

## **Neighbourhood and Community Services O&S Committee – 15<sup>th</sup> October 2015**

### **Operational Roll Out of Wheeled Bins**

This report seeks to respond to the issues raised by both Members and residents in relation to the operational roll out of the wheeled bin service, particularly within Sutton Coldfield.

### **Background**

Over 205,000 wheeled bins were delivered in April and May 2015 to all households, with the exception of the majority of flats, serviced by the Perry Barr Depot.

The wheeled bin collections commenced at the beginning of June 2015 with the majority of the previous residual and recycling rounds having to be changed including, in the majority of cases, the day and time of collection.

The new round schedules had to be communicated and assimilated to significant numbers of employees and residents.

The introduction of the wheeled bin collections to the majority of flats was managed at the Depot level given the requirement for local knowledge and existing collection arrangements.

### **Current Position**

The majority of collections in the Perry Barr Depot area are now being completed as scheduled and the evidence identified in the monitoring comparison with the Redfern roll out identifies a similar pattern of progression (Appendix 1).

Some difficulties are, however, still being experienced in regard to completion of some recycling rounds which the Depot management are working towards resolving, a particular challenge is the current shortage of fully qualified Driver Team Leaders which is impacting across the service City-wide.

Internal and external development and recruitment programmes have not delivered the required number of Driver Team Leaders and Fleet and Waste Management are currently engaged in a further recruitment and development programme.

## **Responses to Specific Member's and Resident Issues**

### **Councillor Mackey Issues**

#### **Carhampton Road**

Collections in Carhampton Road are being carried out. There remain issues with fly tipping and late advancement of sacks which are being investigated by the Waste Prevention Team. Fleet & Waste Management are reviewing the red card status of these properties to try and reach a workable solution to enable residents to manage their waste efficiently.

#### **Assisted collections not being carried out.**

There has been a significant improvement in reliability of assisted collections. The roll out of the wheelie bins has significantly increased the demand for assisted collections with up to 800,000 assisted collections requested across the City per annum. There is a small delay between the request for assistance and the details appearing in the crew packs. Local service managers are working with crews to ensure that assisted collections are provided where needed.

#### **Houses receiving a red card for Wheelie Bins then being re-assessed but not being notified.**

Penny Smith Response; I apologise if residents did not hear about the results of their re assessment – the Assessment and Deployment Team are tasked to inform residents and Members of the result and close a job on the FWM IT system.

#### **General waste being collected but the recycling crews not making any collection at all.**

Very high recycling participation rates in the Sutton Wards have impacted on the crews' ability to complete scheduled work on the designated day. This coupled with a shortage of available drivers and high levels of sickness have led to delays in collections. Additional temporary stand in drivers are being used and alternative rest facilities are to be provided to reduce crew travel times to further improve productivity. There is an ongoing project to review numbers of crews and workloads to more accurately reflect workloads based on participation rather than a one size fits all approach across the City.

#### **New build houses not receiving a collection even though they received a service when on black bags.**

The crews receive a daily work list which includes all properties to be collected. New builds should be included once they are added to LLPG. Prior to the wheelie bin roll out crews would have any new builds in their area automatically included in the collection schedule.

### **Communal developments receiving no collection.**

Flats transition was problematic with issues at many blocks including crew knowledge of location of bin stores, access issues and initial problems with productivity which affected all collections not just communal developments. Many of these issues are now resolved with only a small number of access issues remaining and local depot staff are contacting managing agents to resolve these. Flats recycling continues to be affected by late collections as highlighted above.

### **Developments that have a gate that allows access prior to 11am receiving regular general waste collections and green waste collections but never a recycled collection. Waste and recycled collections not taking place on the intended day.**

Prior to the roll out of wheelie bins the local depot operated a dedicated team that collected from communal developments amongst other collections. In order to improve efficiency these collections were included with the general recycling collection teams for wheelie bin roll out. These collections have been affected by access issues and performance issues as previously outlined.

