



<b>Subject:</b>	Waste Collection Update
<b>Date:</b>	7 November 2017
<b>Reporting Officer:</b>	Nigel Grimshaw, Director City & Neighbourhood Services Department
<b>Contact Officer:</b>	Siobhan Toland, Assistant Director City & Neighbourhood Services Department

<b>Restricted Reports</b>	
<b>Is this report restricted?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>If Yes, when will the report become unrestricted?</b>	
<b>After Committee Decision</b>	<input type="checkbox"/>
<b>After Council Decision</b>	<input type="checkbox"/>
<b>Some time in the future</b>	<input type="checkbox"/>
<b>Never</b>	<input type="checkbox"/>

<b>Call-in</b>	
<b>Is the decision eligible for Call-in?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

<b>1.0</b>	<b>Purpose of Report or Summary of main Issues</b>
1.1	To provide Members with a further update in relation to: (i) the processes and procedures that continue to be implemented to enhance the waste collection service; and (ii) the actions included in the high level Waste Collection Improvement Plan, which has been developed to address productivity and performance issues.
<b>2.0</b>	<b>Recommendations</b>
2.1	The Committee is asked to <ul style="list-style-type: none"><li>Note the continued interventions which are being implemented to maintain the performance improvements of the waste collection service, together with progress in relation to the actions included in the Waste Collection Improvement Plan.</li></ul>

	<ul style="list-style-type: none"> <li>As the Committee will be aware, it was agreed at July Committee that monthly Waste Collection update reports would be presented to Members. Given the positive impact interventions introduced to date have achieved to improve the performance of the waste collection service since August 2017, the Committee is asked to approve the recommendation that future Waste Collection update reports be presented to Members on a three monthly basis.</li> </ul>
<b>3.0</b>	<b>Main report</b>
	<p><u>Key Issues</u></p> <p><u>Customer Call Handling and Management Interventions</u></p> <p>3.1 The volume of calls directed into the Customer Contact Centre remain at normal levels as a result of the management interventions and improved processes which have been implemented since August 2017.</p> <p>3.2 Daily management information reports are now an embedded process that enable targeted, timely operations to be implemented which deal with requests for service in relation to missed bins and missed assisted lifts. This action has resulted in a continued decrease in the number of missed bin collections.</p> <p>3.3 The production of detailed daily management information reports, by assistant manager and operational squad, continues to provide accountability and improved communication, which supports prompt resolution of customer enquiries.</p> <p>3.4 As Members will be aware from previous Waste Collection update reports, increased attention has been focused on dealing with access issues. This continues to be a work in progress, particularly in relation to the more complex accessibility problems. Discussions are ongoing with Transport NI in an effort to ensure that longer term sustainable solutions can be achieved regarding accessibility difficulties.</p> <p>3.5 A regular communications schedule with senior management forum, waste collection management team and trade unions remains in place to maintain focus on priority issues. This process continues to support the delivery of a high quality, responsive and flexible service which meets customer need.</p>

## Waste Collection Improvement Action Plan

3.6

As referred to in the Committee report presented to members on 10 October 2017, a high level Waste Collection Improvement Action Plan has been developed. An update regarding the key actions within the Plan to address productivity and performance issues, is as follows:

- A review is currently being undertaken in relation to the administrative support arrangements for waste collection operational staff, in order to facilitate increased on the ground supervision of waste collection operational staff.
- An assessment of relevant squad productivity eg. start and finish times, shipping times, bins and weights lifted has been completed in relation to black bin squads. As a result a process has been initiated to increase existing work levels and improve productivity which incorporates minor changes to collection timetables.
- A review of the commercial waste service has commenced in order to develop proposals for change which best fit customer demand in relation to the marketing and sales, pricing and operational performance of the service. During the past 9 – 15 months customer contracts have reduced however a plan is in place to try to recover these contracts. In addition, potential new customers are being identified which will be used to target future sales and attract new contracts. Initial focus will concentrate on customers who are located within the same general geographical area as current customers to increase income without generating major additional costs.
- The route optimisation software supplier has carried out an evaluation exercise regarding minor modifications to existing waste collection routes. Comments and feedback from this exercise are presently being analysed.
- The recommendations arising from the independent review undertaken by Resource Futures are currently being assessed and implemented where appropriate.
- An independent audit is currently being undertaken by AGRS. When this process has been completed the recommended actions will be considered for implementation.

3.7

As Members will be aware from the previous Waste Collection update report, the current focus is on analysing performance and productivity, utilising two independent approaches as follows:

- A manual review of the data and information available within the waste collection service; and
- A review of the feedback received from the route optimisation software supplier, who is undertaking a separate and independent evaluation.

Proposals developed from the two independent reviews referred to in point 3.7 above will

3.8	provide a reasonable level of assurance in relation to the introduction of any proposed changes.
3.9	The Waste Collection Improvement Action Plan is a fluid document and as proposals are developed it will be updated accordingly.
3.10	<p><u>Non-Waste Issue</u></p> <p>On an unrelated matter and by way of update on toilets, Members are also asked to note the recent success of the Council at the annual “<i>Loo of the Year</i>” awards. The Council continues to be well represented with its high quality toilets and this year (2017) it achieved 12 Platinum Awards for its various facilities across the city.</p>
3.11	<p><u>Financial &amp; Resource Implications</u></p> <p>At this time there are no financial or resource implications associated with this report. Any future route optimisation rebalancing exercises and asset implications arising from the implementation of the Waste Framework may however result in financial and resource implications at a future date.</p>
3.12	<p><u>Equality or Good Relations Implications</u></p> <p>At this time there are no equality or good relations implications associated with this report. Any future route optimisation rebalancing exercises and asset implications arising from the implementation of the Waste Framework may however result in financial and resource implications at a future date.</p>
<b>4.0</b>	<b>Appendices – Documents Attached</b>
	None

