Technical & Local Services

Councillor
Brian
Davies

Councillor
Joy
Shearer

Councillor
Barry
Thomas

John Owen
Group Director

Portfolio Holders

The Directorate s assessment of its services determined that a proactive approach to the further development of performance management was evident although a lack of firm comparative information across all services made it difficult to make a judgement on targeting future improvement.

Specific improvements include:

- **Establish an inventory for the Highways Asset; 5-year plan to deliver the Asset Management Plan by 2006**
- **Implement touch-screen kiosks for Public Transport information**
- **Improve systems for financial information to the Authority s Refuse Service**

Best Value Reviews

Several service areas have been the subject of Best Value reviews, indeed the Directorate has taken a proactive approach to the use of the review system to drive improvements, as detailed below.

Technical & Local Services gear up for Safe, Clean & Tidy
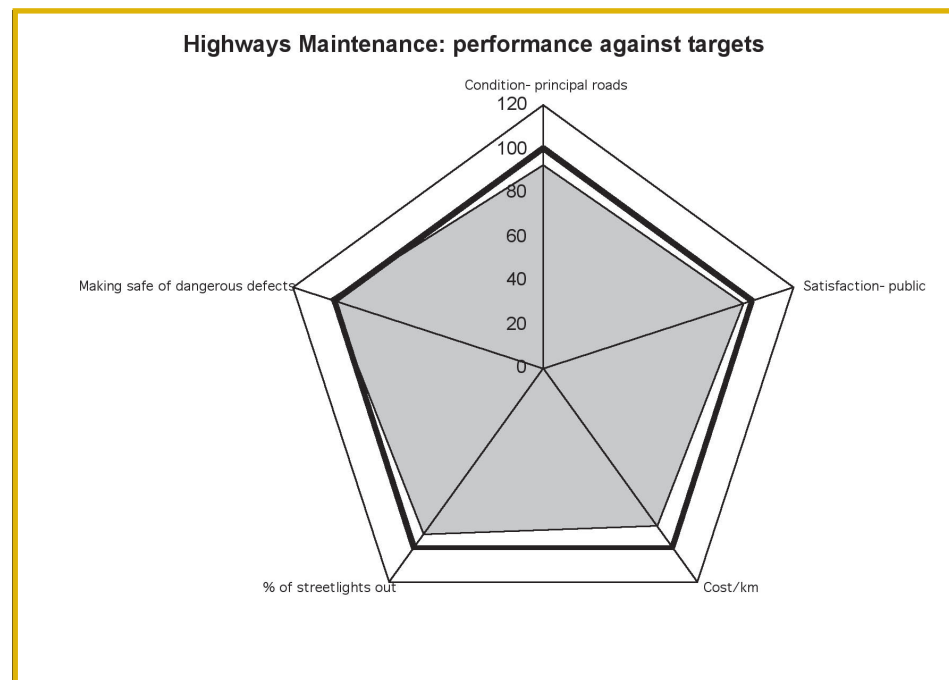
The Technical & Local Services Directorate will shortly be introducing a new method of working which should consolidate improvement in service delivery and through better programming, provide communities with noticeable benefits.

The scheme called **Safe, Clean & Tidy** is essentially a means of ensuring that when we carry out significant work in a particular area we will at the same time deal with other cyclical maintenance work and minor repairs. In some instances works will be brought forward saving the need to visit the area again later, reducing the disruption to residents and motorists. When the work is completed we will make sure that the area is left safe clean and tidy .

This one hit approach to service delivery is intended to improve the quality of service as experienced by all our stakeholders. It will be reinforced through initiatives to improve the quality of public information concerning forthcoming works and more consultation with road users and pedestrians to ensure that the services are targeted at the needs and aspirations of the community.

More details of this programme can be found in the Technical & Local Services   Service Delivery Plan 2003-04 which is available on request or on the internet at http://Highways.powys.gov.uk. Alternatively, if you wish to speak to someone about this programme please contact the Technical & Local Services Helpdesk on 0845 607 60 60.

