

Waste management contingency plan

An update

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Collecting Birmingham's bins

Our normal service compared with how we are performing now

We collect from
360K HOUSEHOLDS
EVERY WEEK



NUMBER OF
CREWS
124

bin crews during
usual service

78

bin crews during strike



COLLECTION RATE

99.9%

usual service

96%

of wards cleared
as per published
schedule



WASTE COLLECTION (TONNES PER DAY)



usual service



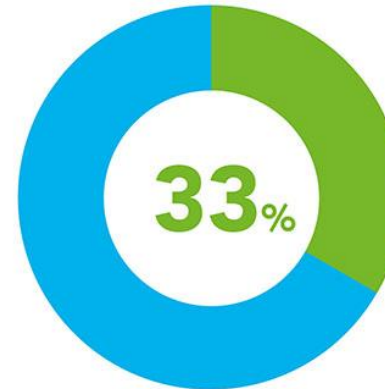
during strike

Information correct as at week commencing 11 September 2017

The need to modernise

Creating a value for money service

- Discussions about changes to the waste management service started in January 2017
- The modernisation programme is driven by the need to reduce costs and create a more efficient and effective service
- Successful implementation of the modernisation programme would deliver:
 - Weekly collection of residual domestic waste (354,356 properties per week)
 - Fortnightly collection of kerbside residual materials (177,178 properties per week)
 - Consistent productivity for all collection rounds based on national benchmark (mid – range national average)
 - Remodelled collection rounds that assure maximum efficiency
 - A revised fit for purpose management structure
 - The continued provision of Chargeable services e.g. Green waste, Trade Waste, Bulky Waste
 - A significantly reduced reliance on use of agency and overtime the reduction in agency workers will enable more investment in trained and competent full time employees of Birmingham City Council (Currently of 595 staff, over 200 are agency employees)



Roughly a third of our 595 refuse collection staff are from agencies

COST £7.9m
per year (2016/17)

	Daily working hours	Average number of properties per round
Nottingham	7.5	1,375
Manchester	7	1,308
Leeds	7.5	1,165
Sheffield	8	1,100
Liverpool	7.5	1,067
Birmingham	9.125	1,058
Birmingham (future)	7.3	1,100

The need to modernise

Creating a more efficient service

- Change to the composition of the crews
 - In 2011 we had five person crews
 - Based on sack collections
 - Included a driver (GR4), leading hand (GR3) and three loaders (GR2)
 - In 2014 we introduced three person crews
 - Crew size reduced following introduction of wheelie bins
 - Crew consists of a driver (GR4), leading hand (GR3) and a loader (GR2)
 - Proposal is to retain three person crews - remove the leading hand (GR3) role and replace with another loader (GR2)
- Move to a five day pattern of working
 - Shift from current four days of 9.125 hours (c.36.5 hrs a week) to five days of 7.3 hours a day (36.5 hrs a week)
- Adjust the collection schedules
 - Aim is to use all of the resources we have more effectively
 - Staff asked to work more flexibly, which would mean changes to the start and finish locations of rounds



Clearing Birmingham's streets

A snapshot of the challenge and how we are tackling it



Continue to receive weekly collections via contractors



Clinical waste

Collected by BCC staff. Sanitary waste to be double bagged and put into Wheelie bins.

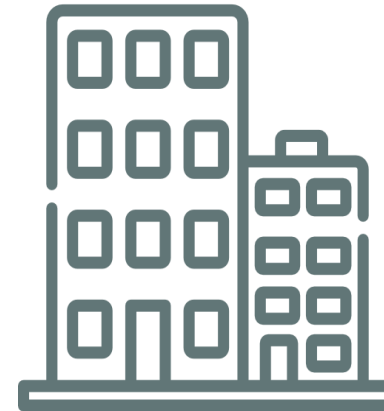
Household recycling centres

will continue to offer extended opening hours



Garden waste

Collected as per normal schedule by contractors



231 High rise tower blocks

3,389 Low rise flats

and sheltered housing cleared by contractors as per their normal schedule.

