

Wednesday, 7 April 2021

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## ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

You are summoned a meeting of the Environment Overview and Scrutiny Committee will be held remotely, via Cisco Webex on **Thursday, 15 April 2021 at 2.00 pm.**



Giles Hughes  
Chief Executive

To: Members of the Environment Overview and Scrutiny Committee

Councillors: Councillor Alaa Al-Yousuf (Chairman), Councillor Martin McBride (Vice-Chair), Councillor Richard Bishop, Councillor Jill Bull, Councillor Mike Cahill, Councillor Andrew Coles, Councillor Owen Collins, Councillor Harry Eaglestone, Councillor Ted Fenton, Councillor Gill Hill, Councillor Liz Leffman, Councillor Elizabeth Poskitt, Councillor Alex Postan and Councillor Ben Woodruff

Due to the current social distancing requirements and guidance relating to Coronavirus Regulations 2020 – Part 3 – Modification of meetings and public access requirements this meeting will be conducted remotely using Cisco Webex.

Members of the public will be able to follow the proceedings through a broadcast on [West Oxfordshire District Council Facebook account](#) (You do not need a Facebook account for this).

Recording of Proceedings – The law allows the public proceedings of Council, Cabinet, and Committee Meetings to be recorded, which includes filming as well as audio-recording. Photography is also permitted. By participating in this meeting, you are consenting to be filmed.

As a matter of courtesy, if you intend to record any part of the proceedings please let the Committee Administrator know prior to the start of the meeting.

# AGENDA

1. **Minutes of Previous meeting** (Pages 5 - 10)  
To consider the minutes of the meeting held on 11 February 2021.
2. **Apologies for Absence and Temporary Appointments**
3. **Declarations of Interest**  
To receive any declarations of interest from Councillors relating to items to be considered at the meeting, in accordance with the provisions of the Council's Local Code of Conduct, and any from Officers.
4. **Participation of the Public**  
Purpose:  
To receive any submissions from members of the public, in accordance with the Council's Rules of Procedure.
5. **Committee Work Programme 2020/2021** (Pages 11 - 14)  
Purpose:  
To provide the Committee with an update on its Work Programme for 2020/2021.  
Recommendation:  
That the Committee notes the work programme, provides comment where needed.
6. **Cabinet Work Programme** (Pages 15 - 20)  
Purpose:  
To give the Committee the opportunity to comment on the Cabinet Work Programme published on 23 March 2021.  
Recommendation:  
That the Committee decides whether to express a view to the Cabinet on relevant issues in its Work Programme.
7. **Environmental Services Innovation Programme - Presentation**  
Purpose  
To receive a verbal presentation on the Environmental Services Innovation Programme.  
Recommendation  
That the presentation be noted
8. **Environmental Services In-Cab Technology System** (Pages 21 - 28)  
Purpose  
This report presents Cabinet with a business case on the costs, benefits and risks of procuring an Environmental Services In-Cab Technology system and seeks approval to proceed in procuring the system using the capital budget of up to £140,000, which is set aside in the 2021-22 capital programme.  
Recommendations
  - a) That the business case be supported and approval granted for the allocation of up to £140,000 set aside in the capital programme for 2021-22, to be used to procure and implement the Environmental Services In-Cab Technology system from Yotta (including software licences and maintenance costs in year 1); and

- b) That it is noted that a proportion of the revenue savings in the Ubico contract costs of at least £50,000 p.a. will go to fund the software licences and maintenance costs of £34,103 per annum in years 2 – 4 of the contract inclusive.

9. **Members' Questions**

Purpose:

To receive questions from Members relating to the work of the Environment Overview and Scrutiny Committee. In order to ensure that appropriate information is to hand at the meeting, Members may wish to give notice of any questions through the Committee Officer.

Recommendation:

That Members' questions be dealt with as appropriate.

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## WEST OXFORDSHIRE DISTRICT COUNCIL

Minutes of the meeting of the **Environment Overview & Scrutiny Committee**  
held via video conferencing at **2 p.m. on Thursday 11 February 2021**

### PRESENT

Councillors: Alaa Al-Yousuf (Chairman), Martin McBride (Vice Chairman), Joy Aitman, Richard Bishop, Jill Bull, Andrew Coles, Owen Collins, Harry Eaglestone, Ted Fenton, Gill Hill, Liz Leffman, Elizabeth Poskitt and Alex Postan.

Also in attendance: Councillors Norman MacRae and Harry St John.

Officers in attendance: Jan Britton (Managing Director of Publica); Andy Barge (Group Manager – Strategic Support); Bill Oddy (Group Manager – Commercial Development), Laurence King (Lead Shared Flood Risk Management Engineer); Ness Scott (Climate Change Manager); and Amy Bridgewater-Carnall (Senior Strategic Support Officer).

Visitors attending: Beth Boughton, Managing Director, Ubico, and Robert Heath, Operations Director, Ubico.

