**Appendix III**

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

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

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| **Purpose** | To have the opportunity to debate the contract mobilisation.  To enable an evaluation period and record lessons learnt for the future. |
| **Methodology** | Scrutiny Panel of five councillors taken from the Environment & Climate Change Committee to undertake review. No substitutes possible.  Review of the contract documentation  Exploratory sessions with officers from key departments and representatives of Suez – presentations of information, performance data and question and answer process.  Engagement with residents (area committees and resident online questionnaire)  Parish and Town Councils (local councils liaison forum in September 2025) |
| **Areas to consider in scope** | **Resources / Staffing**   * Recruitment * Training * Culture change * SBC resources * Staff welfare * Fleet / vehicles * New bins/bin delivery * How vehicles CCTV is used * Vulnerable users – assisted collections |
| **Data and rounds**   * Review of data before the contract start * Understand the CORE system (Suez software) * Round routing process * Road access issues * Review bulk bin store / communals * Review litter bin frequencies * Vulnerable users – assisted collections * Equality Impact Assessment * Performance data |
| **Contract and Project Management**   * How was the project set up / what ongoing monitoring occurred * Review contract documents * Review process for defaults and rectifications * Recovery Plan * Member involvement * Alterative contract management system options |
| **Communications (internal and external)**   * Pre-service resident comms (letters/social media) * Process for resident reporting forms * Webpages * Social media * Review comms plan * Communications to and from councillors * Back office systems |
| **Outcome** | * Councillors receive assurances on project delivery * Residents feel they have been able to have their say * Lessons learnt for the future * Areas identified for improvement * Successes are captured and communicated |
| **Timescale** | The scope and membership were agreed at the 16 July Environment & Climate Change Committee.  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.  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.  Residents’ experiences were also gathered at the Area Committee meetings taking place between 3 September – 26 September 2024.  Parish and Town Councils were consulted at the Local Councils’ Liaison Forum on 25 September  A Member survey was carried out between 26 September and 14 October 2024.  The final report to be taken to the Environment & Climate Change Committee on 15 January 2024. |