

**North East Derbyshire District Council**

**Cabinet**

**14 December 2016**

**Report of Councillor M Gordon, Portfolio Holder with Responsibility for Environment**

**Streetscene (Waste) Services Arrangements**

This report is public

**Purpose of the Report**

To update Members in ongoing arrangement in review of waste collection arrangements to meet anticipated housing growth over the next several years.

**1 Report Details**

1.1 In 2014 'zoned' waste collection arrangements were introduced in North East Derbyshire to bring about greater flexibility and efficient use of the Councils waste collection resource to meet future demand of the Districts changing waste streams. This also facilitated the adoption of burgundy bin collection visitation ordering so as to synchronise green bin collections to improve customer service arrangements.

1.2 Further to introducing zoned collection arrangements, new waste delivery directions (tipping facilities) have been introduced resulting in northern teams travelling less distance to tipping points and southern team travelling further. This has further prompted review of waste collection rounds to install equity in workload across the two operational depots (Eckington\Doe Lea) and in anticipation of re-market testing the burgundy bin collection contract; and, build growth capacity in collection rounds anticipating housing growth over the next several years.

1.3 Planning conditions of new waste delivery (tipping) facilities, have restricted opening hours on Saturdays (i.e. 1.00 p.m.) presenting operational difficulties in teams being able to complete a 7hour working day with a 5hour timeframe; in particular, when Friday's workload (7hour) roll's in to a Saturday (5hour) following bank holidays.

1.4 Consultations with Waste Services staff and trade Unions have been undertaken in reviewing working arrangements; further to which, staff's working week will change as follows:

1.5

	<b>Monday to Thursday</b>	<b>Friday</b>
<b>Current</b>	7.00am to 3.00pm (7.5hrs)	7.00am to 2.30pm (7hrs)
<b>New</b>	6.30am to 3.00pm (8hrs)	6.30am to 11.30am (5hrs)

- 1.6 Waste Services staff working week is currently formed by 4 x 7.5hr and 1 x 7hr day (Monday to Friday). However, to meet changes in tipping direction (delivery) points, this will change to 4 x 8hr and 1 x 5hr day from introduction of new collection rounds in February 2017. Whilst this results in a change to the distribution of staff's 37hour working week, it doesn't represent a substantive change in staff's terms and conditions of employment.
- 1.7 In future some areas traditionally collected by southern teams, will be undertaken by northern teams; also, teams will commence collections from 6.30 a.m., whereas currently, this is 7.00 a.m. In anticipation of changes collection calendars distributed in November advised residents to present bins before 6.30 a.m.; further to which, households whose collection days change, will receive prior notification before new collection rounds are introduced at week commencing 13<sup>th</sup> February 2017 in the northern areas and 20<sup>th</sup> February 2017 in the southern areas. This will allow two black bin collections to be undertaken by way of revised rounds prior to reintroduction of green bin collections in March 2017.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 Review of waste collection arrangements is concerned with ensuring demands of the service are met; in particular, to meet new tipping directions received from Derbyshire County Council and future proofing collection rounds to absorb anticipated housing growth, as far as reasonably possibly, within capacity of the Council's current level of employed resource.
- 2.2 Arising from new tipping directions and tip opening hours; in particular, Saturday's after Bank Holiday. The distribution of refuse staff's weekly working hours are to be changed from 4x7½ hours and 1x7hours (Mon to Thursday and Fri) to 4x8hours and 1x5hour working days; in particular, to ensure collection teams are able to complete workload, normally undertaken on Fridays, when collected on Saturdays following Bank Holidays.

## **3 Consultation and Equality Impact**

- 3.1 Review of waste collection arrangements has been discussed with frontline staff at team meetings and 'one to ones' between service manager and team leaders to identify 'sore thumb' issues with new collection rounds. Feedback from staff and Union representatives, is set out as follows:

<b>Item\Question Raised</b>	<b>Response</b>
Concern expressed over the number of 2 <sup>nd</sup> Bins being offered to residents.	The number of 2 <sup>nd</sup> bins is small when taken as a percentage of the total number of domestic household collections undertaken. Therefore given bin processing time is 0.30 of 1 minute, the current impact on staff time is negligible; also, where this concerns green bins, the impact is further negated given the average bin presentation rate is 70% throughout optimum seasonal collection period and lower either side.
How are you going to accommodate all of the new property growth?	Predominant new property growth is anticipated in the Southern areas; hence, why Duckmanton, Arkwright, Calow, Brampton and Wadshelf are being migrated within Northern collection arrangements. This will enable parity in workload to be achieved across north

