

Appendix 1 – Performance and feedback of the HRC service

Every aspect of performance and feedback relating to the HRC service changes has been lower than expected and compared to other local authorities who had implemented similar changes at HRCs. At present all indications are that these are either back to business as usual or moving towards business as usual.



1. HRC related compliments and complaints Apr-Jul 2018 compared to Apr-Jul 2019

Complaints

20 total (**UP 9** from 11)

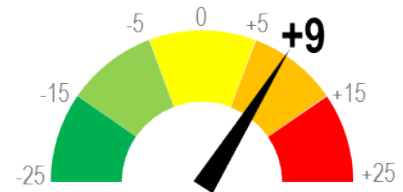
Quality of Service: UP 7

Staff behaviour: UP 2

Compliments

3 total (no change from 3)

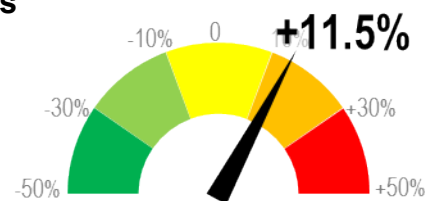
Staff behaviour: 3



2. Customer Service Centre: Waste related calls Apr-Jul 2018 compared to Apr-Jul 2019

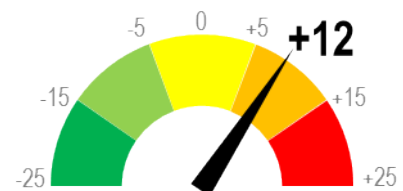
UP 11.5%

Note: all waste related calls accounted for 3.9% of all calls to the Customer Service Centre in July 2019



3. Freedom of Information requests Apr-Jul 2018 compared to Apr-Jul 2019

17 total (**UP 12** from 5)





4. Emails to: Waste Strategy mailbox

Apr-Jul 2019

HRC specific emails received: **222**

76 in April

54 in May

48 in June

44 in July

Top 3 themes during Apr-Jul 2019:

