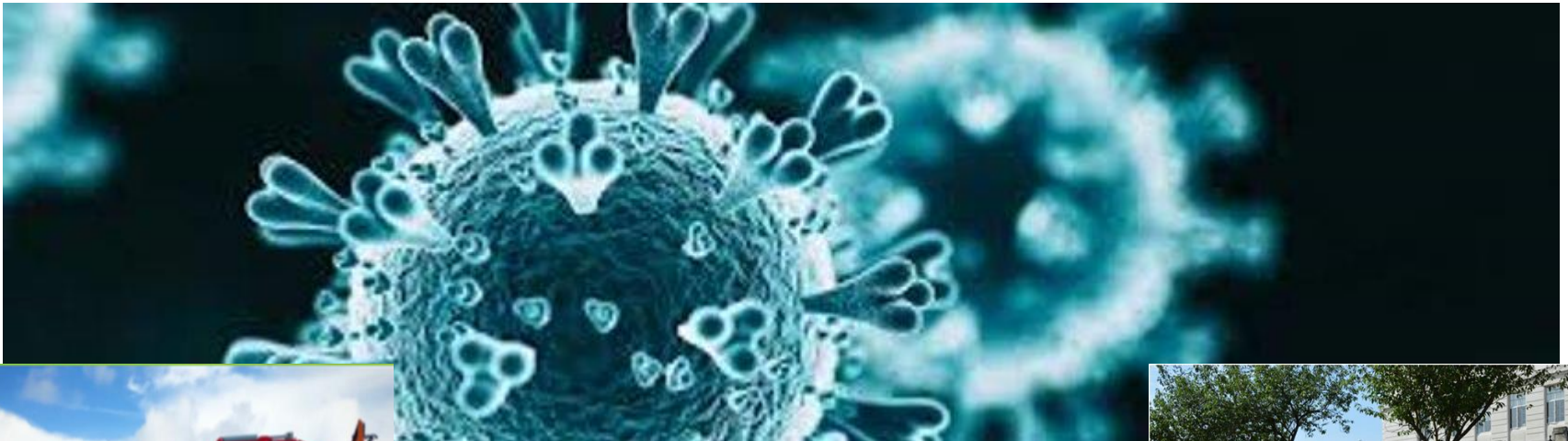


Delivering a Waste and Street Scene Service during a pandemic

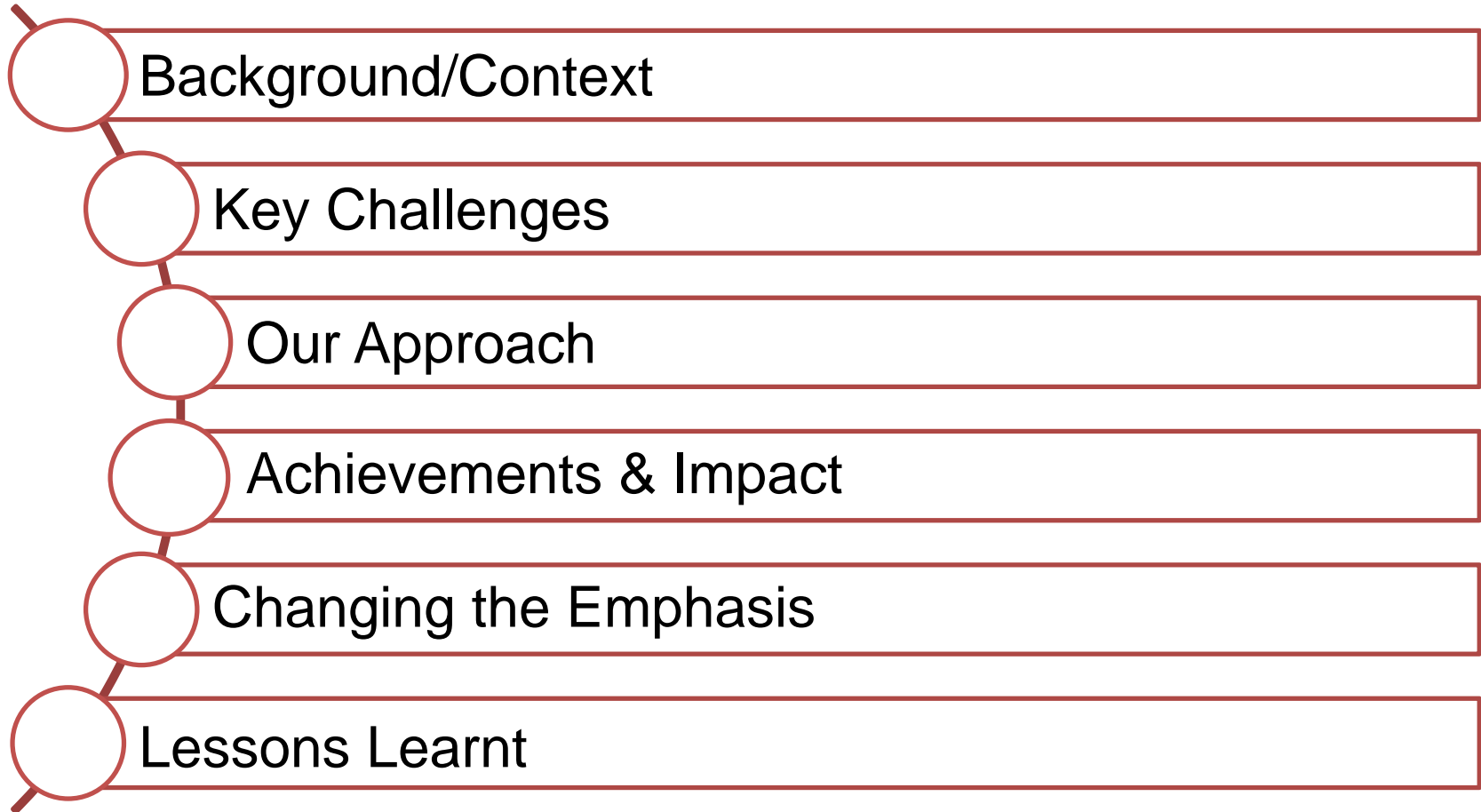


Mel Fitzpatrick
Head of Service



BARNLSLEY
Metropolitan Borough Council
Judge us by our actions

Overview



BACKGROUND & CONTEXT

**Metropolitan
Borough –
population
246,000**

**Blend of
urban & rural
settlements**

**Traditional
mining town
with a strong
sense of
community**

**113,000
households**

**Collect
approx. 1500
bins per day
per crew**

**8.12 million
bin lifts per
year – collect
99.93% right
first time**

**Constant
drive for
continuous
improvement**

KEY CHALLENGES

- Maintain day critical, high quality services
- Protect staff & residents – safeguards & reassurance
- Scenario planning – anticipate infection curve & its impact
- Prioritisation of services - maintain, reduce & stop
- Covid impact on staffing level
- Broadening the scope – one service, one council
- Maintain residents trust & confidence whilst managing expectations
- Response to recovery



OUR PROACTIVE APPROACH



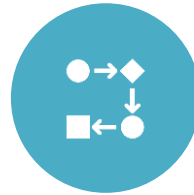
Modelling infection curve & scenario planning



