



COUNCIL MEETING – 15 January 2020

Question under Council Procedure Rule 15(3)

QUESTION 11

From: Councillor Scott

To: The Cabinet Member for Service Quality and Transformation (Cllr Tod)
(in absence of Cllr Murphy, Cabinet Member for Environment)

“Can the Cabinet Member for Environment confirm the statue of the waste collections and what level of complaints are coming from residents dissatisfied with the service?”

Reply

“The waste collection service began a 1-year contract extension with Biffa on the 30th September. This service is now operating within the main performance levels set out in the contact, as the crews have developed experience of delivering the new routes over those first three months, and is significantly better than this time last year, although we continue to work to improve performance still further. On average fewer than 0.1% of collections are currently being reported as missed. It is important to remember on average 215,000 collections are made per month.

Missed bins per month	Refuse	Recycling
December 18	178	118
December 19	98	55

Any phone calls and complaint received are now within the number that we would expect for a system that is performing to contract standard. In the week before Christmas, (17th-23rd December) for example we only received between 50 -75 phone calls each day for the whole waste service, whereas for the same period at the end of November the number of phone calls was roughly double that.

The Christmas period when there is significant change to the waste collection service through bank holidays, and increases in the volume of material produced has also passed without any significant issues arising, which

reflects well on the effort put in by our contractor and our contact management team.

This is demonstrated in the numbers shown overleaf, in table 1, which relates to our contractual performance targets for missed bins in December. We continue to try and improve performance across the board.”

Table 1

Current missed bin performance against contract levels.

	Number of collections per month	Bins missed in December	Bins missed per 100,000 collections	Contract performance threshold
Refuse and recycling collections	215,000	150	69	144
Green waste collections	107,000	73	68	165
Glass Collection	53,800	60	111	165