1. Charging – policy
2. Fly tipping concerns
3. Charging – item query



5. Emails to: Cabinet Member

Apr-Jul 2019

The number of HRC service change enquiries direct to Cabinet Member: **34**



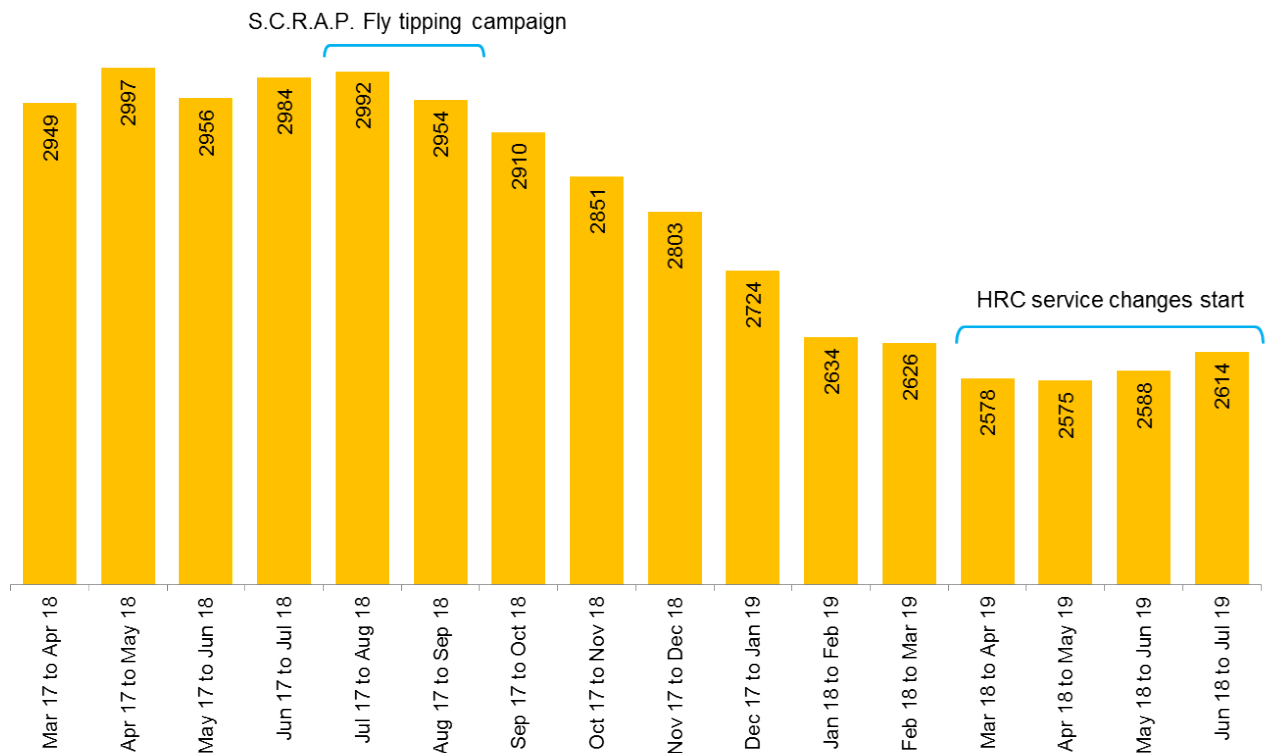
6. Fly tipping clearances

Apr-Jul 2019

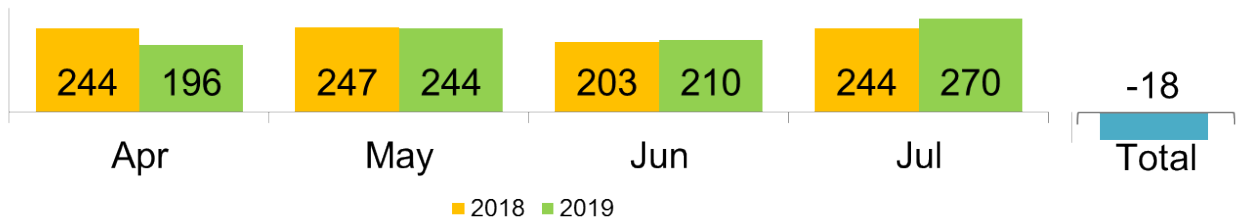
In August 2018, the Waste Partnership launched the Hertfordshire campaign, “SCRAP fly-tipping” in Buckinghamshire (branding kindly shared without charge by the Herts Waste Partnership). Fly-tipping levels have fallen in Bucks following that launch – a fall in fly-tipping of over 11% from 2017/18 data. The campaign impact reduces over time and as such it will be relaunched in September 2019

Annual Fly tipping clearances from public land (Data provided by all four District Councils)

The graph below shows the annual number of fly tip clearances on a rolling basis, each bar represents 12months data. This allows the wider trend to be analysed. Individual monthly data is provided in the later in the document.



Fly tipping clearances by District Councils – 2018 compared to 2019. Overall there were fewer clearances of fly-tipping reported by the District Councils in April-July 2019 (920) than were reported in April-July 2018 (938)



Enforcement performance

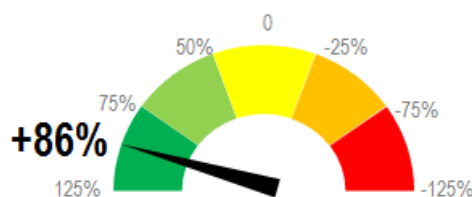
- Twenty nine fly-tipping convictions have been achieved county-wide in Bucks so far in 2019 – with a total fines, costs and compensation amounting to in excess of £57,000.
- Lower level cases (where admissions have been made by offenders) have been dealt with by a simple caution issued by BCC rather than being submitted for prosecution at court – 23 in total so far in 2019.



7. Skip hire company feedback & skip permits issued by Transport for Buckinghamshire (TfB)

Verbal feedback obtained to date from local skip hire companies is that there has been no significant change in the number of skips being hired compared to the previous year. Anecdotally, one company had noticed an increase in trader vehicle waste since HRC changes were introduced.

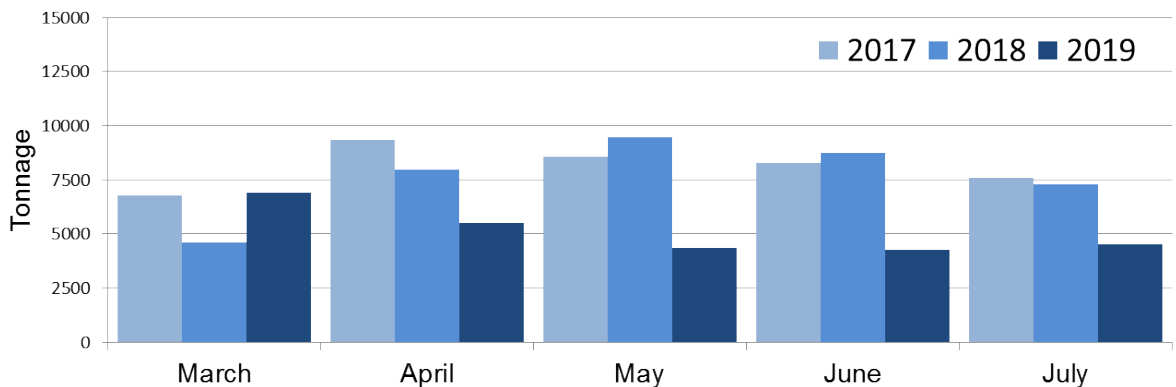
Skip permits issued by TfB increased by **86%**. During Apr-July 2019 52 skip permits were issued compared with 28 in Apr-July 2018.



