

Appendix A

Resources and Public Realm Scrutiny Committee (RPRSC) Scrutiny Tracker 2022-23

These tables are to track the progress of scrutiny recommendations to Cabinet, suggestions for improvement, and information requests made by the Resources and Public Realm Scrutiny Committee, with details provided by the relevant lead departments. It is a standing item on the Committee's agendas, so that the Committee can keep track of the recommendations, suggestions for improvement and information requests it has made, alongside the related decisions made and implementation status. The tracker lists the recommendations, suggestions for improvement and information requests made by the Committee throughout a municipal year and any recommendations not fully implemented from previous years.

The tracker documents the scrutiny recommendations made to Cabinet, the dates when they were made, the decision maker who can make each decision in respect of the recommendations, the date the decision was made and the actual decision taken. The executive decision taken may be the same as the scrutiny recommendation (e.g. the recommendation was "agreed") or it may be a different decision, which should be clarified here. The tracker also asks if the respective executive decisions have been implemented and this should be updated accordingly throughout the year.

Scrutiny Task Group report recommendations should be included here but referenced collectively (e.g. the name of the scrutiny inquiry and date of the agreement of the scrutiny report and recommendations by the scrutiny committee, along with the respective dates when the decision maker(s) considered and responded to the report and recommendations. The Committee should generally review the implementation of scrutiny task group report recommendations separately with stand-alone agenda items at relevant junctures – e.g. the Executive Response to a scrutiny report and after six months or a year, or upon expected implementation of the agreed recommendation of report. The "Expected Implementation Date" should provide an indication of a suitable time for review.

Key:

Date of scrutiny committee meeting - For each table, the date of the scrutiny committee meeting when the recommendation was made is provided in the subtitle header.

Subject – this is the item title on the Committee's agenda; the subject being considered.

Scrutiny Recommendation – This is the text of the scrutiny recommendation as it appears on the minutes – **in bold**.

Decision Maker – the decision maker for the recommendation, (**in bold**), e.g. the Cabinet (for Council executive decisions), Full Council (for Council policy and budgetary decisions), or an NHS executive body for recommendations to the NHS. In brackets, (date), the date on which the Executive Response was made.

Executive Response – The response of the decision maker (e.g. Cabinet decision) for the recommendation. This should be the executive decision as recorded in the minutes. The Executive Response should provide details of what, if anything, the executive will do in response to the scrutiny recommendation. Ideally, the Executive Response will include a decision to either agree/reject/or amend the scrutiny recommendation and where the scrutiny recommendation is rejected, provide an explanation of why. In brackets, provide the date of Cabinet/executive meeting that considered the scrutiny recommendation and made the decision.

Department – the Council directorate (and/or external agencies) that are responsible for implementation of the agreed executive decision/response. Also provided, for reference only, the relevant Cabinet Member and Corporate Director.

Implementation Status – This is the progress of any implementation of the agreed Executive Response against key milestones. This may cross reference to any specific actions and deadlines that may be provided in the Executive Response. This should be as specific and quantifiable as possible. This should also provide, as far as possible, any evidenced outcomes or improvements resulting from implementation.

Review Date - This is the expected date when the agreed Executive Response should be fully implemented and when the scrutiny committee may usefully review the implementation and any evidenced outcomes (e.g. service improvements). (Note: this is the implementation of the agreed Executive Response, which may not be the same as the scrutiny recommendation).

Recorded Recommendations to Cabinet from RPRSC

Subject	Scrutiny Recommendation	Decision Maker & Executive Response	Cabinet Member, Lead Officer, and Department	Implementation Status/Response	Review date
6 Sept 2022 - Cost of Living crisis	Lobby central government for increase to the Local Housing Allowance (LHA) rates to help alleviate the burden of the cost of living crisis on residents	N/A	<p>Cllr Eleanor Southwood, Cabinet Member for Jobs, Economy & Citizen Experience</p> <p>Cllr Promise Knight, Cabinet Member for Housing, Homelessness & Renters Security</p> <p>Peter Gadsdon, Corporate Director, Resident Services</p>	<p>Disappointingly, and despite lobbying from councils across London - including Brent - the government has released details following the Autumn Statement indicating that LHA rates will be frozen at current levels. HM Treasury subsequently confirmed this stating: "The LHA was increased to the 30th percentile of market rates during the COVID pandemic and it is being kept at those levels."</p> <p>In response to challenge, the Government has cited increases in other benefits that people may be entitled to, e.g. Universal Credit, ESA [Employment and Support Allowance], JSA [Employment and Support Allowance] etc. They also point to various cost of living initiatives, including energy support schemes and targeted support for particular groups.</p> <p>However, Brent's Cabinet will continue to work with London Councils to amplify the message that LHA desperately needs restoring to cover at least the bottom third of local rents (30th percentile) and return to annual uprating so that support keeps up</p>	N/A

