

VALE of GLAMORGAN

Waste Management & Cleansing

Team Plan 2014/15



BRO MORGANNWG

Team Manager	Clifford Parish
Service Plan	Visible Services
Date signed off	

Signed off by	
---------------	--

Service Outcome 1:	Our Customers have access to sustainable waste and recycling services
---------------------------	---

Objective 1:	To reduce municipal waste by increasing re-use, recycling, regulation and enforcement
---------------------	---

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

Ref.	During 2014-15 we plan to:	Success Criteria/ 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/A007	Work closely with the Welsh Local Government Association to lobby the Welsh Government on future recycling collections post 1 January 2015 in respect of the requirement of Article 11 of the EC Revised Waste Framework Directive.	WG revises its statutory guidance as a result of consultation responses to allow co-mingled collection to comply with Article 11	H	CSP	7 th May 2014	1 Jan 2015	Within existing budgets	Meetings with all Welsh co-mingling Las * WLGA held on: 7 th May and 9 th June 2013 Evidence submitted to WAG Sustainability and Environment Committee 10 June 2014
WMC 1	Undertake a TEEP Analysis to		H	CSP/JDD/CCS	July 2014	Dec 2014	Within existing	

	determine whether existing recycling service complaint with requirement of Article 11 of the EC Revised Waste Framework Directive.						budgets	
WMC 2	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	CP/CCS/DW/MF	01/04/14	30/06/15	Allowance has been made from the waste management landfill tax capital growth bid of £216K for all recycling initiatives	Initial 'as is' surveys completed
WMC 3	Implement and monitor 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	CCS	01/04/14	30/09/15	Efficiency savings	Installation completed July

Service Outcome 2:	The Vale is a clean, safe, well maintained and sustainable place to live and visit
---------------------------	--

Objective 4:	To maintain the standard of cleanliness and visible appearance of the local environment
---------------------	---

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

Ref.	During 2014-15 we plan to:	Success Criteria/ 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
WMC 4	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	01/04/14	31/03/15	WG Tidy Town Grant	Waste Amnesty
WMC 5	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	01/04/14	31/03/15	Revenue Budget for staff time	

	awareness raising campaigns.	Council's zero tolerance approach towards environment crime. Reduction in incidence of environmental crime across the Vale.						
WMC 6	Review Cleansing resources to increase efficiency and performance. Following trackers being fitted	The Cleansing service makes best use of its resources and customers benefit from a service that provides value alongside excellent results.	H	Colin Smith	01/07/14	31/03/15	Revenue Budget for staff time	

Service Outcome (insert number): To Ensure that Municipal Waste is Managed and Enforced Effectively in the Vale of Glamorgan

Objective 3: To maintain appropriate waste management by Commercial undertakings within the Vale

Context for this objective: Within Statutory Powers and Budgets

Ref.	During 2014-15 we plan to:	Success Criteria/ 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/A017	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.	Targeted commercial waste producers surveyed	M	JDD/DW	July 2014	31 st March 2015	Within existing budgets	
VS02/A056	Undertake appropriate advertising and awareness campaigns for the Commercial Waste service.	Campaign completed	M	JDD/SH	July 2014	31 st March 2015	Within existing budgets	

VS03/A022	Review options for the introduction of 'Dog Control Orders' within the Vale of Glamorgan informed by a statutory consultation exercise.	Public Consultation completed	M	CSP/DW	July 2014	31 st March 2015	Within existing budgets	
WMC 7	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	01/04/14	31/04/15	Tidy Town Grant	

Service Outcome (insert number):	Achieve high Customer Satisfaction
---	------------------------------------

Objective 4:	Increased customer satisfaction and reduced complaints
---------------------	--

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

Ref.	During 2014-15 we plan to:	Success Criteria/ 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/A008	Reduce complaints received in relation to Waste Management and Cleansing services.	Complaints reduced over 2013/14 level	H	CSP	July 2014	31 st March 2015	Within existing budgets	
WMC 8	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	01/04/14	30/04/15	An additional £55k has been added to a capital refurbishment programme of £55k per annum	Eastern Shelter Barry Island PC development under the Barry Regeneration Programme. Western Shelter refurbished
VS05/A043	Contribute to the council's carbon reduction initiative	Vehicle Fleet emits reduced Co2	H	Colin Smith	01/04/14	30/04/15	Revenue budgets	New vehicle to be of lower environment

	by reducing emissions from the Council's vehicle fleet.							emission standard
--	---	--	--	--	--	--	--	-------------------

Service Outcome (insert number):	Partnership Working
---	---------------------

Objective 5:	To effect service efficiency saving by partnership working
---------------------	--

