

Scrutiny Committee Agenda



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Date: 14 March 2012
Website: www.whitehorsedc.gov.uk

A meeting of the
Scrutiny Committee
will be held on Thursday 22 March 2012
at 7.00pm
Abbey House, Abingdon

Members of the Committee:

Councillors

Jim Halliday (Chair)
Melinda Tilley (Vice-Chairman)
Eric Batts
Andrew Crawford
Jane Crossley
Tony de Vere

Charlotte Dickson
Jason Fiddaman
Bill Jones
Sandy Lovatt
Julie Mayhew-Archer
Fiona Roper

A large print version of this agenda is available. In addition any background papers referred to may be inspected by prior arrangement.

Please note that this meeting will be held in a wheelchair accessible venue. If you would like to attend and have any special access requirements, please let the Democratic Services Officers know beforehand and they will do their very best to meet your requirements.

A handwritten signature in black ink, appearing to read 'M Reed', written in a cursive style.

Margaret Reed
Head of Legal and Democratic Services

Members are reminded of the provisions contained in the code of conduct adopted on 30 September 2007 and standing order 34 regarding the declaration of personal and prejudicial interests.

Agenda

Open to the Public including the Press

Map and vision

(Page 4)

A map showing the location of the venue for this meeting is attached. A link to information about nearby car parking is http://www.whitehorsedc.gov.uk/transport/car_parking/default.asp

The council's vision is to take care of your interests across the Vale with enterprise, energy and efficiency.

1. Notification of substitutes and apologies for absence

To record the attendance of substitute members, if any, who have been authorised to attend in accordance with the provisions of standing order 17(1), with notification having been given to the proper officer before the start of the meeting and to receive apologies for absence.

2. Minutes

(Pages 5 - 8)

To adopt and sign as a correct record the minutes of the committee meeting held on 16 February 2012 (attached).

3. Declarations of interest

To receive any declarations of personal or personal and prejudicial interests in respect of items on the agenda for this meeting.

4. Urgent business and chair's announcements

To receive notification of any matters, which the chair determines, should be considered as urgent business and the special circumstances, which have made the matters urgent, and to receive any announcements from the chair.

5. Statements, petitions and questions from the public relating to matters affecting the Scrutiny Committee

Any statements and/or petitions from the public under standing order 32 will be made or presented at the meeting.

6. Election review

(Pages 9 - 15)

To consider report 89/11 of the head of legal and democratic services.

7. Recycling and waste contract monitoring - performance review of Biffa Municipal Limited in 2011

(Pages 16 - 29)

To consider report 90/11 of the head of corporate strategy.

8. Scrutiny work programme

(Pages 30 - 36)

To review the attached scrutiny work programme.

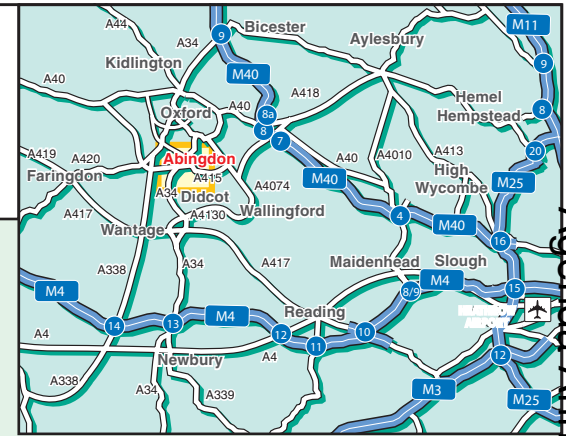
9. Dates of next meetings

To note the dates of the forthcoming committee meetings. In each case the meeting will be held on a Thursday at 7pm:

- 19 April 2012
- 24 May
- 28 June
- 26 July
- 23 August
- 20 September

Exempt information under Section 100A(4) of the Local Government Act 1972

None



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OS data. PU100040256. Crown ©2008. Mapping sourced from Ordnance Survey

KEY: Car Parks

| | |
|--|----------------------|
| | Abbey Close |
| | Cattle Market |
| | Charter Multi-storey |
| | Civic |
| | Rye Farm |
| | Hales Meadow |
| | Audlett Drive |
| | West St Helen Street |

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By bus – there are a number of bus routes serving Abingdon town centre. For details of services and timetables, visit Oxfordshire County Council’s website at www.oxfordshire.gov.uk. Contact details for bus operators can be found on the travel information pages on our website www.whitehorsedc.gov.uk

Parking – details of car parks charges can be found on our website



Minutes

of a meeting of the

Scrutiny Committee

held at 7pm on Thursday 16 February 2012
at the Abbey House, Abingdon

Open to the public, including the press

Present:

Members: Councillors Jim Halliday (Chair), Melinda Tilley (Vice-Chairman), Eric Batts, Andrew Crawford, Jane Crossley, Charlotte Dickson, Jason Fiddaman, Bill Jones, Julie Mayhew-Archer, and Fiona Roper

Substitute member: Councillor Dudley Hoddinott (in place of Councillor Tony de Vere)

Non-participating members: Councillors Matthew Barber, Jenny Hannaby, and Richard Webber

Officers: Steve Bishop, Steve Culliford, William Jacobs, Anna Robinson, and Bob Watson

Number of members of the public: Nil

Sc.77 Notification of substitutes and apologies for absence

The committee noted an apology for absence from Councillor Tony de Vere, who appointed Councillor Dudley Hoddinott as his substitute.

Sc.78 Minutes

RESOLVED: To adopt the minutes of the committee’s meeting held on 26 January 2012 as a correct record and agree that the chair signs them, subject to the following amendment:

- In minute Sc75 on the garden waste service, in the penultimate sentence of the third paragraph, amend the wording to read ‘this was the basis of the Cabinet member decision’.

Sc.79 Declarations of interest

Councillors declared the following interests on the budget 2012/13 item:

| Councillor | Interest | Details |
|-------------------|----------|---|
| Charlotte Dickson | Personal | She was a Wantage Town Councillor |
| Jim Halliday | Personal | He was a trustee of the Albert Memorial Trust |
| Jason Fiddaman | Personal | He was an Abingdon Town Councillor |

| Councillor | Interest | Details |
|---------------------|-----------------|-------------------------------------|
| Julie Mayhew-Archer | Personal | She was an Abingdon Town Councillor |
| Fiona Roper | Personal | She was a Wantage Town Councillor |

Sc.80 Urgent business and chair's announcements

None

Sc.81 Statements, petitions and questions from the public relating to matters affecting the Scrutiny Committee

None

Sc.82 Budget 2012/13

The committee considered report 69/11 of the head of finance, which set out the Cabinet's budget proposals for 2012/13. These consisted of the revenue budget for 2012/13, the medium term financial plan to 2016/17, the capital programme to 2016/17, and the prudential indicators. Together they formed the Cabinet's budget recommendation to the Council on 22 February. The committee considered the proposals and raised questions with the Cabinet member for finance, who had been invited to the meeting.

