



Scrutiny Review – Scoping Document

Review Title:	Waste Services and the Cleanliness of the Borough
Scrutiny Board:	Economy Skills Transport and Environment Scrutiny Board
Date of Review:	2021
Reasons for undertaking the review: <p>Following public and political interest, it was highlighted that there had been an increase in littering, flytipping and graffiti in Sandwell. Furthermore, the impact of the pandemic resulted in the disruption of domestic and commercial waste collection, adding to the Borough-wide refuse issue. In light of this, the Board considered it to be pertinent to investigate these matters.</p> <p>There was consensus that Serco should be invited to a Board meeting to understand the issues being faced by waste services.</p> <p>The Board received a presentation from the Director of Borough Economy. It was reported that a Street Cleansing Plan, Refuse Plan and Street Scene Plan would be introduced and implemented over the next few months.</p> <p>The review will enable the Board:</p> <ul style="list-style-type: none">• To develop an understanding of the refuse issues in the Borough and the impact of the pandemic;• To assess the services delivered by Serco and their effectiveness and ability to meet local demand and need.• To understand the issues being faced by waste services and Serco to ensure that concerns surrounding the cleanliness and maintenance of the Borough are addressed;• To capture resident's perspective on waste services and the appearance and upkeep of the Borough;• To establish the effectiveness of existing Local Authority enforcement powers in relation to waste services and maintenance of Sandwell's street scene.	

<ul style="list-style-type: none"> • To ensure that the Council is coordinated and responsive in addressing the impacts on the cleanliness of the borough, in light of the pandemic. • To closely align with the themes outlined in the Street Cleansing Plan, Refuse Improvement Plan and Street Scene Plan. 	
Intended Outcomes: To analyse data and evidence considered through the review process in order to suggest mechanisms by which the Local Authority may influence service delivery and provision in relation to refuse and the cleanliness and maintenance of the borough.	
Officer Group (including partners):	Nick Austin Gary Charlton
Links to Vision 2030:	 
Scoping undertaken by:	
Council Chief Officer (or partner equivalent):	Nick Austin
Existing data available for consideration:	
Serco Data: <ul style="list-style-type: none"> • Contract with Sandwell • Performance; • Complaints; • Missed collections. Sandwell Council Data: <ul style="list-style-type: none"> • Number and locations of bins; • Operating hours and business model of household waste centres; • Waste collection; • Flytipping; • Vehicle fleet. Section 215 Town and Country Planning Act 1990	
Potential witnesses	Serco; Sandwell Litter Watch;

	Park groups; Members of public; Nicola Richards MP
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Review Work Programme:			
Task	Method	Lead person(s)	Completion by:
Working Group	Member/Officer Working Group		
Serco	Invite Serco		
Customer focus group	Focus Group		
Refuse Improvement Plan, Street Cleansing Plan and Street Scene Plan	Report/ Presentation		
Council's enforcement powers	Report		
Grot spots	Report		