

# Kettering Borough Council Best Performer Winner 2015



Dela Moreland - APSE Environmental Seminar  
Stratford Upon Avon – 2016

**Kettering**  
Borough Council

# Northamptonshire



# Kettering Borough



# What We Do

- ◆ Domestic Collections – Refuse and Recycling
- ◆ 850 Commercial Customers – operate 3 days
- ◆ 638 residents receive Assisted Collections
- ◆ Schedule 2 Waste – 143 customers charged
- ◆ 1623 - Bulk Collections—offering 6 items twice a year
- ◆ Clinical Waste - chargeable service NWP Guidance
- ◆ 1824 Christmas Tree Collected - 2015/16
- ◆ Bring Bank Operating at 11 Sites KBC / 32 borough
- ◆ Emptying of Dog Waste and Litter Bins
- ◆ Bin repairs, replacements, new and additional bin deliveries within 5 working days.
- ◆ Operate all bank holidays – no change to residents collection day

# Kettering's Waste Facts

- ◆ In-House Service
- ◆ Servicing 43,000 properties
- ◆ 44 staff
- ◆ Covering 4 towns and 28 villages of varying scale
- ◆ RCV's, Split bodied 70/30, 18, 26 and 32 tonne vehicles
- ◆ Operating 7 domestic and 1 commercial round
- ◆ Each crew member walks 14 miles on an average day
- ◆ Each crew empties between 1500 and 2000 bins per day
- ◆ Emptying a total of 4,472,520 bins per year
- ◆ Returning to 1,591 bins reported missed bins
- ◆ Traveling 129,104 miles per year
- ◆ Using 180,862 litres of diesel

# Service Overview

- ◆ Alternative Weekly Collection
- ◆ Domestic – 1 x 180 litre black bin (regardless of size of family) introduced in January 2016 – existing 240 litre
- ◆ Blue 240 litre – dry recycling (co-mingled)
- ◆ Red 55 litre/140 litre bin/box – paper
- ◆ Grey 240 litre – Garden/green (free) (12 months)
- ◆ All and multiple recycling bins and boxes free of charge
- ◆ Free Christmas Tree Collections
- ◆ Twice yearly free textile collection service
- ◆ Clinical Waste weekly
- ◆ Bulky Collections – on refuse collection day
- ◆ Strict Side Waste Policy

# Strict Side Waste Policy



Waste in the bin with the lid closed

# Borough Recycling

- ◆ Pre 2002 – recycling rate 2% via Bring Banks (32 sites)
- ◆ Alternative Weekly Collections introduced 2004
- ◆ New co-mingled scheme introduced 2013 with (11 bring bank sites)
- ◆ 2006 - 45%
- ◆ 2013/14 - 46.04%      10 months of new scheme
- ◆ 2014/15 - 48.33%      Co-mingled scheme
- ◆ 2015/16 - 49.10%      2015/16
- ◆ Contamination Levels – how real are these
- ◆ Nominated for APSE ‘Best Performer Refuse’ 4 years running - “Winner 2015”



# Strong Focus on Education

- ◆ National Campaigns
- ◆ Master Composters
- ◆ School Curriculum workshops
- ◆ School Assemblies
- ◆ WI's, Parish Councils, Fun days and Roadshows
- ◆ Scouts, Brownies, Beavers etc.
- ◆ Coffee mornings and society groups
- ◆ Field Trips to the depot
- ◆ Dedicated education team and bus

# Waste Ted Education Team Member



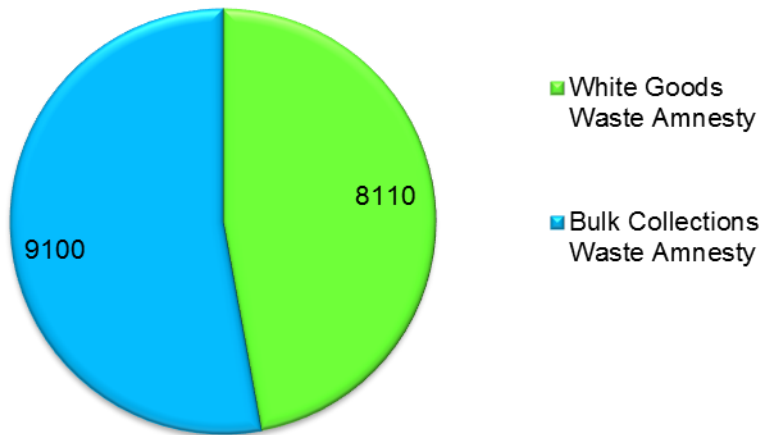
# Projects

## Making the Difference

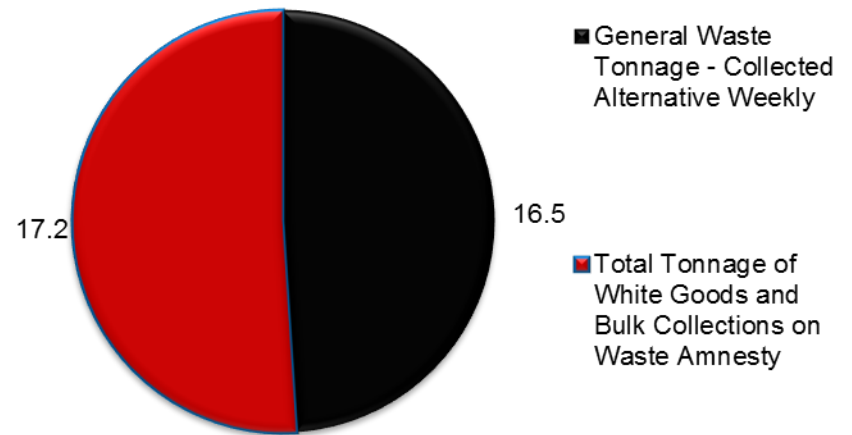
- ◆ Projects to provide a thorough cleanse of the area
- ◆ Delivered in a short time scale
- ◆ Noticeable difference and impact within the community
- ◆ Engaging the Community – door knocking and surveys
- ◆ Delivered within areas of high deprivation
- ◆ High Crime Hotspots – Criminal Activities
- ◆ Tackling – Environmental Issues
- ◆ Fly-tipping, Dog Fouling, Litter, Graffiti, Weeds, Road/Street Sweeping, Refuse and Recycling, Bins on Streets, Contamination and Side Waste.
- ◆ Waste Amnesty

# Project Elizabeth

## Project Elizabeth Waste Amnesty White Goods and General Bulk Collections



## Project Area - Comparison with General Waste Collection with Waste Amnesty Day Collection



# Waste Amnesty Project Elizabeth



# Waste Amnesty Project Elizabeth



# Health and Safety

- ◆ Safety Training – High Focus
- ◆ Reversing DVD
- ◆ Reversing Practices
- ◆ Tool Box Talks
- ◆ Constant and Continued field Monitoring
- ◆ Refresher training and field assessments
- ◆ Train the Trainer - staff development
- ◆ Full training programme
- ◆ Drivers hand book and working procedures
- ◆ Risk Assessments – working with the team
- ◆ WISH (Waste Industry Safety and Health) KBC represented selected for workers engagement group

# Refuse Crews “Breed of their own”



Can't understand why the public don't warm to us



# Staff are Key

- ◆ Regular Team Meetings – keep staff in the loop
- ◆ Performance reviews all levels
- ◆ Open door policy
- ◆ Regular Health and Safety training sessions - Key
- ◆ Make staff feel valued – everyone is individual
- ◆ PPE – one size doesn't fit all
- ◆ Where possible implement staff ideas
- ◆ Don't be afraid to try new things
- ◆ Reduction in sickness levels – 3.36% (4 year low)
- ◆ Work with your staff and they will work with you

