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Contact:
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06/03/2023

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL OVERVIEW AND SCRUTINY COMMITTEE to be held on Tuesday 14 March 2023 at 7.30pm in the Council Chamber, Campus East, Welwyn Garden City, Herts, AL8 6AE

A G E N D A P A R T 1

1. SUBSTITUTION OF MEMBERS

To note any substitution of Members made in accordance with Council Procedure Rules.

2. APOLOGIES

3. MINUTES

To confirm as a correct record the Minutes of the meeting held on 17 January 2023 (previously circulated).

4. NOTIFICATION OF URGENT BUSINESS TO BE CONSIDERED UNDER ITEM 11

5. DECLARATIONS OF INTERESTS BY MEMBERS

To note declarations of Members' disclosable pecuniary interests, non-disclosable pecuniary interests and non-pecuniary interests in respect of items on the agenda.

6. COUNCILLOR CALL FOR ACTION

To receive and consider any requests by a councillor to scrutinise any matter relevant to the functions of the Committee.

7. REVIEW OF PROVISION OF THE DISCHARGE OF CRIME AND DISORDER SERVICES IN BOROUGH

Paper to follow.

8. COVID VACCINE CHAMPIONS PROJECT (Pages 3 - 8)
Report of the Service Director (Resident and Neighbourhood).
9. RECOMMENDATIONS FROM GARAGE MAINTENANCE TASK AND FINISH PANEL (Pages 9 - 16)
Report of the Garage Maintenance T&F Panel Chair (Cllr M. Holloway).
10. RECOMMENDATIONS FROM STREETSCENE CONTRACT TASK AND FINISH PANEL (Pages 17 - 22)
Report of the Streetscene Contract T&F Panel Chair (Cllr F. Marsh).
11. SUCH OTHER BUSINESS AS, IN THE OPINION OF THE CHAIRMAN, IS OF SUFFICIENT URGENCY TO WARRANT IMMEDIATE CONSIDERATION

12. EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to resolve:

That under Section 100(A)(2) and (4) of the Local Government Act 1972, the press and public be now excluded from the meeting for Item 13 (if any) on the grounds that it involves the likely disclosure of confidential or exempt information as defined in Section 100(A)(3) of Part 1 of Schedule 12A of the said Act (as amended).

In resolving to exclude the public in respect of the exempt information, it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

PART II - PRIVATE AND CONFIDENTIAL ITEMS

13. ANY OTHER BUSINESS OF A CONFIDENTIAL OR EXEMPT NATURE AT THE DISCRETION OF THE CHAIRMAN

<u>Circulation:</u>	Councillors	G. Michaelides (Chairman)	T. Rowse
		F. Marsh (Vice-Chairman)	M. Siewniak
		M. Holloway (Vice-Chairman)	C. Stanbury
		L. Chesterman	S. Thusu
		L. Crofton	T. Travell
		A. Hellyer	R. Trigg
		C. Juggins	

Senior Leadership Team
Press and Public (except Part II Items)

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WELWYN HATFIELD BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE – 14 MARCH 2023

REPORT OF THE SERVICE DIRECTOR (RESIDENT & NEIGHBOURHOOD)

Vaccine Champions project

1 Executive Summary

- 1.1 The Council were successful in bidding for £485,000 of funding from the Department of Levelling Up, Housing and Communities in December 2021. The funding was to support the uptake of the covid vaccine in hard-to-reach communities.
- 1.2 The project was successfully delivered to budget using targeted communications, community information champions to engage with hard-to-reach communities and funding of third sector organisation through a community innovation fund for wellbeing projects.

2 Recommendation(s)

- 2.1 That the Committee note the report.

