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Dear Councillor

SOUTH HAMS EXECUTIVE - THURSDAY, 8TH JULY, 2021

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

Agenda No	Item
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- | | |
|-----|---|
| 12. | <u>Waste & Recycling Urgent Item</u> (Pages 1 - 4) |
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Yours sincerely

Darryl White
Democratic Services Manager

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Report to: **Executive**
Date: **08 July 2021**
Title: **Waste and Recycling Performance Update**
Portfolio Area: **Councillor Keith Baldry - Environment**

Wards Affected: **All**

Urgent Decision: **Y** Approval and clearance obtained: **Y**

Date next steps can be taken:

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Recommendations:

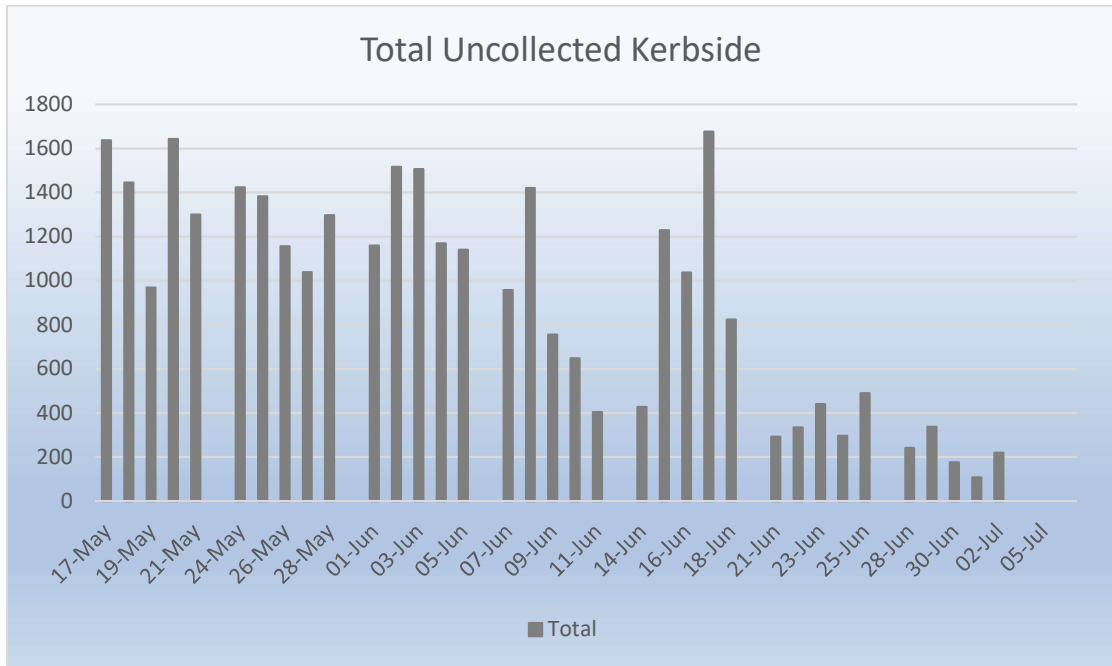
1. Executive note the improvement in FCC's performance.
2. Executive continue to meet with FCC's senior management team on a weekly basis and monitor FCC's performance to ensure continued improvement.

1. Executive summary

- 1.1 Purpose of this report is to provide the Executive and non-Executive Members with an update on the Council's waste and recycling contractors (FCC) performance since the extraordinary Council meeting on 17th June 2021.
- 1.2 At the meeting on 17th June, FCC stated that they would implement their proposed recovery plan to address the unacceptable service that approximately 10% of residents have received following the implementation of the new kerbside recycling service.
- 1.3 Council resolved that the Executive would continue to meet with FCC's senior management on a weekly basis to review the implementation of FCC's recovery plan and ensure that performance improved. A target date of 12th July was stated as a target for when performance should be back at acceptable i.e. contractual service levels.
- 1.4 Performance has improved since FCC implemented their plan on 28th June, however further sustained improvement is needed to ensure that residents get the level of service that they deserve and the Council has committed to deliver.

