

4 February 2014		ITEM: 7
Cleaner Greener Safer Overview & Scrutiny Committee		
Review of Waste Collection Round Rationalisation		
Report of: Cllr Victoria Holloway – Portfolio Holder for Environment		
Wards and communities affected: All	Key Decision: Non -key	
Accountable Head of Service: Mike Heath – Interim Head of Environment		
Accountable Director: Darren Henaghan – Director of Environment		
This report is Public		
Purpose of Report: To report the outcome, progress and benefits of the rationalisation of waste collection rounds.		

EXECUTIVE SUMMARY

Waste collection is a highly visible front line service and is perceived by residents as a key services provided by the Council.

The cost of collection at approximately £5M per year is a significant element of the Council's budget.

To optimise performance and gain maximum efficiency from the service, collection rounds were reviewed and reconfigured during early 2013.

At the same time, terms and conditions of employment of refuse crews were revised to reflect modern patterns of working and future service demands..

The new rounds together with revised workplace methods came into effect in June 2013.

1. RECOMMENDATIONS:

- 1.1 That Members note the report and support the financial and operational benefits delivered by the rationalisation project.**

2. INTRODUCTION AND BACKGROUND:

- 2.1** Refuse collection is a Statutory service provided by the Council to residents for the collection of household waste and includes recyclable and non recyclable waste and kitchen and garden waste.

All of the above materials are collected at the kerbside on a weekly frequency. The kerbside collections service, last modified in 2009, provides collection of waste to approximately 165,000 properties.

3. ISSUES, OPTIONS AND ANALYSIS OF OPTIONS:

- 3.1 The collection of household waste requires the daily deployment of vehicles and workforce using scheduled rounds.
At optimum performance the resources deployed are balanced with the workload to achieve maximum work output at minimum cost.
Rounds are affected by population and housing growth and factors such as these cause established rounds to become unbalanced and inefficient.
- 3.2 It is normal for round structures to be revisited at intervals of several years to be remodelled to provide a better balance between individual rounds, different days of the week and workload.
- 3.3.1 In recent years, computer software has been developed to assist and speed up rationalisation projects to achieve optimisation of resources and efficiency.
- 3.4 The software used to support the rationalisation project is known as Routesmart and is widely used in the waste industry to model household waste collection rounds to meet individual collection systems, frequencies and type of container.
- 3.5 The mapping system is compatible with both the Council's GIS mapping and Bartec vehicle software.
- 3.6 Table 1 below shows details of pre and post rationalisation rounds, indicating the level of round reductions achieved through the rationalisation project. The round numbers shown are Spring/Summer rounds.

	Pre June 2013	From June 2013
Refuse	8	9
Recycling	7	6
Kitchen/garden	7	6
Frost Estate		1
Flats/Euros	2	
Flats/Schools	1	
Totals	25	22

Table 1 – Collection Rounds before and after rationalisation

- 3.7 Resident satisfaction is a measure of the perceived performance of a service and complaints statistics can be used to compare levels of service before and following periods of change.
Appendix 1 shows levels of complaints for the period April to December 2013 which covers the implementation of the new rounds in June 2013

3.8 A further measure of performance in waste collection services is the percentage of missed collections per day, the industry norm being a performance of 98% completion.
Appendix 2 shows collection performance for the period April to December 2013.

3.9 The rationalisation of collection rounds was linked to the delivery of efficiency savings.
Appendix 3 shows achieved savings in comparison to the financial performance of previous years equivalent budgets.

4. REASONS FOR RECOMMENDATION:

4.1 To provide Members with clarity on the aims and outcomes of the rationalisation project.

5. CONSULTATION (including Overview and Scrutiny, if applicable)

6. IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT

6.1 No impact

7. IMPLICATIONS

7.1 Financial

Implications verified by: **Michael Jones**
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There are no financial implications beyond those described in the report

7.2 Legal

Implications verified by: **Alison Stuart**
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There are no legal implications contained in this report.

7.3 Diversity and Equality

Implications verified by: **Samson DeAlyn**
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The Equalities Act places a duty on the Council to have due regard to the principles of equality in all of its decision making processes. Consideration should be given to issues such as fair access to services, dealing with residents who have varying levels of mobility and vision.

Information and literature should be available in a range of formats and languages. The report of the working group should include a commentary on compliance with the requirements of the Equalities Act.

7.4 **Other implications (where significant) – i.e. Section 17, Risk Assessment, Health Impact Assessment, Sustainability, IT, Environmental**

There are no other implications

BACKGROUND PAPERS USED IN PREPARING THIS REPORT (include their location and identify whether any are exempt or protected by copyright):

APPENDICES TO THIS REPORT:

- Appendix 1 – levels of complaints for the period April to December 2013
- Appendix 2 – collection performance for the period April to December 2013.
- Appendix 3 - achieved savings in comparison to the financial performance of previous years equivalent budgets.

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Appendix 2 - collection performance for the period April to December 2013.

Number of weeks	4.4	4.6	4	4.6	4.2	4.2	4.6	4.2	4.4
Bins collected	843,467	881,806	766,788	881,806	805,127	805,127	881,806	805,127	843,467
Monthly Missed Bins 2013/2014	8,528	12,406	87,090	54,865	36853	34105	35919	13214	15070
Missed Bins per 100 000 2012/2013	535	2,121	1,189	789	443	1,165	1,048	1,797	1,833
Missed Bins per 100 000 2011/2012	6,327	1,381	847	855	560	465	346	2,242	2,664
Monthly Missed Bins per 100 000	1,011	1,407	11,358	6,222	4,577	4,236	4,073	1,641	1,787
% of Collections Made (target = 98%)	99.0%	98.6%	89%	94%	95%	96%	96%	98%	98%
Reasons for non-collection									
Blocked Access	18%	20%	1%	3%	4%	7%	6%	16%	11%
Vehicle Breakdown	12%	16%	2%	7%	5%	16%	11%	25%	65%
Operational Difficulties	70%	64%	97%	90%	91%	77%	83%	57%	24%
Road Traffic Accident								2%	
Service Missed									
Refuse	34%	40%	37%	47%	46%	46%	49%	53%	43%
Recycling	12%	10%	45%	36%	36%	15%	20%	32%	24%
Composting	53%	49%	17%	17%	17%	39%	31%	15%	33%

Appendix 3 – summary of projected savings 2013/2014.

Waste Collection Optimisation - Summary of Projected Saving 2013/14

	2012/13 Outturn at Current Price Base	Final Forecast Outturn 2013/14	Total Savings - 2012/13 Outturn to 2013/14 Outturn
	<i>£000</i>	<i>£000</i>	<i>£000</i>
Operatives & Vehicles	4,607.2	4,261.5	345.7cr
Dept and Central Management & Support	643.3	604.8	38.5cr
Capital Financing	233.3	246.6	13.3
Premises - Oliver Close	210.0	204.4	5.6cr
Supplies & Services	21.4	96.2	74.8
Total Waste Collection	5,715.3	5,413.6	301.7cr