



**Service Delivery
Committee**

**Tuesday, 21 March
2017**

Matter for Information

Title: Operations Services Update

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1. Introduction

This report covers progress and developments within the Operations Services setting out achievements and work in progress.

2. Recommendations

That Members note the information provided within the report.

3. Waste & Recycling

3.1. Refuse and Recycling Consultation

The waste consultation survey went 'live' on February 16 and ran until 12 March, 2017. The survey consisted of six questions relating to waste and recycling arrangements together with the opportunity to leave a general comment. Much consideration from both Officers and members was given to the wording of the questions asked, alongside the opening paragraph that communicates the backdrop and reason for undertaking the consultation.

Only residents of Oadby and Wigston were eligible to complete the survey and it was on a per household basis – not per individual. The survey was available on our website, social media channels, by paper copies that were available from the Customer Service Centre and Brocks Hill. Plus it featured prominently in the Letterbox newsletter for which the print and distribution method was brought forward with the aim of Letterbox being delivered between 27 February and 6 March ahead of the consultation cut-off.

This multi-channel approach should provide a good cross-section of responses from different resident demographics. A response rate of 1k – 2k is considered to be sufficient as a reliable evidence base when considering the topic of the survey and the marketing undertaken. A response rate close to 2k would be viewed very successful in terms of returns for a Borough of this size.

The paper and online results will begin to be assimilated as from 13 March with the results being reported to the Change Management Committee on 5 April. There will be a more detailed second consultation in the summer – when the results and methodology of this initial survey have been fully examined.

3.2. Garden Waste

The garden waste service has re-commenced. The uptake for garden waste bins is now at 68% across the borough and continues to be an upward trend with another 35 requests in the first week of the service re-commencing.

4. Street Cleaning

Recruitment to the South Wigston town centre operative job has taken place.

5. Graffiti

There has been an outbreak of graffiti in Wigston town centre and the Little Hill Estate, Wigston. The Operations team are assisting the Police who are leading on these particular incidents.

6. Grounds Maintenance

Works are being undertaken during this period. The main ones are:

- Bushloe House has been revamped grasses and shrubs have been planted
Tree saplings have been planted at Rosemead Drive to re enforce the hedgerow;
- Trees saplings have been planted around Peace Memorial Park;
- Badge bed has been ordered for Peace Memorial Park to commemorate 100 years of the Lions International Club, which supports the needs of local communities; and
- Storm Doris caused trees to come down in the borough and these were dealt with immediately by the Operations team. Officers worked after hours to make sure a damaged tree was taken down safely on Welford road without incident.

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Implications	
Financial (CR)	No significant implications.
Legal (CR)	No significant implications.
Risk (BK)	CR1 Decreasing Financial Resources - In relation to waste collection. CR4 Reputation Damage - Failure to provide or reduce services.
Equalities (BK)	No significant implications.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable