

**Forest Heath District Council
St Edmundsbury Borough Council**

**WEST SUFFOLK WASTE
AND STREET SCENE
SERVICES JOINT
COMMITTEE**

26 MARCH 2010

REPORT NO

A593

**Report of the Strategic Director (Services) (FHDC)
and the Corporate Director (Economy & Environment)
(SEBC)**

JOINT SERVICE PLAN: 2010/2011

Synopsis:

At the meeting of the West Suffolk Waste and Street Scene Service Joint Committee (the Joint Committee) on 16 January 2009, Members approved a draft Joint Service Plan covering the period 2009/2010. A new Service Plan for the period 2010/2011 has been drafted and requires approval by Members of the Joint Committee. This document will form the business plan for the West Suffolk Waste and Street Scene Partnership.

Commentary

1. The Joint Service Plan is intended to aid the integration of service delivery and enable the Joint Committee to manage and oversee the delivery of services in accordance with the Partnering Agreement.
2. Attached as Appendix A is the latest draft of the Joint Service Plan for 2010/2011. The Service Plan has two parts with various subsections as listed below:-

Part 1: Departmental

(A) Strategic

- (1) Vision and Purpose;
- (2) Range of Functions and Objectives;
- (3) Key Actions and Milestones;
- (4) Key Partnership Working;
- (5) Procurement Contracts;
- (6) Resources;
- (7) Risk Management Arrangements; and
- (8) Performance Measurement (national and local targets).

(B) Financial

- (1) Budgets; and
- (2) Fees and Charges.

Part 2: Corporate

- (1) Equality and Diversity;
- (2) Equality Objectives and Targets;
- (3) Targeting Communication and Community Engagement; and
- (4) Service Issues and Developments.

3. The layout of the Joint Service Plan is such that it can be used as a working document to be regularly referred to and updated and to allow for specific objectives and tasks to be achieved within specific deadlines. The key actions and milestones section is critical to the Partnership's vision and provides details of the work to be undertaken.

Finance/Budget/Resource Implications

4. The majority of actions listed can be delivered within existing resources.
5. Action 2 (joint collection round reorganisation) is being funded by Suffolk County Council.

Environmental Impact and Sustainability

6. The Joint Service Plan aims to contribute positively to sustainable waste and street scene services for the local environment.

Policy Compliance/Power

7. The Joint Service Plan's requirements are in line with the Partnership Agreement and will support council policies and objectives.

Performance Management Implications

8. The Joint Service Plan will contribute to council objectives and priorities and will be supported by performance monitoring in line with the corporate requirements of each authority.
9. Delivery of the Joint Service Plan will also support the key National Indicators, as outlined in Section 8 of the Service Plan.

Legal Implications

10. There are no legal implications at this stage.

Human Rights Act and Diversity Implications

11. Equality Impact Assessments will be completed in accordance with corporate guidelines, where appropriate.

Crosscutting Implications

12. Both councils will work together to deliver the service plan and will engage with other council departments and external groups where appropriate.

Risk Assessment

13. Each of the key actions has been individually risk assessed and highlighted within the Joint Service Plan.

Council Priorities

Forest Heath

- (a) Community Engagement and Communication;
- (b) Community Safety; and
- (c) Street Scene and Environment.

St Edmundsbury

- (a) Raise Standards and Corporate Efficiency;
- (b) Improve the Safety and Well Being of the Community; and
- (c) Secure a Sustainable and Attractive Environment.

