



REPORT of DIRECTOR OF SERVICE DELIVERY

to
COMMUNITY SERVICES COMMITTEE
15 JANUARY 2018

REFUSE AND RECYCLING MISSED COLLECTIONS

1. PURPOSE OF THE REPORT

- 1.1 In response to the recommendation made by this Committee at its meeting on 20 November 2018 (detailed below), this report is to explain to Members how missed collections are reported and the opportunities and limitations on reporting in different ways.

That a detailed report be compiled for this Committee providing sound analysis on the agreed number of justified missed waste collections, a clear definition of what constitutes a 'missed' waste collection and clarity on the terms of the SUEZ contract (Minute No. 626 refers).

2. RECOMMENDATION

That this report is noted.

3. SUMMARY OF KEY ISSUES

- 3.1 Earlier this year there were a number of rounds not completed due to a number of vehicle breakdowns and an insufficient level of resources, both vehicles and crew. This resulted in an unacceptable number of residents receiving their collections the day after their scheduled day. This concern at SUEZ ability to complete the contract was taken up at high level meetings and resulted in more resources (vehicles and crew) applied to the Maldon Contract. Since June 2018 the incidence of whole rounds not completing is now very rare.
- 3.2 **Historical reporting:** Missed waste collections used to be reported to central government via Best Value Performance Indicators (BVPIs). This was reported as the number of missed waste collections per 100,000 collections undertaken. Several years ago this indicator was dropped as there was a large discrepancy between councils as to the way they gathered the data. Some councils still collect the data on missed waste collections and have converted the BVPI into a Local Indicator (LI).
- 3.3 **Definitions:** Maldon Council continues to report to Members on missed collections via an LI. The reporting is of 'justified missed collections'. The definition of 'justified missed' is where a resident has put their waste out on time and it is not

collected by the crew for no justifiable reason. Missed waste that does not fall into this category are:-

- Disputed missed collections; where the crews have logged on their in cab technology that a resident hasn't placed their waste out and the resident claims it has been placed out. This has to be investigated.
- Where a whole street is missed due to road closure or obstruction and the crews return to complete the next day.
- Where a round hasn't completed due to breakdown or similar and the crews return to complete collections the next day.

3.4 **Current missed waste targets for Maldon District Council:** The missed waste collections are reported on the Council's performance software TEN, this is reported as the number of justified missed per collection day. Each working day there are nearly 17,000 collections, the target for the justified missed waste collections set at 10 per working day, this equates to 0.058% missed, alternatively 99.942% successful .

3.5 **Benchmarking:** Many councils do not report on missed waste collections particularly if they are an in-house service. It is one useful tool amongst an armoury of indicators that are used to track the performance of contracted out services. However it is difficult to benchmark against other councils due to the varied way Councils report this data. Within Essex alone:-

- Braintree Borough Council only considers it to be a missed waste collection if the crew have failed to pick up an overlooked collection the following day.
- Basildon District Council collects data but it is used only by the waste manager and not reported to the Council or Members.
- Castle Point Borough Council and Chelmsford City Council do not collect or report on missed collections at all.
- Colchester Borough Council reports on justified missed.
- Epping Forest District Council collects the data for contract management but do not report on it.
- Uttlesford District Council reports on the number of successful collections – which is a more positive way of reviewing performance.

3.6 **Reporting total number of missed collections:** this defines all properties that don't receive a collection on the scheduled day irrespective of the reason. Where SUEZ are unable to complete a whole road collection they inform Maldon District Council (MDC) by 4pm so that the waste team can put information on our website to inform residents it will be picked up the following day. SUEZ has been approached to assess the feasibility of reporting on the total number of properties missed for any reason, whether justified or not. We have been advised that SUEZ data reporting system CORE does not have this facility and is likely to require a programme to be written to capture this information. There may be a cost or resource implication for this.

3.7 **Contract Monitoring:** The contract is closely monitored with information and data exchanged on a number of performance indicators at each monthly contract meeting. These include:

- Number of missed, variations & reasons, any particular problem areas e.g. potholes, road works etc. that prevent access.
- Health and Safety issues.
- Accidents and near misses.
- Container delivery schedule.
- Monitoring of vehicles and crews.
- Tonnages; recycling performance, waste to landfill.

3.8 Any peaks or troughs in performance are analysed and discussed. On a daily basis the waste team at MDC monitor the progress of each crew / vehicle against predicted completion times on software called Echo View which shows the routes and where each crew is.

4. CONCLUSION

4.1 Earlier in the year there were concerns over the unacceptably high level of routes not being completed but this has been dealt with through additional resources applied to the contract, consequently the level of missed collections has reduced significantly. Maldon reports on justified missed waste collections but not on all missed collections, there is no purpose to this and no other council reports on this due to the time and resources it takes. The current target for the justified missed is quite stringent and is proving to be unrealistic; this could be addressed by a marginal increase in the permissible number missed.

5. IMPACT ON CORPORATE GOALS

5.1 The collection of waste links clearly to the corporate goals of delivering good quality, cost effective and valued services and strengthening communities to be safe, active and healthy.

6. IMPLICATIONS

- (i) **Impact on Customers** – The review of the waste and recycling contract will ensure that a good quality of service continues to be provided for the remainder for the contract.
- (ii) **Impact on Equalities** – None identified.
- (iii) **Impact on Risk** – None identified.
- (iv) **Impact on Resources (financial)** – None identified.
- (v) **Impact on Resources (human)** – None identified.

(vi) **Impact on the Environment** – None identified.

Background Papers: None.

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