				<p>with real-term costs. Residents are already experiencing enormous pressures and it is unacceptable and unsustainable for the cost of rent to be increasing in real terms, adding to this burden.</p> <p>London Councils is well placed to work with ministers in addressing this challenge. Top priorities for them include improving the welfare system's ability to help low-income households meet their housing costs but also increasing funding to tackle London's chronic shortage of social housing as the picture is of course a much wider one of supply and demand.</p> <p>There is more information available on the work we contribute to in lobbying the Government via London Councils, set out in their most recent publication: London's housing affordability crisis set to cause homelessness spike London Councils</p>	
	Use Council's role and relationship with the NHS to lobby for more support for our residents to strengthen our efforts in helping them through the cost of living crisis.	N/A	<p>Cllr Neil Nerva, Cabinet Member for Public Health & Adult Social Care</p> <p>Phil Porter, Corporate Director, ASC & Health</p>	As the Chair of the Health and Wellbeing Board and Cabinet Member for Adult Social Care and Public Health, I meet regularly with NHS colleagues across Northwest London. As one of Brent Council's nominees to the Integrated Care Partnership, I also make representations alongside other political leaders across West London direct to senior leaders in	N/A

				<p>the NHS, highlighting the opportunities for closer working between local government and the NHS. Additionally, through London Councils, we lobby with one voice alongside our colleagues; with a particular focus on addressing the health inequalities that are so closely linked to the compound effects of the cost-of-living crisis.</p> <p>At present, communications promoting support during the cost of living, are primarily conducted by national, regional, and local government. NHS NW London has created a webpage (link here) of information and sites produced by local councils. The information includes advice on debt, bills (including energy costs), as well where to seek support for your health and wellbeing. Some guides offer specific community level details such as where you can find food banks and warm spaces near your home.</p> <p>The NHS NW London page also links to the UK Government's cost of living support guide, a comprehensive tool that provides details, resources and key contacts. It signposts citizens to benefits and support from the UK government, including the cost-of-living Payment (eligibility is dependent on meeting criteria).</p>	
--	--	--	--	--	--

				<p>While NHS care is free, there are some things that we need to pay for like prescriptions and dental costs. However, a range of financial support is available to eligible people to help with the costs of prescriptions, dental services, NHS wigs and NHS fabric support and more. There's a quick way to find out if residents are eligible for free NHS prescriptions and any help with other NHS costs through the NHS eligibility checker (link here).</p> <p>The Royal Pharmaceutical Society (RPS) has highlighted that the cost-of-living crisis is also influencing the number of patients in England failing to collect their medicines or asking pharmacists which ones they can "do without" because they cannot afford prescription charges. Two-thirds reported a rise in patients asking them if there was a cheaper, over-the-counter substitute for the medicine they had been prescribed. Half of pharmacists reported an increase in patients not collecting their prescriptions. The findings, from the survey of 269 pharmacies, have prompted the RPS to call upon the government and the NHS to give patients with long-term conditions access to free prescriptions.</p> <p>The Health and Wellbeing Board alongside our other statutory scrutiny committees will continue to</p>	
--	--	--	--	---	--

				<p>make the case to our health partners across North West London, for further cost-of-living support available via local health services. We believe that through closely aligned partnership working we can release mutually beneficial savings which can be directed to our most needed services.</p> <p>Finally, at the last Health and Wellbeing Board meeting in January, we heard two reports pertinent to the line of enquiry put forward by the Resources and Public Realm. These were on additional funding for Northwest London to address health inequalities and a report covering winter planning and the investment put in place to support the social care system. I've set out some detail on these reports and how their recommendations unlock additional funding which in turn will alleviate some of the financial burden on the Council.</p> <p>NWL summary of additional health inequalities funding:</p> <p>NHS England has provided ICSs with additional resources to help to reduce inequalities and support residents during the cost-of-living crisis. For NWL, this is £7.022m per year, which will be used to:</p>	
--	--	--	--	--	--

