

CABINET

20 MARCH 2020

REFERENCE REPORT FROM RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE OF 17 FEBRUARY 2020

A.3 SCRUTINY OF THE IMPLEMENTATION OF THE NEW WASTE AND RECYCLING COLLECTION SERVICE

(Report prepared by Katie Sullivan)

BACKGROUND

At the meeting of the Resources and Services Overview and Scrutiny Committee held on 17 February 2020 (Minute 54 refers) the Council's Street Scene Manager (Jonathan Hamlet) provided the Committee with an overview of the roll out and service implementation of the Council's new waste and recycling service.

Councillor Talbot, the Council's Portfolio Holder for the Environment and Public Space, Veolia's Contract Manager (Michael Riches) and Regional Manager (Chris Smiles) were also in attendance for this item.

Members of the Committee were aware that in June 2019 the Council had implemented a new waste collection service, changing from a weekly black sack collection (with no restriction on the number of black sacks collected from a property) to a fortnightly 180L wheeled bin service and as such represented a significant service change.

At that meeting the Committee had had before it a Report of the Corporate Director (Operational Services) which provided information on the following areas:

Planning

- Communications;
- Procurement;
- Property audit and route planning; and
- Service roll out.

Implementation

- Bin delivery;
- Waste and Recycling Collections Veolia;
- Customer support;
- Waste Team; and
- Communication.

Results

- Residual waste;
- Food waste;
- Paper/cardboard;
- Plastic/cans;
- Glass (banks); and
- Recycling rate.

Overview

- Failure to complete collection rounds;

- Difficulty in contacting the Council / Officers; and
- Missed assisted collections / Remote properties.

Learning Points

- Commence the process of evaluating the contract options at an earlier stage;
- Recruitment of the temporary posts to start at an earlier stage, combined with the fixed term contracts being of a longer duration;
- Quicker at feeding operational issues up to the communications and support teams; and
- Reduce the reliance upon the local knowledge held by individual operatives for the collection rounds.

Members were given the opportunity to ask questions which were responded to by the Portfolio Holder, the Council's Street Scene Manager and Veolia's Contract Manager and Regional Manager.

Veolia's representatives advised that it had needed to implement revised collection route rounds at the same time as the roll out of the wheeled bin change as the previous collection route rounds would not work under the new arrangements. They reported that under the black sacks scheme a team could collect from 2,000 properties a day and that with wheeled bins that had reduced to 1,300 properties a day.

Members considered the current recycling of plastics through the waste collection service and the impact of contamination of those plastic types with other plastic products or other items. It was reported to the Committee that it was intended to arrange for Members to visit recycling facilities nearby in order to develop the knowledge of Members about the processes involved and thereby enable them to address enquiries from the public and to encourage policy development.

The extent of the increase in recycling rates within 2019/20 was commented upon. In April 2019, prior to the roll out commencing, recycling rates were at 28% and in October (after the roll out) they were at 41%. Figures for November 2019 onwards were not yet available. The Committee asked about the appropriate targets for 2020/21. Notwithstanding that, it was reported that the budget for 2020/21 included an addition £60K of recycling credits for the Council.

Separate figures on recycling rates among those still on the black sack service, for instance those in flats, were not kept by the service. However, the incentive to recycle by limiting waste collection to a fortnightly 180L amount was not there for those households. Some flats had red and green wheelie bins in their communal bin areas following a request to recycle from one or more residents there. In addition, green canvass carry bags were available for residents in those flats to carry recyclables to the communal bin areas.

Veolia's representatives responded to a question to indicate that if a plastic bottle deposit and return scheme were to be introduced it would have a significant impact on its services. The likely impact would though need to be assessed for each separate contract it had with local authorities.

Glass recycling had increased locally and a question was asked about the provision of further recycling points in response to that increase. The Committee was advised

that the whole range of recycling bring sites in the District was to be looked at including options to provide more opportunities on existing or new sites.

In respect of the Council's green waste collection service, the Committee was advised that the amount of waste collected had risen since 2017/18 from 297 tonnes to 3000 tonnes per year and was continuing to grow. Veolia was now introducing a third collection round due to the expansion of the scheme. The charge levied locally appeared to be about right when considering the charges levied elsewhere in Essex and the known movement in those charges in the coming period.

