

**Note for Performance and Audit Committee 12 February 2013  
Waste and Recycling Services Performance indicators**

This note has been prepared to assist the committee to monitor the performance within the Waste and Recycling team following the major services changes implemented in September.

The number of missed bins KPI 15 in Q3 has shown some improvement on Q2, which I think is encouraging bearing in mind that Q3 is the first full period of operating the new system.

Initial problems with missing food caddies and properties at boundaries of rounds have now been addressed. We are still encountering problems with assisted collections being missed in some cases, despite daily lists being provided to crews, and this is being fed back to the crew responsible by supervisors. One driver post on the new establishment that had held vacant and covered by agency staff whilst the new system was bedding in will now be filled on a permanent basis. We are continuing to address variation in performance between crews on a particular round by management action.

We will be introducing a new round on Wednesdays from March covering rural properties in the south west sector of the district. The main villages will still have their collection round on Fridays as at present however. Resources for the rural round will be found by redeploying a driver and a loader from commercial collections on Wednesdays, using the reconditioned split bodied 26t vehicle that has been purchased. A test run has demonstrated the feasibility of the rural round. There will be some reallocation of communities between crews on Fridays to ensure that all collections are completed on the programmed day. Rural properties whose collection day will switch from Friday to Wednesday will be notified by bin sticker the previous week.

In cab technology is under active investigation with delivery programmed for FY13/14 Q1. This will be a further tool to address missed assisted collections.

KPI 09 Number of accidents that are reportable under RIDDOR includes a potentially serious incident during waste and recycling collection operations. This is a high risk area for the council. Safe Systems of Work are in place for these operations. Following the incident, loaders were retrained in procedures for using bin lifting mechanisms, and new PPE was issued. Operations of each crew are observed routinely by supervisors generally on a monthly basis to check that crews are complying with SSOW. The incident also highlighted the need for a policy for supporting with staff who may be in a state of shock following an accident and any subsequent counselling that may be necessary. This will be prepared and staff will be consulted before its adoption. The timescale for this new policy is six months.

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Director of Public Services**