

Waste Select Committee Review

22 March 2017

(1) the Panel agreed the recommendations within the report, subject to –

the definition of periodic reviews regarding assisted collections to be included within the report;

Those in receipt of an assisted collection (ACS) will be contacted either by phone, letter, email after every 18 months to see if an assisted collection is still required. Where it is identified that the resident no longer has the need for the support or no longer lives at the property the assisted collection will be removed.

The team will be undergoing the first review of the ACS since the launch of alternate weekly collections during Autumn 2017.

a clear explanation of the staged approach to enforcement, including the cost and use of fixed penalty notices;

There is a 3 stage process targeted around persistent offenders for refuse collections, as described in the waste policy this may include:

- Additional waste outside of the container (often referred to as side waste)
- Bins being left out on the highway and causing an obstruction/preventing street cleaning/causing nuisance as raised by members of the public
- Contamination of green waste bins

Offenders are identified mainly through collection teams or members of the public.

Stage 1 – Notify – teams will notify residents that there is an issue with their waste. This will be in the format of a tag for the specific issue with the option of a letter

Stage 2 – Engage – Recycling Officers, Assistant Team Leaders or Team Leaders will engage with residents regarding the issues reported with a view to changing habits.

Stage 3 – Enforce – enforcement action taken by PCC Public Protection Service (PPS) once the steps above have been satisfied and no progress has been made. This may mean the resident is issued with a Community Protection Warning or a Fixed Penalty Notice.

Fly tipping is treated separately by PPS and is separate to refuse collection types of enforcement activity.

(3) **further agreed, to inform future scrutiny, that members are provided with 2016/17 baseline statistics for the provision for waste collection and the level of contacts with the Council regarding waste services. This will**

include, but is not limited to:

- **domestic waste tonnages;**
 - Domestic Waste Arisings – 104,457 tonnes
(total of green & brown bin, garden, Household Waste Recycling Centre (HWRC), bring bank sites & bulky waste collections)
- **domestic recycling tonnages;**
 - Domestic Waste Reused/Recycled/Composted – 35,590 tonnes
(from green, garden, bring bank, HWRC & Materials Recycling Facility operations)
- **missed residual waste bins;**
 - Cases logged 2016/17 (1st Apr 16 to 31st Mar 17) – 5589
- **missed recycling bins;**
 - Cases logged 2016/17 (1st Apr 16 to 31st Mar 17) – 3162
- **bulky collection calls made;**
 - In 2016/17 bulky collection calls were not logged separately they were logged as part of the general waste services calls.
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 - In May 2017 changes made to the telephony with Bulky Waste calls as a stand-alone option
 - We logged 5600 bulky waste collection cases (not calls) in 2016/17.
- **street cleaning litter tonnages;**
 - Street Cleansing Residues – 5,749.56 tonnes
(total of road sweepings, litter, fly tipping & Parks waste)
- **percentage of bin missed per 10,000 properties;**
 - Total missed bin (green, brown, garden) cases logged 2016/17 (1st Apr 16 to 31st Mar 17) 10,105
 - Total households (assumed) = 117,423
 - Percentage of missed bins per 10,000 properties = 0.12%
- **fuel usage, reductions;**
 - Assumed litres used – 648, 362*

(* Includes all vehicles for the service and combined budgets cannot be deconstructed to give an accurate fuel usage for waste vehicles only)
- **number of people/organisations subject to fines or prosecution for fly posting;**

Information provided by PPS:

 - 189 cases of fly tipping were reported to PPS in 2016/17
 - 22 Fixed Penalty Notices were issued in 2016/17.

- **calls received at contact centre regarding waste collection services;**
65,260 calls received

- **maintenance of fleet vehicle;**
 - Vehicles are visually inspected by drivers prior to each use, completing inspections logs and recording any defects.
 - Any defects are referred to the Garage where repairs/works are undertaken as required.
 - Vehicles are subject to an annual MOT and Planned Servicing as set out below: -
 - Refuse Collection Vehicles – every 6 weeks;
 - Beavertails – every 10 weeks;
 - Minibuses – every 13 weeks;
 - Minibuses - Tail lift calibration every 6 months

- **number of assisted collections.**
 - 7295 (as listed within RouteSmart)