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## Report of Deputy Chief Officer, Waste Management Services

### Report to Scrutiny Board (Environment, Housing & Communities)

Date: 28th November 2018

**Subject: Scrutiny Inquiry into Kerbside Collection and Recycling of Domestic Waste (Session 2)**

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

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### Summary of main issues

1. The purpose of this report is to provide information to Scrutiny Board Members in line with the terms of reference for the Scrutiny inquiry into the kerbside collection and recycling of domestic waste agreed at their meeting of 26<sup>th</sup> July 2018. This report for Session 2 focuses on 'Service Standards and Engagement with Customers'.
2. The report provides background information on the relevant existing policies for kerbside waste and recycling collections previously agreed by the Executive Board.
3. The report also outlines the channels for the public to report service issues, and the Service's back office systems for identifying and responding to these reports.
4. The methods through which the Council engages proactively with the public to communicate its policies and expectations and to encourage recycling participation are summarised, as well as the means by which more 'live' information on the status of collections is made accessible to the public and Elected Members.
5. The report sets out the various methods for capturing and analysing customer feedback on service performance. It then considers the tools and approaches available to the Council to address areas where there is a low level of engagement with collection policies and recycling, where education and awareness activities will have limited impact, and where a more robust approach may therefore be required in order to secure behaviour change, including formal enforcement.

6. Finally the report provides some specific service data and performance information requested by Members at the previous session.

## **Recommendations**

It is recommended that Scrutiny Board consider the information provided and discuss options for performance improvement.

### **1. Purpose of this report**

- 1.1 The purpose of this report is to provide information to Scrutiny Board Members in line with the terms of reference for the Scrutiny inquiry into the kerbside collection and recycling of domestic waste agreed at their meeting of 26<sup>th</sup> July 2018. This report for Session 2 focuses on 'Service Standards and Engagement with Customers'.

### **2. Existing collection policies**

- 2.1 The following sections provide a summary of the existing policies most relevant to this inquiry which were agreed by the Executive Board in January 2014.
- 2.2 Presentation and missed bins
  - 2.2.1 Bins should be presented by residents for collection by 7am on the scheduled day of collection, at the kerbside in a place which will cause minimum obstruction. The Council commits to providing waste collections on specific days, not at specific times of day, and bins should not necessarily be deemed to have been missed and be taken back into properties because they have not been emptied by an accustomed time of day.
  - 2.2.2 The Waste Management service strives to ensure that all bins are collected on the scheduled day. However, some level of missed collections may occur due to the scale and logistical complexity of collecting around half a million bins a week across the City (i.e. access, highways, vehicle maintenance, adverse weather related issues, human error, etc.).
  - 2.2.3 Where bins from individual households have not been collected for whatever reason, the Service will not automatically revisit and the householder is advised to return the bin to their property and to await the next scheduled collection. There is a significant cost associated with deploying a vehicle and crew and it is uneconomical to deploy this level of resource to recover misses at individual addresses.
  - 2.2.4 In the instance of missed collections for a group of properties, residents are advised to leave their bin out for up to two working days after the normal collection day as the Service should be aware of the missed collections and is likely to have made arrangements to 'recover' the missed collection. If more than two working days have elapsed, the householders are advised to notify the Contact Centre. A check will then be made to confirm a group of properties are affected together with feedback obtained from the crew before taking the appropriate remedial action.

- 2.2.5 In those instances where there have been consecutive missed collections for a particular recycling or waste stream, a bespoke response will be instigated by the Service whilst the issue is investigated to avoid further repeat misses at that location.
- 2.2.6 These instances of consecutive misses are often as a result of access problems for collection crews, as described to Scrutiny Board at the previous meeting. Crews will endeavour to return to collect bins missed on consecutive occasions where this can be achieved without an unacceptable impact on collections for other residents. Residents are requested to ensure wherever possible that access issues do not arise (e.g. inconsiderate parking) that have a negative impact on the Council's ability to provide the Service.
- 2.2.7 It should be emphasised that the priority for the Service is to ensure that missed collections are kept to a minimum rather than relying on recovery operations.

