
Report of Helen Freeman, Chief Officer Environmental Services

Report to Environment, Housing & Communities Scrutiny Board

Date: 26th July 2018

Subject: Kerbside collections of domestic waste.

| | |
|---|-----------------------------|
| Are specific electoral Wards affected? If relevant, name(s) of Ward(s): | <input type="checkbox"/> No |
| Are there implications for equality and diversity and cohesion and integration? | <input type="checkbox"/> No |
| Is the decision eligible for Call-In? | <input type="checkbox"/> No |
| Does the report contain confidential or exempt information? | <input type="checkbox"/> No |

Summary of main issues

1. At the meeting of 28th June 2018, Scrutiny Board indicated an interest in undertaking an inquiry into waste management services. A focus of interest was the performance of kerbside collections of domestic waste.
2. This report provides further information on the collection service and provides some suggested areas for the inquiry to cover as part of the 18/19 Scrutiny Board work programme.

Recommendations

3. It is recommended that Scrutiny Board consider the suggested points in Section 3 when agreeing the scope for an inquiry into Waste Management Services in Leeds.

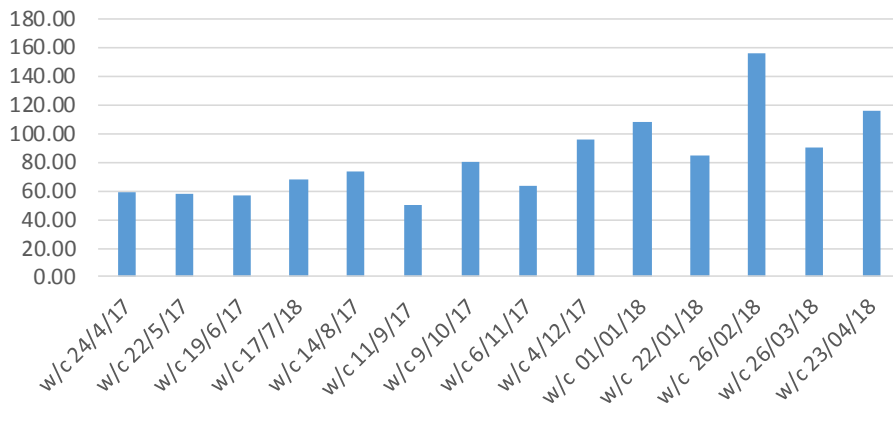
1 Purpose of this report

- 1.1 At the meeting of 28th June 2018, Scrutiny Board indicated an interest in undertaking an inquiry into waste management services. A focus of interest was the performance of kerbside collections of domestic waste. The purpose of this report is to provide further information on the service and some suggested areas for the inquiry.

