

Waste and Street Cleansing - Scrutiny Review Scope

This report sets out the scope terms of reference and scope of the review.

Purpose	<p>To have the opportunity to debate the contract mobilisation.</p> <p>To enable an evaluation period and record lessons learnt for the future.</p>
Methodology	<p>Scrutiny Panel of five Cllrs taken from the Environment Committee to undertake review. No substitutes possible.</p> <p>Review of the contract documentation</p> <p>Exploratory sessions with officers from key departments and representatives of Suez – presentations of information, performance data and question and answer process.</p> <p>Engagement with residents (area committees and resident online questionnaire)</p> <p>Parish Councils (PC liaison forum in Sept)</p>
Areas to consider in scope	<p>Resources / Staffing</p> <ul style="list-style-type: none"> - Recruitment - Training - Culture change - SBC resources - Staff welfare - Fleet / vehicles - New bins/bin delivery <p>Data and rounds</p> <ul style="list-style-type: none"> - Review of data before the contract start - Understand the CORE system (Suez software) - Round routing process - Road access issues - Review bulk bin store / communals - Review litter bin frequencies <p>Contract and Project Management</p> <ul style="list-style-type: none"> - How was the project set up / what ongoing monitoring occurred - Review contract documents - Review process for defaults and rectifications - Recovery Plan <p>Communications (internal and external)</p> <ul style="list-style-type: none"> - Pre-service resident comms (letters/social media) - Process for resident reporting forms

	<ul style="list-style-type: none"> - Webpages - Social media - Review comms plan
Outcome	<ul style="list-style-type: none"> - Councillors receive assurances on project delivery - Residents feel they have been able to have their say - Lessons learnt for the future - Areas identified for improvement - Successes are captured and communicated
Resource	<ul style="list-style-type: none"> - Policy team to support delivery of the Scrutiny Panel - Member involvement (up to 7 full days) - Key departments to be available to present information and answer questions - EMT oversight
Timescale	<p>16th July Environment Committee – scope and membership agreed.</p> <p>Review undertaken from Monday 22 July to Friday 6 September</p> <ul style="list-style-type: none"> • Up to seven full days including panel workshops plus work time to go through resident feedback, documentation review and report compilation. <p>Area Committees 3rd September – 26th September 2024</p> <p>Despatch for Env Committee papers for 3 October is 18th Sept.</p> <p>This means that feedback from Sheppey and Sittingbourne would need to be tabled at the meeting.</p>