

Appendix 1: summary of current position with other aspects of the waste service

Residual waste collection rounds

1. Along with the recycling rounds, changes were made to the residual waste collection rounds on the same date. This did not change the frequency of the collections but looked to ensure more consistent collections by altering the type of vehicle making the collection and the rounds properties were allocated to. These changes have been largely effective. As with any service, there are still some missed collections, but these are handled via the operations team when they are either known about (i.e. self-reported by the crews) or reported to Customer Services by residents or Councillors. Where required, we have mop-up crews or alternative collections arranged to deal with any issues.

Green waste collection rounds

2. Green waste was, and has been, affected by the same issues as all other services. The service feel that this waste collection stream is now back on track to where it needs to be but as with all other waste collections there have been, and will always be, an element of properties occasionally missed. These are being managed as they are reported to the service via Customer Services.
3. The service and Cabinet (in Cabinet Briefing) recently agreed to an approach to acknowledging the issues faced by green waste customers. The service is currently working through matters relating to this in line with the new subscription year which is due to start on 1st April 2025. A proposal for a Lead Member Delegated Decision on this will be circulated to Members imminently.

Assisted collections

4. We experienced issues with assisted collections being missed after the implementation of the new waste & recycling service. Most of these issues were remedied when the revised collection rounds were introduced on November 4th. The new processes and procedures that were implemented led to greater driver understanding of properties requiring an assisted collection along with greater management ability to audit and check whether an assisted collection had been

Appendix 1: summary of current position with other aspects of the waste service

made. A rationalisation process of properties allocated an assisted collection was conducted which led to 676 properties being removed from this service as it was no longer required.

5. In-Cab improvements and software issue resolution also helped the collection crews and led to improved management ability to identify whether a property has had an assisted collection, leading to fewer reported issues with this service.

AHP collections

6. June saw the roll out of two dedicated AHP rounds which faced issues in the initial stages of the service change being rolled out. Improvements with reporting mechanisms, processes and In-Cab systems mean that this service is now running as it should, albeit facing the usual operational issues that all waste services face.
7. Registrations were reopened for this service in September 2024 and a third allocated AHP has now gone live. This has resulted in increased capacity for this service.
8. The registration process for this system will now remain open permanently and residents can sign up for it at any time. New applications will be processed and added to the existing rounds as they come in. Residents who no longer need the service can either contact us to say it is no longer needed. We also operate a policy whereby we remove the service if a property doesn't present the AHP bin for three consecutive collections.

Textiles collections

9. Textile charity bags have been delivered to all DCC One Stop Shop's (Llangollen, Corwen, Ruthin, Denbigh, St Asaph, Rhuddlan, Rhyl and Prestatyn). Member of the public can pick these up and either ring Co-options to arrange collection (details on the bag itself) or take to one of the many county-wide clothes banks, where they will be collected.

Appendix 1: summary of current position with other aspects of the waste service

Bulky collections

10. Bulky collections are operating as normal and are being managed via CAD Recycling. This interim arrangement is working well, but the intention is to have internal resources reallocated to undertake collections at the earliest opportunity.

Trade collections

11. All contracts that DCC currently have are being serviced with collections. There are no major concerns with this service as it operates separately to the domestic service. Minor issues are being managed effectively by the team.

Roll-in of excess wheelie bins

12. This remains a known issue and is logistically complex to solve. We have officers working on a solution to this problem and aim to ensure we collect any surplus bins in the coming few months. A conscious decision was taken by the Waste Service to pause the collection of these bins to avoid detrimentally affecting the service whilst trying to get to steady state following the introduction of the revised recycling rounds on November 4th, 2024, and to avoid impacting on the Christmas workload peak. We are now actively planning the logistics of this collection process with WRAP and arranging the collection of these bins. Whilst details are yet to be confirmed, this plan should be finalised in the near future, and we aim to begin implementation during February 2025.