### 26. MINUTES

**RESOLVED:** That the minutes of the meeting of the Committee held on 10 December 2020 be approved as a correct record and signed by the Chairman.

### 27. APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS

Apologies for absence were received from Councillor Woodruff and Councillor Joy Aitman substituted for Councillor Mike Cahill.

### 28. DECLARATIONS OF INTEREST

There were no declarations of interest received.

### 29. PARTICIPATION OF THE PUBLIC

Mr William Wareing addressed Members on Agenda Item 7, Christmas Floods in West Oxfordshire.

A copy of Mr Wareing's submission is attached as Appendix A to the original copy of these minutes.

### 30. DRAFT UBICO BUDGET AND BUSINESS PLAN

The Committee received a presentation from the Managing Director of Ubico, Beth Boughton and the Operations Director, Robert Heath.

The presentation covered Ubico's draft Budget and Business Plan and provided an overview of financing, operational matters and plans for the future of the business including carbon reduction.

Following the presentation, Ms Boughton and Mr Heath answered a range of questions from Members which are summarised as follows:

- The potential to extend the life of refuse vehicles, cannibalising existing vehicles and working with other shareholders to stretch the life of the fleet;

- A breakdown of the £7.5 million budget was managed and monitored by officers;
- The number of employees on the waste team was available and could be forwarded to Members;
- The options available should a move to electric vehicles prove expensive and the best way of investigating alternative fuel sources;
- References to 'teckal' company in the report may need clarifying for members of the public.

In response to a question from Councillor Ted Fenton, Councillor MacRae advised that the signwriting on the sides of refuse vehicles had been investigated and work would begin on transforming this at the end of the month weather permitting.

All Members thanked Ms Boughton and Mr Heath for attending and for providing a comprehensive overview of the service. In addition, they passed their thanks to all of the staff at Ubico for continuing to deliver an excellent and efficient service to residents of West Oxfordshire.

**RESOLVED:** That the presentation and discussion be noted.

31. FLOOD PREVENTION, DRAINAGE AND SEWERAGE INFRASTRUCTURE ISSUES & CHRISTMAS FLOODS IN WEST OXFORDSHIRE

Due to the overlapping nature of the two agenda items, the Chairman agreed to merge the discussions, enabling officers to answer queries on all of the cross cutting themes.

The Committee received a presentation from the Group Manager – Strategic Support on the work completed and data compiled so far following the floods experienced in December 2020.

The slides provided information considering the flooding that took place over Christmas 2020, the learning points taken from the event, along with the predictability and preparedness on the data available at the time. An overview was also given on the work undertaken to date, in particular the change in responsibilities following the floods in 2007 and plans to enhance the Out of Hours Service, improve Community Emergency Plans, review sand bunker locations and consider the provision of flood wardens.

The Lead Shared Flood Risk Management Engineer, Laurence King, addressed Members and provided an overview of the varying roles and responsibilities of the District Council and external partners. He advised that the Lead Local Flood Authority, Oxfordshire County Council, was the responsible body.

Councillor Leffman acknowledged that flooding had been a long standing issue and queried how the Council could get landowners to manage their ditches. She highlighted the instances of sewage coming up from Thames Water sewers and flooding properties and Members discussed how landowners could be engaged to act.

Mr King explained that the Thames Water situation had been on the Council's radar for a long time and one option available to councillors was better and more consistent lobbying. He recognised that officers were very active in making Thames Water take notice of local issues but reminded that the Council did not have any statutory powers over them, nor did the Local Lead Flood Authority. He did not feel that there was a lot that could be done until legislation changed.

With regard to the issue of ditches, Mr King advised that an agency agreement was in place with the County Council to enable WODC to take enforcement action if necessary. Officers did take action when locations were brought to their attention but highlighted that it could sometimes be difficult to prove ownership. He reminded Members to report any instances of blocked ditches to the Council.

Councillor Ted Fenton addressed Members and noted that Bampton had an Emergency Plan and hoped that Witney Town Council would be encouraged to create their own. Officers also provided clarification on the days that the Council was closed over the Christmas period and the out of hours standby arrangements.

Councillor Coles thanked all those involved on the night of the floods including the Fire Service, Ubico, Officers, and members of the public. He felt that lessons could be learned to enable a better, more coordinated response and asked for clarification on the temporary accommodation that had been made available during the incident.

Officers explained that evacuations were not carried out in the dark under clear advice and conversations with any households that flooded regularly or were at risk from flooding, would continue to take place. The meeting was also advised that a recent announcement from DEFRA had confirmed that grant aid would not be activated in this instance, as they did not feel that sufficient numbers of people had been affected. However, the Council continued to visit properties, where possible and offer help and advice on suitable products and quotes obtained.

Councillor Postan felt that community action was key to encourage preventative and remedial works to water-courses where surges or lack of flow could be encountered. He suggested that parish councils should be engaged and could be used as forums of information regarding landowners and problem areas.