Recommendation

14. It is **RECOMMENDED** that the Joint Service Plan for 2010/2011 be approved.

DOCUMENTS ATTACHED

Appendix A: Joint Service Plan 2010/2011

Nigel McCurdy
Strategic Director (Services)
11 March 2010

Sandra Pell
Corporate Director (Economy and Environment)
11 March 2010

BACKGROUND PAPERS

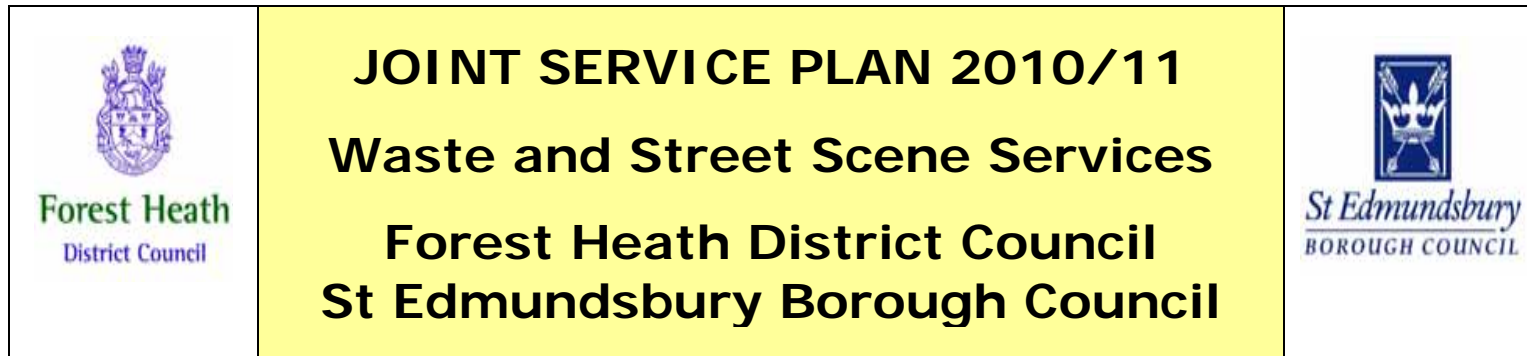
None

CONTACT OFFICERS

Keith Marley: Head of Environmental Services (FHDC)

Mark Walsh: Head of Waste Management and Projects (SEBC)

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Committee\2010\10.03.26\A593 Joint Service Plan 2010-11.doc



Member Representatives:	Chair of Community Services Committee - Cllr Nigel Roman	Forest Heath DC
	Member Champion (Environment) - Cllr Tony Simmons	Forest Heath DC
	Portfolio Holder for Environment - Cllr Peter Stevens	St Edmundsbury BC
	Portfolio Holder for Performance and Organisational Development – Cllr David Ray	St Edmundsbury BC
Directors:	Nigel McCurdy	Forest Heath DC
	Sandra Pell	St Edmundsbury BC
Heads of Service:	Keith Marley	Forest Heath DC
	Mark Walsh	St Edmundsbury BC

Part A – Waste and Street Scene Services

1. Vision and Purpose:

For Forest Heath District Council and St Edmundsbury Borough Council to work in partnership and with others to deliver high quality sustainable waste and street scene services that maintains and improves the local environment for the benefit of the community.

Through:

- working together
- providing value for money
- delivering highly efficient, responsive & accessible services
- striving for continuous improvement

2. Range of functions and objectives:

<i>Functions</i>	<i>Contribution to Vision</i>	<i>Outcome for Users</i>
Waste Management		
Provider of an alternate weekly kerbside collection of dry recyclate, compostable material and residual waste from all households in the district/borough.	The provision of services to maximise the diversion of municipal waste from landfill to waste recovery options such as reuse, composting and recycling.	A regular, reliable, flexible and cost effective waste collection service.
The provision of a demand led bulk household refuse service to all residents within the district/borough.	Adopting a variety of options to enable access to services by all stakeholders.	Access to a wide range of waste recycling services to enable all residents to recycle and compost the waste they produce.
Facilitating the collection and disposal of clinical waste, hazardous wastes and asbestos.		Opportunities to dispose of hazardous and bulky waste at minimal or no cost with limited environmental impact.
Facilitating the provision and servicing of bring sites to collect	Increasing the amount of waste diverted from landfill using options other than	Providing facilities to recycle key materials locally.