### 2.3 Number of containers

- 2.3.1 For each household receiving the relevant kerbside collection service, one wheeled bin will be provided for each waste stream (i.e. residual waste, mixed dry recyclables and garden waste). Exceptions are made to deal with various issues, for example including larger families and frail or disabled residents who may require alternative containers or collection methods to those provided as standard.
- 2.3.2 For households not in receipt of (or not about to receive) a fortnightly collection of mixed dry recyclables, an additional green bin may be requested.
- 2.3.3 In support of this, the Executive Board also agreed in November 2015 to the removal of excess bins from the kerbside where households have more than the number for which they are eligible.

### 2.4 Side Waste

- 2.4.1 The Council's policy for 'side waste' (i.e. excess waste from the household which is presented for collection at the side of the wheeled bin) is that this will not be collected in areas on an alternate weekly collection service.
- 2.4.2 This policy is intended to drive good waste habits, with residents now having to manage and separate their waste more effectively between the recycling and residual waste bins provided.
- 2.4.3 Excess mixed dry recyclables left by the side of the green wheeled bin on the scheduled collection day will be collected if presented in transparent bin liners which enable crews to check that the materials are those that can be accepted via the green bins.
- 2.4.4 As a general rule beyond the 'no side waste' policy for areas on alternate weekly collections, the Council discourages householders from leaving side waste beside their bins in order to minimise the environmental problems associated with uncontained waste. The Council will, however, commit to taking side waste on the first collection after Christmas and New Year and after a period of significant service disruption.

## **2.5 Contamination**

- 2.5.1 In general terms, ‘contamination’ refers to materials in the wrong bin, or those unable to be processed by the disposal contractor. Such contamination risks a whole or part load of materials being rejected and therefore being sent to landfill, or requiring some form of additional special sorting, treatment or disposal.
- 2.5.2 With regard to contamination of residual waste bins in particular, the Council will not collect bins which contain hazardous waste items (e.g. asbestos) or those so heavy that they present a health and safety risk to Council staff or others.
- 2.5.3 When collection crews become aware of a contaminated (or excessively heavy) bin, a sticker or tag may be used to explain why the bin was not emptied and request that the householder remove and make arrangements for the safe and appropriate disposal of any contaminating material prior to the next scheduled collection.
- 2.5.4 If a recycling bin at a particular property is found to be persistently contaminated such that it becomes a cause of nuisance, this may result in the removal of the bin.
- 2.5.5 There is clearly a resource implication associated with making these interventions, which therefore require prioritisation and a targeted approach rather than something universal and therefore fully consistent across Leeds.

## **2.6 Enforcement**

- 2.6.1 It is recognised that it can take time for residents to understand exactly what’s expected in managing their waste to maximise recycling opportunities and to avoid environmental problems in their neighbourhood. The Council therefore adopts an approach of offering advice, support and guidance in the first instance in advance of any formal enforcement action. In the vast majority of cases, residents take heed of the advice and change their behaviour without the need for formal enforcement action by the Council.
- 2.6.2 Where residents persistently mismanage their domestic waste and this affects the neighbourhood or neighbouring properties, formal enforcement will be considered. This would cover situations such as bins left out long after the scheduled collection day and large quantities of side waste being placed on the street next to their bin. This formal action is targeted in line with need and the availability of resources.
- 2.6.3 Enforcement action would not be taken on those occasions where the problem has been exacerbated or caused by a missed collection requiring, for example, a bin to be left out up to 48hrs after collection day.
- 2.6.4 The enforcement approach in dealing with waste management issues in the city is in accordance with that agreed at the Council’s Executive Board in July 2016.

## **3. Reporting missed collections and Service response**

- 3.1 Details of what constitutes a missed collection is covered in section 2.2 above. Missed collections can be reported by the public either via the Contact Centre or online. Elected Members are best served by reporting missed collections (i.e. not

collected 48 hours after collection day) to the internal Member Refuse Enquiries email address to enable the service to allocate, monitor and respond to these as efficiently as possible.