With regard to riparian ownership, Mr King advised that all parish councils had been contacted previously but this channel of communication could be re-opened.

The Group Manager, Commercial Development, Mr Oddy, advised that he had been on site at Bridge Street on the evening in question, along with Mr Wilson and the Deputy Leader of the Council and echoed the thanks given to residents for assisting. He also reiterated the importance of the role that Parish and District Councillors had to play as community leaders.

Members discussed instances of flooding in their own wards and noted that this often appeared to be due to blocked drains. It was agreed that developing a plan at parish level would be helpful along with a reminder of sandbag storage location points. The issues with sluices along the River Windrush were discussed, the location of gauges and the cleaning of road gulleys.

Members recognised that new housing developments could lead to the displacement of water and officers should be conscious of surface water adding to flooding problems.

The Cabinet Member for the Environment, Councillor MacRae addressed the meeting and thanked everyone who had turned out to assist with the incident on 24 December. He noted the disappointment regarding the announcement on funding from DEFRA and agreed to speak to the Cabinet Member for Resources and officers about ways that the Council could assist with grant advice. He also looked forward to receiving the reports from the Environment Agency and the Lead Local Flood Authority.

The Chairman invited Mr Wareing to provide any closing comments and thanked him for attending and providing his viewpoint to the committee.

**RESOLVED:** That the presentation and discussion be noted.

32. COMMITTEE WORK PROGRAMME 2020/2021

The Committee was provided with an update on its work programme for 2020/21.

As detailed in the report and circulated to Members prior to the meeting, and update on the Bulk Waste Charges, advising that the issue had been subsequently considered by Cabinet in November. It was approved that the bulky waste collection standard number of items be increased from three to four as soon as practicable, with the fee remaining at £27.68 in the 2021-22 financial year. The fees would be considered by Council as part of the budget process on the 24 February 2021.

The Group Manager, Commercial Development addressed Members and outlined the upcoming Environmental Services Improvement Programme which aimed to deliver efficiencies and service improvements in the future. Members agreed that the officers leading on the project, Bill Oddy and Scott Williams, be invited to provide an overview at the next meeting.

In response to a query from Councillor Poskitt, Councillor MacRae advised that he would look into the potential of funding from the government for help in planning against future flooding and would look to advertise this through the Council's news page and social media channels. It was hoped this could help Councils to plan for better water management within their own area.

It was noted that a progress report on Air Quality was an annual item for the committee and would be factored in to a future work programme. With regards to the closure of recycling centres, this would be addressed in the Service Improvement Programme and the Electric Vehicle Charging Points report would be picked up by another committee.

In response to a query from Councillor Al-Yousuf, officers advised that a representative from the Local Lead Flood Authority could be invited to attend a future meeting and provide an overview of their role.

Councillor Leffman asked if an update on recycling data could be provided which was agreed.

The Climate Change Manager, Ness Scott addressed Members and provided an update on the Carbon Action Plan. Members noted that work had commenced on Leisure Centre improvements, starting with Witney ATP, Carterton Pavilion and ATP and Carterton Leisure Centre.

Having heard from officers, the Committee agreed that the Work Programme be updated as below.

**RESOLVED:** That the following items be added to the work programme for future meetings:

- a) Environmental Services Improvement Programme – add to April 2021
- b) Live Waste Data – add to April 2021
- c) Attendance by LLFA representative – invitation to be extended to April 2021 meeting



33. CABINET WORK PROGRAMME

The Committee received and considered the report of the Head of Democratic Services, which gave members the opportunity to comment on the Cabinet Work Programme published on 19 January 2021.

**RESOLVED:** That the report be noted.

34. MEMBERS' QUESTIONS

There were none received.

The meeting closed at 4.28 pm

CHAIRMAN

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# Agenda Item 5

 <p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>	<p>WEST OXFORDSHIRE DISTRICT COUNCIL</p>
<p>Name and date of Committee</p>	<p><b>Environment Overview and Scrutiny Committee – 15 April 2021</b></p>
<p>Report Number</p>	<p><b>Agenda Item No. 5</b></p>
<p>Subject</p>	<p><b>Committee Work Programme 2020/2021</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Cllr Alaa Al-Yousuf, Chairman Environment Overview and Scrutiny Committee Email: <a href="mailto:alaa.alyousuf@westoxon.gov.uk">alaa.alyousuf@westoxon.gov.uk</a></p>
<p>Accountable officer</p>	<p>Amy Bridgewater-Carnall, Senior Strategic Support Officer Tel: 01993 861522 Email: <a href="mailto:democratic.services@westoxon.gov.uk">democratic.services@westoxon.gov.uk</a></p>
<p>Summary/Purpose</p>	<p>To provide the Committee with an update on its Work Programme 2020/21.</p>
<p>Annexes</p>	<p><a href="#">Annex 1</a> - Work Programme for 2020/2021</p>
<p>Recommendation</p>	<p>That the Committee notes the work programme, provides comment where needed.</p>
<p>Corporate priorities</p>	<p>To enable the Committee to review its Work Programme and support the Council's priorities to protect the environment whilst supporting the local economy, to meet the current and future needs of residents and to provide efficient and value for money services, whilst delivering quality front line services.</p>
<p>Key Decision</p>	<p>No</p>
<p>Exempt</p>	<p>No</p>
<p>Consultees/ Consultation</p>	<p>None</p>

## **1. BACKGROUND**

- 1.1. At the May meeting the Committee gave consideration to the development of its Work Programme for the year having regard to the changes to the approach to scrutiny work adopted by Council on 22 October 2008.

