

Committee:	Executive	Agenda Item No.:	5.
Date:	2 nd August 2010	Status	Open
Category	2. Decision within the functions of Executive		
Subject:	Bulky Waste Charges Chronology		
Report by:	Chief Executive Officer		
Other Officers Involved	Head of Community and Street Services		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor D. Kelly, Portfolio Holder for Environment		

RELEVANT CORPORATE AIMS

CUSTOMER FOCUSED SERVICES – Providing excellent customer focused services

ENVIRONMENT – Promoting and enhancing a clean and sustainable environment by reducing the amount of household waste collected

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation.

- Decision taken to charge for bulky waste at Fees and Charges Budget Meeting 4/2/09 Minute 686 refers

Please specify how the proposals help to deliver the corporate aims.

TARGETS

- Contributes to the ongoing need to improve recycling targets
- Achieves efficiency savings
- Reduces total household waste arising

VALUE FOR MONEY

- Charging for the services helps make the service affordable and achievable within the resources available

THE REPORT

At the Executive on the 5th July 2010 Members deferred approval of the Bulky Waste Policy, and requested full details and the timetable. These are set out below:

The Best Value Review of Discretionary Services in 2008 looked at the free Bulky Collection Service and recommended that charging be brought in (PPMG minutes 22/1/09)

On the 28/1/09 Scrutiny Committee looking at Fees and Charges endorsed the recommendation to charge for Bulky Waste (Min 663).

From Scrutiny the recommendation went to Full Council 4/2/09 as part of the Fees and Charges Budget Report (Min 686) and the recommendation to charge was endorsed.

In order for the charging to commence in the April of 2009 at the beginning of the financial year, there needed to be a procedure developed which would allow the contact centres to book the work and accept payment, and then pass the job to street services.

The procedure was developed into a CRM script ready for the 1st April 2009, so that it was all systems go from that date.

At the Patch Management meeting of the 25th February 2009 it was minuted "Bulky Waste" – a new policy to be developed as soon as possible.

The 'Policy' would then firm up the procedures put in place for the Bulky Waste Service.

It is important to state that it would have been impossible to produce the policy in between either full council on the 4th February 2009 or the Patch Management meeting on the 28th February 2009 and the implementation day of the 1st April.

The Patch Management Working Group (PMWG) consists of Members of the Executive, Senior Managers and Council Officers.

The remit of the working group is to develop approaches to Patch Management that deliver on 'Cleaner, Greener, Safer Neighbourhoods', 'Reputation Agenda' and 'Estates Management' in a consistent way.

One of the key ways to deliver this is the development of clear and focussed policies.

There is a full PMWG procedure which has 15 steps, which is available, but is produced below in the form of a flow chart.

Some of the policies which have been through the PMWG are:-

- Amenity Policy
- Tree Policy
- Fly Tipping Policy
- Replacement Bin Policy
- Nuisance Vehicle Policy
- Bus Shelter Policy
- Litter/Dog Bins Policy
- Recharge Policy
- Winter Maintenance Policy

Once approved they are placed on the intranet and the public website.

At the 18th March PMWG meeting, the draft policy was circulated to the group, so they could take it away and give comments to the lead officer by the 27th March 2009.

At the meeting of the 27th April the lead officer was absent, and at the meeting on the 18th May 2009, the lead officer agreed to submit it to the next meeting.

It should be stated that the lead officer was also leading on three other policies.

There was no June meeting and at the 15th July meeting the lead officer was absent again, so it had not moved on between the end of March 2009 and the meeting on the 13th August.

At the 13th August meeting it was discussed and submitted for an Equality Impact Assessment (EIA).

At the meeting of the 14th September it was stated that a couple of staff were being trained on EIA assessments, and the Bulky Waste Policy was being used as part of their training.

The meeting of the 14th October reported that the Bulky Waste Policy had been through the EIA process and was now on its way to the Equality Service Development Group (ESDG).

The meeting of the 9th November records that the policy had been to the ESDG and was now to be submitted to the Senior Management Team,

The policy was actually submitted to the SMT on the 12th November 2009 and it was recorded:-

“..... The Draft Bulky Waste Collection Policy was submitted for Senior Management Team comment/approval. Minor amendments were made and some queries to be followed up. Any efficiencies to be explored and captured in the efficiency/savings log”.

- Agreed that (1) subject to minor amendment of some issues the policy be approved
(2) the Bulky Waste Collection Policy be submitted to PPMG

At the PMWG meeting on the 7th December 2009, the Bulky Waste Policy was discussed along with the minor amendments made by SMT, and then sent to PPMG in January 2010.

At the PMWG meeting on the 8th February 2010, it was reported that PPMG3 had agreed the report and the lead officer was to submit a report to the next Scrutiny.

It duly went to Scrutiny on the 24th February 2010 and Minute 762 refers.

At the PMWG on the 7th April, the Director of Neighbourhoods said he would check with the lead officer, absent at this current meeting if it was lined up for the next executive.

At the PMWG on the 5th May, the lead officer said he would submit it to the next executive.

The lead officer had been pulled off all normal and routine work to concentrate on the HSE Improvement Notice on Hand, Arm Vibration.
The policy was submitted to the Executive on the 5th July 2010 and deferred, pending this report.

The chronology is appended showing the journey of the Bulky Waste Policy.

ISSUES/OPTIONS FOR CONSIDERATION

- (1) Cllr. McGregor's request for details of any decision relating to this policy that had been taken and implemented before receiving agreement by the Executive.
- (2) Cllr. Kelly/Cllr. McGregor resolving that: PMWG ensure that appropriate departmental procedures are in place to deliver the policies.

I believe the report covers both the above points; procedures are in place, some of which still require a policy, but those procedures must be implemented pending the adoption of policies, otherwise the Council could not operate.

IMPLICATIONS

Financial: The policy forms the basis on which charges are made and produce income to the Council.

Legal: The policy covers activities which form part of our statutory duty as a Waste Collection Authority.

Human Resources: None

RECOMMENDATION

Members reconsider the approval of the Bulky Waste Policy.

ATTACHMENTS:

- PMWG Flowchart
- Chronology of the Bulky Waste Policy from Autumn 2008 to 5th July 2010