



Waste Contract Performance Q4 2019-20 & Q1 2020-21

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1 Performance Monitoring

Performance of the contract is monitored through reporting by Amey and pro-active monitoring of the elements that make up the Client Management System (CMS), and by the Waste and Recycling Contract Management Team (WaR-CMT). The council in partnership with Amey has agreed a supplemental meeting prior to each Monthly Meeting to review payments and performance deductions.

2 Covid-19 Waste and Recycling Services Response (Q1 2020-21)

Following the government announcement in March that non-essential travel was to be stopped and the country were to stay at home wherever possible the waste services needed to respond rapidly to ensure the minimisation of risk to staff and the maintenance of collections services for our community who were staying at home. The WaR-CMT and Amey revised an update the pandemic contingency plans as daily information and updates were provided by Defra to minimise disruption wherever possible.

The priority service to maintain was residual and food waste at the kerbside, followed by recycling and green waste as residents had been told to stay at home.

2.1 Household Waste Recycling Centres:

Like most of the country, the recycling centres were temporarily shut whilst the teams developed a covid-secure operating environment. This also ensured resilience for our collection crew by shifting the staff resource flexibly into other operating when needed.

The planning for the re-opening of the Recycling Centres began as soon as social distancing measures were informed to the industry sector, and with the support of the councils inhouse software development team, the Recycling Booking system was developed in a matter of weeks.

The booking system times are steadily increasing, it is important to note that these are booking for arrival time not a time limit for being on site, residents are able to unload in the time it takes them to do so. The number of number of vehicles allowed through the site since opening has doubled and are targeting increasing the number slowly up to a maximum safe throughput that does not create a queue on the road. The council is opening bookings in 2 to 3 weeks batches to:

- Ensure everyone has a fair chance to book
- Ensure slots are not booked speculatively over repeating weeks thus blocking other residents
- Allow for gradual increase in numbers whilst ensuring safe on site and on the road outside
- Ensure unauthorised commercial waste is not entering the site

A good number of residents have commented positively on the new system particularly that it has removed any queuing times on arrival. The success of the Isle of Wight's booking system was noted and out WaR-CMT were asked to talk to nationally to other local authorities through the Association of Public Service Excellence (APSE), to assist them in setting up similar systems.

2.2 Kerbside Household Collections:

The collections crews work in what we now refer to as 'bubbles', to minimise their contact with other staff arrival times were staggered at the depot and loader were encourages to drive to meet vehicles at the start of each round. All crews had masks, gloves and full PPE available, as well as radar keys for public toilets and additional soap, wipes and hand gel so that they could ensure they were frequently washing hand during this period.

Kerbside Household Recycling Collections in lockdown -

- Paper and Card up 0.7%
- Mixed Recycling up 26%
- Food Waste up 28%
- Garden Waste up 53%

All Recycling and Composting from the Kerbside – We collected 27 per cent more recycling and composting at the kerbside

General Waste – We collected 11.8 per cent more general waste at the kerbside

Our Collection Fleet:

- drove 128,498.98 miles in lock down to maintain a full collection service to all of our residents
- Vehicles spent 83,732 hours on the road

Our loaders have walked on average 30,000 steps per day

Maintained assisted collections from the back-door of 2190 residents who cannot present there waste at the kerbside

3 Key Performance Indicators

The Waste Contract between the Isle of Wight Council and Amey set out within the Specification and Performance Management Framework the key performance indicators that will be reported to the service Director and Chief Executive (as appropriate) and Elected Members to measure the performance of the Contract throughout the Contract Period.

4 Waste Contract Performance

4.1 Performance against Target Rates:

Table 1: Performance against Target Rates

	Target 2019/20	Q4 2019-20	2019- 20 Year End	Target 2020-21	Q1 2020-21	Year to June
Reduce and maintain residual (LACW) household waste per person (kg of general waste per annum)	<178.29kg	54.66	200.93	<209.3 kg	40.78	40.78
Reuse of household waste	160 tonnes	185.24	0	160 tonnes	15.9	15.9
Recycling and composting target for all Contract Waste	55.00%	45.01%	51.34%	55.00%	56.36%	56.36%
Percentage recycled, composted or reused from all HWRC sites	85.00%	64.90%	81.31%	75.00%	82.63%	82.63%
Diversion of all MSW from Landfill	90.00%	96.06%	95.95%	90.00%	99.98%	99.98%

The Household waste collection service commenced on 1 November 2015 following the same round routes as had been used by Island Waste Services (IWS), thereby minimising disruption. Amey has delivered from day one, exception reporting on all collection services, although this was not live from day one and was updated at the end of each day.

Exception Reporting benefits the council by determining justified missed collection calls that the contractor must rectify and those instances where bins are not actually presented for collection by the resident. It also supports the reduction of contaminated loads being rejected from the material recovery facility.

This reporting has the potential to allow the council to analyse trends where particular areas are repeatedly creating an environmental nuisance by persistently incorrectly presenting their waste. This evidence will support any enforcement action that the council may wish to take in problem areas.

