

TRANSFORMING OPERATIONAL SERVICES: WASTE SERVICE'S ALTERNATIVE DELIVERY MODEL

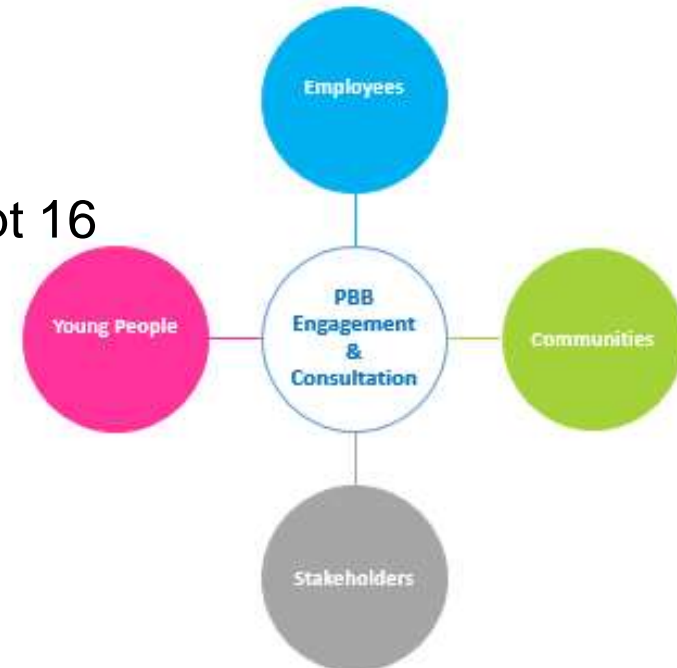
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AIMS AND OBJECTIVES
















- **Improve efficiencies** within the collection service while maintaining the high **quality** and **quantity** of recyclables collected.
- To provide a more **dynamic, adaptable** and **sustainable** service which better equips the service to meet with **future** needs and challenges.
- To create a service that better meets the growing needs and expectations of our **communities, staff** and **partners**.
- Improve our household waste and recycling services to **maximise** the **capture** of, and **improve** the **quality** of, resources from the waste stream, recognising the variations in **household types** and **geography** to endeavour that our services meet the needs of **all of our citizens**.
- Encourage our citizens to **participate** in our **recycling** and **reuse** services to ensure that they are **fully utilised**.
- To operate services so that **our staff** are **safe, competent** and **treated fairly** with the **skills** required to deliver **effective** and **efficient** resource management on behalf of our communities.

Where we've been....

- £6.9m of savings to be realised in 2016/17
- Waste Services redesign – An Alternative Delivery Model
- Extensive Public engagements and consultations: July 15 – Feb 16
 - *1750 individuals and groups took part
- ADM approved by Council: 25th Feb 16
- Community information programme: June-Sept 16
- Service rolled out – Autumn/Winter 16