## **2. MAIN POINTS**

- 2.1. At the last Environment Overview and Scrutiny Committee, a new style work programme was considered and adopted. This is made up of a number of regular updates covering areas of work that fall into the scrutiny committees' remit.
- 2.2. Members are asked to consider the programme, attached at [Annex I](#), along with the Cabinet work programme, and decide if there are any items that they wish to scrutinise in particular.
- 2.3. Once considered, the Committee can decide whether to submit formal comments or recommendations to the Cabinet as they see fit.
- 2.4. In addition to the items contained in the Work Programme there will still be the opportunity to bring forward one-off reports and papers on particular issues of interest to the Committee but it will also be necessary to maintain a general overview of the ways in which external agencies are responding to community concerns. The inclusion of a standing agenda item for Members' questions also provides the opportunity to raise relevant issues.
- 2.5. Flood Prevention, Drainage & Sewerage Infrastructure Issues: this item is listed for consideration at the meeting but as yet, no update has been received.
- 2.6. Council 28 October 2020 – Bulk Waste Charges: Members may wish to consider the request put forward at the Council meeting from Councillor Enright, during consideration of the Bring Sites report (Minute number 38.7). Councillor Enright asked if the Environment Overview & Scrutiny Committee could reconsider the charges as part of its work programme.

## **3. FINANCIAL IMPLICATIONS**

- 3.1. There are no financial implications arising directly from this report.

## **4. LEGAL IMPLICATIONS**

- 4.1. None

## **5. RISK ASSESSMENT**

- 5.1. Not applicable

## **6. CLIMATE CHANGE IMPLICATIONS**

- 6.1. Whilst there may be climate change implications arising from specific items within the Work Programme, there are none arising directly from this report.

## **7. ALTERNATIVES/OPTIONS**

- 7.1. In accordance with the Constitution of the Council, Committee has the power to investigate any matters it considers relevant to its work area, and to make recommendations to the Council, the Executive or any other Committee or Sub-Committee of the Council as it sees fit.

## **8. BACKGROUND PAPERS**

- 8.1. Non

15 April 2021

	Title	Format	Lead Officer / Cabinet Member	Next report / Anticipated Completion Date	Comments
1	Environmental Services Improvement Programme	Report	Bill Oddy / Scott Williams / Cllr MacRae		To provide an overview of the project and enable to the committee to decide which areas they wish to scrutinise
2	Lead Local Flood Authority Update – deferred to June Committee	Q&A session	Oxfordshire County Council	10 June 2021 – deferred due to staffing changes at OCC	OCC to be invited to attend in June to provide an update on their role and responsibilities
3	Environmental Services Innovation Programme	Presentation / briefing	Bill Oddy / Scott Williams / Cllr MacRae		Presentation on the Environmental Services Innovation Programme
	In Cab Technology Report	Report	Scott Williams		To provide an overview of the report to Cabinet 21.4.21

10 June 2021

Title	Format	Lead Officer / Cabinet Member	Next report / Anticipated Completion Date	Comments

Regular Reports	Frequency	Next Meeting Date
Update on Carbon Action Plan – Ness Scott and Councillor Harvey (Cabinet Work Programme number 3)	Every meeting	April 2021
Flood Prevention, Drainage & Sewerage Infrastructure Issues - Councillor MacRae / Laurence King	As required	
Air Quality	Annual report	TBC

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**Suggestions for future workstreams**

Adoption of Oxfordshire Electric Vehicle Infrastructure Strategy	No	No	Cabinet	24 March 2021	Strategy Document	
Consideration of a request from Woodstock Town Council to authorise the Town Council to apply to Natural England for the statutory designation of the Woodstock Water Meadows as a Local Nature Reserve	No	No	Cabinet	24 March 2021	None	

Update from representative on relevant Cabinet Advisory Group for Environment – if appropriate.