# Staff are key to High Performance & Excellent Service Delivery

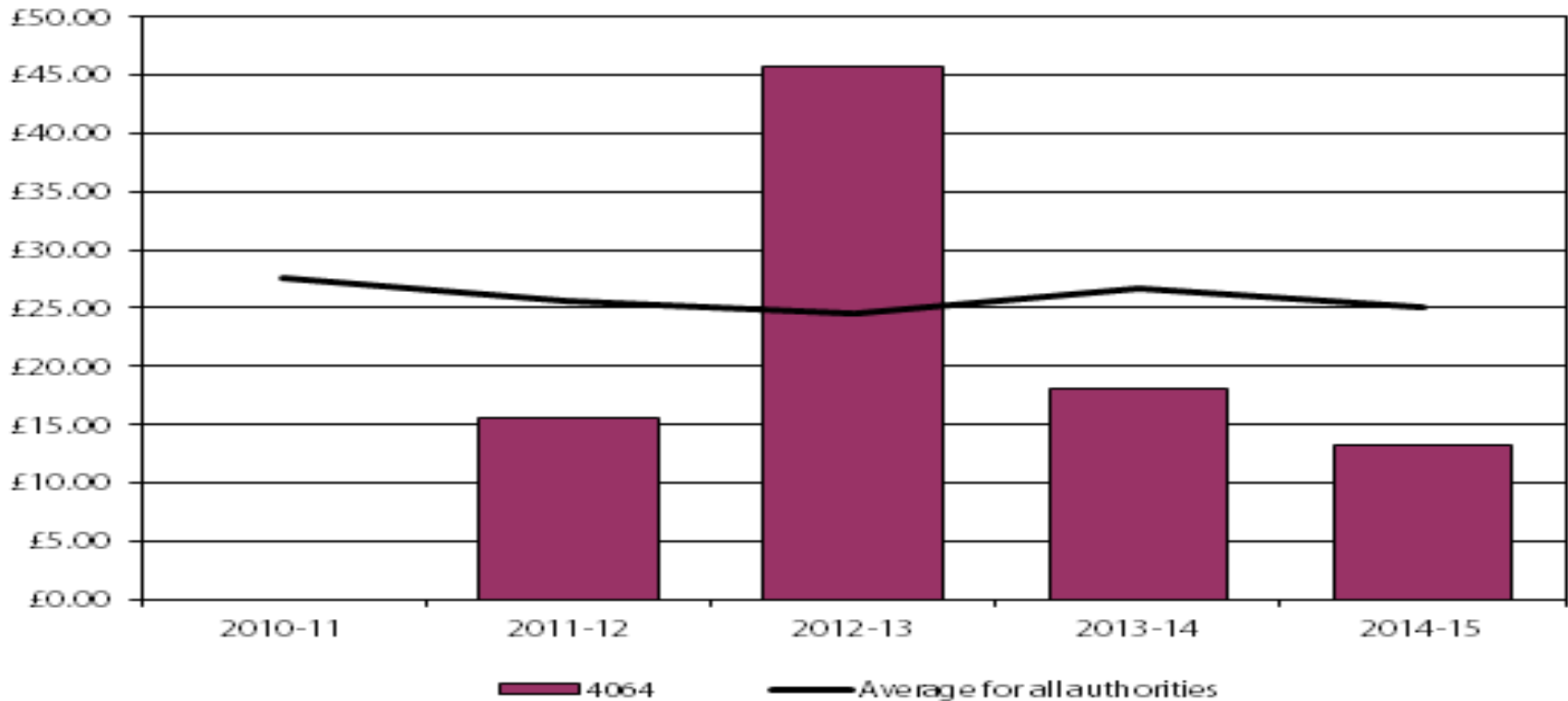


# Importance of Performance Data

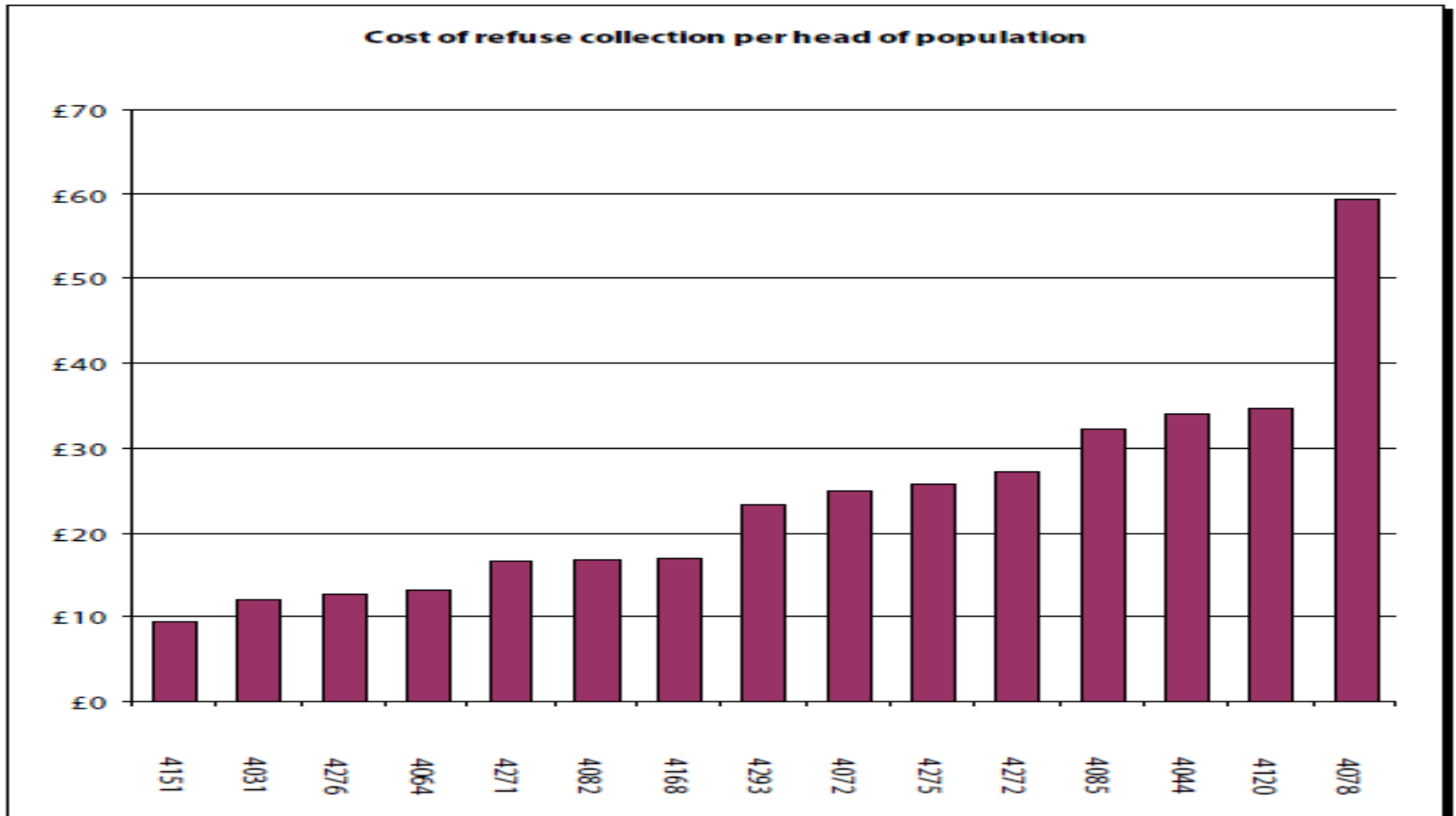
- ◆ Data needs to be accurate
- ◆ Data verification – facts not thin air
- ◆ Compare with others – Benchmarking
- ◆ Track your performance
- ◆ Monitor what you do and how well you do (or not)
- ◆ Sharing expertise and experiences – priceless
- ◆ Ability to learn from others – Best Practices
- ◆ Not afraid to re-think and make changes
- ◆ How well you do things – can you improve on this
- ◆ Benefits – improve the service and residents overall perception
- ◆ Improvements don't always cost the earth