paper, glass, textiles and cans for recycling.	kerbside collections.	
The provision of a chargeable kerbside collection of refuse from commercial and non commercial organisations within the district/borough.	Provision of a waste collection and recycling service to businesses.	Provision of a reliable, flexible, high quality waste collection service to businesses.
Regulator for the promotion and enforcement of responsible waste management throughout the district/borough.	Role as a regulator and educator undertaken with reasonableness and proportionality in line with the principles set out within the Enforcement Concordat.	The regulation of sustainable municipal waste management in the district to promote a clean and safe environment.
On-going targeted promotion and education campaign work to communicate waste related messages to all residents and businesses.	Improve awareness of waste related issues and improve the quantity and quality of material collected for recycling and composting.	Provide specific and targeted information to allow for a simple and effective waste management service.
Street Scene		
The programmed and synchronised removal of litter, refuse and detritus from all public open space in the district/borough that meets the requirements to the Code of Practice for Litter and Refuse.	The provision of an economical, efficient and effective street scene management service to contribute to and maintain a clean environment.	A reliable and efficient street cleansing service.
The monitoring of street cleanliness across a range of cleanliness indicators in line with the NI195 inspection methodology.	Complying with national performance guidelines and providing information for the analysis of cleansing performance.	Striving towards maintaining a more efficient and effective street cleansing service.
The provision, maintenance and servicing of a network of litter and	Providing facilities for litter that assist in the maintenance of an attractive	Access to a wide range of street scene services to ensure the area remains free

dog waste bins throughout the district/borough.	environment.	from environmental crime.
The investigation, removal and where applicable, the enforcement of instances of graffiti, fly posting and instances of illegal waste disposal.	The investigation and enforcement of environmental crime and public health complaints relating to waste management.	Striving to maintain a clean environment free from environmental crime.
The investigation, removal and where applicable, the enforcement of instances of vehicle abandonment within the district/borough.	Provision of a variety of cleansing services to ensure a safe and attractive environment.	The investigation and removal of abandoned vehicles and the enforcement of appropriate penalties for vehicle abandonment.
Regulator for the promotion and enforcement of responsible street scene management throughout the district/borough.	Role as a regulator undertaken with reasonableness and proportionality in line with the principles set out within the Council's policies.	The provision of a reactive cleansing service for the collection of harmful and dangerous wastes. The enforcement of the appropriate penalties for environmental crimes such as fly-tipping.
The monitoring, evaluation, repair and maintenance of vehicles, plant and equipment in line with our statutory responsibilities.	Efficient vehicle maintenance to ensure a high quality service delivery.	Maintenance of a reliable fleet to ensure delivery of effective operations.

3. Key Actions and Milestones

Action: 1	Further progression of the joint partnership including work towards developing a more unified management structure and integrated ways of working.				
Expected Outcome:	Improved efficiency in service delivery.	Corporate Priority Link:	FHDC – Street scene and environment. - Supporting corporate excellence.	Met from Existing Resources:	FHDC - Y
			SEBC – Secure a sustainable and attractive environment.		SEBC - Y
Milestone:				Completion Date:	
1. Development of partnership working between both authorities through establishing more joint roles.				Ongoing	
2. Development of further interim joint management structure for the waste partnership.				Completed January 2010	
3. Embedding of joint roles with increased cross organisation working.				Ongoing	
4. Alignment of departmental and corporate policies and procedures.				Jan 2011	

Action: 2	Review of collection rounds to identify and implement the changes required to meet the new SCC contract for the disposal of residual waste.				
Expected Outcome:	Streamlining of waste collection rounds to release additional capacity and identify cost savings.	Corporate Priority Link:	FHDC – Street scene and environment.	Met from Existing Resources:	FHDC – Costs covered by SCC
			SEBC – Secure a sustainable and attractive environment.		SEBC – Costs covered by SCC
Milestone:				Completion Date:	
1. Purchase route optimisation software and vehicle real time tracking equipment.				Completed January 2010	
2. Redesign collection rounds.				April 2010	
3. Develop communications plan and material.				April 2010	
4. Undertake promotional work and publicise changes.				May 2010	
5. Commence new collection rounds.				June 2010	

Action: 3	Investigate opportunities for efficiency savings with SEBC across all waste and street scene service areas.				
Expected Outcome:	Improved efficiency across the service.	Corporate Priority Link:	FHDC – Street scene and environment.	Met from Existing Resources:	FHDC – Y
			- Supporting corporate excellence		SEBC - Y
Milestone:			Completion Date:		
1. Review waste collection, cleansing and enforcement policies across SEBC and FHDC.			Oct 2010		
2. Identify further options for joint working.			Ongoing		
3. Identify improvements and where possible and appropriate develop aligned policies.			March 2011		
4. Monitor impact of joint working initiatives and changes to policies.			Ongoing		

