



West Lothian
Council



CITIZEN LED INSPECTION

'LOOK SEE'

FEEDBACK REPORT

Recycling & Waste Services

Household Waste Recycling Centres

September 2018

INSPECTION TEAM:

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REPORT SUBMITTED TO:

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Introduction

The 'Look See' customer experience inspection is designed to bring a depth of insight through a "lighter" version of the council's Citizen Led Inspection. The inspection forms a short, concentrated, specific activity to allow customer inspectors to bring their training and knowledge to bear on a focused area of service provision.

Inspectors will score the service based on the set criteria established prior to the inspection and will use a rating scale of Excellent, Good, Adequate, Poor and Very Poor.

This is designed to involve customers in reviewing and making changes to services. It is a particularly valuable during periods of change to ensure that service standards and performance is maintained.

Background to the Inspection

The council's Recycling & Waste Services operate 5 Household Waste Recycling Centres (HWRC) where residents can take household items to be recycled or disposed of. The sites are located in Blackburn, Broxburn, Linlithgow, Livingston (Oakbank) and Whitburn. The HWRC sites provide West Lothian residents with a wide range of recycling options as well as waste disposal opportunities. All the sites are open 7 days a week and have extended opening hours throughout the summer months. Waste which is received at the sites and recycled contributes to the council's overall recycling figure as well as its long term strategy to achieve Scottish Government recycling targets

A 'Look See' inspection was launched in August 2018 review the council's 5 Household Waste Recycling Centres.

The Inspectors met with the service management team prior to undertaking their inspection to allow them to find out more information about the service and if there were particular issues for them to be aware of or to concentrate on during the inspection. In this instance the inspectors were asked to visit all of the HWRC sites, carry out a general review of the all aspects of the sites, including location, opening times, maintenance as well as the range recycling services provided. They were also asked to pay particular attention to the new permit arrangements which have recently been introduced for customers.

The inspection team were asked to review the councils Household Waste Recycling Centres using set guidance and criteria but with the scope to expand on this as they saw fit depending on their findings. The inspectors agreed to carry out their inspection throughout September and were free to visit and use as many different HWRC as they wished on as many occasions as they wished. Staff within the HWRC were not aware that the inspection was being carried out at the time.

Service Specific Websites

The inspectors were asked to visit each CRC site between then and the tables below show they overall rating for each section of the inspection across each site.

Inspection Category – HWRC Sites		Blackburn (BB)	Broxburn (BX)	Linlithgow (LG)	Oakbank (OB)	Whitburn (WB)
1	Information available prior to visit.	Good	Good	Good	Good	Good
2	HWRC Visit.	Good	Good	Adequate	Good	Excellent
3	Staff Interaction.	Excellent	Excellent	Good	Excellent	Excellent
Overall Findings		Good	Good	Good	Good	Excellent

Category – HWRC Permits		Rating
4	Permit application process	Good
5	Information available on the permit process	Good
6	Ease of understanding this information	Good
Overall Findings		Good

Findings

The table below highlights the key findings, areas of good practice and recommendations for areas for improvement.

Category - Cemeteries	Sub Categories of Inspection	Areas of Good Practice	Areas for Improvement	Overall Rating
1. Information available prior to inspection	<ul style="list-style-type: none"> ▪ Location ▪ Opening times ▪ On-site recycling facilities ▪ Accessibility 	BB <ul style="list-style-type: none"> ▪ All information on the site available on the council's website was effective and relevant. ▪ Information on the extended summer opening hours was good 	<ul style="list-style-type: none"> ▪ The signage on the main road is a bit dated (refers to civic amenity site) and not very visible, particularly of travelling from the cross, so perhaps could do with being up dated 	Good
		BX <ul style="list-style-type: none"> ▪ All the information available on regarding Broxburn is good including the information regarding the permit scheme. 	<ul style="list-style-type: none"> ▪ No areas for improvement were identified 	Good
		LG <ul style="list-style-type: none"> ▪ Information available on the council's website is considered to be good. 	<ul style="list-style-type: none"> ▪ No areas for improvement were identified 	Good
		OB <ul style="list-style-type: none"> ▪ Information available on the location, including the map, opening times and the recycling facilities available on site were all considered to be good. ▪ The information on the new Permit scheme was easy to understand. 	<ul style="list-style-type: none"> ▪ The inspector identified a lack of information on the council's website about potential traffic problems at the entrance to the site during busy periods 	Good
		WB <ul style="list-style-type: none"> ▪ The inspector found that all the information which is available on the council's website is good and easy to understand ▪ The map was of particular benefit for the inspector to help locate the site 	<ul style="list-style-type: none"> ▪ No areas for improvement were identified 	Good
Recommendation(s)	1.1	<ul style="list-style-type: none"> ▪ Consider having an advisory note and advice on the website regarding potential traffic congestion at Oakbank during busy periods. 		

