

## 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 suggestions for improvement from RPRSC to Council departments/partners**

Meeting date and agenda item	Suggestions for improvement	Council Department/External Partner	Response / Status
<p>8 Nov 2022 – <b>Brent Council's grants programmes</b></p>	<p>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.</p>	<p>Lorna Hughes, Communities &amp; Regeneration</p>	<p>A <a href="#">report</a> (page 481 onwards) reviewing Council grants was submitted to Cabinet for consideration at its meeting on 17 April 2023. For all council grants programmes, more robust governance arrangements will be put in place. While the You Decide process is not planned to be repeated, discussions were held with a specialist company to devise a selection methodology. The costs for such work are in excess of £20k.</p>
	<p>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.</p>	<p>Lorna Hughes, Communities &amp; Regeneration</p>	<p>Should NHSE provide future funding to be distributed via LWYL the recommendation will be implemented in line with the grant funders desired outcomes. NHSE has not given any indication that further funding will be available.</p>
<p>15 Dec 2022 – <b>Redefining Local Services: Update on the Integrated Street Cleansing, Waste Collections and Winter Maintenance Services</b></p>	<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.</p>	<p>Chris Whyte, Resident Services</p>	<p>Veolia will introduce a 1 year wheelie bin trial for around 6,000 street level households in total, divided into the five Brent Connect Areas, to start in September 2024. Veolia's feasibility study did not enable them to accurately calculate the split between those properties that could receive an additional wheeled bin for paper/card and those that could only accommodate a reusable sack. Veolia concluded from their study that to minimise disruption to households and to measure the impact of introducing a wheeled bin for the paper/card stream, a trial should take place. The rationale for the timing of the trial in September 2024 is summarised below:</p> <ul style="list-style-type: none"> <li>• Allows for the introduction of the alternate weekly twin stream dry recycling collection service to fully settle down</li> <li>• May reduce the impact of contamination from introducing wheeled bins as residents would have been segregating streams for a year allowing a more robust comparison of the data from the trial</li> </ul>

<p><b>Contract Procurement Programme</b></p>			<ul style="list-style-type: none"> <li>• It could be the case that after a year, if the reusable sack is proven to be working and successful, then the bin trial wouldn't be needed, resulting in cost savings for the Council</li> <li>• Allows a full 12 month period of data for the new service, including seasonal variations relating to volume, participation and contamination</li> <li>• Allows time for any legislation changes to be accounted for – the Deposit Return Scheme (DRS) for beverage containers will be introduced in England by October 2025. Drinks containers made from PET plastic, steel and aluminium cans are covered by DRS. This could lead to a migration of some volume of material streams away from the kerbside to the DRS. This migration could open up a number of possibilities for the Contract including but not limited to; switching streams for the paper/card sack and container mix wheeled bins, and downsizing residual bins and using existing residual bins for paper/card etc. Whilst this could be done earlier, undertaking these changes once the impact of DRS is known would be beneficial, this would include limiting the number of containerisation changes undertaken during the contract period.</li> <li>• Allows for a significant period of time for the Council's ECO team to carry out targeted communication, education and enforcement with those residents not using the service or not using the service correctly e.g. contamination etc.</li> <li>• If the trial was to take place sooner, e.g. March 2024, a further disadvantage is that the planning for the rollout of the trial would take place during the mobilisation period for the new alternate weekly collection service, which would significantly add to the workload of Council staff and the Veolia Contract Management Team which could take the focus away from the key objectives of the new contract and services.</li> </ul> <p><i>*Briefing note circulated to the Committee on 12/04/23 with further detail on the outcome of the Wheelie Bin feasibility study.</i></p>
--	--	--	---