				<ul style="list-style-type: none"> ▪ Strengthen health equity in winter readiness, thereby sustaining independence and reducing reliance on emergency care ▪ Support more new grass-roots voices in coproduction, improving the likely impact of health and care service improvements ▪ Make greater use of local evidence and insights in identifying and tackling health inequalities <p>For Brent, the allocation of funding for 2022/23 is £326,523 for recurrent schemes and £457,132. Funding for 2023/24 is £783,655 recurrent. A business case is being developed for recurrent funding to include resourcing of a clinical team, mental health support and community coordinators.</p> <p>Winter Planning and Adult Social Care Discharge funding:</p> <p>Key stakeholders from Brent Integrated Care Partnership (ICP) have come together as a single Borough team to jointly establish various schemes to support pressures on the hospital system during Winter. Partners on the ICP include Brent Council, London North West University Hospital NHS Trust (LNUHT), Central and</p>	
--	--	--	--	--	--

				<p>North West London NHS Foundation Trust (CNWL), and Central London Community Healthcare NHS Trust (CLCH) have come together via multiple Task and Finish Groups.</p> <p>There has already been much effort across the NWL system overall and Brent ICP to ensure an efficient level of beds in both hospitals and Community, best usage of the current capacity, and a reduction in A&E and urgent care demand.</p> <p>It should also be noted that the Department of Health and Social Care has now confirmed Brent Council will receive a direct allocation of 40% (£1.1m) and an additional (£1.2m) of the 60%, subject to robust plans submitted.</p> <p>This means in addition to NWL ICB funds £562k and the LA NHS lodged funds of £517k. A total of £3.35m has been secured across the system.</p> <p>More can be read about the work of the Health and Wellbeing Board's partnership with NHS colleagues here.</p>	
--	--	--	--	---	--

Recorded suggestions for improvement from RPRSC to Council departments/partners

Meeting date and agenda item	Suggestions for improvement	Council Department/External Partner	Response / Status
8 Nov 2022 – Brent Council's grants programmes	Introduce a ballot system into the 'You Decide' initiative, whereby residents who wish to attend decision days apply for tickets in a ballot. Tickets could then be allocated randomly to avoid block voting and popularity contests.	Lorna Hughes, Communities & Regeneration	A specialist organisation can be engaged to undertake the development of a ballot that will select a cohort of people who represent the borough profile. We will explore the feasibility and cost of this service and report back to the Committee in April 2023.
	Strengthen criteria for allocating NHS funding through Love Where You Live grant funding to ensure monies are directed to the appropriate organisations for maximum impact in reducing health inequalities amongst Black African Heritage communities.	Lorna Hughes, Communities & Regeneration	There are limitations to our response to this recommendation due to the criteria being set by NHS England. Where improvements can be made these suggestions will be shared with health colleagues. A meeting will be arranged with the NHS colleagues to explore the feasibility of this recommendation, with the outcome being reported back to the Committee in April 2023.

<p>8 Nov 2022 – Draft Borough Plan 2023-27</p>	<p>Involve the worker community (i.e. trade unions) in the consultation/engagement process.</p>	<p>Lorna Hughes, Communities & Regeneration</p>	<p>All members of staff, including Trade Unions received information on the Borough Plan consultation on numerous internal communications - namely through Yammer and the Weekly round-up that is distributed to the whole workforce. Trade Union representatives also received invitation to attend the Forward Together session led by the Chief Executive to provide their input and were engaged directly to ask for feedback. We did not receive any questions or requests for follow up from either Trade Union.</p> <p>The Borough Plan has now been amended to include mention of the engagement that took place with Staff and staff union representatives.</p>						
<p>15 Dec 2022 – Redefining Local Services: Update on the Integrated Street Cleansing, Waste Collections and Winter Maintenance Services Contract Procurement</p>	<p>Produce and publish a diagram/flowchart detailing all milestones from May 2019 when the Redefining Local Services (RLS) programme was first initiated.</p>	<p>Chris Whyte, Resident Services</p>	<p>The table below includes an overview of the key milestones under the Redefining Local Services (RLS) Programme including meetings, decisions, events and engagements. Those milestones which are in the public domain are included in bold with weblinks provided where applicable/still available. Slide packs from other meetings (where indicated) can be circulated on request.</p> <p>Note: RLS was originally titled 'Project 2023'.</p> <table border="1" data-bbox="1155 1145 1986 1385"> <thead> <tr> <th data-bbox="1155 1145 1326 1233">Timings</th> <th data-bbox="1326 1145 1792 1233">Key milestones</th> <th data-bbox="1792 1145 1986 1233">Documents available</th> </tr> </thead> <tbody> <tr> <td data-bbox="1155 1233 1326 1385">21 May 2019</td> <td data-bbox="1326 1233 1792 1385">Project 2023 Away Day/Launch - attended by key officers and Cllrs Butt, Sheth, Tatler – scope, priorities and outcomes explored</td> <td data-bbox="1792 1233 1986 1385">Slide pack</td> </tr> </tbody> </table>	Timings	Key milestones	Documents available	21 May 2019	Project 2023 Away Day/Launch - attended by key officers and Cllrs Butt, Sheth, Tatler – scope, priorities and outcomes explored	Slide pack
Timings	Key milestones	Documents available							
21 May 2019	Project 2023 Away Day/Launch - attended by key officers and Cllrs Butt, Sheth, Tatler – scope, priorities and outcomes explored	Slide pack							

