WARWICK DISTRICT COUNCIL	**Overview and Scrutiny Committee 1st June 2016**	**Agenda Item No. 5**

Title	Waste Collection Service Update
For further information about this report please contact	Gary Charlton, Contract Services Manager 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Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?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	NA
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	Not needed for update document

Officer/Councillor Approval		
Officer Approval	**Date**	**Name**
Chief Executive/Deputy Chief Executive	15th June 2016	Bill Hunt
Head of Service	15th May 2016	Rob Hoof
CMT		
Section 151 Officer	15th June 2106	Mike Snow
Monitoring Officer		
Finance	15th June 2016	Mike Snow
Portfolio Holder(s)	7th June 2016	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 The Overview and Scrutiny Committee have requested a review of the performance of the waste collection services, and whether there are any discernable patterns in relation to customer complaints.

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 service deigned 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 proving waste collection services each year is approximately £2.1 million.

5.2 The Council receives an income from Warwickshire County Council of approximately £430k 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 Relet 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 has had a financial impact on the waste collection contractor, as general changes in legislation have to be accommodated by the contractor due to the terms of the contract. This has protected the Council against any increase 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

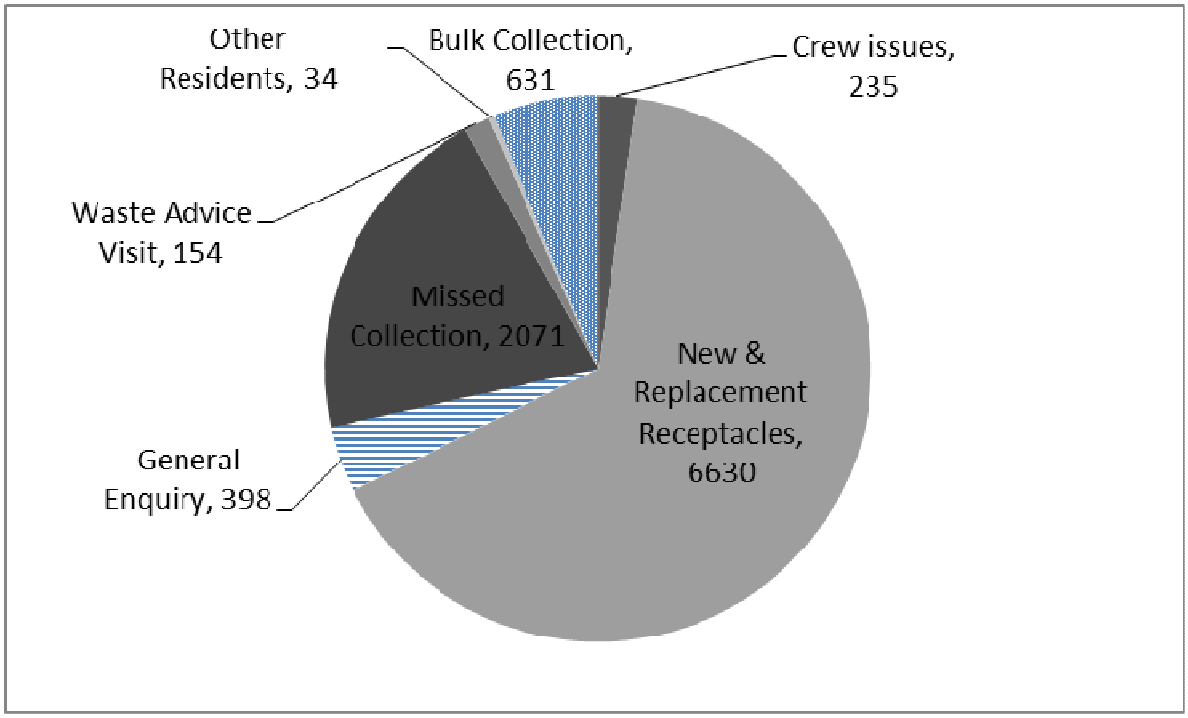
7.1 Not applicable due to the nature of this report.

