

# ITEM 10



DERBY CITY COUNCIL

**COUNCIL CABINET**  
**3 OCTOBER 2006**

Report of the Cabinet Member responsible for Leisure and Direct Services

## **Statement of Waste Management Service Delivery Policies**

### **SUMMARY**

- 1 A comprehensive internal review has been carried of current service delivery policies for the Waste Management Service, to assess their ability to meet customer expectations and compliance with best practice. The purpose of this report is to seek confirmation and clarification of service delivery policies for the Council.

### **RECOMMENDATION**

- 2 To recommend approval of the Waste Management service delivery policies outlined in Appendix 2 of this report.

### **REASONS FOR RECOMMENDATION**

- 3 The Corporate Restructure has brought together all Waste Management Services, including the former "Client" and "DSO" into one unified section within the Local Environment Division. It is essential that all staff within the new organisation are fully aware of the common policies to be applied when delivering the services. The migration of Streetcare into Derby Direct also requires clarification of the process for handling customer enquires, complaints and services requests.



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Report of the Director of Environmental Services

**Statement of Waste Management Service Delivery Policies**

**SUPPORTING INFORMATION**

- 1.1 A comprehensive internal service review of Waste Management has taken place and included the following activities:
- Waste Collection
  - Waste Disposal
  - Recycling
  - Street Cleaning
  - Commercial /Trade Waste.
- 1.2 The 2006 / 07 revenue budget for the services being reviewed is approximately £11.8 Million.
- 1.3 In the main, the review concluded that the majority of current service delivery policies were meeting the expectations of our customers. However, the review identified a number of areas where existing policies needed change or clarification to ensure the continued delivery of first class, cost effective services. Appendix 2 lists current policies applied to the service and where considered appropriate, makes recommendations for clarification and improvement.

<b>IMPLICATIONS</b>
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**Financial**

- 1.1 The majority of these policies are not expected to create budget pressures on existing budget provisions for Waste Management. However, with current staffing resources, the implementation of educational awareness campaigns to the general public and schools, (policy items 30, 42, and 46), will depend upon available resources becoming free after the completion of the Rethink Rubbish implementation programme.
- 1.2 The implementation of an improved public space cleaning service, including additional bin provision (policy items 34 and 35, is dependant on extra budget provision.

**Legal**

- 2 The policies will enable the Waste Management service to comply with its duties under the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005 and other current related legislation and regulations.

**Personnel**

- 3 None

**Equalities impact**

- 4 These policies acknowledge the diversity of the community that lives in and uses the facilities that Derby has to offer.

**Corporate objectives and priorities for change**

- 5.1 To improve the quality of life in Derby's neighbourhoods.  
The policies listed and the services provided contribute significantly to the quality of life for the residents of Derby. Additionally, the policies on waste disposal, refuse collection and recycling are fundamental in contributing to the protection and enhancement of the environment for future generations.
- 5.2 To encourage lifelong learning and achievement as a catalyst for economic growth.  
Policies relating to education, campaigning and awareness will contribute to a wider understanding of waste management issues amongst the residents of Derby which will lead to the environmental improvements necessary for sustainable growth.
- 5.3 To build healthy and independent communities.  
The need to recognise the diverse needs of local people and design services that combat the disadvantages brought about by poverty and social exclusion runs throughout the policies on Waste Management.

- 5.4 To deliver excellent services, performance and value for money.  
These policies are designed to enable customer focused and value for money waste management services to be delivered to the residents of Derby.

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