

# Overview and Scrutiny Committee

19 March 2019



<b>Title</b>	Recycling & waste collections		
<b>Purpose of the report</b>	To note		
<b>Report Author</b>	Jackie Taylor Group Head Neighbourhood Services		
<b>Cabinet Member</b>	Councillor Daxa Patel	<b>Confidential</b>	No
<b>Corporate Priority</b>	Clean and Safe Environment		
<b>Recommendations</b>	<b>The committee is asked to note this report</b>		
<b>Reason for Recommendation</b>	<b>Not applicable</b>		

## 1. Key issues

- 1.1 Neighbourhood Services collects rubbish and recycling on alternate weeks from in excess of 40,000 properties in Spelthorne, this is a statutory service that we are required to provide for all of the boroughs domestic properties.
- 1.2 We also provide a garden waste collection service from 11,469 properties on alternate weeks, this is a paid for non-statutory subscription service.
- 1.3 The 3 in 1 weekly service is also provided whereby food waste, small waste electrical items and textiles are collected at the same time.
- 1.4 The 3 in 1 collections vary from week to week and the take up service for food waste is approx. 33%. It is not possible to provide figures for textiles and electrical items as these items are placed out on a very ad-hoc basis.
- 1.5 Missed bins are not defined as complaints unless we have failed to collect a reported missed by the end of the next working day. It is reasonable to accept that mistakes do occur when collecting up to approx. 40,000 wheeled bins on a weekly basis.
- 1.6 There are many reason why bins are reported as missed. These can vary from genuine missed bins to access issues, contamination, bins not out and residents being generally confused about collection schedules, what to place in the various bins, open bin lids and excess waste.
- 1.7 We regularly work with the residents, management companies and the boroughs housing associations to overcome some of these issues as we realise that errors do happen when separating waste. This is especially so in the case of bulk bins which mainly service flat type developments.
- 1.8 We are required to report nationally on 2 indicators:

- NI191 Decrease in residual domestic waste per household
- NI192 Increase in recycling rate

1.9 We report locally on 1 KPI which is the % of missed bins reported and collected within 24 hours.

1.10 There is no longer a requirement for councils to report nationally their missed bin numbers and it is therefore difficult to compare ourselves with other local authorities. However there has recently been a lot of FOI activity asking numbers of reported missed bins. The results were then published in the national media and showed that in 2018 the following councils recorded complaints per 1000 households:

Elmbridge	411
Surrey Heath	373
Wealden	303
Bath & Somerset	292
Broxtowe	289
Sutton	270
Thanet	266
Birmingham	244
Tameside	241
West Oxfordshire	229

By way of comparison Spelthorne miss 16 per 1000

1.11 Bins reported as missed for any reason are recorded at the first point of contact and the reason for the non-collection is explored. In some cases residents are told the reason for non-collections and advised how to get their bin collected on the next schedule. Other bins that relate to road access issues or genuine misses are returned for the following working day. The returns are carried out in 2 ways, either a crew return whereby the crew that missed the collection return to collect the bin in their working day or under special another crew will carry out the collection, again within 24 hours.

1.12 Each refuse crew collects on average 1200 bins per day, of the 1200 they average 1 miss per day (for all reasons). This is reduced to less than 1 per day for recycling.

1.13 Garden crews collect an average of 573 bins per day on each round although this figure can vary significantly depending on how many bins are placed out on any given collection day. The number of missed bins per crew for garden waste averages at less than 1 per day.

1.14 The table below shows the number of missed bins reported over a 6 month period June to December 2018:

Reason for non-collection	Refuse	Recycling	Garden
Missed	131	98	38
Access issues (Parked cars/bin codes)	68	48	6

Other	93	94	62
<b>Total non-collected bins June-Dec</b>	<b>292</b>	<b>240</b>	<b>106</b>
As a % of possible collections	Less than 1%	Less than 1%	Less than 1%

- 1.15 The majority of the reported non-collections are dealt with within 24 hours. However on a small number of occasions, particularly when residents are not happy with the service we provide they do raise a stage 1 complaint.
- 1.16 For the period Jan 18 to Jan 19 we have dealt with and responded to 14 stage 1 complaints and 0 stage 2 complaints related to refuse collection. The majority of these complaints related to non-collection or delivery of new garden waste bins.
- 2. Other considerations**
- 2.1 The Council implemented a no side waste collection policy in 2007. It is necessary for us to retain this restriction on the amount of refuse collected to ensure that the service remains sustainable and to keep our operating running costs at a manageable level. Retaining the no side waste collection policy also enables us to continue to work towards reducing the figures on residual waste per household and increase our recycling rates. This policy only relates to rubbish, we accept recycling side waste.
- 2.2 When exploring reported missed bins we also take into consideration underlying factors which may result in the resident being confused or unable to manage the requirements of our collection systems.

**Background papers: There are none**

**Appendices: There are none**