

Scrutiny Board (Environment and Neighbourhoods)

Monitoring of recommendations: Inquiry into Bulky Waste Collections (2005)

Recommendation	Update	Status
<p>RECOMMENDATION 1</p> <p>That the department makes it clear and explicit to residents where and how bulky items need to be presented in order to avoid confusion for the operatives and the public. We also recommend that the department develop a method of identifying items for disposal, particularly in cases where a 'pull out' service is required.</p>	<ul style="list-style-type: none"> • Clear instructions given by call centre staff when bulky collection requested. • Details on the internet. • Regarding Headingley 'Exodus' separate letter sent to student residents detailing the service. • Consider putting aa information in future household information packs. 	<p>Ongoing</p>
<p>RECOMMENDATION 2</p> <p>That the department have a clear strategy to communicate with residents what constitutes trade waste (including arrangements for house clearances) and under what circumstances residents and the business community can be expected to be charged for the service.</p>	<ul style="list-style-type: none"> • Clear guidelines given by call centre staff, re: what can & can not be taken. Looking at possibility of providing information by e-mail or hard copy to residents address if required. • Clear details of what can be taken by the service on the internet. 	<p>Ongoing</p>

<p>RECOMMENDATION 3</p> <p>That the department establishes a clearly communicated procedure for missed collections.</p>	<p>More work needs to be done here to ensure missed collections are re-booked and householders notified.</p>	<p>Ongoing</p>
<p>RECOMMENDATION 4</p> <p>That the department undertake a thorough education campaign for Councillors, ALMO staff and members of the public with regard to what is hazardous waste and who to contact for its disposal.</p>	<p>Needs further work. City Services are in the process of formalising the arrangements for the collection and disposal of hazardous waste.</p>	<p>Ongoing</p>
<p>RECOMMENDATION 5</p> <p>That the department seek the views of users of the bulky items collection service in such a way as to provide baseline customer satisfaction information to compare performance year on year.</p>	<p>Changes have been made in response to customer feedback . Customer feedback through the Env. Call Centre is used to ensure service issues are dealt with.</p>	<p>Ongoing</p>
<p>RECOMMENDATION 6</p> <p>That the department develop key indicators which show the types of waste being collected and</p>	<p>Waste is recorded by type but as no weighing facilities at Household Waste Sorting Site difficult to accurately</p>	<p>Ongoing</p>

<p>their disposal to ascertain the percentage of bulky waste being recycled or going to landfill.</p>	<p>identifying recycling levels.</p>	
<p>RECOMMENDATION 7</p> <p>That the department review the new bulky items collection arrangements after a 6 month period and report back to the Board.</p>	<p>The new arrangement was reviewed and the outcome was to revert back to the booking system but retaining the 13 collections per year.</p>	<p>Completed</p>
<p>RECOMMENDATION 8</p> <p>That the department further develop initiatives which link the bulky items collection service with the recycling policy, such as liaising with voluntary furniture stores. We also recommend that the department seeks ways of establishing partnerships with other areas of the voluntary sector which may provide an avenue to recycle and re-use materials, in consultation with Area Committees.</p>	<p>Discussions with the voluntary sector have started. Positive discussions through the Voluntary and Community Sector Recycling Credit Scheme. Some capacity building is needed with individual groups to get to the point where they could collect on behalf of L.C.C.</p>	<p>Ongoing</p>
<p>RECOMMENDATION 9</p> <p>That the department look for</p>	<p>Exploring the possibility of developing a</p>	<p>Ongoing</p>

<p>further income generation schemes in terms of recycling and re-use.</p>	<p>re-use shop as part of the East Leeds Household Waste Sorting Site redevelopment.</p>	
<p>RECOMMENDATION 10</p> <p>That the department consider the use of the internet in accessing the service both in terms of information and in requesting a service.</p>	<ul style="list-style-type: none"> • Internal booking currently being developed. • SMS Texting trial recently concluded with positive results. 	<p>Ongoing</p>
<p>RECOMMENDATION 11</p> <p>That the department investigate and discuss the following options as a basis of finding a solution to the issue of charging ALMOs for disposal of bulky items:</p> <p>That the department establish whether it would be possible to define ALMOs as agents of the department when collecting and disposing of bulky items.</p> <p>That the department, in conjunction with the Strategic Landlord and ALMOs, investigate the possibility of ‘top slicing’ the management fee</p>	<p>ALMO’s not charged for the disposal of bulky items if collected by City Services.</p> <p>Last advice from EA was that this would not be possible.</p> <p>The collection of bulky household items is collected by City Services is free.</p> <p>Any other type of waste collected by the ALMO’s would be non domestic and</p>	<p>No progress</p>

<p>allocated to ALMOs to provide an annual payment to the City Services department, together with a service level agreement which allowed a defined number of free visits to disposal sites for ALMO operatives.</p>	<p>therefore chargeable.</p>	
<p>RECOMMENDATION 12</p> <p>That the department reinforce the relationship with the caretakers of multi-storey accommodation to encourage them to request the collection service in good time and to help manage how bulky items are presented where there is an issue of health and safety.</p>	<p>Current arrangements appear to work well.</p>	<p>Ongoing</p>
<p>RECOMMENDATION 13</p> <p>That the department considers its service to multi-storey accommodation and how it might encourage residents to make full use of the bulky item collection service provided by City Services.</p>	<p>The bulky item collection service for multi storey properties appears to be working.</p>	<p>Ongoing</p>

<p>RECOMMENDATION 14</p> <p>That the department seek clarification from the ALMOs as to their preferred approach to the collection of flytipped waste, establishing clearly what is the department's responsibility and what is the ALMOs' responsibility when dealing with flytipped waste.</p>	<p>The ALMO's currently collect fly-tipped/dumped rubbish from their land and dispose through external waste disposal contractor. City Services are not involved in this process.</p>	<p>Completed.</p>
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