



Subject:	Waste Collection Update
Date:	7 August 2018
Reporting Officer:	Nigel Grimshaw, Strategic Director City & Neighbourhood Services
Contact Officer:	Siobhan Toland, Director of City Services

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	To provide Members with a further update in relation to: <ul style="list-style-type: none">(i) the processes and procedures that continue to be implemented to enhance the waste collection service; and(ii) the actions included in the high level Waste Collection Improvement Plan, which has been developed to address productivity and performance issues.
2.0	Recommendations
2.1	The Committee is asked to <ul style="list-style-type: none">• Note the continued interventions which are being implemented to maintain the performance improvements of the waste collection service, together with progress in relation to the actions included in the Waste Collection Improvement Plan and the Organisational Development Unit review of the commercial waste function.

2.2	As Members will be aware, it was agreed at the Committee meeting held on 7 November that from December 2017, future update reports would be provided on a three monthly basis. In view of this, the next Waste Collection update will be presented at November 2018 Committee.
3.0	Main report
	<p data-bbox="272 430 421 461"><u>Key Issues</u></p> <p data-bbox="272 528 1002 560"><u>Customer Call Handling and Management Interventions</u></p> <p data-bbox="165 627 1469 761">3.1 The volume of calls directed into the Customer Contact Centre remain at normal levels as a result of the management interventions and improved processes which have been implemented over the past year.</p> <p data-bbox="165 828 1445 963">3.2 Management information reports continue to be generated which enable targeted and timely operations to be carried out, which proactively deal with service requests in relation to missed bins and missed assisted lifts.</p> <p data-bbox="165 1030 1437 1164">3.3 The production of detailed daily management information reports, by assistant manager and operational squad, continues to provide accountability and improved communication, which supports prompt resolution of customer enquiries.</p> <p data-bbox="165 1232 1449 1568">3.4 Sorting out accessibility on some waste collection routes continues. Given the access difficulties of certain locations it will take some time to achieve sustainable solutions. Regular discussions are ongoing with Transport NI Enforcement Team to explore viable possibilities which involve double yellow lines, enforcement and changing collection times. Additionally, options in relation to using smaller RCVs on specific collection routes are being considered as they can manoeuvre more easily on challenging routes however we have only a few of these vehicles.</p> <p data-bbox="165 1635 1458 1814">3.5 Regular communications between senior management forum, waste collection management team and trade unions continues to take place, which ensures that priority issues are considered and addressed on a timely basis. This process supports the delivery of a high quality, responsive and flexible service which meets customer need.</p>

Waste Collection Improvement Action Plan

3.6

An update in relation to the key actions required to address productivity and performance issues, is detailed in the following points.

- The review in relation to the administrative support arrangements for waste collection operational staff, which is facilitating increased on the ground supervision of waste collection operational staff remains a work in progress. Time spent on the ground supervising waste collection operations by operational staff has increased by approximately 70% during the past year.
- A manual assessment of relevant squad productivity (eg. start and finish times, shipping times, bins and weights lifted) is proceeding to develop viable proposals for sustainable change. This exercise has been finalised in relation to black bin squads and the first phase of increasing current work levels, with a view to increasing productivity, has been completed. This included the introduction of minor changes to waste collection timetables which were implemented seamlessly.
- The feedback from the route optimisation software supplier, who completed an evaluation of waste collection routes, has been analysed and is being compared to the information produced manually within the waste collection service. Analysis and planning for the second phase is ongoing and proposals for change aimed at improving productivity and performance as part of the second phase implementation commenced in August 2018. This work coincides with the commencement and induction of the City and Neighbourhood Services new Logistics Manager, John McConnell at the end of July 2018, who will be responsible for taking forward the waste collection project.
- As part of the City and Neighbourhood Services departmental improvement programme, the Organisational Development Unit has undertaken a review of the commercial waste function which is in the process of being concluded.
- The recommendations arising from the independent review undertaken by Resource Futures is being used to inform future developments where appropriate.

Financial & Resource Implications

3.7

At this time there are no negative financial or resource implications associated with this report. Any future route optimisation rebalancing exercises and asset implications arising from the implementation of the Waste Framework may however result in financial and resource implications at a future date.

3.8	<u>Equality or Good Relations Implications/Rural Needs Assessment</u> At this time there are no equality, good relations or rural needs assessment implications associated with this report.
4.0	Appendices – Documents Attached
	None