- 3.2 When a contact is received from a resident, this is automatically reported through to 'Collective', the Service's back office system. This will also identify whether the reported miss is a first instance or a repeat miss.
- 3.3 Crews record information on missed collections either on the in-cab units or manually on task sheets. All of the information captured via the above channels is collated into an 'end of day report', which is then used to inform Elected Members and to plan for the recovery of missed bins. This may include adding an additional street to the normal round of a crew on the next day, or in some instances sending a recovery vehicle where a number of streets may have been missed.
- 3.4 In the case of a report of a repeat miss, this is identified on the system and the relevant Team Leader will investigate this through discussion with the crew and will respond to the customer accordingly. Wherever practicable, and depending on the reasons for the missed collections, arrangements will be made for the recovery of these bins within two working days.
- 3.5 Information and data on missed collections are discussed at management meetings and with partner services such as Housing, Planning, the Cleaner Neighbourhoods Team, the Police and management agents in order to consider performance and the resolution of more complex issues.

#### **4. Communications with residents and Members on service issues**

##### ***Proactive communication and engagement with residents***

- 4.1 A programme of regular communications and engagement is in place intended to outline expectations between the Service and residents in respect of presentation of bins and waste segregation, and to encourage greater recycling participation:
  - **Routine communications:** annual notifications are sent to each household in November/December specifying Christmas collection dates and highlighting recyclable materials. Interactive digital content is provided via the Leeds Bins app and 'What Goes Where', alongside the 'Check Your Bin Day' facility on the website, the most accessed Council service webpage. Tailored communications to students working with the Universities and student unions are provided each December, March and June. This has also included one-off behaviour change projects such as the recycling art installation in partnership with Leeds Beckett University on Woodhouse Moor in February 2018. In areas where there are high concentrations of people for whom English is a second language, information and activities are designed to address these needs. This includes partnership work with Migration Yorkshire.
  - **Pictorial bin stickers** were placed on 95,000 bins in 2015 in areas with low recycling rates. Stickers are placed on all new bins issued. The green bin sticker provides clear recycling information, and the black bin sticker addresses the issue of side waste and returning bins to properties.

- **Dedicated behaviour-change campaigns** have been delivered focusing on each key recyclable material: ‘Metal Matters’ in March/ April 2017; ‘Plastic Recycling Sorted’ in June/July 2018; ‘Recycle Me’ for paper/cardboard in September 2017; and ‘Your nearest bottle-bank is closer than you think’ for glass in November/December 2017’. This has included working with private industry to secure funding and share good practice so as to encourage positive recycling behaviour change using a range of media and including public installations. More recent partnerships include Hubbub’s ‘Leeds By Example’ campaign for ‘on-the-go’ street recycling in the city centre, also making links to recycling in the home.
- **Education programmes:** delivered in schools, this includes ‘Young Waste and Recycling Advisor’ packs for schools with an offer for assemblies, class workshops and site visits, including the Recycling and Energy Recovery Facility (RERF), Materials Recycling Facility (MRF) and the re-use shops at Kirkstall and Seacroft recycling sites. Community, faith and youth groups are engaged with presentations, workshops and the offer of site visits. These activities are facilitated via the small team of Waste and Recycling Advisors

4.2 The main focus of communication and engagement with residents has been to help residents to know what to do with different types of waste and how to present their domestic waste for collection. Little has been done to date to routinely report on how the service is operating other than at times of disruption through snow, etc. As a result, the public receives an imbalance of information, focussing on reports of problems rather than the much more usual state of play of a good and reliable collection service occurring across the city. This is an area that should be explored further.

### ***Accessibility of ‘live’ service information***

- 4.3 ‘End of day’ report
- 4.3.1 As noted above, the ‘end of day’ report provides a record of missed collections. This is made available to Customer Service Officers to advise callers, etc. on missed bins.
- 4.3.2 The ‘end of day’ report details are distributed to Elected Members via email detailing any relevant performance issues across routes, including proposed action as to how they will be resolved. Where streets have not had a collection, the broad reason will be given (e.g. access issues, fly-tipping, route failure or roadworks).
- 4.3.3 Where more wholesale service disruption occurs through, for example, adverse weather conditions, this is communicated via corporate social media accounts, website banners and call centre messages.
- 4.3.4 The option of putting the ‘end of day’ report on the LCC website or sharing on social media could be explored such that customers have direct access to the information, although some level of reformatting of this information would be required to render this user-friendly for customers. This would help to manage customer expectations and avoid unnecessary contact as they would not need to report a street if included in the ‘end of day’ report.