 <b>WEST OXFORDSHIRE DISTRICT COUNCIL</b>	<b>WEST OXFORDSHIRE DISTRICT COUNCIL</b>
Name and date of Committee	<b>Environment Overview and Scrutiny Committee – Thursday 15 April 2021</b>
Report Number	<b>Agenda Item No. 6</b>
Subject	<b>Cabinet Work Programme</b>
Wards affected	All
Accountable members	Michele Mead, Leader of the Council <a href="mailto:michele.mead@westoxon.gov.uk">michele.mead@westoxon.gov.uk</a>
Accountable officer	Keith Butler Head of Democratic Services Tel: 01993 861521 Email: <a href="mailto:keith.butler@westoxon.gov.uk">keith.butler@westoxon.gov.uk</a>
Summary/Purpose	To give the Committee the opportunity to comment on the Cabinet Work Programme published on 23 March 2021.
Annexes	<a href="#">Annex 1 – Cabinet Work Programme published 23 March 2021.</a>
Recommendation	That the Committee decides whether to express a view to Cabinet on relevant issues in the Work Programme for the period.
Corporate priorities	To maintain and enhance West Oxfordshire as one of the best places to live, work and visit in Great Britain and to meet the current and future needs of residents.
Key Decision	No
Exempt	No
Consultees/ Consultation	None

## **1. BACKGROUND**

- 1.1. The Cabinet Work Programme is produced on a monthly basis in accordance with the requirements of the Local Government Act 2000, the Council's Constitution and the Regulations relating to publicity for Cabinet decisions that came into force on 10 September 2012. The programme sets out the Cabinet's work programme for the following three months, as applicable.
- 1.2. The programme [published on 23 March](#), covering the period to June 2021 is included in the [Annex to this report](#), for comment.

## **2. FINANCIAL IMPLICATIONS**

- 2.1. There are no financial implications arising directly from this report.

## **3. LEGAL IMPLICATIONS**

- 3.1. None

## **4. RISK ASSESSMENT**

- 4.1. Not applicable

## **5. ALTERNATIVES/OPTIONS**

- 5.1. The Committee may take such action as it considers appropriate within its terms of reference

## **6. BACKGROUND PAPERS**

- 6.1. None



## Cabinet Work Programme published 23 March 2021


No.	Proposed Decision and (if applicable) reason(s) the matter is proposed to be considered in private	Key Decision (Yes/No)	Likely to be considered in private (Yes/No)	Decision-maker	Date of Decision	Documents	Notes
1.	Approval to use allocation of up to £140,000 from the Capital programme to procure and implement environmental service system with In-Cab technology in partnership with Ubico	Yes	No	Cabinet	21 April 2021	None	Will first be considered by Environment Overview and Scrutiny Committee 15 April 2021
2.	Approval of revised Publica Business Plan for 2020/22	Yes	No	Cabinet	21 April 2021	None	Will first be considered by Finance and Management Overview and Scrutiny Committee
3.	Approval of the allocation of the car parking fund set aside for works associated with the Parking Strategy	No	No	Cabinet	21 April 2021	None	
4.	Approval of support for the establishment of a Growth Board Environment Advisory Group, endorsement of the Oxford to Cambridge Arc Environmental Principles; and support for the development of an Arc Environment Strategy	Yes	No	Cabinet	21 April 2021	None	
5.	Approval of the Oxfordshire Strategic Vision in order to inform future plan and strategy development in Oxfordshire	Yes	No	Cabinet	21 April 2021	None	

No.	Proposed Decision and (if applicable) reason(s) the matter is proposed to be considered in private	Key Decision (Yes/No)	Likely to be considered in private (Yes/No)	Decision-maker	Date of Decision	Documents	Notes
6.	Approval of draft West Eynsham Development Framework Supplementary Planning Document (SPD) for consultation	No	No	Cabinet	26 May 2021	Consultation draft	
7.	Approval of upgrade to West Oxfordshire's public space CCTV provision and monitoring arrangements	Yes	No	Cabinet	26 May 2021		Considered by Economic & Social Overview and Scrutiny Committee on 19 November 2020
8.	Approval of proposed standard fees for Legal and Estates	No	No	Cabinet	26 May 2021	None	
9.	Appointment of representatives on outside bodies for 2021/2022	No	No	Cabinet	26 May 2021	None	
10.	Proposed support for Gloucester City entering into the Ubico partnership and becoming an equal partner	Yes	No	Cabinet	26 May 2021	None	
11.	Approval of proposed Covid-19 Rent Policy for the Council's Commercial Tenants	Yes	No	Cabinet	26 May 2021	None	
12.	Approval of North Witney Development Framework Supplementary Planning Document (SPD) Issues Paper for Consultation	No	No	Cabinet	16 June 2021	None	
13.	Approval of East Witney draft Supplementary Planning Document for consultation	No	No	Cabinet	16 June 2021	None	

No.	Proposed Decision and (if applicable) reason(s) the matter is proposed to be considered in private	Key Decision (Yes/No)	Likely to be considered in private (Yes/No)	Decision-maker	Date of Decision	Documents	Notes
14.	Approval of Oxfordshire Plan 2050 for consultation purposes	No	No	Cabinet	16 June 2021	None	
15.	Approval of Community Facilities Grants	Yes	No	Cabinet	16 June 2021	None	

