

Environmental Scrutiny Committee Response to Chair's Letter July 2021

Members request a breakdown of the routes used by those reporting missed collections since the new 4-day collection system was introduced i.e. how many reports were made via the App and how many via C2C and/ or other routes? For comparison, please provide the same information for a similar period in 2019.

Response:

- Since the service went live (March '21) there have been **104,911** Interactions across all channels.
- These are broken down by channel
 - 24,218 C2C (23%)
 - 25,020 APP (24%)
 - 55,673 WEB (53%)
- The **104,911** interactions relate to **29,068** individual properties which has generated **15,142 missed collections**. 77% of all interactions with the Council regarding waste issues is via the digital channels. Since the digital service was introduced we've seen a duplication of the lookups across channels as customers have tried different channels (most likely to get a different answer – e.g I check the web, am unable to report and call C2C etc).

C2C (2019/20 full year) – **22,285** Interactions related to **13,976** reported missed collections.

In summary, introducing the digital platforms for residents to report missed collections has seen a significant increase in public interaction with the service. In 2021 we rolled out the biggest service change since 2015 and whilst the new rounds were being imbedded we did see a rise in the number of missed collection reports but can now evidence a downward trend in the number of missed collections being reported.

Members recommend that a letter be sent to each affected household and to the relevant ward councillors, as soon as possible, to inform them of the change in collection service. This will keep them up-to-date with service provision and prevent any concerns these residents may have when they see other waste collection occurring in their area and their bins not being emptied at the same time

Response:

A letter was sent to every household as requested (Letter Final Communal day change August 2021) attached. A briefing with the ward councillors was held on 30/7/2021.

Members request a full update with information provided, in time to go out with our committee papers, on the following: - Missed collections overall - Hygiene waste collections - Assisted Lifts - Improvement actions taken and proposed to address issues with waste collections.

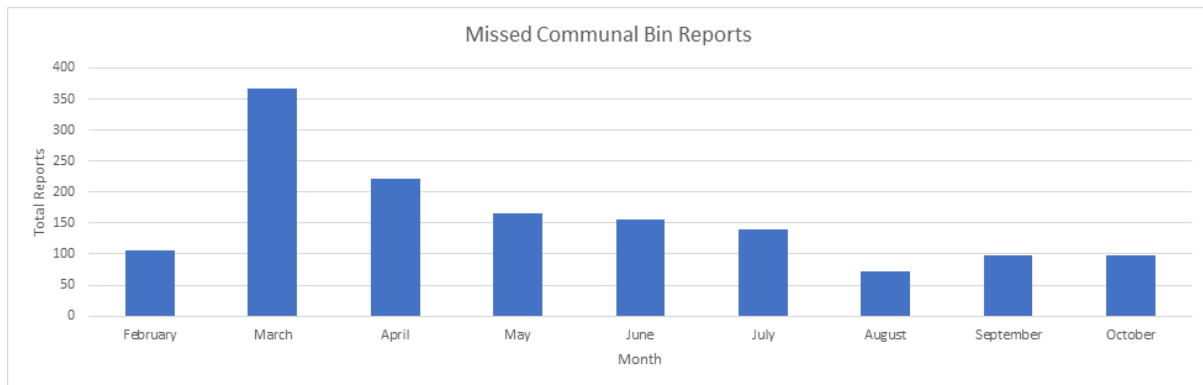
Response:

A monthly breakdown of all missed collections by ward is attached (Missed collections reports by Ward by Month), this includes details on missed assisted collections and missed hygiene waste collections. Improvements actions that have taken place since the meeting held in July include – new OM2 Collections and Disposal appointed to ensure enhanced management of the service. In-cab technology fitted to the majority of the vehicles:

July: 59 vehicles – 36 fitted with in-cab technology, 23 without in-cab technology.

November: 59 vehicles – 57 fitted with in-cab technology, 2 without in-cab technology.

We have moved communal bin round collections from a Friday to a Thursday to ensure there is a more balanced week. This has reduced the amount of missed collections that we receive relating to flats / HMO's:



There has been issues with the consistency of garden waste collections and this has resulted in working over a number of weekends and bank holidays. Despite this our overtime is significantly less than it was in 2019 on the old 2 shift system (Overtime Comparisons Scrutiny 2021 attached). We will be remodelling the garden waste rounds prior to the recommencement of the service in March to ensure rounds can be achieved on the scheduled day throughout 2022.

A breakdown of the routes used to report missed collections, in 2019 and since the new 4-day collection system was introduced i.e. how many reports were made via the App and how many via C2C and/ or other routes.

Response:

Information provided above.

An answer on how long it will be before the App allows residents to track waste collection vehicles 'live'

Response:

This is a significant project and we are still exploring the feasibility of offering such a system. Discussions have taken place with the Digital Development Team to discuss how improvements could take place and this may not directly relate to the tracking of the vehicle but providing access to the information already held within BarTec on collections e.g. confirming if a vehicle has collected from their street prior to reporting a missed collection.

The proposed improvement actions to be taken re Assisted Lifts and the timescales for these actions to be implemented.

Response:

Improvements in consistency of collections from properties registered to the assisted lift scheme has improved with the increased usage of in-cab technology. A restructure of the back office and front line supervision will ensure crew monitoring is enhanced to deliver an improved service. We continue to work with Bartec to develop technology further e.g. an alert sent to the control room where crews close a property/street without GPS tracking confirming they have attended the location.

Further information on the rationale for the proposed change to a 2-shift system for cleansing teams and how long it is anticipated this will be needed.

Response:

Cleansing support on domestic collections was a temporary arrangement to assist whilst the new 4 day working bedded in. The purpose of moving to a single shift was to ensure waste was cleared by 15:45. Rounds have now matured and are completing to schedule. We will be looking to create a round specifically for contingency which will clear missed collections and mop up any incomplete work following issues such as vehicle breakdowns but this will be resourced from the collections department and not through cleansing.

That officers keep in touch with Scrutiny Services to advise re timing and availability of the following items for scrutiny: garden waste collection changes; restructure of cleansing, education and enforcement teams; and the proposed recycling model.

Response:

Garden waste rounds will be remodelled prior to recommencement of the service in March. Cleansing and enforcement is currently in the process of being briefed to the Unions before workforce consultation and implementation. Recycling strategy has been produced in draft format awaiting cabinet approval.

That a full update is provided in time to go out with committee papers for the meeting in Autumn, to include information on: missed collections overall; hygiene waste collections; assisted lifts; improvement actions taken and proposed to address issues with waste collections.

Response:

Info provided above.