

## Overview and Scrutiny Committee

Held at:	Council Chamber - Civic Centre, Folkestone
Date	Tuesday, 15 June 2021
Present	Councillors Miss Susan Carey, Gary Fuller, Peter Gane, Michelle Keutenius (Chairman), Connor McConville, Rebecca Shoob (Vice-Chair) and John Wing
Apologies for Absence	Councillor Danny Brook, Councillor Terence Mullard and Councillor Patricia Rolfe
Officers Present:	Kate Clark (Case Officer - Committee Services), Ewan Green (Director of Place), Charlotte Spendley (Director of Corporate Services) and Jemma West (Committee Service Specialist)
Others Present:	Councillor Stuart Peall (Folkestone & Hythe District Council)

### 10. **Declarations of Interest**

There were no declarations of interest at the meeting.

### 11. **Creation of a Task and Finish group to consider issues relating to the council's waste and street cleansing contract**

The Cabinet Member for Enforcement, Regulatory Services, Waste and Building Control, with the support of the Overview and Scrutiny Chairman, had requested that urgent scrutiny work take place following recent issues around the council's waste and street cleansing contract. The report therefore set out proposals for the formation of a Task and Finish Group, including a suggested scope, and invited nominations for the Membership of the Group.

Members discussed various aspects of the report, and made points including the following:

- The previous service had been excellent, reliable and with minimal missed collections.
- The Terms of Reference needed to be widened to include contract management, customer service response and complaints handling.

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- The scope needed to include a variety of witnesses, including Folkestone and Hythe District Council officers, and not just senior managers from Veolia.
- It was important to understand the reasoning behind the redefined routes, and staffing changes, including working hours, and the impact on staff.
- It was also important to understand if the council had taken too long to acknowledge the issues.
- How would the residents of Folkestone and Hythe be compensated for the disruption?
- The new way of working seemed to be less flexible and more prescriptive.
- The scope also needed to include health and safety, and environmental risks.

The Cabinet Member for Enforcement, Regulatory Services, Waste and Building Control then responded to the points raised and gave his apologies to Members and the residents of the district. He advised that a few weeks of pain had been anticipated, but not to this extent.

Proposed by Councillor Gane,  
Seconded by Councillor McConville; and

### **RESOLVED:**

- 1. That report OS/21/03 be received and noted.**
- 2. That the suggested topic for Scrutiny meets the requirements set out at paragraph 2.1 (as per point j of the Terms of Reference of the Committee), and that a Task and Finish Group be created.**
- 3. That the scope of the review, as set out in paragraph 3.1 of the report, subject to the addition of contract management, customer service response, complaints handling, health and safety, and environmental risks, be approved.**
- 3. That Councillors Fuller, Gane, Keutenius, Shoob and Wing be appointed to the Task and Finish Group.**

(Voting figures: 7 for, 0 against, 0 abstentions).