



To: **Community and Neighbourhoods Scrutiny Board**

Date: **4th February 2021**

Subject: **Waste Collection Services – Christmas 2020**

1 Purpose of the Note

- 1.1 To provide information on the performance of waste collection services over the Christmas and New Year period 2020.

2 Recommendations

- 2.1 That the Communities and Neighbourhoods Scrutiny Board (4) note the information in consideration of future service requirements.

3 Information / Background

- 3.1 Every year collection arrangements for the Christmas and New Year period differ according to how the bank holidays fall.
- 3.2 Since the introduction of alternate weekly collections in 2017 collection requirements have changed in order to minimise disruption to residents and to ensure collection capacity is maximised. Collection arrangements for the 2020 Christmas and New Year period are detailed below.

| Service | Arrangements |
|---------------|---|
| Garden / Food | Collections were suspended over the Christmas and New Year period to allow for staff to be utilised elsewhere in the service. Services recommenced w/c 18 th January. |
| Domestic | There were no collections on Christmas Day or between Tuesday 29 th December and Friday 1 st January. All households received an extra collection to ensure that the green bin was collected the week before and after the shutdown week. |
| Recycling | There were no collections on Christmas Day or between Tuesday 29 th and Friday 1 st January. Clear sacks were delivered to all residents to allow for extra recycling to be put out after Christmas. |

- 3.3 Any households that were scheduled for a collection of their green or blue lidded bins on Friday 25th December had their bins collected on Monday 28th December.
- 3.4 Statistics in relation to the Christmas collection can be found in Appendix A.

4 Staffing

- 4.1 With no contractual obligation for CCC employees to work during the shutdown week or on the Mondays / Bank Holidays used to cover where collections are disrupted. The service relies upon volunteers from within the workforce alongside agency staff to cover the collections on Monday 28th December.
- 4.2 Last year (2019/20) insufficient numbers of staff were available to provide full services on the non-contractual collection day 30th December 2019. Due to low numbers of volunteers and the difficulty securing reliable agency workers over this period when demand for them is high, this resulted in disruption to residents who were scheduled to have their bins collected on this day.
- 4.3 Monday 28th December 2020 this year was a Bank Holiday allowing a greater financial incentive for CCC employees. The number of internal employees that volunteered to work was much higher than in 2019/20 and they, alongside agency staff already employed within the service due to Covid were able to successfully complete scheduled collections on this day.

5 Calendars / Clear Sacks

- 5.1 Calendars detailing Christmas collection schedules and the clear sacks for additional recycling were delivered by Royal Mail this year with a total cost for production and delivery of £75,744.42.
- 5.2 In recognition of changes in the way that people access information residents were advised that this will be the last year that we will be delivering the calendar to all properties. Anyone still requiring a paper calendar is able to request one online or through a dedicated phone line. To date around 1000 requests for calendars have been received.
- 5.3 Each year we liaise with the Trade Unions to agree a collection methodology for the clear sacks as a means of reducing the impact on collection capacity and time. Last year each round was given an additional person to assist the crews. This has not been possible this year due to the need to protect Covid bubbles and minimise the number of people in the cabs.
- 5.4 In recognition of this separate bag collection rounds were planned to work alongside the crews after Christmas to ensure that the bags could be collected in a timely manner. Following the announcement of the third lockdown at the beginning of January the service lost a large number staff that were required to shield or isolate. This resulted in all available resource being diverted away from the bag collections to ensure that bin collections were completed across the service.
- 5.5 Any remaining resource and Saturdays were utilised where possible to return to collect the bags. However, the operational challenges described in 5.4 above meant that the amount of capacity available was significantly reduced. This resulted in bags being left on the streets for longer than anticipated creating concerns and complaints from residents where bags were left uncollected for up to two weeks.

5.6 Considering the challenge and disruption caused by the non-collection of the bags this year consideration for future requirements is being reviewed.

6 Communities and Scrutiny Board Recommendations 2019

6.1 Information relating to 2019 / 20 Christmas collection performance was considered by the Communities and Neighbourhoods Scrutiny Board on 23rd January 2020. The following recommendations were made:

a. The Cabinet Member review a new process established to understand the full extent of the complaints / compliments about waste collections to include residents and Cllrs contacts with officers not just the formal complaints process and not just for Christmas.

b. Request that the Cabinet Member for City Services consider a range of options in preparation for Christmas 2020 to include:

- Not providing any additional refuse services over this period
- Manning the service solely with agency workers to avoid contractual issues with CCC staff
- Consider contractual requirements for CCC staff.

