

<b>24 January 2023</b>		<b>ITEM: 6</b>
<b>Cleaner Greener Overview and Scrutiny Committee</b>		
<b>Waste Service Update Report</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Non-key	
<b>Report of:</b> Susan Reddick – Strategic Lead – Waste		
<b>Accountable Assistant Director:</b> Daren Spring – Assistant Director Street Scene and Leisure		
<b>Accountable Director:</b> Julie Nelder – Acting Director Public Realm		
<b>This report is</b> Public		

## **Executive Summary**

This report provides Cleaner, Greener, Safer Overview and Scrutiny Committee with an update on the waste service.

With the target date for the introduction of the new waste collection service in September 2023. This report outlines the work that is being carried out to make improvements to service delivery in readiness for the implementation of the new collection service.

A waste improvement plan has also been produced and work has started on its implementation. This report considers some of the themes of the improvements and provides the committee with an update on progress.

### **1. Recommendation(s)**

**1.1 It is recommended that Cleaner Greener Safer Overview and Scrutiny Committee note the content of the report.**

### **2. Introduction and Background**

2.1 Central Government published its Waste, our Resources: A strategy for England in December 2018. It identified a number of proposals designed to drive up recycling performance. The proposals include: -

- Improve recycling rates by ensuring a consistent set of dry recyclable materials is collected from all households and businesses.

- Reduce greenhouse gas emissions from landfill by ensuring that every householder and appropriate businesses have a weekly separate food waste collection, subject to consultation.
- Improve urban recycling rates, working with business and local authorities.
- Improve working arrangements and performance between local authorities.

2.2 The National Strategy has several statutory implications for the Council that means implementing some changes to the way that we collect and dispose of our waste. Although these are yet to be fully finalised, they include: -

- Provide our residents with separate food waste collections by 2023.
- Vastly improve our recycling rate to work towards the 2035 National Recycling Target of 65%.
- Reduce the amount of municipal waste to landfill by 10%.
- Ensure that our dry recycling collections are consistent with Government's requirements and ensure that we are running a cost-effective collections system.

2.3 Following consideration of the Cleaner, Greener, Safer Overview and Scrutiny Committee at the October 2020 meeting, in November 2020, Cabinet agreed the Municipal Waste Strategy for Thurrock and agreed to progress with the following collection regime: -

- Alternate Weekly Refuse Collection
- Weekly Recycling Collection
- Alternate Weekly Garden Waste Collection
- Weekly Food Waste Collection

Additionally, Cabinet agreed: -

- That Thurrock Council lead by example and act to reduce and where possible eliminate, single use plastics. A separate update will be presented to CGS O&S on single use plastic.

2.4 Several projects have been completed to ensure the delivery of the new collection service these include;

- The procurement and delivery of a new fleet of vehicles
- The procurement of a contract to process food waste as a separate waste stream
- The procurement of a contract to process green waste
- The procurement of internal and external kitchen caddies for every house, this will include the delivery of these caddies from Sept 2023
- The development of a communications plan for the roll out of the service

- A vehicle naming competition engaging with schools has recently completed and the winning names have been identified so that they can be put onto the vehicles

2.5 We are now focusing on routing the work for the new service. We will ensure that these routes are robust and fully serviceable, that all work can be completed and will make certain that the appropriate resources are in place to deliver the new service.

2.6 In support of these changes and following an internal review, a waste service improvement board was formed to improve service delivery to ensure that we are in a position to implement change,

### 3. **Issues, Options and Analysis of Options**

3.1 The waste improvement plan has six main themes and whilst improvement will always be continuous, we have made significant improvements in each area which are listed below.

#### 1. **Service improvement**

- We are improving internal processes and have implemented 'champions' for different categories of work to ensure that we have 'expert's in each area that the team can go to for support.

#### 2. **Work force engagement**

- We have developed a workforce engagement & communications plan and we are also in the process of developing a skills gap and training plan for all staff.
- We have issued new uniform including shorts and hat for the summer months. New routes are in place, and we have engaged and communicated with the crews about this
- Recruitment days have been held to bring on agency staff and by 1<sup>st</sup> Feb 19 agency loaders will be taken on permanently, and we are holding further recruitment days to increase this number

#### 3. **Vehicle process and policy compliance**

- Our fleet team have recently been externally audited and the outcome was positive and did not identify any areas of improvement required.

#### 4. **Customer satisfaction**

- We are improving the management and auditing of complaints

#### 5. **Health & Safety**

- A Health & Safety 'champion' has been identified; and is helping to strengthen our H&S framework for the service.

#### 6. **Being digitally efficient**

- New digital systems have been developed to create an auditable and more efficient service

### 4. **Reasons for Recommendation**

4.1 This report is for information, to update the panel on the progress of the improvements to the service and the development of the new service in September 2023

## **5. Consultation (including Overview and Scrutiny, if applicable)**

5.1 A Cross Party Waste Working Group was formed in August 2019 with the key objective of reviewing the requirements of the Government's waste strategy paper and how the Borough will be able to meet those requirements. All options were consulted upon via a public consultation.

## **6. Impact on corporate policies, priorities, performance and community impact**

6.1 The Council has a statutory requirement to collect refuse and recycling from residents of the borough and the waste strategy will shade the way that this is carried out in the future.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Laura Last**  
**Senior Management Accountant**

There are no financial implications linked to this update report. "The council continues to experience significant revenue budget pressures and exceptional wider financial risks and, as a result, a section 114 notice was issued on 19th December 2022. There are no direct finance implications arising from this report.

### **7.2 Legal**

Implications verified by: **Kevin Molloy**  
**Principal Solicitor**

There are no legal implications linked to this update report.

### **7.3 Diversity and Equality**

Implications verified by: **Roxanne Scanlon**  
**Community Engagement and Project Monitoring Officer**

There are no direct diversity or equality implications arising from this update report.

**9. Appendices to the report**

N/A

**Report Author:**

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