78

The number of crews – a mix of staff and contractors



We will continue to take bookings for bulky waste collections



Clearing Birmingham's streets

Resources and logistics

- Working to a four week collection cycle
 - In place from 1 September
 - 78 crews available
 - Some BCC staff and some contractors
 - Working to a five day schedule (from 6am to 10pm)
 - Additional work over the weekends
 - Collection rate at c. 96% as per the scheduled wards
 - Crews working in tandem – separate collections for sacks and wheelie bins
 - Collecting c. 1,400 tonnes a day

Clearing Birmingham's streets

Currently working to a four week collection schedule

Week commencing		Week commencing	
04/09/2017	Wards	18/09/2017	Wards
Monday	Aston, Brandwood, Handsworth Wood, Stechford/Yardley North	Monday	Ladywood, Weoley, Sutton New Hall and Sheldon
Tuesday	Aston, Brandwood, Handsworth Wood, Stechford/Yardley North	Tuesday	Ladywood, Weoley, Sutton New Hall and Sheldon
Wednesday	Aston, Longbridge, Oscott, Washwood Heath	Wednesday	Ladywood, Kings Norton, Kingstanding and Springfield
Thursday	Aston, Longbridge, Oscott, Washwood Heath	Thursday	Ladywood, Kings Norton, Kingstanding and Springfield
Friday	Billesley, Lozells & East Handsworth, Hodge Hill	Friday	Northfield, Tyburn and Acocks Green
Collected over various days of the week	Bournville, Erdington and Shard End	Collected over various days of the week	Perry Barr
Week commencing		Week commencing	
11/09/2017	Wards	25/09/2017	Wards
Monday	Nechells, Billesley, Lozells & East Handsworth and Hodge Hill	Monday	Soho, Northfield, Tyburn and Acocks Green
Tuesday	Nechells, Harborne, Sutton Vesey and Sparkbrook	Tuesday	Soho, Bartley Green, Sutton Trinity and Hall Green
Wednesday	Nechells, Harborne, Sutton Vesey and Sparkbrook	Wednesday	Soho, Bartley Green, Sutton Trinity and Hall Green
Thursday	Nechells, Edgbaston, Stockland Green and South Yardley	Thursday	Soho, Quinton, Sutton Four Oaks, Moseley and Kings Heath
Friday	Edgbaston, Stockland Green and South Yardley	Friday	Quinton, Sutton Four Oaks and Moseley and Kings Heath
Collected over various days of the week	Perry Barr, Selly Oak, Erdington and Bordesley Green		

Increased Frequency from 25th September 2017

- A plan has been developed based on available resources to increase frequency to Fortnightly for the whole of the city in terms of bins
- Maintain in tandem collections with weekly collections of red carded properties with regular sack provision including flats above shops, no front garden properties etc.