3 Explanation

- 3.1 In December 2021; around the time of the emergence of the Omicron variant, and after the vaccine and booster vaccination programmes, the Government announced £22.5 million in funding for their 'Community Vaccine Champions' scheme to promote vaccine uptake amongst hard-to-reach communities in Local Authorities showing the lowest rates of COVID-19 vaccine uptake.
- 3.2 Funding was available in selected local authority areas to support a range of activities, including:
 - a) developing engagement strategies and outreach work into the most at-risk places and communities;
 - b) supporting and empowering communities through new and existing networks and grassroots organisations or 'champions' from impacted communities; and
 - c) working through voluntary and community groups and other national or local actors who specialise in working with communities to harness local expertise and increase vaccine equity by addressing local barriers to access.
- 3.3 The Government proposed to fund local authorities which had the lowest rates of vaccine uptake to:
 - a) Increase available outreach and engagement through one-to-one/focused contact to understand local barriers and needs, raise

awareness of local support and promote COVID-19 vaccine uptake, public health guidance and programmes for residents disproportionately impacted by barriers to COVID-19 vaccine uptake.

- a) Develop and deliver practical solutions, including, but not limited to, the recruitment and appointment of Community Champions networks, to promote vaccine uptake and community ownership of COVID-19 guidance, as well as provision of grant funding to local organisations, for example, through local grants schemes.
- b) Build on the existing infrastructure of Community Champions or develop new networks of champions where they do not already exist to promote COVID-19 vaccine take-up amongst communities disproportionately affected by barriers to accessing vaccines.

3.4 Due to the pandemic, Government asked recipient authorities to commit funding by the end of 2021/22 and conclude funding by July 2022.

3.5 The council submitted a bid for funding prioritising:

- a) Ethnicity (East European, South Asian, Chinese and Black African) especially those of working age
- b) Age (especially those of working age 18-30)
- c) Geography/socio-economic status (five wards of concern).

3.6 On 7 January 2022, under section 31 of the Local Government Act 2003 and the Community Vaccine Champions Determination (2022) [No. 31/5886], the Council was awarded £485,000 grant subject to the above timetable and a memorandum of understanding that included the following outcome expectations:

- a) Short-term:
 - Increased vaccine uptake rates in target communities
 - Increased visibility/activity of Community Vaccine Champions within local areas and on social media, with target groups
 - Increased awareness of Community Vaccine Champions within the local area
 - Increased interaction with Community Vaccine Champions or local authorities by disproportionately impacted groups
- b) Medium-term:
 - Increased reach of, and reported trust in, official public health messaging amongst target communities
 - Increased reported confidence in challenging misinformation around vaccine safety amongst target communities
 - Evidence of behaviour change, within the targeted groups, especially with regards to protective health behaviour such as

vaccine uptake and challenging misinformation around vaccine uptake

- c) Long-term:
- Reduced COVID-19 transmission in the long-term
 - Increased access to guidance and awareness of local services through outreach and practical tools which could lead to improved health and wellbeing of target cohorts and their families
 - Increased coordination and dialogue with public health providers by participating local authorities with the aim to create cohesive and trusted local messaging
 - Reduced inequality and disparity in health outcomes between different groups

3.7 The council's delivery plan initially proposed:

- a) Telephoning unvaccinated residents;
- b) targeted communications, including a social media campaign to counter anti-vaccination messages;
- c) on-the-day 'vicinity' encouragement for unused vaccinations at Welwyn Hatfield clinics;
- d) community champion engagement to target further education, minority groups and business sectors
- e) a community innovation fund.

3.8 The scale of the task should not be underestimated. The council were being asked to deliver £485,000 of service in 6 months to include set-up, for which there was no run-up preparation period.

