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4 December 2024

Dear Councillor,

**Health, Wellbeing, & The Community Scrutiny Committee**

**6:00pm, Monday 16 December 2024**

**Esperance Room, Civic Centre, Cannock**

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,



**T. Clegg**  
**Chief Executive**

To: Councillors:

Prestwood, F. (Chair)  
Dunnett, M. (Vice-Chair)

Bancroft, J.	Fisher, P.
Boulton, C.	Jones, V.
Cartwright, S.	Page, H.
Craddock, R.	Samuels, G.
Elson, J.	

Staffordshire County Council Appointee for the purposes of the Committee's Statutory Functions under the National Health Service Act 2006:

- County Councillor P. Hewitt

Independent Co-opted Representative:

- Healthwatch Staffordshire

# Agenda

## Part 1

### 1. Apologies

### 2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

- (i) To declare any interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.
- (ii) To receive any Party Whip declarations.

### 3. Minutes

To approve the Minutes of the meeting held on 15 October 2024 (enclosed).

### 4. Statutory Health Scrutiny Items

#### (i) Staffordshire County Council's Health and Care and Overview Scrutiny Committee

Please refer to Staffordshire County Council's [website](#) for details of all recently held meetings of the Health and Care Overview & Scrutiny Committee. Alternatively, the Chair may provide verbal updates on any recent meetings attended.

### 5. Quarter 2 2024-25 PDP Progress Report - Health, Wellbeing and the Community

To receive the Quarter 2 2024-25 PDP Progress Report - Health, Wellbeing and the Community (Item 5.1 - 5.16).

### 6. Streetscene and Natural Environment Update

To receive an update from the Head of Operations.

### 7. Review of the Work Programme - 2024/25

To receive a brief update from the Head of Wellbeing regarding the Review of the Anti-Social Behaviour Policy Working Group.

**Cannock Chase Council**  
**Minutes of the Meeting of the**  
**Health, Wellbeing and The Community Scrutiny Committee**

**Held on Tuesday 15 October at 6:00 p.m.**

**Esperance Room, Civic Centre, Cannock**

**Part 1**

**Present:** Councillors:

Prestwood, F. (Chair)  
Bancroft, J.     Jones, V. (arrived later)  
Boulton, C.     Samuels, G.  
Fisher, P.

Also present: County Councillor P. Hewitt, Staffordshire County Council.

**8. Apologies**

Apologies for absence were received from Councillors R. Craddock and G. Hughes (Substitute). Apology also received from G. Whitehouse, Head of Regulatory Services.

**9. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations**

No declarations of interests in additions to those already confirmed by Members in the Register of Members Interests were made.

**10. Minutes**

Arising from consideration of the Minutes, the Head of Wellbeing would liaise with Healthwatch Staffordshire with a view to seeing if a representative would be attending future meetings.

**Resolved:**

That the Minutes of the meeting held on 2 July 2024 be approved.

**11. Statutory Health Scrutiny Items**

**Update - Staffordshire County Council's Health and Care Overview and Scrutiny Committee**

The Chair reported on recent meetings that he had attended. West Midlands Ambulance Service had been invited and discussed their performance update which included staffing over the Christmas period, and information relating to the registering of defibrillators in the district. He confirmed that the registering of defibrillators and information for those in the district was available to view through the British Heart Foundation website: [www.defibfinder.uk](http://www.defibfinder.uk)

The Chair also reported that the Healthwatch Staffordshire Year 2 Progress Update report had been received that highlighted the progress for the second year around services such as adult social care, primary care etc.

The Staffordshire County Council Member alluded to and expressed his concern around the continued closure of the Minor Injuries Unit (MIU) at Cannock Hospital. He reported that the County Council had scrutinised this on several occasions and he had discussed this issue with both the Chair of the Health and Care Overview & Scrutiny Committee and the Cabinet Member who had suggested that the Chief Executive of the Royal Wolverhampton NHS Trust be invited to a meeting at Cannock Chase Council.

(Councillor V. Jones joined the meeting).

The Staffordshire County Council Member then reported that with the MIU closed and no emergency care available within the district, local people would have to travel to access this. He suggested that the Trust needed to be challenged about this.

