

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 8 JULY 2008

Title:

ENVIRONMENTAL SERVICES WASTE/RECYCLING TEAM RESTRUCTURE

[Portfolio Holder: Cllr J R Sandy]

[Wards Affected: All]

Summary and purpose:

The purpose of this report is to seek authority to increase the establishment of Environmental Services by one part-time post.

Environmental implications:

The adequate staffing of the Environmental Services Customer Team is essential to the delivery of an effective waste management service which directly affects the environment of the borough.

Social / community implications:

Interaction with, and response to the community is key to the delivery of an effective customer focused service.

E-Government implications:

The management of domestic waste requires effective and user-friendly communication with all of the householders in Waverley, and those who can influence their household waste practices. Enhanced communication through the Council's website will benefit that process.

Resource and legal implications:

The report concerns an increase in resource within the existing Manpower Budget allocation. There are no legal implications.

Introduction

1. The Council's Principal Recycling Officer left the employment of the Council on 31st March 2008. This has provided the opportunity to restructure the Waste and Recycling Team to achieve clearer lines of responsibility and reporting and a more rational structure. It is proposed that the Section be re-structured with the appointment of an Environmental Services Waste Manager and a Recycling Manager who has deputising powers for the Waste Manager. There will be clear lines of reporting to those posts by the other Waste, Recycling and Environmental Cleaning Officers. It is proposed that existing team members be eligible for the re-titled posts and revised salary structures be determined through the normal Job Evaluation procedure.

Customer Services

2. The proposed re-structure and re-alignment of salary scales enables the establishment of a part-time (20 hours per week) Customer Services Adviser within the overall existing Manpower Budget provisions. There are, therefore, no financial implications in this proposal. However, the increase in establishment requires Council authority in accordance with its agreed policy on staffing.
3. There is currently only one dedicated full-time officer responding to customer calls. The other members of the team assist with this task but have other duties in recycling initiatives, schools' projects, green waste initiatives, on-site customer liaison, performance indicator monitoring and street-scene matters. The constant interruption to other staff to assist with routine call-handling is not the most efficient use of their time on project-related work and contract monitoring and management.
4. The greater proportion of customer calls is normally received in the early part of the day. An additional resource, mornings only, would be of great benefit in relieving project and contract management staff at the time of greatest demand and would enable the full-time call-handler to be relieved periodically to assist in project-related work. The on-site Liaison Officer would also be able to conduct more calls in the morning.

Financial Implications

5. The appointment of a Customer Services Adviser for 20 hours per week can be accommodated within the existing overall Manpower Budget allocation for this Section of Environmental Services. There is, therefore, no additional burden on that budget.

Conclusion

6. It is concluded that the appointment of a 20 hours per week Customer Services Adviser to support the Waste and Recycling Team of Environmental Services would have significant benefits in the effectiveness and efficiency of that Team and in the response that we are able to give to customers. It will also be of benefit in reducing the strain on those who are permanently customer-facing with corresponding reduction in health related stress.

Recommendation

It is recommended that the increase in the establishment of the Environmental Services Team by one part-time post of Customer Services Adviser for 20 hours per week be approved and met from existing staffing budgets.

Background Papers (CEx)

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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