3.9 All delivery plan workstreams were fully delivered:

- a) **Telephoning unvaccinated residents** – 30,000 residents for whom no vaccination records were available were telephoned, by a team of around 8 temporary staff, which included some repurposed COVID Marshalls and a couple of temporary staff who worked on a smaller scale telephone scheme funded by the county. For many residents, this required several calls before their phones were answered. The staff were able to answer questions and concerns about vaccinations, advise about nearby vaccination points, make appointments and arrange transport for those that needed it. Where residents had needle phobia, we were able to signpost to clinics specialising in vaccinating phobic patients. This workstream was fully delivered.
- b) **targeted communications** – involved commissioning insight and advice on effective communication channels and messaging for the unvaccinated populations; highly targeted delivery of social media and other digital campaigns; creation and promotion of a podcast series to engage young adults, including students, with a supporting website and

targeted campaign; out of home advertising in specific wards; and traditional print media and PR. Alongside this a chatbot was developed, and delivered via WhatsApp, building on local intelligence gathering to help counter the anti-vaccination narrative.

- c) **a community innovation fund.** An application-based scheme that provided funding of up to £5k to 3rd sector groups for schemes that provided support in connection with COVID and/or health and wellbeing during and after the pandemic. Organisations making successful community innovation fund bids were:

- Citizens Advice Welwyn Hatfield
- First Garden Cities Homes
- Hatfield Town Council
- Isabel Hospice
- Women of Grace UK
- Red Kite Rape and Sexual Abuse Support Services
- Walk The Walk Family Support Services CIC
- Mill Green Golf Club
- Forever Young People

A total of £45,162.50 of community innovation funding was made available for wellbeing & COVID adjacent initiatives.

- d) **Community champion engagement** – this meant recruiting individuals from within different communities to engage and spread the message using non-official channels (to overcome ‘expert’ or ‘authorities’ scepticism).

A tried and tested 3rd sector partner, Communities 1st was commissioned to deliver a proactive, targeted approach to recruit, train, and support demographically representative volunteers, in each locality within Welwyn Hatfield. The role of the volunteers was to influence, guide, and deliver targeted interactions with hard-to-reach groups to address vaccine hesitancy and to engage at micro level with communities and groups, providing support, transport and advice.

The volunteers: assisted with the pop-up surgeries, forums, answered hesitancy questions, establishing why community members had vaccination hesitancy, provided free transport to vaccination clinics, engaged with faith leaders.

This service was commissioned from 7 March – 31 October 2022, and subsequently extended to 31 January 2023.

Implications

4. Legal Implication(s)

- 4.1 The funding was provided in accordance under section 31 of the Local Government Act 2003 and the Community Vaccine Champions Determination (2022) [No. 31/5886], and subject to a memorandum of understanding.-

5. Financial Implications

5.1 The grant provided was £485,000.

5.2 As of 23 February 2023, £453k of expenditure had been committed and the remaining £32K of cost is being allocated to the project. The project has been delivered to the £485K funding.

6 Risk Management Implications

6.1 The project was delivered on budget and on time, with now unmitigated risks materialising.

7 Security and Terrorism Implication(s)

7.1 None.

8 Procurement Implication(s)

8.1 Communities 1st is a local voluntary sector organisation. They were procured from a Framework Agreement to provide more than 100 Community Information Champions to help support the uptake of the covid vaccine.

9 Climate Change Implication(s)

None.

10 Human Resources Implication(s)

10.1 Employment of temporary and fixed term staff for this project was undertaken in accordance with the Council's HR policies and procedures.

11 Health and Wellbeing Implication(s)

11.1 The delivery of this project positively impacted the reduction of the severity of COVID-related illness.

12 Communication and Engagement Implication(s)

12.1 The delivery of this project had positive community engagement-building outcomes.

13 Link to Corporate Priorities

13.1 The subject of this report is linked to the Council's Corporate Priority 'A sense of community where people feel safe', and specifically to the achievement of 'Create welcoming neighbourhoods and community spaces where people feel safe'.