A Member added to the discussion and reported that Cannock Hospital would now only carry out elective surgeries. She referred to the NHS Long Term Plan and discussed the implementation of urgent treatment centres and x-ray facilities and questioned how this would fit with Cannock Hospital.

**Resolved:**

That the Head of Wellbeing extend an invite to the Chief Executive Officer of the Integrated Care Board/Integrated Care Partnership to attend a future meeting to discuss the MIU at Cannock Hospital.

## 12. Presentation

The Head of Operations and Waste & Engineering Services Manager gave a presentation on the Waste and Commercial Services.

Slides were shown that provided information on the structure of the Operations team, and the service structure which included a new contract being awarded to Biffa to start from 1 April 2025, kerbside waste collection service having been outsourced since 2016 and being a Member of the Staffordshire Waste Partnership (SWP).

Information was then shown to Members on the Cannock Chase Waste Collection Service. This included operating a twin stream collection service, providing a chargeable garden waste collection service with an annual subscription fee of £38.50 which was the second lowest cost in Staffordshire, the current contract performance was excellent, and the contract was currently in a period of mobilisation ready for the April 2025 launch.

A slide was shown to Members that provided details of the current performance and included details around missed collections, informal complaints/queries, those upheld, formal complaints including those upheld, garden waste subscriptions and garden waste income.

Members were then shown a slide around future waste sector challenges.

*Q. At this point a Member asked about auto renewals in terms of the chargeable garden waste collection service. The Head of Operations reported that the Council did not operate an auto renewal service due to several reasons including that of retaining data. He explained*

*that an alert would be sent out to customers via the way in which they signed up to the scheme, which would be through either email or text message.*

*In response to a question from a Member and The Staffordshire County Council Member who had referred to a previous slide showing the garden waste income of £868,367. They asked that whilst the target had been set to cover costs, what was the cost of the actual collections. The Head of Operations explained that there was a set cost of £38.50 for the service. However, this did not completely cover the cost.*

Members were shown a slide around food waste collections. The service was due to be introduced in 2026 and would affect households in the District. Funding would cover two caddies and additional vehicle costs, and capital funding had been agreed. All affected local authorities would need to wait until the Government's October budget to see if this would still go ahead.

*Q. In response to a Member question, the Waste and Engineering Services Manager advised that food waste would be collected on a weekly basis. He reported that he would be meeting with the Cabinet with a view to arranging a workshop to discuss how this would operate and to provide further information in order that Members were more clearly informed when dealing with their constituents. The Head of Operations also indicated that a group would be established through Scrutiny.*

The Head of Operations advised that the food waste would be sent to the Anaerobic Digestion facility at Biffa. The Waste and Engineering Services Manager provided further detail of the process that occurred with food waste explaining that energy would be created, and the liquid element of the waste would be packaged up and sent to farmers to use.

In view of this, the Head of Waste and Engineering suggested that a visit could be arranged to the facility if Members were interested.

A slide was then shown explaining EPR (Extended Producer Responsibility). This was applied to packaging manufacturers with legislation being brought in to tackle the £1.2-£1.7 billion cost to the taxpayer. EPR costs would be implemented in 2025, and fees were yet to be decided. Service impacts included collection, transportation, and separation of material. The Council would be able to claim back costs but it was unclear if this would be full costs.

*Q. A Member referred to the slide and the potential increase in packaging since being able to shop on the internet. The Head of Operations responded and advised that businesses who used packaging would be taxed in an attempt to reduce the amount they were using on products. He advised that the income from taxing businesses should go to Local Authorities, however the income would be determined by the Government who would assess if the Council had worked well.*

Members were then shown a slide explaining DRS (Deposit Return Scheme). This would be introduced in 2027 to increase recycling rates of drinks containers and reduce littering. It was likely that recycling would reduce due to the impact of the public use of the scheme. Local Authorities would be able to redeem any cans and plastic bottles that were collected in household waste.

