

REPORT TO COMMUNITIES P.D.G.

REPORT OF: Waste and Recycling Service Manager

REPORT NO: WAR2013/001

DATE: 7 March 2013

TITLE:	Missed Bins - Policy Options	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:		
PORTFOLIO HOLDER: NAME AND DESIGNATION:	<i>Councillor John Smith Green, Healthy and Arts</i>	
CONTACT OFFICER:	Pat Swinton, Service Manager- Waste and Recycling. Email- p.swinton@southkesteven.gov.uk . Telephone- 01476 406570, 07712199075	
INITIAL IMPACT ANALYSIS: Equality and Diversity	Carried out and Referred to in paragraph (7) below	Full impact assessment Required: Not required
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS		

1. RECOMMENDATIONS

A balanced approach is suggested in the form of a 'three strikes' policy, whereby if a bin was missed and recorded as not presented twice in a rolling 6 month period it would not be collected on the third or any subsequent occasion. Alongside this it is proposed to provide reminders to residents on the first two occasions regarding how and when to present their bins (these can be seen in Appendix 1)

2. PURPOSE OF THE REPORT

This report is intended to facilitate a decision as to the policy regarding the collection of bins which have not been presented in line with the council's requirements, but where further education and advice could assist future collections

3. DETAILS OF REPORT

Background information

Currently the service performs a total of 61,000 collections of recycling and residual waste and 24,000 green bins in each 2 week period – a total of 3.8 million collections per year. The total number of bins logged as justifiably missed are 2,666 a year – around 0.07%.

Although this percentage is small it is the single most important and prevalent complaint and a service failure.

A missed bin is an emotive area and requires a balancing of the customers' expectation that their bins will be emptied with the additional cost of returning to empty missed bins.

Clearly, where the fault is with the service it will always be right to rectify the missed bin as soon as possible. However where there is clear data that a missed bin has been caused by the customer not presenting the bin for collection there is an argument for taking a different position.

There is an additional cost in putting on the missed bin collection service twice each week; the cost is dependent on the number of bins that require collection and their locations. In addition not using the data that is being gathered by the crews would be likely to reduce the incentive for the crews to continue collecting the data accurately.

It needs to be acknowledged that any resident can make a mistake and forget to present their bin on time. It is not therefore considered appropriate to implement a system whereby we refuse to return to collect the bin which would immediately penalise such mistakes.

Current Policy

Currently bins which are reported as 'missed' are collected within 72 hours of the initial report. A missed bin can be reported in a number of ways including via email or direct to the customer service centre.

A missed bin is a bin which the crew have failed to pick up for no obvious reason.

There are other reasons why a bin may not be emptied these are:

- The lid was insufficiently closed
- There were items within a recycling bin which could not be recycled thus contaminating the entire bin.
- There was food/kitchen waste in a Green wheeled bin.
- A black bin may have been emptied but the side waste has been left.
- The bin was too heavy to move and safely empty.

(This policy is not designed to address these other reasons for non collection.)

Bartech System

The service has recently introduced the Bartech monitoring system across the fleet. The system enables to pinpoint each collection point and relay data from the front line collection to the back offices.

The Bartech system enables a clear logging of whether a bin has been presented for collection or if there are other reasons for non collection (such as contamination). By including information regarding where assisted collections are required it is anticipated that Bartech will lead to a reduction in missed bins.

In practical terms the system allows the operatives to log that a bin has not been presented. This information is available to the Waste and Recycling office and to Customer Services in close to real time.

4. OTHER OPTIONS CONSIDERED

- a) No change - bin collected whether or not it has been logged as not presented.
- b) No return to collect when bin has been logged as not presented

5. RESOURCE IMPLICATIONS

The current system is resource intensive with 2 scheduled crews used to collect the bins which are logged as missed. Customer Services receive approximately 400 calls for the service.

A clear policy and guidance would enable a concise message to be passed to the customer providing education and reducing the calls to the help lines as a result of repetitive non presentation of the bin. A reduction in the number of return visits for bins logged as missed could have an effect, in terms of savings, on the missed bin collection rounds, diesel usage, wear and tear on vehicles and ultimately the council's carbon foot print

6. RISK AND MITIGATION

Risk has been considered as part of this report and any specific high risks are included in the table below:

Category Risk	Action / Controls
Public and Media comments	A full and detailed explanation of the reasons the policy is needed, the steps we take to educate and assist our residents to limit any adverse effects

7. ISSUES ARISING FROM IMPACT ANALYSIS

There is no indication of any impact which would be detrimental to any of the protected groups. There is no restriction to the current service provision and any alteration is not perceived to have any differing effect

8. CRIME AND DISORDER IMPLICATIONS

None identified

9. COMMENTS OF FINANCIAL SERVICES

There is the potential for savings to be achieved if there is a reduction in the number of missed bins being collected but this will be dependent on volumes and locations. If this policy is adopted the approach and data collected will also be incorporated in the rounds restructure work currently being undertaken by the Street Scene service.

10. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

The Council has a legal duty under the Environmental Protection Act 1990 to collect household waste. The Localism Act 2011 removed the ability of local authorities to make a charge for waste reduction schemes.

11. COMMENTS OF OTHER RELEVANT SERVICES

12. APPENDICES:

Waste and Recycling Service

Letter 1

Our ref:
Please ask for: Joe Kappen
Direct line: 01476 406279
Email: waste&recycling@southkesteven.gov.uk

Dear ,

Missed Bin Collection.
Collection day

Thank you for reporting your missed bin.

We use a real time recording system which appears to have logged your bin as not being out for collection. We are keen to learn why we have not successfully removed your waste and provide you with information so that you are not inconvenienced again.

Your bin should be out at the edge of your property closest to the highway by 7.30am on the day of collection.

Although our crews may attend your property after this on some occasions there are times when we need to alter collection rounds so by having your bin out by 7.30am you will ensure that yours is emptied.

If you have any questions about this letter or need any further information please do not hesitate to contact us on 01476 406279 or visit www.southkesteven.gov.uk

Yours sincerely

Waste and Recycling Service

Letter 2

Our ref:
Please ask for: Joe Kappen
Direct line: 01476 406279
Email: waste&recycling@southkesteven.gov.uk

Dear ,

Missed Bin Collection.
Collection day

Further to the letter dated ***** we are contacting you regarding your report of a missed bin.

In our first letter to you we explained that we use a real time recording system which appears to have again logged your bin as not being out when we came to collect it.

In order that we can successfully remove your waste it is necessary that it is presented at the edge of your property closest to the highway by 7.30am on the day of collection.

Although our crews may attend your property after this on some occasions there are times when we need to alter collection rounds so by having your bin out by 7.30am you will ensure that yours is emptied.

This is the second report that your waste has not been put out in the manner we require, unfortunately should there be a further reoccurrence in the next six months, we will not return to collect your waste and will return on your next scheduled collection date.

If you have any questions about this letter or need any further information please do not hesitate to contact us on 01476 406279 or visit www.southkesteven.gov.uk

Yours sincerely