

To: Infrastructure, Land and Environment Policy Board

On: 6 November 2019

Report by: Director of Environment & Infrastructure

Heading: Review of Waste Services

1. Summary

- 1.1 On 26 September 2019, Council agreed a motion to carry out a comprehensive review of the current collection practices for Waste Services. This report looks to update board on the actions taken to take that review forward.
- 1.2 The waste collections service can demonstrate a very high level of 'right first time' bin collection performance of 99.82%. This review will seek opportunities to improve upon this level of performance.
- 1.3 Zero Waste Scotland have been appointed to undertake the review of the collection service. This review will include looking at the performance of routes, bin collection process, the sustainability of infrastructure at non standard properties, and suitable technology for operations.
- 1.4 The service will also seek to meet with all Elected Members over November and December 2019 to discuss waste collections within their ward, to update on service performance and to gain insight from Members to support and address any collection and/or infrastructure matters.
- 1.5 The service has actively taken opportunities to make improvements to the service over the last few months and there are other advancements planned, a number of these were detailed in the Waste Service Change – Improving

Recycling in Renfrewshire report agreed at the August Infrastructure, Land & Environment Policy Board. Section 4 of this report covers these in more detail.

2. Recommendations

It is recommended that the Infrastructure, Land and Environment Policy Board:

- 2.1 Notes that Zero Waste Scotland have been appointed to conduct a review of the waste collection service.
 - 2.2 Notes the planned actions being taken forward by the service as set out in section 4 of this report, including engagement with all Elected Members.
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3. Background

- 3.1 The waste collection service collects bins from around 141,500 households per week. The service performs to a high standard with the 'right first time' collection performance over 99.82%, collecting on average 141,500 bins per week.
- 3.2 There are almost 4,000 households who receive an assisted collection service from the Council. The performance in this area has remained high with a 'right first time' performance figure of 99%. On reviewing the performance of the assisted collection service over the last 5 years, it is clear that the performance of this service has remained consistently high, however, it has consistently contributed to a large percentage of overall missed bins over the last 5 years. As a percentage of missed bins, the number of assisted pull outs has reduced under the new service arrangements, compared to the previous service.

4. Identified Improvements & Next Steps

- 4.1 The service has been actively addressing issues as they are highlighted. A number of specific actions have taken place so far, including;
 - Individual meetings with elected members to support and address issues in their ward,
 - Staff training, engagement and investment in equipment,
 - Additional monitoring checks on repeat enquiry properties,
 - Creation and use of data by the service to support and enhance performance, and

- Changes to infrastructure have been implemented in a number of locations.

4.2 In addition and in parallel with Zero Waste Scotland's review of the service, the service is progressing with a number of planned developments to support continual improvement of the Waste Collection Service as follows:

- Assisted collection service – investigating the potential for introducing technology to provide daily records that properties have been visited and bins been emptied, and feedback to customers,
- Review of the current commercial waste service – to deliver a modern and effective collection service that supports customers and enhances service provision,
- In cab routing system - moving from a paper-based system to an electronic system for crews and collections,
- Provision of brown and food bin infrastructure in the same street. Work has started to seek opportunities to move properties / streets from food caddies to brown bins where possible.
- Infrastructure at non-standard properties – in planning for the service change, detailed assessment was carried out across Renfrewshire to ensure those non-standard properties were provided with the appropriate bin infrastructure to ensure residents could fully participate in the service change. In general, this has proven to be effective with high uptake in participation levels. However, there are a small number of locations where changes to the infrastructure and collection arrangements would further increase engagement with the service. The review will look at the infrastructure requirements at certain locations to support bin presentation and to support recycling.

4.3 Updates on the review by Zero Waste Scotland and the service will be progressed and detailed in future policy boards.

Implications of the Report

1. **Financial** – The cost to review the waste collection service by Zero Waste Scotland.
2. **HR & Organisational Development** – None

3. **Community & Council Planning –**

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4. **Legal – None.**

5. **Property/Assets – None**

6. **Information Technology – None.**

7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website

8. **Health & Safety – None.**

9. **Procurement – None.**

10. **Risk – None.**

11. **Privacy Impact – None.**

12. **CoSLA Policy Position – none**

13. **Climate Risk –** The performance outlined within the report will continue to contribute to positive climate change.

List of Background Papers: None

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