Highways Maintenance

Highways Maintenance: performance against targets

REVIEW	OUTCOME
Amenity Services	It is expected that improvements in the provision of Street Cleansing, rationalisation of Public Conveniences to enhance quality, and a long-term strategy for market development will result from this Action Plan. A strategic review of produce market services will be undertaken during 2003/04.
Car parking	Key improvements resulting from the BV Action Plan are increased recovery of Excess Charge Notices, increased income and the rationalisation of charging systems across the Authority. The Action Plan is now being monitored through a Member-Officer working Group
Waste Management	The development of a unified structure and system that is able to deliver an enhanced service, increased recycling in line with Welsh Assembly Government targets, and improvements in the Risk Management of closed landfill sites
Highways Maintenance	The Key improvements highlighted in the Action Plan will ensure more efficient use of a limited resource, enhanced communications and a better understanding of service performance which should all lead to improved user satisfaction
Laboratory	The review of the Council s Laboratory has identified efficiency savings as well as additional services such as asbestos testing. The Laboratory has made a small profit on its business in 2002/03.
Fleet Management	The Best Value Review identified radical changes in the Fleet Management Service. A new computerised Management System has streamlined procedures and under the direction of a newly appointed manager the service is meeting customer expectations.
Buildings Maintenance	Key improvements are improved financial control, better risk management and enhanced access to performance and service information by both services users and management

The diagram above identifies the Directorate s performance in relation to National Assembly indicators that consider different aspects of Highways Maintenance performance. The diagram also reflects the public s level of satisfaction of the service which was measured during a comprehensive consultation exercise for the Highways Maintenance Best Value Review.

The making safe of dangerous defects is expected to be slightly above target. It is expected that further development in works programming and information systems will show an improvement in performance during the coming year.

Although slightly below target, the indicator relating to road condition compares well with other Welsh Authorities, with past performance showing Powys in the top quartile.

The satisfaction measure is slightly below target, although it should be noted that this was an estimated target, as no prior baseline data was available.

Providing the County s Infrastructure

Recycling and Composting

The Council is committed to recycling and composting and is currently one of the best performing in Wales. Last year we recycled and composted 19% of all waste collected. This is considerably ahead of the targets set by the Welsh Assembly Government for local authorities for this year. The Technical and Local Services Directorate will continue to expand existing recycling and composting facilities and schemes, whilst introducing lots of new initiatives. Our success is thanks to a dedicated workforce and enthusiastic participation from the public.

In the last six months over 3,000 more householders can recycle from home through the expansion of the door-to-door recycling scheme. Since November, households in Berriew, Llanfair Caereinion, Middletown, Montgomery, Trewern, Llanfyllin, Llanfechain, Four Crosses, and Llanidloes have been added to the scheme. Through the hard work of the recycling crews in the area and the public doing their bit for the environment, 150% more material is collected for recycling than this time last year.

Door step recycling

Each household receives two rolls of clear bags, one with red lettering for cans and plastics, and one with black lettering for paper, cardboard, textiles and shoes. Householders are required to put the right recyclable rubbish into the right bags and then leave them out for collection on the same day as a normal refuse collection. It s that easy!

Following the door-to-door recycling collection in Llandrindod Wells, two further major towns in Radnorshire, Rhayader and Knighton, have recently been introduced to the scheme too. We are now looking at expanding the scheme further south in the County and we will keep everyone informed of our plans.

