

SCRUTINY COMMITTEE REPORT

Date Written	18 th June 2019
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Service Area	Waste Services
Committee Date	8 th July 2019

To: Chair, Ladies and Gentlemen

Waste Collection Service (Missed Collections)

1.0 SUMMARY OF THE REPORT

- 1.1 The report provides information on the reasons for household recycling missed collections for 2019/2020.

2.0 RECOMMENDATION(S)

- 2.1 The content of this report to be discussed and noted.

3.0 INTRODUCTION AND BACKGROUND

- 3.1 Waste Management operate a daily collection service for the County Borough of Merthyr Tydfil. This includes refuse, kerbside recycling, commercial refuse, commercial recycling and commercial food collections. Kerbside Recycling operate 8 vehicles with 3 spare for approx. 26,000 collections on a weekly basis; the spare vehicles are cover for breakdowns, 6 weekly safety inspection, services and MOTs; for each of the aforementioned, the vehicle is unavailable. For MOT's the vehicle is unavailable for a week. Recycling vehicles were registered in 2015; these vehicles are renewed every 7 years.
- 3.2 Refuse collection operate 3 vehicles with 1 spare for approx. 13,000 collections per week as this is a fortnightly collection service, the spare cover for breakdowns, 6 weekly safety inspections, services and MOTs for the 3 collection rounds, again for the aforementioned vehicles are unavailable; for MOT's the vehicle is unavailable for a week. All refuse vehicles are renewed every 3 years if going to landfill and 5 years if tipping on a hardstanding.

- 3.3 Trade waste operate 1 vehicle for all commercial waste this also involves a small amount of residential collections, this is due to refuse rounds being at capacity, any new developments are added to the trade round. This service also shares the 1 refuse spare vehicle.
- 3.4 Garden waste operates 2 vehicles with 1 spare for approx. 13,000 collections per week. These vehicles are 10years old and are only used seasonally.
- 3.5 Commercial food waste and awkward access dry recycling collect from approx. 507 commercial properties on a weekly basis, this has no spare vehicle but shares a vehicle with farms refuse.
- 3.6 Farms refuse and dry recycling collects from approx. 478 this has one spare vehicle for refuse and no spare for dry recycling.
- 3.7 Commercial Cardboard, paper and glass are collected from approx. 450 commercial customers on a weekly basis. There is no spare vehicle.
- 3.8 Waste Management vehicles collect from every street/estate within the County Borough on a weekly/fortnightly basis. A large percentage of the County Borough comprises of terraced streets which are very tight for larger collection vehicles especially when there are double parked cars within these streets. When access is denied the crews are instructed to call back to these streets (time permitted) throughout the day/week to try and gain access, crew also have letters with them to attach under windscreen wipers to ask residents not to double park or restrict access on collection days. At present we have one supervisor who supervises 55 members of staff daily. He is responsible for the daily supervision of collection crews and his duties also include supervising the waste transfer station and other activities carried out by waste management.
- 3.9 The Authorities missed collection reporting system relies heavily on trust, as there are several reasons for missed collections e.g:-
- receptacles not being presented on time,
 - receptacles being presented on the wrong week (refuse/green),
 - access issues (parked vehicles)
- All these are recorded as 'missed collections' when in reality there are other reasons.
- 3.10 2016/17 shows a low amount of recorded information as Tascomi was introduced in November 2016.
- 3.11 Formal recording of missed collections began in 2017/18 when Tascomi was fully functional. Missed collection data was recorded by Call Centre staff during the working day which could result in false recording as a collection isn't missed until the end of the working day.
- 3.12 In 2018/19 the waste department worked closely with business change and web development team to improve online reporting. The facility was introduced in mid-2018 and allowed the public to report online. Often these reports come through early in the day when the crews have not even completed their round, if the crews have tagged the boxes for mixed or contamination or if the resident themselves had not put the items out on time.

