

8. Report on the Performance of the Waste, Recycling and Transport Service

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Purpose of the Report

To update and inform the Area West Committee on the performance of the Waste, Recycling and Transport Service for the period from January until June 2007.

Recommendation

Members are invited to comment on the report.

Background

As part of the restructuring of services in 2006, the Waste Service was formed from a number of services that previously formed part of the Environmental Services group.

The service now fulfils the following functions:

Refuse The removal of household & commercial waste, the accompanying enforcement of the relevant legislation, and assisting those who may have difficulties with the 'normal' collection service.

Recycling Managing the kerbside recycling service contract that is delivered by E.C.T., Running a number of bring banks across the district, green waste recycling and working alongside partners to educate the public on waste related issues.

Transport Managing, maintaining and repairing the Councils fleet of commercial vehicles, in line with legislative and operational needs.

Support & Administration at Lufton Depot

Handling enquiries, complaints and requests on a raft of waste related matters and the collation and distribution of a number of performance indicators. In addition to this the replacement & delivery of containers required for these services.

Report

Overall, the service has been very busy over the last six months; in this report I have broken the service down into service areas and highlighted what each has achieved so far this year.

Refuse

The main thrust of this part of the service is of course the day-to-day refuse collection from approx 71,000 domestic properties and 915 commercial customers across South

Somerset. We are also currently receiving approx three new commercial customers a week so this part of the service is showing small but constant growth.

We have also been heavily involved in the delivery of new and replacement recycling boxes and so far we have delivered 3064 units and have an outstanding list of 927 boxes still to deliver. We also have around 400 bins to replace or deliver.

In order to meet demands the service has purchased the following additional stock:

166	-	1100 litre eurobins
38	-	770 litre eurobins
1500	-	25 litre food bins

We have had a situation where we have had a glut of green-wheeled bins and a shortage of 180 ltr wheeled bins. In response to this we have recently sold in the region of 360 excess green bins to Sedgemoor D.C., the money of which is being used to purchase the 180 ltr bins that we require ourselves.

The storage arrangements for the wheeled bin stocks were changed, moving from rented premises in Somerton to Lufton depot, this has resulted in both a financial saving and greater control & efficiency of the delivery process.

A number of staff have recently worked over two weekends in order to focus on delivering bins and boxes, this is in response to the volume of requests we have received. As a result, the numbers of bins and boxes awaiting delivery are now down to a manageable level.

The supervisors have also carried out a review of operations and reallocated staff and resources to develop more robust teams and address some potential operational difficulties. This has been accompanied by the introduction of a process to address problems of repeat missed bins with the teams, and work has been done to rezone the green waste & mini compactor rounds to increase efficiencies.

Dedicated teams have been set up to tackle the cleansing of bring bank sites and delivering bins and boxes on a day-to-day basis in response to customer feedback.

The service has also taken delivery of, and is now operating the two new mini compactor vehicles to enable us to access difficult to reach areas.

Recycling

The recycling service is proving to be very successful, and the systems & processes developed and implemented by the team are now bearing fruit.

The % of waste diverted from landfill in 2006/7 by SSDC was 45.04%

This was accompanied by the % of waste diverted from landfill in 2006/7 by HWRC's, which was 63.84%

This gave a combined total of 51.65% waste diverted from landfill within South Somerset.

The table below gives a breakdown on the volumes of recycling collected so far this year, by type.

Materials collected by or on behalf of SSDC in 2006/7

Material - Recycled	Tonnes collected
Paper	7,565
Glass	4,472
Textile & Shoes	543
Cans	748
Yellow Pages	49
Plastic bottles	345
Plastic bags*	50
Car batteries	35
Scrap Metal**	146
Card**	55
Material - Composted	Tonnes collected
Food waste	5,488
Garden waste	1,775
Other IVC organics (street sweepings)	2,428
Material – Landfilled	Tonnes collected
Household waste	28,809

* By-product of material separation in recycling box collections. LDPE plastic bags are recycled when markets are viable. This is not an advertised material included in the collection, as recycling it cannot be guaranteed.

** Collected by approved community schemes supported by SSDC via payment of recycling credits.

Performance Indicators

The service has a number of performance indicators; these are listed in the chart below and show improved results in the vast majority of measures.

