



## Report of the Head of Governance and Scrutiny Support

### Report to Scrutiny Board (Environment Housing and Communities)

Date: 28 November 2018

Subject: Session 2 - Inquiry into Kerbside Collection and Recycling of Domestic Waste

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

### 1. Summary of Main Issues

- 1.1 Leeds City Council has an ambition to be the best city in the UK: one that is compassionate and caring with a strong economy, which tackles poverty and reduces inequalities. It wants Leeds to be a city that is fair and sustainable, ambitious, creative and fun for all with a council that its residents can be proud of: the best council in the country.
- 1.2 At the meeting on the 28 of June 2018, Scrutiny Board (Environment, Housing and Communities) considered a request for Scrutiny regarding refuse collection and identified that a review of current performance may be required during this municipal year, to inform the developing waste management strategy. The Best Council Plan 2018/19 – 2020/21 states an ambition that people will live in clean and well cared for places. It also identifies a key performance indicator specifically relating to the percentage of waste recycled. In July the Board resolved that their inquiry for 2018/19 would focus on the refuse collection and recycling service, including current performance. Terms of reference for the inquiry were agreed by the Scrutiny Board on the 3 October 2018 when the Board determined that the purpose of the inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:
  - The strategic approach to refuse collection and recycling and how the inquiry can support the development of an improved waste management strategy.
  - Service performance relating to kerbside collections and recycling.
  - The reporting of daily collection activity to Elected Members and other external interested parties

- Barriers and issues that hinder the collection of refuse
  - The patterns and trends of collection rates and reasons behind repeat misses in certain locations.
  - What constitutes service failure and when escalations should be made by Elected Members and residents.
  - Customer focus and the provision of advice; education and enforcement to encourage residents to become involved in improving the service.
- 1.3 The report of the Deputy Chief Officer, Waste Management Services provides information to support the second session of the inquiry, with the focus being:
- Collection of domestic waste
- Service Standards and Engagement with Customers*
- What residents need to do for their domestic waste to be reliably collected and not cause any local environmental problems. To hear of the tools and approaches used by the Council to ensure residents fulfil what is needed of them in collecting their waste.
  - The service response when a collection in an area, a street and an individual address is missed on the usual collection day. Also, how the service recovers situations of repeat and longer term missed collections.
  - What constitutes a collection service failure and therefore the point at which any contact needs to be made and how best to do this efficiently.
  - How the service currently communicates with residents and Members, on widespread collection service interruptions, isolated and repeat missed collections in specific areas and when the service performs well.
  - Current mechanisms for recording and understanding customer feedback on service delivery and how we might have a better understanding of what customers think of the service both generally & when something's gone wrong.
  - To explore mechanisms by which Members and residents could have direct access to detailed, reliable and 'live' information about collections in their areas. This includes innovation by other local authorities
- 1.4 Members of the Scrutiny Board have also conducted visits as part of this inquiry to look at the Kerbside collection service in operation and to speak directly to Collection Crews. There will be an opportunity at this meeting for the Scrutiny Board members who participated in these visits to provide their feedback and observations, to inform the inquiry and facilitate debate and further questions.

## **2. Recommendation**

- The Scrutiny Board (Environment, Housing and Communities) is recommended to:
- i. note the information contained within the reports presented, and information provided at the meeting.
  - ii. make recommendations as deemed appropriate.

### **3      Background documents<sup>1</sup>**

None

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<sup>1</sup> 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.