

ANGUS COUNCIL

ENVIRONMENTAL AND CONSUMER PROTECTION COMMITTEE – 13 AUGUST 2002

REFUSE COLLECTION AUDIT

REPORT BY DIRECTOR OF ENVIRONMENTAL AND CONSUMER PROTECTION

**Abstract**

To advise Members that a report has been compiled on the recommendation of the Accounts Commission on the refuse collection service performance.

**1. RECOMMENDATIONS**

It is recommended that the Committee note the report.

**2. BACKGROUND**

The Accounts Commission for Scotland National Audit of DSO/Client Monitoring of Refuse Collection recommends that Client Services has a duty to report the volume, source and nature of complaints, so that service failures can be monitored effectively and that this information should be reported to members on an annual basis with summary detail of action taken to resolve consumer concerns.

**3. THE REPORT**

A full report and statistical data is available in the Members Lounge providing information on:-

- The nature and number of complaints received.
- Statutory performance on missed bins.
- Refuse collection monitoring
- Customer survey on the refuse collection service.

**4. FINANCIAL IMPLICATIONS**

There are no financial implications as a consequence of this report.

**5. HUMAN RIGHTS**

There are no human rights issues associated with this report.

**6. CONSULTATION**

The Chief Executive, Director of Finance, Director of Law and Administration and the Contract Services Manager have been consulted on the contents of this report.

**S R Heggie**

**Director of Environmental and Consumer Protection**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing this report.

**IW/FMCI**

**23.7.02**