

Report to the Cabinet

Report reference: C/145/2005-06
Date of meeting: 10 April 2006.



Portfolio: Finance and Performance Management.

Subject: Refuse Service – Satisfaction Survey

Officer contact for further information: Bob Palmer (01992 – 56 4279).

Democratic Services Officer: Gary Woodhall (01992 – 56 4470).

Recommendations/Decisions Required:

That Chigwell Parish Council be requested to undertake a satisfaction survey on the refuse service on behalf of Epping Forest District Council at a cost of £500.

Report:

- 1 The Portfolio Holder for Finance and Performance Management is keen to monitor actively the performance of the Council's waste contractor, particularly where wheeled bins have been in place for some time. Chigwell was one of the first areas to receive wheeled bins and has seen substantial increases in re-cycling rates.
- 2 The Portfolio Holder for Finance and Performance Management approached Chigwell Parish Council to see if they would undertake a consultation exercise on behalf of Epping Forest District Council. Chigwell Parish Council has offered to conduct a survey for the sum of £500. It is proposed that the survey be undertaken by means of a questionnaire contained within the newsletter that the Parish Council regularly distributes. The price of £500 includes the collation of the survey responses.
- 3 Whilst the data gathered will be limited, conducting a survey in this manner will provide a useful snapshot of performance. The results will be obtained quicker and at less cost than if the Council was to instruct a market research consultancy.
4. As this matter concerns the Portfolio Holder's own ward, and he is also a member of the Parish Council, it was felt appropriate that the issue should be referred to Cabinet despite the relatively small amount of money involved.
5. In accordance with Section 100(A)(b) of the Local Government Act 1972, together with paragraphs 6 and 25 of the Council's Procedure Rules, the Chairman has permitted on grounds of urgency consideration of this item in order to meet the timescale for the publication of the next edition of the Parish Council newsletter.

Statement in support of recommended action:

6. The information obtained from the survey will be useful in the ongoing negotiations with the waste contractor and may help inform future policy decisions on the refuse service.

Options for action:

7. Members may choose not to have a survey conducted at this time or to commission a different organisation to conduct a survey in the same, or different areas.

Consultation undertaken: None

Resource implications: The proposal is for a survey costing £500.

Budget provision: The cost of £500 can be met from within the existing consultation budget.

Personnel: Nil.

Land: Nil.

Community Plan/BVPP reference:

Relevant statutory powers: N/A.

Background papers: None.

Environmental/Human Rights Act/Crime and Disorder Act Implications: None.

Key Decision reference (if required): None.