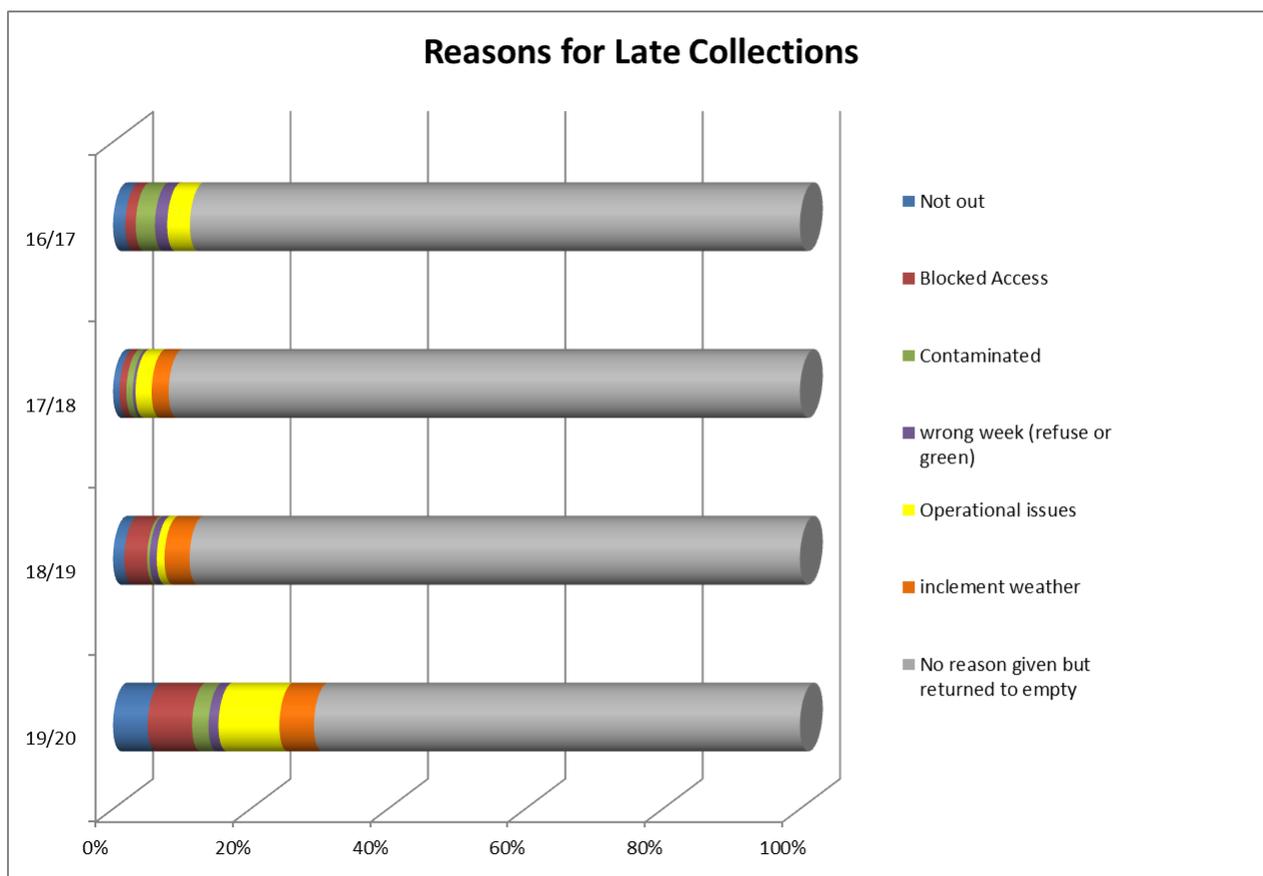
4.0 WHERE WE WERE

4.1 Since the service change in 2015 we have experienced a large amount of missed collections due to a lack of spare vehicles. The majority of these missed collections were whole streets not individual collections. We experienced a large amount of breakdowns and recalls in the recycling fleet. There was also an element of human error when making a large amount of collections on a daily basis, which could have been helped with extra supervision for collection rounds.

4.2 We worked with fleet management to resolve issues as they arose.

Year	Missed Collections	Recycling	Refuse	Green	Not specified	year	Not out	Blocked Access	Contaminated	wrong week (refuse or green)	Operational issues	inclement weather	No specified but returned to empty
16/17	393	195	49	40	109	16/17	7	6	11	7	13		349
17/18	1494	835	486	152	21	17/18	14	15	14	6	35	37	1373
18/19	2136	1254	678	193	11	18/19	35	71	8	22	24	78	1898
19/20	417	349	38	28	2	19/20	21	27	10	6	37	21	295





5.0 WHERE WE ARE NOW

5.1 In April 2019 we applied for growth which we received to change from driver plus one to driver plus two, and reduced from 10 collection rounds to 8 rounds which provides us with 3 spare recycling vehicles instead of 1. It is hoped that this will contribute to a reduction in the number of missed collections.

5.2 The table below highlights the overall number of household collections that are made per annum and the relatively low number of overall collections reported as missed.

27000 Properties	702,000 Refuse collections annually (fortnightly)
	1,404,000 Recycling collections annually (weekly)
	432,000 green seasonal annually (fortnightly)
Total	2,538,000
Reported as Missed 18/19	2136 / 0.084% overall
	1898 /0.074% without reasons

6.0 WHERE WE WANT TO BE

6.1 We want to be in a position where we have the maximum vehicles available on a daily basis to carry out front line activities/ collections. By working closely with fleet

Management we now have a replacement and refurbishment plan for all collection vehicles.

- 6.2 Collection vehicles are very specialist vehicles and on average have a lead time of 24 weeks from placing the order; two vehicles have been ordered and will be delivered in September.
- 6.3 We are working to cover every eventuality this includes breakdowns and accidents. We have put measures in place so that we are in a more robust situation than previously.
- 6.4 Although an element of missed collection will always occur it is felt that with additional resources these could be reduced even further, as this would enable all rounds to be monitored on a weekly basis.

7.0 WHAT WE NEED TO DO NEXT

- 7.1 The waste management department are continually looking to improve the way we collect waste to make it easy for the residents and safe for its employees.
- 7.2 Continue to monitor and reduce the number of missed collections.
- 7.3 Continue to look at new initiatives to make it easier for the resident to reuse and recycle.
- 7.4 Amend and improve collection points.
- 7.5 Investigate the opportunity of specifying new vehicles with 'in cab' technology which will enable the crew to immediately identify the properties that have not presented recycling.

8.0 CONTRIBUTION TO WELLBEING OBJECTIVES

- 8.1 Waste Services contributes to the Council's environmental wellbeing objective; communities protect, enhance and promote our environment and countryside.

JUDITH JONES
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BACKGROUND PAPERS		
Title of Document(s)	Document(s) Date	Document Location
List the Background documents which have been relied on in preparing the report.		

E.g. previous minutes of relevant committees		
Does the report contain any issue that may impact the Council's Constitution?		