



Waste Services  
Benchmark



Waste Improvement Network  
*Helping councils do more with less.*

## WIN's LEQ work...

- streetscene benchmark
  - mentoring scheme
- training for improvement



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- Started with Gershon
- RIEPs – came from Centres of Excellence intended to deliver efficiencies
- IESE is the lead RIEP for waste and streetscene
- Local government support – what could we do to fit in with the rest?



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- At the same time...
- LACORS leading for the LGA group on LEQ issues
- Identified need for training
- Identified need for a vision
- Identified other support needs



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- So...
- We extended the Waste Services Benchmark to LEQ
- We have set out the skills needed to deliver a modern LEQ 'service'
- We have extended our mentoring scheme to cover LEQ



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- BENCHMARK
- Helps councils to identify areas for improvement & efficiency
- Statements on what is an ‘excellent’ service (based on real life practice)
- ‘Healthcheck’ with helpful prompts!
- Process rather than output



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- MENTORING
- Links to benchmark
- What areas for improvement or efficiency have been identified?
- We find support from experienced staff in other councils



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- TRAINING
- Competencies needed to deliver a modern LEQ service
- Very different to 5 or 10 years ago
- E.g. partnerships & projects
- E.g. new enforcement powers



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# More info...

[www.WIN.org.uk](http://www.WIN.org.uk)

[win@southeastiep.org.uk](mailto:win@southeastiep.org.uk)