

Appendix B: summary of current position with other aspect of the waste service

Changes to residual waste collection rounds

1. Although the main focus of discussion has been on changes needed to the recycling rounds, we have also made changes to other elements of the waste service too. We recently made changes to some of the residual waste collection rounds because those rounds were not working as effectively or efficiently as we hoped since the introduction of the 4-weekly residual collections. Those changes, which were implemented from 16th September, resulted in 613 properties within the county having a change of week for their residual collection. The day of collection remained the same, but they may have moved from week 1 of the 4-week cycle to week 3, for example. We have written to all affected households to explain this change, and we have made sure that nobody has to go more than 4 weeks for residual collection as a result of the change.

Changes to green waste collection rounds

2. We also recently made changes to some of our green waste collection rounds after a review of the service identified some capacity and routing issues. The green waste collection routes were re-designed to maximise the capacity of the vehicles and to address some identified access issues. These changes were introduced from 12th August and resulted in a change the collection day for 817 green waste customers (4.6% of subscribers) and letters were sent to all affected customers.
3. With regard to the issue of “reimbursement” for customers who have received a poor service, the service is looking at a system that will allow us to apply a reduced cost on next year’s subscription for people who have paid for a subscription but have not been receiving a service. This issue is quite complex and will take some time to work through and confirm, but we will communicate separately on this matter once we have agreed a proposal.

APPENDIX B

Assisted collections

4. We experienced a number of issues with assisted collections being missed after the implementation of the new waste & recycling service. Until now we have been compiling lists of assisted collections and continually briefing and debriefing crews as to their locations to ensure they are being picked up. This has been necessary because not all of our fleet vehicles (especially hired vehicles) have the in-cab system which highlights assisted collections to the crew. We have therefore still had some issues with some assisted collections.
5. Moving forward, we are ensuring the ICT requirements associated the rounds are in place so that all crews can utilise the in-cab systems effectively and efficiently. This will remove any manual requirements and give clear indication to crews as to where assisted collections are located. This was the intention prior to the June 3rd implementation but for various reasons this was not possible. One reason being the number of additional hired vehicles we had to deploy to recover the service after the initial roll-out. In the meantime, we are undertaking a review of the assisted collections and ensuring that everyone who needs the service can do so.

AHP collections

6. Following a successful pilot period in the LL16 and LL17 postcode areas in 2023, a new service to collect Absorbent Hygiene Products (AHP) was rolled out county wide from June 2024, with residents given the opportunity to register between 8 January and 1 March 2024. The initial registration window was short to allow the waste and recycling team to effectively route this new service and a commitment was made at the time to re-open registration after summer 2024.
7. As per this commitment, registration for the AHP service re-opened on 9th September 2024. Once residents have applied for the service, their application will be assessed for eligibility and residents will then be informed whether their application has been successful. In due course, residents will be issued a letter to confirm when the service will begin, when they can expect their new caddy and purple bags to be delivered, and what their collection day will be.

APPENDIX B

8. The service will not start immediately after applying. There will be around a 12-week lead-in time between registration and service commencement, and this is being clearly communicated to residents when they register.

Textiles collections

9. The textiles service was not introduced on 3rd June (as planned) because the bags for the textiles were not available in time for the general roll-out of the new service. However, the bags have now arrived, and we are working with Co-Options (our 3rd sector partner for this collection service) to agree the best method to distribute them to residents and also to confirm the system for collection. This service is unlikely to be used regularly by all residents in the county, and it therefore requires a more agile and flexible approach. These arrangements are being discussed, and communication will go out to Members and residents once this has all been confirmed and agreed.

Bulky collections

10. As an interim measure, we have come to an agreement with an external operator to operate our bulky waste collection service. This service will commence as of September 30th with communications to Councillors going out during the week beginning 23rd September. We already have a standing agreement with that operator for them to manage our bulky waste disposals, so this arrangement is an amendment to the current contract. Under the previous system, the council would contact the resident within 15 days of the booking being made to arrange a collection date or time. Under the new system, residents will be able to pick a date and time based on prearranged slots that DCC determine. This should ensure a more streamlined approach that better suits residents and can be more easily managed in the longer term if/when DCC take the collections back in-house. Demand will be reviewed every two weeks to ensure that the arrangements are working for DCC, residents and the operator.

Trade collections

11. All contracts that DCC currently have are being serviced with collections. These take the form of separate collection routes for the different recycling types. We do

APPENDIX B

have some known issues with holiday-let properties who are on the trolibocs system, but these are being worked through by the team. On the whole, there are no major problems with trade collections with no widespread missed collections. As with any service, we do encounter the odd problem that we quickly work through with the customer to resolve. There are small percentage of customers that are having issues with contamination and for that reason, they may have disruptions with their collections. We are notifying customers of this, and they are given the option of a one-off collection of residual waste at the residual waste price.

Roll-in of excess wheelie bins

12. We are currently using internal resource and capability to address the issue of excess wheelie bins that are still yet to be collected. We have a current database of reported excess bins and we are working through the process of collecting these. We are formulating a plan to communicate with residents so they can inform us of any excess bins that exist, with a collection regime on an area-by-area basis aligned with the residual collection routes. This work is currently ongoing and a separate communication going out with regards to this in the next few weeks.