The committee noted that:

- The Cabinet member for finance had authority to make minor adjustments to the Cabinet's budget proposals before the Council met
- Interest from capital investments could be used for revenue expenditure
- There were many unknown factors that could affect reserves and balances in future years, such as government grants, the use of the new homes bonus, and the localisation of business rates and council tax benefits. The council would have to tackle these when the details were more certain and would have to look for on-going efficiency savings
- In terms of essential growth items that had been removed from the budget since the consultation draft in December 2011, these were listed in appendix A2 of the report. No other new growth items had been added besides those listed in appendix A2
- No significant risks had been identified while assessing the equality implications of the savings proposals
- The chief finance officer was comfortable with the level of general fund balances projected throughout the medium term financial plan
- The officers agreed that in the medium term financial plan, line 36, the heading should read 'revenue impact of capital bids 2012/13'
- The budget contained a provision to outsource administration of the garden waste service in case a firm proposal came forward from the contractor in 2012/13
- Included in the budget were funds to cover the net increase in the cost of housing benefit
- The economic development team was developing a new website to publicise the Vale, replacing the Visit Vale website
- The first aider allowances budget had been cut and the council had sufficient first aid cover
- The council had removed the subsidy to the Octabus dial-a-ride scheme as this was no longer necessary. The county council's basic service covered this council's required service level and it was not necessary to increase this further

- The growth bid for new geographical information system software was a cost-effective solution to replace the council's old system. The chief finance officer agreed to inform committee members of the costs of the current system
- The footnotes to appendix D on growth proposals would be updated before the Council meeting
- The reference to projected increase in capital receipts in appendix E referred to potential property sales or re-gearred lease arrangements
- There was £100,000 in the capital programme for capital community grants. This would be apportioned to the four area committees to allocate to capital community projects. In addition, there was an earmarked reserve of £50,000 for Cabinet to award in exceptional cases
- The council still had a responsibility for some sewage treatment works and had to maintain these. There was a growth bid for this purpose
- The budget included £250,000 for the HomeBuy Scheme, designed to help people buy their first home on the open market through a HomeBuy loan. This was to be treated as a pilot scheme in 2012/13
- The cost of housing homeless people was a variable factor that could have a significant effect on the council's budgets each year. However, the housing service was working hard to reduce homelessness and the amount spent on housing homeless people in bed and breakfast accommodation
- In order to secure future revenue streams and become less reliant on government grant funding the chief finance officer believed that the council should increase its Council Tax in 2012/13 rather than freezing it and receiving a grant for doing so. However, he accepted that this was a political choice and he understood Cabinet's reasons for it
- Another risk to the council's budget in future was that business rate revenues from companies moving into the Science Vale UK enterprise zone could be kept by the Oxfordshire Local Enterprise Partnership and would not have to be re-invested in the enterprise zone. However, the new 'localisation of business rates' scheme would mean business rate growth from existing companies would be kept by the Vale
- There was a significant risk of loss of business rates once Didcot A Power Station was decommissioned after 2015, unless the government categorised this as an extraordinary event. The council would have to lobby the government to approve this categorisation. There was also the possibility that the council could apply to have the business rates' base level reassessed, independently of the national reassessment every ten years. Guidance on the procedure was awaited.

The committee thanked the officers for their work on the draft budget. The chief finance officer agreed to organise councillor briefings on the 2013/14 draft budget preparation.

RESOLVED: To

- (a) note the Cabinet's proposed budget for 2012/13 and note that amendments may be made before the Council meeting on 22 February 2012 to:
 - (i) the medium term financial plan in line 36, to rename the heading 'revenue impact of capital bids 2012/13'
 - (ii) update the footnotes to appendix D on growth proposals
- (b) note the potential financial impact of losing business rate income from the decommissioning of Didcot A Power Station; and

- (c) to request the chief finance officer to organise councillor briefings on the 2013/14 draft budget preparation.

Sc.83 Board Report - third quarter 2011/12

The committee considered the December 2011 board report. This monitored the council's performance of its key services. The committee considered whether to invite any heads of service to the next committee meeting to explain performance levels but declined to do so on this occasion. However, the committee agreed to keep a watching brief on two items: the development of affordable housing and outstanding debt through the garden waste service.

RESOLVED: To

- (a) note the December 2012 board report;
- (b) keep a watching brief on the development of affordable housing and outstanding debt through the garden waste service.

Sc.84 Scrutiny work programme

The committee reviewed its work programme, noting that the staff satisfaction survey results were due to be considered at its meeting on 19 April.

Councillors asked for the report on the housing allocations policy review to include background on the existing waiting list and how the current policy was applied.

The committee also agreed to set up a task group to review the council's website. Councillors Jim Halliday and Jane Crossley volunteered to take part.

RESOLVED: To

- (a) update the work programme as set out above; and
- (b) set up a scrutiny task group to review the council's website and bring recommendations back to the committee in due course; the task group to comprise Councillors Jim Halliday and Jane Crossley.

Exempt information under section 100A(4) of the Local Government Act 1972

None

The meeting closed at 8.33 pm

Scrutiny Committee



Report of Head of Legal and Democratic Services

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To: Scrutiny Committee

Date: 22 March 2012

Report no: 89/11

Conduct of the 2011 local elections: update on progress

Recommendation: to note the progress on the election action plan

Purpose of Report

1. To consider progress on the implementation of the scrutiny committee's recommendations on the review of the 2011 local elections.

Background

2. At its meeting on 24 August 2011 the committee agreed a number of recommendations to improve the way future elections are managed. Appended to this report is a table setting out the recommendations and the current position in addressing the recommendations.

Progress on implementation of recommendations

3. Since the agreement of the recommendations the elections team has been busy submitting the final accounts to the Electoral Claims Unit for the referendum and finalising the invoices for the parish/town council contested elections. This process was complicated by the nature of the compensation payment received from Paragon and involved additional work. In addition the team undertook the 2011 annual canvass publishing the revised register on 1 December 2011. In light of this work the chairman agreed to defer the submission of this report until this meeting.
4. The **attached** schedule provides an update on the status of the committee's recommendations. The following paragraphs provide further clarification of some of the issues.
5. Officers identified the integration of a joint electoral database as the main priority. Working with Halarose (the council's electoral software provider) this project was successfully completed in February and enables officers to process forms more

efficiently and offer an improved service to our customers as we do not have to switch between two systems when dealing with enquiries. The system allows officers to input and read information for both councils in a single database but separates the information to produce the electoral registers, run elections and produce reports.

