

Strategic Overview and Scrutiny Committee - Report to Cabinet/Council

Date of Strategic Overview & Scrutiny Committee Meeting: 7 July 2022

Agenda Item: 3 Actions Arising

- There is limited interest in undertaking work on The Customer Experience (see recommendation below)
- There was some confusion over the status of The Culture Review (see recommendation below) but Cllrs G. Brown and G. Waller are interested in looking further into this.

Agenda item: 9 Dental Services

- The September meeting is the Focus of the review of Dentistry but at this meeting we had helpful information from the portfolio holder and identified the key lines of enquiry we would be using for September. We have requested the portfolio holder attends on 8 September.

Agenda item: 13 Waste and Street Cleansing

- Committee questioned why Bring Banks were to be included in the contract as their use has declined with increased kerbside recycling. Is this likely to increase contract price?
- Committee agreed educating the public on recycling and also what to put into each bin was worthwhile but a clear list of what not to put in bins, especially the recycling and food waste bins, was essential. Members applauded the initiative of sticky labels for bins.

- There was much discussion on the possibility of a waste transfer station. Members asked that the outline business case due at Cabinet on 5 September (?) be brought to scrutiny prior to cabinet making a decision. A waste transfer station would require significant investment and given the Council's current financial situation the Scrutiny Commission feels it is something it should consider.
- Members felt a 240ltr black bin collection every month was not desirable given items such as nappies and incontinence pads (for those who were not registered as needing them and thus having clinical waste collections) should not be left a month before collection.

Recommendations:

- Cabinet member provide some guidance to scrutiny as to what they think a review of the customer experience might look like and when, ideally, they would like it done.
- Cabinet provide scrutiny with the report on cultural provision produced whilst Cllr Stephenson was portfolio holder, and any more recent thinking on culture. Scrutiny is keen to see enhanced cultural provision as an asset to tourism and for our cultural facilities to, at the very least, break even. Portfolio holders for Culture and Finance work with Cllr G. Brown (who is leading Scrutiny's interest in this area) and Cllr. G. Waller to scope scrutiny's involvement with culture.

- Cabinet ensure the Overview and Scrutiny Committee considers initial work on a waste transfer station in a timely fashion.
- Cabinet ensures a log of customer questions relating to what to put in each bin is kept and used to inform RCC's waste collection web page and future notices to residents.