*Q. In response to a question the Waste and Engineering Services Manager was not sure how the containers would be separated. He also responded to a further question around recycling and the public having to drive to find somewhere with a DRS. He advised that*

*people needed to be communicated with and to some degree some further education around this. It was hoped that by putting this in place now, it would help future generations.*

*The Head of Operations responded and suggested that the driver for the scheme would be the deposit which would be redeemable in the supermarket. He then further discussed residual collections and reported that Wales had been named the second-best country in the world for recycling.*

*Q. In response to a Member question, the Head of Operations reported that the scheme was operated by the vendor. He explained that supermarkets would have the machines in place and plastic bottles could be returned. The consumer would be provided with a credit that would be redeemable. This would have an impact upon those materials sorted at the plant and therefore income would not be received as only 'rubbish' would be sorted. However, any bottles placed in the blue bins would ensure that the Council received the credits.*

*Q. A Member referred to the recycling rates and the impact of the DRS on this. He asked if there was a risk that recycling could reduce, and the Council could be overpaying for the service provided by Biffa. The Waste and Engineering Services manager responded and appreciated the situation and advised that discussions had been had.*

A final slide was shown that provided information about ETS (Emissions Trading Scheme). The ETS launched in January 2021 after leaving the EU ETS and the scheme was set to manage emissions in energy intensive sectors including waste. The idea was to reduce emissions by setting a cap and allowances being made up to the cap for each unit of emission, and the sector had been adaptable to these challenges and would have to continue to be as the waste sector continues to change. Carbon credits which could be claimed were worth between £10 - £30 but the market could be volatile

*Q. In response to questions from Members, the Head of Operations explained the 'circular economy model' where the life cycle of products was extended, and advised Members how carbon credits worked, reporting that if the plant was efficient, then more credits would be received.*

The Head of Operations also discussed with Members the loss of the incinerator that was now located in South Staffordshire, how the public needed to become more involved and also how technology would continue to change the waste industry.

### **13. Review of the Work Programme - 2024/25**

The Head of Wellbeing reported that Members of the Review of the Anti-Social Behaviour Policy Working Group had met on two occasions. The first meeting Members were provided with a significant amount of data and the second meeting involved receiving feedback on the data and the current Anti-Social Behaviour Policy.

Members had provided their views and comments, and these would be considered as part of the updated Policy. The Community Safety and Partnerships Manager would provide a draft of the Policy to Members at its next meeting on 2 December for consideration.

The meeting closed at 7:10pm





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**Chair**

Priority Delivery Plan for 2024-25

Priority 2 - Health & Wellbeing

Summary of Progress as at end of Quarter 2

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1&2	1	2			3
3					2
4					2
<b>TOTAL</b>	<b>1 (33%)</b>	<b>2 (67%)</b>			<b>3 to Q2</b>




Summary of Successes as at Quarter 2

The health inequalities funded projects were all successfully completed.  
 Strategic support has been commissioned to review the leisure, culture and heritage offer in the district.

Summary of Slippage as at Quarter 2





None

## Priority 2 - Health &amp; Wellbeing

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Review of the Leisure, Culture and Heritage Contract</b>	Commission strategic support to review the leisure, culture and heritage offer in Cannock Chase		X			Strategic support in place and work progressing well.	
	Commission technical support to carry out stock condition surveys of CCDC leisure, culture and heritage buildings		X			The stock condition surveys have been commissioned and works on site have been taking place in September.	
	Preparation of report setting out options			X			
	Decision on Cannock Chase leisure, culture and heritage provision and scope of future commissioned service				X		
<b>Design and Deliver Cannock Chase District's approach to Health</b>	Complete delivery of health inequalities funded projects		X			All funded projects successfully completed.	
	Evaluation of health inequalities funded projects to inform future activity			X			
	Extend the scope of the Cannock Community Safety Partnership to ensure health and wellbeing are fully integrated.				X		



## KPIs for Priority 2 - Health and Wellbeing





Symbol	Description	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance exceeds target				
	Performance on target				
	Performance < 5% below target				
	Performance > 5% below target				
N/A	Reported Annually / Not Applicable				1
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Leisure</b>									
Annual report from Inspiring Healthy Lifestyles setting out the performance of all facilities, including comparison to previous years as well as narrative on the wider wellbeing work and events they facilitate.		N/A						N/A	Annual report to be produced

