

# OXFORDSHIRE WASTE PARTNERSHIP JOINT COMMITTEE

23 October 2009

## The Waste Collection Commitment

### 1 Purpose of Report

- 1.1 To give an overview of the Waste Collection Commitment, supported by the Local Government Association (LGA) and Waste & Resources Action Programme (WRAP), to enable partner collection authorities to make an informed decision on whether to sign up to the Commitment.

### 2 Background

- 2.1 The Waste Collection Commitment (the Commitment) has been developed as a result of recommendations made by the Communities and Local Government Select Committee, which said that *“there is a strong case for moving towards a basic understood standard, if not for collection methods or timings or frequency or type, at least for what the householder who pays, at least in part, for refuse collection through his or her council tax should be able to expect from the local authority.”* In response, Defra invited WRAP and the LGA to develop a set of principles for a good waste collection system.
- 2.2 The Commitment is consumer focused and has been developed out of the findings of comprehensive market research, to better understand those aspects of waste collection services that householders considered most important.
- 2.3 The Commitment is a voluntary, service-level agreement and there are no reporting requirements associated with signing up. By signing up to the Commitment, a local authority is committing to ensuring that the needs of its residents are central to the design and delivery of their waste and recycling collection services.
- 2.4 The Commitment:

“We are committed to providing waste and recycling services which are good value for money and which meet the needs of our residents. This means we will:

1. Explain clearly what services you can expect to receive;
2. Provide regular collections;
3. Provide a reliable collection service;
4. Consider any special requests that individual households may have;
5. Design our services and carry out collections in a way that doesn't produce litter;
6. Collect as many materials for recycling as we can and explain to you what happens to them;
7. Explain clearly what our service rules are and the reasons for them;
8. Tell you in good time if we have to make changes to your services, even temporarily;
9. Respond to complaints we receive about our services; and
10. Tell all our residents about this commitment to collecting waste.”
- 11.

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- 2.5 The Commitment offers a useful opportunity to 'close the gap' for residents between their council tax and the local services it pays for.

### **3 Financial, Risk and Staff Implications**

- 3.1 There is no direct cost involved in signing up to the Commitment. The risk is a partner authority not delivering their waste collection services according to the Commitment. This could lead to negative householder opinion of the collection service. All staff involved in the delivery of waste and recycling collection services must be made aware of the Commitment and ensure that their authority is delivering its collection services in line with its principles.

### **4 Areas Affected**

- 4.1 All Partner collection authorities are affected by the matters within this report.

### **5 Effect on Strategic Policies**

- 5.1 Signing up to the Commitment would support the following Policies:

Policy 3 to help householders and individuals to reduce and manage their wastes through the provision of advice and appropriate services;

Policy 5 to reduce the growth of municipal waste across the County;

Policy 6 to provide an integrated system of collection and processing of household waste to achieve recycling and composting targets;

Policy 7 to ensure that recycling facilities and services are available to all residents;

Policy 8 encourage householders to separate waste for recycling collections by providing targeted information and awareness raising.

### **6 Options or Alternatives**

- 6.1 N/A

### **7 Recommendations**

- 7.1 That Partner collection authorities sign up to the Waste Collection Commitment.

### **8 Reasons for Recommendations**

- 8.1 The Commitment aims to clearly set out, through a number of general principles, the standard of service that every household should expect from their waste collection services and provides councils with advice on how to improve their services. This clearer understanding will help to deliver improved customer satisfaction and increase participation in recycling schemes.

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Background Papers: The Waste Collection Commitment, Waste & Resources Action Programme, September 2009