

**Service Delivery Plan 2024-25**

*For each of the separate Corporate Aims there are a number of Key Projects which are designed to deliver the objectives set out under the aims. These key projects provide headlines for a more detailed work programme of ‘sub’ projects that taken together will deliver the objectives of the Key Projects and Corporate Aims. These key and sub projects are also supported by a comprehensive range of tasks that are important in their own right but which are seen more as ‘business as usual’ than separate projects; these ‘doing the day job’ tasks are as important as the project based tasks for the delivery of the Authority’s objectives and will be captured in team and individual staff goals and objectives.*

Corporate Aim 1 – We Deliver Efficient and Effective Services		Not Started	Behind Plan	On Plan	Completed
Reference	Key Projects				
<b>Objectives:</b> <ul style="list-style-type: none"> <li>• Our waste contracts deliver frontline services that meet expected standards and to agreed terms and conditions</li> <li>• Our Behavioural Change Programme promotes the waste hierarchy by supporting consistent messaging on waste avoidance, resource recovery and appropriate waste disposal behaviours.</li> <li>• Our business support functions are effective in supporting the Authority’s aims and objectives</li> <li>• Our estate and facilities for which the Authority has responsibility are managed effectively</li> <li>• Our staff are deployed effectively and have opportunities to develop the skills needed.</li> </ul>					
1.1	Operational and contractual management of the WMRC & RRC contracts				
1.2	Timely processing of Paymech verifications and payments				
1.3	Effective management and monitoring of closed landfill sites				
1.4	Provision of high quality and efficient administrative support for the delivery of services across the Authority				
1.5	Develop an Asset Management Strategy				

1.6	Prepare, review and monitor the Authority's capital strategy				
1.7	Delivery of behavioural change and education programmes				
1.8	Utilisation of staff and resources safely and effectively with the most efficient processes				
1.9	Provision of a comprehensive financial service to the Authority				
1.10	To review and maintain the Authority's system of internal control and governance				

<b>Corporate Aim 2 - We continuously improve our services to meet changing demands</b>					
<b>Objectives</b>		<b>Not Started</b>	<b>Behind Plan</b>	<b>On Plan</b>	<b>Completed</b>
<ul style="list-style-type: none"> <li>• Our Zero Waste Strategy and action plans are consistent with the LCR Zero Waste Framework and set the ambition for delivery of future services.</li> <li>• Our Corporate Planning and Performance Management Frameworks ensure a consistent, streamlined and joined-up approach to delivery and performance across the Authority.</li> <li>• We support efficient delivery through robust processes and procedures backed up by effective IT infrastructure and services.</li> <li>• We are adequately resourced and prepared to deliver on the changing statutory and future service provision demands.</li> </ul>					
<b>Reference</b>	<b>Key Projects</b>				
2.1	Review and update of our Performance Management Framework including resilience, succession planning and learning and development , and associated processes				
2.2	Finalising and publication of the MRWA Zero Waste Strategy and delivery plan				
2.3	Implementation of any changes identified through our internal review of service offer and resource needs				
2.4	Implementation and embedding of new ICT infrastructure and ways of working				
2.5	Develop an ICT Support and Data Strategy				

APPENDIX 3

2.6	Procurement project team, external advisors and governance in place				
2.7	Develop and implement procurement strategy phase 1 options appraisal				
2.8	Deliver a programme of data and evidence to inform the Zero Waste Strategy 2040				
2.9	Implement operational and contractual changes needed due to changes in guidance and legislation e.g. food waste, POPs and Simpler Recycling				

Corporate Aim 3 – We collaborate with Partners to deliver strategies and services		Not Started	Behind Plan	On Plan	Completed
<ul style="list-style-type: none"> <li>We lead and support the LCR Waste Partnership, including development and delivery of the Liverpool City Region Zero Waste Strategy.</li> <li>We maximise joint working with our stakeholders through effective communication, consultation, and engagement.</li> <li>Key stakeholders are fully engaged in the planning and delivery of future waste services.</li> <li>We develop an Inter Authority Agreement (s) that underpin(s) our procurement objectives</li> <li>We facilitate the development of levy mechanism options that drive improved behaviours</li> </ul>					
Reference	Key Projects				
3.1	Contribute to the development of the LCRCA Zero Waste Strategy 2040 and action plan				
3.2	With Wirral Council, lead the delivery of the LCR partnership and work programmes				
3.3	Collaborate with District Councils to ensure efficient and effective waste services				
3.4	Work collaboratively with the Combined Authority (CA) and other external stakeholders – become associate member of CA				
3.5	Deliver the Zero Waste Community Fund				
3.6	Work with LCR partners to develop alternative Levy mechanism options				



Corporate Aim 4 – We develop a framework for environmental performance and social value		Not Started	Behind Plan	On Plan	Completed
<b>Objectives</b> <ul style="list-style-type: none"> <li>• Decision making is fully informed by a comprehensive and detailed suite of data and information; and we use waste data to identify the potential for improvements in whole system performance.</li> <li>• We have environmental and social value frameworks that support our strategic aims.</li> <li>• Our activities and practices are delivered in a way that results in continuous improvement of our environmental performance and social impacts</li> <li>• We measure and report on our environmental performance and social impacts</li> </ul>					
Reference	Key Projects				
4.1	Review and Implement the Authority’s Climate Action Plan				
4.2	Provide an annual report of the Authority’s performance against the UN SDGs				
4.3	Implement metrics to measure the success of the Behavioural change and Education programmes				
4.4	Deliver a Programme of Data and Information to support the Authority's aims				
4.5	Develop and implement Social Value Metrics				