BVPI	DEFINITION OF INDICATOR	Outturn Results 2003/04	Outturn Results 2004/05	Outturn Results 2005/06		Outturn Results 2006/07	Target 2006/07	hit?	Target 2007/8	Target 2008/9
ENVIRONMENT										
82a	(i) Total tonnage of household waste arisings – percentage recycled	15.20%	16.32%	21.52%	↑	27.02%	40%*	✓	45%*	45%*
	(ii) Total tonnage of household waste arisings sent for recycling	8386	9310	11578	↑	14009	18445*	✓	20750*	21270*
82b	(i) Total tonnage of household waste arisings - percentage composted	0	1.02%	11.01%	↑	18.69%	*	✓	*	*
	(ii) Total tonnage of household waste sent for composting or treatment by anaerobic digestion	0	462	5925	↑	9692	*	✓	*	*

BVPI	DEFINITION OF INDICATOR	Outturn Results 2003/04	Outturn Results 2004/05	Outturn Results 2005/06		Outturn Results 2006/07	Target 2006/07	hit?	Target 2007/8	Target 2008/9
84a	Kg of household waste collected per head	365.3	369.9	346.77	↑	332.18	400	✓	410	420
84b	Percentage change (from previous year) in kg of household waste collection per head of population	n/a	n/a	-6.80%	↑	-4.21%	2.5%	✓	2.5%	2.5%
86	Cost of waste collection per household	£28.63	£36.51	£52.43	↓	£56.04	£54	x	£56	£58
91a	Percentage of population served by a kerbside collection of recyclables	93.70%	97.60%	96.24%	↑	99.41%	95%	✓	95%	95%
91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	n/a	n/a	96.24%	↑	99.41%	95%	✓	95%	95%

The costs shown in BVPI 86 have gone up due to the cost of the wheeled bin roll out and because the length of the roll out period was slightly longer than anticipated.

Transport

The transport section have been particularly busy and I have highlighted the main developments that have been achieved so far this year:

- We have renewed the Council's Operators' licence, this is essential in allowing us as an organisation to operate a fleet of commercial vehicles.
- A new system has been introduced to meet the requirements of the new digital tachograph regulations for new vehicles. We have delivered training for all of our relevant drivers in regards to the legislation and operation of the system. It should be noted that we have had no infringements relating to this system
- The Freight Transport Association inspectors have also checked the analogue tachograph charts (paper form) and report that SSDC's driver performance continues to improve with each inspection relating to this legislation.
- We have trained a new driver assessor, and we have continued with a programme of driver incident monitoring. This has resulted in a reduction of 106 incidents (accidental damage, etc) from 30/6/05 – 30/6/06 down to 92 incidents from 30/6/06 to present day.
- Procedures for addressing the issues of 'no smoking' and 'the use of mobile phones' in vehicles have been introduced.
- Speed limiters have been installed on vehicles that now fall under the legislation following recent amendments to the legislation.
- All 'on-board' weighing apparatus has been checked and recalibrated as necessary.

- We have commenced a review of the tyre contract with a view towards making savings. Tyres last year cost in the region of £48.5k and we aim to make a saving in the region of 7% as a result of this review.
- We have replaced three Streetscene vans, making efficiency savings as a result of the vehicle choice & we are working to replace an additional five vans, which are at the end of their leases, and again we aim to make efficiency savings here.
- Reviewed the transport budget and realigned the costs of fleet management moving £53,000 from Streetscene to Waste to accurately charge for the service. This will result in much clearer budget management in the future.
- Following the recent health and safety inspection of the workshop, we have addressed all areas of the service that required action.
- The workshop team recently had a service half day and an action plan is being compiled following the work done by the team.
- The transport section is currently being audited
- Oh yes! We also maintained, inspected & serviced over 100 Council vans.

Administration

We have three full time and one temporary member of staff administering the services.

Our admin team are unsung heroines within the service and handle a massive amount of customer contact whilst offering administrative support to the rest of a very busy team. We have an excellent relationship with Customers First who locate one of their customer advisors at Lufton in order to improve the quality of service to the customer.

To give an idea of the volume of work they manage, the chart below shows the number of calls dealt with so far this year.

	contacts	complaints	compliments
Recycling	3,801	118	5
Refuse	3,245	130	10
Wheeled Bins	2,275	18	3
Total	9,321	266	18

We have also received 5,744 requests for new and renewed green bin collections so far, and this figure is still climbing!

Waste Inspectors

We currently have two waste inspectors covering the district, one of whom is funded via external funding arrangements.

An initial piece of work that has been completed has been to review the procedures that we have in place for a variety of waste matters and produce flow charts that explain the processes that accompany these. This has helped to clarify our approach to addressing service issues.

The focus of the Waste Inspectors this year has been addressing issues relating to the communal piling of rubbish in areas across the district.