<p>22 Feb 2023 – <b>Multi Agency Flood Planning</b></p>	<p>Thames Water and Brent Council to work together on a (Thames Water funded) pilot scheme of collaborative gully cleaning alongside a reactive leaf clearing programme that would readily respond at peak periods of heavy foliage debris during the Autumn.</p>	<p>Alex Nickson, Thames Water</p>	<p>Awaiting response.</p>
<p>22 Feb 2023 – <b>Spaces for Community Use</b></p>	<p>The priorities for the new Property Strategy should include opportunities for partnership working with CVS groups that can demonstrate sustainable links to promoting Social Value in line with Brent’s strategic priorities.</p>	<p>Tanveer Ghani, Finance &amp; Resources</p>	<p>Suggestion for Improvement accepted.</p>
	<p>Inclusion of community spaces to be consistently encouraged and raised with developers making planning applications.</p>	<p>Alice Lester, Communities &amp; Regeneration</p>	<p>Planning policies support new community facilities where they are well located in relation to public transport; are within the community they are intended to serve; and are flexible to allow for future adaptation. Growth area policies identify infrastructure required to meet existing and protected population requirements. Where a site has been identified for community provision this is included in the site allocation policies. For areas subject to a masterplan this will set out more detail of what is to be expected to be delivered. These policies will form part of discussions with applicants.</p>
	<p>Local Ward Councillors to be informed when community properties become available to let.</p>	<p>Tanveer Ghani, Finance &amp; Resources</p>	<p>There are no objections to the principle of letting Members (inc. Ward Councillors) know about the availability of vacant Council-owned property assets prior to marketing.</p> <p>We have recently consulted the Leader, Lead Member and Ward Councillors prior to the marketing of Abbey Community Centre in the Alperton ward. There are no objections to the principle of informing local Ward Councillors within.</p>

**Information requests from RPRSC to Council departments/partners**

Meeting date and agenda item	Information requests	Council Department/External Partner	Responses / Status
9 February 2022 – <b>Flooding</b>	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	Alex Nickson, Thames Water	All reports can be found here - <a href="#">London flooding response</a>   <a href="#">About us</a>   <a href="#">Thames Water</a>
8 Nov 2022 – <b>Brent Council's grants programmes</b>	Provide a feasibility report into different options for voting on 'You Decide' decision days to increase accessibility.	Lorna Hughes, Communities & Regeneration	There are no plans to repeat You Decide therefore a feasibility report has not been commissioned. Please refer to the <a href="#">Cabinet Report</a> (page 481 onwards) published for 17 April 2023 Cabinet Meeting.
15 Dec 2022 – <b>Redefining Local Services: Update on the Integrated Street Cleansing, Waste Collections and Winter Maintenance Services Contract Procurement Programme</b>	Provide the recycling communications/engagement plan that will be developed in February/March 2023.	Chris Whyte, Resident Services	<p>The Education, Communications and Outreach (ECO) team TUPE transferred from Veolia to the Council on the 1<sup>st</sup> April 2023 and the Council now has full responsibility for this function. We have been preparing a new communication plan including ideas and options for a comprehensive new waste and recycling campaign and we will involve the ECO team in finessing these options during April.</p> <p>We will present these options at the All Member Session on 3 May and we will then commission a focus group(s) with a representative selection of Brent residents to test out the effectiveness of these options before the end of May. The new campaign will go live in July.</p> <p>All households receiving the new alternate weekly twin stream recycling service will be written to three times, with the first mail out planned for July and the sacks to be delivered in August/September.</p>

	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	Work is still ongoing on finalising the streets in the new zone classifications. We expect to be able to share this information with councillors before the end of April 2023. This will therefore be provided two months ahead of the new street cleansing service going live on 1 July 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	Veolia are aiming to deliver the bin sensor trial from October 2023. They will start the planning for the trial in May, including establishing the principles for selecting the sites where the 100 'bin bots' will be deployed, the duration for the trial and the process for review and evaluation.
	Provide additional information on the small percentage of residents who will be impacted by the proposed changes to the eligibility criteria in the bulky waste free collection policy from April 2024.  <i>**this additional request was made at a later Committee meeting on 22 February 2023.</i>	Chris Whyte, Resident Services	<b>Response to be provided by 01/09/2023.</b>
<b>22 Feb 2023 – Multi Agency Flood Planning</b>	Provide further details regarding the change from push and screw connections to push connections and whether this could have affected efficiency and led to flooding/leaks.	Alex Nickson, Thames Water	The metering programme uses both 'push' fit (Talbot Push Fit) connections and 'push and screw' fits (Plasson Gripper) connections. The reason for using both is that it is, depending on the existing pipe work, condition and material, one connection may be more suitable than the other. There is no evidence to suggest one is substandard or more prone to leakage than the other, providing they have both been installed correctly. They both meet Thames Water specs.
	In relation to the Belsize Road burst water main incident in December 2022, provide detail on how Customer Guarantee Scheme ('CGS') compensation is calculated; the criteria for	Alex Nickson, Thames Water	Where flooding has occurred, we have not paid out compensation directly. However, as part of their insurance claim customers are entitled to pursue a claim for distress and inconvenience as part of their claim settlement.  For customers who lost their water supply, we have in place our Customer Guarantee Scheme ('CGS'). This is a scheme by which we automatically pay

