

BOLSOVER DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT – REVIEW SCOPE

NAME OF COMMITTEE:	Customer Services Scrutiny Committee
SUBJECT TO BE REVIEWED:	Review of effectiveness of Council's waste disposal education
REASON(S) FOR THE REVIEW:	Increased contamination rates within waste collections which is creating additional costs to the authority through fines. This also impacts on the ability of the Council to meet its recycling and waste targets. Potential impact on increased fly-tipping levels.
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS:	<p>CORPORATE PLAN AIM – Environment</p> <p>PRIORITIES –</p> <ul style="list-style-type: none">• Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same• Increasing recycling <p>TARGETS –</p> <ul style="list-style-type: none">• ENV03 – Achieve a combined recycling and composting rate of 43% by March 2024• SS05 – Amount of residual household waste disposed of by way of landfill (Annual)
DIRECTORATE/SERVICES INVOLVED:	Streetscene Communications
AIMS AND OBJECTIVES OF REVIEW:	<p>Aim: To ensure that the Council's approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates.</p> <p>Objectives:</p> <ul style="list-style-type: none">• Assess the current approach of the Council to waste disposal advice and education and the channels used.• Examine the accessibility and reach of current communications on waste disposal/education• Assess current levels of contamination and action taken to ensure this is controlled within expected limits.
KEY ISSUES:	<p>Impact of current contamination rates on recycling targets, additional costs/fines to the Council, increased waste to landfill due to contamination.</p> <p>Potential increased fly-tipping levels because of residents not knowing how to dispose of waste or being unable to dispose at the Household</p>

	<p>Waste Recycling Centre.</p> <p>Usage of Household Waste Recycling Centre in Bolsover and whether there is clear messaging as to what can and can't be taken to the site.</p> <p>Reduction in bin size for new black residual waste bins. Costs associated with securing a second burgundy bin.</p> <p>Potential use of skip collections in problem wards or Freighter Days – but this doesn't always encourage correct recycling.</p>
METHOD(S) OF REVIEW:	<ul style="list-style-type: none"> • Document review of progress on Corporate and Service targets, and performance indicators • Analysis of current comms/education material • Audit of who is receiving messages via Intouch/Bolsover TV • Assessment of Citizens Panel responses in relation to waste disposal.
IMPLICATIONS: (legislative, regulatory, etc)	New UK Waste and Resource Strategy – this will require local implementation once full national guidance is received.
DOCUMENTARY EVIDENCE: (Internal/External)	<p>Progress against Service target 02 - Review domestic and commercial waste collection arrangements to meet requirements of New UK Waste and Resource Strategy requirements.</p> <p>Data on accessibility of current communications – as per listed in Consultation/Research.</p> <p>Current data on contamination.</p>
STAKEHOLDERS:	<p>*RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</p> <ul style="list-style-type: none"> • Cllr Anne Clarke – Environment • Assistant Director Streetscene • Communications, Marketing & Design Manager • Service Director Executive, Customer Services, Communications and Partnerships
CONSULTATION/ RESEARCH:	<p>Potential online survey to establish reach of current communications and volume accessing each source.</p> <p>Gather figures showing number of views/hits on Bolsover TV and Intouch pages/web pages.</p> <p>Potential survey of Citizen's Panel if no current data can be identified.</p>
SITE VISITS:	None identified

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	July 2023		
Interim Report/ Recommendations	Nov/Dec 2023		
Finish (Report to Committee)	January 2024		
Report to Executive	March 2024		

SCRUTINY REVIEW OUTCOMES

CONCLUSIONS:	DRAFT	
RECOMMENDATIONS:		
DRAFT REPORT SENT TO DIRECTOR & ANY RELEVANT OFFICERS FOR COMMENT:		*DATE AND OFFICERS RESPONDING
DATE DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:		
DATE SIGNED OFF BY COMMITTEE/CHAIR:		
DATE CONSIDERED BY EXECUTIVE:		
DATE OF EXECUTIVE RESPONSE TO COMMITTEE:		
POST-SCRUTINY MONITORING PERIOD:		
DATE OF EVALUATION OF PROCESS:		