### **Recycled waste randomly not being collected for individual houses despite having been put out on time.**

There have been some reports of random missed collections and Assistant Service Managers are working with crews to ensure all bins presented are emptied. Reports of repeat missed collections are discussed with crews to ensure satisfactory resolution of these issues.

### **Councillor Pears Issues.**

#### **New roads and part of roads not on the new data base.**

See response above – up to date information systems are essential in ensuring delivery of the service.

#### **Flats seem problematic.**

See response above – many blocks of flats had historical collection arrangements which have had to be reviewed, the service is seeking to increase recycling opportunities from flats across the City.

#### **The central telephone number or website allocates a fault reference and a timescale which is not achieved.**

The contact centre and web site indicate fault resolution timescales in line with the Birmingham Promise. The Birmingham Promise was introduced in July 2015. The local depot has had difficulty in meeting the timescales during the initial phases of the roll out and there have been messages on both the web site and contact centre advising callers of the delays. The Birmingham Promise also places restrictions on when people can make

complaints about missed collections and again this has caused difficulties where citizens have waited before reporting issues. This issue is currently being reviewed and the removal of the restrictions to report a missed collection has now been agreed by the Cabinet Member.

**The system was rolled out without all necessary resources new driver's jobs have needed to be advertised. Staff have needed to be moved from other areas of the City to help catch up.**

Fleet and Waste Management have held a number of vacancies for some time with the use of agency drivers common. Recent legislation for Drivers CPC and the lack of overtime opportunities has reduced the availability of drivers; this coupled with unusually high levels of absence has led to a shortage of drivers. Recruitment is ongoing as is the use of 'Act up' opportunities and 'stand in' drivers. Overtime availability is shared across all of FWM for full time staff resulting in other depots assisting both during the week and with any work caught up at weekends. An internal development programme has been successful in developing Driver Team Leaders and is being rolled out annually.

**Many residents were not contacted after asking for a reassessment which seemed to have been done by google or drive past.**

**Penny Smith Response:** I apologise if residents did not hear about the results of their re assessment – the assessment and deployment team are tasked to inform residents and Members of the result and close a job on the FWM IT system.

The assessors do sometimes use Google, and they know the areas – it is the case that some residents are so against bins they can claim (eg) no storage when in fact there is ample space at the front of a property often on a large drive. The concern is sometimes one of appearance.

**I actually think officers became swamped with work and complaints.**

The roll out of 460,000 properties in 2 years across the City has been very challenging and officers have worked hard to deal with issues which can become very emotive. Large numbers of enquiries have stretched the service with support from all four Depots being utilised.

**It would be good to learn what lessons have been learnt from officers and what will be done on future so we receive fewer complaints.**

As the roll out has moved across the City officers have continually reviewed communications, timelines, delivery schedules, round allocations, educational and enforcement activity. Each area has provided different challenges from minimal participation and high contamination in recycling in some inner City areas to very high participation and the consequent incompleteness of recycling rounds in others areas with increased travelling times. Lessons have been learnt and the service will continue to seek to

improve the delivery of a service which will then improve both the cleanliness of the City overall and reduce the costs of waste collection and disposal going forward.

