



## Overview & Scrutiny CBC Service Update



## Overview

- ❖ December 6<sup>th</sup> 2016 Cabinet gave approval for a re-designed service.
- ❖ Cabinet Agreed Option 2A which included:
  - ❖ Fortnightly kerbside-sort recycle collection with expanded range of materials collected
  - ❖ Fortnightly refuse
  - ❖ Fortnightly paid-for garden waste service
  - ❖ Weekly food waste
- ❖ Cabinet paper highlighted that the model was based on a 2% increase in recycling overall, once the service had settled.
- ❖ Estimated a best and worse case scenario of £146K - £305K of additional cost



## Service Launch - Operations

- ❖ Overall, crews learned their new rounds well, however, enquiries and reported missed collections were higher than average as expected due to the new service
- ❖ However, key challenge was:
  - ❖ the volume of recycling presented
  - ❖ inconsistent sorting of recycling material, sorted into a larger vehicle
- ❖ This resulted in recycling rounds being not able to complete on some days.



## Failure to Complete Recycling Rounds

- ❖ Failure to complete (leaving roads uncollected) is not the same as a missed bin as a result of crew error.
- ❖ Collection crews have a finite time in order to complete rounds and are restricted by driver hours available and hours of daylight.
- ❖ Ubico has no choice but to get crews back to Swindon Road by 5pm (this means we call them back at 4-4.15pm to tip), to ensure that:
  - ❖ we do not break regulations and are reported to the Traffic Commissioner
  - ❖ or health and safety regulations on working in the dark.

This resulted in some rounds having to roll forward to the next collection day.



## Narrow Access

- ❖ Cheltenham has a number of roads that are extremely challenging to access.
- ❖ Advice was sought on vehicle procurement from existing users of Romaquips to inform the specification.
- ❖ Assessed by existing operatives and drivers to inform procurement
- ❖ There is always a balance on buying new vehicles to buy the minimum number required to provide the flexibility and capacity to provide a service to all roads.
- ❖ Some roads, e.g. Bloomsbury street, remain extremely challenging to access and some roads have had to be reassigned and narrower vehicles used.



## Measures

- ❖ 2 additional recycling vehicles have been mobilised to accommodate the additional material and have been given dedicated rounds. As a result this has delivered a more consistent service
- ❖ Data is being collected, rounds are being adjusted and a business case is being developed to explore efficiencies and provide further options to CBC
- ❖ The net cost of the new service will only be known when collection and recycle levels settle.

