

# Waste Update

16 September 2021

# Introduction

*A presentation will be given to members outlining the challenges which have affected the district's waste collection services recently and an overview of steps being taken to address these issues.*

# Background

- Contract with Veolia for waste, recycling collections and street cleansing.
- Joint contract with DDC and jointly managed through the DDC/FHDC Waste Team.
- New contract started 16/1/21.
- 52000 households served.

# Route Optimisation

- Routes largely unchanged for 10 years – new housing, changes in waste tonnages.
- Create more a efficient service, make better use of the new fleet vehicles.
- Reduce the carbon emissions from the start of the 8-year contract.
- 48% of properties day/week change.

# Challenges

- Errors in the design and modelling of new routes.
- Insufficient surveying of new routes prior to implementation.
- Issues with data transfer and application of new IT system.
- Lack of testing the new routes with operational staff locally.
- HGV driver shortages – garden waste suspension.

# Actions & Interventions 1

- Daily meetings with Veolia to monitor performance.
- Saturday catch up rounds – clear for the following week.
- Escalation to Veolia Senior Management (Municipal Director) – regular liaison at a senior level
- Recovery Plan – June
  - Additional vehicle, driver and loader resources.
  - Additional staff employed in contact centre funded by Veolia.
  - Dedicated Veolia Call Centre for missed bin reporting set up 28/6/21.

# Actions & Interventions 2

- Round review and survey to be carried out by external company.
- Waste Team investigate and problem solve repeated misses.
- Contract penalties.
- National HGV driver shortages
  - FHDC raise with central government
  - Veolia introduce HGV driver retention incentives.
  - Grow your own – internal driver training.
  - Active recruitment
- Garden Waste – restart w/c 27 September

# Current Position

- **Round Completion**
- W/E 23/7/21 – Refuse 98% Recycling 75% Food 76%
- W/E 27/8/21 – Refuse 99% Recycling 95% Food 99%
- W/E 3/9/21 – Refuse 99% Recycling 96% Food 99%
- W/E 10/9/21 – Refuse 99% Recycling 99% Food 100%
- Garden Waste – restart w/c 27 September



# Questions?