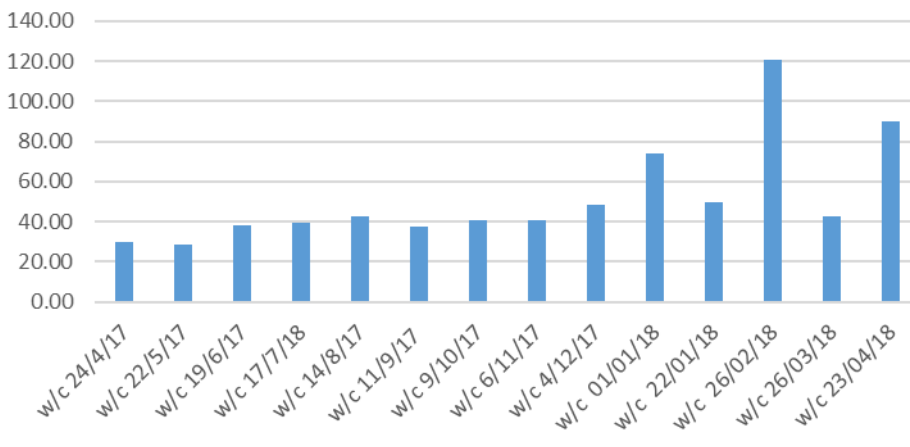
2 Background information

- 2.1 Current kerbside collection of domestic waste.
- 2.1.1 Current kerbside collections in Leeds comprise mixed dry recyclable waste excluding glass (green bin), garden waste (brown bin), food waste (to a limited area) and residual waste (black bin). Glass waste is collected via around 350 glass recycling bank sites across the city. The service offer varies across the city, largely dependent on whether households are in an alternate weekly collection (AWC) or non-AWC areas, the property type and whether included in any trial projects such as food waste collection. The map at Appendix 1 shows the clusters of properties receiving an AWC or non-AWC collection.
- 2.1.2 Areas receiving alternate weekly collections make up approximately 76% of the city and the service here is alternating fortnightly collections of residual and mixed dry recyclable waste. Most households in these areas therefore have their black, green and brown bins emptied twice every four weeks. In addition, food waste is collected weekly from 12.5k households in Rothwell. The remainder of the city not on AWCs are provided with a more varied service of different containers and frequencies of collection. Households here broadly have their black bin emptied four times, green bin once and brown bin twice (where provided) every four weeks.
- 2.1.3 The table in Appendix 2 illustrates the varied picture of kerbside collections across the city described above.
- 2.2 Current performance of kerbside collections.
- 2.2.1 The service collects domestic waste from approximately 350,000 properties in Leeds, involving approximately 2.5 million bins emptied every month at peak times of the year.
- 2.2.2 The number of missed collections logged per 100,000 households for each of the residual, recyclable and garden waste streams is shown in the three graphs overleaf.
- 2.2.3 It is important to keep the data on missed collections in these graphs in perspective with the data on bins emptied successfully. So, in the worst four week period of w/c 26th February when there was disruption due to snow, the service still managed to empty approximately 99.8% of residual waste bins expected in that month.

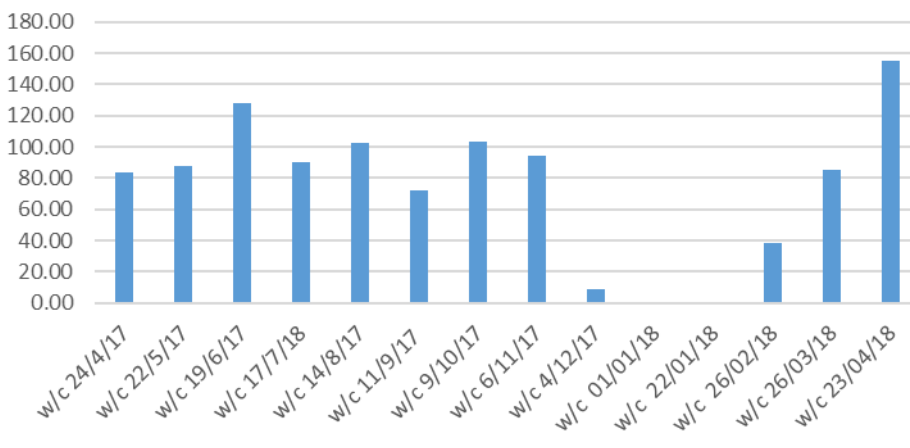
Missed collections residual waste per 100,000 households



Missed collections (recycled waste) per 100,000



Missed collections (garden waste) per 100,000



2.3 Factors influencing performance of kerbside collections.

2.3.1 There are of course a range of reasons why a bin may not be collected on the normal collection day. In those cases, residents are asked to leave their bin out for a further 48hrs to allow the service to recover and catch up. The reasons why bins don't get emptied are varied, but include:

- Refuse collection vehicles unable to get to properties due to parked cars, skips, roadworks and other obstructions.
- Vehicle breakdowns
- Insufficient crew members available to staff-up all vehicles required (pressures arise from unexpected absences due to sickness, but also planned training / appraisal days etc).
- Weather conditions
- Road surface issues
- Bins not presented at all or done so incorrectly.
- Contamination issues and side waste presented in AWC areas.
- Crew error due to lack of familiarity with an area and the exact locations of bins.
- Backlogging of usual work when needing to recover missed collections connected to the above.

