

SERVICE SPECIFIC OBJECTIVES 2005/6

WASTE AND RECYCLING

Service Specific Objective: To provide a cost effective and customer focussed refuse and recycling service which progressively and substantially reduces the amount of waste going to landfill

Sub Objective	Action	Target(s)	Performance Indicator	Person responsible for achieving	Strategic Plan Cross Reference CP=Community Plan CSP=Community Safety Plan
WR1 To agree a joint waste strategy	To develop a waste strategy in conjunction with the WLWA and its constituent boroughs.	Summer 2005	Approval by Mayor for London	Malcolm Sharp, Sue Duckworth	Civic Guardian (CP)
WR2 Ensure the new refuse and recycling contract delivers on-going improvements and investigate the benefits of integrating with other street scene services.	Review customer satisfaction levels Increase recycling tonnages Produce an options report on integration	To decrease missed collections by 25% To investigate measures required to achieve a 30% recycling rate. To report to Cabinet by September 2005	BVPI 82 a & b BVPI 84 Cabinet Report by June 2005.	Malcolm Sharp, Sue Duckworth,	Improve Customer Services Clean and Green Streets (CP)
WR3 Increase recycling of "dry" materials to 22% by	Expand recycling facilities on estates Oversee an ongoing maintenance programme for	300 sites with facilities by March 2006, collecting 600 tonnes for recycling	BVPI 82a	Esther Lewis, Jo Surcouf, Sara Davarbakhsh	Clean and Green Streets (CP) Civic Guardian (CP)

	recycling sites Increase recycling of street cleansing and in-house waste	30 sites improved			
WR4 Improve facilities and maximise recycling at Townmead Road and Twickenham MRF	Increase recycling at Townmead Road in 2005/6 Examine throughputs and consider long term handling options for recyclables	Achieve 35% recycling rate	% achieved	Chris Wardle, Mick Garstang, Chantelle Austin, Esther Lewis Paul Hutchison, Dean Hobbs, Ronnie Teulon	Clean and Green Streets (CP) Civic Guardian (CP)
WR5 Substantially reduce the level of organic waste going to landfill	Expand the opt in sack and wheeled bin garden waste collection Investigate the expansion of the kitchen waste trial Deliver the WRAP funded home composting promotion	Recycle 6% of green waste by 2005/6 Increase the home composting rate from 50% (WRAP target 55% by end 2006)	% achieved	Dave Ingham Lydia Broome, Sara Walton	Clean and Green Streets (CP) Civic Guardian (CP)
WR6 Deliver an on-going waste reduction programme and promotional campaign to borough residents	Develop a practicable waste minimisation strategy in compliance with the RPA findings Maintain a waste reduction, reuse and recycling marketing strategy	Improve EcoAction website to e-govt standards Deliver Bin Blitz scheme to 400 h/hlds Increase Repaint & Scrapstore visits		Sue Duckworth, Jane Elmslie, Sara Walton	Improving Customer Service (CP) Clean and Green Streets (CP) Civic Guardian (CP)

Support the Waste Disposal Scrutiny task Group

Deliver real nappy project in partnership with LB Hounslow

Deliver Recycling Ranger show to 20+ primary schools

Recruitment of Environment Asst by May 2005