Service Delivery Plan 2023-24

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 - Improve the Sustainable Management of Waste and Resources		Not Started	Behind Plan	On Plan	Completed
To achieve this we will: • Develop and implement a new waste strategy to address climate change and maximise the value of otherwise wasted resources in terms of economic, environmental and social benefits; this will include promoting the benefits of working towards the circular economy; • Work together with stakeholders to provide services that improve the environment, support the local economy and benefit the local community; and • Build on existing programmes to promote behavioural change and education to contribute towards reducing waste and promoting unwanted materials as a valuable resource.					
Reference	**Key Projects**				
1.1	Lead the development of the LCRCA Zero Waste Strategy 2040 and action plan				
1.2	As part of the LCRCA Zero Waste Strategy develop an MRWA Zero Waste Strategy and delivery plan				
1.3	Deliver a programme of data and evidence to inform the Zero Waste Strategy 2040				
1.4	Develop an Asset Management Strategy				
1.5	Prepare, Review and Monitor the Authority's Capital Strategy				
1.6	Scope improvements in the sustainability of services (e.g Mattresses/paint)				

Corporate Aim 2 - We will deliver effective waste services				
We will ensure that waste is managed sustainably by: • Managing our services and the key wast contracts to deliver continuous improvement in sustainability; • Managing the Authority's waste services in a safe, efficient and cost effective manner	**Not Started**	**Behind Plan**	**On Plan**	**Completed**
Reference / **Key Projects**				
2.1 — To utilise staff and resources effectively				
2.2 — Manage the Performance Management Framework including staff training and development				
2.3 — Develop an organisational resilience programme (training, skills, H&S etc)				
2.4 — Provide Administrative Support for the delivery of services across the Authority				
2.5 — Develop an ICT and Data strategy for the Authority				
2.6 — Define and procure ICT support and resilience				
2.7 — Provide Data support across the Authority				
2.8 — To ensure that the WMRC & RRC contracts are managed effectively - Operationally				
2.9 — To ensure that the WMRC and RRC contracts are managed effectively - Contractual Issues/Negotiations				
2.10 — To ensure that the WMRC and RRC paymech verifications and payments and processes are met in a timely manner				
2.11 — Review the performance of the WMRC and the RRC.				
2.12 — Develop a re-procurement strategy for services and infrastructure currently provided under the WMRC				
2.13 — Effectively manage and monitor the Authority's closed landfill sites				
2.14 — Define and develop a re-use strategy				
2.15 — Define and develop a food waste strategy				
2.16 — Develop a service innovation approach for Authority services				

Corporate Aim 3 - Co-operate to Improve Working Arrangements		Not Started	Behind Plan	On Plan	Completed
We will do this by: • Considering how waste services and infrastructure assets can be best aligned to deliver climate change objectives; and • Work collaboratively to identify and deliver more impactful ways of working.					
Reference	**Key Projects**				
3.1	To review and maintain the Authority's system of internal control and governance				
3.2	Work collaboratively with the Combined Authority and other external stakeholders				
3.3	Deliver the Community Fund				
3.4	Work with the Liverpool City Region on planning for future waste services				
3.5	With Wirral Council, lead the delivery of the LCR partnership and work programmes				
3.6	Collaborate with District Councils to ensure efficient and effective waste services				

Corporate Aim 4 Measure and Report on Climate Change Impacts and Sustainability Improvements					
We will measure the climate change impacts of waste and sustainability improvements and will report against the United Nations 'Sustainable Development Goals' (SDGs) as an additional part of our business management by: • Reducing the climate change impacts of waste through a programme of reviewing, benchmarking and reporting; • Ensuring the Authority's data strategy is key to establishing targets that stretch performance to bring improvements; • Reporting on all our activities openly and transparently; and • Ensuring that our staff are deployed effectively and have opportunities to develop the new skills needed		Not Started	Behind Plan	On Plan	Completed
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	Deliver a Behavioural Change programme				
4.4	Deliver an Education programme				
4.5	Build metrics to measure the success of the Behavioural change and Education programmes				
4.6	Provision of a comprehensive financial service to the Authority				
4.7	Deliver a Programme of Data and Information to support the Authority's aims				