t Programme			5 Aug & 2 Sep 2019	Two All Member Briefing sessions held – consultation on Project 2023 aims, potential delivery models and process	Slide pack
			25 Sep 2019	Project 2023 Members' Reference Group 1 st Meeting – considered purpose of group and project plan	Slide pack
			3 Oct 2019	“Project 2023” renamed “Redefining Local Services (RLS)”	
			22 Oct 2019	RLS Members' Reference Group 2 nd Meeting - discussed the Draft RLS communications and engagement plan	Slide pack
			11-30 Oct 2019	Presentations at five Brent Connects meetings to raise awareness of RLS	Slide pack
			Sep - Dec 2019	RLS internal service reviews completed, including 2nd RLS Away Day attended by officers and Cllr Butt and Cllr Sheth on 5 Dec	Slide pack
			7 Jan 2020	RLS Members' Reference Group 3 rd Meeting – presented an update on progress and the proposed RLS community engagement/walkabout programme for Feb/Mar 2020	Slide pack
			16 Mar 2020	Planned RLS community engagement/walkabout programme aborted prior to launch due to Covid-19 restrictions	
			28 Apr 2020	RLS Members' Reference Group 4 th Meeting – considered the RLS Phase	Briefing

					1 Draft Commissioning Strategy for Highways Services	
				22 Oct 2020	RLS Members' Reference Group 5 th Meeting – considered the New Marsh Rd depot service including a small scale highways reactive maintenance service	Slide pack
				7 Jan 2021	Cabinet Member for Environment Decision to Extend the Highways Services Extend The Highways Services Contract For Two Years And To Vary The Contract	Report
				Mar 2021	Option appraisals completed for all remaining RLS outsourced services	16 Aug 2021 Cabinet report (Appendix 5)
				4 May 2021	RLS Members' Reference Group 6 th Meeting – considered the Delivery Model Options to be issued for statutory consultation and the future commissioning process and timetable	Slide pack
				13 May 2021	Cabinet Member for Environment Decision on Delivery Model Options to issue for best value consultation	Report
				17 May – 28 Jun 2021	Best Value Duty Consultation held on RLS Delivery Model Options	Consultation Portal
				17 June 2021	RLS Members' Reference Group 7 th Meeting – considered an update on best value duty consultation to date and the results of soft market engagement for the street cleansing,	Slide pack