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# Agenda Item 8

 <p><b>WEST OXFORDSHIRE DISTRICT COUNCIL</b></p>	<p><b>West Oxfordshire District Council</b></p>
<p>Name and date of Committee</p>	<p><b>Environment Overview and Scrutiny Committee: Thursday 15 April 2021</b></p>
<p>Report Number</p>	<p><b>Agenda Item No. 8</b></p>
<p>Subject</p>	<p><b>Environmental Services In-Cab Technology System</b></p>
<p>Wards affected</p>	<p>All</p>
<p>Accountable member</p>	<p>Councillor Norman MacRae, Cabinet Member for Environment; Email: <a href="mailto:norman.macrae@westoxon.gov.uk">norman.macrae@westoxon.gov.uk</a></p>
<p>Accountable officer</p>	<p>Scott Williams, Business Manager – Waste Email: <a href="mailto:scott.williams@publicagroup.uk">scott.williams@publicagroup.uk</a></p>
<p>Summary/Purpose</p>	<p>To present the business case on the costs, benefits and risks of procuring an Environmental Services In-Cab Technology system and offer the Committee the opportunity to comment to Cabinet on the seeking of approval to proceed in procuring the system using the capital budget of up to £140,000, which is set aside in the 2021-22 capital programme.</p>
<p>Annex</p>	<p>None</p>
<p>Recommendation</p>	<p>That the Committee decides whether it wishes to comment to Cabinet on the recommendations anticipated to be considered at its meeting on 21 April, as set out in <a href="#">paragraph 2.6</a> of this report.</p>
<p>Corporate priorities</p>	<p>The proposal contained within this report supports the Council priority: Climate Action - Leading the way in protecting and enhancing the environment by taking action locally on climate change and biodiversity.</p>
<p>Key Decision</p>	<p>Yes</p>
<p>Exempt</p>	<p>No</p>
<p>Consultees/ Consultation</p>	<p>Councillor Norman MacRae and Senior Council and Publica Officers.</p>

## **I. BACKGROUND**

- 1.1. Ubico Ltd which performs the environmental services (waste, recycling, trade waste and container deliveries) on behalf of the Council uses mainly manual processes to support them in undertaking their duties. These manual processes are resource intensive and there is the opportunity for mistakes to happen which affect the service received by our customers and add to the costs being paid for by the Council – such as returning to missed collections.
- 1.2. A piece of work was commissioned by Cotswold District Council in 2018 on behalf of a number of partners including West Oxfordshire, to examine the business case for procuring an Environmental Services Management System with In-Cab Technology.
- 1.3. Following the completion of the initial procurement exercise, further partners wishing to procure the system are able to call-off a contract on the same terms, rather than having to complete a separate procurement with increased cost and time.

### **Environmental Services System with In-Cab Technology**

- 1.4. In-Cab Technology is a widely used system available on the market which allows live data to be viewed and updated by teams involved in delivering environmental services. The driver of a waste collection round would use a touch-screen display with clear, simple icons to view everything the crew needed to know about their route. The built-in GPS provides vehicle tracking and also ensures the display shows only the premises/jobs of immediate interest. The round each crew collects from is pre-loaded onto the system and the crew then have to click to confirm they have completed collections from each location.
- 1.5. Each individual property is listed, i.e. houses 1 – 20 on The High Street using the Local Land Property Gazetteer (LLPG) unique property reference numbers, which enables crews to indicate if a property has not presented waste, a bin is contaminated, side waste has been left etc.
- 1.6. Assisted collections can be highlighted and where there have been problems i.e. a repeat missed collection, an address can be flagged and crews can be required to positively mark that they have collected from that property before the screen allows them to move onto the next location.
- 1.7. Crews benefit from faster round completion by having an on screen map of roads & properties to collect from, which is particularly useful for drivers/crew members who are unfamiliar with the round and/or agency staff covering holidays/sickness. The system reduces the need for local knowledge and prevents a large amount of human error which results in recalls for missed collections decreasing. In addition, the system eliminates large amounts of paperwork having to be completed by drivers such as vehicle check sheets and round problem sheets, as everything can be done using the tablets.
- 1.8. Back-office staff see information reported from the In-Cab tablets in real time, not needing to wait until the end of day when round problem sheet paperwork is returned and entered on to the system manually. This means that they can respond quickly to customer services and provide feedback on customer requests or complaints, a stage that is frequently missing at present. Customers receive a much improved level of service, missed collections significantly reduce which lowers call volumes and as a result, and costs to the Council are also significantly reduced.