Category - Cemeteries	Sub Categories of Inspection	Areas of Good Practice	Areas for Improvement	Overall Rating	
	1.2	<ul style="list-style-type: none"> Review the main road signage for Blackburn HWRC to ensure it is relevant and visible from both directions. 			
2. HWRC Visit	<ul style="list-style-type: none"> Signage Opening times Location Accessibility Maintenance Appearance Ambience Available parking On-site recycling facilities Information Available 	BB	<ul style="list-style-type: none"> Excellent and easy to use recycling facilities with Blackburn. The site is tidy and well maintained and its general location just off the main road is easy to access. 	<ul style="list-style-type: none"> The lay out of the site does allow for a lot of parking spaces for cars meaning that there is often a queue to access on a busy day The opening times for the summer months are good and but are more restrictive during the winter. 	Good
		BX	<ul style="list-style-type: none"> The site is well set up and laid out for easy use by customers The range and availability of recycling facilities is excellent. The location of the site compared to others (Oakbank) is much better 	<ul style="list-style-type: none"> No areas for improvement were identified 	Good
		LG	<ul style="list-style-type: none"> Many aspects of the site during the inspectors visit were considered to be good – opening times, the location, accessibility and parking were all good. The range and availability of recycling facilities is excellent. 	<ul style="list-style-type: none"> Some of the signage in and around the sight looks tired and could do with updating. The general tidiness and maintenance of the site could also be better. 	Adequate
		OB	<ul style="list-style-type: none"> The site was considered to be well set up, laid out and maintained. Inspectors considered the recycling facilities available to be excellent. 	<ul style="list-style-type: none"> The inspector suggested that the council may wish to review the opening times of this site as when visited on a bust Saturday afternoon traffic congestion was a problem. 	Good
		WB	<ul style="list-style-type: none"> The inspector identified the sites signage, location, accessibility, maintenance, appearance as being excellent The range of materials that can be 	<ul style="list-style-type: none"> The opening times of the site and the available parking were both areas which the inspector identified as being worthy of reviewing. 	Excellent

Category - Cemeteries	Sub Categories of Inspection	Areas of Good Practice		Areas for Improvement	Overall Rating
			recycled at the site for householders were also deemed as being excellent.		
Recommendation(s)	2.1	<ul style="list-style-type: none"> If possible, review the layout of Blackburn to see if car parking spaces could be increased. 			
	2.2	<ul style="list-style-type: none"> Consider extending the opening hours throughout the winter months to match those in the summer, perhaps for 1/2 evenings per week or every 2nd weekend. 			
	2.3	<ul style="list-style-type: none"> At Linlithgow HWRC review the signage within the site to ensure that is up to date, visible and easy to understand for users. 			
	2.4	<ul style="list-style-type: none"> Review the general maintenance and tidiness of the Linlithgow HWRC site. 			
3. Staff Interaction	<ul style="list-style-type: none"> Knowledge Polite & Friendly Helpful Respectful Recognisable Accessible 	BB	<ul style="list-style-type: none"> The staff on site were excellent, very visible and always offering to assist and point out the correct recycling containers. The maintenance of the site is excellent and the inspector credited the staff with maintaining this high standard. 	<ul style="list-style-type: none"> No areas for improvement were identified 	Excellent
		BX	<ul style="list-style-type: none"> Staff did an excellent job of assisting users and keeping the flow of cars moving on a busy afternoon. 	<ul style="list-style-type: none"> No areas for improvement were identified 	Excellent
		LG	<ul style="list-style-type: none"> The staff were all considered to be good in every aspect. 	<ul style="list-style-type: none"> No areas for improvement were identified 	Good
		OB	<ul style="list-style-type: none"> Staff were considered to be Excellent in all aspects. 	<ul style="list-style-type: none"> No areas for improvement were identified 	Excellent
		WB	<ul style="list-style-type: none"> Staff were commended for helping customers to move materials from their car. The upkeep of the site was recognised as 	<ul style="list-style-type: none"> No areas for improvement were identified 	Excellent

Category - Cemeteries	Sub Categories of Inspection	Areas of Good Practice	Areas for Improvement	Overall Rating
		being the hard work of the staff.		
4. Permits	<ul style="list-style-type: none"> ▪ Application Process ▪ Information available ▪ Ease of Understanding 	<ul style="list-style-type: none"> ▪ The information available on the website regarding permits was clear and easy to understand. ▪ Inspectors accepted the need for the council to introduce the new system. 	<ul style="list-style-type: none"> ▪ Some of the inspectors were not aware of the Permit process since its introduction. 	Good
Recommendation(s)	4.1	<ul style="list-style-type: none"> ▪ Review the continuing publicising of the permit scheme to ensure all householders are aware of it. 		

Conclusions & Next Steps

The inspection team visited all of the council's 5 Household Waste Recycling Facilities throughout the inspection and their feedback on each was very consistent. The range of facilities and opportunities for recycling was considered by all the inspectors to be excellent across all of the sites. The general maintenance, up keep, look and ambience of all the sites was consistently found to be good. Similarly the information content available on the council's website for each HWRC was considered to be of a good standard which provided the inspectors with all the relevant information they would want. The locations maps were singled out as being particularly helpful.

All of the inspectors observed the staff and had some level of interaction with them at each site and across all sites the feedback on staff was excellent. They were found to be helpful, knowledgeable and hard working to keep customers flowing on busy days.

Areas for improvement and recommendations have been identified, by the inspection team, specifically for some sites and generally for the HWRC operation. The main general recommendation provided by the inspectors was to review the opening hours of sites, particularly during winter months, to ensure that the majority of customer traffic is not centred on one or two particular times (weekend afternoons) putting pressure on the service and potentially surrounding areas.

The service should now review the findings of the inspector; take note of the recommendations made and devise an improvement plan to action these. Planned improvements will then be fed back to the inspectors and followed up with the service by the Business Improvement Officers.

For further information please contact Katherine McLaughlin or Daniel Matonti, Performance and Improvement Service.

Date: 5th October 2018

Appendices

Appendix 1: Inspection Evaluation Forms