14 Equality and Diversity

13.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Name of author: David Thrale 01707 357242
Title: *Interim Head of Public Health & Protection*
Date: 23 February 2023

Background papers to be listed (if applicable)

- Department for Levelling Up, Housing & Communities, Community Vaccine Champions prospectus, December 2021.
- Welwyn Hatfield Council, Communities, Community Vaccine Champions bid, December 2021
- Department for Levelling Up, Housing & Communities, Community Vaccine Champions grant determination, 7 January 2022.
- Department for Levelling Up, Housing & Communities, Community Vaccine Champions Memorandum of Understanding, 7 January 2022.
- Department for Levelling Up, Housing & Communities, Community Vaccine Champions Grant conditions, 7 January 2022.
- Welwyn Hatfield Council, Communities, Community Vaccine Champions Delivery Plan, January 2022

Part I

Main author: Cllr Max Holloway

WELWYN HATFIELD BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE – 14 MARCH 2023
REPORT OF GARAGES TASK AND FINISH PANEL

RECOMMENDATIONS OF THE GARAGES TASK AND FINISH PANEL

1 Executive Summary

1.1 This report outlines the recommendations arising from the Garage Management Task and Finish Panel (T&F).

2 Recommendation(s)

2.1 The Overview and Scrutiny Committee are requested to acknowledge and approve the recommendations set out in in this report. The recommendations are as follows:

- Review the pricing structure of the garages (already taken onto Council as part of the 2023/24 Budget)
- That a marketing strategy should be created and appropriately resourced
- Further system improvements should be made, where possible in the areas highlighted in section 3.10
- Complete the site review underway and consider alternative suitable use where appropriate
- Ensure repairs are tracked from request to completion (implemented)

3.0 Explanation

3.1 At the beginning of the municipal year Members of the Overview and Scrutiny Committee (OSC) used a scoring matrix to decide on the topics they wished to scrutinise in the coming year. Garage Management came out as a High Priority topic following this exercise.

3.2 A scoping document for Garage Management was agreed at the OSC meeting on 27 September 2022 and it was agreed that a Task and Finish Panel be set up to look at this.

3.3 Membership of the Task and Finish Panel was later agreed as Councillors M. Holloway (Chair), J. Cragg, S. McNamara, J.P Skoczylas and S. Thusu.

3.4 The first meeting of the Panel was held on 29 November 2022. At this meeting the Panel agreed the scope of the report.

3.5 The overall aim of the scrutiny was: “Ensuring the council is obtaining the best possible income from its garages, and that the council is adequately maintaining the stock and responding to customer repair requests in a timely manner.”

3.6 The objectives were agreed as:

- To investigate the volume of repair requests received by the council
- To explore how repairs are responded to and whether repairs are carried out in line with contractual arrangements
- To consider the complaints against the service and whether there are any common themes to upheld complaints.
- To explore whether the council is maximising rental from its stock

3.7 The panel requested that the following be explored:

- To look at rental comparisons across Herts, including private ones, and how ours compare to sizes of commercial offerings
- To look at how the online form can be improved, including possibility of adding a waiting list number
- To look at options for future marketing of garages.

3.8 Pricing

3.8.1 Officers presented the results of a benchmarking exercise with neighbouring Councils and local private hire. Welwyn Hatfield was cheaper in comparison to the other authorities, in some instances by quite some amount and far cheaper than local storage units (**Appendix A**).

3.8.2 The current rental income for garages in the borough is on average £56.33 per month. This compares to other Herts local authorities where the costs are on average between £55 - £68pm.

3.8.3 There is scope to review the pricing of garage rental in the borough to bring this more in line with other authorities - but we would encourage officers to be mindful of the financial challenges facing many residents in the borough when exploring this.

3.9 Marketing

3.9.1 Officers highlighted one challenge was with the marketing of the garage service to residents in Welwyn Hatfield. While it's encouraging to see some of the steps outlined in the reports to members, we recommend that a full and comprehensive 2023/24 marketing plan be created to highlight garage availability. This should be given appropriate time and resources from the communications team to support.

3.10 Systems, Processes and Technology

3.10.1 The T&F group thought that the technology and systems used by the team should be reviewed.

3.10.2 Officers highlighted that a large amount of application documentation was paper based, and this made it difficult to effectively review this information. The team

should work to ensure this is digitised and all recorded in the same place and easily accessible.

