

Overview and Scrutiny (Performance and Growth) Panel – Questions and actions requiring a response.

Minute No.	Item	Councillor	Question	Answer
25/50	Corporate Peer Challenge	Cllr Martin	Sought more information regarding the impact and improvement from the changes made to the Senior Leadership Team	The impact of the changes made to the Senior Leadership Team early 2025 resulted in a consistent structure regarding senior roles, with clearer alignment between the finances and workforce to deliver the political priorities.
25/51	Corporate Plan Refresh 2026/2027	Cllr Chapman	Wished to know if the missed bins in Eaton Ford included in the stats or excluded as exceptions and why they were missed.	"There were no missed bins in Eaton Ford on Saturday 10th January 2026. For operational reasons, we were unable to carry out the garden waste collections as scheduled, so the collection was moved to Sunday 11th January 2026. Because the collection day was formally changed, these would not be recorded as missed bins. This approach applies to any planned changes we make to collection days, including adjustments over the Christmas period or changes required due to adverse weather conditions etc."
25/51	Corporate Plan Refresh 2026/2027	Cllr Catmur	Wanted information about missed bins for assisted bin collection.	The process for missed bin collections (including Assisted missed bins), is that they must be reported within 3 days of collection by residents, these will be collected within 3 working days of the report being received to operations.
25/51	Corporate Plan Refresh 2026/2027	Cllr Chapman	Are rough sleepers part of the Homeless KPI	I have checked with the service lead - No, it is unlikely that rough sleepers would be included in these metrics, as they have already become homeless, and it is the prevention activity that generally is where we prevent instances of homelessness and rough sleeping.