

Directorate Neighbourhood Delivery

Waste Management  
'Rapid Service Improvement'

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Key Drivers for Change

- Elected Member confidence low
- Public confidence low
- Government Office Intervention
- LATS – financial penalties
- 2005/06 In the top ten worst performing Authorities for recycling 12.75%
- Low Participation

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Problems

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|-------------------------|-----------------------------|
| ➤ Task & Finish         | ➤ Complaints                |
| ➤ Round Inequality      | ➤ Customer Confidence       |
| ➤ Sickness Absence      | ➤ Reliability of Service    |
| ➤ Communication         | ➤ Customer Contact Centre - |
| ➤ Low participation     | ➤ lack of training          |
| ➤ Awareness             | ➤ lack of communication     |
| ➤ Use of Agency Workers | ➤ Parking Access            |
| ➤ Poor use of website   | ➤ Performance Information   |
|                         | ➤ Assisted Collections      |

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## Solutions

- Process Mapping
- Business Transformation
- Scrutiny
- Learning Tours to Beacon Authorities
- Crew Buy In
- Rounds rebalanced
- Improved website
- Waste Data Flow
- Doorstop Campaign  
Over 14,000 residents surveyed
- Refuse Agreement
- Improved sickness absence procedures
- Improved Performance Reporting
- Partnership Working Agreement (Customer Contact Centre)

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## Outcomes

- Special Joint Scrutiny
- Improved Service reliability
- 71.00% improvement in missed bins
- Exceeding targets for 06/07 target – 15.84%
- 24% Improvement in recycling performance from 2005/06
- Introduction of 6<sup>th</sup> recycling stream (plastics)
- Rebalanced rounds from 5<sup>th</sup> March
- Same day collection of all waste
- £2.13m investment in recycling
- Retention of Charter Mark for Refuse
- £0.500m reduction budgeted expenditure
- Assist list reduced from 3,600 to >1,000

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## Future Challenges

- Achieve 07/08 target of 20%
- Behavioural Change
- Waste minimisation
- Bidston & New technology demonstrator project
- Merseyside PFI contract for Waste processing
- Managed weekly service proposals
- Keeping it real

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