3.10.3 We were presented with a series of improvements to the system that the garages team are currently seeking to implement - we support these initiatives and believe they will make the process much more transparent for those seeking to rent a unit, and for the team to operate.

These were:

- Online applications option – Completed (option now available on the form when applying for a garage).
- Select a particular garage – 6 to 12 Months. With this people can choose vacant garages which will help streamline the process.
- Provide a waiting list position – 6 to 12 Months.
- Waiting List amalgamation – 6 to 9 months. Currently working on putting everything together from the old system to the new system. The team are working on how to ensure people who are on the waiting list will remain in their current position.
- 100% applications processed into Jadu – 6 Months. Will provide the team with email addresses which is important so that the tenant can be contacted with updates and important information. The information will then all be in one place.

3.10.4 Officers will seek to explore these in more detail with a view to implementation, should these be possible within the system. This may require development work which will be prioritised in line with strategic priorities.

3.11 Use of the Land / Occupancy Rates

3.11.1 Officers highlighted that some garage areas are consistently difficult to rent, with little to no demand. We appreciate this carries a cost to the council to manage the upkeep of these garages.

3.11.2 Pending the outcome of the marketing exercise, the Council should conduct a review of the use of these sites to establish whether the council is getting the most out of them and if there is a more suitable alternative use.

3.11.3 Officers have advised that a rationalisation strategy is being developed for approval at Cabinet. This could include disposals to the HRA for social housing or alternatively for private development.

3.12 Repairs

3.12.2 A snapshot of repairs leading up to the T&F panel meeting is contained within **Appendix B**.

3.12.3 The recommendation here was to ensure that repairs were tracked from request to completion. Since migrating the existing systems onto Orchard, all repairs are

now tracked, and quality checked by the teams Senior Building Surveyor and discussed during weekly contractor meetings.

3.13 Complaints

3.13.1 The garages team provide a good service to the council and provides the council with a good source of revenue. This is backed up the sparse amount of complaints received, please see **Appendix C** for information. Based on this no further recommendations were made in this area.

Implications

4. Legal Implications

4.1 There are no Legal Implications arising from this report.

5. Financial Implication(s)

5.1 The marketing strategy will aim at increasing occupancy, in turn increasing the income generated from the assets and support the council in delivering balanced budgets in future years.

5.2 Following discussions with the panel on fees and charges, a new charging structure was proposed in the budget which was agreed by full council, and delivers increased income for 2023/24.

5.3 The forthcoming rationalisation strategy will ensure the council is getting best value from its assets.

5.4 The marketing strategy, once developed, is planned to be delivered from existing budgets.

6. Risk Management Implications

6.1 There are no Risk Management Implications arising from this report.

7. Communication

7.1 There will be a continued requirement for communicating changes such as rental increases as well as marketing the sites once the Marketing Plan has been completed.

8. Security & Terrorism Implication(s)

8.1 There are no Security and Terrorism Implications arising from this report.

9. Procurement Implication(s)

9.1 There are no Procurement Implications arising from this report.

10 Climate Change Implication(s)

10.1 There are no climate change implications arising as a result of the recommendations in the report.

11. Human Resources Implication(s)

11.1 There are no Human Resources Implications arising from this report.

12. Health and Wellbeing Implication(s)

12.1 There are no Health and Wellbeing Implications arising from this report.

13. Link to Corporate Priorities

13.1 The subject of this report is linked to all of the Council's 5 Priorities.

14. Equalities and Diversity

14.1 An EqlA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Appendix A

Garage Rental Income

- **5089** Garages in the General Fund
- The current WHBC rental income is on average **£56.33** a month for a garage
- Comparison with other Herts Councils found current fees for Garage rental range between **£55 - £68**
- WHBC charges at the bottom end for one garage (£56.33)