4.3.5 The ‘end of day’ report is currently written principally for an internal audience and needs amendment to be of use more widely. Ideas and suggestions on the provision of information on the day’s operational activities via the end of day report or other means are particularly welcome.

#### 4.4 CSO calls

4.4.1 As noted, when Customer Services are informed that a bin crew has missed a route, a message will be posted on the internal system to notify all Customer Access staff. In circumstances where there is wholesale service disruption, a new message will be recorded to let customers know, in addition to updating leeds.gov and our social media feed.

#### 4.5 In-cab technology

4.5.1 Once its utilisation is fully embedded, a live feed of the data recorded by crews via the vehicle in-cab technology could be uploaded to Customer Portal accounts so that customers could access information on their bin collections. Again, some level of potentially resource-intensive reformatting of this information would be required to render this user-friendly for customers.

#### 4.6 Other developments

4.6.1 Developments are also being explored around providing ‘live’ information and proactive messaging on service performance via the recently introduced Gov Delivery direct email service or around how ‘end of day’ reports could be standardised and published to a leeds.gov.uk webpage. It is worth noting that the ‘check your bin day’ web page receives 130,000 visits per month and is the most accessed service page on the Council website, demonstrating a demand for waste management data. The Leeds Bins App, currently with approximately 39,000 users, is being developed to enable ‘push notifications’ to be sent in relation to service interruptions.

4.6.2 In terms of examples of wider innovation, organisations such as the Local Digital Coalition are exploring the potential for creating common data and service design standards across local authorities for waste collection rather than each authority developing their own bespoke standards and contract specifications. This could enable a level of integration that would both provide savings and improve reporting and ease of access to information.

### 5. Recording and analysing customer feedback

#### 5.1 C360 survey

5.1.1 Customers who have opted to receive updates when completing an online form or calling the contact centre receive a link to complete an online survey via the C360 job completion email.

5.1.2 The survey asks customers a number of questions including how easy was it to make their request and whether they were happy with the service they received.

5.1.3 The survey allows customers to rate their experience which provides the Council with quantitative data which can be compared month on month. It also allows

customers to leave qualitative feedback as to the reasons for their ratings. This provides an understanding of customers' experiences which can be analysed when required (e.g. when a change in ratings from the previous month is observed). From this information, responses can be categorised to provide an understanding of any issues that are occurring.

- 5.1.4 The content of these surveys is collated and analysed monthly by Customer Services and then fed back to Waste Management via Chief Officer meetings and monthly Service Liaison meetings.

5.2 Follow-up contact

- 5.2.1 Customer Services monitor the amount of follow-up contact received on a monthly basis via C360. This accounts for when customers call the Contact Centre to chase up a request and when they log into their account to follow up online.
- 5.2.2 The amount of follow-up is collated and the reasons for this analysed using the free text boxes which show what the customer or CSO has written dependent on the method used to follow up the original request.

5.3 Reception form

- 5.3.1 Data about every waste call received is collated. For those calls that do not result in a request being completed via C360, a reception form is used such that contact volumes and reasons for this contact can be tracked.

5.4 Satisfaction survey on the phone

- 5.4.1 Regular phone surveys are undertaken to get feedback from customers. This survey is currently under review in order to provide enhanced information as to customers' satisfaction with the service they have received.

5.5 Website survey

- 5.5.1 On the website, customers are asked if they have found what they are looking for, and, if this is not the case, they are invited to explain what they were looking for. The aim of this survey is to find out what, if any, information is missing from the web pages. However, a lot of service requests and feedback about service failure are also received via this channel, which is then separated from feedback about web content.
- 5.5.2 On average around 160 site survey responses are received via the Waste pages each month.

5.6 CSO calls

- 5.6.1 The Contact Centre has a Performance and Relationship Officer who works closely with Waste Management services on collating the necessary process and service information to ensure CSOs are always providing customers with the relevant and most up-to-date information. This ensures that customer expectations are managed, and that unnecessary escalations to complaints are avoided.

