

# North Somerset Council

# 7

## **REPORT TO THE COMMUNITY AND CORPORATE ORGANISATION POLICY AND SCRUTINY PANEL**

**DATE OF MEETING: 11<sup>TH</sup> JULY 2017**

**SUBJECT OF REPORT: WASTE SERVICES CONTRACT**

**TOWN OR PARISH: DISTRICT WIDE**

**OFFICER/MEMBER PRESENTING: COLIN RUSSELL, RECYCLING & WASTE SERVICE MANAGER**

**KEY DECISION: NO**

### **RECOMMENDATIONS**

That the Panel receives and considers the issues highlighted in this report and the work being carried out by the waste team and Biffa to ensure the new recycling and waste contract performs to the high levels expected.

#### **1. SUMMARY OF REPORT**

This report details the pro-active work being carried out by North Somerset and Biffa to address some of the early problems experienced during the first four months of the recycling, waste and household waste recycling centre contract which commenced on 1 March 2017. This report is accompanied by a detailed recovery plan which is appended as Appendix 1.

#### **2. POLICY**

- 2.1 One of the aims of the Council's Corporate Plan is to protect and improve the environment. A key priority included within this is to reduce the amount of waste that goes to landfill
- 2.2 The Municipal Waste Strategy 2013-17 was approved and adopted by Council in February 2013.
- 2.3 One of the shared priorities in North Somerset Partnership's Sustainable Community Strategy is 'living within environmental limits'. One of the aims of this priority is to reduce greenhouse gas emissions, and reducing landfill is a key component of this.

### **3. DETAILS**

3.1 The new recycling and waste contract commenced on 1<sup>st</sup> March 2017. This introduced a number of changes to the service provided to North Somerset including:

- Small items of WEEE collected at kerbside
- Cameras on vehicles together with crews being able to electronically record collection progress and take pictures of exceptions i.e contamination in recycling boxes
- Garden waste collected from bins rather than bags
- Bulky waste collected by Changing Lives allowing for greater reuse potential and reduced costs to residents
- Commercial waste service to SME's
- Dedicated reuse areas at HWRC's
- Additional materials accepted at HWRC's
- Charges for non-household/construction waste at HWRC's
- Allowing SME's to use HWRC's for limited quantities of waste and during fixed times (to be introduced).
- Greater local social value promoting traineeships and apprenticeships within the workforce
- Risk share mechanism on profit and loss of recyclates sold
- Incentivisation of contractor to improve recycling performance
- Improved mechanisms for on line reporting through 'my account'
- North Somerset Council owning vehicles and having head lease for depot and transfer station.

3.2 Traditionally new contracts take time to settle down and for services to run smoothly, for recycling and waste contracts though, it is important this happens speedily due to the front facing services provided to all residents within the Authority area.

3.3 In North Somerset, it became apparent following the anticipated settling in period that parts of the service provision was not working to the high standards expected and as a result early discussions took place with Biffa to identify specific areas where improvement was required. Biffa thereafter worked up the attached recovery plan to address these identified issues.

3.4 The recovery plan is split into distinct areas:

- HR – dealing with some of the ingrained issues inherited from the previous contractor
- HWRC and transfer station – changing staffing so numbers are commensurate with the revised operational hours for the sites, the new plant used at the sites are different from that used previously and additional training is required for optimal use.
- Vehicles – meetings with Romaquip, the supplier of the recycling vehicles, to make changes to the cardboard compaction mechanism as payloads achieved are not to the level advised by the manufacturer. This is consequently impacting on the ability for some crews to finish as additional trips are required back to the depot to tip off material.

- ICT – additional training for staff on correct use and ensuring all features are used by crews and supervisors
- Operations – joint work with North Somerset on a campaign to encourage residents to improve separation of materials in kerbside boxes. The additional time taken to sort out ‘mixed’ boxes is considerable and adds to time taken to complete rounds. This, in turn, leads to incidents of ‘road rage’ by drivers being held up by crews.
- Property – upgrading of new vehicle park at Winterstoke Road depot to allow parking of HGV’s. This will move vehicles further away from existing HGV parking area creating a larger distance from encroaching and adjacent housing development.
- Day to day operational issues – addresses issues such as assisted collections, repeat missed collections, time taken to collect missed collections, escalations to senior officers and Cllrs. These are all essential elements in providing high quality services to residents.

3.5 The recovery plan is already underway with updates and meetings taking place weekly to tracks progress.

#### **4. CONSULTATION**

The Waste Management Team has worked in close consultation with the Waste Scrutiny Steering Group and the CCO Policy and Scrutiny Panel throughout the contract procurement and mobilisation stages of this contract and will continue to do so throughout the term of this contract.

#### **5. FINANCIAL IMPLICATIONS**

The contract includes mechanisms to increase reuse and recycling and reduce waste. This has the potential of saving in excess of £1m per annum from the Council’s annual budget.

#### **6. EQUALITY IMPLICATIONS**

An equality impact assessment was completed prior to approval of the North Somerset Municipal Waste Strategy.

#### **7. CORPORATE IMPLICATIONS**

The reduction in waste sent to landfill will have significant implications for the council’s service delivery, both in terms of reputation and mitigation of financial penalties.

#### **AUTHOR**

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## **APPENDICES**

Appendix 1 – detailed recovery plan

### **BACKGROUND PAPERS**

- Award of Contract for Recycling and Waste collection and Household Waste Recycling Centres – report to Council on 19<sup>th</sup> July 2016
- Briefing to Councillors from the Executive Member for Environment on 21<sup>st</sup> February 2017