7 Update on Recommendations

7.1 I.T. have developed a casework management tool to allow information received by Councillors to be captured within the formal data which has been trialled with a group of Councillors. Investigation is ongoing to establish and implement requirements for the system.

7.2 Working arrangements over the Christmas and New Year period are being discussed corporately with Trade Union colleagues. The outcomes of these discussions may allow for further consideration to be given to waste collection arrangements in the future.

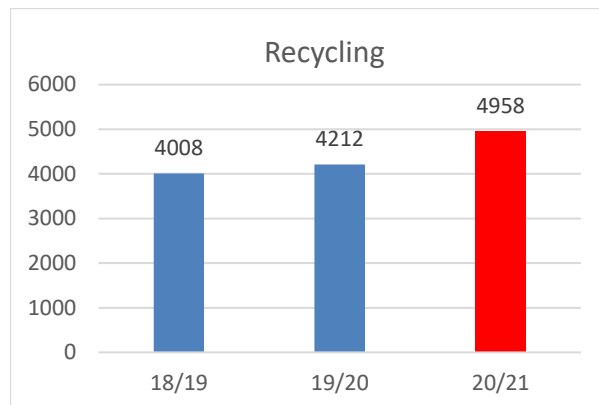
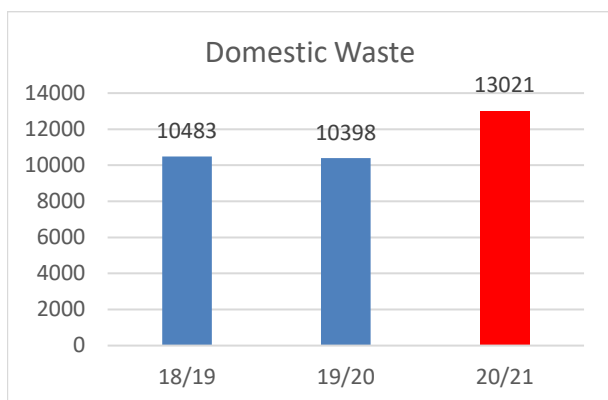
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Appendix A. Waste Collection Statistics

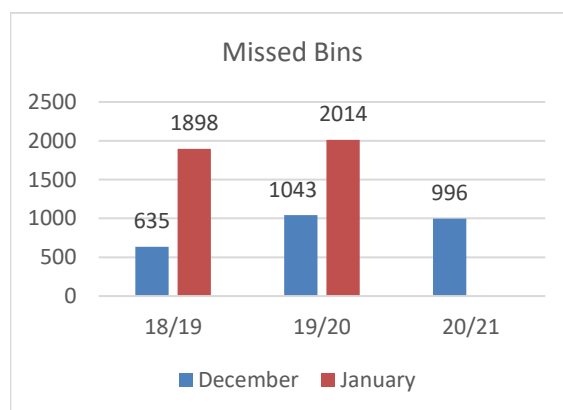
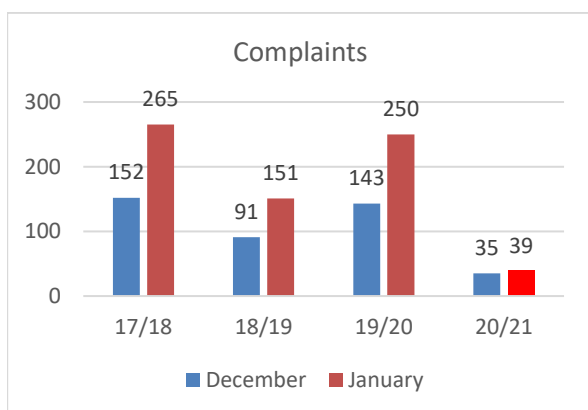
Waste Collected – December / January*



Throughout the Covid pandemic the amount of waste being presented for collection has increased along with people spending more time at home and changes in shopping habits. The amount of domestic waste presented in the green lidded bin in December and January increased by 25% compared to the same period last year. Equally, the amount of recycling presented in the blue lidded bin increased by 18%.

Complaints and Missed Bins – December / January*

Since March this year the number of complaints and missed bins recorded against the service has reduced. Between January and December 2020, the total number of complaints received about the service reduced by more than 50%. Similarly, over the Christmas period the number of complaints and missed bins received reduced and it is recognised that this reduction is linked to a change in behaviour due to Covid and is not



therefore necessarily a true reflection of service performance.

* 20/21 January figures estimated based on actual figures at time of writing