Authority	Council Tenant	Non Council tenant
WHBC	£ 56.33	£ 56.33
Stevenage	£ 54.16	£ 65.00
Settle (North Herts)	£ 46.02	£ 55.25
St Albans	£ 51.95	£ 62.35
Dacorum	£ 56.98	£ 68.38
Network Homes (East Herts)	discount is mentioned	£ 58.00



“Self-Store” options within Hertfordshire

Unit Type	Price per week (inc VAT)	Price per week (inc VAT) after 3 months
125 sqft STORAGE (3 bedrooms)	£50.00	£47.50 (25% discount)
105 sq ft (3 bedrooms)	£90.00	£67.50 (25% discount)
140 sq ft (4 bedrooms)	£120.00	£90.00 (25% discount)

125 SQFT Ground Floor	£47.51	£95.82
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Appendix B

Repairs

142 repairs reported in October 2022

137 completed

75% completed within 1 week

18% completed within 2 weeks

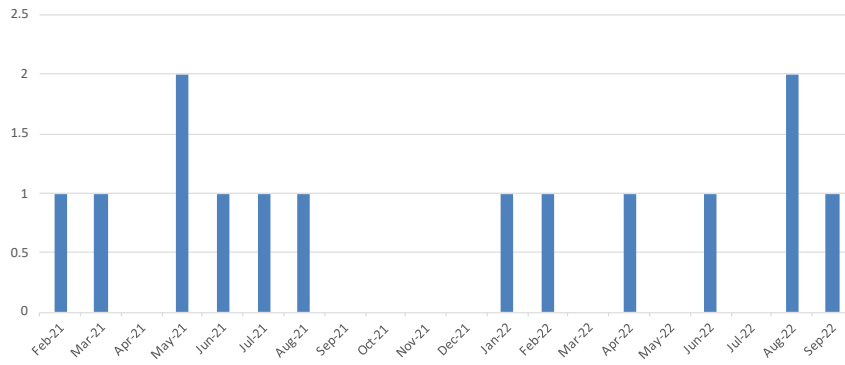
5% completed within 3 weeks

2% outstanding



Appendix C

Complaints



13 complaints over 20 months

- 7 Not Upheld
- 4 Upheld
- 1 Partially Upheld
- 1 Not defined as complaint



WELWYN HATFIELD BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE – 14/03/2023
REPORT OF STREETSCENE CONTRACT TASK AND FINISH PANEL

1 Executive Summary

- 1.1 This report outlines the recommendations arising from the Streetscene Contract Task and Finish Panel (T&F).
- 1.2 The Council's Streetscene contract comprises waste and recycling collection, street cleansing and other ancillary services such as bulky waste collection and new bin deliveries. The contract is delivered by Urbaser and commenced at the end of March 2020. The contract ends in 2029 and there is the option to extend this for up to a further 9 years.

2 Recommendation(s)

- 2.1 The Overview and Scrutiny Committee are requested to acknowledge and approve the recommendations set out in in this report. The recommendations are as follows:

1. That detailed data is provided on vehicle collisions quarterly via the Members Information Hub.

Action: Officers to ensure data is collated from Urbaser and distributed via the members Information Hub quarterly. First distribution will be for Q4 2022.

2. That social media be used to educate residents about fly tipping and its impacts and of enforcement undertaken to help deter fly tipping.

Action: Officers to ensure that any successes with enforcement of fly tipping are communicated (where appropriate) via social media. Officers to plan proactive communication on the impacts of fly tipping using available Hertfordshire Waste Partnership's SCRAP materials.

3. That the report advises OSC of the continued pressures for efficiencies for Urbaser and to report the spillage numbers via the Members Information Hub.

Action: Officers to ensure data is collated from Urbaser and distributed via the members Information Hub quarterly. First distribution will be for Q4 2022.

4. To look at the viability of mobile cameras in fly tipping and litter hotspot areas.

Action: Officers to review current CCTV contract and to review the viability of mobile CCTV cameras in hot spot areas.