6. The returning officer now holds monthly meetings with the core team to discuss progress on the implementation of the scrutiny committee recommendations and other electoral matters. This allows the returning officer to have greater involvement, provides a formal means of monitoring agreed actions, which are recorded, and an opportunity to receive and discuss developments – for example in relation to the Police and Crime Commissioner elections.
7. The failure of the printer employed at the 2011 elections had a major impact on the delivery of the 2011 elections. As detailed in the attached schedule the returning officer has appointed a printer to undertake work on two forthcoming by elections within South Oxfordshire District Council's area. The returning officer has met a representative from the company to satisfy himself of their ability to deliver these elections. Many of the committee's recommendations will be implemented and trialled at these elections including those relating to the issue of postal votes and the tracking of data.
8. Officers consider that a number of the recommendations would be best addressed by specific projects. These are referred to in the attached schedule but to summarise would comprise of the following:
 - communications
 - staffing – to cover involvement of non core election staff and training
 - count venues
9. Officers propose submitting these plans to the task group for consideration.

Task group

10. At its meeting in August the committee agreed to establish a task group comprising councillors Eric Batts, Andrew Crawford, Jim Halliday and Melinda Tilley. Appendix one sets out the terms of reference of the task group. The task group met the returning officer and head of legal and democratic services on 29 February and requested a number of documents and comparative data information which officers are providing. Any recommendations from the task group will be reported separately.

Financial Implications

11. The implementation of a joint database cost £6,500 which was met from savings on the budget for the 2011 elections and under spends within the service.

Conclusion

18. The committee agreed a number of recommendations for suggested improvements for the future management of elections. The committee is asked to note progress to date.

Background Papers: Minutes of scrutiny committee meetings held on 24 August and 22 December 2011

Terms of reference for the Vale of White Horse District Council Scrutiny Committee's Task Group set up at the committee meeting of 24 August 2011 to review the organisation of elections by the council.

The task group will consist of four councillors - two nominated by the Leader of Council and two by the Leader of the main opposition group.

The task group shall take due note of the recommendations of the independent review (which were considered by committee meetings held on 21 July 2011 and 24 August 2011) and the subsequent response by the officers, and enquire further into the areas listed below, requesting appropriate evidence, written and verbal, from officers, and then make any recommendations it may deem appropriate to a future meeting of the Scrutiny Committee.

Areas of interest:

- To review the resources (computational, physical, financial and staffing) allocated to the elections team prior to the elections held in May 2011.
- To review the written procedures, risk assessments, plans and other appropriate documentation prepared by the elections team prior to the elections in May 2011, their subsequent use by the team.
- To consider whether to recommend that the Council should commission a report analysing best practice across a range of Councils for allocating and discharging the role of Returning Officer in delivering elections.

Update on status of committee's recommendations

| 1 | Recommendation | Status comment |
|------|--|--|
| i | exercise to identify and select a suitably experienced printing firm be undertaken | The print company appointed to undertake the annual canvass has been appointed to assist with two forthcoming by elections at South. The returning officer (RO) has met a representative of the company to satisfy himself of their ability to deliver these elections. Following these by elections the RO will then make a decision any future appointment for the Police and Crime Commissioner elections and beyond. |
| ii | a suitable local printer be identified to deal with small scale elections printing and to provide back up in the crucial period immediately prior to an election | Local printer identified and agreed to provide back up for printing ballot papers. |
| iii | a communications strategy be developed for all elections using the councils' facilities and a wide range of media and in particular consider the use of adverts in the printed media | Work in progress. Meeting scheduled with communications to draw up a communications strategy for election work in general including electoral registration. This will form part of a communications project. |
| iv | during the nominations process frequent communication take place with agents | Will be built into future plans and form part of the communications strategy. |
| v | the nomination process be reviewed to ensure a more efficient and effective use of resources and eliminate use of paper records | At the forthcoming by elections the team will investigate the advantages and disadvantages of the paper based and electronic processes. |
| vi | clerks of parish and town councils should be advised that they are not required to handle completed nomination papers | Guidance note to parish clerks has been amended to reflect this and will form part of written instructions to parish clerks for future elections. |
| vii | analysis take place to identify those activities which must be carried out by the core team and those which are peripheral and could be carried out by other parts of the organisation but shaped by the elections team | Work in progress (see xiii below). Further opportunities will form part of the Police Commissioner elections project plan. Ongoing work in progress to identify ways of reducing call on core team to deal with telephone queries leading up to election day. This will form part of a staffing project. |
| viii | during the election period the project plan and risk register be regularly updated to form part of short and focussed meetings of the core elections team chaired by the returning officer (or a deputy authorised to act on his behalf) to oversee progress | RO currently holds monthly update meetings with core team. At election time these will be held on a more regular basis. |

| 1 | Recommendation | Status comment |
|------|--|---|
| ix | the two separate IT systems used by the elections team be integrated as soon as possible | Joint data base system in place and operating successfully. |
| x | data be supplied to the printer in a timely manner so that majority of postal vote packs are in future provided to Royal Mail on the day after the postal vote deadline; | To be implemented for future elections – timetabled for forthcoming by elections at South. |
| xi | the Online Business Account be used by both the printer and the elections staff in a timely manner to check the quantities of documents supplied to Royal Mail against the data file supplied to the printer and that future printing contracts specify exactly what regular reports are to be made to the council and when; | Work in progress. For the forthcoming by elections the printers have agreed to supply details of the number of documents supplied to Royal Mail. As an additional check the printers are confirming the number of data files received at each stage of the process. |
| xii | an exercise be carried out to identify colleagues outside the core elections team who can support the process in a variety of roles such as overseeing postal votes, inspecting polling stations, count supervision having received appropriate training; | Work in progress. Non core team officers identified to manage future postal vote opening/verification work. These staff attended a training session in February delivered by Halarose staff. All will have an opportunity to assist at the forthcoming by elections. Non core elections officers already act as polling station supervisors and count supervisors. Appropriate briefing/training sessions are held and updated to reflect each type of election. Further written instructions to form part of staff project. |
| xiii | all options for count venue(s) in 2015 be considered and each potential count venue be subject to a detailed written assessment and that a named person holds responsibility for the preparation of the selected venue(s); | Count venue will be reviewed as part of a venues project plan in preparation for the 2015 elections. |
| xiv | a training course be developed for count supervisors encompassing all aspects of their role; | Briefing session exists. Further written instructions to form part of a staff project. |
| xv | the 'combination method' is not a recognised means of counting 'split votes' | Officers will agree the count method before each election and train and instruct staff |