Action: 4	Review of procurement activities and implementation of a joint process for the procurement and management of bin stocks.				
Expected Outcome:	Efficient and effective management of bin stocks.	Corporate Priority Link:	FHDC – Street scene and environment	Met from Existing Resources:	FHDC – Y
			SEBC – Secure a sustainable and attractive environment.		SEBC - Y
Milestone:			Completion Date:		
1. Review current bin procurement and stock management process.			Completed January 2010		
2. Adoption of joint process for the procurement and management of bin stocks.			Completed January 2010		
3. Adoption of common Contract Procedure Rules to aid further joint procurement activities.			March 2011		

Action: 5	Review of the delivery of the individual trade waste services and the development of an action plan to maximise income and diversion and ensure Diversion Incentive Fund targets are met.				
Expected Outcome:	Efficiency improvements to the trade waste service and reduction in landfill costs.	Corporate Priority Link:	FHDC – Street scene and environment.	Met from Existing Resources:	FHDC – Y
			SEBC – Secure a sustainable and attractive environment.		SEBC - Y
Milestone:			Completion Date:		
1. Review and if required, amend the projected diversion figures from the implementation of the recycling schemes.			June 2010		

2. Development of action plans to increase the volume of trade waste recycled and where possible, reduce trade waste collection costs.	August 2010
3. Submission of quarterly claim and report for DIF monies.	Ongoing
4. Review the options for a joint Trade Waste service	March 2011

Action: 6	Review and alignment of bring site contracts to upgrade the facilities and ensure regular site maintenance.				
Expected Outcome:	Increase use of the bring site facilities.	Corporate Priority Link:	FHDC – Street scene and environment. SEBC – Secure a sustainable and attractive environment.	Met from Existing Resources:	FHDC – Y SEBC - Y
Milestone:				Completion Date:	
1. Undertake review of existing bring site contracts.				May 2010	
2. Identify opportunities to align service provision to bring sites across West Suffolk.				July 2010	
3. Ensure up to date contracts are in place with all contractors servicing bring sites, including clear responsibilities for the maintenance and upkeep of the facilities.				August 2010	
4. Identify additional sites where bring banks could be provided.				October 2010	
5. Install additional bring sites and investigate opportunities for joint provision of recycling sites.				March 2011	

Action: 7	Development of phase two of the No Excuses campaign and the development of a strategy for the enforcement of litter offences.				
Expected Outcome:	Improved street and environmental cleanliness across the west Suffolk area.	Corporate Priority Link:	FHDC – Street scene and environment. SEBC – Secure a sustainable and attractive environment.	Met from Existing Resources:	FHDC – Y SEBC - Y
Milestone:				Completion Date:	
1. Development of a strategy to increase awareness of the penalties for littering offences.				June 2010	
2. Briefing prepared and delivered to all Safer Neighbourhood Teams across West Suffolk.				July 2010	
3. Hot spot litter areas identified.				August 2010	
4. Plan developed to increase presence along with PCSO's at the identified hot spot areas.				October 2010	
5. Town centre FPN target days identified and publicised.				January 2011	

Action: 8	Investigation of opportunities to introduce food waste collections.			
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Expected Outcome:	Increased waste diversion.	Corporate Priority Link:	FHDC – Street scene and environment.	Met from Existing Resources:	FHDC – Y
			SEBC – Secure a sustainable and attractive environment.		SEBC - Y
Milestone:				Completion Date:	
1. Analyse options and costs associated with the collection of food waste.				March 2010	
2. Develop business case for the collection of food waste.				April 2010	
3. Present business case to Joint Committee.				June 2010	

4. Key Partnership Working:					
Name of Organisation/ Partnership	Area of Joint Working	Output/Outcome	Relationship Type	Timescale	Funding (+/-)
<i>Existing Partnership Working</i>					
Suffolk Police and Crime and Reduction Partnerships	Abandoned vehicles and enforcement activities	Reduction in abandoned vehicles and increase in enforcement cases	Partner	Ongoing	N/A
Suffolk Waste Partnership	Collaboration between all Suffolk authorities	To deliver the objectives of the Joint Municipal Waste Management Strategy for Suffolk.	Formal partnering agreement between Suffolk Authorities	2020	£7,000 contribution per authority to JMWMS
Suffolk Recycling Consortium	Kerbside recycling	Collaboration and joint procurement to achieve best value in the provision of stable markets and long-term contracts for the disposal of materials recovered for recycling.	Formal contract with Viridor Waste Management	2013	£4,000 contribution per authority to support the Contract Monitoring Officer role.
Environment Agency	Environment crime	Partnership working on the reduction and enforcement of environment crime	Memo of Understanding	Ongoing	N/A
SCC Procurement Group	Waste collection and disposal	Working Group to identify options for the procurement of waste treatment and disposal services within Suffolk	SCC led Procurement Group	Ongoing	N/A