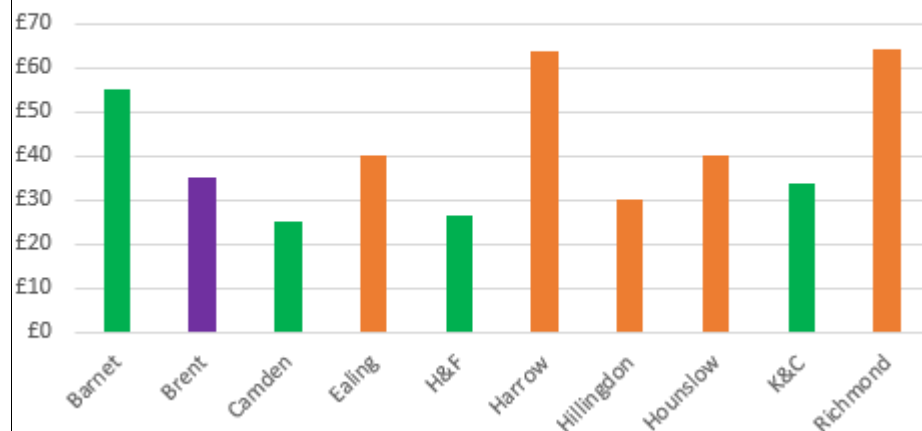
				waste collections and winter maintenance contract	
			6 July 2021	RLS Members' Reference Group 8 th Meeting – considered results of the Best Value Duty Consultation, the Outline RLS Procurement Strategy Consultation and the Integrated Contract benefits and procurement timetable	Slide pack
			13 Jul 2021	R&PR Scrutiny Committee – considered the Redefining Local Services: Final Delivery Model & Integrated Waste Contract Procurement Strategy (Item 8) including the Best Value Duty Consultation results and the proposed Final RLS delivery model	Report
			19 Jul 2021	All Member Session on RLS – considered the results of the Best Value Duty Consultation, the Outline RLS Procurement Strategy Consultation and the Integrated Contract benefits and procurement timetable	Slide pack
			16 Aug 2021	Cabinet approval of Final RLS Delivery Model & Integrated Contract Procurement Strategy (Item 7), plus: <ul style="list-style-type: none"> approved the allocation from prudential borrowing of £15m to finance both the fleet required to deliver the Integrated Street Cleansing & Waste Contract and, 	Report

					<p>provisionally, the fleet required to deliver the next grounds maintenance, the latter subject to market testing and development of the GM procurement strategy this autumn</p> <ul style="list-style-type: none"> • approved inviting tenders for the Integrated Street Cleansing & Waste Contract • noted that decision on the final format and content of public consultation on future street cleansing & waste collection services will be made in autumn by the Lead Member for Environment in consultation with the Leader of the Council 	
				28 Oct 2021	<p>RLS Members' Reference Group 9th Meeting – considered an update on the final RLS Delivery Model and proposals for the Let's Talk Climate: Waste & Green Space Edition engagement</p>	Slide pack
				10 Nov 2021	<p>Cabinet Member for Environment decision on public engagement proposals: Let's Talk Climate – Waste and Green Space Edition</p>	Report
				15 Nov 2021– 11 Feb 2022	<p>Let's Talk Climate – Waste and Green Space Edition</p>	Consultation Portal
				12 Jan 2022	<p>RLS Members' Reference Group 10th Meeting – considered the final level of</p>	Slide pack

					insourcing in the Final RLS Delivery Model, and updates on implementation of RLS procurements, the Let's Talk Climate: Waste & Green Space Edition	
				17 Jan 2022	Cabinet approval of Authority to Tender Contract for Grounds Maintenance Services (Item 10)	Report
				7 Feb 2022	Cabinet approval of <ul style="list-style-type: none"> • Final Redefining Local Services Delivery Model and Authority to Tender Contract for Highways Maintenance Services (Item 11), including the decision to fully outsource Highways Maintenance Services • Authority to Tender: Contract for Parking and Traffic Enforcement Services (Item 12) 	Report
				Jul/Aug 2022	Consultation on Future Street Cleansing and Waste Collection Services	Consultation Portal
				Oct/Nov 2022	Alternate Weekly Twin Stream Recycling Trial (8 weeks)	Summary included in 16 Jan Cabinet Report (Item 7)
				13 Dec 2022	RPR Scrutiny Committee - Update on the Integrated Street Cleansing, Waste Collections and Winter Maintenance Services Contract Procurement Programme (Item 4)	Report

