



## SCRUTINY REVIEW – ONE PAGE STRATEGY

FOR COMPLETION BY THE OVERVIEW AND SCRUTINY COMMITTEE	
Broad topic area	Services provided by UBICO
Specific topic area	The new commissioned service UBICO came into operation on 1 April 2012. Six months on from this implementation it is now appropriate to set up a scrutiny task group to review the service being provided. Is it meeting its Service Level Agreements and are the benefits being realised? What is the customer's view of the service being offered and have they noted any changes?
Ambitions for the review	To understand how the contract is being monitored To identify whether the business benefits of setting up UBICO are being delivered To ascertain whether the service is being delivered in accordance with the Service Level Agreement
Outcomes	Identify any gaps or issues with the service and make recommendations for them to be resolved.
How long should the review take?	Report back to O&S on 18 March 2012 and then on to Cabinet
Recommendations to be reported to:	Cabinet
FOR COMPLETION BY OFFICERS	
Members	Cllrs Jacky Fletcher, Suzanne Williams, Tim Harman, Andrew Chard, Charlie Stewart and Pat Thornton
Officers experts and witnesses	Scott Williams – Client Officer Rob Bell – Managing Director UBICO Judy Hibbert – Customer and Support Services Manager Karen Watson – Customer Relations and Research Manager
Sponsoring officer	Jane Griffiths, Director of Commissioning
Facilitator	Saira Malin, Democracy Officer
Cabinet Member	Councillor Whyborn, Cabinet Member Sustainability
FOR COMPLETION BY THE SCRUTINY TASK GROUP	
Are there any current issues with performance?	Members wanted to know more about; <ul style="list-style-type: none"> <li>• The co-ordination of refuse collections with street cleaning</li> <li>• How UBICO complaints are managed</li> <li>• Why green waste bags are not available across the borough</li> <li>• The side waste enforcement policy – public perception</li> <li>• Trade waste and recycling</li> </ul>
Co-optees	A representative from Cotswold District Council was invited but no response was received
Other consultees	<ul style="list-style-type: none"> <li>• Refuse crew members</li> <li>• Trade waste client representatives</li> <li>• Officers as necessary</li> </ul>
Background information	<ul style="list-style-type: none"> <li>• UBICO contract and schedules (to be circulated by email and in hard copy)</li> <li>• Complaint details (to be circulated by email)</li> </ul>

Suggested method of approach	<ul style="list-style-type: none"><li>• Site visit</li><li>• Consideration of customer complaints</li><li>• Speaking to the refuse crew on the frontline</li><li>• Speaking to businesses (shops, hotels and pubs) about the trade refuse service provided by UBICO and other providers</li><li>• A focus towards the customer perspective</li></ul>
How will we involve the public/media? Or at what stages	A press release at the appropriate time