

# **Guildford Borough Council**

## **Creating financially sustainable waste and recycling services**

Liz Mockeridge






# Service progression

- 2009 – Recycling Works - introduced Alternate Weekly Collections (AWC) of refuse and weekly recycling boxes
- 2012 – Introduced Waste Electrical and Electronic Equipment (WEEE) and increased the range of plastics and tetrapaks collected



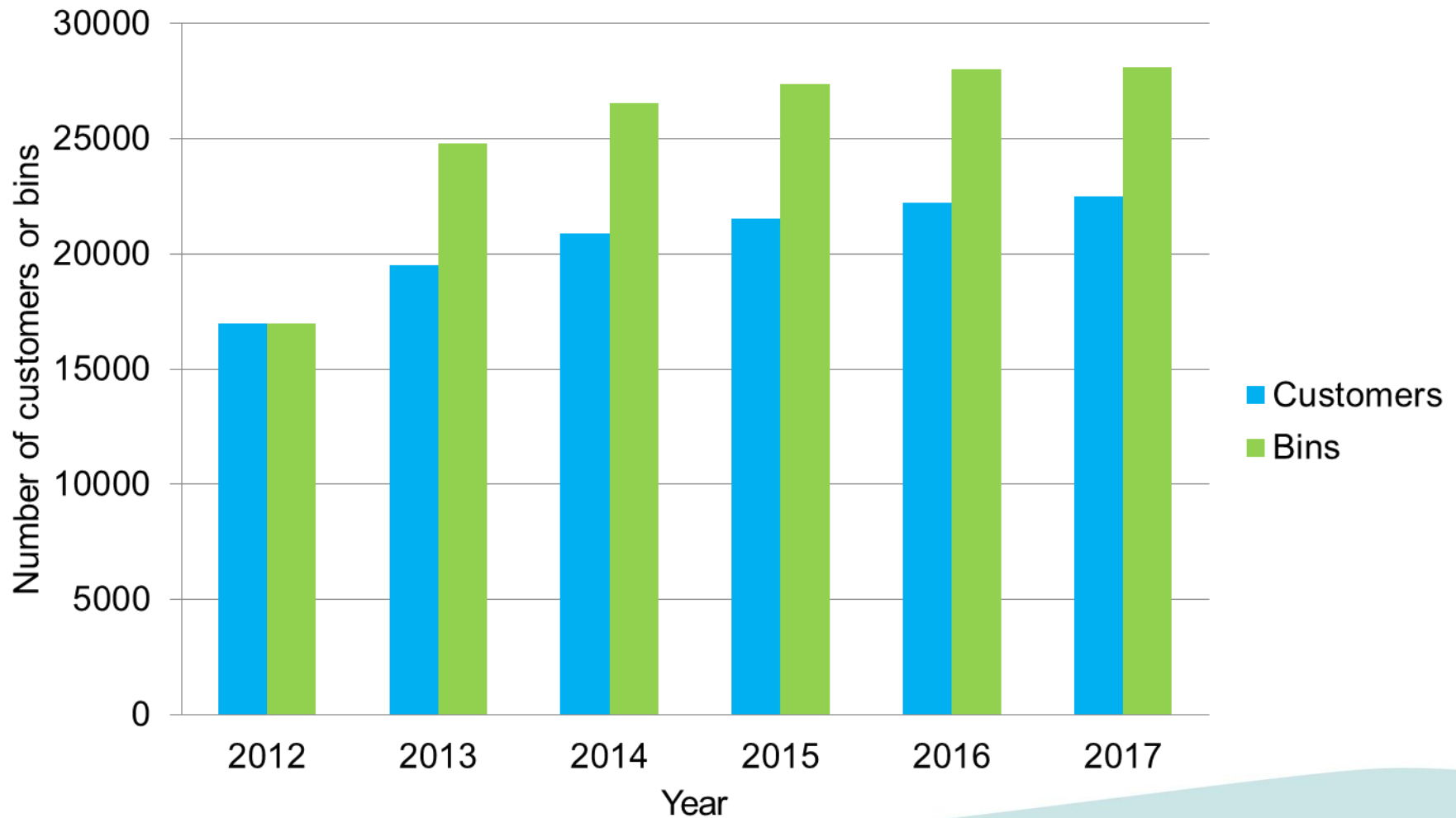
- 2013 – Recycling More – introduced AWC of comingled recycling
- Post 2013 – Improvement projects
- 2020 – The next step...