| 1 | Recommendation | Status comment |
|-------|---|---|
| | and should not be used; | accordingly. |
| xvi | the returning officer review the method used for counting 'split votes' and inform all agents of the method to be used in the future; | As above. Procedures to be revised in light of the above. |
| xvii | all staff employed by the returning officer be paid by BACS through the payments system; use of cheques becoming an exception; | Work in progress. |
| xviii | the allocation of polling stations be reviewed in the light of the electorate and turnout figures; | Polling district and places review completed and agreed by Council at its meeting in December 2011. |
| 2 | the returning officer shall provide a report to the scrutiny committee in six months and in November 2014 setting out progress on implementing these recommendations, and the scrutiny committee should regularly monitor progress on implementation; | This report fulfils the first part of this recommendation. |
| 3 | <p>That the Electoral Commission, the Association of Electoral Administrators, and the two local Members of Parliament be asked to press:</p> <p>(a) for a statutory despatch date for all postal votes (except those granted for late illness, etc.);</p> <p>(b) that in future no more than two elections/referenda take place on the same day;</p> | Completed. |
| 4 | That the election team's annual self-assessment for the 2011 elections be presented to the committee as soon as it is written; | The Electoral Commission no longer require the submission of an annual self assessment. This has been replaced by the submission of data and information during an election. The task group has been offered evidence of the submission of this information during the 2011 elections. Prior to the elections a representative from the Electoral Commission visited the councils and was satisfied with the preparations for the elections/referendum. |
| 5 | That a small task group of four Scrutiny Committee members be set up to review how the 2011 elections were planned and delivered by the council's staff with the terms of reference to be agreed by | Task group established – details set out in the covering report. |

| 1 | Recommendation | Status comment |
|---|---|-------------------|
| | the committee. The task group to report back before/at the February 2012 committee meeting, and that the Leader and the Leader of the Opposition be asked to nominate two councillors each; | |
| 6 | the elections task group be requested to consider the best way of commissioning, while being mindful of the cost, a report from the Association of Electoral Administrators or SOLACE Enterprises analysing best practice across a range of other councils to assure this council that it is using the best model for allocating and discharging the role of returning officer in delivering elections. | Work in progress. |

Scrutiny Committee Report

Report of Head of Corporate Strategy

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To: SCRUTINY COMMITTEE

DATE: 22 March 2012

Report no. 90/11

Performance review of Biffa Municipal Limited

RECOMMENDATION

That the committee considers Biffa Municipal Limited's (Biffa) performance in delivering the household waste collection, street cleansing and ancillary services contract for the period 1 January 2011 to 31 December 2011 and makes any recommendations to the Cabinet Member for Waste to enable him to make a final assessment on performance.

PURPOSE OF REPORT

1. The report considers the performance of Biffa in providing the household waste collection, street cleansing and ancillary services in Vale of White Horse for the period 1 January 2011 to 31 December 2011.

STRATEGIC OBJECTIVES

2. The service contributes to the councils strategic objectives of managing our business effectively by providing a value for money service that meet the needs of our residents, rising to the challenge of climate change by minimising the waste we produce and maximising recycling and keeping the vale a clean place to live by dealing with litter and detritus and tackling "envirocrime such as fly-tipping, dog fouling and graffiti.

BACKGROUND

3. Managing contractor performance is essential for delivering the council's objectives and targets. Since a high proportion of the council's services are outsourced (approximately half the revenue budget is spent on seven main contractors), the

council cannot deliver high quality services to its residents unless its contractors are performing well. Working jointly with contractors to review performance regularly is therefore essential.

4. The council's process for managing contractor performance focuses on continuous improvement and action planning. The council realises that the success of the framework depends on contractors and the council working together to set and review realistic, jointly agreed and measurable targets.
5. The overall framework is designed to be
 - a way for the council to consistently measure contractor performance, to help highlight and resolve operational issues.
 - flexible enough to suit each contract, including smaller contracts which may not require all elements of the framework.
 - a step towards managing risk more effectively and improving performance through action planning.

OVERVIEW OF THE REVIEW FRAMEWORK

6. The review process consists of three essential dimensions:
 1. performance measured against key performance targets (KPTs)
 2. customer satisfaction with the total service experience
 3. council satisfaction as client.
7. Each dimension is assessed and the head of service makes a judgement of classification. Contractor feedback and an assessment of strengths and areas for improvement are also included. Where some dimensions are not relevant, or difficult to apply fairly to certain types of contract, the framework may be adjusted or simplified at the discretion of the head of service.
8. Biffa (formerly Verdant) were awarded the joint waste contract in December 2008 with a commencement date in South Oxfordshire of June 2009. The Vale of White Horse element of the contract commenced in October 2010. This is the first performance review for Biffa in the Vale of White Horse and therefore there are no previous judgements for comparison included.
9. The current value of the contracts fixed annual charge is £8,953,000 per annum of which Vale of White Horse proportion is £4,140,648 per annum. The contract is due to end in June 2017.
10. The contract includes delivery of the following service:
 - weekly collection of household food waste from 23 litre bins
 - fortnightly collection of household recycling from 240 litre wheeled bins or green sacks
 - fortnightly collection of household refuse from 180 litre wheeled bins or pink sacks this is collected on the alternate week to recycling

- emptying bulk bins for refuse and recycling and food waste bins which service flats and communal properties
- fortnightly collection of household garden waste to residents who have opted into this charged for service. There are approximately 15,500 customers
- collection from bring banks
- collection of household bulky waste items for which there is a charge
- litter collection and cleansing of roads, streets and public areas
- emptying of litter and dog bins
- removal of fly-tipping.

DIMENSION 1 – KEY PERFORMANCE TARGETS

11. KPT's are included in the Biffa contract to provide a benchmark against which performance can be measured. The KPT's cover those aspects of the service which are considered to be of most concern to our residents and are measured on an ongoing basis and reported monthly by Biffa. The KPT's for this contract are:

- KPT 1 - missed collections – number of missed collections per week per 100,000 households. Target - no more than 40
- KPT 2 - rectification of missed collections – percentage of reported missed household collections rectified within 24 hours. Target - 100 per cent
- KPT 3 - NI 192 - percentage of household waste sent for re-use, recycling and composting. Target – 46.8 per cent
- KPT 4 - NI 195 - improved street and environmental cleanliness – levels of litter and detritus. Targets - litter 4 per cent, detritus 7 per cent.