2.3.2 Broadly, the main reasons why collections are missed are down to access issues and crews unfamiliar with routes new to them (e.g. where deployed to recover areas missed). Infrequent factors such as adverse weather can also, however, have a huge impact on the ability to complete rounds, as shown by the spike in missed collections in the four weeks from 26th February 2018 due to significant snow fall.

2.4 Waste Management Strategy for Leeds and route review work.

2.4.1 Household waste recycling performance has been increasing slightly year on year in Leeds, with 39.1% reported for 2017/18 (subject to verification by the Environment Agency). The position in Leeds broadly reflects the picture nationally, with the UK expected to miss the national target of 50% domestic waste being recycled by 2020 originally set out within the EU Waste Framework Directive.

2.4.2 Indications from Government are that the UK will adopt the targets set out within the EU Circular Economy package, published in June 2018. This includes household waste recycling targets of 55% by 2025, and 65% by 2035, and also requirements around the separate collection of specific materials such as food waste.

2.4.3 The current Waste Strategy for Leeds has not been updated as an integrated document since 2006. However, it has evolved significantly through a number of important subsequent reports and recommendations agreed by the Executive Board over the years. The strategic national policy announcements anticipated to emerge from Central Government later in 2018 have the potential to be a game-

changer for Local Authorities and it is right that the picture is better understood before commitments are stated in a long term strategy for Leeds.

- 2.4.4 One element of the strategy will be recycling performance and, with that, the kerbside collection of recyclates from households. As we are probably several years away from delivering a potentially different kerbside collection service, we will be undertaking a review of current routes with a view to addressing capacity issues, variance in workload across the routes and budget expectations.

3 Main issues

- 3.1 This report provides further information about the Waste Management Service in Leeds in order to help inform Scrutiny discussions on the scope of an inquiry into this service. The following are suggested areas for Scrutiny to consider in particular:
- 3.1.1 To provide a better, accurate understanding of performance of kerbside collections, with a focus on what's been collected.
- 3.1.2 To understand/agree what constitutes a true service failure and therefore the point at which escalations should be made by Members and residents and how best to do this efficiently.
- 3.1.3 To make recommendations on improving the customer focus of the service, including an ability for residents to readily check for themselves what's happening with current collections in their area.
- 3.1.4 To understand the process of recording and reporting daily collection activity and to recommend how that can best be reported to Members and other external interested parties.
- 3.1.5 To explore and understand the reasons for missed collections across the city.
- 3.1.6 To see the patterns and trends of collection rates & the incidence and reasons behind repeat misses in certain locations.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 The Executive Member has been consulted on the suggested scope of the inquiry and is supportive of the recommendations.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 There are no equality and diversity or cohesion and integration implications associated with this report. This will be considered once the scope of the scrutiny inquiry has been agreed.

4.3 Council policies and the Best Council Plan

- 4.3.1 The work to increase recycling of waste in Leeds, in part through kerbside collections, links into key performance measures in the Best Council Plan on delivering a 21st Century Infrastructure and reducing carbon.

4.4 Resources and value for money

- 4.4.1 There are no financial or resource implications arising from this report. This can only be covered once the scope of the inquiry is agreed.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 There are no legal implications arising from this report and the report is not subject to call-in.

4.6 Risk Management

- 4.6.1 There are no significant risks identified in this report. Risk management will be addressed once the scope of the inquiry is known and the work undertaken.

5 Conclusions

- 5.1 There are a range of areas for Scrutiny Board to consider in setting the scope for an inquiry into Waste Management Services. The information on the current service offer and performance of kerbside collections in this report are intended to assist in the final scoping of this piece of work.
- 5.2 The development of a Waste Strategy for Leeds is intended to drive a longer term model for kerbside collections, however, work to review current collection routes will be undertaken in advance of the strategy being finalised.

6 Recommendations

- 6.1 It is recommended that Scrutiny Board consider the suggested points in Section 3 to agree the scope for an inquiry into Waste Management Services in Leeds.

