

## **Waste and Recycling Operational Procedures**

### **Members Inquiry Evening**

#### **Introduction:**

To consolidate into one written document, the custom and practice and operational arrangements currently adopted by the waste and recycling services.

In most cases these will not be new arrangements, nor are we proposing any substantial changes to current practices however they may reflect arrangements, which have never been written down. This can and has led to inconsistencies or misunderstandings in how we deal with operational matters in the service, across the Council, amongst Members or indeed across different geographical areas of the Borough.

This leaves us at risk of complaints from the public and vulnerable to adverse outcomes against the service when those complaints are investigated or indeed when the Ombudsman becomes involved.

So why embark on this course of action?

To eliminate inconsistencies in service delivery by providing a definitive, go to reference point defining our current service arrangements, for staff, members and the public.

The operational procedures document will also provide evidence to back-up decision making and help protect the service and members from unfair or unjustified criticism by the public or the Ombudsman.

It will provide a reference point or guide for the public, elected members and colleagues around the Council, to see and understand at a glance what they can expect from our waste and recycling service, and perhaps importantly, how they can assist the service, by their actions, to ensure that we can sustain and deliver an effective and efficient operation.

The operational procedures document will be useful to current Members as an aide memoir to the services we provide enabling a consistent, swift and coherent response to enquiries from the public. Its publication will also be particularly timely for new members, post election, as a quick and easy guide to the services provided by Environmental Operations.

**So now to the purpose of this Inquiry evening:**

To present to you our new, consolidated procedures document, so through this inquiry evening we can share information with you on what we currently do and why.

To invite members to scrutinise these arrangements and to express your views. We are particularly keen to hear from you where you feel our delivery arrangements are appropriate and need to be maintained or to hear where you feel that changes to the service would be desirable, perhaps to provide a more effective service or better customer experience.

Matt will take you through the document, noting any variation to current practice that we would especially like your views upon, whilst officers capture your suggestions.

In any case, following scrutiny this evening, I anticipate the outcome will shape the draft procedures document into a useful and robust manual which can be published and made available to members, officers and the public.

In light of your contributions this evening, there may be a number of outcomes;

We may be able to adopt your ideas and amend the operational procedures document accordingly, prior to publication.

We may need to research some of the implications of your suggestions and decide whether changes to current practice and hence the document can or indeed should be made.