

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Neighbourhoods and Community Services Scrutiny Panel

**DATE:** 28<sup>th</sup> October 2015

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**WARD(S):** All

### **PART I**

### **FOR DISCUSSION**

### **WASTE & ENVIRONMENT: SERVICES SCORECARD**

#### **1 Purpose of Report**

To inform the Neighbourhood and Community Services (NCS) Scrutiny Panel of the proposed Outcomes, Key Performance (KPIs) and Service Request Indicators (SRIs) of the new Waste Collection and Street Cleaning services for the upcoming commissioning and procurement of the Environmental Services contract. These scorecards will demonstrate performance, targets and improvements for the future of both for the service and the customer experience at a member level.

#### **2 Recommendation/Proposed Action**

NCS Scrutiny Panel is requested to provide comment to the Cabinet regarding:

- Adoption of the proposed final Waste and Environment Services Scorecard for the Environmental Services contract.

#### **3 The Sustainable Community Strategy, the JSNA and the Five Year Plan**

##### **3a. Sustainable Community Strategy Priorities**

Slough Borough Council has stated through the Sustainable Community Strategy in the Environment and Regeneration section that it will pursue steps to:

- move up the waste hierarchy and increase the amount of waste recycled;
- reduce the overall amount of waste produced; and
- reduce dependency on landfill for final waste disposal.

The primary environmental commitment and statement made by the Council through the Slough Sustainable Community Strategy is that the council has set itself the target of recycling 60% of its waste by 2028. This is a core driver behind the Waste Strategy in development and defines the strategic horizon period.

### 3b. **Five Year Plan Outcomes**

The Five Year Plan's outcomes the proposal will help to deliver are:

- *Slough will be the premier location in the south east for businesses of all sizes to locate, start, grow, and stay*

**Ensure that the gateways to the town, prominent places and green spaces are clean and well maintained**

A fully functioning and dedicated street cleaning service is a key deliverable working towards the keeping the gateways to the town, prominent places, bin stores, roads and pavements clean.

- *The Council's income and the value of its assets will be maximised*

**Ensure that a revolutionised approach to household waste collection is in place  
Ensure that no household waste will be disposed of in landfill sites**

Residents play an important part in the sustainable management of the borough's waste and ensuring that any waste that is produced is placed in the correct receptacle for disposal. Most commonly this relates to placing waste in the kerbside residual and recycling bins. However, this relates to other facilities available to residents to enable them to dispose of items in a civically minded and environmentally responsible manner including litter bins, Bring Banks and the Household Waste Recycling Centre at Chalvey.

## 4 **Other Implications**

### (a) Financial

None.

### (b) Risk Management

None.

### (c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications.

### (d) Equalities Impact Assessment

There is no identified need for the completion of an EIA.

## 5 **Supporting Information**

- 5.1 As a Unitary Council Slough Borough Council is responsible for collection, management and disposal of all municipal waste generated within the Borough and all street cleaning, gully and channel sweeping, litter picking and detritus sweeping operations within the borough. The Waste Collection / Management & Street

Cleaning function for Slough Borough Council is delivered by Amey under the Environmental Services contract which runs until November 2017.

- 5.2 The new Waste & Environmental Services contract is currently going through a dedicated commissioning process whereby the preferred contract delivery vehicle and service batching will be decided and this in course shall be consulted upon with members.
- 5.3 In advance of this process, the final preferred services scorecard under which any new proposed contractor would need to either self complete or be compiled by the contract management team is to be agreed.
- 5.4 Due to the density and scope of the Waste Strategy the democratic process for this document has been divided across several areas. One of the areas includes the use of Key Performance Indicators of services delivered as directed by the Waste Strategy 2015 - 2030
- 5.5 Two previous NCS Scrutiny sessions on the individual service scorecards (4<sup>th</sup> September 2014 for waste collection and 2<sup>nd</sup> December 2014 for street cleaning) has rendered the political preferences for information and indicators to be included in the monitoring system which is provided in Appendix 1.
- 5.6 The new scorecard has been developed as part of the Waste Strategy and is designed to provide a greater degree of scrutiny, governance, transparency and information to members, NCS Scrutiny Panel and Cabinet. Table 1.1 is a political scorecard to reflect the progress of Five Year Plan updates and Table 1.2 reflects performance against selected service performance indicators. Table 1.3 is reflective of service and information requests made directly to the contractor from various routes including members and residents. These tables are presented in Appendix 1.
- 5.7 The contents of Table 1.1 are currently live through the Five Year Plan Scorecard. Tables 1.2 and 1.3 will go live from December 2017 with the new Environmental Services contract and will be presented quarterly.

## 6 **Conclusion**

NCS Scrutiny Panel is requested to provide comment to the Cabinet as to whether:

- A. NCS Scrutiny Panel are satisfied with the selected key performance service indicators for the waste collection, waste management and street cleaning services; and
- B. NCS Scrutiny are satisfied with the consultation and development of the scorecard as led and developed by the Waste & Environment team over the past 14 months.

## 7 **Background Papers**

'A' - Proposed Political Waste Strategy Scorecards 2017/18