

VALE of GLAMORGAN

Waste management & Cleansing Team Plan 2013/14



BRO MORGANNWG

Team Manager	Clifford Parish
Service Plan	Visible Services
Date signed off	
Signed off by	

Outcome 1:	Our customers have access to sustainable waste management and recycling services
-------------------	--

Objective 1:	To reduce municipal waste by increasing reuse, recycling and enforcement
---------------------	--

Context for this objective:	Within Statutory Powers and Budgets
------------------------------------	-------------------------------------

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
VS01/A001	Implement an action plan for increasing recycling participation/capture in presently low recycling performance areas of the Vale of Glamorgan.	The percentage of waste recycled in the Vale continues to increase. All areas of the Vale perform well in terms of levels of participation in recycling.	H	Clifford Parish	01/04/2013	30/06/2013	Allowance has been made from the waste management landfill tax capital growth bid of £216K for all recycling initiatives	Initial 'as is' surveys completed
VS01/A002	Extend the period of scheduled fortnightly green garden waste collections to increase capture of	The percentage of organic waste collected for recycling in the Vale continues to increase.	H	Clifford Parish	01/04/2013	30/04/2013	WG SWMG	Completed February 2013

	organic waste.	Residents of the Vale are provided with adequate opportunities to recycle biodegradable waste.						
VS01/A003	Further residual, recycling, composting and kitchen food collection vehicle route analysis and collection round changes to increase efficiency and achieve further efficiency savings.	Waste and recycling services in the Vale are delivered efficiently to provide value for money for the Council Tax payer.	M	Clifford Parish	01/04/2013	31/10/2013	Allowance has been made from the waste management landfill tax capital growth bid of £216K for all recycling initiatives	
VS01/A004	Implement real time tracking and communication with Waste Collection fleet to achieve improved working efficiencies and service delivery.	Waste and recycling services utilise efficient methods of communication to ensure the continued smooth delivery of services.	H	Clifford Parish	01/04/2013	30/09/2013	Allowance has been made from the waste management landfill tax capital growth bid of £216K for all recycling	

							initiatives	
VS01/A005	Work with Welsh Government (WG) and their Consultants, Waste Resource and Action Programme (WRAP), as part of their All Wales Collective Collaboration Programme (CCP) to deliver a long term Sustainable Business Plan for future Waste Management Service Delivery in compliance with WG Environmental strategy (Towards Zero Waste) policies post 2015.	Collaboration with external organisations helps to improve the national picture and guides sustainability initiatives in the Vale.	H	Clifford Parish	01/04/2013	31/03/2014	Ongoing activity from revenue budget for senior staff	
VS01/A006	Procure a new contract for the management and operation of the Council's existing Household Waste	New contract incorporates performance and end destination clause in accordance with	H	Clifford Parish	01/04/2013	30/04/2013	The previous contract was established 4 years ago at a cost of just over 1million	Completed May 2013

	Recycling Centres (HWRC).	the Waste (Wales) Measure 2010.					per annum. This cost is expected to rise and will be reported to cabinet during April 2013	
VS01/A007	Work closely with the Welsh Local Government Association (WLGA) to lobby the WG on future recycling collections post 1 January 2015 in respect of the requirement of Article 11 of the EC Revised Waste Framework Directive.	The Vale complies with WG and EC legislation with respect to the Waste Framework Directive.	H	Clifford Parish	01/04/2013	31/03/2014	Ongoing activity from revenue budget for senior staff	Little progress following Judicial Review
VS01/A008	Reduce complaints received in relation to Waste Management & Cleansing services.	Customers are satisfied with the service provided by Waste Management and Cleansing and any issues that are raised	M	Clifford Parish	01/04/2013	31/03/2014	Allowance has been made from the waste management landfill tax capital growth bid of £216K	

		are listened to and actioned upon. The service continues to see levels of complaints reduce.					for all recycling initiatives	
--	--	--	--	--	--	--	-------------------------------	--

Outcome (insert number): Our Customers have access to sustainable commercial waste and recycling services

Objective (insert number): To offer local businesses a cost effective option for the disposal of their waste.

Context for this objective: Within Statutory Powers and Budgets

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
VS02/A012	Consult and engage with the commercial sector within the Vale of Glamorgan in respect to additional recycling services.	Commercial waste services listen to their customers and adapt to their needs. Levels of recycling within the commercial	H	John Davies/Michelle Fitzpatrick	01/04/2013	31/03/2014	Allowance has been made from the waste management landfill tax capital growth bid of £216K for all	

		sector continue to increase.					recycling initiatives	
VS02/A013	Improve service delivery with the view to optimise efficiencies and maintain cost effective Fees and Charges policies for commercial customers.	Customers are provided with an efficient, cost effective service that meets their needs.	H	John Davies	01/04/2013	31/03/2014	Nil cost increase from current revenue budget and continued income stream from commercial premises	
VS02/A014	Undertake a 'Duty of Care' survey of all commercial premises within the Vale of Glamorgan to establish whether commercial waste in the Vale is being managed appropriately.	Commercial waste services are well managed and committed to improving in line with the views of their customers.	H	John Davies/Denny White	01/04/2013	31/03/2014	Ongoing activity from revenue budget for support staff	Complete for Barry area June 2013