5. To promote Hertfordshire County Council (HCC) services regarding grit availability and grit bins and share Officer- gathered data from the December snow period with HCC, to highlight the roads that are of particular concern in the borough.

Action: Officers to agree with the Communications Team messaging relating to HCC responsibilities and opportunities for residents to obtain gritting bins. Officers to share with HCC colleague's roads where officers have received complaints about non-gritting.

6. To review the recycling bank service including current schedules for collections, methodology of collection and viability for future provision.

Action: Officers to review the service and propose any changes as appropriate. This has been included as a key project in the draft Business Plan 2023/24.

3.0 Explanation

- 3.1 At the beginning of the municipal year Members of the Overview and Scrutiny Committee (OSC) used a scoring matrix to decide on the topics they wished to scrutinise in the coming year. The Streetscene contract came out as a High Priority topic following this exercise.
- 3.2 A scoping document for the Streetscene contract was agreed at the OSC meeting on 27 September 2022 and it was agreed that a Task and Finish Panel be set up to look at this.
- 3.3 Membership of the Task and Finish Panel was later agreed as Councillors F. Marsh (Chair), C. Juggins, C. Stanbury, S. Tunstall, and K. Thorpe.
- 3.4 The first meeting of the Panel was held on 10 November 2022. At this meeting the Panel agreed the scope of the report. The full scoping document is included in Appendix 1.
- 3.5 The overall aim of the scrutiny was: "Working with our contractor to deliver Streetscene services in line with agreed performance targets."
- 3.6 The objectives were agreed as:
 - Investigate key performance data relating to missed bins and cleansing requests.
 - Explore how case types are raised and shared with Contractor to ensure completion in agreed timeframe.
 - Explore the approach to contract management and overall governance of contract management.
- 3.7 Identified areas to be looked at included:
 - Missed bin statistics.

- Cleansing targets.
- The council's specification for works and what measures are in place to monitor contractor performance and evaluate whether jobs have been completed to the required standard.

3.8 A range of methods were used to gather evidence including:

- Desk top research:
- Performance targets and the council's performance against these targets
- Planned cleansing schedules and performance against these schedules
- Presentations to Members from key officers and contractors, with opportunities for Members to ask questions during the presentations

3.8 Meetings of the Panel

3.8.1 At the inaugural meeting, 10 November 2022, Officers shared a presentation covering the following topics:

- Urbaser Contract Overview
- Contract Management Guide
- Team Structure
- Partnership Development Working Group (PDWG)
- Key Performance Data
- An overview of the main systems used

Discussions took place on a range of subjects including:

- Missed bin numbers and performance against KPI's
- Missed bin reporting for communal properties
- Access issues for refuse collection vehicles
- Use of CCTV and surveillance to prevent fly tipping
- Contractor staff morale
- Complaint numbers
- Recycling banks
- Waste cage days
- Use of social media to educate residents
- Recycling in flats
- Leaf clearance
- Gritting of pavements

It was agreed that Urbaser would attend the next meeting and that members would submit questions prior to the next meeting.

3.8.2 A second meeting took place on 28 November 2022. Urbaser delivered a presentation to members covering the company, contract and performance. All pre-submitted questions were answered by email. Additional discussions took place on the following subjects:

- Vehicle numbers on the contract
- Contract inflation
- Spillages by collection crews

- Integration of Council systems to Urbaser waste systems
- Commercial waste collection
- Vehicle accidents and collisions processes

3.8.3 The third meeting took place on 12 December 2022. Members had the opportunity to ask any further questions and to provide suggestions for recommendations.

3.8.4 Following disruption to waste collections during the snow and cold period in December 2022 it was agreed that there would be a further meeting. In addition, further questions were submitted on the recycling bank collection service.

