 Overview and Scrutiny Committee 7th February 2016		Agenda Item No. 6
Title	Waste Collection Service Update	
For further information about this report please contact	Gary Charlton, Contract Services Manager Tel: 01926 456315 gary.charlton@warwickdc.gov.uk	
Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	28 th June 2016 - Overview and Scrutiny Committee	
Background Papers	NA	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality Impact Assessment Undertaken	No
This is a review of performance.	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	25/01/17	Bill Hunt
Head of Service	25/01/17	Rob Hoof
CMT	25/01/17	
Section 151 Officer	25/01/17	Mike Snow
Monitoring Officer	25/01/17	
Finance	25/01/17	Mike Snow
Portfolio Holder(s)	25/01/01	CLlr David Shilton
Consultation & Community Engagement		
None		
Final Decision?		No
Next steps will be dependent on the views of the Overview and Scrutiny Committee.		

1. **Summary**

- 1.1 In June 2016 the Overview and Scrutiny Committee reviewed a report from Neighbourhood Services highlighting the performance of the waste collection services for the first 4 months of 2016.
- 1.2 Subsequently Overview and Scrutiny Committee have requested a further 6 month review of the waste collection service. This report details the latest 6 months of performance from the waste collection service from July 2016 to December 2016.

2. **Recommendation**

- 2.1 That the Overview and Scrutiny Committee note this report, and form a view as to whether they wish officers to undertake any further investigations or actions.

3. **Reasons for the Recommendation**

- 3.1 The report set out the current level of performance in relation to a range of waste collection services as requested by the Overview and Scrutiny Committee.

4. **Policy Framework**

- 4.1 The recommendation in this report does not affect the Council's policy framework.
- 4.2 Waste collection services are provided by an external contractor and procured through a rigorous tender process in 2012, and commenced in April 2013.
- 4.3 Included within the scope of the waste collection contract are a range of services designed to meet the varying needs of the community, these include:-
 - Assisted collections for those residents who are unable to present or collect their waste receptacles from the edge of their property. There are approximately 2000 residents who currently receive this service.
 - Residents who have medical conditions that require clinical waste to be collected are provided with a free weekly service.
 - Residents receiving state pension or benefits can have bulky waste collected at a concessionary rate.

5. **Budgetary Framework**

- 5.1 The cost of providing waste collection services each year is approximately £2.1 million.
- 5.2 Income from Bulky waste is £44k per annum and receptacle replacement is £78k per annum.
- 5.3 The Council receives an income from Warwickshire County Council of approximately £440k per annum through the recycling credit scheme.

6. Risks

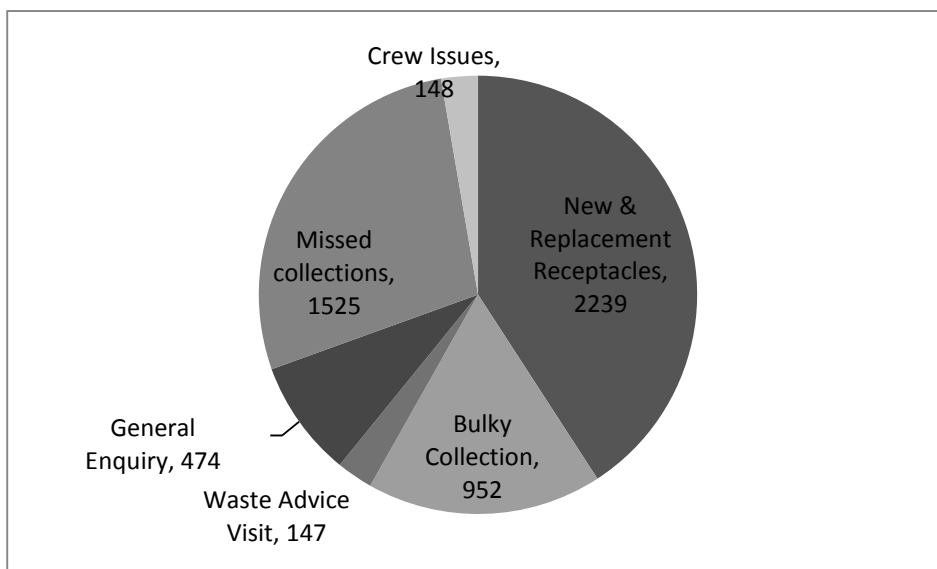
- 6.1 One of the main risks associated with waste collection services at present is the volatility of the market for recyclable materials. As part on the 2013 Contract re-let all the income from material sales was transferred to the contractor for a reduced tender price. The Council has therefore transferred this risk and protected itself from this financial impact.
- 6.2 The introduction of the National Living Wage is having an ongoing financial impact on the waste collection contractor. General changes to legislation have to be accommodated by the contractor due to the terms of the contract. This has protected the Council against increases in a cost as a result of this change.
- 6.3 The payment to the waste collection contract would normally be increased annually by RPI (Retail Price Index) to take account of inflation. Under the terms of the contract the Council pays RPI -1%, giving year on year savings.