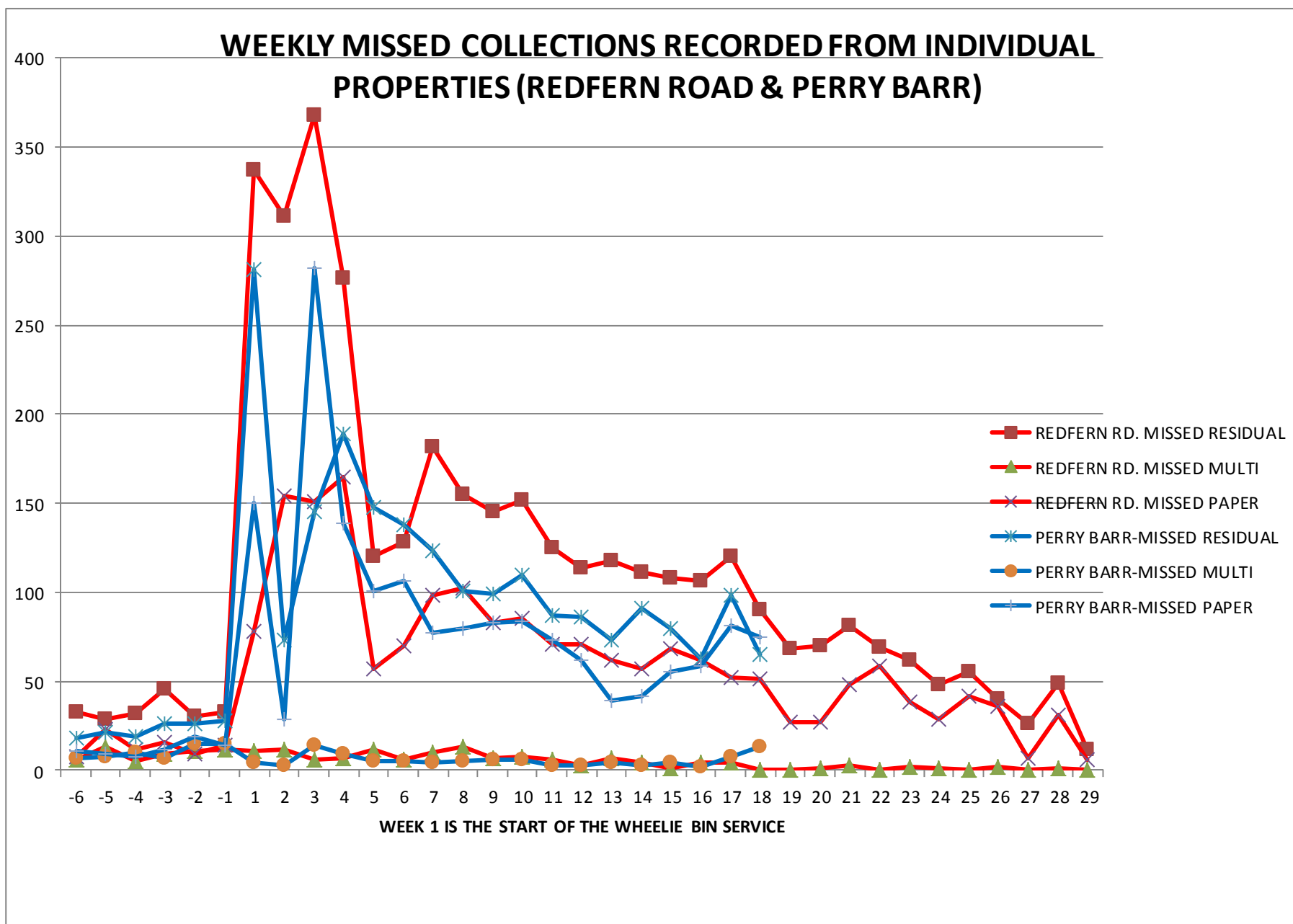
### **Holland Street**

The issues experienced by this citizen are related to the inability of some crews to complete their scheduled work. FWM are continuing to monitor crew performance and are also introducing other measures, such as alternative rest facilities to minimise lost time and improve performance. The review of crew sizes and workloads is ongoing as detailed above.

### **East Rise**

The issues related to special instructions for this location not being passed to all crews. Previously depots operated their own assisted collection/hot spot lists but this has been superseded by the centrally produced assisted collection work list. The depot have monitored this location and ensured all crews, whenever collections are made, are aware of the special requirements at this location. Going forward the introduction of the slab in the cab technology should allow for properties, such as these, to be flagged to the driver team leader for special consideration.

**Matt J Kelly**  
**Assistant Director – Fleet and Waste Management**



## WEEKLY MISSED COLLECTIONS RECORDED FROM INDIVIDUAL PROPERTIES (REDFERN ROAD & PERRY BARR)

