



(DRAFT) SCRUTINY REVIEW – ONE PAGE STRATEGY	
Members (any co-optees?)	Those who volunteer for the task group following acceptance by the Scrutiny Cttee on July 16 th 2012
Lead Officer	
Broad topic area	The maintenance by CBC {Ubico Ltd] of grass verges throughout the borough
Specific topic area	Quality of the service, customer care issues, training and supervision of the workforce.
Ambitions for the review	<ul style="list-style-type: none"> • To understand how standards of service are set in particular each "Cut/maintenance of the verges as specified .in the agreements between CBC and GCC and to consider if improvements to the specification could be made • To understand the training programme for new operatives, the supervision given during their work and the assessment process of quality after each cut/ maintenance. • To make recommendations to improve systems where required • To understand customer care issues; how the relevant department respond to issues on the service raised by the general public and members and how they consider and act on the issues, again to make recommendations on improvements
How do we perform at the moment?	This scrutiny request follows adverse comments on the service provided from members of the public, myself from direct observation and responding to the adverse comments and from other members
Who should we consult?	<ul style="list-style-type: none"> • CBC officers and Ubico Ltd
Background information	
How will we involve public/media? Or at what stages	With the results of the scrutiny review
Support	Officer resources to support the review will need to be identified
How long will it take?	
Outcomes	An improvement in the standards of service as demonstrated by appearance and effect on Cheltenham's roads A reduction in adverse comments/ publicity
Recs will be reported to:	Cabinet