5. Procurement/Contracts:				
Contract Area	Current Provider	Current Value of Contract	Contract Expiry/Review Date	Does this need to be looked at in light of equality legislation?
Procurement of Refuse and Cleansing Vehicle Tyres	Vaculug Traction Tyres Ltd	FHDC £ 25,140 SEBC £54,000	2011	No
Abandoned Vehicles	C&N and C. Ovary	FHDC £ 500 and SEBC contract open and on-going	Open and Ongoing	No
West Suffolk Composting Agreement	Viridor Waste Management and County Mulch Ltd	FHDC £ 155,000 pa SEBC £350,00 pa	March 2015	No
Dry Recyclable Contract	Viridor Waste Management	FHDC £ 130,000 pa SEBC £305,000 pa	March 2014	No
Trade Waste Disposal	Residual - Viridor Waste Management Recycling disposal – Freedom Recycling (FHDC)	FHDC £ 160,000 pa SEBC £236,000 pa	Part of MOU Agreement and reviewed annually	No
Recycling Bring Sites	Aylesford Newsprint (Paper) Waste Recycling Ltd (Glass) BCR (Textiles) Pearsons (FHDC cans) Kan a Can (SEBC cans)	FHDC £ -1,000 pa FHDC £ 13,000 pa FHDC £ -12,000 pa	Open and Ongoing	Yes – review scheduled
Clinical Waste Collection	PHS (FHDC) Rentokil Initial (SEBC)	FHDC £ 4,600 pa SEBC £4,600 pa	Under Review	TBC
Hazardous Waste Collection	Suffolk County Council	FHDC £1,700 pa SEBC operate in-house collection	Under Review	TBC
Vehicle Fuel	Pace Fuel Care	FEDC £250,000 SEBC £500,000	2010 (OGC framework)	No

6. Resources – Human: Waste and Street Scene			
	2008/09	2009/10	2010/11 Estimate
Number of FTE Staff in Forest Heath:	11 Officers & admin staff 41 Operational (Perm) 2 Operational (Temp)	9 Officers & admin staff 41 Operational (Perm) 2 Operational (Temp)	8 Officers and admin staff 41 Operational (perm) 2 Operational (temp) Two joint posts
Number of FTE Staff in St Edmundsbury: (Includes Highways Operations and Gardens and Landscapes Staff)	17 Officers & admin staff 6 Mechanics (perm) 7 Operational Managers 131 Operational (perm)	17 Officers & admin staff 6 Mechanics (perm) 7 Operational Managers 131 Operational (perm)	16 Officers & admin staff 6 Mechanics (perm) 1 Workshop Apprentice (term contract) 7 Operational Managers 131 Operational (perm) 2 Landscape Apprentices (term contract)

7. Risk Management arrangements: Environmental Services

Insert Results of the risk profiling exercise

Likelihood	6				
	5				
	4				
	3				
	2				
	1				
		1	2	3	4
	Impact				

The risks for each of the issues and developments identified in section 3 have been evaluated using the risk profiling matrix. This matrix rates the likelihood from 1 (very unlikely) to 6 (very likely) and impact from 1 (very low impact) and 4 (very high impact).

