

SUBJECT:	Round Review Update
REPORT OF:	Officer Management Team - Director of Services Prepared by - Head of Environment

1. Purpose of Report

- 1.1 To update Members on the progress of the round review conducted by officers.

2. Links to Council Policy Objectives

- 2.1 This matter is related to the following local and national policy objectives:

- The Council's medium-term aim of helping to provide a clean and decent district where there is pride in, and ownership of, our surroundings and public spaces.
- Waste Strategy for Buckinghamshire recycling targets of 45% by 2010/11 and 60% by 2025.

3. Background.

- 3.1 Since February 2011 officers have been conducting a review of the main waste and recycling collection rounds. The purpose of the review was to ensure that the Council offer a consistent and efficient service throughout the district and that refuse is collected safely.
- 3.2 During the course of several months SBDC officers (staff members from the Environment Team) accompanied crews during their refuse and recycling collection rounds. Every round was observed and issues such as incorrect presentation of waste or health and safety concerns were recorded on a designated spreadsheet.
- 3.3 Where possible letters were delivered immediately. Otherwise letters were sent to residents regarding any issues that required addressing. A summary of the numbers and issues dealt with is provided in the discussion below.

4. Discussion.

- 4.1 Table 1: Summary of Issues and number of properties contacted

Letter	Number Sent	Number of Boxes Delivered
Property Boundary	198	
Non SBDC Recycling Containers	598	450
Non SBDC Wheelie Bins	106	
Wheelie Bins on Black Sack Round	89	
Excess Waste	88	
General Etiquette	124	
Property not recycling leaflet	>1000	
Total	2203	

4.2 Property Boundary

A key area of concern that arose from the review involved property boundary issues; this was where residents were NOT presenting refuse and recycling at their property boundary. 198 properties were sent a letter informing them that refuse and recycling was not presented at the boundary (by a date specified) would not be collected.

Where the issues are more complicated, for example where whole streets were not presenting at the boundary, crew members were going up stairs or the refuse/recycling vehicle was having to reverse long distances down narrow/private driveways, Officers are tackling properties individually and revisiting with either another officer or with a Biffa supervisor. This is to review the situation and to find the most appropriate place to indicate a collection point to the resident. There are currently circa 230 properties and 90 roads that require further investigation.

4.3 Non SBDC Containers

Another key area of concern was the number of properties using non SBDC containers either for refuse or recycling. Those using a private wheelie bin received a letter explain that we were unable to guarantee the collection of refuse from private containers.

Where properties presented non SBDC recycling boxes new boxes were left with a letter; over 450 boxes were distributed by Officers.

4.4 Excess Waste/Contamination

Letters were delivered to those properties presenting excess waste or contaminated green bins.

4.5 General Etiquette

During inspections it became apparent to Officers that some properties were presenting waste that was dangerous, offensive or dangerously heavy. Therefore a letter regarding general etiquette was produced and generally delivered straight away.

4.6 No Recycling

Where properties had not presented recycling for collection they were left an information flyer promoting recycling services. This resulted in further recycling boxes being ordered.

In addition a number of flats were identified where no recycling provision was in place or boxes were being used with limited success. The table below indicates where mini recycling centres have been installed so far as a result of this project. There are still a few more sites to be completed.

Address (Flats)	Number of Properties
Coalmans Way	28
Pinehurst Court	14
Parkgate	20
Ye Meads	6
Oxford Road	4
Keensacre	40
Total:	112

4.7 Bulk Refuse Bins

The round review also included the bulk collection round and made a note of all properties that were not using bins hired through SBDC. These properties are being contacted and advised of the hire costs and advantages of hiring from SBDC. As a result nineteen 1100L refuse bins have been distributed to date and are hired at a rate of £158.70 per year. This project is ongoing.

4.8 General

The round review raised concerns regarding the consistency and efficiency of the collection rounds and highlighted areas where efficiencies could be made. As a result some roads have been moved to different collection rounds.

It also highlighted that enforcement notes provided to the crews were not always being used on a day to day basis. The importance of this procedure has been stressed to collection crews.

On the whole the review has been a positive experience for Officers and Biffa Operatives. The former feel that they now know the service better, are more aware of what information needs to be given to residents and are more appreciative of the benefits of a safe and efficient service; and the latter were happy to be listened to and actively involved in making service improvements.

Similarly, it is felt that the review has also been of benefit to residents. A number of resident's broken recycling boxes were replaced when Officers were shadowing the recycling vehicles without us being asked to do this. Receiving advice on other matters such as items we can't collect and collection points has also provided clarity and reduced the risk of collections being missed for these reasons.

5. Resource and Wider Policy Implications.

- 5.1 The round review has had an impact on the capital budget. At least 450 boxes costing £1,611 and 20 wheelie bins in mini recycling centres costing approximately £500 have been purchased. The 19 x 1100L bins cost £4,468.80, although these will bring in an income of £3,015.30 per year.
- 5.2 The inefficiencies in rounds that have been highlighted should be borne in mind when considering future changes to collection services. Round optimization and restructuring may have to be investigated while planning future changes to the service.

6. Summary.

- 6.1 Environment PAG Members are asked to note the content of this report.

Officer Contact:	Elizabeth Cullen, Contracts Manager, 01895 837330 elizabeth.cullen@southbucks.gov.uk
Background Papers:	Services working file