

**FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:**           **CABINET**

**DATE:**               **TUESDAY, 20 NOVEMBER 2012**

**REPORT BY:**       **DIRECTOR OF ENVIRONMENT**

**SUBJECT:**           **REVIEW OF THE COUNCIL'S WASTE COLLECTION SERVICE**

**1.00   PURPOSE OF REPORT**

**1.01**   To update Cabinet on the progress made within the waste collection service, six months after the service review.

**2.00   BACKGROUND**

2.01   In June 2010 the Council adopted its Municipal Waste Strategy. The Strategy contains a number of key actions which were needed to meet the challenging recycling targets set out in the all Wales National Waste Strategy 'Towards Zero Waste'.

2.02   On the 15th March 2011, the Executive approved the Councils Household Waste Collection Policy which introduced the new collection service consisting of the following elements:

- A weekly collection of recyclables
- A weekly collection of food waste
- A fortnightly collection of general domestic waste
- Alternating with:*
- A fortnightly collection of green/garden waste

The new collection service was designed to increase participation in recycling, reduce the reliance on landfill and enable the Council to meet the tough recycling targets set by Welsh Government which are as follows:

By       2012/13 = 52% of all waste produced should be recycled  
          2015/16 = 58% of all waste produced should be recycled  
          2019/20 = 64% of all waste produced should be recycled  
          2024/25 = 70% of all waste produced should be recycled

2.03   The “rollout” of the new service was achieved by a series of pilot schemes and eventually by a County wide “rollout” to all residents, which commenced on the 7<sup>th</sup> November 2011.

- 2.04 Following concerns about the service, a Resolution was carried at full Council on 31st January 2011, which resulted in a full review of the service. The review was completed and the results subsequently presented to the Council's Executive and the Environment Overview and Scrutiny in March 2012. The report recommended that an update on progress should be presented to Members after a further period of six months.
- 2.05 This report has two main objectives:-
1. To provide Cabinet with an update on the progress made against each of the service Action Plans which were developed during the waste services review
  2. To provide Cabinet with an overview of the current position in regards to service performance in Waste Management.

### **3.00 CONSIDERATIONS**

#### **3.01 Progress against Action Plans**

Following the review, four Service Action Plans were developed. The Action Plans made specific recommendations, together with containing delivery targets for the following service areas.

- Communications
- Vehicles/Containers
- Operational
- Policy

**Appendix 1** shows the current RAG status in terms of the Actions within each of the Plans.

- 3.02 All of the Actions contained within the four Action Plans have been completed or are 'on track' to be completed within the required timescales – with the following exceptions:-
- C4 – Amber - New stickers advising residents why waste has not been collected requires further development – New target date December 2012
  - C12 – Red – Notification to inform callers to the Contact Centre of their position in the queue (to be answered) still to be introduced – New target January 2013 subject to on going discussions with software supplier
  - V2 – Red – Trials of alternate containers for storing recycled material. - New target January 2013 – weighted bags (for paper have been introduced and further trials of alternate containers are to be introduced once satisfactory alternatives are identified.

### 3.03 **Current Service Performance**

In common with most waste collection service providers across the Country, missed collections remain the biggest area of concern. The number of missed collections within the service has consistently fallen since the launch of the new service and now average 120 – 130 missed collections for every 100,000 collections made each week. The electronic notification system for Assisted Collections has been trialled and will undoubtedly improve the service and reduce missed collections for residents on the Assisted Collection Scheme. The rollout of the system to all vehicles is expected to be completed by the December 2012 target.

3.04 Call volumes to the service, via the Contact Centre have fallen to the pre-service change call rate level. (**Appendix 2**)

3.05 The changes made to the collection service placed the emphasis on recycling rather than disposal and residents have embraced the new arrangements, recycling their waste in greater quantities than ever before. The 2012-13 First Quarter recycling rate for the County showed an increase from 50% in 2011-12 to almost 60 % and the Council were second in Wales in terms of the amount of waste recycled.

3.06 In addition to the recommendations within the Action Plans, the following changes have also been made to the new service.

- The service has been rolled out to all Flats in the County
- A 'Scatter' round has been introduced to properties with difficult access points
- Saturday collections have been piloted

3.07 Side waste will continue to be collected by the collection crews, however this will be reviewed in line with the Councils Waste Collection Policy in the coming months. Any changes made to the current working practise will be notified to Members in advance of any change

3.08 A research project commissioned by the WLGA Waste Improvement Programme and Welsh Government into Civic Amenity/Household Waste Recycling Centre provision in Wales has been received in September 2012. In order that the findings of the commission can be included in the Council's Household Recycling Centre (HRC) strategy the existing provision will remain. The Council HRC provision will be reviewed to coincide with the commissioning of the new Sandycroft facility which is expected to open in May 2013.

3.09 Any extension to the Saturday collection service will be notified in advance to Members

### 3.10 **Feedback on the service**

Feedback on the new service was received from the following sources:-

1. Customers were asked for their opinion of the service at events held across the County during the summer months.
2. Member feedback on the new service was received as part of the Streetscene service review

### 3.11 **Summary**

Changes of this magnitude are never easy to introduce. However it would appear that the service has now stabilised the staff and workforce are making great efforts to ensure that the service operates at the level residents and Members would expect of it.

## 4.00 **RECOMMENDATIONS**

4.01 That Cabinet note the report and the progress made within the service since the service review in March 2012

4.02 That Cabinet approve that the current arrangements at the Council's HRC sites remains at the current level, subject to a further report, once the impact of opening the proposed new Sandycroft HRC site and the information from the WG research project can be assessed.

## 5.00 **FINANCIAL IMPLICATIONS**

5.01 The Managed Weekly Collections service is anticipated to deliver a further £245k of efficiencies in 2012/13. This is in addition to the £200k that was estimated for 2011/12

## 6.00 **ANTI POVERTY IMPACT**

No impact

## 7.00 **ENVIRONMENTAL IMPACT**

No impact

## 8.00 **EQUALITIES IMPACT**

No impact

## 9.00 **PERSONNEL IMPLICATIONS**

No impact

**10.00 CONSULTATION REQUIRED**

None

**11.00 CONSULTATION UNDERTAKEN**

From Members (Through the Deputy Leader and Cabinet Member for Environment)

Residents (Through surveys)

**12.00 APPENDICES**

Appendix 1 – RAG Status of Action Plan

Appendix 2 – Call Volumes to Contact Centre

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

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