5.6.2 All calls to the Contact Centre are recorded, and so CSOs could be required to flag any waste calls during the day where the customer has expressed dissatisfaction with the service. These calls could then be transcribed and their content collated and analysed as per the survey responses and then fed back to the service. However, this would obviously have resource implications.

## 6. Behaviour change and enforcement of waste collection policies

6.1 The vast majority of residents use their waste and recycling services appropriately. When residents contain their waste properly, separate recyclables and present their bins at the kerbside and return them to their properties in accordance with the policies, this has a positive impact in a number of ways:

- Maintains clean and tidy streets, since waste is properly contained;
- Ensures that pavements are clear of obstructions;
- Enables an efficient collection service to be provided;
- Ensures the separation of high quality recycling for collection;
- Minimises waste disposal costs.

6.2 The communications and engagement approaches used to ensure residents are aware of what is expected of them have been outlined above in section 4.1. However, there are some areas of the City where there is a very low level of engagement with collection policies and recycling and where a more robust approach may therefore be required in order to secure behaviour change.

6.3 The Council employs a small team of Waste and Recycling Advisors who, as well as delivering on the wider waste and recycling education and engagement programme, are targeted into areas where there is evidence of problems to support collection crews in tackling these issues. Their interventions involve door-knocking to notify residents of failures to engage properly with collection services, education regarding waste containment and recycling, stickering bins and ensuring that residents have the appropriate containers.

6.4 In terms of the legislative framework in support of more formal enforcement action in relation to waste and recycling, the following tools are available:

6.5 **Environmental Protection Act (EPA) 1990: Section 46** – Up until 2015, the Council used section 46 of the EPA to deal with a number of waste related matters, including bins left on the street, overflowing bins, etc, with sensible enforcement policies in place alongside this involving a number of warnings and steps. However, the Deregulation Act was brought in which decriminalised offences under section 46, making any fine a civil penalty which is recoverable as a civil debt. It also introduced a number of compulsory steps into the process and a test to determine harm to the amenity of the area. This has rendered the process very long and onerous such that the Council has sought to use alternative legislation for waste in gardens.

6.6 Neither this nor other legislation has been used to take enforcement action against residents presenting contaminated recycling because, having sought legal advice, it is not believed that this would meet the legal test to proceed beyond the issue of the section 46 notice. Furthermore, pursuing this requires investing significant

resource into something for which the sanction is relatively small and the fine difficult to recover.

- 6.7 Nevertheless, some local authorities have pursued this route in spite of there being very few instances of proceeding successfully to the issue and recovery of fines, with crews recording instances of contamination and tagging bins, letters being sent to residents, and ultimately a notice of intent to issue a fixed penalty notice (FPN). There is some evidence of short-term improvements resulting from this approach, and this could be considered for Leeds on a targeted basis.
- 6.8 **Anti-Social Behaviour: Crime and Policing Act 2014** - This allows the Council to serve a Community Protection Notice (CPN) for persistent and unreasonable behaviour which has a detrimental effect on those in a locality.
- 6.9 In the context of domestic waste, CPNs are primarily used for waste in gardens/yards, whether it be normal domestic waste or other types, such as furniture. The start of the process is to issue a CPN warning letter (alongside the section 46 notice), which advises the individual what change they need to make and the timescale within which this would be expected to happen. If the warning letter is not complied with, then a formal CPN can be issued. Non-compliance with the CPN can result in the issuing of a Fixed Penalty Notice or prosecution, but work in default can also be undertaken to remove the waste.
- 6.10 Once waste is presented on the street, it becomes more difficult to determine who is responsible for what, and at each of the three stages of the enforcement process, the officer would need to be confident that it was the same household responsible on each occasion. This becomes much more complex in the cases of properties with multiple occupants and communal collection points.
- 6.11 **Public Space Protection Orders (PSPOs)** – PSPOs were introduced in October 2017 to deal with particular nuisances in defined public areas which have a negative impact on the public's quality of life. This focusses on a range of behaviours and issues and, in Leeds, has been used to include issues with household waste. Failure to comply can result in a fixed penalty notice (FPN) of £100 or a maximum fine of £1,000. PSPOs have been trialled in Armley and Harehills and have been successful in terms of a significant reduction in bins left on streets after collection. However, this approach has been resource intensive, and can only realistically be deployed on a targeted basis. We also await the outcome of the first real legal challenge to the use of a PSPO to deal with domestic waste issues, something which remains fairly rare across the country at present.
- 6.12 It should also be noted that the Council has a broad range of enforcement policies in place, and decisions to focus on waste related action need to be taken in the context of this wider suite of policies and issues given the Council's finite enforcement resources.
- 6.13 Beyond formal enforcement action, it might be possible to levy and seek to recover a service charge for, for example, removing uncontained waste or emptying contaminated recycling bins. This approach has not been used in Leeds to date.