Priority Delivery Plan for 2024-25

Priority 3 - The Community

Summary of Progress as at end of Quarter 2

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1&2	1				1
3					5
4					7
<b>TOTAL</b>	<b>1 (100%)</b>				<b>1 to Q2</b>

**Summary of Successes as at Quarter 2**

Procurement of the Councils kerbside waste and recycling collection contract was completed, and the contract signed during quarter 2 as planned. This enters the Council into a 7+6-year contract, offering stability for that period, with its incumbent provider, Biffa Municipal Ltd.

**Summary of Slippage as at Quarter 2**





None.







## Priority 3 - The Community




Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Place based housing strategy</b>	Prepare documents to commission Cannock Place Based Housing Strategy			X			
	Start procurement of the Cannock Place Based Housing Strategy				X		
<b>Waste &amp; Recycling - Kerbside collection contract (2025-2032)</b>	Complete procurement process and award contract		X			Procurement and award of 7+6-year kerbside waste and recycling collection contract completed during September 2024	★
	Complete preparation for mobilisation of new waste and recycling contract				X		
<b>Waste &amp; Recycling - Introduction of mandatory food waste kerbside collections</b> [* denotes action subject to confirmation of government funding settlement]	Design of new service model and discussions with contractor			X			
	Consider and action revenue settlement offered by Government			X*			
	Cabinet approval for new service, start date, and permission to spend				X*		
	Prepare to tender for the procurement of food waste caddies				X*		
<b>Tree Management</b>	Review current services & establish requirements (including Tree Protection Orders)				X		

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Play Area / Parks Improvements</b>	Review and update current play area investment programme			X			
	Create potential rationalisation lists			X			
	Consult on potential rationalisation lists				X		
	Report to Cabinet on recommended rationalisations				X		

## KPIs for Priority 3 - The Community

Symbol	Description	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance exceeds target	3			
	Performance on target	2			
	Performance < 5% below target	3			
	Performance > 5% below target	2			
N/A	Reported Annually / Not Applicable	5			
	<b>TOTAL</b>	<b>15</b>			





Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Operations - Waste &amp; Recycling</b>									
% collections completed first time	NEW	99.90%	99.98%	99.97%					No target previously. Propose target set at 99.90% as target.
Number of missed bin collections (including assisted) / 100,000	NEW	<40 per 100,000	19 per 100,000	23 per 100,000					Not previously reported in this format. 897,000 collections/qtr.
% Household waste sent for re-use, recycling and composting	40.45%	45%	43.22%	37.41% (est)					Improved quality and reduced material weights have reduced overall tonnages of recycling collected.
Amount of residual waste collected per household (Kgs)	482.58 kg	<480 kg or 120 kgs / qtr. (equivalent)	115.69 kg	129.23 kg					Whilst performance has dipped in Q2, it is estimated that the year-end target will be achieved
<b>Environmental Health</b>									
% of food businesses inspected	100%	100%	30%	59%					
% of food businesses inspected which are broadly compliant (rating of 3 or better)	97.5%	N/A	97%	97%				N/A	This is a measure, not target
% of service requests responded to within target (all service areas)	NEW	95%	88%	90%					Relatively low number of missed response time affecting overall average.

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
% Environmental Protection Act permitted processes inspected in line with risk rating	NEW	100%	0%	10%				N/A	Annual target. Significant resource will be allocated to this work during Qs 3 and 4 to ensure shortfall is recovered.
% Taxi / PHV fleet inspected	NEW	90%	25%	41%					Small number of inspections required to recover backlog
% Taxi / PHV fleet compliant	NEW	90%	97%	93.5%					
<b>Housing Assistance</b>									
No of DFGs completed		80	26	14					Quarterly Targets: 20, 20, 20, 20 And annual report with wider data. Q2 completions included 3 large scale, high value extensions which are resource intensive. Combined, Q1 and Q2 produced 40 completions which is on target.
<b>Strategic Housing &amp; Homelessness</b>									
% households had a positive outcome and secured accommodation for 6 + months		41%						N/A	Annual Target



Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Community Safety &amp; Partnerships</b>									
Number of residents/cases dealt with by the CAB	New	N/A	814	792				N/A	Measure / contextual information only
Total value of financial outcomes achieved as a result of the CAB contract	New	Measure only	£1,342,740	£941,705				N/A	Dealt with debt of over £928,000.
Community Safety Partnership Hub referrals and case closures within 3 months	New	90% closed within 3 months	27 referrals 96% closed	26 referrals 92% closed				★	






### KPIs for Priority 3 - The Community (Housing)



Symbol	Description	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance exceeds target	1			
	Performance on target	11			
	Performance < 5% below target	2			
	Performance > 5% below target	3			
N/A	Reported Annually / Not Applicable	7			
	<b>TOTAL</b>	<b>24</b>			

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Housing Repairs</b>									
% emergency repairs completed in time	100%	100%	100%	100%				✓	
% of non-emergency repairs completed in time	82%	65%	68.40%	69.96%				✓	An increase in repair requests, have meant a temporary slippage in responding to non-emergency repair jobs - so a reduced target for 24/25 is in place whilst improvement measures are implemented.
<b>Building Safety/Decency</b>									
% of properties with a valid annual landlord Gas Safety Record	100%	100%	100%	100%				✓	
% of properties with a valid Electrical Certificate (within 5 years)	100%	100%	100%	100%				✓	
% of passenger lifts that have a valid 6 monthly thorough examination record	100%	100%	100%	100%				✓	
% of buildings that have a current Legionella risk assessment	100%	100%	100%	100%				✓	
% of buildings that have a current Fire risk assessment	100%	100%	100%	100%				✓	

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%	100%				✓	
Proportion of homes that do not meet the Decent Homes Standard at year end.	0.28%	0%						N/A	Annual Figure will be reported
<b>Tenancy Management</b>									
Housing Applications Processed within 28 days	57%	95%	84%	43%				✗	The target has been increased to drive improved performance. Whilst the target has dropped in Q2, it has increased cumulatively (63%) for the YTD from 23/24 and is expected to improve further.
% of Mutual Exchange applications determined (approved or refused) within 42 days	65%	100%	89%	-				✗	Q2 data was not available as no meaningful data could be extracted from the external HomeSwapper system.
% of dwellings that are vacant and available for let (at period end)	0.58%	N/A	0.99%	0.60%				N/A	Measure only

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Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
Average re-let time for Voids	42.50	50	62.24	63.39					Voids continues to be a challenging area and is being closely monitored. Increase in number of properties in poor condition requiring more work, increasing relet times.
No. of tenants benefiting from disabled facilities work (major and minor)	170	100	58	80					Exceeded target at Q2, 138 tenants benefitted from DFWs.
No of tenants awaiting disabled facilities work (registered and work approved (major and minor))	90	62	71	62					
Rent collected as proportion of rent due	100.20 %	100%	99.31%	99.96%					Just under target, but by year end will likely meet.
% of Former Tenant Arrears (FTA) collected as a proportion of total FTA	5.78%	6%	1.71%	4.10%					Target is 1.5% per quarter. Figure will increase through year. At Q2 on target to exceed by year end.
Number of ASB cases opened per 1,000 homes by or on behalf of the registered provider during the reporting year	9.94	N/A	0.99	5.17				N/A	Measure only
Number of ASB cases which involve hate incidents.	0.79	N/A	0.00	0.60				N/A	Measure only

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Housing Complaints</b>									
Stage one complaints received per 1,000 homes during the reporting year.	7.15	N/A	2.59	2.19				N/A	Measure only
Proportion of Stage one complaints responded to within 10 days	83.33%	95%	92.31%	90.91%					Only 1 complaint responded outside of timescale in Q2, missed by one day.
Stage two complaints received per 1,000 homes during the reporting year.	1.39	N/A	0.80	0.20				N/A	Measure only
Proportion of Stage two complaints responded to within 20 days	100%	100%	100%	100%					
No. of escalations to the Ombudsman (LGO or Housing Ombudsman)	1	N/A	0	1				N/A	Measure only.