

CHESHIRE EAST COUNCIL

REPORT TO: CORPORATE SCRUTINY COMMITTEE

Date of Meeting: 26th June 2012
Report of: Recycling and Waste Manager
Subject/Title: Proposed changes to recycling and waste collection arrangements over Christmas and New Year 2012/2013
Portfolio Holder: Councillor Menlove

1.0 Report Summary

- 1.1 Corporate Scrutiny Committee requested a report detailing the proposed arrangements for waste and recycling collections over the Christmas period 2012/13.
- 1.2 This report outlines the proposed arrangements and are based on lessons learned and experience from 2011/12.

2.0 Recommendations

- 2.1 That the report is noted and the proposed arrangements endorsed

3.0 Reasons for Recommendations

- 3.1

4.0 Wards Affected

- 4.1 All.

5.0 Local Ward Members

Not applicable.

6.0 Policy Implications – Carbon reduction

- Health

- 6.1 No specific implications.

7.0 Financial Implications

- 7.1 The financial implications of the proposed arrangements are highlighted and discussed in sections 10.16 and 10.17.

8.0 Legal Implications

- 8.1 There are no legal implications in the proposals.

9.0 Risk Management

- 9.1 Risks in the supply of vehicles and supporting agency staff are discussed in the report – sections 10.16.

10.0 Background and Options

- 10.1 Over the Christmas period 2012/13 Christmas Day and New Years Day fall on Tuesdays and Boxing Day on a Wednesday. These are the only three Bank Holidays in the year that the Waste and Recycling Service does not operate.
- 10.2 Clearly with the loss of three working days (and particularly with two of those days affecting the same day of the week) arrangements have to be in place to provide a service to those households affected especially at a time of greater waste production. To put this into context last year residual waste increased by 15% and recycling by 30% over the Christmas and New Year period.
- 10.3 As in previous years it is planned to suspend garden waste collections for a period from 14th Dec 2012 to 25th Jan 2013. This frees up resources (both vehicles and labour) to contribute to the delivery of the recycling and residual waste services over the period in question.
- 10.4 In formulating the catch up arrangements (known as 'pull back') a number of assumptions are made. These are:
- the stood down garden waste vehicles and crews will be used to cover the pull back collections;
 - six additional RCVs will need to be hired in as there are not enough core vehicles in the garden waste fleet to cover the pull back rounds;
 - additional agency staff will be required i.e 6 drivers and 12 loaders as there insufficient core staff drivers and loaders to cover the pull back rounds;
 - having access to a waste transfer station that is open on Saturday 29th December (subject to agreement with contactor);
 - holiday entitlement to staff is restricted over this period where possible to ensure adequate cover; and,
 - those households directly affected by a Bank Holiday will have 'side waste' collected on their next scheduled collection as detailed in the table below.

10.5 The proposed arrangements are summarised in the table below:

	Unaffected collections	Pull back collections
Monday 24 th Dec	Normal collections	N/A
Tuesday 25th Dec	BANK HOLIDAYS No collections	
Wednesday 26th Dec		
Thurs 27 th Dec	Normal collections	Pull back Christmas Day Residual waste
Friday 28 th Dec	Normal collections	Pull back Boxing Day Residual waste
Saturday 29 th Dec	N/A	Pull back Christmas Day Recycling
Monday 31 st Dec	Normal collections	Pull back Boxing Day Recycling
Tuesday 1st Jan 2013	BANK HOLIDAY	
Wednesday 2 nd Jan	Normal collections	Pull back New Years Day Residual waste
Thurs 3 rd Jan	Normal collections	Pull back New Years Day Recycling
Friday 4 th Jan	Normal collections	N/A

10.6 Those households due to have a residual waste collection on Christmas Day (Tuesday) will have a replacement collection on Thursday 27th December. Boxing Day (Wednesday) residual waste collections will instead be made on Friday 28th December.

Those households due to have a recycling collection on Christmas Day (Tuesday) will have a replacement collection on Saturday 29th

December. Boxing Day (Wednesday) recycling collections will be made on Monday 31st December.

Households missing collections on New Years Day (Tuesday) will have replacement collections on Wednesday 2nd January (residual waste) and Thursday 3rd January (recycling)

Week commencing 7th January 2013 collections of residual waste and recycling will return to their normal cycle subject to any disruption caused by inclement weather.

- 10.7 Approximately 33,000 properties will be affected on each day of the revised schedule for pull back collections.
- 10.8 The proposed schedule has been drawn up to take into account the differing tipping restrictions currently in place at waste reception points.

Communications

- 10.9 Informing residents of the changes is vital to providing some continuity of service and to minimise reports of missed collections which would then require rectification.
- 10.10 The following actions are proposed to inform residents:
- direct mail the 66,326 households affected by Christmas, Boxing Day and New Year Bank Holidays with the revised collection days of residual waste and recycling. Due to the complexity of the new rounds and the efficiencies made in the collection system it is necessary to use direct mail rather than bin stickers. We estimate the cost of this communication to be £20,000.
 - sticker all garden waste bins with a generic sticker indicating the shut down period in the two weeks of collection before the shutdown. The reduced volumes of garden waste at this time of year mean crews are down to one loader leaving a space in the cab to allow sticking to be done by additional agency staff with each crew. Stickers cost approximately £9,000 plus agency worker costs of £11,840.
 - Customer Centre scripts and website pages will be amended and used to deliver the message as well as the Service's Twitter feed.
- 10.11 These additional costs are not covered in the base budget for 2012/2013 and will therefore create an in year budget pressure.

Implications

- 10.12 The changes to collections over the Christmas 2012/13 period affect approximately 40% of the Borough's households. It is therefore vital that the communications are in place to inform residents adequately and in a timely fashion.
- 10.13 As has been experienced in previous years there are residents who for one reason or another do not receive the messages about the service

changes from the outlets used. To a certain extent this is unavoidable and the Service will manage any complaints arising accordingly, supported by the Customer Centre.

- 10.14 The Service has been assured that the Customer Centre will be able to provide normal support to the service during the Christmas period, although the corporate buildings are facing a Christmas shutdown. This is crucial as the Service needs to receive any collection issues as they are reported so that they can be dealt with promptly. If the Customer Centre is unable to provide coverage the Recycling and Waste Service will not have sufficient resources to deal with any issues sent to it *en masse* after the event.
- 10.15 As these proposals will change the pattern of work during the Christmas and New Year period consultation with staff will take place with Trade Union representatives.
- 10.16 The costs for hire of the additional RCVs will be in the region of £10,500 (including fuel) and the agency costs for staffing in the region of £8,000. Availability of staff and vehicles is unknown at this time. However the Service will place its order for both resources in good time.
- 10.17 Additional costs arising from the change in the collection schedule are not included in the base budget for 2012/2013 and as such will present an in year budget pressure.

11 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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