

Pre-Scrutiny Questions and Answers- O&S 18 March 2025

Report Title: Item 7 - I.D Verde Maintenance Contract Review – Grounds Maintenance

Report Author(s): Zoe Court

Councillor Armstrong: Could you clarify how the metric output by the PQMS system is derived? For grounds maintenance, the performance output seems to be very close to 4 in all cases despite the scale going from 1-7. I'd like to understand what this is measuring to get a better idea of how effective it is as a measure.

Response: I.D Verde will be sending me a table that explains the different scores, which I'll forward over to you.

Councillor Armstrong: A £17.50 rectification penalty seems to be very small given the officer time involved in getting that far. I'm also worried that it wouldn't provide much incentive on Idverde. Could you give some figures on how often a rectification is requested, and what fraction of requested rectifications are dealt with in the timeframe please?

Response: £17.50 is not an unsurmountable figure on this contract, based on the small profit margin. There is also an annual reconciliation for deductions for works not completed. I.D Verde have a good record of rectifying issues so not needed to progress to a full default. However, there are certain times when we bypass the rectification and issue a default notice - I will forward these KPIs separately as they are not in the SAP but discussed each month at the liaison meetings.

Councillor Armstrong: Item 7 mentions the No Mow May briefing note but we don't seem to have the briefing note available. Will it be released before the committee?

Response: Yes, it will be shared with all Cllrs by next Tuesday morning at the latest

Councillor Armstrong: Could you give a quick summary of the contract issues in grounds maintenance? Apart from the no mow may complaints mentioned, I couldn't find the actual issues (if any) in the report.

Response: Main issues are residents complaining that verges near them have not had the annual number of cuts, we are reviewing the frequencies as part of the improvements/developments. idverde do sometimes struggle with timescales of certain tasks, this can be down to the weather, again we work closely with them on this as we'd rather get the work done if possible than make financial deductions.

Report Title: Item 9 – Change Programme Update

Report Author(s): Darren Knight

Councillor Armstrong: On the performance data (section 4.10). The numbers seem impressive but don't have much context in the report. Can you describe how these figures have changed from before the change program? Are they all replacing previous staff actions with automation? Has engagement by the public changed at all? Or is it too early to say?

Response: In relation to the CRM data, we didn't have that system in place and we didn't have a My Account either. The waste calls were previously handled by Stratford and were only ever able to get limited data from them and were not able to progress digital improvements. The CRM has created end to end integration between WDC and Biffa. In terms of engagement with the public, early signs are promising but overall, too early. As we progress the rollout of JADU we should see further improvements. We have some innovation planned with the integration of general customer contacts between JADU and MS Teams.