This has involved the inspectors opening and going through the rubbish, looking for identification of the rubbish source & writing to the member of the public explaining the situation and explaining what the consequence of a repeat of this problem would be while offering help with managing their waste.

The other main area of work has been focussed on tackling the problems of fly tipping around bring bank sites, this has been approached through press releases, radio interviews, weekend patrolling at recycling centres and working in liaison with operational staff.

Our thanks to Julia Dean for her help with these issues.

In addition to this the inspectors have been:

- Working with the teams to address side waste issues & excess waste being put out by residents, tagging waste bags and writing letters to residents who are not complying with the guidance on waste disposal.
- Carrying out home visits to residents assisting them with extra capacity requests, assisted collections, etc. We currently carry out assisted collections from 1062 properties.
- The inspectors have also carried out both performance & health and safety monitoring of both our own & ECT's teams, to ensure that procedures are being complied with.
- Working with residents of blocks of flats to arrange the possibilities of using euro bins or wheeled bins to contain their refuse rather than continue using black bags to contain their refuse.

Education & Promotion

Our 'formal' education programme is listed below and is carried out in conjunction with the Somerset Waste Action Programme (SWAP) and this is enhanced by the more day to day educational approach followed by the teams.

Somerset Waste Action Programme Visits Between 01/01/2007 and 01/09/2007

South Somerset District

Date	Organisation Type	Name of School or Organisation
10/01/2007	SCC Primary School	All Saints School
11/01/2007	SCC Primary School	Charlton Mackrell Primary
15/01/2007	Community Group	Ilminster WI
15/01/2007	SCC Primary School	Manor Court Primary
16/01/2007	Youth Group	3rd Somerton Brownies
17/01/2007	Community Group	Wednesday Digest
17/01/2007	SCC Primary School	All Saints School
19/01/2007	SCC Primary School	St Bartholomew's First School
24/01/2007	Youth Group	Holy Trinity Brownies
29/01/2007	Community Group	CHANGE
29/01/2007	Youth Group	West Coker Beavers
30/01/2007	SCC Secondary School	Bucklers Mead Community School
30/01/2007	SCC Primary School	Keinton Mandeville Primary School
31/01/2007	SCC Secondary School	Bucklers Mead Community School
31/01/2007	Community Group	Golledge Electronics
01/02/2007	SCC Secondary School	Bucklers Mead Community School
08/02/2007	SCC Secondary School	Stanchester Community School
12/02/2007	SCC Middle School	Swanmead Community Middle
14/02/2007	SCC Secondary School	Westfield Community School
15/02/2007	SCC Primary School	North Cadbury Primary
15/02/2007	SCC Secondary School	Westfield Community School
21/02/2007	Community Group	Yeovil Moose Lodge
27/02/2007	Community Group	Chard Rotary Club
02/03/2007	SCC Secondary School	Bucklers Mead Community School
05/03/2007	Youth Group	Merriott Rainbows
07/03/2007	Special School	South Somerset Tuition Base

Date	Organisation Type	Name of School or Organisation
09/03/2007	Youth Group	Birchfield Yeovil Brownies
13/03/2007	SCC Primary School	North Cadbury Primary
14/03/2007	SCC Secondary School	Holyrood Community School
16/03/2007	SCC Primary School	Curry Rivel Primary School
16/03/2007	SCC Primary School	North Cadbury Primary
21/03/2007	SCC Primary School	Norton-sub-Hamdon Primary School
28/03/2007	SCC Primary School	Pen Mill Infants
29/03/2007	SCC Primary School	Pen Mill Infants
31/03/2007	Community Group	Pitney Church Council
02/04/2007	Community Group	Laurel Centre
04/04/2007	Community Group	Chard Diabetic Group
17/04/2007	Community Group	Laurel Centre
18/04/2007	SCC Secondary School	Holyrood Community School
23/04/2007	SCC Secondary School	Ansford School
24/04/2007	SCC Primary School	Milford Junior School
25/04/2007	SCC Secondary School	Holyrood Community School
25/04/2007	SCC Primary School	Milford Junior School
26/04/2007	SCC Primary School	Milford Junior School
26/04/2007	Pre-School	Scallywags Preschool
27/04/2007	SCC Secondary School	Ansford School
30/04/2007	Community Group	North Petherton WI
30/04/2007	SCC Primary School	Milford Infant School
02/05/2007	SCC Secondary School	Holyrood Community School
03/05/2007	SCC Primary School	North Cadbury Primary
09/05/2007	SCC Secondary School	Holyrood Community School
09/05/2007	SCC Primary School	Merriott First School
10/05/2007	SCC Primary School	Merriott First School
10/05/2007	Pre-School	Queen Camel Pre school
11/05/2007	SCC Primary School	Milford Infant School
14/05/2007	Special School	Fiveways Special School
14/05/2007	Community Group	St John's Ambulance
16/05/2007	Youth Group	2nd Ilminster Brownies
16/05/2007	SCC Primary School	The Countess Gytha Primary School/Queen Camel
17/05/2007	SCC Primary School	Westfield Infants
21/05/2007	Youth Group	1st Buckland St Mary Brownies
21/05/2007	SCC Primary School	Charlton Mackrell Primary
05/06/2007	SCC Primary School	North Cadbury Primary
07/06/2007	SCC Primary School	North Cadbury Primary
07/06/2007	SCC Primary School	Charlton Mackrell Primary
15/06/2007	Community Group	Winsham Sheltered Accommodation
18/06/2007	SCC Primary School	Keinton Mandeville Primary School
18/06/2007	SCC Primary School	South Petherton Infants
20/06/2007	Youth Group	1st Yeovil Brownies
20/06/2007	SCC Primary School	Kingsdon Primary
22/06/2007	SCC Primary School	Avishayes Community Primary
25/06/2007	Community Group	Yeovil Moose Monday Lodge
03/07/2007	SCC Primary School	Milford Infant School
10/07/2007	SCC Primary School	St Nicholas Primary
16/07/2007	SCC Primary School	North Cadbury Primary
20/07/2007	SCC Primary School	North Cadbury Primary
02/08/2007	Community Group	Chard Good Companions
07/08/2007	Parish Council	Keinton Mandeville Parish Council

