



Recycling & Neighbourhood Services

Covid update

Scrutiny Committee Update
October 6th October 2020



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



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Main Challenges

Single waste stream collection

- Cardiff stopped collecting multiple waste streams on Monday 30th March 2020. Normal service was resumed on 1st June 2020
- The decision was based on concerns over resourcing the service and to limit concerns to the workforce and communities of Cardiff
- The majority of waste was sent to the Energy for Waste plant (Viridor) with a small amount of food waste still going to the Anaerobic Digestion plant
- The service required 25 drivers / 50 loaders in the morning and 25 drivers / 50 loaders in the afternoon to deliver the current weekly waste collection and NHS collections
- The decision was vindicated with 25% of frontline officers and agency staff unable to work due to Covid-19 (a total of 33% including 8% non-Covid related sickness)



Main Challenges

Stopping of services

- Garden waste collections stopped. One-off collections in May and June with normal summer 2 weekly collections introduced on 6th July
- The Recycling Centres (Lamby and Bessemer) closed due to lockdown and essential travel guidance. Bessemer Close opened on 26th May and Lamby Way on 31st May following introduction of a booking system
- Bulky Waste collections stopped due to concerns in relation to collections from properties (vulnerable persons) and also due to a lack of resources. Bulky collections commenced 1st June

Stopping of operations

- The Material Reclamation Facility closed due to concerns relating to social distancing and the recycling carrying Covid-19. The facility recommenced operations on 1st September



Main Challenges

Trade Waste

- Significant reductions and stoppings of service relating to businesses

Cleansing

- Higher use of public spaces and green spaces in good weather for social gatherings outside increasing litter in certain area.

Environmental Enforcement

- Fly tipping had not increased but duty of care concerns heightened with people being at home
- Difficulty to progress face-to-face PACE interviews and deal with residents about duty of care concerns



Getting services back to citizens

Getting services back to citizens has seen some changes to how services are delivered. The changes relate to safety and control of service provision to limit any ongoing concerns with regards to Covid-19

The main changes are:

- More access to request services digitally via the website and Cardiff Gov app
- The implementation of a booking system at recycling centres to support social distancing and limit queuing for access
- Bulky collections not accessing properties without a detailed risk assessment



Performance Objectives

Performance Indicators featured in Corporate Plan	Q1 2020/21			Q4 2019/20		
	Target	Result	Rating	Target	Result	Rating
WMT/015 - The percentage of planned recycling and waste collections achieved.	99.9%	No results available as yet		New PI		
PAM/030 - The percentage of municipal waste collected and prepared for re-use and/ or recycled.	64%	No results available as yet		57.9%	64%	Amber
WMT/016 - The percentage of waste collected at recycling centres that has been prepared for re-use or recycled.	80%	No results available as yet		New PI		
SC/001a - The percentage of highways land inspected by the Local Authority found to be of a high or acceptable standard of cleanliness.	90%	99.04%	Green	90%	94.61%	Green
SC/001b - The number of wards in Cardiff where 90% of the highways land inspected is of a high or acceptable standard of cleanliness.	29	4	Amber	New PI		
PAM/011 - The percentage of reported fly-tipping incidents cleared within five working days.	95% (increased)	99.79%	Green	90%	99.03%	Green
STS/013 - The percentage of reported fly-tipping incidents investigated by Environmental Enforcement.	95%	No results available as yet		New PI		
STS/012 - The number of education and enforcement actions per month relating to improving recycling behaviour by citizens.	3,000 (per year)	2,387	Green	New PI		



Performance Objectives

Performance Indicators not featured in Corporate Plan	Q1 2020/21			Q4 2019/20		
	Target	Result	Rating	Target	Result	Rating
PAM/043 - Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person	300.00	Annual		300.00	191.38	Red
WMT/013 - The maximum permissible tonnage of biodegradable municipal waste sent to landfill	8,389	No results available as yet		8,389	2,803	Green
WMT/012 - The percentage of local authority municipal waste used to recover heat and power	42%	No results available as yet		42%	47.39%	Green
PAM/031 - The percentage of municipal waste collected by local authorities sent to landfill	25%	No results available as yet		25%	3.02%	Green



