

RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE: AS AT 02 JULY 2019

SECTION 1: COMMITTEE RESOLUTIONS

| Ref | Resolution | Response/Outcome | Status as at 02.07.19 |
|--------------------------|---|---|---------------------------------------|
| Jul 18 Min 28 (3) | <p>Work Programme That the Waste Contract Scope be finalised and agreed by the scoping group in consultation with the Chairman of the Overview and Scrutiny Committee;</p> | The timing and process for agreeing the Waste Contract Scope to be agreed by the Committee, following publication of the SIAS review. | Pending following the SIAS review |
| Jul 18 Min 28 (4) | <p>Work Programme That, in place of the proposed Task and Finish Group on Consultation, the Temporary Scrutiny Officer be requested to facilitate a meeting of Councillors Sam Collins, Steve Deakin - Davies and Sue Ngwala and the Communications Manager to discuss the Consultation Strategy and the Citizens Panel and that those Councillors be requested to report back to the Overview and Scrutiny Committee once the work is completed.</p> | Meeting arrangements in progress with the Members confirmed in the June committee. | In progress |
| Jul 18 Min 28 (5) | That the group considering the Consultation Strategy and Citizens Panel (see 4 above), be requested to take into consideration the Interim Review of that Strategy (see Minute 25(3)) | This will be included in the above meeting. | In progress |
| Sept 18 Min 37 (4) | <p>Waste Contract (1) That a Task and Finish type review of the waste contract be undertaken shortly following the publication of the SIAS review of the service;</p> <p>(2) That the following issues be referred to the Task and Finish review mentioned in (1) above:</p> <p>(i) Why a decision was made to mobilise the contract in an unreasonable timescale;</p> <p>(ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the</p> | <p>(1) The SIAS report will be available mid July.</p> <p>(2) To be included within the Task & Finish Scope, see Jul 18 Min 28 (3).</p> | <p>In progress</p> <p>In progress</p> |

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| | <p>service for one year;</p> <p>(iii) Why sufficient staff resources were not made available prior to implementation of the contract;</p> <p>(iv) What happened when high volumes of calls were received in terms of systems and staff;</p> <p>(v) Consider the differences between area where the service worked well and those where the service was poor.</p> <p>(3) That the Service Manager- Waste be requested to publish details of the statistics regarding reports of missed bins and calls made regarding this and communicate the details publicly;</p> <p>(4) That the Service Manager Waste be requested to develop a communication strategy that includes Members that ensures they are kept updated on a regular basis and enables them to bring issues to the attention of Urbaser and/or the waste team;</p> | <p>(3) A Waste Project Update is now included within the Controls, Risk & Performance Manager's Performance monitoring reports</p> <p>(4) The Service Manager- Waste is planning on issuing out regular updates via the MIS. Advised the first update will be in 05/07/19 issue.</p> | <p>Complete – Dec 18</p> <p>In progress</p> |
| Jan 19 Min | (3) That Members inset a new section of the forthcoming revision to the Council's Statement of Community Involvement (SCI) which advised developers of major development sites to consider the issue of construction management and to engage with the wide community at the earliest possible stage in their development plans and preparations. | This will be incorporated by officers in the revised SCI. The statement is expected to go to Cabinet in December 19. | In progress |
| Mar 19 Min 10 (2) | That the Service Director – Customers be requested to present the planned policy on debt collection to this Committee at an early stage of development. | Report, "Fair Collection Policy", being brought to July's committee. | Complete – July 19 |
| Mar 19 Min 10 (3) | That the Service Director - Customers be requested to present a report regarding the impact of Universal Credit, the Council Tax Reduction Scheme and other benefits to this Committee. | The Service Director – Customers has confirmed this will be brought to the December committee. Further clarification is sought from the committee on the report content requirements. | In progress |

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| Mar 19 Min 11 (2) | That the Scrutiny Officer be requested to ask Group Leaders for nomination to a Task and Finish Group review of the Waste Contract. | Pending following the committee's decision on when the review into the Waste contract will begin. | In progress |
| Mar 19 Min 11 (3) | That the Scrutiny Officer be requested to identify which Group should chair the next Task and Finish Group review. | Pending following the committee's decision on when the review into the Waste contract will begin. | In progress |
| Mar 19 Min 13 (2) | That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit. | Awaiting a copy of final SIAS audit report. See minute Sept 18 Min 37 (4). | In progress |
| Mar 19 Min 13 (3) | That the Service Manager- Waste be requested to send details of the waste collection routes to all Members of the Committee. | Resolution duplicated - see Jun 19 Min 12 (3). | In progress. |
| Mar 19 Min 13 (4) | That the Communications Manager be requested to continue to arrange the planned meeting to discuss the Consultation Strategy. | Meeting arrangements in progress with the Members confirmed in the June committee. | In progress |
| Mar 19 Min 13 (5) | That the Service Manager – Waste be requested to complete the actions in respect of a Communications Strategy for Waste as detailed in Resolution 37 (4) – September 2018 | The Service Manager- Waste is planning on issuing out regular updates via the MIS. Advised the first update is anticipated to be in 05/07/19 issue. | In progress |
| Mar 19 Min 14 (5) | That, the proposed Crematorium be placed o the Committee's Work Programme. | Service Manager Greenspace will attend the September Committee to provide an update. The Legal Commercial Team Manager will also attend this committee with details on why the Council proceeded with the planning application to Central Beds. | In progress |
| Jun 19 Min 10 (2) | That the Controls, Risk and Performance Manager be requested to circulate the link to the full Waste Performance breakdown to all Members and Substitutes of the Committee | This link is available at the top of the Performance report. | Complete – July 19 |

