

Report of the Assistant Director (Communities, Culture and Public
Realm)

Arrangements for Household Waste Collections for Christmas 2015

Summary

1. This report provides options to introduce temporary arrangements for the collection of household waste over the Christmas Period.
2. These options have been requested by the Executive Member following the confusion and complaints that followed the collections over Christmas 2014, particularly the four week gap some residents saw between collections of recycling prior to and after Christmas.

Recommendations

3. The Executive Member is recommended to approve options b and c in paragraph 9:
 - To introduce new temporary arrangements for collections dates.
 - To communicate the temporary arrangements in three phases as detailed in the communications plan.

Reason: To ensure that as little disruption as possible to collection of household waste and to ensure that all residents have full knowledge of the arrangements.

Background

4. The collection of household waste is undertaken on an alternate week basis, (recycling materials one week, grey waste the next).
5. Due to the Christmas and New Year bank holidays temporary arrangements have to be put in place. Various collection arrangements have been implemented over recent years in order to minimise the impact of temporary arrangements on residents whilst ensuring service provision is returned to normal as soon as possible.

6. The most recent arrangements saw us close the service down for the full Christmas week. All households received a grey waste collection the week before and after Christmas but almost half of households had a gap of four weeks between recycling collections, which brought about customer complaints and confusion as to waste presentation dates. A full day's overtime working was required on all collection rounds in order to return to normal schedules at the earliest opportunity.
7. Changes to collection dates were communicated via the annual calendar of collections, either stickers on bins or hangers on bins, the council's website and social media.

Consultation

8. No formal consultation has taken place; however feedback from residents in various forms has been taken into consideration.

Options

9. There are three options available to the Council in order to improve the service for customers. These are:
 - a. To utilise the arrangements put in place for Christmas 2014.
 - b. To introduce new temporary arrangements for collections dates as detailed in **Annex 1**.
 - c. To communicate the temporary arrangements in three phases as detailed in the communications plan see **Annex 2**

Analysis

10. Option a) may bring about a repeat of the confusion and complaints experienced in 2014 whilst continuing to incur additional costs.
11. Option b) will respond to customer concerns regarding recycling collections and will reduce staffing costs.
12. Option c) will ensure that, as far as possible, all residents are informed of the temporary arrangements and are aware of where and how to request further information if required.

Implications

13. **Human Resources:** Agreements will be required with front line employees regarding the close down period; however, as this is a minor change to previous years, this should not be an issue.

14. **Equalities** – An initial EIA screening shows no equality impacts from these proposals.
15. The report has no additional implications relating to: Finance, Legal, Crime and Disorder, Information Technology, Property.

Corporate Priorities

16. The proposals in this report are in line with the Council Plan priority to Place a Focus on Frontline Services.

Risk Management

17. In compliance with the Council’s risk management strategy the main risks that have been identified associated with the proposals contained in this report are those which could lead to the inability to meet business objectives and to deliver services, leading to damage to the Council’s reputation and failure to meet stakeholders’ expectations. The level of risk is assessed as “Very Low”. This means that periodic monitoring is required of the operation of the new arrangements.

Contact Details

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Report Approved



Wards Affected: All

All



For further information please contact the author of the report.

Background Papers:

Annexes:

- 1) - Details of collection days.
- 2) - Communications plan.