

BROMSGROVE DISTRICT COUNCIL
PERFORMANCE MANAGEMENT BOARD

19th JULY 2010

Lessons Learned – Recycling & Garden Waste Services

Responsible Portfolio Holder	Mike Webb
Responsible Head of Service	Guy Revans, Head of Environmental Services
Non-Key Decision	

1. SUMMARY

- 1.1 To update the Board on lessons learned from the recent implementation of changes to recycling and garden waste collection services 2010.

2. RECOMMENDATION

- 2.1 It is recommended that the Board:
- i. Considers the lessons learned report to recognise achievements and issues identified and makes any recommendations to Cabinet where appropriate.

3. BACKGROUND

- 3.1 The recycling collection service changed from a twin box kerbside sort collection to a comingled wheeled bin collection in April 2010, whilst the garden waste service moved from using green bin to brown bins in March 2010.
- 3.2 The above changes were undertaken to bring Bromsgrove District Council into line with other Herefordshire & Worcestershire Districts and to assist in achieving targets agreed to in the Joint Municipal Waste Management Strategy (H&W JMWMS).
- 3.3 The project group commenced working on these changes around 18 months prior to implementation working with a number of different internal services and external agencies to ensure service changes were implemented with as little interruption to customers and day to day operations as possible.
- 3.4 The lessons learned report attached explores the elements of the project that went according to the project plan highlighting which elements were most beneficial to the success of the project and conversely which elements of the project could have been undertaken more effectively.

4. FINANCIAL IMPLICATIONS

4.1 None

5. LEGAL IMPLICATIONS

5.1 None

6. COUNCIL OBJECTIVES

6.1 Has helped achieve a better Environment

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

7.1 None

8. CUSTOMER IMPLICATIONS

8.1 In order to deliver improved customer service to our residents it is imperative to learn from past performance and instil successful elements of projects into future plans; equally, there is a need to avoid repeating actions that are detrimental or that have negative effects on desired outcomes.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 None.

10. VALUE FOR MONEY IMPLICATIONS

10.1 None

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

11.1 Recycling helps to reduce green house gases

12. OTHER IMPLICATIONS

Please include the following table and spell out any particular implications in the relevant box. If there are no implications under a particular heading, please state 'None':-

Procurement Issues: None

Personnel: None
Governance/Performance Management: None
Community Safety including Section 17 of Crime and Disorder Act 1998: None
Policy: None.
Biodiversity: None.

13. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes.
Executive Director – Regeneration, Planning and Housing	No.
Executive Director – Finance and Resources	No.
Executive Director and Deputy Chief Executive	No.
Director of Policy, Performance and Partnerships	No.
Head of Service	No.
Head of Financial Services	No.
Head of Legal, Equalities & Democratic Services	No.
Head of Organisational Development & HR	No.
Corporate Procurement Team	No.

14. WARDS AFFECTED

All.

15. APPENDICES

Appendix 1 – Lessons Learned Report for Implementation of the changes to recycling and garden waste collection services 2010

16. BACKGROUND PAPERS

Not applicable.

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