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| Jun 19 Min 10 (3) | That the Controls, Risk and Performance Manager be requested to identify a date when data will be available for REG 1 and 2; | Awaiting response from manager. | In progress |
| Jun 19 Min 10 (4) | That a target must be set regarding REG 1 and 2, based on the data available and the direction of travel at the next target setting review | Awaiting response from manager. | In progress |
| Jun 19 Min 10 (5) | That the Chairman be requested to discuss sickness data with the Head of Paid Service with the aim of identifying what breakdown of figures would be available to the Committee and to identify any problem areas and the reasons for those issues | Update pending. | In progress |
| Jun 19 Min 11 (2) | That the Service Director – Regulatory be requested to present a report to this Committee regarding the proposed crematorium | This resolution is proposed to be covered by the Legal Commercial Team Manager at his attendance at September’s Committee, following his involvement with the submitted planning application. | In progress |
| Jun 19 Min 11 (3) | That the Service Director – Commercial be requested to present a report to this Committee regarding the proposed new trading company | Update circulated from Commercial Director on 05.07.19 | In progress |
| Jun 19 Min 12 (2) | That the Scrutiny Officer be requested to ascertain when the SIAS audit report will be available. | The SIAS report will be available mid July. | In progress |
| Jun 19 Min 12 (3) | That the Service Director – Place be requested to supply Ward Councillors with details of changes to waste collection routes by email; | Details on the impact of route changes for ward Councillors being prepared under the instruction of the Service Director – Place. | In progress |
| Jun 19 Min 12 (4) | That the Overview and Scrutiny Committee expresses concern regarding resources available to the Committee and other areas of the Council seem stretched. Therefore the Leader of the Council is requested to speak to the Chief Executive regarding these concerns. | Discussion held - awaiting update on outcome. | In progress |

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| Jun 19 Min 13 (2) | That the Service Director – Commercial be requested to make regular presentations to this Committee regarding commercial activities. | The Service Director – Commercial has provided an update on activities which is provided as an appendix to the Work Programme report. He has additionally advised that the Commercial team was only fully established at the start of May 2019 and are therefore in the early days of the strategy implementation. He is happy to attend the committee to do a presentation if this is sought. | In progress |

SECTION 2: RECOMMENDATIONS OF TASK AND FINISH GROUPS

| Ref | Resolution | Response/Outcome | Status as at 06.03.19 |
|-------------------|--|---|--|
| Min 50 Sept 15 | <p>Task and Finish Group on the Commercialisation of Council Services</p> <p>The Task and Finish Group made 9 recommendations which were considered by Cabinet on 10 November 2015. Its recommendations were:</p> <ol style="list-style-type: none"> 1. The Council should appoint a senior commercial manager to lead and coordinate its commercial activities; and to identify and develop new commercial opportunities. 2. The Council should appoint a high level commercial board comprised of councillors, officers and others with commercial experience. The board can advise the Cabinet about the feasibility of commercial opportunities and review the performance of existing ones. 3. The Council should pursue income generation opportunities where it has the skills, experience and resources to do so. These should be compatible with the Council's strategic objectives, and at a level of risk which would not threaten the Council's core services in the event of an enterprise's failure. 4. The Council should explore the possibilities of property investment as a means of generating revenue. 5. The Council should use the expertise of its strategic partners to help manage its property portfolio. 6. The Council should review its assets register to understand whether any of them could be used for property development or other commercial purposes. 7. Commercial activities should bear the true cost - but no more than that – of any support they receive from the Council. 8. The Council should review its training programmes for senior and other key staff to include more commercial training, networking and mentoring activities. 9. The Council should have a scheme that recognises officers who make useful commercialisation proposals or make significant contributions to their success. | <p>The newly appointed Service Director Commercialisation has been tasked with developing a Commercialisation Strategy.</p> <p>It is suggested that Members of the Overview and Scrutiny Committee consider adding the scrutiny of this Strategy to their work programme.</p> | <p>Complete - 12 June 2018</p> <p>Presentation of strategy from Commercial Director at Jan 19 Committee</p> |