

**REPORT TO THE OVERVIEW & SCRUTINY
COMMITTEE**

Report No.10

Date of Meeting	30 th November 2006
Title of Report	Cleansing & Amenities Best Value Improvement Programme Update
Link to Corporate Priorities	Waste & Recycling Cleaner Safer & Better Streets
Public Report	YES

Summary of Report

To update the Overview and Scrutiny Committee on the progress of the C&A Best Value Improvement Programme.

Officer Recommendations

That the Committee note the report and the progress being made in all areas of the programme.

Other than those implications agreed with the relevant Officers and referred to below, there are no other implications associated with this report.

Financial Implications	Legal Implications	Community & Environmental Implications	Human Resources Implications	Equality & Diversity Implications
YES	YES	NONE	NONE	NONE

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1. Introduction

- 1.1 To update the Overview and Scrutiny Committee on the progress of the C&A Best Value Improvement Programme.

2. Background Information

- 2.1 The C&A Best Value Improvement Programme (BVIP) was set up to implement the recommendations included in a Best Value Review delivered to the Council in October 2005. This BVIP set up a programme board, appointed a full-time project manager and seconded NWDC staff into various sub-groups, all operating within a PRINCE 2 project management environment. Work commenced during November 2005. The 10 workstreams that were established have been focused on investigating, reporting, and implementing activities as defined by their respective project briefs, approved by the programme board.
- 2.2 A previous report identified the scope of each of these workstreams.
- 2.3 The main thrust of the BVIP work over the last 8 weeks has been concentrated on the planning, roll-out and support of changes to the refuse collection service. Now that this project work is largely complete, effort will again be concentrated on the remaining areas of the programme.
- 2.4 Progress on each of these workstreams is summarised as below. Note that for reporting purposes the Education & Enforcement streams have been combined into one :

Rounds Review	<p>Domestic and trade customers had their collection rounds evaluated, and where appropriate, changed with effect from 23rd October.</p> <p>Over 56,000 domestic and 1200 trade customers are collected on a weekly basis, and this review will result in an improved service as well as a reduction in overtime payments. Trade customers will have separate rounds from the domestic customers for the first time.</p>
Budgetary Information Review	<p>The review of reporting requirements has now been completed. Budgetary review at a supervisor/management levels will commence shortly as these staff are appointed to the C&A management team.</p>
Business Process Mapping	<p>A considerable amount of work has been completed around the processes at the depot and this work supported has supported the development of an interim IT system to handle and support the rounds changes.</p> <p>Further work will now be undertaken to ensure that these processes are correctly adhered to, and any fine tuning applied to ensure that all services are provided in a consistent way focused on customer's needs and expectations.</p>
IT Strategy	<p>Evaluation of a replacement IT system has progressed to the stage where a shortlist of 2 supplier has been agreed. Final evaluation of the suppliers and their systems is currently being finalised so that a final recommendation can be made by the end</p>

	of December. A budget provision in the region of £70K is being sought.
Web Site Evaluation & Upgrade	The C&A web pages have all been revised and re-published, including the provision of round change information. The provision of real time operational information will be the last element of this programme.
Human Resources	This work has been completed. It has included the re-introduction of the disciplinary process, a new appraisal scheme taking account of the nature of the work-force, together with training for all supervisory and management staff. A proposal on lone working is before the Board for consideration.
Training & Development Review	A training programme is underway for supervisory staff that will teach a broad range of skills to enable them to be more effective and take on a broader range of roles and responsibilities.
Enforcement & Education Strategy	A proposal for the implementation of an enforcement strategy supported by an education programme was presented to the Board, involving the support of external consultants. This is currently under consideration pending discussions on budgets
Performance & QMS	A number of local performance indicators (PI) have been introduced as tranche 1 with further indicators being designed for tranche 2. Work is yet to commence on the introduction of a Quality Management System

3. Financial Implications

- 3.1 The BVIP had an initial budget of £130,000. Current expenditure is approximately £132,500, largely due to the extension of the project manager's contract from mid October to end of December 2006.

4. Legal Implications

- 4.1 Dependent on implementing the recommendation of the Enforcement workstream.

Appendices:	• None
Background Documents Used in the Preparation of this Report:	• None

Previous Decisions Connected with this Report

Report	Committee & Date	Minute Reference
Cleansing & Amenities Service – Best Value Report	Executive 13 th October 2005	E78