

Charnwood Borough Council

Assessment Report

1. What was being assessed, the scope of the assessment and objectives:

Waste Collection Policy, which sets out the policy for collecting waste from domestic properties in Charnwood.

Objectives:

To establish arrangements for collecting household waste and recycling;
To establish the policy and procedure for the charging of and the collection of garden waste;

To describe the assistance available with the collection of bins or bags; and

To promote a fair, effective and cost efficient collection service.

2. Data and information considered

Waste Collection Policy.

3. Who was involved or consulted

The Policy was approved by Cabinet in March 2009, as part of the re-tendering of the Environmental Services Waste Collection and Street Cleaning Contract.

4. Findings and options identified to reduce adverse impact

Reference is made in the policy to accommodating the collection needs (including garden waste) of people who are elderly, and to the additional waste potentially generated by young children and families.

Reference is made to accommodating the collection needs of people who have a disability, presumed to include both mental and physical disabilities. The additional waste potentially generated by people with a disability is also acknowledged.

The layout of the document could be revised to improve accessibility for people with sight impairment. The language used could be simplified, or an explanatory leaflet produced, to aid understanding for residents with literacy difficulties.

The policy takes account of the potential needs of people whose culture and tradition is to live in homes of multiple family occupation, or where circumstances make this a requirement.

There are potential difficulties regarding English comprehension, particularly amongst migrants.

The final paragraph refers to 'Churches' and should be amended to 'Places of Worship' to be more inclusive.

The effect of charging residents for the removal of garden waste treats those residents with a lower income less favourably, for which a 'Recording a Reasonable Adjustment' pro forma has been completed.

5. Changes made or to be made (if any)

Continue to monitor the results of customer satisfaction surveys to ensure that the needs of service users are being met effectively.

Prepare a simplified version of the Policy to be publicised through the CBC website.

Use more inclusive language by replacing 'church' with 'place of worship'.

6. Plans and timescales for change

Customer satisfaction surveys are carried out quarterly, and will continue to be monitored. The content of the Policy is conveyed through the website, and work is to be carried out to make this more user-friendly by January 2011. The language used to describe places of worship was revised in July 2010 to be more inclusive.

7. Monitoring arrangements to be used to assess impact e.g. satisfaction testing

A quarterly satisfaction survey is carried out as part of the Environmental Services contract. This is a telephone survey of 200 respondents, from a range of demographics. The results are assessed each quarter, and modifications to the service considered, based on the results.

8. Contact details should anyone have queries

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