			<table border="1"> <tr> <td>16 Jan 2023</td> <td>Cabinet Authority to Award Contract for Street Cleansing, Waste Collections and Winter Maintenance Services (Item 7)</td> <td>Report</td> </tr> <tr> <td>16 Jan 2023</td> <td>Cabinet Authority to Award for Grounds Maintenance Services Contract (Item 8)</td> <td>Report</td> </tr> <tr> <td>16 Jan 2023</td> <td>Cabinet Authority to Award Contracts for Highway Maintenance (Item 9)</td> <td>Report</td> </tr> </table>	16 Jan 2023	Cabinet Authority to Award Contract for Street Cleansing, Waste Collections and Winter Maintenance Services (Item 7)	Report	16 Jan 2023	Cabinet Authority to Award for Grounds Maintenance Services Contract (Item 8)	Report	16 Jan 2023	Cabinet Authority to Award Contracts for Highway Maintenance (Item 9)	Report
16 Jan 2023	Cabinet Authority to Award Contract for Street Cleansing, Waste Collections and Winter Maintenance Services (Item 7)	Report										
16 Jan 2023	Cabinet Authority to Award for Grounds Maintenance Services Contract (Item 8)	Report										
16 Jan 2023	Cabinet Authority to Award Contracts for Highway Maintenance (Item 9)	Report										
Review household bulky waste collection charges, including consideration of a sliding scale of charges linked to the number of items to be collected, rather than the current fixed rate of £35 for up to five items.	Chris Whyte, Resident Services	<p>We have reviewed the household bulky waste collection charges by benchmarking against the other five West London Waste Authority boroughs and our other neighbouring councils.</p> <p>We have concluded that it is necessary to include a minimum call out fee to pay for the cost of the service. No other boroughs include an outright sliding scale of charges - all boroughs have a minimum charge for an initial 3-5 items as a group.</p> <p>Brent's current minimum call out fee of £35 for up to 5 items is the second lowest across the other West London boroughs, where the average charge per 5 items is £45:</p>										

BW Collection Charges - West London and Neighbouring boroughs



***The orange bars represent the other West London councils*

***The green bars represent our neighbouring boroughs*

We will therefore be keeping the minimum call out fee the same, however we will introduce a sliding scale for each additional item at a rate of £6 per item thereafter. This would allow the Council to maintain a relatively low collection charge and also encourage residents to make better use of the service when they have more than 5 items that require collection.

We have also reviewed the free collection entitlement policy and we intend to streamline the process to make it easier to administer by only offering free collections to residents who are in receipt of Council Tax support, rather than wider DWP benefits. Evidence suggests that only a small number of people would be affected by this change. 94% and 96% of free BW collections in November and December 2022 respectively were from residents who receive Council Tax Support. Extrapolating from this would suggest an annual total of 66 residents claiming free collections qualifying via DWP benefits rather than Council Tax support.

			<p>Our proposed change is in line with other West London boroughs and our neighbouring boroughs. Hillingdon and Richmond are the only other boroughs that offer free collections to residents who receive either Council Tax Support or other DWP benefit. Hounslow, Camden and Kensington & Chelsea only offer free collections to residents who are in receipt of Council Tax support. Ealing, Barnet, and Hammersmith and Fulham do not offer free collections at all.</p> <p>The proposed changes to the eligibility criteria for the free collection policy and the introduction of an additional charge per item after 5 will be implemented in April 2024, which gives the Council enough time to inform residents of the change.</p>
	Undertake a feasibility study on the potential for introducing a mixed approach to paper/card recycling collections, to explore whether any recycling collection rounds in the borough would be more suited to the use of bins rather than sacks.	Chris Whyte, Resident Services	The feasibility study is underway and the results will be available in early March 2023.
	Arrange a session with ward councillors and neighbourhood managers to inform the design and development of the new recycling engagement and communication plan that will accompany the roll out of the new recycling service.	Chris Whyte, Resident Services	We will be holding an All-Member learning and development session in March to provide an opportunity to inform the design and development of the new recycling engagement and communication plan.
	Liaise with the West London Waste Authority (WLWA) to ensure access is reinstated for pedestrians and cyclists at the Abbey Road Household Reuse and Recycling Centre.	Chris Whyte, Resident Services	We have liaised with WLWA and can confirm that they have fully completed improvements to the site entrance at the Abbey Rd HHRC. There is now a pedestrian gate and full walkway (pavement) from the front entrance all the way to the weighbridge. From the weighbridge there is pedestrian crossing in to the HHRC. They are therefore fully welcoming of cyclists and pedestrians.

	Improve collaboration between in-house enforcement teams and collection operatives in identifying fly tipping hot spots and collating evidence, to remove the burden from residents.	Chris Whyte, Resident Services	<p>The plan is to have an officer from Brent work closely with Veolia crews on a daily basis to:</p> <ul style="list-style-type: none"> • Search for waste dumped for evidence • Identify hotspot locations, so education and engagement can be scheduled.
--	--	--------------------------------	--