Risk Title	Impact	Likelihood	Score	Description	Actions	Owner
Delay in achieving fully integrated single entity service provision for both authorities	3	4	12	Failure to move forward to phase three and the establishment of a single management structure to support the partnership could undermine the achievements to date, delay progress and damage staff commitment to moving the waste partnership forward.	Business plan approved but requires updating. Accelerated progression to phase three of the partnership agreed by the Joint Waste Committee.	SP/NM
Changes to existing collection arrangements resulting from the residual waste contract award	5	4	20	Changes to the disposal points for residual waste will result in changes to collection rounds and impact upon every resident in West Suffolk.	Project team set up including plan and risk register produced. Communications team to be fully engaged with the process.	MW/KM

SCC decision not to tender the existing residual waste contract	3	3	9	If residual waste contracts remain the same SEBC and FHDC would still need to undertake a review of the current collection arrangements. This would have to be undertaken without funding from SCC if the contract tender does not go ahead.	Round review project would still go ahead, alternative funding options being explored.	MW/KM
Failure to derive efficiency savings from partnership working	2	3	6	Failure to derive efficiency savings undermines the strength of the partnership.	All options for partnership working assessed to determine how they contribute to improved working/efficiency savings. Some savings made and quick wins identified.	SP/NM
Failure to meet targets identified in the Diversion Incentive Fund bid.	5	3	15	Diversion Incentive fund targets not met meaning SCC require funding to be paid back.	Action plan to be developed to determine who DIF targets could be met through new and existing services.	LR/CS
Bring bank contracts not updated and facilities remain as is.	2	2	4	Contracts for servicing bring sites are currently open and ongoing. No fixed service levels or expectation with contractors.	Current contract and bring site provision reviewed and action plan developed to undertake joint procurement of these services.	CS/DL

8. Performance Measurement

8(a). National Performance Indicators (NI's)

NI No	Description	SEBC			FHDC		
		2009/10 Target	2009/10 Actual	2010/11 Target	2009/10 Target	2009/10 Actual	2010/11 Target
191	Residual waste per household	483kg		478Kg	520kg		510kg
192	Percentage of household waste recycled and composted	51%		52%	46%		46%
193	Percentage of municipal waste landfilled	52%		52%	56%		55%
195a	Improved street and environmental cleanliness – litter	4%		4%	8%		6%
195b	Improved street and environmental cleanliness – detritus	11%		13%	20%		16%
195c	Improved street and environmental cleanliness – graffiti	3%		3%	2%		1%
195d	Improved street and environmental cleanliness – fly-posting	0%		0%	2%		1%
196	Improved street and environmental cleanliness – fly-tipping	Very effective		Very Effective	Very effective		4 - Poor

8(b) Local Performance Indicators (LPI's)

Local Indicator Description	Target 2009/10	Actual 2009/10	Target 2010/11
SEBC			
Cost of waste collection per household	£46.50		£51
Total tonnage of household waste sent for recycling	10,500		10,500
Total tonnage of household waste sent for landfill	22,000		22,000
FHDC			
Abandoned vehicles - % investigated within 24 hours	95%	100%	95%
Abandoned vehicles - % removed within 48 hours of required time	95%	100%	95%
Cost of household waste collection	£53		£53
Average time from service request to completion	4		

8(c) Departmental Indicators (DI's)

Departmental Indicator Description	Target 2009/10	Actual 2009/10	Target 2010/11
Tonnage of residual waste collected SEBC	22,000	Pending	22,000
FHDC			
Tonnage of trade recycling collected SEBC	1,275	Pending	1,080
FHDC	150		
Number of trade customers on recycling scheme SEBC	350	360	410
FHDC	120		
Blue bin tonnage SEBC	8,500	Pending	8,500
FHDC	5,600		
Brown bin tonnage SEBC	12,500	Pending	12,200
FHDC	5,995		
Black bin tonnage SEBC	19,500	Pending	19,500
FHDC	13,400		
Blue bin contamination SEBC	7%	Pending	6%
FHDC	7%		
Fly-tipping incidents reported SEBC		Pending	
FHDC	390		

Fly-tipping enforcement actions taken SEBC		Pending	
FHDC	390		
Fly-tipping prosecutions SEBC		8	
FHDC	2		
Abandoned vehicles (number reported) SEBC		Pending	
FHDC	200		
Abandoned vehicles (number disposed) SEBC		44	
FHDC	18		
Abandoned vehicles FPN's SEBC		20	
FHDC	10		
NI14 Avoidable Contact for W&SSS (05 to 30 Nov 09) SEBC		204 / 1,037 (20%)	
FHDC			