Since April 2011 national indicators for waste NI 192 and NI 195 are no longer used as national measures, however the council continues to use these as a measure of the contractor's performance.

KPT 1 – Missed Collections

12. With the roll out of any new waste service there will always be issues of missed collections as crews and residents get used to the new service therefore the number of missed collections will be significantly higher than normal. The weekly average number of missed collections in October 2010, the first month of the new service, was 378 this dropped to 184 in November and by February it was down to 24.

13. For the purpose of this report performance has been measured against the number of reported weekly missed collections per 100,000 collections for the period 1 January 2011 to 31 December 2011, this includes data from January where there was a suspension in service due to the snow which, as you would expect, led to higher numbers of reported missed collections.

14. During this review period the number of missed collections averaged 22 per 100,000 households. This is well below the target of no more than 40 missed collections. The lowest number of missed collections was recorded in October 2011 with an average of 10 and the highest was in January with an average of 90 for the reason given above.

KPT 2 Rectification of missed collections

15. This measure is the percentage of reported missed collections rectified within 24 hours of Biffa being informed. During this review period 95 per cent of missed collections were rectified within 24 hours of being reported.

KPT 3 - NI 192 percentage of household waste sent for re-use, recycling and composting

16. At the commencement of the contract the council and Biffa agreed baselines for assumed recycling rates as follows:

- 2010/11 – 46.3 per cent
- 2011/12 – 46.8 per cent.

17. Table one below shows the performance for KPT 3 for the period to which this report relates, 1 January 2011 – 31 December 2011

Table One NI 192 Performance

| | Dry recycling (tonnes) | Food waste (tonnes) | Garden waste (tonnes) | Refuse to Landfill (tonnes) | NI192 |
|------------------------------|------------------------|---------------------|-----------------------|-----------------------------|-------|
| 1 January – 31 December 2011 | 14,340 | 5,425 | 6,876 | 11,776 | 69.3% |

KPT 4 – NI 195 Improved street and environmental cleanliness – levels of litter and detritus

18. At the commencement of the contract, the council and Biffa agreed targets for litter and detritus. These targets were as follows:

- no more than four per cent of relevant land to have unacceptable levels of litter
- no more than seven per cent of relevant land to have unacceptable levels of detritus.

19. As previously mentioned we no longer report on NI 195, however officers have continued to monitor street cleanliness using the same methodology. The scores achieved in this review period were, level of litter 8.4 per cent and level of detritus 36.8 per cent, well below the agreed targets. The new contract was still in its early stages when the first of the inspections were undertaken and therefore the scores are partially

a reflection on the previous contractors work but also indicate this is an area of work the contractor needs to improve on.

20. Based on Biffa’s performance an overall “average” KPT performance rating score of 3.75 has been achieved. An analysis of performance against the KPT’s can be found in Annex A.

21. For reasons of consistency with previous assessments, and for fairness between contractors, the following is a rough guide to the assessment of Biffa against all KPT’s:

| | | | | | |
|----------------|------------|-------------|-------------|--------------------|-----------|
| Score | 1 – 1.4999 | 1.5 – 2.499 | 2.5 – 3.499 | 3.5 – 4.499 | 4.5 – 5.0 |
| Classification | Poor | Weak | Fair | Good | Excellent |

22. The head of service has made a judgement on KPT performance as follows:

KPT judgement

Previous KPT judgement for comparison

DIMENSION 2 – CUSTOMER SATISFACTION

23. Customer satisfaction for this report has been measured by the results of the Citizens Panel dated December 2011. 833 panel members were invited to participate in this survey, 211 postal and 622 online. In total 409 (49 per cent) responses were received. 56 per cent responding to the postal invite and 44 per cent to the online invite.

24. The main areas of questioning regarding satisfaction with the waste service were:

- satisfaction with the overall waste collection service
- cleanliness of the area after collections have taken place
- reliability of the waste collection service
- satisfaction with street cleaning.

25. Overall satisfaction with the waste service is very high at 91per cent. This is extremely good news for the council considering the new service had only been operating for a few months prior to this review period. Residents were still getting used to the new service when we experienced a lot of disruption over the Christmas period that continued into the new year. 99 per cent are satisfied with the reliability of the service and 73 per cent are “very satisfied”.

26. Most (85 per cent) are satisfied with the cleanliness of the area and pavements after collections. However, this area has the most scope for improvement with 15 per cent being dissatisfied.

27. In terms of street cleansing 78 per cent are satisfied with the cleanliness of the streets and pavements in their local area.

28. Based on Biffa's performance a combined overall customer satisfaction rating score of 4.02 has been achieved. An analysis of customer satisfaction can be found in Annex B.
29. For reasons of consistency with previous assessments, and for fairness between contractors, the following is a rough guide to the assessment of Biffa on overall customer satisfaction:

| | | | | | |
|----------------|------|-------------|-------------|--------------------|-----------|
| Score | <3.0 | 3.0 – 3.399 | 3.4 – 3.899 | 3.9 – 4.299 | 4.3 – 5.0 |
| Classification | Poor | Weak | Fair | Good | Excellent |

30. Based on this performance, the head of service has made a judgement on customer satisfaction as follows:

Customer satisfaction judgement

Previous customer satisfaction judgement for comparison

DIMENSION 3 – COUNCIL SATISFACTION

31. As part of the performance review officers with direct knowledge and who frequently interact with the contractor were asked to complete a short questionnaire, this included the strategic director, head of service, shared waste manager and monitoring officers. In total six questionnaires were sent out and returned.
32. Based on Biffa's performance an overall council satisfaction rating score of 4.30 has been achieved. An analysis of council satisfaction can be found in Annex C.
33. For reasons of consistency with previous assessments, and for fairness between contractors, the following is a rough guide to the assessment of Biffa on council satisfaction:

| | | | | | |
|----------------|------|-------------|-------------|-------------|------------------|
| Score | <3.0 | 3.0 – 3.399 | 3.4 – 3.899 | 3.9 – 4.299 | 4.3 – 5.0 |
| Classification | Poor | Weak | Fair | Good | Excellent |

34. Based on this performance, the head of service has made a judgement on council satisfaction as follows:

Council satisfaction judgement

Previous council satisfaction judgement for comparison

OVERALL ASSESSMENT

35. Taking into account the performance of the contractor against KPTs, customer satisfaction and council satisfaction, the head of service has made an overall judgement as follows.

