



## **REPORT of DIRECTOR OF SERVICE DELIVERY**

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**to  
OVERVIEW AND SCRUTINY COMMITTEE  
3 OCTOBER 2018**

### **WASTE UPDATE**

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of this report is to provide Members with information on the levels and frequency of vehicle problems in the waste contract which have resulted in an impact on collection rounds.
- 1.2 To advise Members where recycling originating from the Maldon District is sent for processing.

#### **2. RECOMMENDATION**

That Members review the information as set out in this report, **APPENDICES 1 and 2** and their views and comments are sought.

#### **3. SUMMARY OF KEY ISSUES**

##### **3.1 Background**

- 3.1.1 Overview and Scrutiny Committee 2018 / 19 Programme of work stated 'In response to questions raised, Members were advised that the waste contractor was being scrutinised following issues surrounding the reliability of vehicles and the impact on the delivery of service. A report would be provided for a future meeting of the Committee, and include feedback on the size and reliability of vehicles'.

- 3.2 Members are also seeking clarification / confirmation of where the District's recycling is sent to following processing.

##### **3.3 Introduction**

- 3.3.1 The waste and recycling service is delivered with approximately 14 Vehicles out per working day, this equates to nearly 3,000 vehicle routes per annum. The level of service and any problems encountered, for whatever reason, is closely monitored by both contractor and Maldon District Council (MDC) Officers. If there are any vehicle problems during the day which may affect completion of rounds the Waste Contract Manager is notified verbally by Suez Supervisors. The vast majority of problems are resolved resulting in all rounds completed and this necessitates no further action. If

the rounds cannot complete then MDC Officers are informed in writing and a log is maintained. The reasons for non-completion include:

- Road closures leading to inaccessibility (where MDC knows about these in advance warning is given to Suez and they schedule alternative routes).
- Parked cars preventing safe access for large vehicles - Suez will attempt a return the following day.
- Snow / Ice - Plans are in place for dealing with inclement weather subject to how long this lasts.
- Severely Potholed Damaged private roads - These are jointly reviewed with MDC and Suez staff resulting in a tailor made plan of action depending on length of road number of residents ease of mending roads etc.
- Vehicle breakdowns - Contingencies are in place see section 3.3 below.
- Staff absence / sickness - Suez are constantly recruiting and training new staff to ensure they have enough for cover and back up. When the waste depot was at Witham there was never any problems with recruitment and retaining staff but since it has moved to Maldon both this contract and the previous one has had ongoing problems of attracting and retaining drivers and loaders.

### 3.4 Waste Vehicle Problems

- 3.4.1 During the past year there have been 27 incidences of vehicle breakdowns which have resulted in collection routes not being completed on the correct day. There were more breakdowns than this in total but as back up vehicles were dispatched to collect the outstanding refuse or recycling on the correct day residents were not inconvenienced and therefore this data is not provided to the Contract Manager.
- 3.4.2 The majority of vehicle breakdowns were earlier this year, culminating in 11 vehicle breakdowns in May that meant routes were not completed. This resulted in a high level meeting between MDC Officers and Suez senior staff. As a consequence three additional standard refuse vehicles were deployed to the contract as back-up. For a contract of this size one vehicle (which is what they have) should suffice. Since then there has been two further occasions when the glass collection has not been completed, this is because of the specialised nature of the pod on the recycling collection vehicle. For details and graph please see **APPENDIX 1**.
- 3.4.3 The number of working parts on a refuse vehicle is greater than a standard haulage vehicle. Their failing, under Suez strict Health and Safety standards, will often result in that vehicle having to return to the depot. The breakdown types can include:
- Truck engine / chassis fault where the vehicle will not run or a warning light comes on and it needs to be presented to the manufacturer.
  - Body faults where the blade stops working, or the hopper gets stuck in a raised position or hydraulic pipes are damaged or fail.
  - Lift faults which could be sensors, hydraulics or rams.
  - Punctures or tyre damage from curbing.

- 3.4.4 There have been an inordinate number of breakdowns on this contract which Suez has acknowledged and consequently they have referred this local issue to their Fleet Manager. He visited Maldon and experienced the problems first hand – on the day that he was here three vehicles broke down including the one he was driving. Suez have been asked to supply information as to the reasons behind the problems their response from the Regional Manager is:

“Our fleet department have held meetings to discuss reliability with all of our major manufacturers Mercedes, Dennis Eagle and Terberg, with the next round of meetings to be held in October to discuss their performance. I have also looked at other contracts to see if we have experienced anything similar with Doncaster experiencing a high level of breakdowns on Mercedes, Faun, Zoller configurations.

We have seen recently an improvement in reliability and will continue to monitor the situation going forward, looking to see if there are any trends.”

### 3.5 **Reprocessing destinations for Recyclate**

- 3.5.1 The companies that reprocess the recyclate collected in the District and the end destination of that recyclate is well documented as this has to be reported by all Waste Collection Authorities to the Government on a quarterly basis. Please see **APPENDIX 2** for reprocessors and end destination of all materials collected in the district including recycling.

## 4. **CONCLUSION**

- 4.1 It is acknowledged by MDC Officers and Suez that there has been an unacceptably high level of vehicle breakdowns earlier this year. Measures were put in place to mitigate the effects of the breakdowns; this has resulted in a vastly improved and reliable service at a cost to Suez.
- 4.2 The destination for the recyclate is well documented and checked by Officers who report data to the Government on a regular basis, as referenced in **APPENDIX 2**.

## 5. **IMPACT ON CORPORATE GOALS**

- 5.1 The refuse and recycling contract falls under the Corporate Goal of ‘Protecting and shaping the district’ the reliable and efficient collection of the waste and recyclate contributes to this corporate goal.

## 6. **IMPLICATIONS**

- (i) **Impact on Customers** – The improved collection service has resulted in residents receiving the quality of service that they should expect to receive from the Council’s contractors.

- (ii) **Impact on Equalities** – The kerbside collection service, with assisted collections for those less able, provides a level playing field for all to have their waste and recycle collected.
- (iii) **Impact on Risk** – None identified.
- (iv) **Impact on Resources (financial)** – The Council manages the waste service in accordance with the agreed contract.
- (v) **Impact on Resources (human)** – During the period in which there were a high level of breakdowns impacting on collection routes, the level of human resources required to deal with the complaints was high. It has now returned to normal.
- (vi) **Impact on the Environment** – There would have been minimal if any environmental impact.

Background Papers: None.

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