

Level

Tier

Scope

Service

District, Unitary

Waste Services



Waste Services

Characteristic(s) / CSF(s):
Managing Expenditure



The public sector
transformation partner

Problem and Approach

- iESE to conducted a 'Rapid Review' to support process and policy improvement, to identify efficiencies and income.
- Over a 12-week period iESE worked with NWLDC to provide an assessment of its Refuse and Recycling Service.
- The review analysed and validated existing information and looked at key service drivers. This included benchmarking, interviewing staff and other key stakeholders as well as holding workshops, to develop an understanding of the service.
- The final report identified benefits additionally produced outputs including:
 - Communications strategy
 - Implementation plan
 - Slide presentation to senior officers and staff

Outcomes

- Implementing changes to processes, policy and guidance £68K.
- Implementing bin replacement charging £87k per year
- The review has also assessed opportunities for income generation in respect of charging for Green Waste Collections and considers that £500k could be generated.
- It was identified that by suspending green waste collections during winter further significant non-cashable savings could be made by NWLDC.

<https://www.nwleics.gov.uk>



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