

Proposed Cabinet response to recommendations from the Overview and Scrutiny Committee on the Service Performance Report 2024/25 Quarter Three

Recommendation arising from the Overview and Scrutiny Committee meeting held on 3 March 2025.

Recommendation	Agree (Y / N)	Comment	Responsible Cabinet Member	Lead Officer
<p>1. That a review is undertaken of the performance indicators used to measure the waste collection service with a view to supplying the Overview and Scrutiny Committee with additional data (already collected/measured by Ubico) that gives a more accurate picture of collection performance.</p>		<p>Strategic indicators are reviewed each financial year (ready for Q1 monitoring in April and reporting in June/July) by Executive Portfolio Holders. Although current indicators accurately reflect performance and allow benchmarking at a national level, there is scope for additional information to enhance and augment this strategic picture. This would be best achieved through working collaboratively to discuss which metrics would support strategic scrutiny of the waste service, without blurring the picture with large amounts of operational detail. The metrics and information defined through collaboration will</p>	<p>Cllr Tristan Wilkinson, Cabinet Member for Economy and Environment</p>	<p>Gemma Moreing, Business Information and Performance Lead</p>



		<p>provide all Councillors with the necessary assurance that their waste service is operating as it should be.</p> <p>Cabinet requests officers to continue to explore route level real-time reporting that highlights repeated challenges.</p>		
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