

## Service/Ongoing Key Tasks

| Key Aim | Service Key Task/Action   | Timescale       | Progress to 31 <sup>st</sup> March 2002  | Revised Timescale |
|---------|---|-----------------|--|-------------------|
| 2,4,6,8 | Maintain levels of service provision to residents for the divisional services<br>Ensure services are provided to specifications and requirements and that all customer enquiries and complaints are responded to promptly | Throughout year | Ongoing task of all divisional staff throughout year   |                   |
|         | The following items marked *are taken from the Cleansing the Environment Best Value Review Action Plan  |                 |  |                   |
| 2       | *Develop and implement Waste Minimisation Plan<br>Prepare initial plan for South Derbyshire, with short term, low cost measures   | October 2002    |  |                   |
| 2       | *Monitor domestic waste arisings to support waste minimisation<br>❖ Monitor levels of domestic waste arisings<br>❖ Sample content of domestic bins in high producing areas  | March 2002      | Analysis carried out. The results showed a 20% paper content, 5.7% card content and 8.7% glass content.<br>Discussions are taking place with the Cheshire Recycling, to try to get the paper out of the domestic bin and into the "blue bag" scheme.<br>The Council is continuing to try to find a viable recycling outlet for card.<br>Promotion of the Council's recycling sites, for glass and other materials, |                   |

|     |   |                              |  | will be publicised in the Communication Plan later in the year   |  |
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| 2   | <p><b>*Enforce policy of resisting side refuse and requiring refuse to be contained in closed bin</b></p> <ul style="list-style-type: none"> <li>❖ Include visual checks in routine performance monitoring</li> <li>❖ Publicise and promote policy</li> </ul>                       | October 2001                 |  | Routine checks are being carried out in routine monitoring. Policy to be publicised in the Communication Plan.         |  |
| 2,5 | <p><b>*Increase home composting</b></p> <ul style="list-style-type: none"> <li>❖ Maximise home composter sales in partnership with private sector supplier</li> <li>❖ Provide after sales training to maximise usage</li> </ul>   | April 2002 and ongoing       |  | Another home composter sales event was held on 13 <sup>th</sup> May<br>Intention to set up user focus group after sale |  |
| 2,5 | <p><b>*Review wheelie bin size issue policy</b></p> <p>Review policy as part of waste minimisation plan</p>   | October 2002                 |  |  |  |
| 6   | <p><b>*Improve employee attendance levels (refuse service)</b></p> <p>Implement absence management policy</p>   | October 2001                 |  | Done   |  |
| 6   | <p><b>*Reduce clinical waste collection costs</b></p> <ul style="list-style-type: none"> <li>❖ Review charging policy</li> <li>❖ Minimise amount of clinical waste incinerated in conjunction with Integrated Waste Management Group and Community Health Services Trust</li> </ul> | September 2002<br>March 2002 |  | Done   |  |

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| 6     | <p><b>*Reduce vehicle maintenance / procurement costs</b></p> <ul style="list-style-type: none"> <li>❖ Review vehicle replacement strategy / leases</li> <li>❖ Consider partnerships / contract hire as part of corporate plan for disposal of the depot</li> </ul> | <p>March 2002 and every 2 years</p> <p>April 2002</p> | <p>Strategy not yet reviewed – to be carried during the current financial year.</p> <p>Alternative partnerships are being considered as part of the depot options appraisal exercise.</p> |  |
| 6     | <p><b>*Review central services and high on-costs</b></p> <p>Negotiate service levels, costs and services provided from central departments</p>  | <p>March 2002</p>                                     | <p>Being considered as part of Best Value Review of Financial Services</p>  |  |
| 6     | <p><b>*Improve cost effectiveness and productivity of recycling bring sites</b></p> <ul style="list-style-type: none"> <li>❖ Remove least productive sites</li> <li>❖ Identify alternative means of servicing remaining sites</li> </ul>                            | <p>June 2002</p>                                      | <p>Option analysis in progress</p>  |  |
| 2,5   | <p><b>*Establish a rapid response hit squad</b></p> <p>Purchase vehicle / equipment and recruit / train staff</p>   | <p>April 2002</p>                                     | <p>Done – new vehicle scheduled for delivery in May.</p>  |  |
| 2,5,6 | <p><b>*Improve access to local tips at Derby and Burton on Trent</b></p> <p>Lobby relevant bodies to secure improved access to local people</p>   | <p>October 2002</p>                                   |   |  |
| 2,5,6 | <p><b>*Improve weed control and removal</b></p> <ul style="list-style-type: none"> <li>❖ Ensure full compliance within existing contract</li> <li>❖ Review weedkillers used and pilot alternatives</li> </ul>   | <p>September 2001 and ongoing</p> <p>March 2002</p>   | <p>The current service is being monitored to ensure full compliance.</p> <p>No better products have been identified on the market which comply with the requirement to use</p>            |  |