7. Alternative Option(s) considered

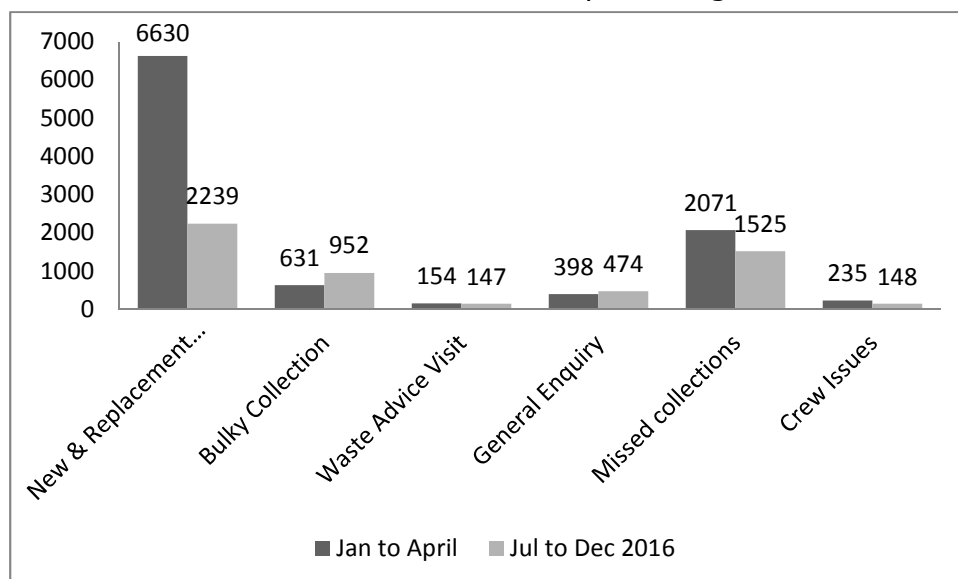
- 7.1 Not applicable due to the nature of this report.

8. Background

- 8.1 The Council carries out approximately 4.2 million waste collections per year which includes:-
- Fortnightly collection of residual waste (grey bin)
 - Fortnightly collection of garden/food waste (green bin)
 - Weekly collection from properties unable to accommodate wheeled bins
 - Fortnightly collection of dry recyclables (boxes and bags)
 - Weekly collection of communal residual bins from flats
 - Alternating residual and comingled collections from flats
 - Comingled collection of recyclables from schools
 - Comingled collection of recyclables from bring sites
 - Collections of bulky household waste on request
 - Collection of commercial waste from Council buildings
 - Delivery of new and replacement waste receptacles on request
- 8.2 The data for this report has been compiled from the last 6 months of 2016the Council has received approximately 5,500 communications with customers in relation to waste collection services. The chart below shows the broad categories in which these fall.



8.3 The table below compares the data supplied to the June O&S report against the last 6 months of 2016. Whilst the period of comparison is not the same there are reductions in all areas of customer complaints against the waste service.