Part B – Financial

10 (a). St Edmundsbury Borough Council

Revenue Budget 2010/11	Expenditure £	Income £	Net Expenditure £
Street Cleansing	£1,072,800	£0	£1,072,800
Litter Bins	£146,500	£0	£146,500
Residual Refuse (black)	£942,150	£0	£942,150
Dry Recyclables (Blue)	£1,313,900	£506,800	£807,100
Compostable (Brown)	£963,850	£698,200	£265,650
Trade Waste	£981,350	£1,023,850	-£42,500
White Metals	£214,050	£37,250	£176,800
Clinical Waste	£5,000	£0	£5,000
Hazardous Waste	£38,650	£7,000	£31,650
Recycling Bring Banks	£96,850	£122,400	-£25,550
Abandoned Vehicles	£32,750	£3,500	£29,250
Highways (operations - recharged)	£780,250	£780,250	£0
Landscapes (operations - recharged)	£1,444,050	£1,444,050	£0
Refuse (operations – recharged)	£2,786,700	£2,786,700	£0
Refuse & Recycling Section (recharged)	£858,950	£858,950	£0
Total	£11,677,800	£8,268,950	£3,408,850
Capital Budget 2010/11	Expenditure £	Income £	Net Expenditure £
No capital projects scheduled			

10(b). Forest Heath District Council

Revenue Budget 2010/11	Expenditure £	Income £	Net Expenditure £
Residual Waste Collection (Black Bins)	£649,893	£17,565	£632,328
Recycling (Blue bins / Recycling Sites)	£770,891	£329,400	£441,491
Compostable Collection (Brown Bins)	£521,616	£321,730	£199,886
Trade Waste	£327,319	£327,419	-£100
Street Cleansing	£807,097	£218,630	£588,467
Household Waste	£87,005	£13,560	£73,445
Public Conveniences	£169,121	£5,050	£164,071

Total	£3,332,942	£1,233,354	£2,099,588
Capital Budget 2010/11	Expenditure £	Income £	Net Expenditure £
No capital projects scheduled	0	0	0

11. Fees and Charges		
Service	SEBC Charge	FHDC Charge
Bulky collections	£23 for up to 5 items £3 for additional items to a max of 10 50% discount for those in receipt of benefits	£20.84 for up to 5 items Collection free for those in receipt of benefits
Hazardous waste	Paint: <ul style="list-style-type: none"> • £15 for 1-10 tins • £25 for 11-25 tins • £30 for 26-40 tins Asbestos <ul style="list-style-type: none"> • £125 for up to 12 sheets (for larger quantities inspection required to provide quote) 	Service provided free to residents SCC currently charge WCA's £30 per collection (contract under review)
Contamination	Do not return to empty bins the have received a red sticker which has been recorded by the crew.	Do not return to empty bins that have received a red sticker which has been recorded by the crew.
Abandoned vehicles	£45 – voluntary surrender and Haverbury orders £200 – fine for abandoned vehicles £150 charge for impounded vehicles plus £20 day storage £80 – to collect a car in Haverhill and transport back to Bury	£200 FPN (£120 early payment) £25 collection charge £12 per day storage
Enforcement	£80 FPN for litter, fly-posting and graffiti (£60 early payment)	£80 FPN for litter, fly-posting and graffiti (£60 early payment)
Trade waste	TBC	TBC
Clinical waste	Currently no charge	Currently no charge

Part Two: Corporate Issues								
1. Diversity and Equality:								
1A. Equality Impact Assessments								
Policies and procedures requiring EIAs	Priority (please tick)			Date scheduled for full EIA	Lead officer			
	High	Medium	Low					
Joint Municipal Waste Management Strategy		✓					LR	
Hazardous Waste Collection		✓					LR	
Recycling Bank Provision		✓					LR	
Side Waste Collection		✓					LR	
Sack collection		✓					LR	
Wheeled bin contamination Policy		✓					LR	
Battery collection		✓					LR	
Abandoned Vehicle Procedure				✓			LR	
Alternate Weekly Collection Service				✓			LR	
Assisted Bin collection policy				✓			LR	
Bin Provision Policy				✓			LR	
Bulk Refuse Collection				✓			LR	
Clinical Waste Collection				✓			LR	
Enforcement policy				✓			LR	
1B. Equality Monitoring								
a.) Existing information gathering and monitoring carried out	How is this information analysed/used.	Does this include break down by equalities groups (Please tick or cross)						
		Race	Disability	Gender	Age	Religion/ belief	Sexual orientation	Rurality
Customer satisfaction surveys relating to waste and street scene	Collated, analysed and presented by the consultants undertaking the survey. Data compared with other information to understand residents'			✓	✓			✓