- 1.9. Using bespoke software designed for domestic waste, crews can view and complete their daily work, job by job. Changes to a crew's work plan can be made "on the fly" allowing jobs to be quickly reassigned from crew to crew during times of vehicle breakdown for example.
- 1.10. On screen information is also available about gate access codes, multiple bins, other special arrangements and important health and safety guidance. This is all linked in real time to the back office system which has in built navigation, complete with low bridge, weight/width restrictions alerts, guides the crew through their working day to tipping points, depots and other key locations.
- 1.11. Crews can quickly record completed work, service exceptions such as bins not out, contamination, blocked access to streets/premises and this is relayed straight to the Salesforce system at the Council and the Ubico depot. This is as opposed to the current method of recording everything manually on problem sheets which are handed in at the end of the day.
- 1.12. Pre-set and ad-hoc messages can be sent between the crews from the In-Cab computer to the back office team and vice versa.
- 1.13. In addition to information being recorded about the service, vehicle safety inspections can be completed and the crew can electronically record minor and major defects and log rectification times. They can also record start and end of day time and mileage readings to assist with periodic rounds optimisation initiatives.
- 1.14. The waste and recycling services utilises over thirty operational vehicles, most of which would benefit from using an In-Cab system. The system is web-based and customer services teams can see live data, see where crews are and the time they were at each location (with usually just a short delay).

## 2. MAIN POINTS

- 2.1. Cotswold District Council (CDC) has procured and implemented an Environmental Services Management System with In-Cab Technology from Yotta.
- 2.2. The CDC system was integrated with Salesforce this year and is now in the process of enabling the benefits to be realised as outlined in the business case. This means there is now the opportunity for West Oxfordshire District Council to purchase the system, using the set aside capital funding of £140k.
- 2.3. The implementation of this system would offer a number of financial, service related and carbon reduction benefits to the Council and Residents as follows:

### **Benefits to the Customer:**

- Fewer missed collections as a result of more accurate information to direct the crews; this is particularly the case if agency crews are covering annual leave, staff sickness, or if crews are redirected to complete another round due to vehicle breakdown etc.
- Fewer missed collections for vulnerable residents with health or mobility issues requiring Assisted collections, which will be specifically identified on the Mobile tablet that the crews will use.
- Customer can view, via the online form (or Customer Services can advise), why their bin was not collected, which will display a red flag against the reason for non-collection e.g. broken lid, bin not presented.
- The Customer receives a quicker response to their enquiry or service request as Customer Services have access to more accurate and more up-to-date

information (the Mobile digital Tablets sync with Alloy, the back office system, every 15 minutes).

#### **Benefits to Ubico:**

- Crews have accurate, up-to-date information on collection rounds, issues and special requirements such as assisted collections or coded access for communal bin stores. This greatly reduces the risk of missed collections occurring.
- Accurate up-to-date information promotes continuity of service where crews may be unfamiliar with a particular round e.g. covering for annual leave and/or sickness, or if agency crews are required.
- Reduction in mileage completed, as the system guides crews precisely around their collection route. This will have a direct benefit in reducing fuel used, vehicle wear and tear and associated reduced carbon benefits.
- Reduction in spurious missed bin reports, as non-presented bins, lockouts etc. will be supported with photographic evidence; this will reduce the incidence of return journeys to collect (genuine missed bin reports may be more easily discerned).
- Reduction in 'missed misses' – in some cases, properties are particularly difficult to locate, these can be accurately plotted on the Mobile system to guide a crew to precise locations.
- Locations where particular care is required can be easily added to the system e.g. close to schools, blind corners, reversing manoeuvres.
- Crews' reliance on paper based recording largely eliminated as all information for completion of rounds will be carried on the digital tablet. This will reduce the risk of driver/crew error.
- Two-way communication between crews, back office and Customer Services.

#### **Benefits to the Council:**

- Reduced missed collections – increasing customer satisfaction and reducing the significant operational cost (staff time, fuel etc) of returning for missed collections. Estimated at c£50k p.a. if missed bin return journeys are reduced by 75%.
- Fewer calls to Customer Services – as a result of fewer missed collections
- Fewer 'missed bin' reports from the customer, as the online form will clearly state why a container has not been collected e.g. broken lid, bin not presented. This should result in a reduction in spurious missed bin reports.
- Customer Services will have quicker access to information regarding waste collections e.g. that a bin was contaminated, not presented, that the crew is delayed etc. This will help to resolve more enquiries at first point of contact without the need to contact Ubico or Waste Services' back office staff or call the customer back.
- Two-way communication between crews, back office and Customer Services.

2.4. To achieve the financial and non-financial benefits of introducing the system, the Council will need to adopt a policy of not returning to collect missed bins/recycling containers due to lack of presentation by the householder. Whilst the current Environmental Services Policy does put the onus on residents to present their waste and recycling containers by 6am on their correct scheduled collection day, it does



not explicitly state that collection crews will not return to properties where they have not been presented on time. In support of introducing an In-Cab System, this stipulation would be added as part of updating the Environmental Services Policy.