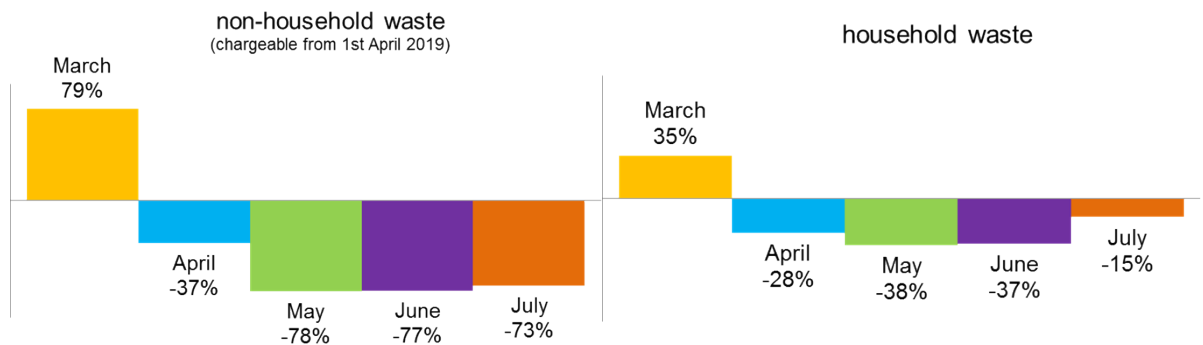


8. Tonnage variation across all HRC sites compared to previous years

Compared to previous year's total HRC tonnage has reduced. The reduction was higher than expected and experienced by other local authorities. Waste fluctuates and changes depending on several variables including (but not limited to) consumer choices, economic growth and seasonal changes including weather patterns. Waste volumes are expected to increase over future years as experienced by other authorities.



HRC household and non-household waste tonnage has declined since 1st April 2019 [March to July 2018 compared to March to July 2019]:



As a result of a very successful communications campaign advising residents of the changes there was a significant increase in waste deposited at HRCs in March. This means there is less waste being delivered through the HRC network, therefore reducing costs.

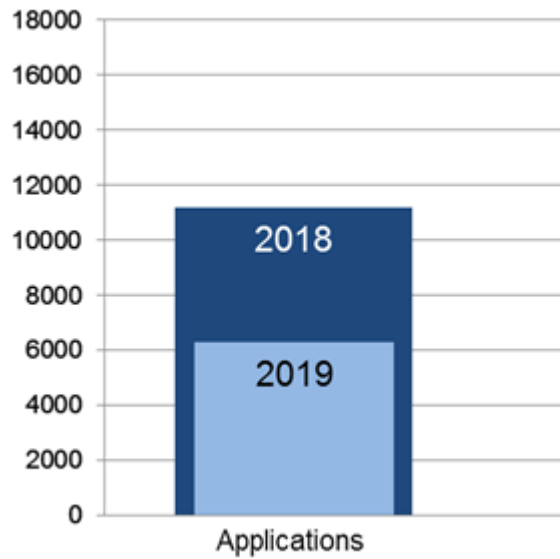


9. e-permits (for resident using commercial vehicles, trailer or asbestos)

Apr-Jul 2018 compared to Apr-Jul 2019

e-permit applications have **reduced** from 11,200 (Apr-Jul 2018) to 6,300 (Apr-Jul 2019)

Overall there is a reduction in e-permits– which are used for visitors using commercial type vehicles declaring they are bringing household waste. This is further evidence that there is a reduction in waste at HRCs and commercial vehicles entering the network, as charges are being applied for non-household waste. .



General, recyclable and DIY permits are a single vehicle permit. 31 days for first permit, 90 days for renewals.