Conduct Risk/Impact Analysis



Identify what's continuing, reducing, stopping



Develop safe systems of work & briefings



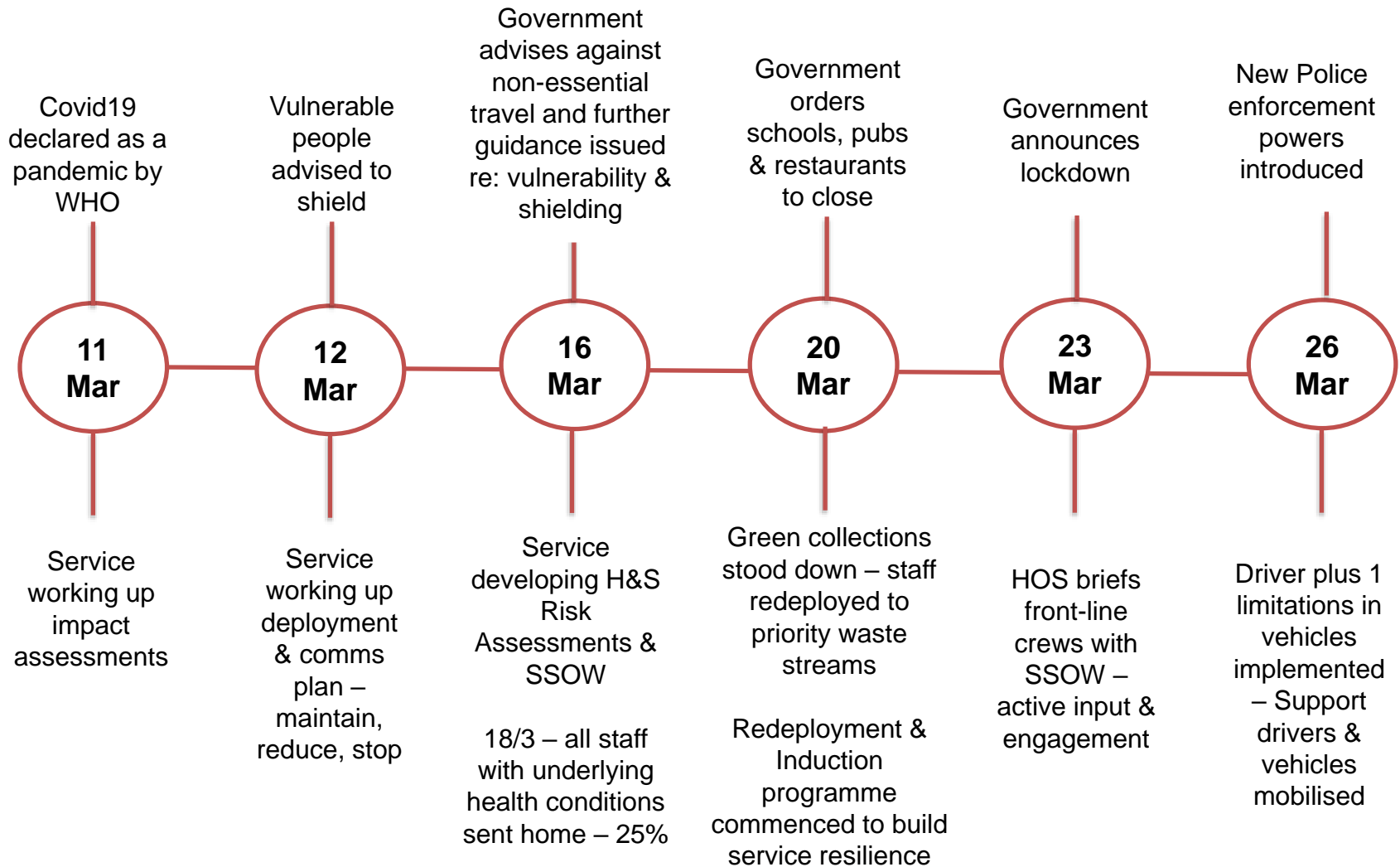
Engage staff, train and induct to increase resilience



Monitor & Learn Test & Adapt



KEY PRE-LOCKDOWN TIMELINE



SERVICE PRIORITISATION

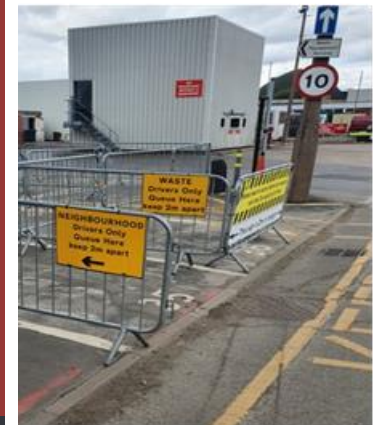
	Business Continuity Risk Category	Minimum staff level to maintain services	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
Pandemic week											
			0.10%	0.20%	0.80%	3.10%	10.60%	21.60%	21.20%	14.30%	9.70%
Covid Modelled Infection Curve											
Service			0	0	1	3	11	22	21	14	10
Grey Waste Collection Drivers	1	13	13	13	13	12	11	9	9	11	11
Grey Waste Collection Operatives	1	24	24	24	24	23	21	18	18	20	21
Recycling Waste Collection Drivers	2	10	9	9	9	8	8	6	6	7	8
Recycling Waste Collection Operatives	2	20	17	17	17	16	15	12	12	14	15
Green Waste Collection Drivers	3	5	7	7	7	7	6	5	5	6	6
Green Waste Collection Operatives	3	10	12	12	12	12	10	9	9	10	11



HEALTH & SAFETY



- Risk Assessments
- Safe Systems of Work
- Staff Briefings
- Signs & Safety Barriers
- H&S Champions
- Deployment Boxes
- Training Audit
- Induction programme
- Training Tracker
- Driver plus 1 in vehicles
- Screens in Crew Cabs
- OHU Assessments



COMMUNICATION CAMPAIGNS

Keeping waste moving

We're working hard to keep all bin collections going, but COVID-19 is causing a disruption to services.