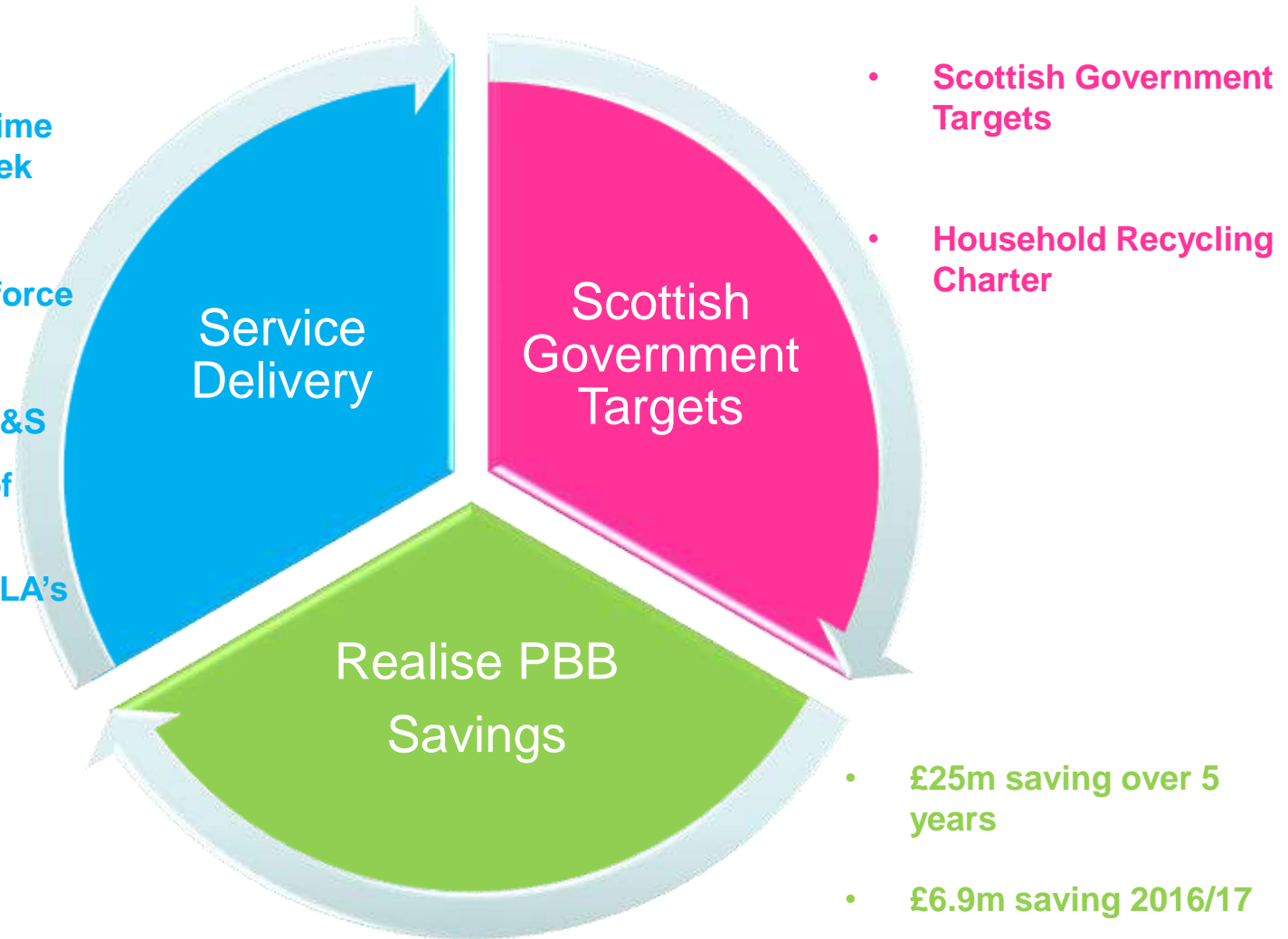


Pre - 2016 Waste Collection Service
















<p>Materials Stream</p>	 <p>Cardboard</p>	 <p>Food Waste</p>	 <p>Garden Waste</p>	 <p>Landfill Waste</p>	 <p>Glass Bottles & Jars, tins & cans, paper, plastic bottles, cartons, WEEE, batteries</p>
<p>Container</p>	 <p>55 Litre Brown Box</p>	 <p>25 Litre Green Food caddy</p>	 <p>Brown 240 Litre Wheeled Bin</p>	 <p>Grey 240 Litre Wheeled Bin</p>	 <p>55 Litre Blue Box & Blue bag</p>
<p>Collection Vehicle Type</p>	 <p>Urban Artic</p>	 <p>Urban Artic</p>	 <p>Hufferman Side Loader</p>	 <p>Hufferman Side Loader</p>	 <p>Urban Artic</p>
<p>Collection Frequency</p>	<p>Every Week</p>	<p>Every Week</p>	<p>Every 2 Weeks</p>	<p>Every 2 Weeks</p>	<p>Every Week</p>

5 day working week

Why we needed to change



Improved Waste Collection System

<p>Materials Stream</p>	 <p>NEW Plastic bottles, Pots, Tubs & Trays and Cans</p>	 <p>NEW Paper & Cardboard</p>	 <p>CHANGING Garden & Food Waste</p>	 <p>NO CHANGE Landfill Waste</p>	 <p>CHANGING Glass Bottles & Jars</p>
<p>Container</p>	 <p>Blue 240 Litre Wheeled Bin</p>	 <p>Green 240 Litre Wheeled Bin</p>	 <p>Brown 240 Litre Wheeled Bin</p>	 <p>Grey 240 Litre Wheeled Bin</p>	 <p>55 Litre Blue Box</p>
<p>Collection Vehicle Type</p>	 <p>Rear End Loader</p>	 <p>Rear End Loader</p>	 <p>Rear End Loader</p>	 <p>Rear End Loader</p>	 <p>Rear End Loader</p>
<p>Collection Frequency</p>	<p>Every 2 Weeks</p>	<p>Every 4 Weeks</p>	<p>Every 2 Weeks</p>	<p>Every 2 Weeks</p>	<p>Every 2 Weeks *recently changed to 4 weekly</p>