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 In the first four months of 2016 the Council has received just over 10,000 communications with customers in relation to waste collection services. The chart below shows the broad categories in which these fall.



8.3 The majority of these interactions have been in relation to new and replacement waste receptacles which are currently provided free of charge. There has been a significant increase in the number of requests for receptacles since the decision to implement a charging policy from June 2016.

8.4 Collection of household bulky items such as white goods, furniture etc. is carried out upon request from customers and is a chargeable service.

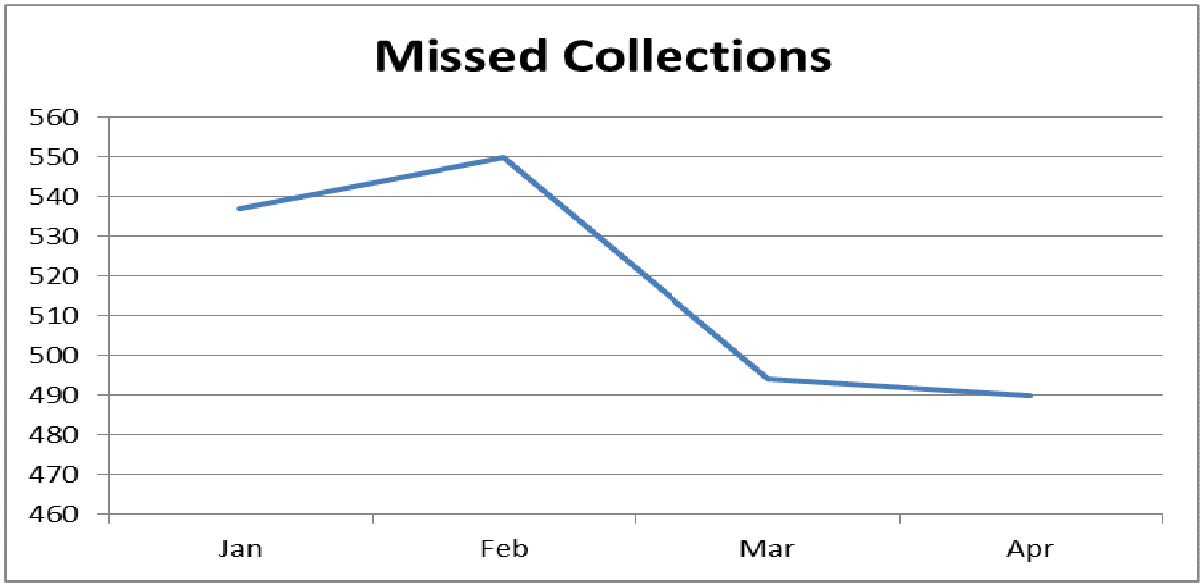
8.5 Waste advice visits are carried out by officers in Contract Services which involves home visits to advise customers how to recycle more and minimise the amount of residual waste going to landfill or incineration.

8.6 Officers also investigate complaints about other residents who are not managing their waste correctly and having an impact on the local area. This is approached in a supportive educational way, with enforcement seen as a last resort.

8.7 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.

8.8 Missed collections 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.
As it is very difficult to establish whether the failure is due to the customer or contractor the focus is put on rectifying the issue as quickly as possible.
The Waste Collection Contract allows for problems such as this and 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 there is a positive outcome when these day to day issues occur.
To put missed collections into context they make up 0.15% of the collections carried out each year.