2. Waste Collected

4.1.1.1 The rise and fall of tonnages are affected by several expected variable factors such as:

- Seasonal – Population and tourism fluctuations – National Holidays – Growing Season
- Economic influence - As the national economy expands and contract so does the quantum of purchases made by the public directly affecting the arising of waste from packaging.
- Housing Growth – As new properties are completed and sold the number of properties collected from increases. The contract has factored growth modelling into all future forecasts.

Table 2: Tonnes of Waste and Recycling collected at each location

	Jan-20	Feb-20	Mar-20	Q4 2019-20 Total	Apr-20	May-20	Jun-20	Q1 2020-21 total
Household Kerbside Collected	2,858.14	3,009.01	3,718.84	9,585.98	3,795.28	3,717.76	3,931.44	7,513.04
HWRC	1,762.13	1,404.01	1,606.61	4,772.75	10.91	317.14	905.52	328.05
Trade Waste Collections	744.44	542.66	597.80	1,884.90	50.46	47.09	84.11	97.55
Commercial CWRC	219.38	430.01	387.01	1,036.40	169.38	295.23	308.11	464.61
Third Party Waste					373.24	481.68	468.98	854.92
TOTAL	5,584.09	5,385.68	6,310.26	17,280.0	4,399.26	4,858.90	5,698.15	9,258.16

3. Missed Collections Per 100,000

Missed collections are monitored on a monthly basis and a contractual tolerance of 0.03% of collection made being misused acts the monthly performance limit. All Justified Missed collections above this amount that are not rectified within 6 hours of the end of the collection round attract performance management measures.

Reported missed collection are deemed Justified if the property does not have an exception reported against it for the specific collection day. (see Table 4)

Table 3: Missed Collections

Justifies Missed Collections	Jan-20	Feb-20	Mar-20	Apr-19	May-20	Jun-20
Justified Missed Collections	61	75	64	485	67	56
Monthly Limit of missed collections (0.03% of property count)	98	86	90	94	113	94
Actual Performance Per 100,000	18.6	26.3	21.37	20.98	17.85	17.8
Number of Failed Collections (not collected within 6 hours of reporting)	0	1	0	0	0	1

4. Exception Reporting

Exception reporting is the process by which the collection crews report an issue with collecting waste or recycling.

The total number of exception reports was 119826 in Q4 2019/20 and 96,311 in Q1 2020/21

All collection crews operate using an in-cab system that requires each road to be marked as complete as collections are made. This data is available in a live environment for the WaR-CMT and Contact centre to answer live queries from residents. Within the in-cab system is a function for reporting reasons why waste or recycling may have not been collected, which is also reported in real time. The most common exception reported is 'not presented', this means that the crew found no waste or recycling at the kerbside for collection (see Table 4: Exception Reporting).

The in-cabs also let the crew know where each assisted collection and collection plus property is, and to ensure that they are not missed each property must be marked as complete before the road is.

Table 4: List of Exception Reports by Type

Collections made in period	Q4 2019-20			Q1 2020-21		
	998,214			1,004,716		
	Recycling Round	Refuse Round	Garden Round	Recycling Round	Refuse Round	Garden Round
CONTAMINATED	2008	95	14	2348	165	17
DAMAGED	5	5	1	1	33	2
EMPTY ON ARRIVAL	289	362	255	332	384	115
FOOD WASTE ONLY	250	1050	0	269	965	3
FOOD WASTE-NOT PRESENTED	4803	6054	0	6425	5869	0
GATE LOCKED	0	0	5	0	0	2
INCORRECT WASTE TYPE	639	841	2	402	652	57
NO ACCESS	1066	1237	109	1143	1159	105
NO BINS AT COLLECTION POINT	60	57	207	0	0	0
NOT PRESENTED	35924	38697	24677	29545	32087	9200
ROAD BLOCKED	5	349	25	0	0	21
SIDE WASTE	12	631	6	15	4538	129
SUSPECTED COMMERCIAL PROPERTY	20	15	0	15	36	0
SUSPECTED HOL LET PROPERTY	1	1	1	3	1	2
TOO HEAVY	2	5	8	7	11	1
UNJ - NO BIN/GULL SACK	11	1	10	74	90	67
UNJ - NO FOOD CADDY	0	2	2	0	11	0
UNJ - NOT PRESENTED AT KERBSIDE	0	1	2	0	1	3
UNJ - PRESENTED LOOSE	3	1	0	3	1	2

Issues that are apparent are the number of properties not presenting food waste, this indicates that in most instances' food waste is being placed within the general waste stream. This is supported by the findings of the recent composition study which found 22.5 per cent of waste placed in the general waste stream is food that could have been composted. Recycling marked as contaminated will be stickered and must be taken back on the resident's property and have the contaminants removed. This then must wait until the next collection cycle to be set out.

5 Service Requests

A total of 15,419 service requests were received in the final quarter of 2019/2021 and 8,938 in the first quarter of 2020/21. A list of service request types and numbers is at Appendix 1.