Urbaser attended the fourth meeting on 7 February 2023 and delivered a presentation on the issues and lessons learned from the snow disruption to the waste collection service in December 2022. Members had the opportunity to ask questions and provide feedback. It was acknowledged that the combination of a heavy snowfall and freezing conditions causing ice beneath the snow was unprecedented and was assessed as unsafe for waste collections for 3 days. There were concerns about the risk of collision by large refuse vehicles into people and vehicles on roads that were not gritted/icy. When collections resumed, resources were diverted from suspended food and waste collections to assist with the catch up. However, issues with the recording of roads that could not be collected (as they were assessed as unsafe), meant that there was not an accurate picture of what collections were still outstanding. This resulted in not all waste collections having been caught up with by Friday 23 December 2022 as planned. The crews are being retrained in the use of the in-cab recording of waste collections. Members had the opportunity to ask questions and provide feedback. Members had the opportunity to ask questions and provide feedback. There were questions raised on gritting of side roads and some town centre locations. Officers advised that this was the responsibility of Hertfordshire County Council.

Implications

4. Legal Implications

4.1 There are no legal implications arising from this report

5. Financial Implication(s)

5.1 There are no financial implications arising from this report. Some recommendations could have a financial impact should changes to services be agreed at a future date.

6. Risk Management Implications

6.1 There are no risk management implications arising from this report

7. Communication

7.1 There are no communication and engagement implications arising from this report

8. Security & Terrorism Implication(s)

8.1 There are no security and terrorism implications arising from this report

9. Procurement Implication(s)

9.1 There are no procurement implications arising from this report

10. Climate Change Implication(s)

10.1 There are no climate change implications arising from this report

11. Human Resources Implication(s)

11.1 There are no human resources implications arising from this report

12. Health and Wellbeing Implication(s)

12.1 There are no health and wellbeing implications arising from this report

13. Link to Corporate Priorities

13.1 The subject of this report is linked to all of the Council's 5 Priorities.

14. Equalities and Diversity

14.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Appendix A

Scrutiny Review Title	Streetscene Contract (Urbaser)
Scoring Matrix Result	20 – HIGH PRIORITY
T&F Panel Members	Cllr Frank Marsh (Chair) Cllr Craig Stanbury Cllr Caron Juggins Cllr Stan Tunstall Cllr Kieran Thorpe
Portfolio Holder (s)	Cllr Samuel Kasumu
Officers	Sue McDaid Paul Harris Kirsten Roberts
Key Stakeholders	Urbaser
Background Issue to review - the rationale for scrutinising this issue	
<p>The Council's Streetscene contract comprises waste and recycling collection, street cleansing and other ancillary services such as bulky waste collection and new bin deliveries. The contract is delivered by Urbaser and commenced at the end of March 2020. The contract ends in 2029 and there is the option to extend this for up to a further 9 years.</p> <p>Identified areas to be looked at include:</p> <ul style="list-style-type: none"> • Missed bin statistics; • Cleansing targets; • The council's specification for works and what measures are in place to monitor contractor performance and evaluate whether jobs have been completed to the required standard. 	
Scrutiny Aims and Objectives	
<p>The task and finish group have defined the overall aim of the scrutiny as: <i>Working with our contractor to deliver Streetscene services in line with agreed performance targets.</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • investigate key performance data relating to missed bins and cleansing requests. • explore how case types are raised and shared with Contractor to ensure completion in agreed timeframe. • explore approach to contract management and overall governance of contract management. 	
Review of Implications/Impacts/Risks	
<p>If the council does not operate an effective streetscene service the following impacts and risks have been identified:</p> <ul style="list-style-type: none"> • The council's corporate objective of providing essential/statutory services will not be achieved. • There will be a negative impact on the local environment. • The council may not meet the expected recycling rate. • There will be reputational damage to the council 	
Methodology for Gathering Evidence	
<p>A range of methods will be use to gather evidence include:</p> <ol style="list-style-type: none"> 1. Desk top research: <ul style="list-style-type: none"> • Performance targets and the council's performance against these targets • Planned cleansing schedules and performance against these schedules 2. Presentations to Members from key officers and contractors, with opportunities for Members to ask questions during the presentations 	