- 6.14 There are areas in Leeds where bins left out on streets is a particular issue and yet recycling participation is persistently poor. Defined areas in Headingley and Harehills have been targeted for a withdrawal of the green bin collection service, with residents instead choosing to ‘opt in’ to the recycling collection service. This has been successful in delivering higher levels of uncontaminated recycling, and there are other areas of the City where this model may be appropriate.
- 6.15 Analysis is also ongoing in areas not on alternate weekly collections, particularly in the inner city areas, to assess potential future refuse and recycling collection options. This may involve communal collection arrangements for particular clusters of properties or high-rise flats.
- 6.16 As noted in section 2.3 above, the Executive Board has also agreed to a policy of removing bins where these exceed the permitted number. This, however, needs to be carried out as part of a co-ordinated approach to delivering behaviour change, and preferably as one aspect of an integrated Waste Strategy for Leeds. It is clear that a single, ‘one size fits all’ approach does not work and that a range of measures and tools are required which need to be informed by best practice, delivered and targeted in consultation with Elected Members and based on an effective prioritisation of the available resources.

## 7. Service performance data

- 7.1 Information on missed bin performance was presented at Session 1 of the inquiry. However, the following sections include further information requested at this session on repeat misses, and how performance for Leeds compares with the Core Cities.
- 7.2 Repeat missed collections
- 7.2.1 Information on missed collections was presented to Members at session 1 of the Scrutiny inquiry. Data was requested at this meeting on the proportion of these misses that were repeat misses.
- 7.2.2 Table 1 below provides this information on a percentage basis since the start of 2017. Although data on missed collections for individual properties has been recorded and available for many years, city-wide information on repeat misses prior to 2017 is more difficult to retrieve as this reporting functionality has only been developed on the Collective system more recently.
- 7.2.3 Table 1 below breaks down overall missed bins into:
- Individual (i.e. one-off) miss;
  - 1<sup>st</sup> repeat miss (i.e. also missed at the previous scheduled collection);
  - 2<sup>nd</sup> repeat miss (i.e. also missed at the previous two scheduled collections).

Table 1: Repeat missed bin collections

Ward	2017			2018 (to October)		
	Individ miss	1 <sup>st</sup> repeat miss	2 <sup>nd</sup> repeat miss	Individ miss	1 <sup>st</sup> repeat miss	2 <sup>nd</sup> repeat miss
Adel and Wharfedale	226	39	3	302	97	6
Alwoodley	322	38	2	297	88	15
Ardsley and Robin Hood	434	44	4	436	97	13
Armley	402	37	3	479	108	22
Beeston and Holbeck	370	30	2	378	98	12
Bramley and Stanningley	263	42	0	389	159	16
Burmantofts and Richmond Hill	398	46	4	416	128	10
Calverley and Farsley	248	25	1	375	69	7
Chapel Allerton	780	72	16	770	190	39
Cross Gates and Whinmoor	313	37	1	465	135	16
Farnley and Wortley	1045	65	5	1084	171	47
Garforth and Swillington	341	26	2	310	92	6
Gipton and Harehills	519	45	2	584	144	34
Guiseley and Rawdon	167	41	1	195	65	7
Harewood	364	46	3	502	111	21
Headingley and Hyde Park	646	53	6	579	119	27
Horsforth	248	28	1	331	79	7
Hunslet and Riverside	299	31	0	326	83	18
Killingbeck and Seacroft	724	83	3	654	201	38
Kippax and Methley	485	42	4	491	126	24
Kirkstall	585	56	6	612	126	19
Little London and Woodhouse	268	31	2	278	89	13
Middleton Park	524	62	5	733	217	32
Moortown	419	29	1	462	87	20
Morley North	1097	49	6	1524	133	41
Morley South	760	54	4	1045	159	45
Otley and Yeadon	139	42	0	302	99	12
Pudsey	350	30	2	358	96	23
Rothwell	400	48	0	467	151	19
Roundhay	704	37	7	802	122	35
Temple Newsam	410	38	0	422	118	17
Weetwood	312	28	4	334	92	16
Wetherby	420	56	2	583	118	15
<b>Total</b>	<b>14996</b>	<b>1430</b>	<b>102</b>	<b>17285</b>	<b>3967</b>	<b>692</b>
<b>% of total missed bins</b>	<b>91%</b>	<b>8%</b>	<b>1%</b>	<b>79%</b>	<b>18%</b>	<b>3%</b>

