

Appendix 9 - Review Scope (refined)

<p><u>Proposed Topic</u></p> <p>Waste Review</p>
<p><u>Description and Reason for Review</u></p> <p>Description</p> <p>Review into the service to inform the new Waste Strategy priorities and areas of action.</p> <p>Reason for Review</p> <p>The scope focused on the Waste Strategy (2018-2023) identifying that whilst the Council is exceeding its recycling target and is currently the second highest performer in Kent, similar services provided elsewhere have delivered higher performance.</p> <p>As the strategy will need refreshing in the near future, any resulting actions from a review would have the potential to be implemented within the new strategy</p>
<p><u>Link to Priorities</u></p> <p>Strategic Plan Priority: Safe, Clean and Green.</p> <p>Other: To support the Council in its partnership with Ashford and Swale Borough Councils, and with Kent County Council as the Waste Authority.</p> <p>Executive Priorities: The Commitment to tackling climate change in everything the Council does</p> <p>Other: Support from the relevant Lead Member on the Executive for Environmental Services.</p>
<p><u>Spotlight Review (in-depth day/two-day review)</u></p> <p>1. <u>lines of enquiry:</u></p> <ul style="list-style-type: none">• Explore options for increasing recycling rates through assessing the best practice of other Local Authorities with similar waste collection services. This should include reducing overall waste.• Assess customer satisfaction with the service, including interaction with customer services, and educational communications, to identify improvements.• To review the impact of shared waste collection facilities within/from new Housing Developments on the achievement of Waste Strategy targets.

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- To identify which actions within the Waste Strategy correspond with actions within the Biodiversity and Climate Change Strategy, and make recommendations to improve their shared achievement.

2. Agree stakeholders to be consulted/interviewed

Director of Regeneration and Place
Head of Environment & Public Realm
Waste Manager
Communications Manager
Customer Services Manager
Planning Dept. Major Projects Team Leader

Leader of the Council
Lead Members for Communication and Engagement and Environmental Services.

External Stakeholders:
Golding Homes
Hyde Housing
KCC/Kent Resource Partnership
KP Waste Crime Unit

3. Possible timescales

Spotlight review to be completed in 2 days in November, report to Committee and recommendation in December

4. Produce Evidence Pack to support review

(Put together ahead of Spotlight Review)

Includes:

Waste and Recycling Strategy 2018-2023
Information from APSE and the LGA
Data from other authorities; Kent, CIPFA nearest neighbours
Data on Stage 1 and 2 complaints relating to the service
Data from Biffa, e.g. route failures
Previous consultation data from residents' surveys

5. Produce questions to be put to consultees

Formulated via informal consultation with the Committee, based on lines of enquiry and the evidence pack.