

CLEANSING THE ENVIRONMENT - ACTION PLAN (actions up to January 2002)

1. Required Outcome - To reduce the amount of waste produced per household

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
1.3	Enforce policy of resisting side refuse and requiring refuse to be contained in closed bin					
(a)	Include visual checks in routine performance monitoring	October 2001	Checks undertaken	nil	SE (R&C)	
(b)	Publicise and promote policy					
	on freighters	October 2001	leaflets in use		SM	
	on Website	October 2001	included		DSM	Consult IT and CS manager

1.3a *Scientific analysis of a sample of refuse to be undertaken in partnership with Derby City Council and Transcycle Ltd. In February 2002.*

1.3b *No progress to date – to be considered in the service's Communication Plan scheduled for October 2002.*

2. Required Outcome - Reduce the cost per household of refuse collection

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
2.1	Improve employee attendance levels					
(a)	Implement absence management policy	October 2001	Training received	nil	DSM	Corporate procedure published June 01
(b)		November 01	Set reduction targets on implementation	nil	DSM	Milestones compatible with overall government target for 2004/05
2.3	Maximise Trade Waste Income					
(a)	Improve service to existing customers	October 2001	Improving annually customer satisfaction level	(being evaluated)	DSM	Set target to improve levels of satisfaction
(b)	Market Service to new customers	October 2001 and ongoing		(being evaluated)	DSM	
2.4	Reduce vehicle damage at tip					
	Maintain checks on tip conditions Ensure tip operator provides agreed level of service	Ongoing			SE(R&C)	

2.1a Policy now implemented and training complete.

2.1b Target set of 9 days sickness absence per employee per year.

2.3a System established for recording feedback from the customers and the crews regarding quality of the service.

2.3b Existing marketing service to potential new customers is continuing.

2.4 Weekly site inspections are being carried out to ensure appropriate conditions are maintained.

3. Required Outcome - Improve response time to fly tipping and reduce incidence

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
3.1	Establish a rapid response hit squad					
(a)	Purchase vehicle / equipment and recruit / train staff	December 01	Hit Squad operational	£40,000 p.a. (within existing budgets)	SM	In conjunction with 4.1 and 8.1
(b)	Establish Freephone to facilitate reporting from public and staff	December 01	Response time to flytipping within national upper quartile by March 2003	£2,000		

3.1 Rapid response squad called "The Clean Team" was introduced into the street cleansing service with effect from 3rd December 2001.

The Freephone service was introduced at the same time.

4. Required Outcome – Improve level of cleansing to areas of known concern

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
4.1	Establish a rapid response hit squad					
(a)	Purchase vehicle / equipment and recruit / train staff	December 01	Hit Squad operational	£40,000 p.a. (within existing budgets)	SM	In conjunction with 3.1 and 8.1
(b)	Establish Freephone to facilitate reporting from public and staff	December 01	Response time to flytipping within national upper quartile by March 2003	£2,000		
4.2	Improve weed control and removal					
(a)	Ensure full compliance within existing contract	September 2001 and ongoing	Post treatment inspection to similar process as highway cleanliness		SM	

4.1 *The rapid response squad and Freephone facility were introduced into the Street Cleansing service with effect from 3rd December 2001.*

4.2 *Post treatment inspections are being carried out following the twice-yearly weed control treatments.*

5. Required Outcome – Meet National Waste Targets

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
5.3	Ensure successful commencement of Brightstar Contract for total waste treatment					
(a)	Complete agreement with Derby City Council for waste delivery process	October 2001	Confirm anticipated extraction and recycling of 15% of material delivered		TSM	Brightstar are pursuing planning and environmental permissions
5.5	Review Recycling Plan in conjunction with Derbyshire Waste Strategy and South Eastern Area Sub Group Strategy					
(a)	Short term action plan to meet statutory targets for 2003 and 2005	October 2001	Plan produced with costed proposals	To be established	RO	

5.3 *The legal agreement is being completed by the legal officers of the four affected councils and should be ready for signature in the Spring. The amount of waste to be delivered from South Derbyshire has been agreed in round terms and will be finalised to more accurate figures nearer to the time of deliveries commencing.*

5.5 *The short-term action plan was completed and discussed with the Inspectors during the week the review was inspected. The Final Report from the Inspectorate confirmed their acceptance of our proposals and contributed to the overall evaluation that the service has an excellent prospect of improvement.*

7. Required Outcome - Improve the quality of grass cutting to highway verges and public open space (POS)

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
7.1	Increase number of cuts					
(b)	Lobby D.C.C. to meet full costs of 12 cuts per annum to highways grass	Nov 2001			TSM	Issue discussed with D.C.C. as part of stakeholder consultation

7.1 A member level meeting will be arranged to discuss the outcomes of the best value review and our concerns about their service standards.

