

Report of	Meeting	Date
Director (Customer & Digital) Introduced by the Executive Member (Customer Advice & Streetscene Services)	Executive Cabinet	30 July 2020

## **WASTE COLLECTION ROUND CHANGES**

### **PURPOSE OF REPORT**

1. To seek approval for changes to domestic waste collection rounds.

### **RECOMMENDATION(S)**

2. To approve the approach and changes to waste collection rounds from September 2020.

### **EXECUTIVE SUMMARY OF REPORT**

3. The FCC waste contract commenced April 2019 and reduced the Council's waste collection costs by over £1m per year. The council agreed to more efficient collection rounds in the waste contract to contribute towards the savings.
4. FCC have now submitted plans to change collection rounds. A total of 20,804 households will be affected by the changes. Of these, 13,285 households will see a change to their waste collection day and 7,520 households a change to the order in which their bins are collected. 33,112 households are unaffected by the changes.
5. There will be **no** reduction in the waste collection service. Each household will still have one collection day per week. Residential waste collections one week, with recycling and garden waste collected the alternative week. Collection frequencies will remain the same: fortnightly blue, grey and green bins; and four-weekly brown bins.
6. The proposal for commencement of the changes is from September to December 2020 which remains subject to final sign-off.
7. FCC will minimise any disruption during the transition with extra resources, including additional interim bin collection dates or the removal of additional side waste where necessary.
8. The councils contact centre will be open during the weekend prior to the changes to help residents with queries.
9. A comprehensive communications plan will ensure the round changes are effectively communicated to affected households only.
10. Communications will include a targeted letter with bin collection dates, a bin sticker to give advance notice, a dedicated webpage with a new 'address checker' feature, a social media campaign, press releases and posters in areas affected by changes.

<b>Confidential report</b> Please bold as appropriate	Yes	<b>No</b>
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<b>Key Decision?</b> Please bold as appropriate	<b>Yes</b>	No
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<b>Reason</b> Please bold as appropriate	1, a change in service provision that impacts upon the service revenue budget by £100,000 or more	2, a contract worth £100,000 or more
	3, a new or unprogrammed capital scheme of £100,000 or more	<b>4, Significant impact in environmental, social or physical terms in two or more wards</b>

### REASONS FOR RECOMMENDATION(S)

11. To comply with the contract agreement reached with FCC to review collection rounds.
12. The benefits from changes to waste collection rounds are:
  - a. Improve efficiency of collections, performance and the quality of service to residents
  - b. Reduce carbon impact

### ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

13. To not proceed. However, this may leave the Council open to a challenge for a breach of contract and would also mean the benefits listed above could not be achieved.

### CORPORATE PRIORITIES

14. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy homes and communities		An ambitious council that does more to meet the needs of residents and the local area	x

### BACKGROUND

15. Executive Cabinet approved the award of the waste and recycling contract to FCC Environment (UK) Ltd in August 2019. The new contract reduced the Council's expenditure on waste collection services by over £1m per year.
16. The contract agreed that FCC would perform a route optimisation exercise with a view to making changes to make waste and recycling collections more efficient.
17. Improvements to collection rounds are necessary for several reasons. Principally, existing rounds have become unbalanced as the borough has expanded and rounds are taking much longer to complete. This is compounded by the need to tip up to three times for some rounds leading to a burden on resources and adding unnecessary mileage and fuel consumption.

18. FCC have submitted alternative routing plans to address this issue which will result in changes to collection schedules.
19. It is common practice for Councils to periodically undertake efficiency changes to collection rounds, especially given the expenditure on staff costs, fuel usage, vehicle emissions and the associated environmental impacts.
20. Importantly, more efficient bin collection rounds will reduce the impact on the environment and contribute to the Councils pledge to become carbon neutral by 2030. FCC have targeted total mileage reduction of around 20,000km and fuel saving of 12.20 tonnes per annum.
21. The proposed round changes will not generate additional cost savings for the Council. However, they will bring the current costs being incurred by FCC in line with the contract bid model and annual service payments.

## ROUND CHANGES

22. The types of changes are summarised below. In addition, most households are likely to have a change to their usual bin collection times.

No	Type of Change	Number	%
1.	Change to collection day	13,285	24.64
2.	No change to collection day but order bins are collected changes	7,520	13.95
<b>3.</b>	<b>Total households affected by a change</b>	<b>20,805</b>	<b>38.59</b>
4.	No change to collection day	33,112	61.41
5.	Total number of properties	53,917	

23. A detailed summary of the number of households affected in each Ward are provided at Appendix 1.
24. There will be **no** reduction in service. Each household will still have one collection day per week. Residential waste collections one week, with recycling and garden waste collected the alternative week. All collection frequencies will remain the same: alternative weekly for blue, grey and green bins and four-weekly for brown bins.
25. FCC wish to make changes to the rounds as soon as possible to help with operational efficiencies and contract performance in the medium to long term.
26. The proposed changes will take place September to December 2020 in order to benefit from lighter months, summer holidays and avoiding busy periods for other council business i.e. during the periods Jan to May when garden waste and revenues and benefits processing work is at its peak.
27. Whilst implementing the changes, FCC will minimise any disruption by engaging extra resources, comprising additional bin collection dates or the removal of additional side waste where the gap is several days longer than usual.
28. It is proposed that extra collections for garden waste (grey bins) will take place on Saturdays. Additional collections of green, blue and brown bins will take place across several days during the implementation period.

## COMMUNICATIONS

29. Communications will include a targeted letter with bin collection dates, a bin sticker to give advance notice, a dedicated webpage with a new 'address checker' feature, a social media campaign, press releases and posters in areas affected by changes.
30. FCC will pay for the costs of the printing and distribution of targeted letters and bin stickers.

## IMPLICATIONS OF REPORT

31. Mitigation measures are in place to ensure the mobilisation of the changes is effectively managed and communicated in order to reduce any reputational risk to the council. Any delay in implementing the changes will prolong the inefficiencies in the service for FCC and may have contract implications for the council.
32. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	x
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

## COMMENTS OF THE STATUTORY FINANCE OFFICER

33. The costs and benefits of changes to the collection rounds were included in the contract price that resulted in over £1m saving to Chorley Council per annum throughout the life of the contract.

## COMMENTS OF THE MONITORING OFFICER

34. The proposed changes to route are a permitted amendment to the contract, however the Council will have to agree to these changes.

ASIM KHAN  
DIRECTOR OF CUSTOMER & DIGITAL

Report Author	Ext	Date
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