



<b>(DRAFT) SCRUTINY REVIEW – ONE PAGE STRATEGY</b>	
Members	Cllrs Hall, Fletcher and Britter,
Co-optees	
Sponsoring officer	Jane Griffiths
Facilitator	Jane Griffiths
Broad topic area	The maintenance by CBC {Ubico Ltd] of grass verges throughout the borough (and weed control?)
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"> <li>• 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 weed control and to consider if improvements to the specification could be made</li> <li>• To understand the training programme for new operatives, the supervision given during their work and the assessment process of quality after each cut/ maintenance.</li> <li>• To make recommendations to improve systems where required</li> <li>• 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</li> </ul>
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
Officer experts and witnesses	<ul style="list-style-type: none"> <li>• CBC officers – Adam Reynolds</li> <li>• Ubico – John Rees</li> <li>• County Officers</li> </ul>
Background information	
How will we involve public/media? Or at what stages	With the results of the scrutiny review
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