

ANGUS COUNCIL

ENVIRONMENTAL AND LEISURE SERVICES COMMITTEE – 28 AUGUST 2003

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