
Report of the Head of Scrutiny and Member Development

Scrutiny Board (Central & Corporate Functions)

Date: 4th April 2011

Subject: Scrutiny Board Working Group - Update

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity ☐

Community Cohesion ☐

Narrowing the Gap ☐

1.0 INTRODUCTION

- 1.1 Members will recall that a working group has been established to look at the work currently being developed on;

“the end to end improvement work which is looking at reporting of missed bins – not only how the contact centre operates but also how streetscene deal with the report of a missed bin and how we manage the information flow from report of a missed bin by a customer, to information provided to the service, to action where necessary, to feedback to the customer”

- 1.2 The working group, comprising of Cllr P Grahame, Cllr Hardy, Cllr Chastney, Cllr Wood and Cllr R Grahame (representing Scrutiny Board Environment and Neighbourhoods), met on 4th March 2011.
- 1.3 Members of the working group had initial discussions with officers from the Contact Centre, the Business Transformation Team and StreetScene. The discussion centered on the attached briefing paper.
- 1.4 Acknowledging that this would be a long term project which would dovetail with the StreetScene Change Programme, the Working Group agreed that it would keep a watching brief on the progress of the project and be consulted at key times of the project.

2.0 RECOMMENDATIONS

- 2.1 Members are asked to note this update from the working group.

Background Papers – non used