

Vibrant and Sustainable City Scrutiny Panel

28 February 2019

Report title	Evaluation of the Waste Management Delivery Plan	
Cabinet member with lead responsibility	Councillor Steve Evans City Environment	
Wards affected	All	
Accountable director	Ged Lucas, Strategic Director	
Originating service	Waste Services	
Accountable employee(s)	Ross Cook Tel Email	Service Director City Environment 01902 552368 Ross.cook@wolverhampton.gov.uk
Report to be/has been considered by	City Environment Leadership Team	5 February 2019

Recommendations for noting:

The Scrutiny Panel is asked to note:

1. The successful implementation of the service changes within the agreed timetable and provide any feedback and comments of this and any future programme.

1.0 Purpose

- 1.1 The purpose of this report is to update the panel on the progress of the service changes made to the council waste and recycling collection services

2.0 Background

- 2.1 The council agreed to the service changes in February 2017.

Enterprise Managed Services Ltd (EMS) were the incumbent contractor and were not able to agree with the council the introduction of the changes.

The council agreed a ten-year Waste Strategy in June 2018

The Council concluded contractual relationships with contractor on 31 August 2018

The Panel received presentations by officers in relation to the proposed changes on the 12 July 2018 with an update on progress on the 6th December 2018.

3.0 Progress.

3.1 Transfer of service

The council commenced the process of transferring the service from the contractor in June 2018, this process involved the

- ✓ transfer of 170 staff based at 4 locations within the city
- ✓ procurement of £3.50 million of refuse collection vehicles
- ✓ the introduction of driver and vehicle telematic, route and service information systems.
- ✓ transfer of 2 000 business accounts for trade waste with a new in house built management software programme
- ✓ procurement of 20 000 garden waste bins
- ✓ building of new software solutions for garden waste, trade waste and document management.
- ✓ transfer of waste management permits through the Environment Agency for the operations in the Household Waste Recycling Centres and the Waste Transfer Station.
- ✓ The production and procurement of 23 new waste supply contracts for the HWRC and waste transfer operations
- ✓ Production and negotiated process of an Acceptable Waste Supply Agreement for 41,000 tonnes per annum for our Energy from Waste Plant (a contract previously contracted and managed by EMS).
- ✓ Development and introduction of new service structures and budgets

3.2 **Food Waste**

The service changes commenced in June 2018 with the cessation of the existing food waste service.

The council will be investigating fully alternate methods of reducing the food waste in the waste collection service.

The council will fully engage with the Government consultation in respect of the introduction separate food waste collections by 2023.

It was very apparent that the previous scheme was costly, inefficient and had very low levels of participation as well as being poorly received by the press.

The change to alternate weekly general waste collections commenced in October 2018 and the final round was changed in December 2018.

Key to any new scheme will be the Government's willingness to fund the service as it isn't affordable within the current council's finances.

3.3 **Garden Waste**

The free to use garden waste service concluded in November 2018

The new subscription-based garden waste service commenced on the 18th February 2019.

Collections will operate from February to December

Collections will be on the same day as the mixed dry recycling service

Residents were able to apply for the new service from October 2018.

The first 10,000 bins were delivered from 21 January to the 31 January 2019

Regular deliveries based on the agreed 28 day delivery timetable have now commenced

The 28 days is based on the legal requirement for a 14 day "cooling off period" and the time required to prepare and produce the customer pack and organise the delivery of the new bin.

We developed in house the IT system required to support the online subscription process

At the time of the report publication we have 20,000 customers and increasing daily.

3.4 General waste collection service

The weekly service was migrated to an alternate week service between October and December 2018.

A major communication programme supported the operational changes which ranged from the delivery of detailed information packs to all households and day to day interface with media platforms

The service is now focused on working with all residents living in flats/ apartments to ensure they receive the most applicable service, this should be concluded by end March 2019.

3.5 Trade Waste Service

The transfer of 2,000 customers including the migration into a new software solution, development of Agresso interfaces whilst preserving the customer based with effective communication and continuity of service.

The service will now be supported to extend the services to all 6 000 business customers in the City of Wolverhampton.

3.6 Household Waste and Recycling Centres

The two HWRC we returned to the council on the 1st September and have been refreshed with new signs and lines to assist the users.

Work continues to develop the most suitable service to support the communities.

4.0 Questions for Scrutiny to consider

4.1 none

5.0 Financial implications

5.1 None as a result of this report

6.0 Legal implications

6.1 None as a result of this report

7.0 Equalities implications

7.1 None as a result of this report

8.0 Environmental implications

8.1 None as a result of this report

9.0 Human resources implications

9.1 None as a result of this report.

10.0 Corporate landlord implications

10.1 None as a result of this report

11.0 Schedule of background papers

11.1 None