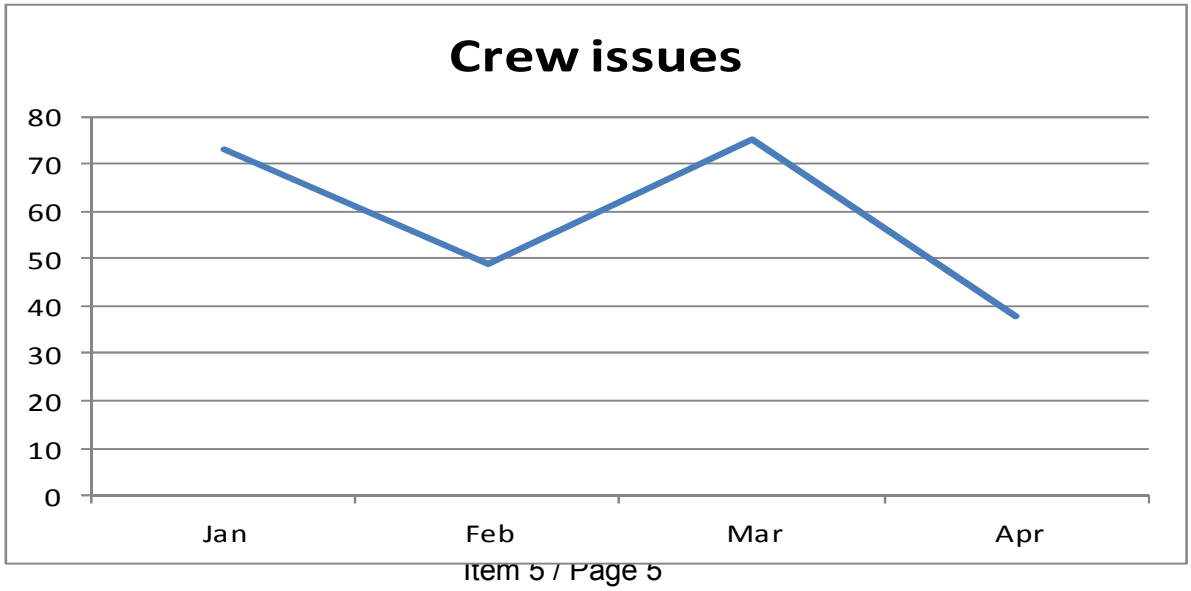
8.9 The Council works closely with the waste collection contractor to try and minimise the number of missed collections and to investigate where there are regular problems with a particular property. There is not any specific pattern, although since Christmas there has been a steady decline in the number of missed collections over the first quarter of 2016.



8.10 Crew issues relate to the qualitative aspects of the service such as spillage during collections, receptacles not being placed back correctly or the general attitude of the operatives. This is an area of the service where there has been a lot of work in recent months in conjunction with the Council's waste collection contractor.

8.11 Client Officers and Contract Supervisors carryout weekly joint inspections, health and safety checks, hold monthly formal contract meetings, and are in daily contact with each other. Any issues are reported to the Head of Service and the Portfolio Holder on a weekly basis. In addition to this an annual Partnership Board meeting held with the contractors Regional Senior Management Team, Senior WDC Managers and the Portfolio Holder. These meetings are held to give an overview of the key issues affecting the delivery of the contract and to raise any concerns relating to the quality of service being provided. Recent meetings have focused on concerns relating to the quality of service and the need to take appropriate disciplinary action where operatives are not delivering the service as expected.

8.12 It is too early to say whether this has been successful as issues relating to service quality have fluctuated over the last 4 months.



8.13 To put this into context there is one reported crew issue reported for every 10,000 collections. There may of course be residents dissatisfied with the quality of service who do not report issues to the Council, although this is difficult to quantify. In previous years customer satisfaction surveys were carried out to ascertain resident's views across a number of services, however these no longer take place.

8.14 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.

8.15 Christmas can also cause problems when 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. Problems mainly occur when collections are brought forward as this disrupts resident's normal routine. Bin hangers are placed on every wheeled bin prior to Christmas to notify them of the changes; however this is not always successful at getting the message across. Other methods are currently being looked at to try and improve the communications when collection days need to change.

8.16 Other service enhancements currently being investigated with the waste collection contractor is the use of in-cab technology, and integrating client back office IT systems. This would allow real time reporting of issues, 360 degree camera coverage on vehicles, ability to view collections in operation, route maximisation, details of specific collection requirements and driver behaviour.