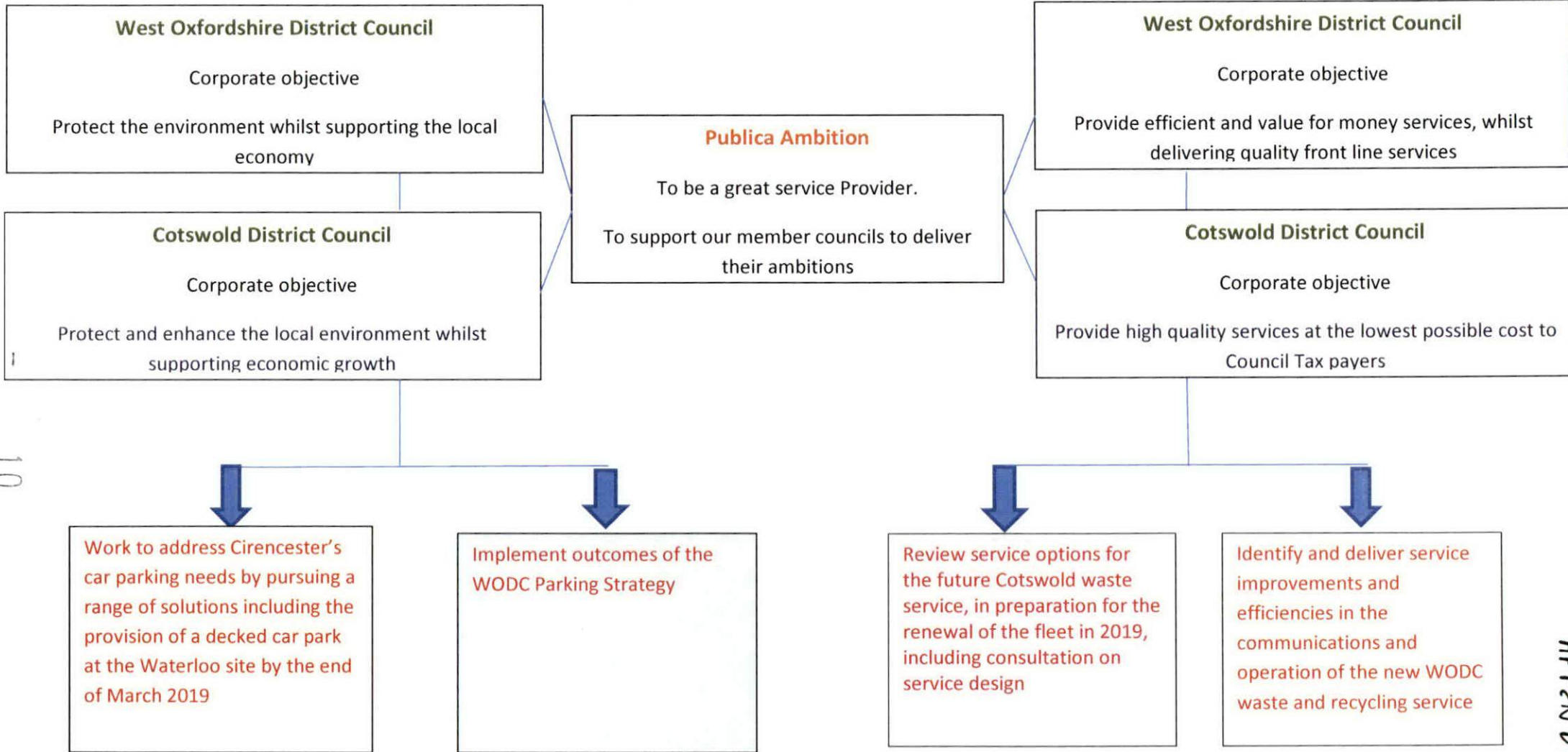


ENVIRONMENTAL AND COMMERCIAL SERVICES

Corporate Performance thread



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APPENDIX 18

Specific Performance threads

Outcome focused - some will be delivered by individual services, others will be multi team tasks or projects

OBJECTIVE:

Insert high level objective that your work is contributing to:

Provide high quality services at the lowest possible cost to Council Tax payers



HOW OBJECTIVE
WILL BE MET:

Insert Tasks which will deliver the objective:

Identify and deliver service improvements and efficiencies in the communications and operation of the new WODC waste and recycling service



USER NEEDS:

Insert high level user needs (in most cases these will apply to all users but can be used to consider whether the service is performing):

- *Need my waste collected on the designated collection day*
- *Want a simple service which is easy to use and understand*
- *Want a balance of service cost and quality*
- *Maximise quality & quantity of recycling/composted material*



DELIVERY METHOD:

Insert information on how tasks will be delivered and by whom:

- *Managed by Head of Env & Commercial services and Env services Manager, working in partnership with Ubico*
- *Review of service roll out issues, identify improvement plan, review operations and identify efficiencies, prioritise actions and deliver.*



TO WHAT STANDARD

State service standard (See guidance notes):

WILL WE DELIVER:

*Provide a minimum of 99.95% of collections on the designated collection day.
Send a minimum of 33.5% of household waste for composting or anaerobic digestion
Send 61% of household waste for reuse, recycling or composting.
Identify baseline contamination levels and reduce contamination
Reduce service costs (figure TBC)*



HOW WE MONITOR
OBJECTIVE WILL
BE MET:

State performance indicators and management tools which identify whether required outcomes are being met:

*Does selected service align with budgets – is it affordable? Budget monitoring.
Follow up consultation – is service easy to understand & use?
PIs - % collection on designated day, % of waste recycled or composted
Operational efficiency – scrutiny by Ubico & CDC*