

SCOPING DOCUMENT SCRUTINY TASK AND FINISH PANEL

Scrutiny Review Title	Streetscene Contract (Urbaser)
Scoring Matrix Result	20
T&F Panel Members	TBC
Co-opted Members	
Portfolio Holder (s)	Councillor Samuel Kasumu
Officers	Paul Harris, Kirsten Roberts, Sue McDaid
Key Stakeholders	Urbaser

Background Issue to review - the rational for scrutinising this issue

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.

Identified areas to be looked at include:

- 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

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

Working with our contractor to deliver Streetscene services in line with agreed performance targets.

Objectives:

- 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

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

- *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

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
 - 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

Key Officers: Sue McDaid, Service Director (Resident & Neighbourhood) Kirsten Roberts, (Assistant Director Customer Services and Transformation), Paul Harris, Environment Services Manager.

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Proposed time scales and meeting frequency	
Start date	
Frequency of Meetings	Three meetings, three weeks interval between meetings
End Date	
Reporting back to OSC/Recommendations to Cabinet	
Date of OSC	January 2022
Date of Cabinet	February 2022