer and Communities • Access for All • Learning for Life • Leadership and Development • Moving Forward <p>A Member then referred to usage by Schools.</p> <p>Jane Sellwood referred to the work undertaken with Schools and outlined the changes to the reading scheme.</p> <p>The Chair advised that he would raise this matter at the next Scrutiny and Audit Chair's Group Meeting</p> <p>Further questions were then raised by the Committee and were answered in detail by Jane Sellwood.</p> <p>The Chair then thanked Jane Sellwood for the Presentation and update to the Committee.</p> <p>Councillor Raymond Thomas left the Meeting at 3.00pm.</p>
1036	Waste Management update	<p>The Chair welcomed Val Steel to the Meeting.</p> <p>Val Steel made a Presentation to the Committee referring in detail to:</p> <ul style="list-style-type: none"> • The percentage of Municipal Waste reused, recycled or composted – National Strategic Indicator WMT/009(b) • The percentage of Municipal Waste sent to landfill – National Strategic Indicator WMT/004(b) • The percentage compliance with landfill allowance obligation • Projections in terms of targets over the next 3 years in relation to National Expectations • Key issues and risks and how these are being addressed • Communication Plan – Progress <p>Questions were then raised by the Committee and were answered in detail by Val Steel.</p> <p>The Chair thanked Val Steel for the Presentation and update to the Committee.</p>
1037	Scrutiny Referrals, Feedback and Follow up Actions	<p>Scrutiny and Audit Chair's Liaison Group Meeting</p> <p>The Chair updated the Committee in relation to the issues discussed at this Meeting.</p> <p>Timing of Pre-Meetings</p>

		The Committee agreed that in future Pre-Meetings be held prior to commencement of the Committee Meeting and that the Committee start time be amended to 2.30 pm.
1038	Reflection and Evaluation of Meeting	The Chair and the Committee reflected on the issues that had been raised.
1039	Forward Work Programme	The Committee agreed the Forward Work Programme.
1040	Any other business deemed urgent by the Chair	The Chair advised that there was no business deemed urgent.