Overall assessment

Previous overall assessment for comparison

36. The head of service considers that if this was exclusively reviewing the waste collection service the judgement would be excellent because of the following successes:

- achieved a 69.3 per cent recycling rate, amongst the very best nationally
- winners of Government Business Awards for Environmental Innovation
- shortlisted for the IESE transformation in waste services award
- 91 per cent overall satisfaction of waste collection service
- 99 per cent satisfaction with reliability of the service.

STRENGTHS AND AREAS FOR IMPROVEMENT

37. Annex C records strengths and areas for improvement relating to the performance of the contractor over the last year.

CONTRACTORS FEEDBACK

38. A key feature of the process for reviewing the performance of contractors is that the council provides them with an opportunity to give their feedback on the assessment, including suggestions for improvements to council processes. This is included in Annex D.

FINANCIAL IMPLICATIONS

39. There are no financial implications arising from this report.

LEGAL IMPLICATIONS

40. There are no legal implications arising from this report.

CONCLUSION

41. The head of corporate strategy has assessed Biffa's performance as good for its delivery of the household waste collection, street cleansing and ancillary services contract. The committee is asked to make any recommendations to the Cabinet Member for waste to enable him to make a final assessment on performance.

BACKGROUND PAPERS

42. None

Annex A – Key performance targets

| KPT ref | Description of KPT | Target | Performance | Individual KPT rating (excellent, good, fair, weak or poor) | KPT rating score (excellent = 5, good = 4, fair = 3, weak = 2, poor = 1) |
|--|---|---|-------------------------------|---|--|
| KPT 1 | missed collections | No more than 40 missed collection per 100,000 collections | Average 22 missed collections | good | 4 |
| KPT 2 | rectification of missed collections | 100 per cent rectified within 24 hours of contractor being informed | 95% | good | 4 |
| KPT 3 | percentage of household waste sent for re-use, recycling and composting | 46.8% | 69.3% | excellent | 5 |
| KPT 4 | improved street and environmental cleanliness – levels of litter and detritus | 4% litter 7% detritus | 8.4% 36.8% | weak | 2 |
| Overall “average” KPT performance rating score (arithmetic average) refers to point 20 in the report | | | | | 3.75 |
| Overall “average” KPT performance (excellent, good, fair, weak or poor) | | | | | Good |

Annex B – Customer satisfaction

In total, 409 members of the Citizens’ Panel responded to questions about the waste contract. The questionnaire was sent to 833 people in total giving a response rate of 49 per cent.

Q. How satisfied are you, overall, with the waste collection service?

| Rating | Number of residents | Weighting | Total weighted for residents |
|-----------------------------------|---------------------|-----------|------------------------------|
| Very satisfied | 210 | X 5 | 1050 |
| Fairly satisfied | 164 | X 4 | 656 |
| Neither satisfied or dissatisfied | n/a | X3 | n/a |
| Not very satisfied | 29 | X 2 | 58 |
| Not at all satisfied | 6 | X 1 | 6 |
| Total | 409 | | 1770 |

Waste collection service - resident satisfaction calculation: $1770 \div 409 = 4.32$

The following is a guide to the assessment of Biffa on customer satisfaction for the waste collection service:

| | | | | | |
|----------------|------|-------------|-------------|-------------|------------------|
| Score | <3.0 | 3.0 – 3.399 | 3.4 – 3.899 | 3.9 – 4.299 | 4.3 – 5.0 |
| Classification | Poor | Weak | Fair | Good | Excellent |

Comments from residents:

91% are satisfied with overall waste collection service.

99% are satisfied with the reliability of the waste collection service.

85% are satisfied with the cleanliness of the area/pavements after the waste has been collected.

Q. How satisfied are you with the standard of cleanliness of the streets and pavements in the village or town where you live?

| Rating | Number of residents | Weighting | Total weighted for residents |
|-----------------------------------|---------------------|-----------|------------------------------|
| Very satisfied | 84 | X 5 | 420 |
| Fairly satisfied | 233 | X 4 | 932 |
| Neither satisfied or dissatisfied | n/a | X 3 | n/a |
| Not very satisfied | 71 | X 2 | 142 |
| Not at all satisfied | 20 | X 1 | 20 |
| | | | |
| Total | 408 | | 1514 |

Standard of cleanliness - resident satisfaction calculation: $1514 \div 408 = 3.71$

The following is a guide to the assessment of Biffa on customer satisfaction for the standard of cleanliness of the streets and pavements:

| | | | | | |
|----------------|------|-------------|--------------------|-------------|-----------|
| Score | <3.0 | 3.0 – 3.399 | 3.4 – 3.899 | 3.9 – 4.299 | 4.3 – 5.0 |
| Classification | Poor | Weak | Fair | Good | Excellent |

Comments from residents:

78% are satisfied with the cleanliness of the streets and pavements in their local area.

81% feel their local area is cleaner than or as clean as other towns and villages.

The combined overall customer satisfaction rating for the waste collection and standard of cleanliness is calculated as follows:

Residents total weighted scores \div number of residents

$$(1770 + 1514) \div (409 + 408) = 4.02 \text{ (refers to point 28 in the report)}$$

Annex C - Council satisfaction

This assessment allows the council (as a client) to record its own satisfaction with aspects of a contractor's performance which lie outside Key Performance Targets and customer satisfaction. Each officer with direct knowledge and who frequently interacts with the contractor should complete this form. Some questions can be left blank if the officer does not have direct knowledge of that particular question.

The numbers indicated in the following table are the total number of responses received for each question

Contractor / supplier / partner name

From (date) To

SERVICE DELIVERY

| Attribute | (5) Very satisfied | (4) Satisfied | (3) Neither | (2) Dis-satisfied | (1) Very dissatisfied |
|---------------------------------------|--------------------|---------------|-------------|-------------------|-----------------------|
| 1 Understanding of the client's needs | 4 | 1 | 1 | | |
| 2 Response time | 1 | 5 | | | |
| 3 Delivers to time | 2 | 4 | | | |
| 4 Delivers to budget | 2 | 2 | | | |
| 5 Efficiency of invoicing | | 4 | | | |
| 6 Approach to health & safety | 4 | 1 | 1 | | |

COMMUNICATIONS AND RELATIONS

| Attribute | (5) Very satisfied | (4) Satisfied | (3) Neither | (2) Dis-satisfied | (1) Very dissatisfied |
|---|--------------------|---------------|-------------|-------------------|-----------------------|
| 9 Easy to deal with | 4 | 2 | | | |
| 10 Communications / keeping the client informed | 2 | 4 | | | |
| 11 Quality of written documentation | | 4 | 2 | | |
| 12 Compliance with council's corporate identity | 2 | 3 | 1 | | |
| 13 Listening | 3 | 3 | | | |
| 14 Quality of relationship | 4 | 2 | | | |