# Our current service

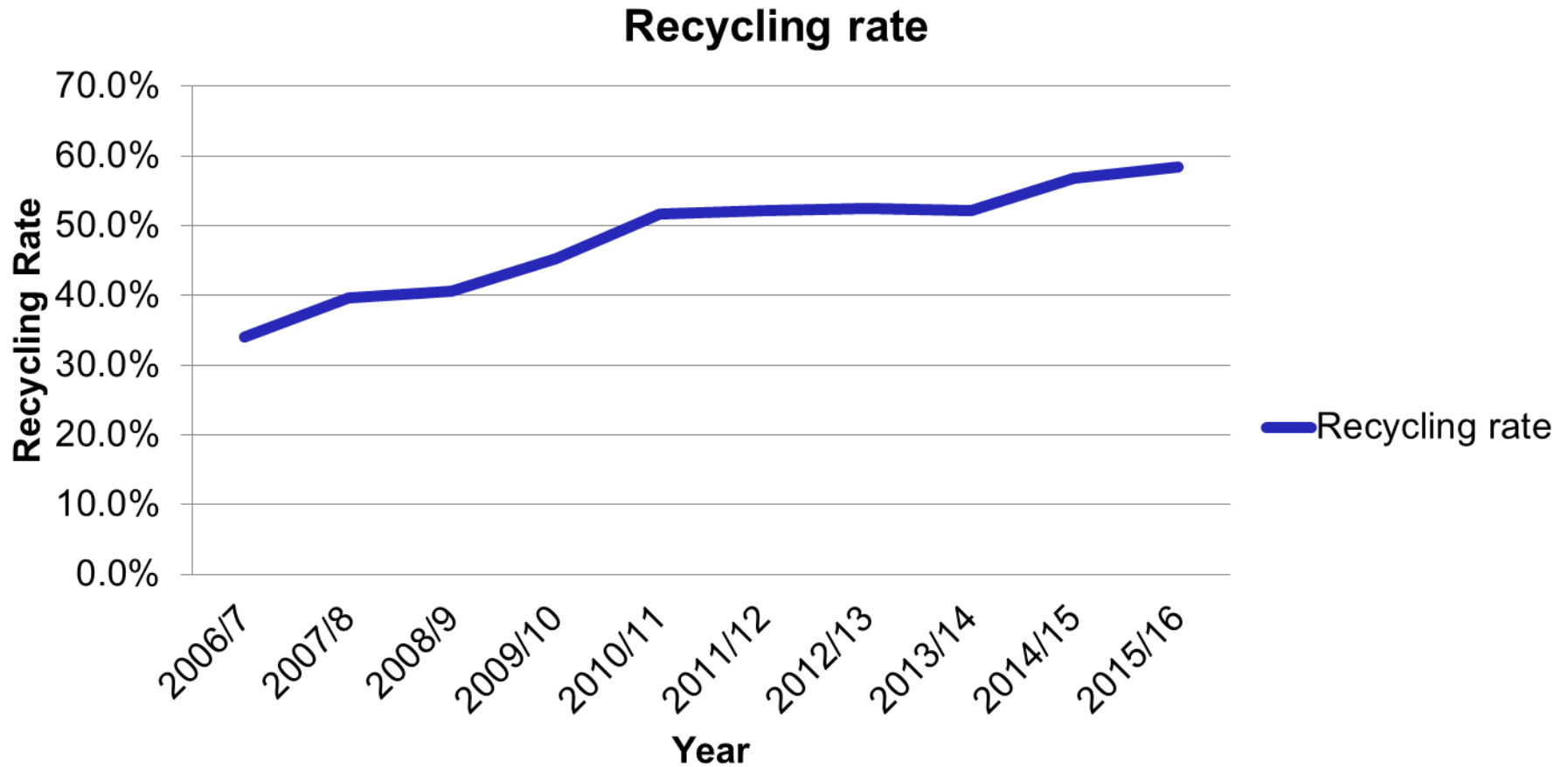
	Frequency	Container	
<b>Comingled Recycling</b>	Fortnightly	240L wheeled bin	
<b>Food waste</b>	Weekly	23L caddy	
<b>Refuse</b>	Fortnightly	240L wheeled bin	
<b>WEEE, Textiles and Batteries</b>	Weekly	Tied carrier bag	
<b>Garden Waste (optional service)</b>	Fortnightly	240L wheeled bin	