8.4 The most noticeable change is that new and replacement receptacle requests have reduced by a third since the introduction of charges. A separate report on the waste container charging scheme is available and gives more detail.

8.5 The increase in the numbers to the Bulky collection service is good news as this is a chargeable service. This refers to the collection of household bulky items such as white goods, furniture etc. This continues to be well used and is carried out upon request from customers.

8.6 Waste advice visits have seen a small drop in the last 6 months and these are carried out by our Contract Officers. This involves home visits to customers advising them to recycle more and minimise the amount of residual waste going to landfill or incineration.

8.7 Officers also investigate complaints about other residents who are not managing their waste correctly as it has an impact on the local area. These investigations are approached in a supportive educational way.

8.8 Due to the broad remit of General enquiries there continues to be a number being received from the public. General enquiries include a variety of issues including advice about the range of services provided, days of collection, issues with waste capacity, information on recycling etc.

8.9 Missed collections have seen a notable decrease in reported numbers over the last 6 months. These refer to any of the waste services that were not collected on the scheduled day. These will either be a single incident or on occasions a missed collection on more than one occasion. Missed collections are normally seen as a failure by the contractor although there are a number of occasions where receptacles are reported as not being presented at the required time or in the correct place. There are also issues outside of anyone's control such as road works, parked cars restricting access, road closures, services etc. It is difficult to always establish whether the failure is due to the customer or contractor to this end we focus on rectifying the issue as quickly as possible.

8.10 The Waste Collection Contract stipulates that missed collections are rectified within 24 hours irrespective of who is at fault. This avoids lengthy arguments

with customers or contractors and ensures that when day to day issues occur the focus is moved back to the customer so a positive outcome is achieved. To put missed collections into context they make up 0.01% of the collections carried out each year.

- 8.11 The Council continues to work closely with the waste collection contractor to try and minimise the number of missed collections and to investigate where there are regular problems with a particular property. There is also no specific pattern to missed collections as stated in 8.8 there are many issues that contribute to missed collections.
- 8.12 Crew issues have also decreased in numbers in the last 6 months. These relate to the qualitative aspects of the service such as spillage during collections, receptacles not being placed back correctly or the general complaints in relation to the operatives. To put this into context there is one reported crew issue reported for every 10,000 collections made. Irrespective of this low rate, this area of the service is where both the Council and the contractor management team continue to work hard at keeping this at as low a level as possible and will continue to do so.
- 8.13 There may of course be residents dissatisfied with the quality of service who do not report issues to the Council. In previous years customer satisfaction surveys were carried out to ascertain resident's views across a number of services. As these no longer take place it is difficult to quantify what the general mood is with the public. If we use the data we have from those customers that are registering complaints. In the context of the operation of waste collections there are very low levels of dissatisfaction with the service.
- 8.14 There is continued monitoring of the contract at varying levels of authority. Client Officers and Contract Supervisors carryout weekly joint inspections they hold monthly formal contract meetings and are in contact with each other on a daily basis. The annual Partnership Board meeting is held between the contractors Regional Senior Management Team, Senior WDC Managers and the Portfolio Holder.
- 8.15 Whilst these meetings are held to give an overview of the key issues affecting the delivery of the contract at the varying level. It gives opportunity to raise areas of concern and discuss the quality of service being provided. Recent meetings have focused on concerns relating to the quality of service. Where service falls below the expected standard the contractors poor performance is managed through the rectification and default notice procedure.
- 8.16 Apart from the day to day issues identified there are times when the service can suffer major disruption. This is mainly in periods of bad weather such as snow or ice when collections have to be rescheduled on mass, and contractors catching up by working longer hours or on Saturdays.
- 8.17 Over the years there have been occasional issues at Christmas when collections have been brought forward as this disrupts resident's normal routine. Scheduled collection days are moved to take account of contractors not working on Christmas Day, Boxing Day or New Year's Day, although they do work on all other Bank Holidays. To advertise the change we update our website and produce bin hangers which are placed on every wheeled bin prior to Christmas to notify them of the changes, this approach worked well this year.