	and southern teams and incorporate capacity to meet future housing growth. However, at some point in time, new housing demand will outstrip collection capacity, prompting Route G to become a fully established prime collection round and/or require investment in increased collection resource. Timing on when this occurs is wholly dependent on the rate of housing growth.
Will we be required to take 30 minutes break on Friday's and if so, will we be able to complete the workload?	Proposed working arrangements (4 x 8hr & 1 x 5hr) reflect working time directive break requirements; with regard to Fridays, collection programs incorporate a 10 minute paid break. Should teams wish to take a longer, they must ensure that their daily collection program is completed within the 'Task and Finish' scheme. The main time constraint with Friday's workload is when it rolls in to Saturday collections following Bank Holidays; in particular, due disposal facilities closing at 1 p.m. However, given this will be a 5 hour working day, team workload is geared to be completed at 11.30am.
I have child care arrangements in place which will be affected if the extra ½ hour (Mon to Thurs) is at the end of the working day. Will we be able to start at 6.30 a.m. so my childcare arrangement isn't affected?	Management is not averse to moving working day commencement to 6.30 a.m.; in particular, as this will ease\stagger vehicle flow in the depots by refuse commencing before grounds maintenance at 7.00 a.m. However, this will require a notification change to householder to present bins by 6.30 a.m. in place of the current 7.00 a.m. This can be incorporated in Refuse Calendars and minor change to the Joint Refuse & Recycling Collection Policy, website and customer literature.

3.2 Waste collection rounds have been reviewed taking in to account proximity of waste delivery points (tipping facilities) and areas with potential large scale housing developments. A summary of collection round build-ups is attached **Appendix 1**.

#### **4 Alternative Options and Reasons for Rejection**

4.1 The Council's Waste Collection Service need to meet anticipated increases in demand and new tipping directions; also, ensure collection zones are organised efficiently and effectively in anticipation of awarding a new burgundy bin contract at November 2017. Therefore, adopting a 'do nothing standstill' approach is not in the interest of the service, our customers or our adopted growth strategy.

#### **5 Implications**

##### **5.1 Finance and Risk Implications**

5.1.1 Proposals set out in this report aim to ensure housing growth is contained within existing employed refuse collection resource; that is, as far as reasonably practical.

5.1.2 Notifications to households of collection day changes will be undertaken by refuse staff during green bin suspension weeks in January 2017, thus negating increased information distribution cost. It is therefore anticipated that costs for undertaking this will be constrained to information design\printing at £3,000 (approx.) and is containable within established service budgets.

## 5.2 **Risk Considerations**

5.2.1 The Council's Streetscene Team has been proactive in adopting a positive approach in meeting future needs of the service. Arrangements set out in this report maintain this approach.

5.2.2 The following table summarises risks which affect the Council and control measures to mitigate them:

<b>Risk</b>	<b>Control Measure</b>
Collection zones in each authority require reviewing to secure more efficient visitation ordering and reduce non-productive time.	The Council's collection zones are reviewed to reduce ineffective travel time, anticipated development hot spots and proximity to waste disposal\delivery points.
BDC and NEDDC bin lift performance differs, which is an obstacle to closer working of frontline collection teams.	BDC adopted NEDDC's measured performance management system at February 2016. The review of NEDDC collection rounds will further align the two Council's service arrangements and enhance waste collection performance, offering greater flexibility and potential efficiencies in future.
Housing growth will outstrip collection capacity of each Council.	The Council's collection zones are reviewed to reduce ineffective travel time, anticipated development hot spots and proximity to waste disposal\delivery points. Also, zones are fit for purpose anticipating re-market testing of burgundy bin contract in 2017.
Waste Disposal Authority (DCC) change tipping directions and delivery points for the Council's waste collection vehicles	Re-establishing both Council's collections zones enables refuse round bin counts to reflect their operating proximity to delivery\ tipping points and operational depots.
Inefficient non-productive travel time reduces bin lift performance rates of collection teams.	Establish collection zones that optimise efficient visitation ordering to reduce non-productive (dead) time and ensure alternate week collections (AWC) is organised at ward\ parish level rather than village\street level.

## 5.3 **Legal Implications including Data Protection**

5.3.1 There are no legal or data protection issues arising from this report.

## 5.4 **Human Resources Implications**

5.4.1 All staffing matters are undertaken in accordance with the Council's Human Resource policies.

5.4.2 Waste Services staff working week is currently formed by 4 x 7.5hr and 1 x 7hr day (Monday to Friday). However, from introduction of new waste collection rounds (February 2017) these will change to 4 x 8hr and 1 x 5hr day. Whilst this results in a change to the distribution of staff's 37hour working week, it doesn't represent a substantive change in staff's terms and conditions of employment.

## 6 Recommendations

- 6.1 Members note the report and work being undertaken to future proof the Council's waste collection service arrangements and establishing parity in workload between northern and southern collection teams

## 7 Decision Information

<b>Is the decision a Key Decision?</b> (A Key Decision is an executive decision which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	
<b>District Wards Affected</b>	Waste collections services delivered to all Council Wards.
<b>Links to Corporate Plan priorities or Policy Framework</b>	<ul style="list-style-type: none"> <li>• Providing our <b>Customers</b> with Excellent Service</li> <li>• Supporting our <b>Communities</b> to be Healthier, Safer, Cleaner and Greener</li> </ul>

## 8 Document Information

Appendix No	Title
1	Waste Collection Round Summary - Current Waste Collection Round Summary - New
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
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