

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

**EXECUTIVE MANAGEMENT TEAM'S REPORT TO THE
Economy Environment & Place Overview and Scrutiny Committee**

Date 20th June 2019

REPORT TITLE: Recycling & Waste Service

Submitted by: Head of Recycling & Fleet Services - Andrew Bird

Portfolio: Environment & Recycling

Ward(s) affected: All

Purpose of the Report

This report has been prepared for members to consider following requests from the Chair for updates and statements on the following issues:-

- Progress on the development for the introduction of the new recycling collection service.
- What the service will look like.
- Update briefing on current absence and sickness levels within the department and progress on the implementation of new policies.
- Quarter 4 performance – for information

Recommendations

That the report be noted.

1. Background

- 1.1 At its meeting on 17th October 2018, Cabinet resolved that the Economy, Environment and Place Scrutiny Committee receive regular updates from the Cabinet Member on the detailed planning and modelling of the new recycling service including timescales and costs in the run up to its implementation to help shape its design and direction and report back into the Cabinets decision making process.
- 1.2 In addition to these updates this report details what the service will look like, in terms of operations and communications. There is an update on absence and sickness issues as reported at Decembers Scrutiny meeting, and changes made to the corporate policy for managing these issues.

2. **Issues**

2.1 **Progress on the development for the introduction of the new recycling collection service.**

Progress on development and implementation of the new recycling and food waste collection service is progressing to plan.

A steering group has been formed, Chaired by the Executive Director of Operational Services, and is made up of cross corporate departmental representatives who need to have input into and provide support for the project moving forward. The Group also has Cabinet member representation from the Portfolio Holder's for Recycling & Environmental services, and Finance.

In addition to this a workforce steering group has also been formed, with representatives from the operational workforce, who will help with development of the new service, and are contributing positively with discussions around route planning and options for different working patterns.

In terms of specific work streams, the following progress has been made –

Round Modelling

Detailed data capture for existing refuse rounds are now complete. The new recycling service, which utilises wheeled bins will be based on refuse work, therefore this is the data set which is necessary to commence modelling the most efficient options. It is vital to capture as much data / information as possible, in order to ensure effective and realistic modelling of rounds.

Round modelling is now taking place using specialist software, called routesmart. This piece of work will provide a number of options in terms of different working patterns, i.e., do we operate on a four or five day week, double shift patterns, and will confirm the exact number of vehicles, together with necessary contingency arrangements to operate the complete service, including refuse and garden waste collections. The input from the operational staff is vital to the success of the process, and testing of proposed rounds with correct type of vehicle is planned to take place in the months leading up to the new service coming into operation, in order to ensure maximum reliability of collections.

Procurement

Procurement of wheeled bins and bags to hold cardboard and paper have commenced and are on track in terms of the project plan for the service. Prices are being obtained for 60,000 wheeled bins, and 80,000 bags, which are planned for distribution over six to eight week commencing in February 2020. Examples of these will be available for the meeting on the 20th June.

Procurement of vehicles to operate the service has also commenced, for the supply of at least 7 split body RCV's, and 7 food waste vehicles.

Communications Development



Branding for the new service is complete, and examples will be shown at the scrutiny meeting on the 20th June. A communications plan has now been approved by the portfolio holder and is shown in appendix 1 to this report. The communications plan is a moving feast being updated where and when necessary.




In addition an Internal Communication designed for staff involved across the Council i.e., Customer Services is being produced on a fortnightly basis. This publication goes under the name of 'Rubbish News' to make it eye-catching.

2.2 What the service will look like.

As previously reported the recycling collection scheme will be what is commonly called a two stream collection service, which will utilise a wheeled bin for glass cans and plastic, and a bag for collection of paper and card. Once emptied the bag will be placed in the bin, for containment. This collection methodology matches operations in Stoke-on-Trent, Stafford Borough and Shropshire. Keeping paper and card (fibre) separate from the other materials maximises the value of material, and means collected fibre can be sold directly to paper and card mills in the UK.

In terms of the other materials, the new service will allow a greater range of plastic to be collected, importantly pots, tubs and trays, and again will bring the Council in line with neighbouring authorities in providing consistency in materials collected.

Dry Recycling collection - fortnightly	Food Waste collection - weekly
Paper & Card 75 litre bag	Food waste collection – existing 23 litre caddie
	
Mixed Plastic, Cans & Glass – 240 litre wheelie bin	

	
<p>Collection Vehicle – 26 tonne split body RCV</p>	<p>Collection vehicle – 7.5 tonne RCV designed for food collection</p>
	

2.3 Update briefing on current absence and sickness levels

At the EE&P overview and scrutiny meeting in December 18 it was reported absence and sickness had cost the department 974 lost days in long term sickness and 301 in short term sickness, and had cost £154,896 in the provision of agency staff to cover these absences.

Levels in the last quarter of the financial year fell in terms of long term sickness, but short term sickness remained an issue, with a final outturn for the year of 1,889 total lost days, and a cost of £220,088 as reported in Decembers meeting officers were looking at the development and formal adoption of a new absence policy.

A new absence policy has now been consulted on and formally approved by Cabinet. This new policy is clearer in its definitions, and will provide managers with more effective tools in which to manage sickness and absence.

2.4 **Quarter 4 performance – for information**

The following table details the performance for recycling and composting, together with missed bin statistics for quarter 4 of this financial year.

Recycling Performance

	Quarter 3 – October to end of December 18.	Quarter 4 – January to end of March 19
Overall Recycling Rate	45.99%	36.07%
Dry Recycling Rate	19.28%	18.97%
Garden Composting	16.69% (No collections in December)	11.23%(No collections in January, part of February)
Food Waste AD Composting	5.26%	5.87%
Residual Waste Kg's per household (low figure is good)	97.85 kg's	109.86

Reported Missed Bins

	January 19	February 19	March 19
Total number of collections scheduled	403,200	351,000	382,200
Total missed collections	321	296	216
% of successful collections	99.92%	99.92%	99.96%

3. **Options Considered** (if any)

Not applicable to this report

4. **Proposal**

Not applicable to this report

5. **Reasons for Preferred Solution**

Not applicable to this report

6. **Outcomes Linked to Sustainable Community Strategy and Corporate Priorities**

6.1 Development of a new recycling service is a key Corporate Priority.

7. **Legal and Statutory Implications**

7.1 The Council has a legal duty under the Waste Framework Directive 2012, to provide collection services for non-recyclable waste, and to collect separately four streams of recycling, namely, paper/card (fibre), metal, plastic, and glass all free of charge.

8. **Equality Impact Assessment**

All recycling and waste collection services, both current and proposed are subject to the department undertaking a Equality Impact Assessment.

9. **Financial and Resource Implications**

9.1 This report details financial implications as detailed in section 2.2 above.

10. **Major Risks**

Not applicable to this report

11. **Sustainability and Climate Change Implications**

Not applicable to this report

12. **Key Decision Information**

Not applicable to this report

13. **Earlier Cabinet/Committee Resolutions**

Not applicable to this report

14. **List of Appendices**

Appendix 1 – High Level Project Plan for the new Recycling Collection Service.

15. **Background Papers**

None