

SELECT COMMITTEE ON THE ENVIRONMENT – 19 SEPTEMBER 2005

REPORT OF THE DIRECTOR OF THE URBAN ENVIRONMENT

**BEST VALUE SERVICE CONTINUOUS IMPROVEMENT PLAN (SCIP) –
WASTE MANAGEMENT**

PURPOSE OF REPORT

1. To update the Committee on the progress of the Waste Management SCIP.

BACKGROUND

2. In September 2004 the Audit Commission undertook a Best Value inspection of the Council's Waste Management Service.
3. The service was judged to be a "Good", 2 star service, with promising prospects for improvement. A number of recommendations were made and these are summarised in Appendix 1.
4. Committee has previously received a progress report on this item in March 2005.

FINANCE

5. There are no direct financial implications arising from this report.

LAW

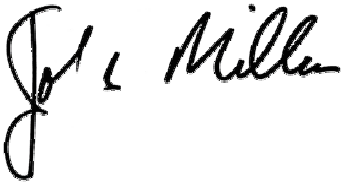
6. The provisions for Best Value are contained in the Local Government Act 1999.
7. The Council's duties and powers for Waste Management are mainly contained in the Environmental Protection Act 1990 and related legislation.
8. Section 111 of the Local Government Act 1972 enables the Council to do anything that is calculated to facilitate or is conducive or incidental to the discharge of its functions.

EQUALITY IMPACT

9. This report takes account of the Council's Equal Opportunities Policy.

RECOMMENDATION

10. It is recommended that Committee note the progress for the Waste Management SCIP.



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Background documents used in the preparation of this report:-

None.

BEST VALUE SERVICE CONTINUOUS IMPROVEMENT ACTION PLANS (SCIPs)

SERVICE AREA: WASTE MANAGEMENT

BEST VALUE INSPECTION DATE: SEPTEMBER 2004

SERVICE CONTINUOUS IMPROVEMENT PLAN: PROGRESS TO SEPTEMBER 2005

ACTION	PROGRESS	TARGET DATE
i) Continue to develop medium to long term aims for waste management with partners. These aims should inform a revised waste management strategy for Dudley that addresses the challenges of the future.	The 4 Black Country Councils have now commissioned a major joint study that will provide a medium to long-term waste management strategy for the Black Country. This will be reported at a later date to the Committee.	Autumn 2005
ii) Explore customer satisfaction levels and use the information to inform service planning and delivery.	<p>In an attempt to ascertain “what are the issues”, Street Cleansing have distributed a questionnaire to a selection of households who have contacted the Council within the last 12 months to make a street cleansing related service request.</p> <p>Although randomly selected, we have attempted to ensure that an equal sample of households have been chosen from each of the 5 geographical areas and the service requests represent a cross section of the range of services which are carried out by the Street Cleansing Team. This questionnaire asks the customer to consider different aspects of service delivery and to rate their importance, ranging from “extremely important” to “not at all important”. It then asks the customer to rate our current performance in each of these areas of service delivery, ranging from “very good” to “very poor”.</p> <p>Performance statistics will be produced using the raw data collected and used to aid continuous performance improvements within the Street Cleansing function.</p>	October 2005

ACTION	PROGRESS	TARGET DATE
<p>iii) Adopt a more proactive approach to identifying and addressing the needs of the diverse community.</p>	<p>Recycling calendars have now been translated and are available in Arabic, Bengali, Chinese, Gujarati, Punjabi and Urdu to inform all sections of the diverse local community. The translation of recycling calendars into multi-ethnic languages is the first step, driven by the current implementation of the recycling collection service. Therefore this approach will be adopted for other service information like waste collection leaflets, green waste collections, service standards and web based information. Any further needs will have to be identified by consultation and liaison with the multi-ethnic groups and other stakeholders.</p>	<p>Ongoing</p>
<p>iv) Implement a framework for educational activities that demonstrates measurable outcomes and contributes towards Dudley' strategic waste management priorities.</p>	<p>The 4 Black Country Councils are working jointly on a number of waste awareness, education and minimisation schemes that have specific objectives and outcomes. These include joint funding from Landfill Tax Credits and bids to DEFRA and WRAP (Waste Resources Action Programme) for joint funding and resources to achieve collective objectives, including a waste minimisation education programme and the provision of subsidised garden composters.</p> <p>The final plans will be subject to the success or otherwise of outstanding bids for funding. The duration of the planned projects is likely to be for a year at least. Any future plans will be subject to the evaluation of the effectiveness of these proposed initiatives, the opportunities provided under Government sponsored programmes and any amendment to national waste policy or strategy.</p>	<p>Ongoing</p>
<p>v) Ensure clear service standards are disseminated to local people so that they know what to expect from the Council.</p>	<p>The Council's web page, and the Directorate's information has been revised.</p> <p>The information given provides clarity on waste management services, including service standards. The next phase is to transfer this into information leaflets, a more widely available medium. Information on service standards and delivery is already provided on leaflets issued for recycling and green waste collection.</p> <p>Waste Care are undertaking a project to provide up-to-date information of refuse</p>	<p>March 2006</p>

ACTION	PROGRESS	TARGET DATE
	<p>collection times and operational information. This information will be published on the Internet.</p> <p>In addition, Dudley Council Plus are regularly updated via an electronic A-Z of services to ensure customers are provided with up-to-date information covering the whole range of Waste Management Services.</p>	