In respect of Clinical Waste, the Committee was advised that the service had been in operation for about one year, although by GBH and not by Veolia. Those self-medicating and who needed to dispose of sharps and dressings with bodily fluid that would be dangerous to add to the general waste would be able to use the clinical waste service provided. Nappies and incontinence pads would normally be able to be disposed of in general waste.

COMMITTEE RECOMMENDATIONS AND COMMENTS TO CABINET

Following discussion it was **RECOMMENDED TO CABINET** that:

a) To note, based on experience locally from the previous major change in waste collection arrangements, this Committee appreciated that the 2019 roll out of the wheelie bins/new waste service was always going to have some pain. However, that pain was more than it should otherwise have been. What contributed to this included:

- Insufficient/overloaded communication channels in to the Council to report problems and timely responses to those enquiries.
- Problems with staffing in the team and particularly recruitment to temporary contract posts.
- The consequences of the route changes implemented by Veolia (the Council's contractor) to accommodate the changed waste collection service.

However, the Committee acknowledges the hard work of Officers to address and overcome those issues and to achieve the current position, which is one the Committee wishes to record as moving positively to the good standard expected. Cabinet is recommended to seek to capture learning from this roll out for the delivery of future major change in service delivery.

b) To request the Portfolio Holder for Environment to write to Essex County Council in an effort to address the continuing issue of the littering from waste being moved from the waste transfer stations by or on behalf of the Waste Disposal Authority and the related cleansing of that litter on the A120 around that waste transfer station.

c) To consider this Committee's disappointment at the limited statements provided to it as to the Portfolio Holder's future ambition for the service; including improving recycling levels further over the remainder of the contract and to request that a report on this ambition/vision be submitted to this Committee in September 2020.

d) To arrange for the submission of proposals for revised targets for recycling rates in the District for 2020/21, as part of the Council's Performance Monitoring System,

to this Committee's meeting on 23 March 2020 (and that comparable recycling rates be reported to the Committee from the other Districts in Essex and any appropriate commentary on the prospect of such rates being achieved in Tendring where the rates are higher than locally).

e) To pursue the stated intention of arranging a site visit for all Councillors to waste and recycling centres as part of developing understanding by Councillors of these activities and this site visit should be organised prior to September 2020.

f) That the clear information should be provided to residents on the recycling processes of material collected from homes in the District, further information be provided on practical waste minimisation measures for residents and that, in time, a summary of the Council's Climate Reduction measures be provided to all households (perhaps with the annual Council Tax Notification).

[Note: In accordance with the decision of Council of 10 September 2019, Minute 59 refers, the outcome of this scrutiny review is also to be reported to the next following meeting of the Council.]

PORTFOLIO HOLDER'S RESPONSE AND RECOMMENDATION

Response

The responses of the Environment and Public Space Portfolio Holder to the individual recommendations of the Resources and Services Overview and Scrutiny Committee are as follows:-

“(a) I would like to thank the Committee for a thorough and robust review of the roll out of the new Contract. I do think that it is unfortunate that whilst the Committee acknowledges the hard work of officers the actions of a small number of Councillors, and their inappropriate communications with officers has unnecessarily added to the workload faced by officers in rolling out the new contract.

(b) I will certainly pick this up with my Officers and make sure that our concerns are addressed with ECC and request that action is taken to deal with the issue.

(c) I do not recognise this issue, other than as an opportunity to criticise me as portfolio holder for information, I was not asked to provide except in an ‘off the cuff’ fashion at the Meeting, bearing in mind the subject of the agenda item which was to review the implementation of the new waste and recycling service. I will bring forward in due course an options paper to consider what further measures can be put in place to increase recycling rates, within our Budget parameters.

(d) As has been outlined to the Committee previously comparable statistics are only useful as a guide as there are different arrangements in place and different costs associated with those different arrangements in other Districts and of course Tendring residents are still getting used to the new arrangements. Revised performance indicators will of course be put in place in due course.

(e) This matter is already in hand and on Tuesday 25 February Damian Williams spoke to me about the requested tour of a Veolia recycling facility. He said it is currently being arranged and invited me to write the invitation to Members when final details are known.

(f) I will be discussing these suggestions with officers.”

Recommendation to Cabinet

That Cabinet notes the Resources and Services Overview and Scrutiny Committee's recommendations and endorses the Portfolio Holder's responses thereto.