

**REPORT OF THE DIRECTOR OF THE URBAN ENVIRONMENT
TO THE SELECT COMMITTEE ON THE ENVIRONMENT ON THE
10TH MARCH 2005**

BEST VALUE SERVICE CONTINUOUS IMPROVEMENT PLANS (SCIPs)

1.0 PURPOSE OF REPORT

- 1.1 To enable the Select Committee to scrutinise the progress of the Service Continuous Improvement Plan (SCIP) of the Waste Management Best Value Review.

2.0 BACKGROUND

- 2.1 In September 2004, the Audit Commission inspected the Council's Waste Management Service, including refuse collection and disposal, recycling and street cleansing. The service was assessed as good, two star with promising prospects for improvement.
- 2.2 However, a number of recommendations were made and Appendix 1 summarises progress against the key improvement actions contained in the Waste Management SCIP.

3.0 PROPOSALS

- 3.1 That the Committee note the progress and provide comments against the Waste Management SCIP.

4.0 FINANCIAL

- 4.1 The specific financial implications are contained in the details of the Best Value Reports and there are therefore no direct financial implications to this report

5.0 LEGAL

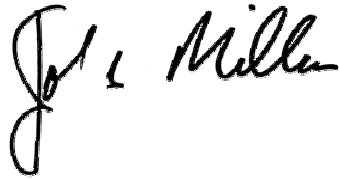
- 5.1 The provisions for Best value are contained within the Local Government Act 1999.
- 5.2 Section 111 of the Local Government Act 1972 enables the Council to do anything that is calculated to facilitate or is conducive or incidental to the discharge of its functions.

6.0 EQUAL OPPORTUNITIES

6.1 This report and the associated Best Value Review takes account of the council's Equal Opportunities Policies.

7.0 RECOMMENDATIONS

7.1 The Committee agree the proposals set out in 3.1 of this report.



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Director of the Urban Environment

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**BEST VALUE SERVICE CONTINUOUS IMPROVEMENT
ACTION PLANS (SCIPs)**

SERVICE AREA: WASTE MANAGEMENT

BEST VALUE INSPECTION DATE: SEPTEMBER 2004

SERVICE CONTINUOUS IMPROVEMENT PLAN: PROGRESS TO FEBRUARY 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 Councils is continuing to work together with its neighbouring councils as the Black Country Waste Management Forum. The Forum is currently in the process of commissioning a joint study that will address the aims of the sub-region and determine a medium to long term strategy for the future.	Summer 2005
ii) Explore customer satisfaction levels and use the information to inform service planning and delivery.	A process of customer consultation will be implemented in accordance with corporate guidelines, and the feedback used to inform service planning and delivery.	Commence Autumn 2005
iii) Adopt a more proactive approach to identifying and addressing the needs of the diverse community.	Translation of information notices, leaflets etc., for all services is to be undertaken into multi-languages to ensure ethnic minorities are reached.	Ongoing
iv) Implement a framework for educational activities that demonstrates measurable outcomes and contributes towards Dudley' strategic waste management priorities.	Revise education programme to include longer term policy and determine output measures to demonstrate effectiveness.	September 2005
v) Ensure clear service standards are disseminated to local people so that they know what to expect from the Council.	Revise, and publish service standards, including information on the Council's web site.	Summer 2005