Outcome (insert number):	The Vale is a clean, safe, well maintained and sustainable place to live or visit.
---------------------------------	--

Objective (insert number):	To increase resident and visitor satisfaction with standards of cleanliness and visual appearance of the local environment.
-----------------------------------	---

Context for this objective:	Within Statutory Powers and Budgets
------------------------------------	-------------------------------------

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
VS03/A015	Review the effectiveness of the XFOR trial to determine whether to procure similar external support for enforcing environment crime in 2013/14.	XFOR is fully evaluated as to the effectiveness of the project in reducing environmental crime and the results of the evaluation are used to inform future policy initiatives. Residents and visitors to the Vale of Glamorgan	H	Clifford Parish/Denny White	01/04/2013	01/09/13	Post July 2013 subject to Cabinet Resolution by procurement with cost meet from FPN revenue supported by addition revenue budget	Report to be made to October 2013 Cabinet

		continue to be made aware of the impact of environmental crime and the Council's zero tolerance approach to it.						
VS03/A016	Utilise WG Tidy Towns Grant support to further target worst cleanliness areas to achieve improved Cleanliness Index on 2013/14 Keep Wales Tidy LEAMS survey.	The service takes full advantage of the WG grant and achieves an improved Cleanliness Index score in the 2013/14 survey.	M	Colin Smith/ Denny White	01/04/2013	31/03/14	WG Tidy Town Grant	Waste Amnesty Traherne completed August 2013
	Review Cleansing resources including provision of new mechanical pavement sweepers (Green Machines) to increase efficiency and performance.	The Cleansing service makes best use of its resources and customers benefit from a service that provides value alongside excellent results.	H	Colin Smith	01/04/2013	31/03/2014	Capital Asset Renewal budget An additional £20k has been added to a capital refurbishment programme of £55k per	Completed May/June 2013

							annum	
	Consult and engage with residents and private land owners within the Vale of Glamorgan in respect of service standards and legislation relating to littering and dog fouling.	The service actively seeks the views of its customers and feeds these into the decision making process. Customers are made aware of the ways in which they can be involved in shaping policy.	H	Denny White/ Waste Awareness Team	01/04/2013	30/06/2014		
	Review options for the introduction of 'Dog Control Orders' within the Vale of Glamorgan informed by a statutory consultation exercise.	The service actively seeks the views of its customers and feeds these into the decision making process. Customers are made aware of the ways in which they can be involved in shaping policy.	L	Clifford Parish/Denny White/Michelle Fitzpatrick	01/04/2013	31/03/2014	The statutory consultation will cost circa 10K from the revenue budget	External Partners OM P&GM and Legal

Outcome (insert number):	Services Delivery is efficient and cost effective
---------------------------------	---

Objective (insert number):	Improve existing service delivery and make efficiencies
-----------------------------------	---

Context for this objective:	Within Statutory Powers and Budgets
------------------------------------	-------------------------------------

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Introduce electronic time recording for all WM+C front-line staff.	Increased work output for the same costs.	Electronic time recording systems in place in all depots.	Colin Smith	01/04/13	2013	Approximate costs of £5k will be met from the efficiencies gained in 1 year.	
	Introduce real time vehicle and route monitoring technology for all WM+C front-line operations.	Increased work output for the same costs, greater accountability and reduced vehicle related third party claims.	Systems in place and functioning.	Colin Smith	September 2013		Existing management resources - Visible Services	

VS05/A038	Introduce tracking and monitoring devices onto Waste Management and Cleansing fleet vehicles	Improved efficiency in vehicle usage	H	Colin Smith	01/04/2013	31/10/2013	No direct budget implications funding will be accessed from the vehicle replacement capital monies	
VS05/A036	Contribute to the council's carbon reduction initiative by reducing emissions from the council's vehicle fleet.	Reduction in the environmental impact of the council's vehicle fleet.	H	Colin Smith	01/04/2013	31/03/2014	No direct budget implications resourced in accordance with the Corporate plan	

Outcome (insert number):	Achieve high customer satisfaction levels for the services
---------------------------------	--

Objective (insert number):	To increase resident and visitor satisfaction with standards of cleanliness and visual appearance of the local environment.
-----------------------------------	---

Context for this objective:	Within Statutory Powers and Budgets
------------------------------------	-------------------------------------