	behaviour and reasons for opinions.							
Contamination monitoring with collection crews	The number of bins contaminated is recorded and residents regularly contaminating their bins will receive a visit.							✓
Visits to properties that are not recycling correctly	Visiting residents and investigating ways to ensure that they are happy with the service.	✓	✓	✓	✓			✓
b.) Gaps in information		How will the gap be addressed?						
Ensure services and information is accessible		<ul style="list-style-type: none"> Review existing in-house literature Ensure all literature is accessible to all and any identified target groups 						
Staff training		<ul style="list-style-type: none"> All staff to complete appropriate level of e-learning equality awareness training All customer facing staff to complete equality awareness workshops All managers to attend EIA training 						
1C. Equality Objectives and targets (complete one table per objective)								
Action / Target	Lead Officer	Resources and how met	Completion date	How will success be measured				
Review of accessibility of literature	LR	Within service budget	Mar 2011	All literature accessible				
Review of sack collection policies.	LR	Within service budget	Mar 2011	Common sack collection policy across both authorities.				
Alignment of waste and street scene policies.	LR	Within service budget	Mar 2011	Where appropriate all policies aligned.				

2. Targeting communication, consultation and community engagement

Activity	Timescale		Customers			Lead Officer
	Start date	Complete date	Groups to be informed	How they will be involved	How results will be evaluated	
List Activity	Start date	Complete date	Groups to be informed	How they will be involved	How results will be evaluated	
Production of Christmas leaflet	Nov 10	Dec (ongoing)	All residents	n/a	Any comments made will be recorded	LR
Production of Easter leaflet	Mar 10	Apr (ongoing)	All residents	n/a	Any comments made will be recorded	LR
Website update	On-going	n/a	All residents	n/a	Comments available through website	LR
Roadshows	On-going	n/a	All residents	Face-to-face	Any comments recorded and reported to HoS	LR
Presentations	On-going	n/a	All residents	Face-to-face	Any comments recorded and reported to HoS	LR

3. Service Issues and Developments 2009-13

Issues/Developments	Risk (See corporate risk register)			Lead Officer	Mile stone	Finance	Notes
	Ref	Highest Inherent risk	Highest Residual risk				
Ensure that Section 17 is effectively managed within the council and manage the council's contribution to the West Suffolk Crime and Disorder Reduction Strategy	24	Medium	Low	Community Safety Officer			Activities include councillor briefings, staff briefings, parish council training and implementing 'Play Your Part' Action Plan and Community Safety Partnership activities
Carry out equality impact assessments and assist with the co-ordination of the Community Cohesion agenda within Western Suffolk	32	High	Medium	ALL TEAM			
Co-ordinate the council's contribution to the Health and Wellbeing agenda and contribute to Healthy Ambitious Suffolk campaign	22, 24, 25, 28	High	Medium	Health and Community Development Manager			
Contribute to the development and proposals for Local Government Review in Suffolk	38	High	Low	All			CDU will contribute to the partnership pilot project in Haverhill to test methods of community engagement

8(b) Strategic Issues for all Services in Environmental Health and Housing

Ensure safeguarding and promoting the welfare of children and young people is embedded into all corporate activities.	37	High	Medium	ALL TEAMS			Safeguarding children now included in audit plan
Carry out Sustainability Impact Assessments and tasks in the Corporate Environmental Programme in support of the council's Sustainability Policy.	35	High	Medium	ALL TEAMS			
Carry out actions in support of the Local Area Agreement to cut carbon emissions and adapt the service to accommodate a changing climate.	35, 36	High	Medium	ALL TEAMS			
Credit crunch – responding to the economic downturn, in an appropriate and timely manner.	9,12, 13,14 ,16,17,19, 24	High	Medium	ALL TEAMS			
Participate in DRIVE (VfM) programme and maximise income.	15,17 ,18,19	High	Medium	ALL TEAMS			

Appendix A – Interim Joint Management Structure