8. Required Outcome - Reduce amount of dog fouling in public places and address cost effectiveness of dog service

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
8.1	Employ a rapid response hit squad					
(a)	Purchase vehicle / equipment and recruit / train staff	December 01	Hit Squad operational	£40,000 p.a. (within existing budgets)	SM	In conjunction with 3.1 and 4.1
(b)	Establish Freephone to facilitate reporting from public and staff	December 01	Response time to flytipping within national upper quartile by March 2003	£2,000		
8.2	Review Dog Fouling Strategy and Implementation Plan					
(a)	Improve performance on enforcement	October 2001	Report to Members including targets for improvements especially in relation to the fixed penalty notice scheme		EHM	Strategy will include review of whether other service delivery mechanisms may improve performance. (Fixed penalty notice scheme introduced July 2001)

9. Required Outcome - Improve waste management performance by developing existing and new partnerships

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
9.1	Maximise effectiveness of existing partnerships					
	Improve dialogue and set targets with existing partners	December 01	Develop agreed measures for improvement		TSM/RO	Main partners include Cheshire, Berrymans, Biffa
9.2	Develop new partnerships with private sector and neighbouring authorities					
(a)	Develop new partnerships	ongoing	Implementation of joint schemes	To be established	TSM/RO	Potential private partners have been identified. Initial consideration of partnerships with East Staffordshire, North West Leicestershire and Lichfield already undertaken
						Develop new partnerships with private sector, neighbouring authorities and the voluntary sectors

9.1 & 9.2 Little progress has been made on these items with the long-term absence of the Recycling Officer.

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
9.3	Work in partnership with other authorities in Derbyshire in undertaking Joint Waste Management Best Value Review					
(a)	Develop Best Value sub group proposals with Integrated Waste Management Group	October 2001			TSM	Integrated Waste management Group agreed sub group objectives in July 2001

9.3 *An away day of the Derbyshire Waste Management Group was held on 7th January. It had two purposes.*

1. *To share experiences on best value reviews undertaken and inspected throughout Derbyshire with an intention of identifying the best common approach to future reviews.*
2. *At their meeting in December 2001 the Group agreed it would not be practicable to undertake a full joint waste management best value review within the time scale available. It was agreed however that the Group should apply best value principles to the forthcoming procurement process for the new waste management contracts that must be in place from February 2005 and the second purpose of the away day was to consider this further.*

10. Required Outcome – Improve management arrangements

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
10.1	Rationalise structure of Technical Services Division					
(a)	Clearly apportion responsibilities for Waste Management and Grounds Maintenance between two units	December 01	Report to Members	Cost neutral	TSM/DSM/ FDM	Staff have indicated willingness to move to a no split structure subject to normal consultation processes. On implementation undertake staff training and amend objectives under Staff Development Scheme

10.1 The process has commenced of creating revised job descriptions for affected staff, prior to a staff consultation exercise. The District Auditor has commented in the Audit Letter that the Council needs to produce trading accounts in accordance with the CIPFA Code of Practice and this may modify our current thinking on the proposed structure.

No	Sub Actions	Target Date	Performance Measures	Cost	Staff Responsible	Comments
10.2	Clarify Member accountability for service and its development					
(a)	Clarify accountability	December 01	Report to Members	nil	TSM	Will need to rationalise old Client Committee and DSO Executive roles
(b)	Report progress on implementation plan to Policy and Scrutiny Committees	Every six months	Report to Members	nil	TSM	Subject to prospective new Service Plan reporting system

10.2a *This accountability can only be clarified when the District Auditor's comments about the Council's approach to the CIPFA Code of Practice requirements regarding Trading Accounts have been resolved (see 10.1).*

10.2b *Report to Scrutiny in January 2002 and Environmental Services Committee in March 2002.*