7.2.4 The higher level of repeat misses observed during 2018 compared to the previous year is primarily attributable to the high volumes of garden waste presentation with the advent of the hot weather and the introduction of the additional garden waste collections being rolled out at the time.

### **7.3 Core Cities comparisons**

- 7.3.1 Table 2 below provides comparisons with the English Core Cities for overall missed bin performance.

*Table 2: Core Cities - bins collected*

<b>Core City</b>	<b>% bins collected</b>	<b>Data provided</b>
Bristol	99.85%	Aug – Sep 2018
Liverpool	99.97%	Jan – Sept 2018
Manchester	99.95%	Oct 2017 – Sept 2018
Sheffield	95.50%	Oct 2017 – Sept 2018
Nottingham	99.80%	Oct 2017 – Sept 2018
Newcastle	95.50%	Oct 2017 – Sept 2018
Birmingham	Not available	N/A
Leeds	99.92%	Oct 2017 – Sept 2018

- 7.3.2 Although there will inevitably be some differences in terms of how these figures are calculated and presented by individual authorities (especially with this no longer being a statutory indicator), and although some of the authorities did not supply a full year's data, this provides an indication of how Leeds compares with the other Core Cities in England. Some of the Core Cities cited service changes during the period covered by the figures above which will have had some impact on performance. In particular Birmingham were unable to make their information available, and the well documented issues experienced recently with the refuse collection service in Birmingham will mean that current and recent performance is not representative.

## **8. Corporate Considerations**

### **8.1 Consultation and Engagement**

- 8.1.1 The report provides information in support of the Scrutiny inquiry for discussion by Members. Full consultation and engagement will be undertaken as a part of the development of the forthcoming Waste Strategy for Leeds.

### **8.2 Equality and Diversity / Cohesion and Integration**

- 8.2.1 The assessment of equality, diversity, cohesion and integration issues and impacts of any recommendations from Scrutiny will be considered once agreed.

### **8.3 Council policies and the Best Council Plan**

- 8.3.1 Service improvements in the areas addressed within this report will support the Best Council Plan priorities of being responsive to local needs, enabling new place-based, integrated approaches to service delivery with a focus on reducing inequality, and delivering infrastructure to increase recycling.

### **8.4 Resources and value for money**

- 8.4.1 The report does not contain any specific proposals with resource implications. Issues of resources, value for money and affordability will naturally need full

consideration in the development of any proposals for service improvement resulting from Scrutiny recommendations.

#### **8.5 Legal Implications, Access to Information and Call In**

- 8.5.1 The report identifies the relevant legislative framework relating to the specific issues addressed.
- 8.5.2 This report is not eligible for call-in.

#### **8.6 Risk Management**

- 8.6.1 There are no specific significant risks identified within the report.

### **9. Conclusions**

- 9.1 The report provides a range of information to Scrutiny Board Members in line with the terms of reference for this Scrutiny inquiry, and specifically in relation to service standards and engagement with customers. Members are requested to consider the information included within the report and to discuss and comment as appropriate.

### **10. Recommendations**

- 10.1 It is recommended that Scrutiny Board consider the information provided and discuss options for performance improvement.

### **11. 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.