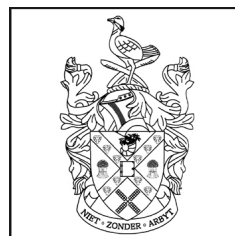


New Expenditure Proposals for the Medium Term Financial Strategy



South
Cambridgeshire
District Council

1. Service: Environmental Health – Waste & Recycling Collection Customer service	2. Submitted by: Dale Robinson
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<p>3. Brief Description of the proposal: Refuse and Recycling Officer To continue with the post of Refuse & Recycling Support Officer after 31st March 2004 on a permanent basis following the termination of the current temporary position.</p>

4. Costs (£000s)				
Detail	2004/05	2005/06	2006/07	2007/8
Employee salary		21	21	21
Total Costs:		21	21	21

<p>5. Reason for bid:</p> <table style="margin-left: 40px;"> <tr> <td><input type="checkbox"/></td> <td>Inescapable</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Related to one or more of the three priorities</td> </tr> </table>	<input type="checkbox"/>	Inescapable	<input checked="" type="checkbox"/>	Related to one or more of the three priorities
<input type="checkbox"/>	Inescapable			
<input checked="" type="checkbox"/>	Related to one or more of the three priorities			

<p>6. Policy Justification: Improving Customer Service Priority – Improve user satisfaction figures for refuse and recycling services; and support New Settlements and Community strategy priorities and continuation of the Council's priority of recycling in 2003/04.</p>

<p>7. Benefit for service users/public: By the end of the March 2005, the post holder is anticipated to have dealt with 1650 customer enquiries and complaints. The proposal will allow for the level of activity to be resourced and residents new and existing will be able to have their concerns dealt with in a professional and timely manner. Complaints about the service will be able to be effectively addressed. Residents will be able to use the services to maximum effect thereby reducing future increases in collection and disposal cost.</p>
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8. Impact on Performance Indicators:			
Performance Indicator		Estimated performance in 2004/2005	Estimated improved performance in 2005/2006
#	Description		
BV82a & b	Waste recycled and composted	As proposal is for continuation of an existing post, no improved performance expected but removal of the post is anticipated to lead to a poorer performance in the indicators.	
SE200	Missed collections rectified		
BV84	Waste collected per head		
BV90a	Satisfaction with household waste collection		
BV90b	Satisfaction with recycling service		

<p>9. Implications if not approved: Approximately 1650 customer and Member enquiries and complaints will not be effectively handled resulting in loss of reputation to the Council, customer dissatisfaction with a possible worsening of the Best Value Performance Indicators above and unacceptable pressure on remaining staff. The continuation of the success with integrated waste collection scheme may be jeopardised.</p>
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