

Waste Collection Service Future Council Review – Cover Report

1.0 Purpose of the Report

- 1.1 The purpose of the attached report (Item 4b) is to provide the Overview & Scrutiny Committee (OSC) with an updated position in relation to the Waste Collection Service Improvement Review.

2.0 Introduction/Background

- 2.1 Barnsley MBC's Waste Collection Service is a critical service and remains a priority for both the Council and its customers.
- 2.2 The Waste Collection Service has already gone through extensive change in recent years, however, modernisation is required to meet future demand and address key issues facing the service. As a result, a review of the service was conducted by the newly formed Transformation Team to examine service delivery and look at how functions are managed.
- 2.3 Although the Waste Collection Service has a wider remit, the review in the main focussed on the domestic waste collection service.

3.0 Current Position

- 3.1 Following the initial review, evidence based conclusions have been drawn and key recommendations made to improve service delivery and outcomes for customers and communities.
- 3.2 Items 4b, 'Future Council Improvement Review – Waste Collection Service', and 4c, 'Waste Collection Service Future Council Review - Key Findings & Recommendations' detail the focus of the review and the findings and the recommendations made. Item 4d shows a comparison of Barnsley's performance data against other local authorities.

4.0 Next Steps/Future Challenges

- 4.1 Following further analysis and evaluation, it is anticipated that the recommendations will be implemented by April 2019 without diminution of service to the public.

5.0 Invited Witnesses

- 5.1 At today's meeting, the following representatives have been invited to answer questions regarding this area of work:
- Matt Gladstone, Executive Director – Place
 - Paul Castle, Service Director – Environment & Transport, Place Directorate
 - Rachel Tyas, Head of Transformation, Environment & Transport, Place Directorate
 - Cllr Roy Miller, Cabinet Spokesperson - Place

6.0 Possible Areas for Investigation

6.1 Members may wish to ask questions around the following areas:

- How reliable do you consider the benchmarking data to be, given that you are unsure as to what methodology other authorities have used?
- How do you see Area Councils and other partners contributing to the changes?
- What consultation has taken place with stakeholders during the review, what evidence is available of their input and how will they be involved in the future?
- What are the key challenges to ensuring you have an agile workforce that can be more responsive and effective?
- What gets in the way of good practice?
- How do you plan to manage customer expectations throughout the process and beyond?
- Moving forward, what do you consider the major vulnerabilities of the service?
- What areas of current good practice can be developed and replicated throughout the rest of the service?
- In your opinion, which of the recommendations will have the largest impact and why?
- What actions could be taken by Members to support the continued improvement of the service?

7.0 Background Papers

South Yorkshire Waste Strategy:

<http://barnsleymbc.moderngov.co.uk/documents/s26230/Appendix%202.pdf>

8.0 Glossary

APSE	Association for Public Service Excellence
Barnsley MBC	Barnsley Metropolitan Borough Council
RCV	Refuse Collection Vehicle
KLOE	Key Line(s) of Enquiry
YTD	Year to Date

9.0 Officer Contact

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25th May 2018