

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Acting Director of Housing, Regeneration and Environmental Services (Land and Environmental Services)

Community Safety and Environmental Services Committee: 4 April 2007

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**Subject: Waste Services - Charter Mark Surveillance Audit – January 2007**

#### **1. Purpose**

- 1.1** To inform the Committee of the outcome of Charter Mark surveillance audit of Waste Services held on 9 January 2007.

#### **2. Background**

- 2.1** Charter Mark is a government initiative managed by the Cabinet Office to encourage excellence within public services. It challenges organisations to set and publish standards and thereafter to be accountable to customers for those standards. It also encourages innovation and service improvement. By achieving Charter Mark, organisations demonstrate that they put their customers first and make service improvements based upon customer needs.
- 2.2** Waste Services attained the Charter Mark standard in November 2005. The surveillance audit was carried out to ensure that the action plans agreed at the initial inspection of the service are being progressed and to confirm that the service continues to meet the Charter Mark standard and demonstrates continuous improvement.

#### **3. Main Issues**

- 3.1** The one day surveillance audit was performed by Charter Mark assessors SGS Limited. The audit involved an assessment of evidence to support the progress of the action plan (this resulted in 15 of the 17 actions in the action plan being closed as complete) and a review of all Charter Mark criteria to ensure ongoing compliance with the standard. The audit also sought to establish service improvements made since November 2005.
- 3.2** The auditor met and conducted interviews with customers, service users and staff to gauge their opinion of the quality of the service.
- 3.3** Following the surveillance audit, a report was submitted by SGS indicating that Waste Services continues to meet the Charter Mark standard. The main findings were as that an ethos of continuous improvement is evident in discussion with officers. Customers spoken to were generally happy with the service provided. The service has delivered significant improvements in the amount of waste being recycled over the past year. The service has worked to improve service delivery in line with the Charter Mark action plan. The service has worked with partners as part of joint projects and is valued by both partners and the community.

The service has significantly increased local recycling provision in the local community by increasing recycling, providing a more local services and improving customer choice.

- 3.5** As a result of the positive outcome of the surveillance audit, SGS Limited has advised that it will not be necessary to review the service, in the context of Charter Mark standard compliance, until the re-application for Charter Mark is due in November 2008.

**4. Personnel Issues**

- 4.1** There are no personnel issues associated with this report.

**5. Financial Implications**

- 5.1** There are no financial implications associated with this report.

**6. Risk Analysis**

- 6.1** There are no risks associated with this report.

**7. Conclusions**

- 7.1** The findings of the surveillance audit indicate that Waste Services demonstrates continuous improvement in service delivery and confirms that the service continues to meet the Charter Mark standard.

**8. Recommendations**

- 8.1** **The Committee is invited to note the content of this report.**

**Ronald M Dinnie**  
**Acting Director of Housing, Regeneration and Environmental Services**  
**(Land and Environmental Services)**  
**March 2007**

**Person to contact:** Graham Pollock, Manager, Environmental Services  
Rosebery Place  
Clydebank G81 1TG  
Telephone 01389 738593  
[Graham.Pollock@west-dunbarton.gov.uk](mailto:Graham.Pollock@west-dunbarton.gov.uk)

Rodney Thornton, Section Head, Waste and Transport  
Services  
Waste and Transport Services  
Richmond St  
Clydebank G81 1RF  
Telephone 01389 738731  
[Rodney.Thornton@west-dunbarton.gov.uk](mailto:Rodney.Thornton@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** Report to Environmental Services and Community Safety  
Committee on 11 January 2006 entitled; Attainment of  
Charter Mark Accreditation 2005 – Waste Services  
Section

**Wards Affected:** All