

Cheltenham Borough Council
Cabinet – 11th December 2012
Waste Service Policy

Accountable member	Cllr Roger Whyborn, Cabinet Member Sustainability
Accountable officer	Scott Williams
Ward(s) affected	All
Key Decision	No
Executive summary	To present a report to Cabinet seeking approval for the introduction of a Waste Service Policy which incorporates all of the existing waste and recycling collection processes and procedures in a single usable document.
Recommendations	To approve the Waste Service Policy and authorise its publication on the Councils website.

Financial implications	<p>The approval of the Waste Service Policy will result in an initial small amount of expenditure (approximately £1,500 currently contained in the existing budget) to purchase 1,000 rolls (25 per roll) of coloured sacks to trial the proposal contained in section 1 of the policy entitled 'Refuse'. However, the sale of the coloured sacks will allow for the expenditure to be recouped.</p> <p>The policy itself will not result in any additional expenditure and may actually result in cost savings as a result of staff and residents having clear information available about the associated services provided. This will also reduce the risk identified at WSP.1.</p> <p>Contact officer: paul.jones@cheltenham.gov.uk, 01242 775154</p>
Legal implications	<p>There are no legal implications associated with the implementation of the Waste Service Policy.</p> <p>Contact officer: shirin.wotherspoon@teWKesbury.gov.uk, 01684 272017</p>
HR implications (including learning and organisational development)	<p>There are no HR implications associated with the implementation of the Waste Service Policy.</p> <p>Contact officer: julie.mccarthy@cheltenham.gov.uk, 01242 264355</p>

<p>Key risks</p>	<p>There are no identifiable risks associated in formally agreeing the Waste Service Policy as a large proportion of the content is already common place for Ubico Ltd when performing the services.</p> <p>However, as detailed in the risk assessment under WSP.1 there are potential ongoing financial risks associated with duplication of effort and officer time wastage as a result of not approving the Waste Service Policy because the Customer Service Teams and the general public do not hold the same levels of knowledge and expertise and therefore may continue to make unreasonable requests of Ubico Ltd.</p>
<p>Corporate and community plan Implications</p>	<p>The Waste Service Policy supports the Councils ambition for a well maintained environment.</p>
<p>Environmental and climate change implications</p>	<p>The Waste Service Policy explains the services offered and the assistance which is available to customers when managing their households waste. This alongside promotional activities should have a positive effect in increasing the uptake of recycling receptacles which will hopefully have a secondary benefit in increasing participation in the recycling services offered by the Council.</p>

1. Background

- 1.1 The Council introduced a new waste and recycling collection service in 2011 which saw the introduction of weekly food waste collections and the refuse collection frequency move from weekly to fortnightly.
- 2.2 In April 2012 the Council entered into a partnership with Cotswold District Council which set-up a Local Authority Company named Ubico Ltd to deliver the environmental service for both authorities. At the same time the customer services function moved from the Environmental Services Team at the Swindon Road Depot to be integrated into the Councils central Customer Service Team at the Municipal Offices.
- 2.3 The launch of the revised service together with the organisational changes to the team which provides education and advice to the public has demonstrated that a clearly referenced policy is required so that each party knows exactly what is expected of Ubico Ltd and what they are responsible for delivering.

2. Reasons for recommendations

- 3.1 To formalise the waste and recycling collection service processes and procedures in a single document which can be referenced by staff from Ubico Ltd and the Customer Services Teams when delivering the associated functions and act as an aid to our customers when they require information on how the individual services operate.

3. Alternative options considered

- 3.1 The only alternative option would be to maintain the current process which is proven to be unclear and unreliable as it relies upon officer's knowledge and historic working practices which are not centrally documented.

4. Consultation and feedback

- 4.1 Key officers from the Council and Ubico Ltd alongside the Cabinet Member Sustainability were involved in drafting and agreeing the policy document.
- 4.2 The Cabinet Working Group on Waste & Recycling were then invited to review the information contained in the Waste Service Policy and offer comment and suggested amendments at its meeting on 8th October 2012, with no substantial revisions having been highlighted.

5. Performance management –monitoring and review

- 5.1 The waste and recycling collection policy will be periodically reviewed to ensure that the content remains up-to-date and applicable to the services offered. All required associated revisions will be approved by the Cabinet Lead for the Environment.

Report author	Contact officer: Scott Williams - scott.williams@cheltenham.gov.uk, 01242 262626 or 01285 623123
Appendices	1. Risk Assessment 2. Waste Service Policy Document
Background information	1. None

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The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
WSP.1	<i>Potential ongoing financial risks associated with duplication of effort and officer time wastage as a result of not approving the Waste Service Policy</i>	SW	22.11.12	1	4	4	Reduce	Cabinet to approve Waste Service Policy which will mitigate this risk	11.12.12	SW	N/A

Explanatory notes

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close

Guidance

Types of risks could include the following:

- Potential reputation risks from the decision in terms of bad publicity, impact on the community or on partners;
- Financial risks associated with the decision;
- Political risks that the decision might not have cross-party support;
- Environmental risks associated with the decision;
- Potential adverse equality impacts from the decision;
- Capacity risks in terms of the ability of the organisation to ensure the effective delivery of the decision

- Legal risks arising from the decision

Remember to highlight risks which may impact on the strategy and actions which are being followed to deliver the objectives, so that members can identify the need to review objectives, options and decisions on a timely basis should these risks arise.

Risk ref

If the risk is already recorded, note either the corporate risk register or TEN reference

Risk Description

Please use “If xx happens then xx will be the consequence” (cause and effect). For example “If the council’s business continuity planning does not deliver effective responses to the predicted flu pandemic then council services will be significantly impacted.”

Risk owner

Please identify the lead officer who has identified the risk and will be responsible for it.

Risk score

Impact on a scale from 1 to 5 multiplied by likelihood on a scale from 1 to 6. Please see risk [scorecard](#) for more information on how to score a risk

Control

Either: Reduce / Accept / Transfer to 3rd party / Close

Action

There are usually things the council can do to reduce either the likelihood or impact of the risk. Controls may already be in place, such as budget monitoring or new controls or actions may also be needed.

Responsible officer

Please identify the lead officer who will be responsible for the action to control the risk.

For further guidance, please refer to the [risk management policy](#)

Transferred to risk register

Please ensure that the risk is transferred to a live risk register. This could be a team, divisional or corporate risk register depending on the nature of the risk and what level of objective it is impacting on

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