

SCOPING DOCUMENT SCRUTINY TASK AND FINISH PANEL

Scrutiny Review Title	Garage Management
Scoring Matrix Result	17– HIGH PRIORITY
T&F Panel Members	TBC
Co-opted Members	
Portfolio Holder (s)	Councillor Fiona Thomson
Officers	Mark Croft, Ian Hancock
Key Stakeholders	

Background Issue to review - the rational for scrutinising this issue

Identified areas to be looked at include:

- Occupancy rate for General Fund and HRA garages
- Repairs
- Rental comparison within Hertfordshire.
- What is the council's specification for works and what measures are in place to monitor contractor performance and evaluate whether jobs have been done properly?
- Complaints

Scrutiny Aims and Objectives

The task and finish group have defined the overall aim of the scrutiny as:

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.

Objectives:

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

Review of Implications/Impacts/Risks

If the council does not operate an effective garages service the following impacts and risks have been identified:

- *The council would not be making best use of its stock and maximising income*
- *There could be a negative impact to parking in some areas*
- *Customers may be dissatisfied with a paid for service*
- *The council's legal obligations not fulfilled, including regulatory standards*
- *There could be reputational damage to the council*

Methodology for Gathering Evidence

A range of methods will be use to gather evidence include:

1. Desk top research:
 - Performance targets and the council's performance against these targets
 - Standards on what tenants should expect from the service
 - Data on customer complaints
 - Planned maintenance schedules and performance against these schedules
2. Price and vacancy comparisons across Hertfordshire
3. Presentations to Members from key officers with opportunities for Members to ask questions during the presentations

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Proposed time scales and meeting frequency	
Start date	
Frequency of Meetings	Three meetings, six weeks interval between meetings
End Date	
Reporting back to OSC/Recommendations to Cabinet	
Date of OSC	February 2023
Date of Cabinet	March 2023