

Birmingham City Council

Neighbourhoods Overview and Scrutiny Committee

6 December 2023



Subject: Impact of S114 Spend Control on the level of missed waste collections

Report of: Councillor Majid Mahmood, Cabinet Member, Environment

Report author: Les Williams, Principal Operations Manager, Street Scene

1. Purpose

- 1.1 The Scrutiny chair asked, at the meeting in November 2023, for a report on the impact of S114 spend controls on the level of missed waste collections. This report to include statistics on missed collections for the individual depots before and after spending controls measures, and also statistics on missed green waste collections.
- 1.2 The Committee wished to discuss why local Members are not being informed of missed collections.

2. Recommendations

- 2.1 That information contained in the report be noted.

3. Missed Collections

- 3.1 Neighbourhoods Overview and Scrutiny are asked to note there is no discernible “across the board” spike in missed collections and complaints since the instigation of spend control measures, as there has not been a reduction in resources or service levels, at present due to spend controls. Whilst there has been some short delay in getting relevant spend control requests approved, these delays have not impacted on the delivery of the service. Where some depots have experienced localised issues, these are due to the impact of seasonal sickness/absence, rather than there being a lack of financial resource (see Appendices A, B and C). Where these impacts were being felt, recovery plans were put into operation to catch up with dropped rounds.

4. Communication with Ward Councillors

- 4.1 It is noted that elected members are not routinely informed of missed collections. This operational data is collected, analysed and used to inform performance against KPIs and provide on-the-ground intelligence that informs recovery planning when addressing dropped. The desire shown by elected members for data on which roads or properties in their ward have had missed collections is fully understood, as that would help them (and the council more widely) keep residents informed about service disruption. A solution is being explored as part of the wider transformation of street scene services and the customer services function. Any development on this front will need to integrate into the wider priorities that are being reviewed and shaped as part of the best value recovery plan being delivered following the arrival of commissioners to support the city council with its current challenges.

5. Any Finance Implications

- 5.1 There are no financial implications arising from this report as it is an update on performance levels.

6. Any Legal Implications

- 6.1 Not applicable

7. Any Equalities Implications

- 7.1 No equalities implications

8. Appendices

Appendix A Garden Waste dropped rounds 1 June to 15 November 23

Appendix B Residual and Recycling dropped rounds 1 June to 15 November 23

Appendix C Complaints 1 June to 15 November 23

Appendix A Garden Waste Dropped Rounds 1 June to 15 November 2023

	Total Missed	Not recorded	Atlas	Lifford	Perry Barr
Total	3869	214	540	2030	1085
06/2023	897	31	90	415	361
07/2023	554	55	81	216	202
08/2023	538	42	101	267	128
09/2023	998	33	104	685	176
10/2023	722	47	142	357	176
11/2023	160	6	22	90	42

Note: The column where the depot isn't recorded is usually in instances where worksheets have been created manually and staff don't add the route. This is being addressed via improved practices.

Appendix B Residual and Recycling Dropped Rounds 1 June to 15 November 2023

	Total Missed	Not recorded	Atlas	Lifford	Perry Barr
Total	22362	1676	5113	10091	5482
06/2023	3671	369	1299	1074	929
07/2023	2716	276	892	986	562
08/2023	3486	289	1261	913	1023
09/2023	4625	330	796	1868	1631
10/2023	4093	264	675	2283	871
11/2023	3771	148	190	2967	466

Note: The column where the depot isn't recorded is usually in instances where worksheets have been created manually and staff don't add the route. This is being addressed via improved practices.

Appendix C Complaints 1 June 2023 to 15 November 2023

	Atlas	Lifford	Perry Barr	Unknown Depot	TOTAL
06/2023	29	51	67	49	196
07/2023	51	68	47	50	216
08/2023	63	61	63	24	211
09/2023	47	65	73	40	225
10/2023	34	79	53	26	192
11/2023	14	33	15	43	105