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

Ref.	During 2014-15 we plan to:	Success Criteria/ 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
WMC 9	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 procurement of a	Efficient saving and possible WG grant funding identified and joint arrangements in place or being discussed. Council approves joint procurement and final bidder of Waste Treatment solutions and contractor provides affordable solution	H	Clifford Parish/John Davies	01/04/14	01/04/15	Revenue Budget	Prosiect Gwyrdd Main Contract completed Initial discussion for PG Interim Contract Sept 14 to Aug 15 completed. Preferred Bidder stage of procurement VOG/Cardiff Organics Procurement

	Regional Residual Waste Treatment Solution							
WMC 10	Work with a range of partners to provide appropriate recycling collection treatment services at Welsh MRFs and achieve the national recycling target of 58% (2015/16)	Achieve National recycling targets and reduce Land Fill	H	Clifford Parish/John Davies	01/04/14	01/04/15	Revenue Budget	
WMC 11	Increased promotion and participation within recycling and composting of municipal waste initiatives working with Waste Awareness Wales in order to achieve recycling and landfill diversion targets.	Council meets and exceeds all WG recycling/composting targets (2016/17 64% recycling/composting)	H	Waste Awareness Team	01/04/14	31/04/15	WG Specific Waste Management Grant (SWMG)	
WMC 12	Continued partnership work	Increased awareness of recycling and	M	Sam Harrison	01/04/14	31/04/15	Revenue	

	with schools and community groups such as Yellow Pages, X-mass Cards and Eco-schools etc.	waste minimisation in children and adults. High levels of publicity from competition winners					Budget	
--	---	--	--	--	--	--	--------	--

Service Outcome (insert number):	Managing service and staff
---	----------------------------

Objective 6:	To ensure staff comply with Council Polices
---------------------	---

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

Ref.	During 2014-15 we plan to:	Success Criteria/ 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
WMC 13	All waste treatment and recycling/ composting contract payments made within required timescales	All claims for payment made as per contract conditions.	H	John Davies/ VS & H Support Team	01/04/14	31/04/15	Exist Revenue Budgets	
WMC 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	01/09/14	01/12/15		

WMC 15	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	
VS03/A023 (SEP)	Deliver improvements to data gathering, analysis and reporting on service use by protected characteristic.	Data available to effect service improvements	H	CSP/JDD/CCS/DW	01/04/13	31/04/13	Revenue Budget	Meeting with C1V to improve data report for Fly tipping May 2014

Ref	Action	Suggested resolution
<i>Visible Services</i>		
VS01/A007	Work closely with the Welsh Local Government Association to lobby the Welsh Government on future recycling collections post 1 January 2015 in respect of the requirement of Article 11 of the EC Revised Waste Framework Directive.	Add to 2014/15 team plan
VS01/A008	Reduce complaints received in relation to Waste Management and Cleansing services.	Add to 2014/15 team plan
VS01/A014 (IO/01)	Work towards achieving the Welsh Government non-statutory 1.2% target for reduction on annual waste generation.	Delete for 2014/15 (awaiting waste preventer guidance)
VS01/A055	Examine partnership options with Bridgend CBC for improving and reducing the costs of waste management and recycling. This work will include assessing whether the Vale could provide these waste options for BCBC.	Delete for 2014/15 (working with Cardiff on partnership working)
VS02/A017	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.	Add to 2014/15 team plan
VS02/A056	Undertake appropriate advertising and awareness campaigns for the Commercial Waste service.	Add to 2014/15 team plan
VS03/A022	Review options for the introduction of 'Dog Control Orders' within the Vale of Glamorgan informed by a statutory consultation exercise.	Add to 2014/15 team plan
VS03/A023 (SEP)	Deliver improvements to data gathering, analysis and reporting on service use by protected characteristic.	Add to 2014/15 service plan
VS04/A032	Develop the Council's website to increase traffic speed and volume data accessibility for citizens.	Delete for 2014/15 (proposed deleted in EOY report)
VS05/A043	Contribute to the council's carbon reduction initiative by reducing emissions from the Council's vehicle fleet.	Add to 2014/15 team plan
VS05/A044	Introduce a purchasing framework for the provision of vehicle parts.	Add to 2014/15 team plan

VS06/A048	Engage with representatives of the local community of Rhoose Point regarding the maintenance arrangements for land at Rhoose Point.	Add to 2014/15 team plan
VS06/A050	Collaborate with key stakeholders to determine the Play Sufficiency Assessment.	Delete for 2014/15 (led by Play team)
VS06/A051 (CP/E10)	Achieve Green Flag status for at least 4 parks as a mark of excellence demonstrating good amenities and community involvement in the parks.	Add to 2014/15 service plan