Information requests from RPRSC to Council departments/partners

Meeting date and agenda item	Information requests	Council Department/External Partner	Responses / Status
9 February 2022 – Flooding	To receive a copy of the independent review into the events of and response to the floods experienced across London in July when published and Thames Water's response to the review	Thames Water	<p>Information has been requested and will be provided later in the calendar year. Ahead of the publication of the full report a series of interim reports will be published covering aspects of the flooding and the first one is due imminently. More details about the review can be found here.</p> <p>Stage 1 report can be found here: https://londonfloodreview.co.uk/stage-1-report/ Stage 2 report can be found here: https://londonfloodreview.co.uk/stage-2-report/ Stage 3 report can be found here: https://londonfloodreview.co.uk/stage-3-report/</p> <p>Further updates:</p> <ul style="list-style-type: none"> • The above web links are currently inactive. Awaiting response from officers at Thames Water to reinstate web pages and share final report (10/1/2023).

<p>8 Nov 2022 – Brent Council's grants programmes</p>	<p>Provide a feasibility report into different options for voting on 'You Decide' decision days to increase accessibility.</p>	<p>Lorna Hughes, Communities & Regeneration</p>	<p>A feasibility report will be provided to the Resources and Public Realm Scrutiny Committee by April 2023.</p>
--	--	---	--

<p>8 Nov 2022 – Draft Borough Plan 2023-27</p>	<p>Provide the Committee with details on how to become a member of the Disability Forum; and also provide details on the number of participants from the Disability Forum that were engaged with as part of the draft Borough Plan 2023-27 consultation process.</p>	<p>Lorna Hughes, Communities & Regeneration</p>	<p>Anyone can attend the Disability Forum meetings. The dates of the meetings are advertised on the Council website, and are normally emailed to those who are signed up to the mailing list.</p> <p>Residents, members and organisations can be added to the Disability Forum mailing list by emailing BrentDisabilityForum@brent.gov.uk.</p> <p>The Disability Forum has not met since January 2022, as a review is being undertaken with an impending relaunch. However, officers sent the draft Borough Plan consultation to the mailing list, consisting of 40 individuals/organisations. The response rate was 50%.</p>
<p>15 Dec 2022 – Redefining Local Services: Update on the Integrated Street Cleansing, Waste Collections and Winter Maintenance Services Contract Procurement Programme</p>	<p>Provide the recycling communications/engagement plan that will be developed in February/March 2023.</p>	<p>Chris Whyte, Resident Services</p>	<p>Officers have begun developing the draft plan. This will be presented at the All-Member session in March 2023.</p>
	<p>Provide figures from the twin stream recycling trial on the impact the Preferred Service had (e.g. in reducing contamination rates in comparison with the current service).</p>	<p>Chris Whyte, Resident Services</p>	<p>The 15 December Scrutiny Report (para 6.8) highlighted that for the container loads (from the blue-lidded wheelie bins), <i>“a pre-trial load collected on 5th October showed contamination of 17.8% compared to a subsequent load collected during week 5 of the trial on 4th November, which contained a reduced contamination rate of 16.8%.”</i> Paper/card were not classified as contamination in these figures as they are accepted by the materials recovery facility. This compares to the current contamination rate for all Brent households of 24%. (Please note that we do not have a separate contamination rate for kerbside households to compare this with as communal and kerbside rounds are currently collected together.)</p> <ul style="list-style-type: none"> • ‘Fibre (paper/card) Contamination’ reported within the Container Mix bin steadily reduced over the 8 weeks of the trial. • “Other Contamination” reported within the Container Mix bin steadily reduced over the 8 weeks of the trial. • Contamination in the Fibre Mix sack reduced by over 50% during the trial period • Contamination from visual inspections of the Container Mix loads remained constant at around 20% of the volume collected • Contamination from visual inspections of the Fibre Mix loads remained constant at around 2% of the volume collected

			<ul style="list-style-type: none"> • Sampling of the Container Mix tonnage at Veolia’s Southwark IWMF showed an overall average of 27.79% fibre contamination. <p>It is important to note that:</p> <ul style="list-style-type: none"> • The trial was carried out over a short period of 8 weeks (not covering a full twelve month period and the peaks and troughs in volume that would normally be experienced) • It does take time for residents to fully use the new system correctly (this is reflective in the improvements that can be seen in the last 4 weeks of the trial) • Residents that were against the trial in the first place may not use the system correctly during the trial period • There was no targeted communication and enforcement during the trial period with regard to contamination • Owing to time constraints, there were just three instances of direct communication to the residents in the trial and in English only - this will be enhanced in the full rollout.
	<p>Provide detail from the twin stream recycling trial on the nature of contamination in the recycling bins to assist the Council in communications and engagement around the new recycling proposals.</p>	<p>Chris Whyte, Resident Services</p>	<p>The nature of the contamination is provided above. The key implications for the service rollout are the need to:</p> <ul style="list-style-type: none"> • Reinforce the communications message to residents that Fibre in the Container Mix is contamination (where capacity is an issue, place out as side waste in accordance with issued guidelines) • Ongoing local assessments, field survey work and sampling analysis at the processing facility to identify the level of ‘Fibre Contamination’ in the Container Mix • Targeted communications to reinforce further the Fibre Contamination message in those areas where this is still an issue • Reinforce the communications message using a bespoke area-based approach for education, engagement and enforcement to reflect the different results and issues in each e.g. participation, contamination (both fibre and other)