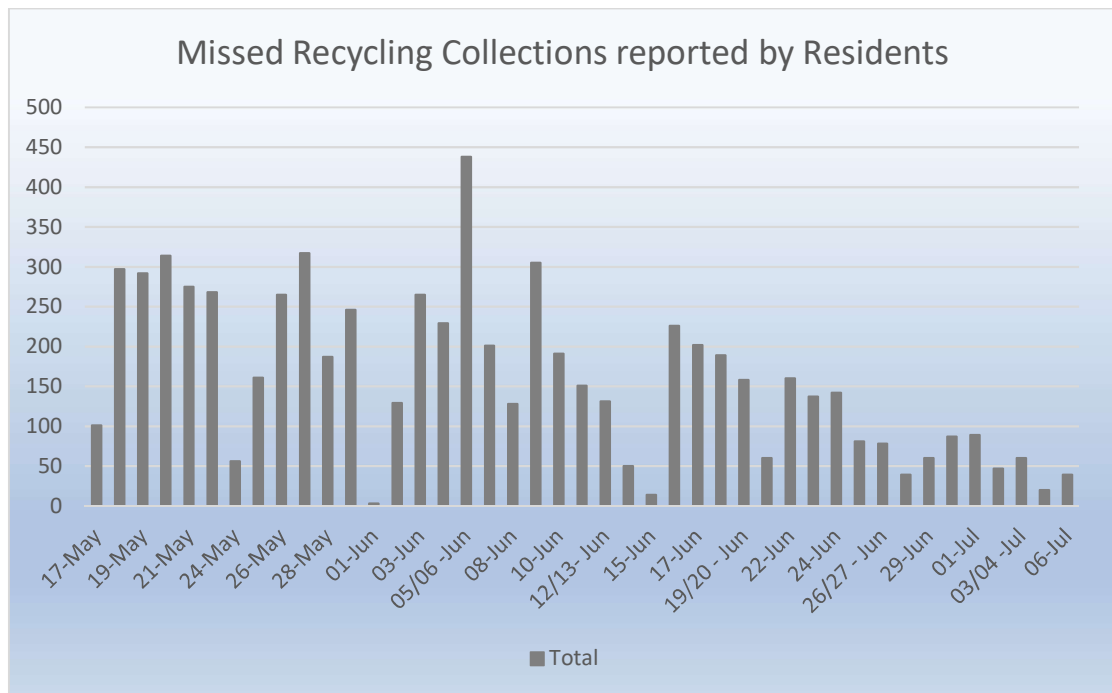
2. FCC current performance

2.1. FCC reported missed recycling collections



- 2.2. In the two weeks since the implementation of the plan graph 2.1 shows that performance has improved significantly compared to the previous 4 weeks.
- 2.3. For the 5th and 6th July, FCC reported that they had successfully completed all rounds.
- 2.4. FCC have also advised that where they did fail to complete a collection round, that they have revisited the next day to recover the situation, meaning that almost all residents will have received a weekly recycling collection for the first time since early May.
- 2.5. As of the start of this week (5th July), FCC are endeavouring to collect all customer reported missed collections for all waste streams (residual, organic and recycling) by the end of the next working day. Again a significant step towards resuming a normal service.

2.6. Resident reported missed recycling collections



2.7. Graph 2.6 shows that residents reporting missed collections has also reduced significantly from mid-May when on average the council were receiving 255 reports per day, compared to last week when the average was 64 reports per day. At the same time the number on contacts coming into the contact centre has reduced by an average of 36%.

3. Conclusions and next steps

- 3.1. Whilst there has been a step change improvement in performance there are still an unacceptable level of residents reporting missed collections. FCC need to continue to deliver further significant and sustained improvements across all waste streams to reduce the number of missed collections to within contracted service levels.
- 3.2. In addition to monitoring daily performance, as performance improves, Council Officers and FCC are now focusing on the complex and repeat missed collection issues, as well as key priorities such as assisted collections.
- 3.3. FCC have committed to producing the next steps of their action plan on July 12th. This will detail their plans for a systematic review of the existing rounds and a detailed plan regarding the transfer station and an outline plan for the whole district change-over to kerbside recycling (Devon Aligned Service).
- 3.4. This will be reviewed by Officers and the Lead Member and reported back to Council as soon as possible.

4. Implications

Implications	Relevant to proposals	Details and proposed measures to address
Legal/Governance	Y	Given the contractual position with FCC, the Council has not accepted FCC's 16 June Proposal and has reserved its rights under the contract. FCC has therefore implemented its 16 June 2021 Proposals at own risk
Financial implications to include reference to value for money	N	This report is an update report on performance and there are no direct financial implications of the recommendations which are performance related.
Risk	N	
Supporting Corporate Strategy	Y	
Climate Change - Carbon / Biodiversity Impact	N	
Comprehensive Impact Assessment Implications		
Equality and Diversity	None	
Safeguarding	None	
Community Safety, Crime and Disorder	None	
Health, Safety and Wellbeing	None	
Other implications	None	

Supporting Information

Appendices: N/A

Background Papers: N/A

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed/sign off	Yes
SLT Rep briefed/sign off	Yes
Relevant Heads of Practice sign off (draft)	Yes
Data protection issues considered	Yes
Need for a Communications Plan?	Yes
Accessibility checked	Yes