

## Annex B

### Recommendations to Cabinet from Overview and Scrutiny Committee for 2024/25

Recommendation	Agree (Y/N)	Comment	Responsible Cabinet Member	Lead Officer
<b>Ecological Emergency Update - 07 May 2024</b>				
That Cabinet considers the necessity to increase resourcing for ecology, given our goal (green to the core), declared climate and ecological crisis and increased legal monitoring obligations.	Y	It was agreed that the outcome of the trial would come back to Cabinet as soon as we have reliable data to suggest that it has been successful (or not) and that the follow up report would go to O&S before going back to Cabinet.	Councillor Tony Dale, Cabinet Member for Economy and Transformation	Jon Dearing, Assistant Director for Resident Services

**Publica Detailed Transition Plan – 7 May 2024**

That the Overview and Scrutiny Committee receives a report reviewing the implementation of Phase 1 before proposals for Phase 2 are brought forward for decision.	Y	Officers and Cabinet undertake to provide the Overview and Scrutiny Committee with a report reviewing the implementation of Phase 1. This report will encompass review of the successes, challenges, and lessons learned during Phase 1. It will provide valuable insights and data that will help to inform the planning and development of Phase 2.	Councillor Joe Harris, Leader of the Council	Robert Weaver, Chief Executive
That Cabinet provide more clarity on what success looks like, sounds like and feels like and what key actions will deliver the Council's objectives (service quality, greater control and cost reductions).	Y	Ultimately success will be measured against timely delivery of the Corporate Plan priorities, and key performance indicators. Cabinet will task the programme director and programme team to collate and develop specific metrics and benchmarks that will inform what 'success' looks like. These will include detailed descriptions of service quality improvements, enhanced control measures, and where appropriate cost reduction targets. Key actions to achieve these objectives will also be clearly identified, ensuring a transparent and measurable path to achieving the Council's goals.	Councillor Joe Harris, Leader of the Council	Robert Weaver, Chief Executive

### Channel Choice and Telephone Access – 22 July 2024

That the Cabinet ensures services are accessible to everyone, including those who cannot access services via digital channels and ensure the route for support is publicised.	Y	All access channels remain open, and with the increase in residents helping themselves digitally, the team have more time to help those who are digitally excluded and/or vulnerable. The office opening hours have not changed, so customers are still able to access the Council's services in this way. The emergency line remains available every afternoon and during the election period we were able to make lines available 9am-5pm in the weeks leading up to the election, and 6am -10pm on election day.	Councillor Tony Dale, Cabinet Member for Council Transformation and the Economy	Michelle Clifford/ Jon Dearing
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**Climate and Ecological Emergency - 6 January 2025**

1. That the Council ensures that it has processes in place for testing and developing the value of the work it is undertaking on the climate and ecological emergency with a view to providing positive ongoing investment in this field.	Y	The council has adopted governance and decision-making processes that give significant priority to climate change. All reports prepared for decision-making purposes now include a mandatory section on the implications for the Climate and Ecological Emergencies. Additionally, the council is trialing a Sustainability Impact Assessment Tool, designed to ensure that sustainability considerations are reviewed at key stages of projects including the design stage when beneficial changes can still be made. The tool ensures for example: the carbon implications of building/operating new buildings is assessed; opportunities to mitigate negative impacts by design is identified; facilities and access to sustainable transport is provided; and ecological enhancement in site landscaping is maximised.	Cabinet Member for Climate Change and Sustainability	Climate Change & Carbon Reduction Lead
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**Publica Transition Plan – Phase 2 – 3 March 2025**

That consideration be given to what Phase 3 of the Publica Transition may look like in view of local government re-organisation.	Y	A key dependency for any Phase 3 is local government re-organisation. CEOs of the Publica council shareholders will begin to give thought to options concurrently with discussions on local government re-organisation with an options paper to be brought back to Cabinet re: Phase 3.	Cllr Joe Harris, Leader	Andrew Pollard, Programme Director
That the Council undertakes an annual review of the Publica Transition.	Y	A key aspect of the Publica Transition was to develop services more focused to locality and so improve performance. It is too early to judge performance at this stage, therefore key is to review this in early 2026 when performance data should be available and 12 monthly thereafter.	Cllr Joe Harris, Leader	Andrew Pollard, Programme Director
That consideration is given to wider communications about the Publica Transition to the public and town and parish councils following the pre-election period for the County Council elections.	Y	This presents an opportunity for CDC to explain the rationale for a locality focused service delivery that is aligned to the Council's corporate plan objectives. Following local government elections there is an opportunity for the Council to communicate its goals for delivery of these objectives and how the re-patriation of services is supportive of this. The impact of Local Government Reorganisation and its impact should also be considered.	Cllr Joe Harris, Leader	Andrew Pollard, Programme Director

## Service Performance Report 2024/25 Quarter Three – 3 March 2025

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.	Y	<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 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>	Cllr Tristan Wilkinson, Cabinet Member for Economy and Environment	Gemma Moreing, Business Information and Performance Lead
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