		<ul style="list-style-type: none"> Monitoring of crews to ensure that the processes and procedures are followed correctly, specifically monitoring those in areas where sampling analysis has confirmed higher levels of contamination Development of a robust Contamination Plan coupled with the Recycling Improvement Strategy 												
Provide information to local councillors on the new zone classifications outlined in the report once these have been finalised by March 2023.	Chris Whyte, Resident Services	Response to be provided in time for Committee Meeting on 25 April 2023.												
Provide further details on the 'bin sensor' trial (e.g. the trial period, the areas/wards that will be included in the trial, and when the findings report will be published etc.) when this is available in March 2023.	Chris Whyte, Resident Services	Response to be provided in time for Committee Meeting on 25 April 2023.												
Provide detail on how many fines the Council have issued to the contractor for contract breaches as part of the current Public Realm Contract. To be inclusive of the value of fines, and the reasons for the Council issuing such fines.	Chris Whyte, Resident Services	<p>Performance management is managed via the Contract Performance Framework which includes Key Performance Indicators that need to be met. Through the performance mechanism there is a financial penalty for failure to meet KPI targets.</p> <p>There have been a few financial penalties over the years for KPI failures and these can be found below.</p> <p style="text-align: center;">Financial penalties for Performance failure</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Year</th> <th>Service group</th> <th>Penalty Cost</th> </tr> </thead> <tbody> <tr> <td>2014</td> <td>commercial</td> <td>£52,400.00</td> </tr> <tr> <td>2015</td> <td>commercial</td> <td>£26,200.00</td> </tr> <tr> <td>2016</td> <td>commercial</td> <td>£13,100.00</td> </tr> </tbody> </table>	Year	Service group	Penalty Cost	2014	commercial	£52,400.00	2015	commercial	£26,200.00	2016	commercial	£13,100.00
Year	Service group	Penalty Cost												
2014	commercial	£52,400.00												
2015	commercial	£26,200.00												
2016	commercial	£13,100.00												

				2017	commercial	£6,935.00	
				2018	commercial	£3,585.00	
				2019	commercial	£2,311.00	
				2020	commercial	£961.00	
				2021	commercial	£2,857.25	
				2022	commercial	£2,571.52	
	Provide information on mechanisms within the new integrated contract that permit the council to deal with localised pockets of underperformance or specific areas of underperformance in the borough that emerge under the new integrated contract.	Chris Whyte, Resident Services	<p>There are three routes that we have to deal with localised pockets of underperformance or specific areas of underperformance. There is a weekly operations group and a monthly contract management board. Any issues relating to contract management are formally flagged and recorded as actionable items and the responsibility for resolving the issue is assigned to a named individual or persons and the action is tracked by the chair and the contract manager until the resolution is found. In addition to this, there is the contract monitoring performance team which sits within Neighbourhood Management. Neighbourhood Managers and officers as well as the contract manager will proactively identify or respond to any reports of underperformance as they emerge. The localised element derives from Neighbourhood Managers focusing on their specific Brent Connect areas. In addition, there are the NI195 joint inspections. We are targeted to jointly undertake 900 cleanliness inspections per annum. This involves a Veolia staff employee and a Brent employee to look at the 5 areas that determine the cleanliness of the street. These areas are graded from A to D and anything below a B- is flagged up as unacceptable.</p> <p>The last element that deals with underperformance is the direct link between Brent Council managers/officers and Veolia managers/officers through email reporting issues that occur. There is an established and agreed process of response in terms of early acknowledgement, providing a clear time frame for investigation and to feedback and provide a solution. Veolia will adhere to this process and it is all tracked via email.</p>				