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
VS03/A020 SEP	Deliver improvements to data gathering, analysis and reporting on service use by protected characteristic.	Equalities Monitoring data informs the provision of services and all members of the community have equal access to our services.	H	Clifford Parish/John Davies/Colin Smith/Vicky Lannon/Michelle Fitzpatrick/Sam Harrison	01/04/2013	31/03/2014	Nil cost, revenue resource required from support staff	
VS03/A021 CP	Reduce fly tipping, litter, dog fouling and graffiti through high profile enforcement arrangements and education and	The Vale of Glamorgan is a clean and safe place to live or visit and residents are fully aware of the	H	Denny White	01/04/2013	31/03/2014	Revenue Budget for staff time Nil external provider cost	12 month trial complete in June 2013

	awareness raising campaigns.	Council's zero tolerance approach towards environment crime. Reduction in incidence of environmental crime across the Vale.						
VS03/A022 CP	Develop an investment plan for the refurbishment of public conveniences and improve the standard of cleanliness. (2015/16)	Accessible, safe and clean public conveniences are available throughout the Vale of Glamorgan	H	Clifford Parish/John Davies/Colin Smith	01/04/2013	30/06/2014	An additional £20k has been added to a capital refurbishment programme of £55k per annum	Eastern Shelter Barry Island PC development being planned under the Barry Regeneration Programme

Outcome (insert number):	Achieve efficiencies through partnership working
---------------------------------	--

Objective (insert number):	Deliver effective and cost saving future waste treatment contracts
-----------------------------------	--

Context for this objective:	Within Statutory Powers and Budgets
------------------------------------	-------------------------------------

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Completed obtaining efficiencies from possible collaborative working with neighbouring local authorities for service deliveries including partnership approach to AD Treatment with Cardiff CC plus Prosiect Gwyrdd	Efficient saving and possible WG grant funding identified and joint arrangements in place or being discussed. Council approves joint procurement and final bidder of a Regional Waste Treatment solution and contractor provides affordable solution	H	Clifford Parish/John Davies	01/04/13	01/04/16	Revenue Budget	Prosiect Gwyrdd at Preferred Bidder stage of procurement and VOG in formal agreements with neighbouring local authority for joint procurement of kitchen and green waste Procurement to be completed: 01/04/16

	procurement of a Regional Residual Waste Treatment Solution							
	Work with a range of partners to provide appropriate residual waste and recycling collection treatment and disposal services and achieve the national recycling target of 58% (2015/16)	Achieve National recycling targets and reduce Land Fill						
	Increased promotion and participation within recycling and composting of municipal waste initiatives working with Waste Awareness Wales in order to achieve	Council meets and exceeds all WG recycling/composting targets (2016/17 64% recycling/composting)	H	Waste Awareness Team	01/04/13	31/04/14	Specific Waste Grant	

	recycling and landfill diversion targets.							
	Continued partnership with schools and community groups such as Yellow Pages, X-mass Cards and Eco-schools etc	Increased awareness of recycling and waste minimisation in children and adults. High levels of publicity from competition winners	M	Sam Harrison	01/04/13	31/04/14	Revenue Budget	
	Work with Probation and Youth Offending and Keep Wales Tidy to carry out graffiti removal, private land cleanance. Including supporting Visible Crew Activities Within Tidy Towns initiative work with community Groups	All graffiti , littering and fly tipping on private land removed as requested Community Groups receive equipment and support given to clean up local areas	M	Denny White	01/04/13	31/04/14	Tidy Town Grant	

	Introduce new local contracts for recycling waste	Sustainable additional source provide increased Variety of waste recycled	M	John Davies	01/12/13	01/04/14	Revenue Budget	
	Administer bring sites in house allowing recycling vehicles to collect waste on current rounds	Efficiencies saving and reduced complaints	M	Colin Smith	01/12/13	01/04/14	Revenue Budget	

Outcome (insert number):	Sufficient resources available
---------------------------------	--------------------------------

Objective (insert number):	All staff issues address
-----------------------------------	--------------------------

Context for this objective:	Within Statutory Powers and Budgets
------------------------------------	-------------------------------------

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Carry out all return to work interviews as soon as possible following staff returning to work.	All return to work forms completed and passed to WM&C Admin staff for entry within staff records/Oracle databas	H	All staff Line Managers in WM&C	01/04/13	31/04/13	Revenue Budget	
	All waste treatment and recycling/ composting contract payments made within required timescales	All claims for payment made as per contract conditions.	H	John Davies	01/04/13	31/04/14		
	Lifeguard service in	Lifeguard	H	Colin Smith	Easter 2014	Autumn		

	place at designated coastal beaches	seasonal staff, assessed and in place pre-season at all required beaches				Bathing season 2014		
	Application for Seaside and Green Coastal Awards	Application for Blue Flag, Seaside and Green Coastal Awards	M	Colin Smith	01/04/13	31/04/14		
	Carry out staff PDRS/TRDS interviews and draft Staff Training Plan from completed PDRS/TDRS	Staff fully informed and have ownership of the issues in Division and that feedback is obtained from staff	H	All staff Line Managers in WM&C	01/09/13	01/12/13		