

Audit and Scrutiny Committee 19 June 2018 - Agenda Item 12 Appendix 1

| Proposal Title | 3 Weekly Refuse Collection |
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| Proposal Text | <p>The operation of the new 3 weekly bin collection and recycling policy/regime, which touches on every household and business in Argyll and Bute and was driven by very defined financial and environmental drivers. It has been in substantive operation for over a year now so has bedded in, but the end to end operation would probably benefit from an independent to review to ensure it is working effectively and delivering the benefits mooted.</p> <p>1. Why you are proposing the topic. I am proposing the topic as few services the council's deliver touch every household and are regarded as the primary duty of well run council – Picking up the rubbish is a litmus test if you like. Also it is a topic that spans back office and front office functions and how well they work together. This has also been an area of seismic change and it is important after the dust has settled to see objectively if it has been a change for the better and if the original design can be further improved.</p> <p>2. What are the key questions which you would like the review to consider. The review needs to ascertain if the new service has bedded in effectively in terms of sufficiency of resources to work it (failure demand), in terms of efficiency of end to end service delivery (and benchmarked with other rural councils), in terms of realising the benefits originally mooted and if improvements can be made to people, tools, processes and systems.</p> <p>3. What would you hope the review to achieve / or what outcomes would you anticipate? To demonstrate to elected members and the public that we are not afraid to scrutinise even contentious subjects in a determined effort to continually improve. To identify successes and address shortcomings and to bring a fresh and independent perspective on positive changes that can be made where needed.</p> |