Garden waste

Garden waste can make up 20% of the waste taken to landfill — especially in the summer. Using Brecon as a trial community the Council has embarked on a new initiative to collect garden waste separately. Householders have been presented with a pack of biodegradable paper sacks in which to put their garden waste. The waste will then be composted and used beneficially instead of simply ending up in landfill. If the scheme is successful this summer, we will investigate the possibility of expanding the service to more areas next year.
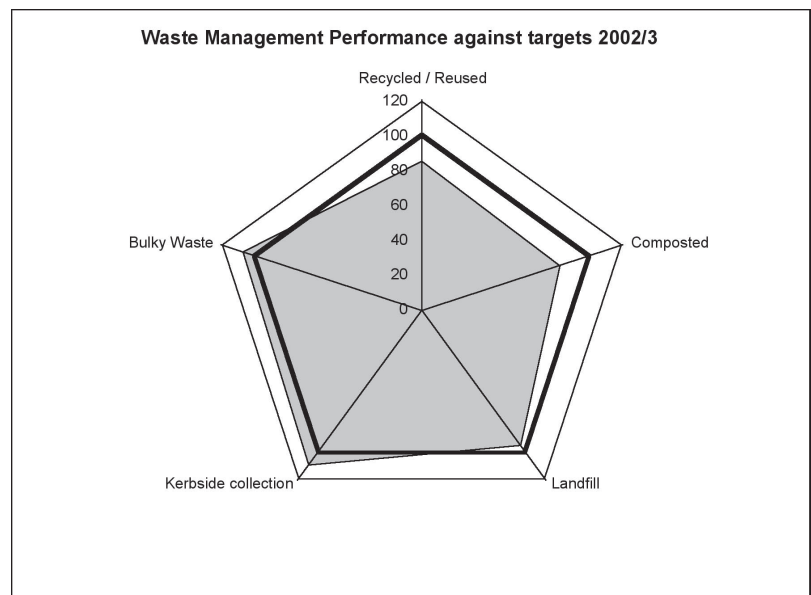
Want to know more?

Our Waste Management website is under construction and will be ready very soon. You ll find lots more information about recycling and composting! . You can locate your nearest bring banks or Waste and Recycling Centre, search the A-Z of waste, find out about the latest schemes and lots, lots more. Log on to http://waste.powys.gov.uk or phone the Technical and Local Services Helpdesk on 0845 607 6060.

Home composting

Home composting is the most sustainable way of dealing with your garden and kitchen waste. The compost produced is extremely beneficial for your garden too! Home compost bins are available through the Council at competitive rates delivered to your home AND includes a free kitchen caddy for biodegradable waste! Send your completed form with a cheque for £15 to County Hall.

Waste Management

Waste Management Performance against targets 2002/3

The diagram above identifies the Directorates performance in relation to National Assembly indicators monitoring the percentage of municipal waste managed in differing ways. The diagram also identifies the percentage of the population receiving a kerbside collection of recyclables service against the target for the year and the performance of the bulky waste collection service.

The composting and recycling of waste is slightly below target at around 84% which accounts for the higher than targeted percentage of waste being landfilled. This failure to meet the targets for recycling was due to a delay in the trade waste recycling programme, since started, and lack of a reporting procedure for composting of rural road sweepings, now in place. However, the extension of the kerbside collection service exceeded targets and should contribute to lower landfill volumes as the exercise is extended in the new year. The introduction of targets for the bulky waste collection service has helped to improve this service to the point where it is exceeding service standards by 8%.

Special Offer!

330 litre compost bin with access hatch + free kitchen caddy delivered to your home for only £15!

This composter is made from 100% recycled green plastic. It needs no assembly and is easy to use.

I would like to order

☐ 330 litre compost bin(s) with hatch + free kitchen caddy at £15 each

I enclose a cheque/postal order for £ . . . . . . made payable to Powys County Council.

Name ·

Address . . . .

. . . .

. . . .

. . . . Post Code · . . . .

Daytime tel.no . . . .

Send to: Waste Management Section, Powys County Council, County Hall, Llandrindod Wells, Powys LD1 5LG.
Tel: 0845 607 60 60
Delivery within 28 days from receipt of order.
This is a limited promotion and can be withdrawn at any time. Subject to availability.

Powys