

Report Title:	Serco Performance - Update
Contains Confidential or Exempt Information?	No - Part I
Lead Member:	Councillor Coppinger, Lead Member for Environmental Services, Planning and Maidenhead
Meeting and Date:	Communities Overview and Scrutiny Committee – 15 February 2021
Responsible Officer(s):	Hilary Hall – Director Adults, Health and Commissioning Simon Dale – Interim Head of Highways
Wards affected:	All

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REPORT SUMMARY

This report provides Members with an outline of a presentation that will be made by RBWM officers and Serco colleagues at the meeting on 15 February regarding current performance and future service delivery plans. The presentation slides will be shared with committee members ahead of the meeting to allow time to prepare questions and raise points.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Communities Overview and Scrutiny Committee note the presentation content and ask questions, thereon.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Option	Comments
Note the presentation and comment thereon. This is the recommended option	None

- 2.1 This report recommends noting the content of the presentation and seeks members views and questions arising from it. The presentation will also provide members with the opportunity to speak directly to the service provider about service delivery and future service delivery plans.

3. KEY IMPLICATIONS

- 3.1 The Royal Borough's waste collection service is one of the most important and visible services provided. Its reliability is key to success; specifically, that bins are collected on the day due, bins are returned to collection points and queries, service requests and complaints are answered promptly.
- 3.2 Any shortfalls in these aspects have a real impact on how residents perceive the service and often the Royal Borough will encounter reputational damage

which is hard to recover from. Changes to service can also have the same effect.

- 3.3 Since Autumn last year when Serco officials presented to COSC about service shortfall and presented its recovery plan in respect of it, service reliability has improved considerably. At the time it was agreed that an update in the new year would be helpful to check progress and this presentation seeks reassurance that the service is stable and that Serco is preparing adequately with the council for further change.

4. FINANCIAL DETAILS / VALUE FOR MONEY

There are no financial implications through this presentation of information.

5. LEGAL IMPLICATIONS

- 5.1 The Council is contracted with Serco to provide waste collection services across the Royal Borough. No legal issues are anticipated to arise through this presentation of information.

6. RISK MANAGEMENT

There are no risks associated with this presentation of information.

7. POTENTIAL IMPACTS

- 7.1 Equality Impact Assessments are always undertaken when introducing services across the Royal Borough.
- 7.2 Climate change/sustainability. Future changes to the service support the council's climate change priorities.

8. CONSULTATION

Not applicable

9. TIMETABLE FOR IMPLEMENTATION

Not applicable.

10. APPENDICES

None

11. BACKGROUND DOCUMENTS

Presentation from Autumn 2020

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Cllr Coppinger	Lead Member for Planning, Environmental Services and Maidenhead	5.2.21	5.2.21
Duncan Sharkey	Managing Director	5.2.21	5.2.21
Adele Taylor	Director of Resources/S151 Officer	5.2.21	
Kevin McDaniel	Director of Children's Services	5.2.21	5.2.21
Hilary Hall	Director of Adults, Health and Commissioning	5.2.21	5.2.21
Andrew Vallance	Head of Finance	5.2.21	5.2.21
Elaine Browne	Head of Law	5.2.21	
	Monitoring Officer	5.2.21	
Nikki Craig	Head of HR, Corporate Projects and IT	5.2.21	5.2.21
Louisa Dean	Communications	5.2.21	
Karen Shepherd	Head of Governance	5.2.21	

REPORT HISTORY

For information		
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