

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **FLINTSHIRE COUNTY COUNCIL**
DATE: **27 MARCH 2012**
REPORT BY: **DIRECTOR OF ENVIRONMENT**
SUBJECT: **REVIEW OF THE NEW WASTE COLLECTION SERVICE**

1.00 PURPOSE OF REPORT

1.01 To update Members on the review of the Council's new waste collection service, following the resolution made at the meeting on 31st January 2012.

2.00 BACKGROUND

2.01 At full Council on 31st January 2012, the following resolution was carried:-

"The Council expresses serious concern about the managed weekly waste collection service. Many Flintshire residents have been left without their collection commitments which has created both confusion in our communities and rubbish strewn streets. We recognise the hard work of front-line workers but remain concerned about the manner with which the new waste collection arrangements have been introduced by this administration. Therefore this Council requests the relevant Scrutiny Committee to conduct an immediate inquiry into the adequacy of the new managed weekly collection service and to provide a report upon its findings to a Full County Council meeting"

2.02 At its meeting on 21st February, the Executive approved the following Terms of Reference for the review:-

1. To clarify the expected performance standards for a settled, high performing collection service;
2. To understand the current position against these expected performance standards;
3. To review the actions being taken to address current concerns to meet the expected performance standards, including any recommendations on any changes to service delivery that may be required, and to explore levels of confidence in these actions.

3.00 CONSIDERATIONS

3.01 The review has been undertaken by service related officers in conjunction with officers from corporate services to ensure the process was objective and provided meaningful outcomes.

3.02 The review has included surveys of:-

Members - Each Member was invited to submit their comments and concerns on the new service - 29 responses were received

Town & Community Council Survey - The Chief Executive sought feedback on the new service during visits to Town and Community Councils from November and February 2012

Customer survey - Telephone calls were made to customers who contacted the contact centre during week commencing 30th January 2012 to gain feedback on their experience and satisfaction with the service. Staff also carried out face to face interviews at supermarkets across the County on Friday 17th February 2012 - In total 190 response were received from customers

Employee survey - All staff (operational and office based) were invited to submit comments on the new service. These were accepted anonymously if the employee so desired - 15 responses were received

3.03 The results of the surveys were given to Members at a workshop held on 23rd February 2012. At the workshop it was agreed that four consistent headings had emerged from the surveys:-

- Communications and complaints process
- Operational Issues
- Containers
- Missed Collections

3.04 The issues and suggestions from the workshop were then built into Improvement Action Plans, specifying expected delivery dates and nominating officers to deliver the changes where appropriate.

The Improvement Action Plans are summarised under the following areas of control:

1. Changes to Policy
2. Operational/Training issues
3. Vehicle/Containers
4. Communication

The draft Improvement Action Plans are attached **Appendix 4** of attached report to Executive of today's date.

3.05 It is intended that the Improvement Action Plans will in future be

integrated into the Streetscene Service Plan and a further report will be presented to the Environment Overview and Scrutiny Committee to enable the progress made by the service to be considered in six months time.

3.06 The Environment Overview and Scrutiny Committee considered the Review, including the Improvement Action Plan at a special meeting on 7th March 2012. Members of the Committee supported the process undertaken and made the following recommendations:

That the Executive :-

- Confirms that the review process has met the Terms of Reference stated in 2.06 of this report.
- Approves the Improvement Action Plan shown in Appendix 4 for the service resulting from the review.
- Considers a further report on the progress made against the Improvement Action Plan at its meeting in October 2012.

3.07 Once implemented, the Improvement Plans give assurance that the Council will deliver the high performing collection service the public expects.

4.00 RECOMMENDATIONS

4.01 That the Council notes the attached Executive report, including the Improvement Action Plans, which give assurance that the Council will deliver high performing collection services when they are implemented.

5.00 FINANCIAL IMPLICATIONS

As set out in attached report

6.00 ANTI POVERTY IMPACT

As set out in attached report

7.00 ENVIRONMENTAL IMPACT

As set out in attached report

8.00 EQUALITIES IMPACT

As set out in attached report

9.00 PERSONNEL IMPLICATIONS

As set out in attached report

10.00 CONSULTATION REQUIRED

As set out in attached report

11.00 CONSULTATION UNDERTAKEN

As set out in attached report

12.00 APPENDICES

Appendix A - Executive Report

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None

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