- 2.5. The Publica Technical Design Authority (TDA) reviewed the proposal as part of the procurement exercise and concluded that 'the Yotta In-cab solution has good APIs (application programming interfaces) for integration'. They felt that 'whilst there would be the requirement of integration investment to link the solution to Salesforce, from a technical perspective they are happy with this solution'.
- 2.6. The recommendations anticipated to be included in the report to Cabinet for its meeting on 21 April are (a) That the business case be supported and approval granted for the allocation of up to £140,000 set aside in the capital programme for 2021-22, to be used to procure and implement the Environmental Services In-Cab Technology system from Yotta (including software licences and maintenance costs in year 1); and (b) that it be noted that a proportion of the revenue savings in the Ubico contract costs of at least £50,000 p.a. will go to fund the software licences and maintenance costs of £34,103 per annum in years two to four inclusive of the contract.
- 2.7. The Committee is invited to comment to Cabinet on those recommendations if it wishes.

### 3. FINANCIAL IMPLICATIONS

- 3.1. A full EU compliant procurement process was completed by Cotswold District Council, which named West Oxfordshire District Council as a potential future partner wanting to procure the same system, and so there is a facility in place for contract call-off, without the need to complete a separate procurement.
- 3.2. Officers have set out the proposed Council requirement for refuse, recycling, food, garden waste and trade refuse collections and container deliveries to Yotta and they have provided a quote based on the same terms as the CDC procurement of **£229,900** over a four year contract period.
- 3.3. This cost is made up of a one-off capital cost of **£127,591** in year 1 for the hardware and software needed to set the system up and the licences, then **£34,103** revenue for each of the following three years for maintenance and licences to operate the system totalling **£229,900**.
- 3.4. In the period 1 January to 31 December 2019 (pre-pandemic), the Council received 4,471 reports of missed collections from residents.
- 3.5. Ubico has calculated a round trip from the Downs Road Depot to Witney is four Miles = £19.11 in operating costs. Downs Road to Great Rollright (Round Trip of 40 Miles) = £127.38. The average of these = £73.24.
- 3.6. Taking account of the fact that a large proportion of missed collections are returned to while collection crews are out completing their rounds, it is sensible to take a conservative estimate of each missed collection costing the Council £15 and on the basis that a large proportion will be prevented, it would equate to an estimated saving of approximately £67,000 p.a.
- 3.7. By comparison, if 75% of missed collection return journeys were eliminated then the estimated saving would be £50,000 p.a.
- 3.8. Comparing this whole-life system cost £229,900 including a small contingency of £10,100 (£240,000) and offsetting the anticipated saving of eradicating a large proportion of missed collections (£67,000), the estimated payback period of

procuring the Yotta system would be approximately **4 years**, so it would be fully paid back within the life of the contract.

- 3.9. If 75% of missed bins were eradicated, then the comparison anticipated saving of £50,000 would result in an estimated payback period of **8 years** because of having to take into account the annual software licences and maintenance costs of £34,103 p.a.
- 3.10. However, both costs estimates are based on each missed collection costing the Council £15 currently and in addition, it's likely that further savings could be made by realising process efficiencies which if cashable, would benefit in accelerating the payback period or providing additional savings in time/resources.
- 3.11. For the purposes of presenting a conservative cost/benefit analysis, these potential savings have not been taken into account. Following implementation of the In-Cab system, a systems and process review would be completed by officers to identify the secondary benefits and opportunities available.
- 3.12. The Council experienced significant problems during the waste service operational and contract changes in October 2017, which highlighted the need to track services and effectively manage missed collections. Whilst services have improved since that implementation, an In-Cab system provides the opportunity to further improve service standards for residents and reduce the cost of failure for the Council.
- 3.13. Once the system was in place and the benefits realised, there may be further opportunities such as integrating the street cleansing or grounds maintenance services, but given the significantly smaller resources used in these areas, this would be presented as a separate business case, with a full appraisal of the costs versus benefits.

#### **4. LEGAL IMPLICATIONS**

- 4.1. Any legal implications associated with this proposal are covered in the Council's finance and procurement regulations.

#### **5. RISK ASSESSMENT**

- 5.1. All risks surrounding the implementation of the Environmental Services System with In-Cab Technology for Cotswold District Council were fully mitigated and the system was successfully integrated with Salesforce and launched, so as the Council uses the same system (Salesforce) and the same service provider (Ubico), there is no reason to assume that any risks couldn't be similarly mitigated.
- 5.2. If approval is provided for the Yotta system to be procured, then a dedicated Project Board (supported by a Project Team) will be configured to provide the necessary governance for the implementation and identify, oversee and manage any risks accordingly.

#### **6. CLIMATE CHANGE IMPLICATIONS**

- 6.1. The introduction of an In-Cab system would reduce the mileage required to be completed by Ubico, because it would guide the crew around their collection route and would largely eliminate mistakes. This would have a direct benefit in reducing the fuel used and associated carbon usage. In addition, it's likely that the Council would see missed collections reduce meaning that return journeys to collection areas would not need to be made, which would again contribute in lowering the fuel and carbon usage.

#### **7. ALTERNATIVE OPTIONS**

7.1. The alternative to procuring an Environmental Service In-Cab Technology system would be to continue with the current method of service delivery.

**8. BACKGROUND PAPERS**

8.1. None.

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