# Garden waste collections

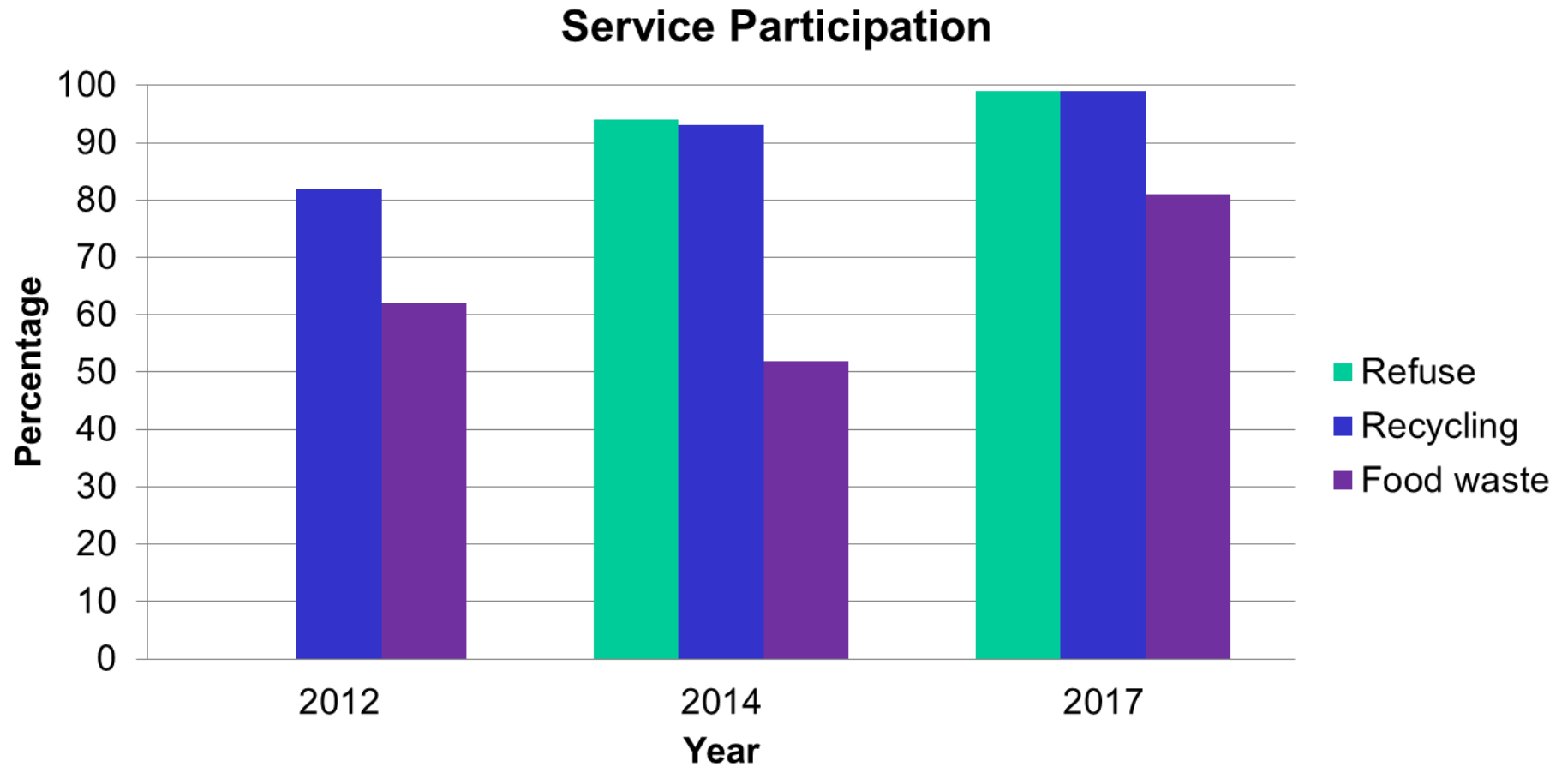
Garden waste service by year



# Service performance



# Participation



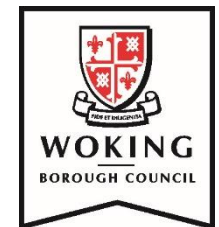
# Customer Satisfaction

	<b>2010</b>	<b>2012</b>	<b>2014</b>
Waste and Recycling services overall	90%	94%	97%

- 5000 residents surveyed through a doorstepping exercise
- 2017 surveys being carried out in October / November
- All work completed by an independent market research company

# Reducing costs through partnership working

- Joint communications campaigns
  - Food waste
  - DMR contamination
  - Textiles
- Cross boundary working
- Consistent policies
- Sharing best practice sharing





# Reducing costs through partnership working

Working with social enterprises



- Joint working since 2012
- Bulky Waste collected under an MOU
- No service costs to the Council and waste diverted from landfill
- Benefits to the local community through training provision and low cost goods to low income families.

# Identifying key projects

## In-cab devices and back office systems

- In-cab devices allow real-time reporting to the back office, our customer service centre, fleets section and residents via our website.
- Communications sent to residents following a crew report.

### Find out your rubbish collection day

Property: 10 Blenheim Close, Tongham, Farnham GU10 1BW [Change](#)

Collections by waste [Rounds](#)

Waste	Next collection	Frequency	Collection point	In-service bins	Last collection status
Food	Monday 11 September	Weekly	Property	1	Collection crew attended at 8:41 on Monday 4 September
Recycling	Monday 11 September	Alternate weekly	Property	1	Collection crew attended at 9:06 on Monday 28 August
Refuse	Monday 18 September	Alternate weekly	Property	1	Collection crew attended at 8:41 on Monday 4 September

# Identifying key projects

## Missed collection reporting

- Reported issues are visible on our website
- Using the information we can prevent residents from reporting missed collections where they are not justified
- Accepted missed collection jobs are routed straight to the collection crews

## Report a missed collection

### Not reportable

We are unable to accept miss reports for the following waste types:

#### Refuse

Our collection crew has reported unacceptable contents in your containers that we cannot collect. A label attached to the container should clarify what was unacceptable. Our collection crews will not return until the next collection date of this service and will only clear on that date if the unacceptable content has been removed.

#### Recycling

The last collection at the property of this waste was over two days ago. We cannot accept missed collection reports so long after the collection day as our collection crews are no longer in a reasonable position to return to the property.

## History

### Events

Type	Date	Round
Street completed	Tue 5 Sep at 11:13	R8TUE2-050917
Unacceptable black garden waste	Tue 5 Sep at 10:53	R8TUE2-050917

# Identifying key projects

- Communications and black bag contamination reduction
- Student liaison



- Flats (and bring sites) improvements



Any questions?