Performance Objectives

Recycling Performance

2019/20 Recycling Performance is 58.14% with a target of 64%

- This was not significantly impacted by Covid-19
- Work with Welsh Government / WRAP / Local Partnerships on kerbside collections completed – did not demonstrate a significant lift in performance apart from separate glass
- Welsh Government will now provide a report to the Minister and decide whether they will enforce the legislation

2020/21 Qtr1 Recycling Performance is 42.51%

- Last 4 years Qtr1 performance was 62.57%, 61.85%, 58.60% and 58.60%
- This was Covid-19 related and was due to the single collection and closure of recycling centres



Performance Objectives

Cleansing

2019/20 High or acceptable level of cleansing 94.60% (target 90%)

2020/21 Qtr1 High or acceptable level of cleansing 99.04%

- Does not provide the real picture – we know there are issues but they are isolated so do not impact the general cleansing view when reviewing streets.
- Parks and public spaces took the brunt of the litter concerns in good weather and these are not inspected

Fly tipping

2019/20 Fly Tipping incidents cleared within 5 working days 99.03%

2020/21 Qtr1 Fly Tipping incidents cleared with 5 working day 99.79%

- 2,387 enforcement or improvement actions – range from pink stickers to duty of care. Significant increase in duty of care concerns in lanes.



Performance Objectives

Waste / Recycling Tonnage monitoring

20/21 Tonnage comparison with 19/20								
	Tonnage				Cost			
Period	19/20	20/21	Variance	%	19/20	20/21	Variance	%
April to August	73,712	66,422	-7,290	-10%	£4,365,523	£5,385,862	£1,264,436	29%
Sept to March	87,517	89,345	1,829	2%	£5,173,175	£5,667,455	£494,280	10%
Total	161,230	155,768	-5,462	-3%	£9,538,698	£11,053,317	£1,758,715	18%

- Significant waste stream changes within domestic residual and food tonnage
- Significant reduction of residual at Recycling Centres
- Significant reduction in Trade Waste, although NHS growth has supported the area

Challenge - What will the 'new normal' be?



Recycling & Neighbourhood Services

Budget Position – Month 4

The table below illustrates the net position for each division of service, focussing on business as usual position.

Service	Net Budget	Projection	Variance
Environmental Enforcement	927	938	11
Street Cleansing	6,855	6,717	(138)
Collections	12,135	12,135	0
Trade Service	(306)	(306)	0
Treatment & Disposal	9,444	9,585	141
Strategy & Support	679	665	(14)
Total	29,734	29,734	0



Street Scene

Financial support

Details of additional expenditure incurred	April £000	May £000	June £000	July £000	Total £000
Increased net cost arising from the processing of waste material following closure of MRF and reduction in staff resources.		206	411	488	1,105
Additional cost for the provision of recycling bags and caddies	148	(23)	(14)		111
Additional Staffing and Overtime to cover sickness absence	161	148	100	56	465
Additional staff costs required to provide interim arrangements for Garden Waste collections		33	77	12	122
Additional cost of Asbestos Removal from Garden Waste and Commercial Skips			24	12	36
Safety measures at Recycling Centres, MRF, Waste Depots and Offices		3	44	11	58
ICT Purchases - to assist with staff working from home			5	2	7
Provision of food 'grab bags' for Waste operatives due to closure of canteen.		3			3
Total	309	370	647	581	1,907



Future opportunities

Recycling Centres

- Business case to keep the booking system at recycling centres and remove residual and recycling skips.
- Controls have improved recycling levels from 70% to 90% - some of the best performance across Wales.
- Controls have supported preventing small businesses accessing free disposal improving income from commercial disposal by 100%

Fleet

- Cardiff will have the first electric Refuse Collection Vehicle in Wales alongside 2 other Local Authorities
- Eleven new Euro6 Refuse Collection Vehicles ordered as phase 1 of the fleet replacement



Future opportunities

New working model

Work is taking place to deliver a new working model for collections for February 2021

- The model will remove the time waste is on the street by 50%
- The model introduces improvements in service delivery performance through the use of digital information in a control room environment
- A restructure will ensure roles and responsibilities for service performance
- A new senior management team will be in place shortly

I will present the new working model at a future scrutiny prior to Cabinet sign off of the Communication / Media plan



Discussion & Questions