# Cost of Refuse Collection Service per head

## ◆ PI 02d - KBC



# Cost of Refuse Collection Service per head – Group R1

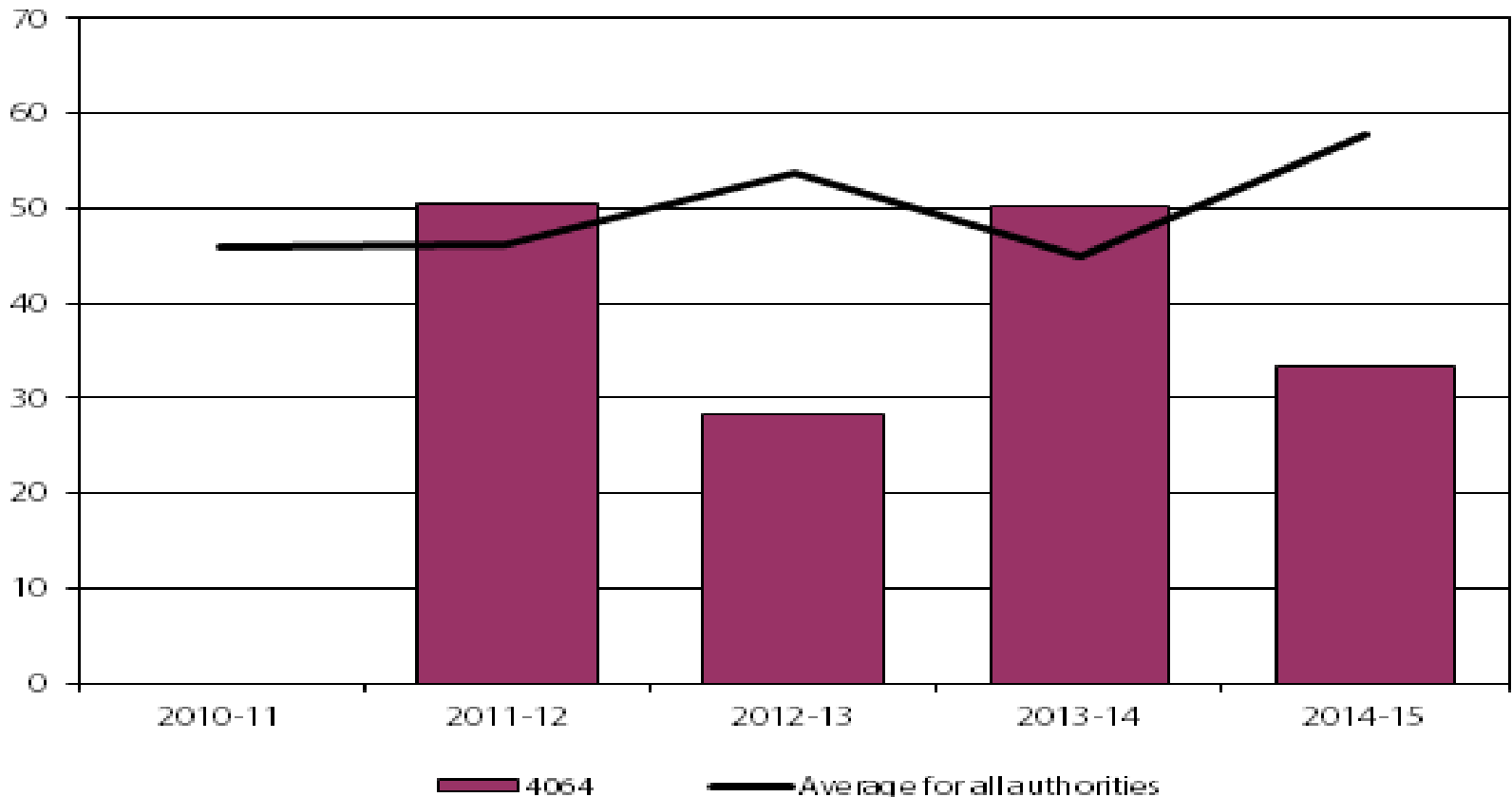


# PI 02d – Cost of Refuse Analysis

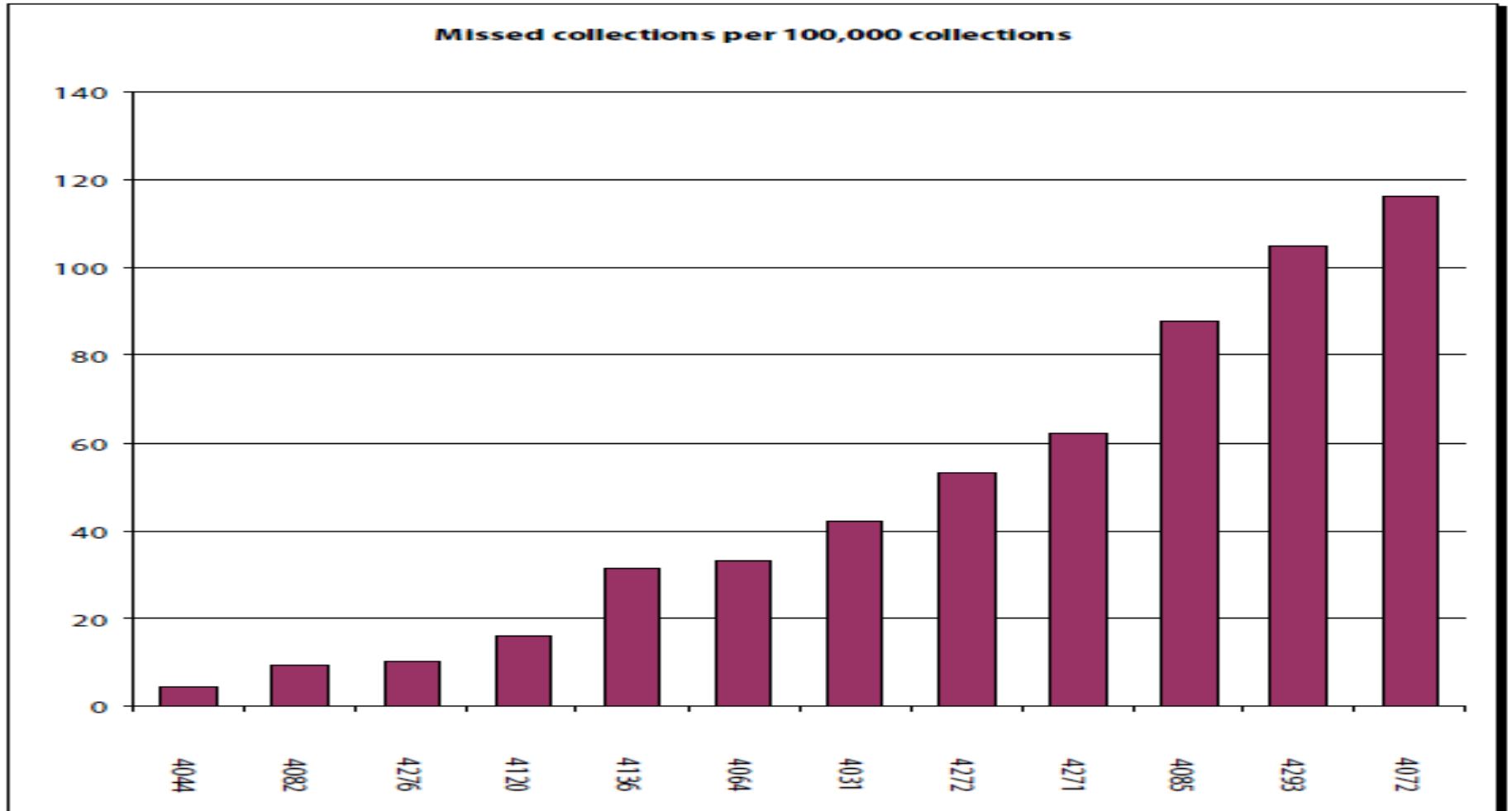
- ◆ Lowest £9.47 – Average £23.93 – High - £59.41
- ◆ 15 in group R1 – KBC 4<sup>th</sup> in Group - £13.18
- ◆ 51 in service – KBC 7<sup>th</sup> in service
  
- ◆ Improvement – below 2011/12
- ◆ Analysis of data – obtain results/reasons
- ◆ Solid data for reporting