Of particular note the high loss of the outdoor food caddies and the 55 litre insert boxes. The food caddies have a high damage and lost reporting level due to weather conditions, animal interference and rough handling. The insert boxes are becoming damaged through rough handling and through overfilling by residents; around 5 per week are going in the back of the collection lorries due to crew errors and residents dropping the boxes within the bins and piling recycle on top.

It should be noted however that this high rate of replacement caddies is an Amey financial risk rather than the councils.

6 Customer Services

6.1 Compliments

6.1.1 Q4 2019-20 Compliments

During the Q4 January to March period 30 compliments being received by either compliment card or email. Key points:

- Excellent presentations provided to schools and groups on Island waste management services
- Thanks for assistance
- Thanks to the Collection Crew
- Thanks to helpful Recycling Centre Staff

6.1.2 Q1 2020-21 Compliments

Compliments received rose to 54 relating to services delivered in quarter 1 of this year. Key points of thanks include:

- Thanks for large print versions of communications material
- Thanks to crew for assisting a medical incident
- 52 compliments on the Recycling Centres covid-safe booking system and operations

6.2 Complaints

6.2.1 Q4 2019-20 Stage 1 Complaints

There were 35 Stage one complaints received during the January to March period of 2020, none of which were escalated to Stage 2. The main areas of complaint were:

- Disputing the exception report on missed collection (8)
- Poor bin returns (5)
- Unhappy contaminated recycling not collected (4)
- Arguments with staff (5)

6.2.2 Q1 2020-21 Stage 1 Complaints

During the April to June period there was an increase in the number of stage 1 complaints to 60. This period coincided with national locks down and it was anticipated that there would be significantly more complaint than has been received. The main areas of complaint were:

- Disputing the exception report on missed collection (24)
- Side waste not being collected (10)
- Bins being left on the pavement by residents (3)
- Poor return of bins (3)

The most notable increase of Stage 1 complaints in this period is the number of disputed missed collections where a missed collection has been marked Unjustified as there was a legitimate reason (see exception reports) for the waste not to have been collected.

Where human error has occurred, missed waste has been cleared and apologies sent to the residents.

7 Health, Safety & Environmental Incidents

The council and Amey have a very robust partnership approach to minimising risk of injury or environmental harm in the operation of its services. The Waste industry is typically one of the more dangerous services in local government and staff welfare is paramount to us.

To continually improve the working environment and identify risks or working practices that may cause harm all staff are encouraged to report all near misses. Table 6 (below) sets out the number of reports made.

Table 5: Number of reported incidents

	Jan-20	Feb-20	Mar-20	Q4 2019-20 Total	Apr-20	May-20	Jun-20	Q1 2020-21 total
Near Miss Reports	56	26	28	110	14	31	24	69
RIDDOR Reportable Incidents	0	0	0	0	0	0	0	0
Incidents that may have an environmental impact	0	0	0	0	0	0	0	0

Appendix 1:
Table 6: Service Requests

Type of Request	Q4 Totals	2019-20 Q1 Totals	2020-21 Q1 Totals	Change
Deliver - 140L black Bin	241		281	40
Deliver - 140L Green Bin	128		48	-80
Deliver - 19L insert	78		81	3
Deliver - 23L Food Caddy	549		696	147
Deliver - 240L Black	141		238	97
Deliver - 240L Green Bin	353		464	111
Deliver - 55L Insert	1774		1442	-332
Deliver - 5LT Food Caddy	271		286	15
Deliver - Gull Sacks	71		107	36
Deliver 1100L	23		7	-16
Deliver 360L	2		0	-2
Deliver 660L General	2		0	-2
Deliver 660L Recycling	2		0	-2
Deliver Black Gull Sack	71		95	24
Deliver Blue Sack	24		62	38
Deliver Garden Container	117		152	35
Deliver Green Sack	50		69	19
Re-assessment	61		37	-24
Remove - container	1828		1635	-193
B&B / HL Waste Collection and Disposal request	4		4	0
B&B / HL Waste Receptacle Removal request	0		0	0
Garden Subscription service – Request to join	1876		1813	-63
Garden Subscription service – Request to renew	5642		217	-5425
Garden Subscription service – Request to leave	26		20	-6
Garden Subscription service – Request to change address	15		1	-14
Christmas Tree Collection	260		0	-260
General Fly-tip	19		15	-4
Empty Bring Bank	0		0	0
Emergency hit squad request	4		9	5
Quotable bulky collection	311		376	65
Re-use Bulky Collection	29		59	30
Request for Asbestos Permit	45		43	-2
Request for Charity Permit	109		8	-101
Request for Lrg Vehicle Waste Permit	951		441	-510
Request for Plasterboard Permit	282		192	-90
Request for Trade Waste Service	31		18	-13
Request to Join Collection Plus	25		19	-6
Request to Remove Collection Plus	0		0	0
Vehicle & Property Damage	4		3	-1
Totals	15,419		8938	-6481