7 day working week

Fleet Maximisation

Old Service

42 Vehicles



Articulated Trailers and side loading Huffermans

Bespoke and Rare Vehicles

High Downtime and Repair Costs

Max 8T Payload

End of Life Vehicles

Labour Intensive Loading Practices



New Service

15 Vehicles

Rear-end Loading RCV's

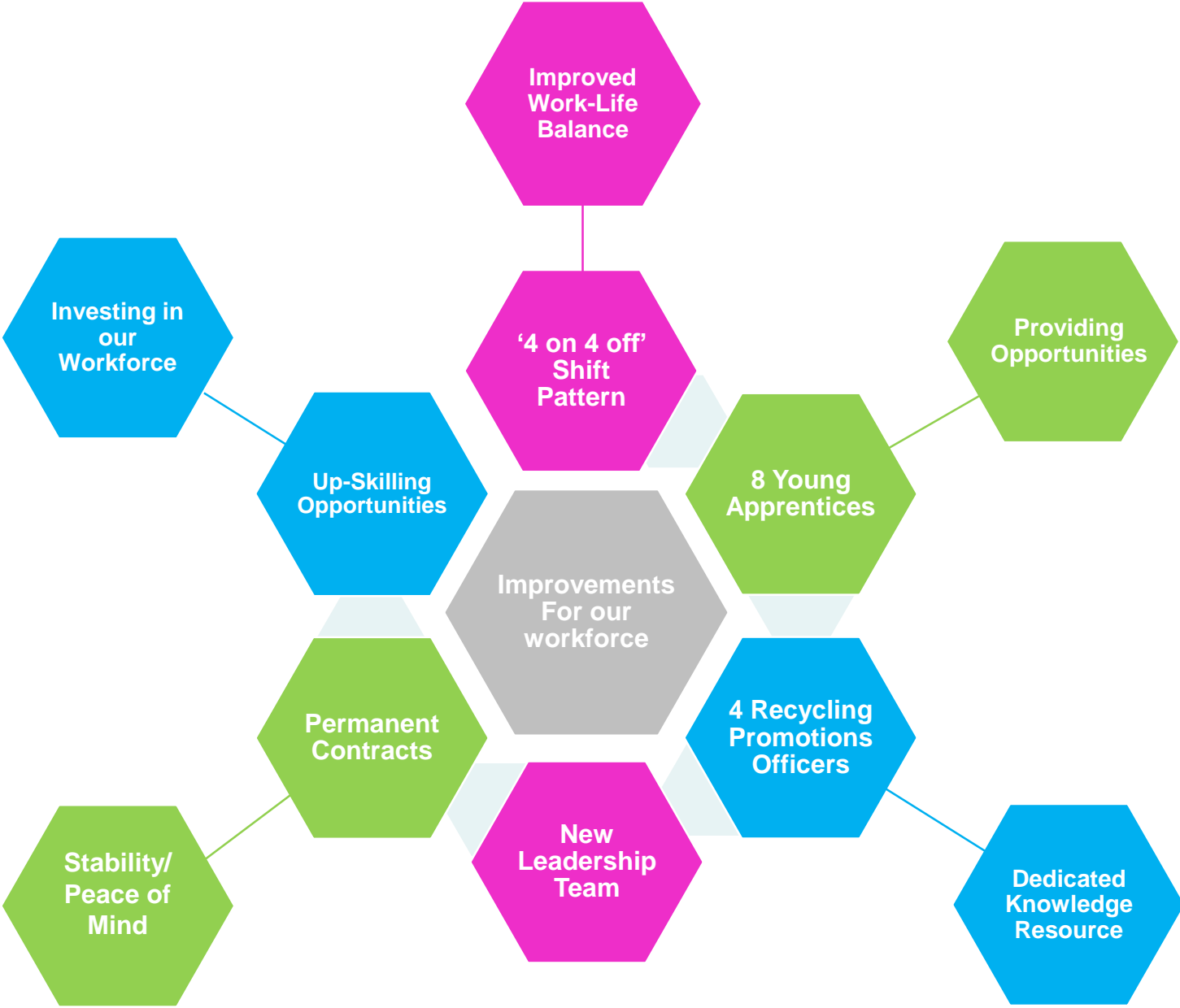
Commonly Available

Repair or Replace Contract

Max 11T Payload

Advanced Safety Features

Lower Carbon Emissions



Improved Work-Life Balance

'4 on 4 off' Shift Pattern

Providing Opportunities

8 Young Apprentices

4 Recycling Promotions Officers

Dedicated Knowledge Resource

New Leadership Team

Permanent Contracts

Stability/Peace of Mind

Up-Skilling Opportunities

Investing in our Workforce

Improvements For our workforce

Communication Strategy

- 4 Recycling Promotions Officers to support the delivery and implementation of the ADM
- Teaser leaflet campaign
- 38 Council wide roadshows to promote the service
- 1893 attendees
- Recycling advice and support
- Zero Waste Scotland approved Communications materials
- New bin stickers, service guide and calendar
- Website redesign
- Full social media campaign



Benefits of the improved system

- ✓ More resilient and reliable collection method
- ✓ Service delivered at a lower cost
- ✓ Fewer number of higher capacity vehicles – reducing Co2 emissions
- ✓ Less vehicle downtime
- ✓ Wheeled bin system in line with other LA's
- ✓ Greater capacity for recyclables
- ✓ Ability to collect mixed plastics – previously landfilled
- ✓ Flexible containers options – meeting needs of commercial and residential customers
- ✓ Multi skilled workforce

What Improvements Have We Seen?

WASTE TO LANDFILL

- Average 55% reduction in waste to landfill

WASTE RECYCLED AND COMPOSTED

- Average 61.3% of waste recycled or composted

ABSENCE

- 27% reduction in sickness

ACCIDENTS AND INCIDENTS

- 84% reduction in MIRF's & 68% reduction in injuries.

Next Steps...