	<p>residents to receive compensation; and detail on how many residents' compensation claims remained outstanding.</p>		<p>money into a customer's account if they lose water for a 12 hour period. If someone is without water for 12 hours, then we will credit their account £30 without them having to contact us. For every extra 12 hours, we will credit another £30. Ofwat's CGS is entitled in the below scenarios:</p> <ul style="list-style-type: none"> <li>i. CGS 2 – Emergency interruption over 12 hours in duration</li> <li>ii. CGS 6 – Planned un-warned interruptions over 4 hours in duration. We defined a 'planned job' as a job that Thames Water have been notified of but not attended for over 24 hours.</li> <li>iii. CGS 8 Overrun of a warning. Any duration if the interruption continues after the time we said the water would be restored.</li> </ul> <p>Our process is to use the data available to determine the earliest start time of an interruption. This can either be valve operations, pressure telemetry data from assets such as Critical Pressure Points, Pressure Reducing Valve and various others, customer contacts advising of No Water or NST site feedback such as a 0 pressure reading. There are various systems for our team to gather this information, which we collect as evidence for audit purposes so each reportable interruption has an evidence pack to prove our reporting is accurate. Ofwat also have a rule called precautional principle, this is where we have 2 sets of data given us different results, such as 2 different times recorded of a valve operation. In these scenarios we have to take the worst case.</p> <p>The average time people were out of water was 7.5 hours but as a number were out for over the 12 hour period, we have made 538 payments. We have written to more than 300 other properties which qualified as they are listed in the name of a housing company or local authority so we are finding out who will receive the payment.</p>
	<p>With regards to recommendation 3 in the London Flood Review (LFR), provide further information on how many planning applications Thames Water had commented on/objected/challenged/made a recommendation for additional mitigation to avoid flooding over the last 5 years.</p>	<p>Alex Nickson, Thames Water</p>	<p>We do challenge planning applications, especially where they fail to meet London Plan / Local Plan policy requirements, although we can only object where there is clear evidence of not meeting existing planning policy requirements.</p> <p>Planning applications reviewed in Brent over the last 5 years:</p> <ul style="list-style-type: none"> <li>i. 214 sites reviewed</li> <li>ii. 321 planning applications relating to those 214 sites</li> <li>iii. Of those 321 planning applications, we received 213 applications direct from the Council, the other 108 we identified ourselves.</li> </ul>



			<ul style="list-style-type: none"> <li>iv. Of the 241 sites, 42 sites had planning conditions requested</li> <li>v. 63 specific conditions sought on those 42 sites</li> <li>vi. Of the 27 sites where we sought conditions and planning has been granted, 20 sites have had them attached but on 7 occasions the council chose to approve without our requested conditions.</li> </ul>
	Provide a detailed breakdown on the amount the organisation has invested financially in the borough of Brent over the last 3, 5, and 10 years; and specifically, what these investments have been made for.	Alex Nickson, Thames Water	Awaiting response.
	Provide timescales on Byron Park Recreation Scheme delivery.	Alex Nickson, Thames Water	Awaiting response.
	Provide action plan detailing the delivery of the recommendations identified in the London Flood Review report alongside a progress update.	Alex Nickson, Thames Water	Awaiting response.
	Provide a timescale of when Thames Water could return to the Committee to share an update of their 2025-2030 business plan and the London Level Strategy.	Alex Nickson, Thames Water	Awaiting response.

	Provide detail on the investment in flood risk management in the Brondesbury Road area as this area has been prone to flooding.	Alex Nickson, Thames Water	<p>Regarding Brondesbury Road, our reports don't extend pre-2008. We have the following reports of flooding:</p> <ul style="list-style-type: none"> <li>• 2021 - Hydraulic (very heavy rain)</li> <li>• 2013 - 1 Blockage</li> <li>• 2009 - 2 Blockages</li> </ul> <p>As such with only one internal flood reported due to heavy rainfall, this Road is not high on the priority flood action list. If Cllrs are aware of any unreported flooding, their assistance in encouraging its reporting would be much appreciated.</p>
22 Feb 2023 – <b>Spaces for Community Use</b>	Provide provisional dates of when the revised draft Property Strategy (inclusive of the section that explicitly deals with community use) and the Asset Review findings report will be ready for scrutiny consideration.	Tanveer Ghani, Finance & Resources	We are currently shortlisting suitable consultants with a view to a mini-tender competition for appointment as Brent's property strategy lead. Once appointment is confirmed, it will take about 6 – 9 months before any outputs such as the draft Property Strategy/Asset Review findings can be shared for scrutiny consideration (Dec 23/Jan 24 would be a realistic target date).