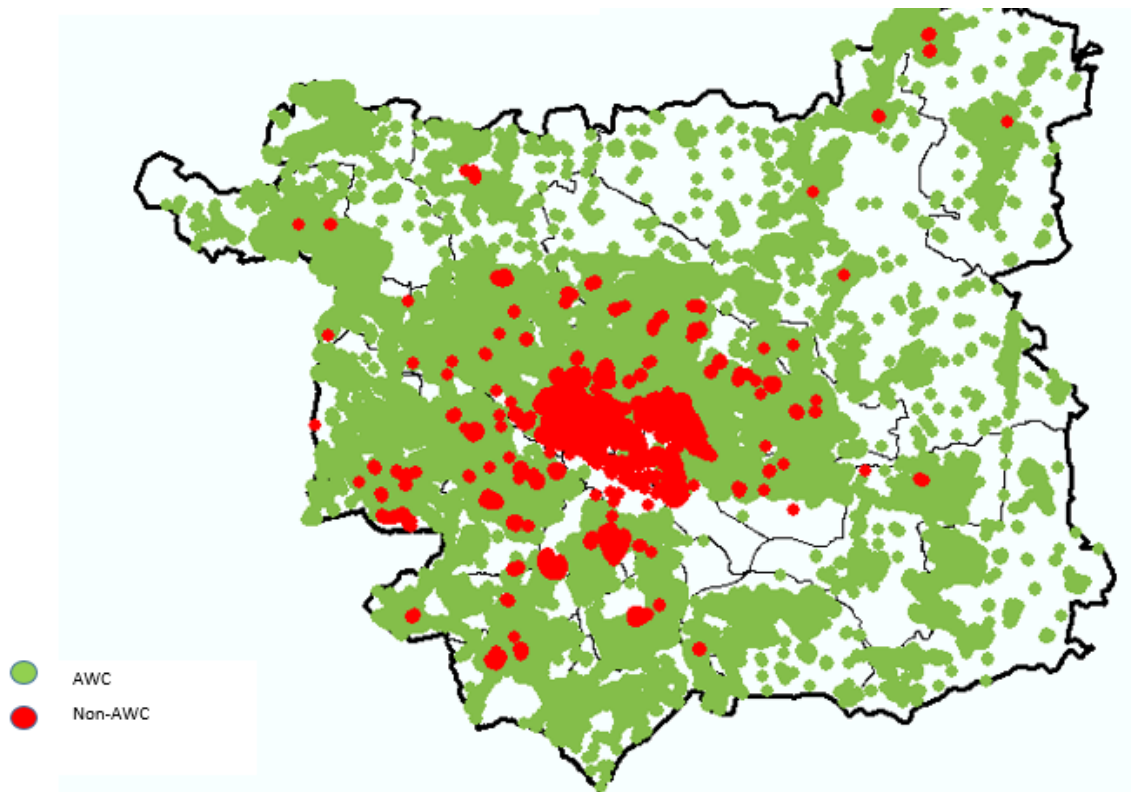
7 Background documents¹

- 7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

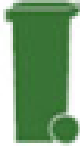






Appendix 1.

Map showing the broad areas of Alternate Weekly Collections and Non-AWC areas (dots represent clusters of properties)



Appendix 2.

Household waste kerbside collection service across Leeds

| | Alternate Weekly Collection Area | Non Alternate Weekly Collection Area |
|-----------------------|--|---|
| Mixed dry recyclables |  <p>Every 2 weeks 240l bin (or bags)</p> |  <p>Every 4 weeks 240l bin (or bags)</p> |
| Garden waste |  <p>Every 2 weeks 240l bin</p> |  <p>Every 2 weeks 240l bin</p> |
| Food waste |  <p>Weekly 23l bin <i>(12,334 properties)</i></p> | |
| Residual waste |  <p>Every 2 weeks 240l bin (or bags)</p> |  <p>Weekly 240l bin (or bags)</p> |