

Scrutiny Action Log

Name of Committee: Overview and Scrutiny Committee

Municipal Year: 2024-25

| Reference | Action | Assigned to | Scrutiny Lead | Due Date | Response |
|-------------|--|--|------------------------------------|---------------------------|--|
| 21 May 2024 | <p>Parking Spotlight</p> <p>Committee members commented that this is a difficult stage in the customer journey and from experience, call centres are difficult to get through to and there are often long timescales in place for a replacement permit. As part of the new policy, Members would like the council to ensure the customer journey is simplified and there is no delays/inconveniences caused to a resident should they change a vehicle. The Committee feels that there seems to be a gap here and residents are not aware of this.</p> | Simon Baxter Corporate Director, Communities | Cllr Jahed Choudhury, OSC Chair | 9 th July 2024 | See Appendix 1 on response from the service on parking spotlight. |
| | Chief Executive to update Committee on Corporate Restructure | Stephen Halsey, Chief Executive | Cllr Jahed Choudhury, OSC Chair | | Chief Exec attending in person to provide an update on 9 th July 2024 |
| | Scrutiny Portfolio update | | Cllr Jahed Choudhury, OSC Chair | | Will be published for the 9th of July 2024 |

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| 9 Jul 2024 | OSC has requested for them to be provided with details of the new council structure. so that Members can understand which Services will be under each Directorate. | Stephen Halsey, Chief Executive | Cllr Jahed Choudhury, OSC Chair | 23/07/2024 | See attached Power Point slide deck titled scrutiny update on new structure |
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| 23 Jul 2024 | OSC requested the summaries of the feedback from the proposed Target Operating Model | Ayesha Hakim Rahman, Head of Service, Corporate Strategy and Transformation | Cllr Jahed Choudhury, OSC Chair | 30/08/2024 | See attached Slides |
| | OSC requested a breakdown of the £5million pound investment to help improve recycling performance. | Simon Baxter, Corporate Directorate of Communities | Cllr Jahed Choudhury, OSC Chair | 29/07/2024 | See appendix 2 for details |
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| 10 Sep 2024 | | | | | |
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| 15 Oct 2024 | | | | | |
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| 26 Nov 2024 | | | | | |
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| 17 Dec 2024 | | | | | |
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| 14 Jan 2025 | | | | | |
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| 28 Jan 2025 | | | | | |
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| 4 Feb 2025 | | | | | |
| Reserve Budget Scrutiny | | | | | |
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| 18 Feb 2025 | | | | | |
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| 25 Mar 2025 | | | | | |
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| 29 Apr 2025 | | | | | |
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Appendix 1: Parking Spotlight Response

Briefing title Swap Vehicle / Temporary cover Process Review
Prepared for Overview and scrutiny
Date 20/05/2024
Author Michael Darby

Key Points

As part of overview and scrutiny parking spotlight there were concerns raised on the customer journey when a resident permit holder obtains a new vehicle and is required to make changes to their permit details. Previously, there was a temporary cover option which would allow residents to cover their new vehicle temporarily. However, this could not be configured at the time to limit the number of covers per year. Therefore, it was removed due to the large scale of abuse, also there were no requirements for documents to be uploaded which was a concern from an audit perspective.

Currently, the resident permit holder is required to submit a swap vehicle application, however this must go through an authorisation process by an officer for the swap to take effect which can take up to 3 working days.

Focus of the briefing

To improve the customer journey when a resident makes an application for a swap vehicle which can take up to 3 working days the customer will have the ability to apply for a free temporary cover whilst their application is being processed.

Options or implications

To improve the customer journey, we are working with our supplier to reinstate the temporary cover to allow customers to apply for free of charge to immediately cover their new vehicle whilst their swap vehicle application is processed. Customers will be limited to maximum of 3 temporary cover permit per account per year. Each temporary cover will last a duration of 14 days.

Background and Information

What is a swap vehicle?

This function allows resident permit holders the ability change their permit details if they have obtained a new vehicle via the customer portal.

What documents are required for a swap vehicle?

For a swap vehicle to be successful the resident must supply us one of the below –

- V5C logbook of new vehicle
- Insurance certificate and policy schedule with new vehicle details.

How much does it cost?

For each swap vehicle application there is an administration charge of £20.

How long does it take?

The application processing time can take up to 3 working days (in line with our customer charter) although our current processing time on average is within 4 hours Monday to Friday during core hours, as we treat all swap vehicle applications as a priority.

Current issues raised.

Due to the process of application to be authorised by an officer this has an impact on the customers' ability to park their new vehicle. As they would need to make alternative arrangements until their application has been processed and authorised which could also have a cost implication to the customer.

Furthermore, if an application is made on the weekend the application would not be processed until next working day.

Temporary cover

Previously the customers had an option to apply for a temporary cover free of charge, however due to configuration of the permit at that time, this allowed customers to apply for a temporary cover numerous times which covered their vehicle without payment. Due to this large scale abuse the decision was made to remove this function as the supplier at the time could not configure to limit the usage to 3 per year.

Due to the recent upgrade to our system the supplier can now configure the temp cover to limit the usage to 3 per year per account with a duration of 14 days for each temporary cover. This will in turn mitigate the possible abuse of this function.

Plan to make improvements.

We are currently working with our system provider to reinstate the temporary cover with a limit of 3 per year per account and each temp cover will last a period of 14 days. This will allow customers to park their vehicles immediately whilst their application for a swap vehicle is being processed.

Customer Contact/Enquiries

For any enquiries in relation to permits the customer has the below options -

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- Call the Customer Contact Centre – the customer can call the CCC where the advisor will take the initial call and support the customer. If CCC advisor cannot deal with the call i.e. technical issues the call will be transferred to the permits team.
- Submit an online contact form – The customer can submit an online form whereby an officer will deal with the enquiry, if required the officer will call the customer.

We deal with all enquiries in a timely manner to ensure they are resolved.

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The table below provides outline of how the £5m is project to spend. If you have any query do let me know.

| Workstream | Budget Allocated | Spend | Committed | Forecast |
|--|-------------------------|-----------------|------------------|-------------------|
| Street Cleansing & Parks Enhancement | £3,105,000 | £326,823 | £412,255 | £3,105,000 |
| Introduction of Time-Bands | £350,000 | | £120,000 | £200,000 |
| Commercial Waste Review | £145,000 | | £100,000 | £145,000 |
| Waste Systems Review | £250,000 | | | £200,000 |
| Community Engagement & RRP | £50,000 | | £50,000 | £50,000 |
| Communication, Partnership & Consultation and RRP | £1,100,000 | | £50,000.00 | £1,100,000 |
| TOTAL | £5,000,000 | £326,823 | £732,255 | £4,800,000 |