

# APPENDIX E

## Benefits of In-House Option

- **Flexibility**

The in-house team is the most flexible provider, there is no requirement for negotiations and contract details to be obtained for any change relating to the authority's chosen methods of operation. Waste collection and disposal has a high profile locally and nationally. Much change and variation of methods of operation and changing targets will take place over the coming years. The need to move quickly and decisively will be vital to achieving the authority's objectives and an in-house service will have the necessary incentives and skills to react quickly to the needs presented.
- **Continuous Improvement**

The in-house team will provide for a continuum of improvement offering a 1% cost reduction year on year for the first five years of the new working arrangements
- **Customer Care**

The Service Improvement Plan included as part of the in-house proposal shows an ethos of best management practice and high levels of customer care including, for example, a 2 hour response to collection problems through the introduction of tracker systems and the employment of a dedicated communication officer
- **Environment**

The importance of environmental impact and quality has been emphasised in the Service Improvement Plan. There is an aim to reduce the carbon footprint of the service by at least 10% after the first two years of operation through reduced mileage (as a result of new route design and improved vehicle utilisation) together with an increase in the use of bio-fuels.