

Update on the work of the Service Review Working Group – Ubico Multi-Service Contract

At the end of the calendar year 2018 and in response to an improved and more stable outlook, the long standing cross party Task and Finish Group for Waste was disbanded.

In its place an officer Service Review Working Group (SRWG) was introduced. Managers from both SDC and Ubico are permanent members of the group, whilst other individuals, including the Chair of Environment Committee are invited to attend meetings as appropriate. The terms of reference identified a number of purposes including:

- To formulate an action plan for improvements to the multi service provision
- To develop additional policy to provide a more robust customer facing document
- To agree any items to raise at the Environmental Services Partnership Board (ESPB) meetings – (this is the formal reporting structure for contractual matters)

Meetings commenced in March 2019 and take place on a quarterly basis. Three meetings have taken place to date and a summary of progress is as follows:

The main driver for the meetings has been the recommendations outlined in the Association of Public Service Excellence (APSE) report commissioned by SDC and published in October 2018. This report has previously been released to members and is available on request. Seventeen recommendations were put forward and the SRWG have reviewed these and developed an Action Plan. Of the seventeen recommendations, seven have been completed, six are in progress and four are yet to be fully considered.

Of the six in progress, the most laborious has been recommendation twelve, which ties in with one of the key group purposes; *Develop quality standards, procedures and policies which mitigate and control demand, and seek approval.* This has required detailed consideration, culminating in the production of a draft, customer facing, Waste Collection Policy. The draft will be presented to the ESPB meeting in March 2020 for further consideration, before being presented to Environment Committee later this year for approval.

Away from the APSE recommendations, the other major theme has been garden waste. In 2019, subscription demand outweighed capacity and collections were closed to new subscribers. Rather than invest in a new collection vehicle and

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additional full time round, we have remodelled collection days and staff resource to utilise dormant vehicles on a Monday (due to the standard four day collection week for all other waste streams). The 2020 scheme can now cater for up to 2,000 additional subscribers, at approximately a third of the financial outlay of an additional full time round. With the latent demand captured for reference in 2019, we expect the additional subscription fees to more than cover the additional cost.

Next Steps

The next meeting is scheduled for February 2020.