IMPROVEMENT AND INNOVATION

| Attribute | (5) Very satisfied | (4) Satisfied | (3) Neither | (2) Dissatisfied | (1) Very dissatisfied |
|---|--------------------|---------------|-------------|------------------|-----------------------|
| 15 Offers suggestions beyond the scope of work | 3 | 1 | 1 | 1 | |
| 16 Degree of innovation | 1 | 3 | 1 | 1 | |
| 17 Goes the extra mile | 4 | 1 | 1 | | |
| 18 Supports the council's sustainability objectives | 3 | 2 | 1 | | |
| 19 Supports the council's equality objectives | 4 | 1 | 1 | | |
| 20 Degree of partnership working | 4 | 1 | 1 | | |

The following table is a summary of council satisfaction based on the completed questionnaires

| Rating | Votes | Weighting | Total weighted |
|-----------------------------------|------------|-----------|----------------|
| very satisfied | 47 | X 5 | 235 |
| satisfied | 44 | X 4 | 176 |
| neither satisfied or dissatisfied | 11 | X 3 | 33 |
| dissatisfied | 2 | X 2 | 4 |
| very dissatisfied | 0 | X 1 | 0 |
| Total | 104 | | 448 |

The overall council satisfaction is calculated as follows: $448 \div 104 = 4.30$ (refers to point 32 in the report)

STRENGTHS AND AREAS FOR IMPROVEMENT

| | |
|-----------|---|
| Strengths | Understanding of the council's needs |
| | Evolving processes to benefit the council |
| | Work well in partnership, respond to urgent issues and recognise our corporate priorities |
| | Always responsive to requests |
| | Work collaboratively to get the best solution for all parties |
| | Support new initiatives |
| | Good supervisors, easy to deal with and good collection system |
| | Street cleansing work carried out when instructed, normal good response time and the work carried out to a good standard if smaller type jobs such as litter picking etc. |
| | Street cleansing in town centres to a good standard |

| |
|--|
| Good response time for dealing with requests |
|--|

Areas for improvement

| |
|---|
| Some back office processes need improving to make operations more efficient |
| Processes could be better documented |
| I.T. could deliver better outcomes |
| Street cleaning could be improved to ensure streets & hot spot areas are kept clear of litter & dog mess |
| Call Centre feedback is still not as good as we (Biffa and the Council) would like |
| Continue to increase “getting it right first time”, and seek to rectify issues without involving the client |
| Better communications between technical officers and contact centre |
| Street cleansing outside of town centres |
| Would like to see some feedback on completed work schedules like complaints to call centre |
| |

Annex D - Contractor 360° feedback

CONTRACTOR'S REACTION / FEEDBACK ON COUNCIL'S ASSESSMENT

We are happy with the overall assessment; it highlights areas that we excel in as well as areas for improvement.

ANY AREAS WHERE CONTRACTOR DISAGREES WITH ASSESSMENT

On KPT 4, we have been classed as weak, where roads were being graded on our predecessors work. We believe the accurate scores for the detritus and litter are actually much more favourable than listed.

Although we do not agree with the score, we do accept that this is an area that we do need to improve upon.

With missed bins at an average of 22 per 100000, we feel that this is excellent, but understand that due to the formula used we need to score 20 or less to achieve an excellent rating. This does not accurately describe the results being achieved.

WHAT COULD / SHOULD THE COUNCIL DO DIFFERENTLY TO ENABLE THE CONTRACTOR TO DELIVER THE SERVICE MORE EFFICIENTLY / EFFECTIVELY / ECONOMICALLY?

We work very closely with the council, in partnership. Any suggestions that we have or had are discussed on an almost daily basis as opposed to annually or quarterly.

Feedback provided by

Date

SCRUTINY WORK PROGRAMME

containing scrutiny work to be undertaken March 2012 to March 2013



The scrutiny work programme belongs to the council's Scrutiny Committee and sets out a schedule of scrutiny work due to be carried out over during period shown above. It is a rolling plan, subject to change at each Scrutiny Committee meeting; however, the scrutiny work programme and changes to it are subject to the council's approval.

Representations can be made on any of the following issues before an item is considered by the Scrutiny Committee. Representations must be made to the relevant contact officer shown below by 10am on the day the Committee is due to meet. The meeting dates are shown below.

