

Committee: Scrutiny

Agenda Item

Date: 4 September 2012

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Title: Waste Services

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Item for information

Summary

1. This report includes, at the Chairman's request, a summary update on garden waste collection, missed bins and implementation of the single pass collection system.¹⁰

Recommendations

2. None

Financial Implications

3. Service changes have taken into account in the estimates for 2012/13. Budget monitoring reports will be published as the financial year progresses.

Background Papers

4. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

None

Impact

- 5.

Communication/Consultation	Change of collection day needs to be notified to customers. Once new system has bedded down we can then promote the increased scope for recycling. Garden waste collection service will need promoting for 2013.
Community Safety	
Equalities	EqIA carried out at the time when policy change was agreed
Health and Safety	Risk assessments carried out
Human Rights/Legal	

Implications	
Sustainability	New system will increase recycling rate
Ward-specific impacts	
Workforce/Workplace	Workforce will be critical to successful implementation

Situation

Garden waste update

6. The garden waste collection service has been a success with 3,144 households subscribing currently. The service customer base grew by an average of 58 a week in June, 40 a week in July and 30 a week in August. Over 300 tonnes of material was collected for processing as compost in the first quarter. This exceeded the target by 80%. The routes were designed to accommodate growth, but some balancing of workload between days has now become necessary. This requires a change in collection day for some customers. This year the service will end in November. We are looking to offer the service throughout the winter season in 2013/14 however and expect to be able to do so without increasing the annual subscription charge. We will use this improved offer to secure subscription renewals for 2013 and attract new subscribers.
7. The bring service for households has operated in many communities this summer. It is paid for by the local councils, although the district council has absorbed 50% of the costs of provision for this season only. The availability does not seem to have affected take up of the collection option. Even in those settlements with a bring facility for 6 hours every weekend or 6 hours on alternate weekends, we have strong demand for household bins. Consultation is taking place with local councils about their interest in continuing to facilitate this service in 2013. This will require them to share the full cost of the service, and assuming the same number of participating councils, they will need to double their contribution. The total cost will not increase however for 2013, and it may be possible to reduce this figure to reflect the use by the district council of the vehicles at other times when not needed for the weekend bring operation. A reduction in the number of interested councils could however prove difficult to manage, as the costs could not necessarily be scaled down in proportion to the lower level of demand.

Missed bins

8. Performance against target has been subject of recent examination by the Performance and Audit Committee. It is important to acknowledge that nearly every bin is routinely collected and that missed bins are very rare exceptions. Correspondence between the Chairman of the Committee and Cllr Susan Barker as the portfolio holder for Environmental Services and a supplementary note from the Director of Public Services is appended to this report.

New collection arrangements

9. The main rollout of caddies and the collection of brown lidded food waste bins have been completed. The distribution of caddies to properties on the hard to reach rounds has not yet been undertaken. Reports of missed deliveries or delivered caddies going missing have been received, but these are being resolved. We are also responding to requests for an additional caddy to provide more capacity. We are awaiting a supplementary supply of another 4,000 caddies. We are investigating reports that redundant bins have not been collected by the council's contractor from some properties and have had the contractor back to carry out further rounds. At one point, there were about 400 properties reporting their bin had not been collected. We have carried out our own collection in some localities and are raising the issue of completing this task with our contractor. We expect to have completed the caddy distribution and collection of redundant bins by the start date for the new single pass arrangements.

10. The ten new 8 wheel 4 axle mid wheel steer twin pack refuse collection vehicles are being delivered on a phased basis. The leased fleet is being withdrawn, and hire vehicles and a 6X4 demonstrator vehicle have been provided by the supplier of the new vehicles, pending satisfactory completion of trialling. Testing the new vehicles has identified a number of issues that were not present with the 8X4 demonstrator vehicle previously supplied on loan. The fifth vehicle to be delivered appears to be performing more closely to our expectations and subsequent vehicles will be delivered from the factory to the same specification. The first four vehicles will be returned to the factory for rectification over the August bank holiday weekend at the supplier's expense to minimise service disruption. The new routes have been tested and the planned date for the single pass collection to commence is Tuesday 18 September. Bins will be stickered in the previous week advising customers of their collection day. There will also be a new facility on the website enabling householders to look up their collection day and type of collection by inputting their address. This will include revised collection days following bank holidays.

Risk Analysis

11.

Risk	Likelihood	Impact	Mitigating actions
Delivery programme of new vehicles slips	2 Firm programme of delivery dates secured from supplier	3 New collection system depends on availability of vehicles performing as required	Supplier will provide alternative capacity if vehicles with necessary capability are not delivered to plan Supplier will provide engineering support if

			necessary
Householders forget their new collection day	2 Changes to an established pattern always involve some barriers	3 Householders' waste not collected	Bins to be stickered the previous week. New look up facility on website specific to individual addresses
New rounds do not work	1 Round design optimised using proven software. Margin for over running built in	3 Rounds could not be completed on the designated day with the resource available	Adjust rounds if necessary Additional capacity can be made available during settling in period by moving staff from other activity
Volume/ weight of collected materials increases demand for shuttle capacity	2 We will not know until the new system has settled down what tonnage/ volume by round is typical	3 Collection round delayed until shuttle arrives	Adjust rounds/ refreshment breaks if necessary to fit with shuttle availability
Workforce does not cooperate	1 Workforce has been engaged in planning and testing new system and has been consulted. No objections raised	3 Additional resource would need to be deployed	HR management

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.