# Missed collections per 100,000 (full year)

- PI 22a - KBC



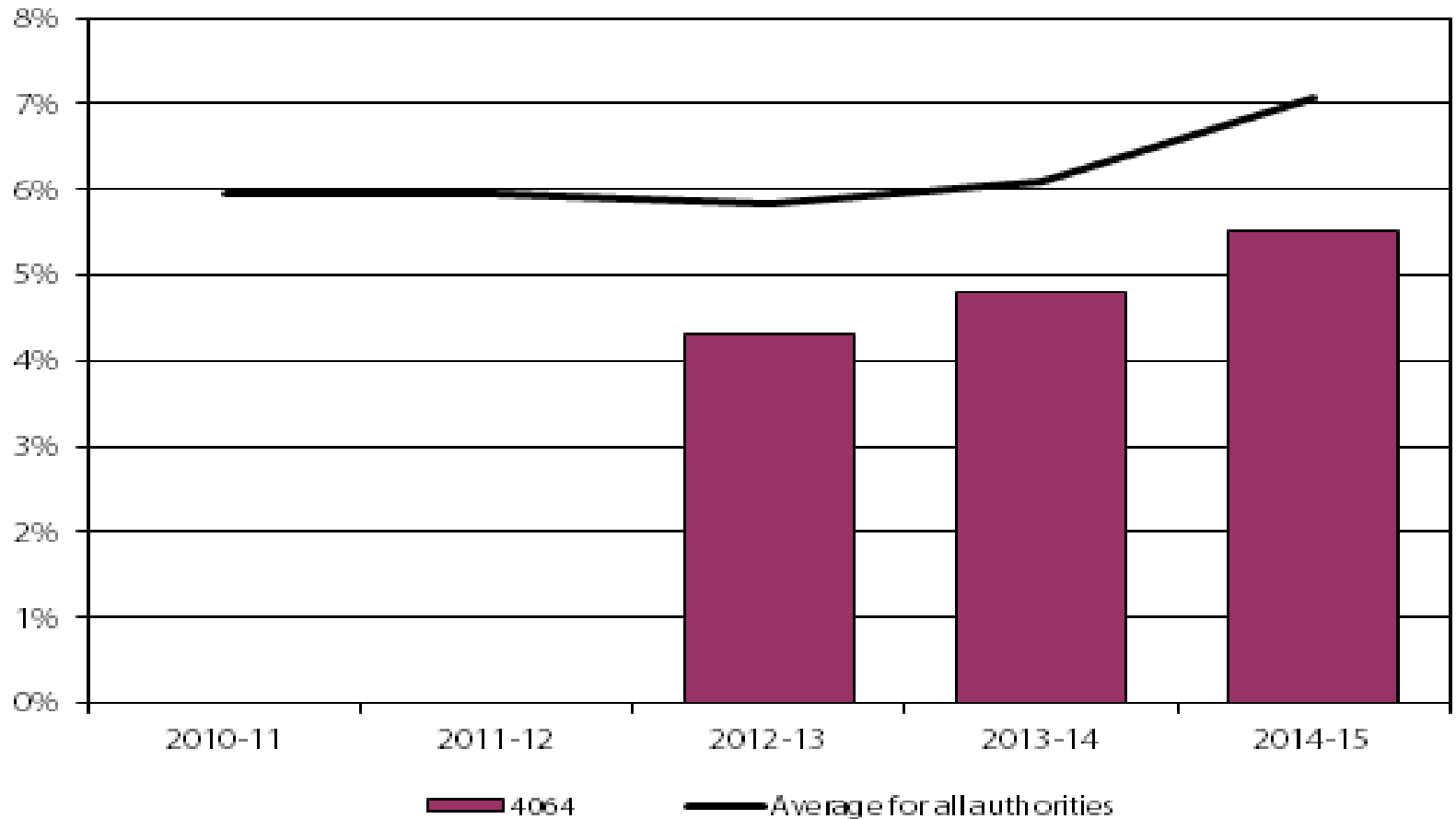
# Missed bins group comparison



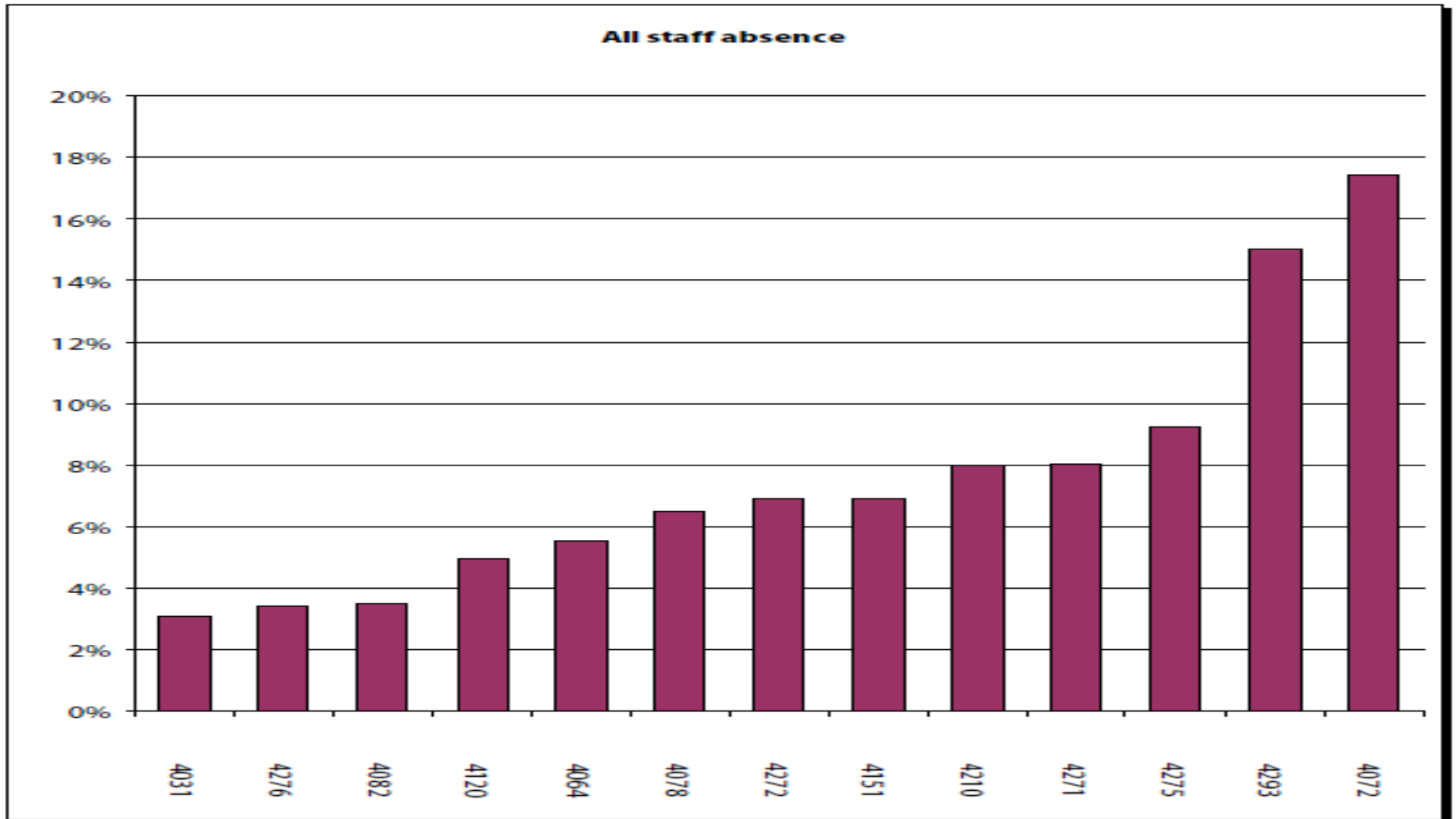


# Staff Absence

## ◆ PI 20a - KBC



# Staff Absence group comparison



# Our 2016 Journey and Future So Far

- ◆ Introduction of Kerbside Textile Recycling twice yearly
- ◆ Project Elizabeth – working with communities to make a difference
- ◆ Continue to support education and campaigns to promote recycling
- ◆ Exploring weekly WEEE kerbside recycling service - tbc
- ◆ Continually tackling contamination to increase recycling rates and awareness
- ◆ All domestic bins within borough targeted – Yellow ‘No Recycling Stickers’
- ◆ Residents questionnaire’s
- ◆ Staff training and development – promote good practices
- ◆ Continue to work with APSE and it’s members through performance networks and advisory groups
- ◆ Harmonisation – The Way Forward
- ◆ Continue to monitor and review our services and best practices – continue our journey

And Finally –  
Yes We Won!!!!



# Thank You - Questions



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