

<b>Report on</b>	Environmental Services Service Improvement Plan for 2018/19
<b>Date of Meeting</b>	8 <sup>th</sup> May 2018
<b>Reporting Officer</b>	Mark McAdoo, Head of Environmental Services
<b>Contact Officer</b>	Mark McAdoo, Head of Environmental Services

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To inform members of the content of and to seek approval for the annual Service Improvement Plan (SIP) for Environmental Services for 2018/19.
<b>2.0</b>	<b>Background</b>
2.1	The Environmental Services Service Improvement Plan for 2017/18 was approved at the Environment Committee meeting in May 2017. A new SIP for 2018/19 is now required.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>Environmental Services is part of the Environment and Property Department and is responsible for the provision and management of the following services and facilities:</p> <ul style="list-style-type: none"> <li>• <i>Refuse and Recycling kerbside collections (domestic and commercial)</i></li> <li>• <i>Recycling Centres</i></li> <li>• <i>Waste Transfer Facilities</i></li> <li>• <i>Landfill Site Management</i></li> <li>• <i>Delivery of waste related capital projects</i></li> <li>• <i>Waste recycling, treatment and processing</i></li> <li>• <i>Street and road cleansing</i></li> <li>• <i>Removal of fly tipping and abandoned vehicles</i></li> <li>• <i>Management of Landfill Community Funding</i></li> <li>• <i>Environmental Education and Awareness</i></li> </ul> <p>The Service Improvement Plan for 2018/19 includes the following details/sections:</p> <p><i>Purpose, scope and responsibilities of the service</i>  <i>Customers and stakeholders</i>  <i>Overview of performance in 2017/18</i>  <i>Budget and staffing complement for 2018/19</i>  <i>Work plan for 2018/19</i>  <i>Service contribution to Council Corporate Improvement Objectives and Projects</i></p>

	<p><i>Measures of success</i></p> <p>A full copy of the Service Improvement Plan is attached as appendix.</p>
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	<p>Financial:</p> <p>The planned actions within the Service Improvement Plan will be delivered within the annual Environmental Services budget of £11,224,191 which accounts for approximately 30% of the Council's total annual budget for 2018/19.</p>
	<p>Human:</p> <p>Environmental Services employees make up over a third of the total Council workforce.</p>
	<p>Risk Management:</p> <p>The Service Plan includes a summary of the main risks facing the Service in 2018/19.</p>
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	Members are asked to note the contents of this report and to approve the Environmental Services Service Improvement Plan for 2018/19.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	2018/19 Environmental Services Service Improvement Plan