

**Waste and Street Cleansing - Scrutiny Review Scope**

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

<p><b>Purpose</b></p>	<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>
<p><b>Methodology</b></p>	<p>Scrutiny Panel of five councillors taken from the Environment &amp; Climate Change 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 and Town Councils (local councils liaison forum in September 2025)</p>
<p><b>Areas to consider in scope</b></p>	<p><b>Resources / Staffing</b></p> <ul style="list-style-type: none"> <li>- Recruitment</li> <li>- Training</li> <li>- Culture change</li> <li>- SBC resources</li> <li>- Staff welfare</li> <li>- Fleet / vehicles</li> <li>- New bins/bin delivery</li> <li>- How vehicles CCTV is used</li> <li>- Vulnerable users – assisted collections</li> </ul> <p><b>Data and rounds</b></p> <ul style="list-style-type: none"> <li>- Review of data before the contract start</li> <li>- Understand the CORE system (Suez software)</li> <li>- Round routing process</li> <li>- Road access issues</li> <li>- Review bulk bin store / communals</li> <li>- Review litter bin frequencies</li> <li>- Vulnerable users – assisted collections</li> <li>- Equality Impact Assessment</li> <li>- Performance data</li> </ul>

	<p><b>Contract and Project Management</b></p> <ul style="list-style-type: none"> <li>- How was the project set up / what ongoing monitoring occurred</li> <li>- Review contract documents</li> <li>- Review process for defaults and rectifications</li> <li>- Recovery Plan</li> <li>- Member involvement</li> <li>- Alternative contract management system options</li> </ul> <p><b>Communications (internal and external)</b></p> <ul style="list-style-type: none"> <li>- Pre-service resident comms (letters/social media)</li> <li>- Process for resident reporting forms</li> <li>- Webpages</li> <li>- Social media</li> <li>- Review comms plan</li> <li>- Communications to and from councillors</li> <li>- Back office systems</li> </ul>
<b>Outcome</b>	<ul style="list-style-type: none"> <li>- Councillors receive assurances on project delivery</li> <li>- Residents feel they have been able to have their say</li> <li>- Lessons learnt for the future</li> <li>- Areas identified for improvement</li> <li>- Successes are captured and communicated</li> </ul>
<b>Timescale</b>	<p>The scope and membership were agreed at the 16 July Environment &amp; Climate Change Committee.</p> <p>A series of 5 workshops took place between 4 September and 19 November 2024 where Panel Members considered all areas set out in the scope. Representatives from Suez attended the workshop on 14 November 2024.</p> <p>A public survey was carried out between 3 September and 2 October 2024. This was online mainly but hard copies of the survey were widely available to residents who did not have online access.</p> <p>Residents' experiences were also gathered at the Area Committee meetings taking place between 3 September – 26 September 2024.</p> <p>Parish and Town Councils were consulted at the Local Councils' Liaison Forum on 25 September</p> <p>A Member survey was carried out between 26 September and 14 October 2024.</p> <p>The final report to be taken to the Environment &amp; Climate Change Committee on 15 January 2024.</p>