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| Report on | Environmental Services Improvement Plan for 2020/21 |
| Date of Meeting | 7 July 2020 |
| Reporting Officer | Mark McAdoo, Head of Environmental Services |
| Contact Officer | Mark McAdoo, Head of Environmental Services |

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| Is this report restricted for confidential business? | Yes | |
| If 'Yes', confirm below the exempt information category relied upon | No | X |

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| 1.0 | Purpose of Report |
| 1.1 | To inform Members of the content of the annual Service Improvement Plan (SIP) for Environmental Services for 2020/21. |
| 2.0 | Background |
| 2.1 | The Environmental Services Service Improvement Plan for 2019/20 was presented to the Environment Committee meeting in June 2019. A current Service Improvement Plan for Environmental Services for 2020/21 is therefore required. |
| 3.0 | Main Report |
| 3.1 | <p>Environmental Services is currently part of the Environment and Property* Directorate and is responsible for the provision and management of the following services/facilities:</p> <ul style="list-style-type: none"> • <i>Refuse and Recycling kerbside collections (domestic and commercial)</i> • <i>Recycling Centres (civic amenity sites)</i> • <i>Waste Transfer Station/Facilities</i> • <i>Landfill Site Management/Aftercare</i> • <i>Delivery of waste related capital projects</i> • <i>Waste recycling, treatment and processing</i> • <i>Bulky waste collections</i> • <i>Removal of fly tipping and abandoned vehicles</i> • <i>Street/road cleansing and litter bins</i> • <i>Environmental Education and Awareness</i> <p><i>*Environmental Services will move to form part Environment and Infrastructure from October 2020.</i></p> <p>The Service Improvement Plan for 2020/21 includes the following details/sections:</p> |

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| | <ul style="list-style-type: none"> • <i>Purpose, scope and responsibilities of the service</i> • <i>Customers and stakeholders</i> • <i>Overview of performance in 2019/20</i> • <i>Budget and staffing complement for 2020/21</i> • <i>Service Work Plan for 2020/21</i> • <i>Service contribution to Council Corporate Improvement Objectives</i> • <i>Risk management of service</i> <p>A full copy of the Service Improvement Plan for 2020/21 is attached as an appendix to this report.</p> |
| 4.0 | Other Considerations |
| 4.1 | Financial, Human Resources & Risk Implications |
| | <p>Financial:</p> <p>The planned actions within the Service Improvement Plan will be delivered within the annual Environmental Services revenue budget of £11.7m which accounts for approximately 30% of the Council's total annual revenue budget for 2020/21.</p> |
| | <p>Human:</p> <p>A total of 214 employees (excluding casual and agency staff) work within Environmental Services which equates to around a third of the total workforce.</p> |
| | <p>Risk Management:</p> <p>The SIP includes a summary of the main risks facing the Service in 2020/21</p> |
| 4.2 | Screening & Impact Assessments |
| | <p>Equality & Good Relations Implications: The SIP includes a section on equality.</p> |
| | <p>Rural Needs Implications: Relevant policies will be screened as necessary.</p> |
| 5.0 | Recommendation(s) |
| 5.1 | Members are asked to note the contents of this report and Service Improvement Plan |
| 6.0 | Documents Attached & References |
| 6.1 | Environmental Services Service Improvement Plan for 2020/21 |