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|--|--------------------------------|---|---|---|-------|
| Recycling and waste contract monitoring | Scrutiny Committee 22 Mar 2012 | Clare Kingston, Head of Corporate Strategy Tel. (01235) 540356 Email: clare.kingston@southandvale.gov.uk | The committee undertakes an annual monitoring of the recycling and waste contract. | To review the contractor's performance and make any recommendations the Cabinet member. | |
| Election review | Scrutiny Committee 22 Mar 2012 | Margaret Reed, Head of Legal and Democratic Tel. (01235) 540407 Email: margaret.reed@southandvale.gov.uk | To consider the recommendations from the review of the management of the elections held in May 2011 | To request the returning officer and his deputy returning officers to attend. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|--|--------------------------------|--|--|---|-------|
| Community grants | Scrutiny Committee April 2012 | Jayne Bolton Tel. 01491 823136 Email: jayne.bolton@soouthandvale.gov.uk | The committee wishes to review the existing community grants scheme to see whether it is fair and equal in the current financial and economic climate. | To review the scheme and make any recommendations to Cabinet. | |
| Staff satisfaction | Scrutiny Committee 19 Apr 2012 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@soouthandvale.gov.uk | The committee wishes to review the outcome of the annual staff satisfaction survey. | To review the survey results and make any recommendations to Cabinet. | |
| Board report - fourth quarter 2011/12 | Scrutiny Committee 24 May 2012 | Geoff Bushell Tel. (01235) 547689 Email: geoff.bushell@soouthandvale.gov.uk | The committee is asked to review the council's performance for the fourth quarter. | To review performance and make any recommendations to Cabinet. | |
| Housing allocations policy | Scrutiny Committee 24 May 2012 | Paul Staines, Head of Housing and Health Tel. (01235) 547621 Email: paul.staines@soouthandvale.gov.uk | The committee wishes to review the housing allocations policy. | To review the policy and make recommendations to Cabinet. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|---|--|---|--|---|-------|
| Consultation | Scrutiny Committee Not before 1st Jun 2012 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The committee wishes to review how the council consults the public. | To review the existing consultation methods and make any recommendations to Cabinet. | |
| Review of budget consultation process | Scrutiny Committee Not before 1st Jun 2012 | Steve Bishop, Strategic Director and Section 151 Officer Tel. (01235) 540332 Email: steve.bishop@southandvale.gov.uk | The committee wishes to review the budget consultation process. | To review the existing consultation method and make any recommendations to the Council. | |
| Review of the council's website | Scrutiny Committee Not before 1st Jun 2012 | Shona Ware Tel. (01235) 540406 Email: shona.ware@southandvale.gov.uk | The committee wishes to review the council's website. | To review the council's website and make any recommendations for improvement. | |
| Section 106 agreements - monitoring implementation | Scrutiny Committee June 2012 | Adrian Duffield, Head of Planning Tel. (01235) 540340 Email: adrian.duffield@southandvale.gov.uk | The committee has asked to review the administration of section 106 agreements and to look at how the money raised is managed. | To consider the report and feedback any comments to the Cabinet. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|--|--|---|--|--|------------------|
| Review of planning enforcement | Scrutiny Committee Not before 1st Jun 2012 | Adrian Duffield, Head of Planning Tel. (01235) 540340 Email: adrian.duffield@southandvale.gov.uk | The committee wishes to review how the council enforces planning decisions. | To consider the existing system and make any recommendations. | |
| Grounds maintenance contract monitoring | Scrutiny Committee June 2012 | Ian Matten Tel. (01235) 540373 Email: ian.matten@southandvale.gov.uk | The committee undertakes an annual monitoring of the grounds maintenance contract. | To review the contractor's performance in 2011/12 and make any recommendations the Cabinet member. | Provisional date |
| Leisure contract monitoring | Scrutiny Committee July 2012 | Kate Arnold Tel. (01235) 540416 Email: kate.arnold@southandvale.gov.uk | The committee undertakes an annual monitoring of the leisure contract A. | To review the contractor's performance and make any recommendations the Cabinet member. | Provisional date |
| Corporate plan 2008-12 - performance review | Scrutiny Committee 26 Jul 2012 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The Cabinet is due to receive a report reviewing performance against the 2008-12 corporate plan. | To consider the report and make any recommendations to cabinet. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|--|--------------------------------------|--|---|---|------------------|
| Leisure contract monitoring | Scrutiny Committee August 2012 | Kate Arnold Tel. (01235) 540416 Email: kate.arnold@southhandvale.gov.uk | The committee undertakes an annual monitoring of the leisure contract B. | To review the contractor's performance and make any recommendations the Cabinet member. | Provisional date |
| Review of progress against the energy efficiency (carbon management) plan 2011/12 | Scrutiny Committee August 2012 | Clare Kingston, Head of Corporate Strategy Tel. (01235) 540356 Email: clare.kingston@southhandvale.gov.uk | The committee undertakes an annual monitoring of the the council's energy efficiency performance. | To review the council's performance and make any recommendations to Cabinet. | Provisional date |
| Annual equality and diversity update | Scrutiny Committee August 2012 | Clare Kingston, Head of Corporate Strategy Tel. (01235) 540356 Email: clare.kingston@southhandvale.gov.uk | The committee receives an annual update on equality and diversity. | To consider the update report and make any recommendations for improvements. | Provisional date |
| Objectives of the new leisure contract | Scrutiny Committee September 2012 | Chris Tyson, Head of Leisure Economy and Property Tel. (01235) 540378 Email: chris.tyson@southhandvale.gov.uk | The committee wishes to look at the objectives of the new leisure contract. | To consider the objectives and make recommendations to Cabinet. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|--|--------------------------------------|--|--|--|------------------|
| Fit for the future annual review | Scrutiny Committee September 2012 | Anna Robinson, Strategic Director Tel. (01235) 540523 Email: anna.robinson@southandvale.gov.uk | To receive an update on the fit for the future programme. | To consider a summary report and to question the Cabinet member. | |
| Grounds maintenance contract review | Scrutiny Committee September 2012 | Ian Matten Tel. (01235) 540373 Email: ian.matten@southandvale.gov.uk | The committee has asked to review implementation of the new contract. | To consider the report and feedback any comments to the Cabinet. | Provisional date |
| Financial services contract | Scrutiny Committee September 2012 | William Jacobs, Head of Finance Tel. (01235) 540455 Email: william.jacobs@southandvale.gov.uk | The committee undertakes an annual monitoring of the financial services contract. | To review the contractor's performance and make any recommendations the Cabinet member. | |
| Community safety partnership | Scrutiny Committee November 2012 | Liz Hayden Tel. (01235) 540309 Email: liz.hayden@southandvale.gov.uk | The committee undertakes an annual review of the community safety partnership's performance. | To review the partnership's annual report and make any recommendations for improvements. | |
| Budget 2013/14 | Scrutiny Committee 14 Feb 2013 | William Jacobs, Head of Finance Tel. (01235) 540455 Email: william.jacobs@southandvale.gov.uk | Cabinet has recommended to Council the 2013/14 budget. The committee may wish to comment. | To submit any further comments to Council. | |

| Item title | Meeting date | Lead officer | Why is it here? | Scope | Notes |
|--|----------------------------------|--|---|---|-------|
| Corporate plan - annual review of performance | Scrutiny Committee March 2013 | Sally Truman, Policy and Community Engagement Manager Tel. (01235) 540408 Email: sally.truman@southandvale.gov.uk | The committee wishes to the council's review performance against the corporate plan over the past year. | To review performance and make any recommendations to Cabinet. | |
| Review two hours free parking scheme | Scrutiny Committee March 2013 | Chris Tyson, Head of Leisure Economy and Property Tel. (01235) 540378 Email: chris.tyson@southandvale.gov.uk | The committee previously asked to review the effectiveness of introducing two hours free car parking. | To review the scheme and make any suggestions to Cabinet. | |
| Air quality in Abingdon | Scrutiny Committee March 2013 | Ben Coleman Tel. (01235) 547639 Email: ben.coleman@southandvale.gov.uk | The committee wishes to investigate the impact of free car parking in Abingdon on the town's air quality. | To review changes in air quality and make any recommendations to Cabinet. | |
| Waste and recycling contract monitoring | Scrutiny Committee | Ian Matten Tel. (01235) 540373 Email: ian.matten@southandvale.gov.uk | The committee undertakes an annual monitoring of the waste and recycling contract. | To review the contractor's performance and make any recommendations the Cabinet member. | |