SWAP Roadshows and Events
Between 01/01/2007 and 01/09/2007

South Somerset District

Date	Venue and Event
10/01/2007	South Somerset District Council - Asda, Yeovil Roadshow
11/01/2007	South Somerset District Council - Asda, Yeovil Roadshow
14/03/2007	South Somerset District Council - Yeovil, o/s Wood's Wine Bar Roadshow
05/05/2007	Tintinhull House, National Trust - Tintinhull House Event

23/05/2007	South Somerset District Council - Crewkerne HWRC Roadshow
28/05/2007	South Somerset District Council - Ninesprings Park, Yeovil Roadshow
11/06/2007	South Somerset District Council - Yeovil HWRC Roadshow
16/06/2007	Pitney Farm Shop, Pitney Event
17/06/2007	South Somerset District Council (green fair) - Thorney Lakes, Muchelney
07/07/2007	Somerset Waste Action Programme - Carymoor Environmental Centre

The service also held a Members Day on 18th June and some members accompanied by officers visited the Dimmer disposal facility & the Lufton depot where the group looked at all aspects of the waste & recycling collection and disposal. Many thanks to all those who attended.

Finance

A large amount of work has been carried out to clarify the budget requirements of the service; more details of this are available in the report to the District Executive, 11th January 2007.

We have worked closely with the finance department to address areas of overspend and uncover & address fundamental flaws in the services budgets. Many of the changes that have been introduced have been focussed at addressing financial as well as operational issues.

Waste Partnership

The team has been heavily involved in assessing the tender documents that were submitted by the bidders for the joint Somerset Waste collection service. This has involved the assessment of the method statements, which were then scored against a set criteria. These scores were then debated with representatives from the other partners of the Somerset Waste Partnership and agreement was reached on the 'correct' score awarded to each bidder. This was a very involved process and called for a massive commitment from the team, particularly Terry Richards, as the bulk of the work was conducted over the period leading up to Christmas through the New Year! Turkey and tender documents indeed!

Following this process, E.C.T. were awarded as the preferred bidder, and have been selected to carry out the operational side of the service. We are now carrying out the final negotiations with regards to depot and operational arrangements.

More details are available in the District Executive report of the 19th July.

What's Coming Up Next?

Arrangements are underway to ensure the smooth handover of client staff to the Somerset Waste Partnership and to arrange temporary accommodation issues at Lufton until the SWP offices are completed.

We are also meeting with ECT to make sure that the operational handover goes as smoothly as possible so a seamless service delivery takes place.

A large amount of work is taking place at the depot to accommodate the required changes.

We are ordering an additional 400 x 180 ltr wheeled bins for delivery to residents and will continue to deliver these as required by residents.

A review of bring bank provision will be brought to members for consideration.

AW

Day to day service will continue!

Financial Implications

None.

Implications for Corporate Priorities

- Forty five per cent of waste recycled or composted by the end of 2006/7

Background Papers: *Report to District Executive - 11th January 2007*