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|       |   |   |   |   | only non-residual weedkillers on the highway.<br>A Service Development Proposal, to increase the number of treatments was unsuccessful |  |
| 2,5,6 | <p><b>*Improve operation of Parish Lengthsman Scheme</b></p> <ul style="list-style-type: none"> <li>❖ Clarify responsibilities and agree areas covered / Negotiate to enhance service</li> <li>❖ Improve liaison and co-ordination of input with Council on routine cleaning</li> </ul> | <p>April 2002</p> <p>September 2002</p> <p>March 2003</p> | <p>Not achieved</p>   | <p>September 2002</p> <p>March 2003</p> |  |  |
| 2,5,6 | <p><b>*Increase amount of waste composted</b></p> <p>Introduce four further composting rounds to agreed programme</p>   | <p>March 2003</p>   | <p>Intention to introduce to 2000 more properties in September 2002 and 2000 more in March 2003</p> |   |  |  |
| 2,5,6 | <p><b>*Increase amount of paper recycled by kerbside scheme</b></p> <ul style="list-style-type: none"> <li>❖ Introduce two weekly schemes to all the composting areas</li> <li>❖ Develop and promote scheme including regular monitoring of take up</li> </ul>                          | <p>January 2002</p> <p>September 2002</p>                 | <p>All kerbside collections in compost scheme are on a fortnightly basis, except Egginton</p>       |   |  |  |
| 2,5,6 | <p><b>*Ensure successful commencement of Brightstar Contract for total waste treatment</b></p> <p>Complete agreement with Derby City Council for waste delivery process</p>   | <p>October 2001</p>                                       | <p>Legal departments are agreeing final wording</p>   |   |  |  |

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| 2,5,6 | <p>*Review Recycling Plan in conjunction with Derbyshire Waste Strategy and South Eastern Area Sub Group Strategy</p> <p>Short term action plan to meet statutory targets for 2003 and 2005</p>   | October 2001                               | Done  |  |
| 2,5,6 | <p>*Develop proposals for introducing a kerbside dry recyclables collection scheme</p> <p>Develop schemes with private sector and neighbouring authorities</p>  | March 2002                                 | Service development proposal not funded                     |  |
| 2,5,6 | <p>*Review bin provision and placement with parish councils</p> <ul style="list-style-type: none"> <li>❖ Review and revise position and provision of bins –develop proposals</li> <li>❖ Implement proposals</li> <li>❖ Consider option for parish councils to empty litter bins</li> </ul>  | April 2002<br>September 2002<br>April 2003 |   | September 2002<br>April 2003<br>September 2003 |
| 2,5,6 | <p>*Increase number of cuts to highways grass to improve quality</p> <ul style="list-style-type: none"> <li>❖ Increase number of cuts on Council owned areas (POS) and highways grass (D.C.C.)</li> <li>❖ Lobby D.C.C. to meet full costs of 12 cuts per annum to highways grass</li> </ul> | April 2002<br>Nov 2001                     | Not achieved<br>Member level meeting outstanding to process | April 2003                                     |
| 5,6   | <p>*Review grass cutting methods</p> <p>Develop options for improving quality of grass cutting by additional cylinder mowing</p>  | September 2002                             |   |  |
| 5,6   | <p>*Introduce Performance Monitoring to grounds maintenance operations</p> <p>Introduce monitoring system similar to Refuse and Cleansing operations</p>  | April 2002                                 | Not achieved  | December 2002                                  |

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| 2,5,6 | <p>*Maximise effectiveness of existing partnerships for waste management activities</p> <ul style="list-style-type: none"> <li>❖ Improve dialogue and set targets with existing partners</li> <li>❖ Develop new partnerships with private sector and neighbouring authorities</li> </ul> | December 2001<br>March 2003               | Discussions held with some partners but no targets set yet   | October 2002 |
| 5,6   | <p>*Rationalise structure of Technical Services Division</p> <p>Clearly apportion responsibilities for Waste Management and Grounds Maintenance between two units</p>  | December 2001                             | Staff consultation on proposals ongoing, intention to report to committee in June                                  |              |
| 6     | <p>*Clarify Member accountability for service and its development</p> <ul style="list-style-type: none"> <li>❖ Clarify accountability in a report to Members</li> <li>❖ Report progress on Clean Team implementation plan to Policy and Scrutiny Committees</li> </ul>                   | December 2001<br>April and September 2002 | Done<br>Progress reports to Scrutiny Committee submitted in January and March. Report to policy committee May 2002 |              |
| 5,7   | <p>*Improve communication with Stakeholders on cleansing the environment issues</p> <p>Prepare a Communication Plan to include the following</p>   | October 2002                              |  |              |
| 5     | <p>*Develop quality standards on waste related services</p> <ul style="list-style-type: none"> <li>❖ Implement Technical Advisors Group (TAG) Quality monitoring frameworks for Refuse Collection and Street Cleansing and compare results with other users</li> </ul>                   | April 2002                                | Frameworks completed   |              |

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|  | <ul style="list-style-type: none"> <li>❖ Work with TAG to produce quality framework for Grass Cutting</li> <li>❖ Become Members of the Tidy Britain Groups People and Places Programme</li> <li>❖ Develop a proposal to obtain Chartermark Status for reviewed services</li> </ul> | <p>April 2002</p> <p>April 2002</p> <p>October 2002</p> | <p>Not achieved</p> <p>Service development proposal not funded</p> | <p>March 2003</p> |
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