

Brief for Scrutiny

Topic to be scrutinised

The Independent Review of the Implementation of Newcastle-under-Lyme Borough Councils New Recycling and Waste Collection Service on 4th July 2016 report October 2016 by Howard Davies MA(Cantab), C.Eng, MICE

Questions to be addressed

1. Were the objectives for the report as set out in the Review Brief (Appendix A) appropriate?
2. Does the report determine objectively the problems the Council encountered when the new service was implemented?
3. Did the review objectively identify the causes of the problems in the implementation of the new service which caused such a significant level of unfilled collections and adverse customer response?
4. Does the report assess what actions were taken by managers of the service to deal with these issues?
5. Does the report review further actions which are planned to ensure that the service meets its objectives and assess the suitability of these plans?
6. Does the report assess whether there are further actions which should be taken and make recommendations accordingly?
7. Does the report provide assurance that the actions taken, planned and recommended will enable the service to realise the objectives which were set for it?
8. Did the review identify learning points the Council should take from the implementation of the new service to apply to similar projects in the future?
9. Does the draft suggested Action Plan set out relevant and robust actions to address the recommendations and learning points set out in section 11 of the report?

Outcome

The report is considered and thoroughly scrutinised by the Cleaner Greener and Safer Scrutiny Committee and recommendations made to the Cabinet, with particular reference to an Action Plan to address the recommendations and learning points set out in the report

<p>Background materials</p> <p>The Independent Review of the Implementation of Newcastle-under-Lyme Borough Councils New Recycling and Waste Collection Service on 4th July 2016 report October 2016 by Howard Davies MA(Cantab), C.Eng, MICE</p> <p>Previously sent to all Council Members</p>
<p>Evidence and witnesses</p> <p>The findings of the Independent Review.</p>
<p>Method of scrutiny</p> <p>Discussion and questioning at a special meeting of the Cleaner Greener and Safer Communities Scrutiny Committee.</p>
<p>Timetable</p> <p>To be considered at the Cleaner Greener and Safer Communities Scrutiny Committee 21st December 2016.</p>
<p>Constraints</p>
<p>Members to undertake the scrutiny</p> <p>Members of the Cleaner Greener and Safer Communities Scrutiny Committee.</p>
<p>Support</p> <p>Executive Director – Operational Services. Head of Recycling, Waste and Fleet Services. Scrutiny Officer</p>
<p>Newcastle Borough Council Corporate Plan Priority area (s)</p> <ul style="list-style-type: none">○ Creating a cleaner, safer and sustainable Borough○ Creating a Borough of opportunity○ Creating a healthy and active community○ Transforming our Council to achieve excellence
<p>CfPS Objectives:</p> <ul style="list-style-type: none">● Provides and critical friend challenge to executive policy makers and decision makers● Enables the voice and concerns of the public to be heard● Is carried out by independent governors who lead and own the scrutiny role

- Drives improvement in public services

Brief approved by Overview and Scrutiny Co-ordinating Committee

Signed

Date