



Background

The overriding objective of the Joint Waste Collection Contract is to achieve a service that demonstrates ongoing performance improvement, high levels of customer satisfaction, innovation and value for money. The Contractor is required to set out a Service Improvement Plan on an annual basis that addresses how continuous improvement will be delivered.

2018-19 Improvement Plan

The attached plan covers the period 2018-19. It sets out the projects and outcomes to be delivered by March 2019 under the following five priority areas:

1. **Service Delivery Improvements:** this focuses on achieving contract KPI performance targets by improving the accuracy of the round data and improving the way information is presented on in-cab devices. It also sets out the timetable to review rounds and create efficiencies in preparation for a future contract wide round review.
2. **Technology improvements:** this sets out the timetable for delivery of improvements to the garden waste administration portal and other Amey customer facing webforms as well as introducing client reporting tools and other software to improve the way in which complaints are managed.
3. **Safety and well-being of staff:** this aims to improve the health and safety culture within the contract and achieve compliance with health and safety policies through a process of engagement and more efficient reporting tools.
4. **Contractual Delivery /improvements:** this sets out the timetable for delivering improvement in other areas where the contract requirements are not being met such as resources for the collection of large fly tips, cleansing of high-speed roads, bulky waste reuse and contact centre complaints handling. It also sets out the timetable to develop a strategy for commercial waste collections.
5. **Route Optimisation and Cross boundary working:** the proposals for a contract wide round reorganisation will start to be developed from December.

Governance

A Service Improvement Plan will be drafted by Amey each year and brought to the Joint Waste Committee for review.

It will be monitored by JWS through the monthly operational board meetings. Updates will be brought to every Contract Partnering Board and Joint Waste Committee.

Recommendation: The Joint Waste Committee are asked to note the Service Improvement Plan