

Subject: Homemakers Reference Request

For the benefit of those that may wish to read this supporting correspondence, I will outline the Service Level Agreement (SLA) that Monmouthshire County Council (MCC) currently has with Homemakers Community Recycling.

The main purpose of the SLA is to provide an efficient, effective and sustainable service to all Monmouthshire residents for the collection, reuse and recycling of their bulky waste. The SLA determines that Homemakers will undertake this statutory function on behalf of MCC. The relationship with Homemakers has evolved and matured over time and the SLA is testament to the hard work they have undertaken in taking their social and environmental mission forward.

Homemakers have incrementally been playing a larger role in the collection of unwanted items from Monmouthshire residents to the extent that MCC undertook very few collections during 2011-12. As a result the SLA took effect from April 1st 2012 and since then all bulky collections have been carried out by Homemakers. The SLA allows Homemakers the certainty that MCC is committed to working with them, and also provides MCC with certainty that a sustainable and high quality service will be provided to Monmouthshire householders and residents.

The Service Level Agreement places certain measures on Homemakers to provide such things as annual satisfaction surveys, data collection/reporting within a set time, end destination reporting, supporting MCC's education and awareness strategy and programme by carrying out school visits, regular contract meetings to discuss progress and performance etc., providing annual reports and also encourages the use of social accounting and environmental management systems. All these requirements are time consuming and demanding, but they are vital if MCC is to continue to provide quality services whilst meeting its statutory recycling targets, and end destination reporting requirements.

During the period the SLA has been in operation, Homemakers has supplied information to MCC in the form of data reporting, performance monitoring and providing a first class annual report within the timescales set by the SLA. As a result the data supplied by Homemakers could be reported within WasteDataFlow on time and with a great degree of accuracy, and I confirm that information provided is usually accurate and to a high standard. The annual reports are well written, being both informative and comprehensive.

Communications are good with various client officers, and there are processes in place to ensure regular contract management.

MCC receives very few complaints from residents, and those that are received are dealt with immediately and resolved efficiently.

The recycling/re-use figures have increased each year, resulting in residual waste to landfill falling each year. During the term of the current SLA, Homemakers has matched my expectations in terms of the quality of work produced.

Carl Jones