
Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 4th September 2018

Wards: ALL

Subject: Waste collection Service – Progress update

Lead officer: Anita Cacchioli Assistant Director Public Space

Lead member: Cllr Mike Brunt , Cabinet Member for the Environment and Street Cleanliness

Contact officer: Charles Baker – Commissioning Manger Waste and Fleet Services

Recommendations:

1. The panel discuss and comment on the plans to continue to communicate the changes in the waste collection service and the current progress to date in distributing the new wheelie bins.
2. The panel note the increase in 'Assisted Collection' requests and supporting policy guide lines for this service.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. In line with the procurement and commencement of the waste and street cleaning contract with Veolia, a new waste collection service will be introduced from 1st October 2018.
- 1.2. This report aims to update the panel on the communication activities undertaken to date and progress in the distribution of new containers.

2 DETAILS

- 2.1. Communication - The proposed service change will impact on every household in the borough and is the biggest change in waste collection they have experienced in recent years. In order to minimise the disruption and to support the role out of the new service Veolia and council officers have been working collectively to implement the agreed communications plan which is designed to reach every household in the borough.
- 2.2. The first direct line of communication has been completed with all house holds receiving information advising them of the new waste collection service and the introduction of wheelie bins. For communal collections and flats above shops residents have been informed that there are no changes to their current service.
- 2.3. Along with the new wheelie bins all house holds will receive a second information pack advising them of the day of collection plus a calendar illustrating the frequency for each collection (see Appendix 1) We estimate that approximately 74% of house hold will experience a change in their scheduled day of collection. (See Appendix 2 for new day of collection Map)

- 2.4. Following the last collection of the current service households will receive a post card which will remind them of the new collection service and advise them to start using the new wheelie bins.
- 2.5. Frequently asked questions continue to be collated and updated on our website. (See Appendix 3)
- 2.6. Four road shows have been well attended and resident questions/ concerns addressed. Where these have not been possible to resolve, details have been taken and a site visit requested. The main area of concern has been space for the new wheelie bins and request for smaller / larger containers.
- 2.7. Assisted Collection – Given the extra weight / size of the bin there will be a need to review the assisted collection policy and ensure that all residents who meet the new criteria are provided with an assisted collection. This will include support to residents with either physical or mental disabilities including Dementia. The aim of this policy will be to ensure all Households have access to the waste collection service. Each case will be treated on its own merits and no medical assessments will be required to be undertaken.
- 2.8. The assisted collection service has been promoted as part of the first direct line of communication to all households. This will again be promoted as part of the second information pack which will be delivered along side the new bins. To date we have seen an increase of 8% in the number of requests for the ‘Assisted Collection Service’
- 2.9. The table below illustrates the increase in Assisted Collections by month since March 2018. We anticipate that this will continue to increase as residents receive their new wheelie bins.

2018 Assisted Collections	March	April	May	June	July	Aug
Total properties	503	514	534	537	541	544
% Increase		2.1%	3.9%	0.6%	0.7	0.5

3 ALTERNATIVE OPTIONS

- 3.1. As part of our internal review process we will asses and reflect on our communications strategy. A campaign evaluation will be undertaken to evaluate the lessons learned from the roll out of the new service. Date to be confirmed.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The communications strategy and mobilisation of the new waste collection service has been developed following the lessons learned from the service change in Sutton.

5 TIMETABLE

- 5.1. The time table is contained within the report

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None, for the purposes of this report .

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. There are no legal and statutory implications as a result of this report

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. There are no human rights, equalities or community cohesion implications as a result of this report.

9 CRIME AND DISORDER IMPLICATIONS

9.1. There are no crime and disorder implications as a result of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. There are no risk management and health and safety implications as a result of this report

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 1 – Example of Leaflet 2
- Appendix 2 – Map illustrating new day of collection
- Appendix 3 – FAQ and summary of service change

12 BACKGROUND PAPERS

12.1. None

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