Clearing Birmingham's streets

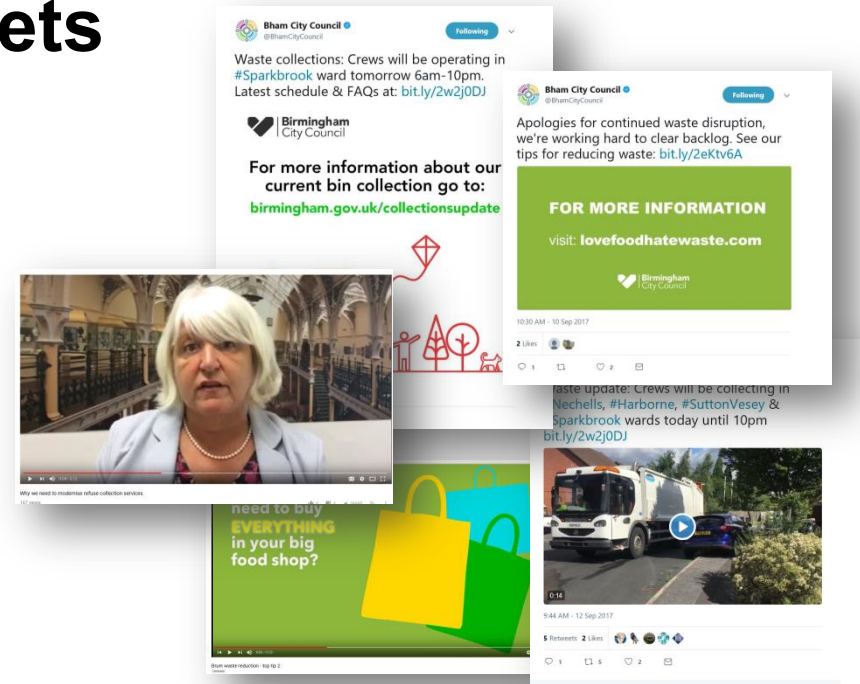
Resources and logistics

- A ward-based approach to collections
 - Enables available resource to be targeted at specific parts of the city
- Contractors are being used to provide additional resource
 - Working with eight contractors
 - Contract monitoring in place
 - Following procurement processes
- Clearer messaging for citizens
 - For example: 'containers' (four wheels) should be collected as per normal whereas wheelie bins (two wheels) are collected in line with the four week schedule. Unless you have a garden waste collection (wheelie bin) which should be collected as per normal.
- Aim is to increase frequency
 - This could require additional resource (up to 17 crews (95 in total))

Cleaning Birmingham's streets

Keeping people informed

- Information about the schedules being shared through all available channels – includes our website, social media, email alerts
- Sharing information with staff (intranet and other channels)
- Information is reaching people but we still face a challenge with 'hard to reach' communities
- Encouraging people to 'tell their neighbours'
- Providing printed information in libraries, community centres, post offices, GP surgeries etc
- Councillors can help play an active role – encourage everyone to 'check, report, share'



Overall

Across all contributors

Avg tweets/day	Potential impressions/tweet	Potential impressions/day	Retweet rate
777 ↑	16.4 ↑	13m ↑	1.6

Sentiment

	Sentiment	Share	Change
40	😊	31.9%	↑
+3%	😐	14.9%	↑
Sentiment score	😞	53.2%	↓

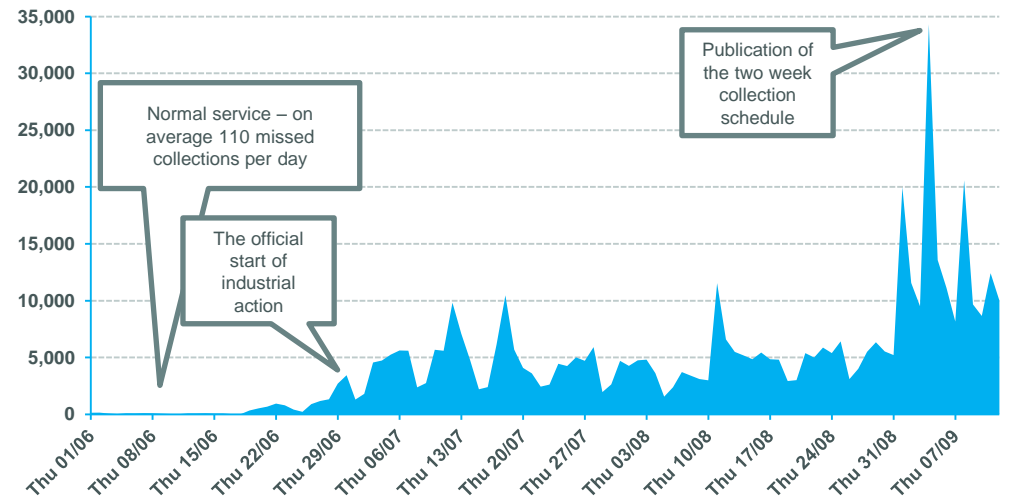
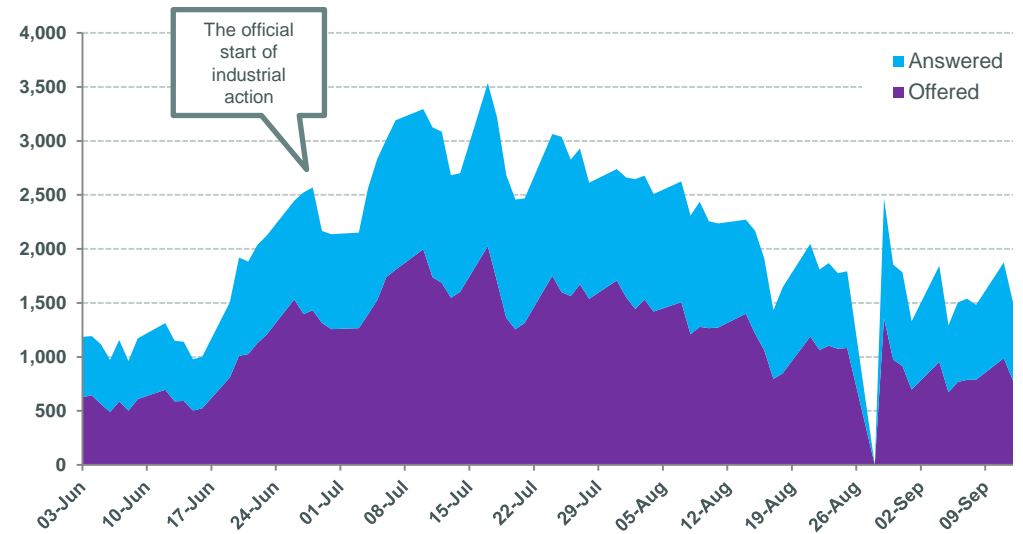
Top 5 contributors

	Tweets	Retweets	Impressions
Guardian	3	64	20.3m
Bham Mail	42	93	10.6m
BBC News	1	40	8.7m
Sky News	1	40	8.7m
BhmCityCouncil	65	172	6.7m

Collecting people's bins

Keeping people informed

- Throughout the dispute we have encouraged people to check the website for updates and answers to questions
- Over the duration of the dispute the volume of traffic to the website has increased – alongside a reduction in call volumes
- There is a better alignment of resources to ensure calls are answered
- Filtering and prioritising complaints and issues.



Creating a modern, value for money service

There are jobs for people that want to stay working for the council

Removing the reliance on agency staff

The number of permanent GR2 Loader roles	302
The number of people hired	14
Number of people being interviewed	64
The number of people to recruit	224*

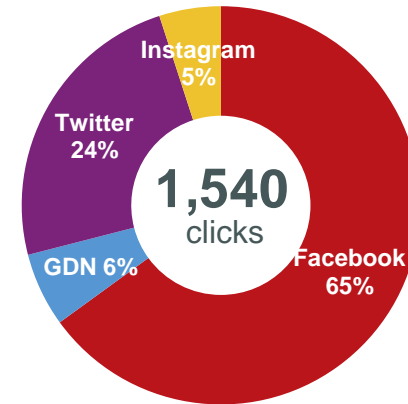
Filling the gap

The number of people who have attended one of two open events	600
The number of 'clicks' in response to online ads	1,540

* 100 posts have been retained for the Leading Hands until 27 September

Recruitment campaign

Significant campaign in place to recruit to the Loader roles



Total impressions
69,406

Creating a modern, value for money service

There are jobs for people that want to stay working for the council

Opportunities for the Leading Hands (106)

The number of permanent roles available

	143 (GR3)
	60 (GR4)

The number of people attending the four Jobs Fairs	14
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The number of people who have secured new roles	7
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Number of people undertaking a trial	4
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Additional

The number of people who have chosen VR	8
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How everyone can help

Check

Collection schedules

[birmingham.gov.uk/
collectionsupdate](http://birmingham.gov.uk/collectionsupdate)

Local libraries

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Daily updates

@birminghamhamcitycouncil

@BCC_Help

Report

Encourage people to continue to report missed collections

[birmingham.gov.uk/
collectionsupdate](http://birmingham.gov.uk/collectionsupdate)

or 0121 303 1112

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Use the dedicated email inbox for councillors

BCCCouncilorsEnquiry
@birmingham.gov.uk

Share

Tell your neighbour

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Remind people that
sacks and bins may not
be collected at the same
time

.....

Encourage people to
request bulky waste
collections