While we will do our best to collect all bins, we have ranked them in the following order of priority:



recycle for Barnsley

Street cleansing

Our street cleansing functions continue to be prioritised despite the challenges of COVID-19. We're still:

- Emptying street bins
- looking after our town centres and principal towns
- tackling fly-tipping.



EVERYBODY
THINK!

#KeepingBarnsleyMoving

BARNSELY
Metropolitan Borough Council

How you can help

HELP US TO WORK SAFELY

#coronavirus

Changing the way we work

We are working hard to continue bin collections. Please help us to help you and wash your hands before and after handling your bin. Let's work together to help keep your family and our refuse workers safe.



BARNSELY
Metropolitan Borough Council

If someone in your household is showing signs of COVID-19, please make sure to double-bag your personal waste, such as used tissues and disposable cleaning cloths. You can put these in disposable rubbish bags and then into another bag, tied securely and kept separate from other waste.

Put this waste aside for at least 72 hours before it's put in your external household waste bin.

recycle for Barnsley



EVERYBODY
THINK!



BARNSELY

Metropolitan Borough Council

Judge us by our actions

MAINTAINING QUALITY & PERFORMANCE

Reported Missed Bin Collections

Filters

Assisted Bin

No

Yes

Type of Bin



Missed Blue Bin



Missed Green Bin



Missed Brown Bin



Missed Grey Bin

Month

April

May

June

July

August

September

October

November

December

January

February

March

Number of Reported Missed Bins

2020/21

166

2018/19	+/-	2019/20	+/-
170	-4	149	17

Number of Collections for Year

1.54M

Standard Collections

Assisted Collections

1.49M

45.64K

% of Bins Collected 2020/21

Standard Collections

Assisted Collections

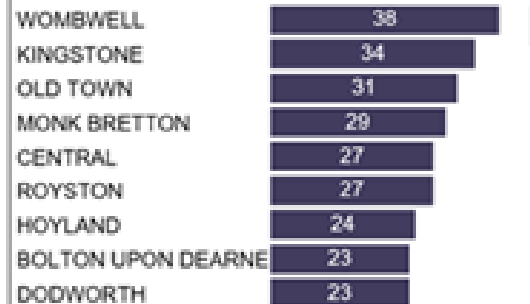


[99.993%]



[99.877%]

Districts for Most Missed Bins



Number of Additional Sacks Issued

2018/19

2019/20

2020/21

123

127

138

ACHIEVEMENTS & IMPACT



Built up modelling tools to support medium/longer term planning



Developed 15 Covid specific SSOW building on safety first culture providing assurance and safeguards for staff and residents



Trained in excess of 90 staff – built resilience and surge capacity



Maintained service performance – consistent, right first time service delivery



Proactive comms campaigns – developing a new relationship, nudge theory



CUSTOMER FEEDBACK

Well done! 😊

Good morning, I must congratulate the bin men who have just emptied our bins. They observed the regulations regarding social distancing and seemed to be in good spirits. I opened our bedroom window to applaud them, but they couldn't hear me. If you are able, please pass on our thanks!

We have made a big poster so next time your crews are in Bolton ask them to stop and take a picture please, would be lovely to see a bin man stood next to it having his picture taken.

Good to see collection back on track, grey bin having been emptied this morning. Well done that department.

I forgot to put my bin out last night. I was woken by the sound of the lorry coming down the street. I ran out and dragged my bin out. The lorry had passed my house. One of the bin men kindly took it down the street to the lorry for me. I would like for him to know how grateful I am for this.

Fantastic service from our bin men once again. Collections are like nothing is happening in the world, on date and time. Thanks guys, you really are appreciated at this awful time.

Thank you for emptying our bin today much appreciated in the present climate, I do feel so grateful and wanted to say. The times we are experiencing are hard for everyone. Thank you so much for making it a bit easier by emptying the main bin.



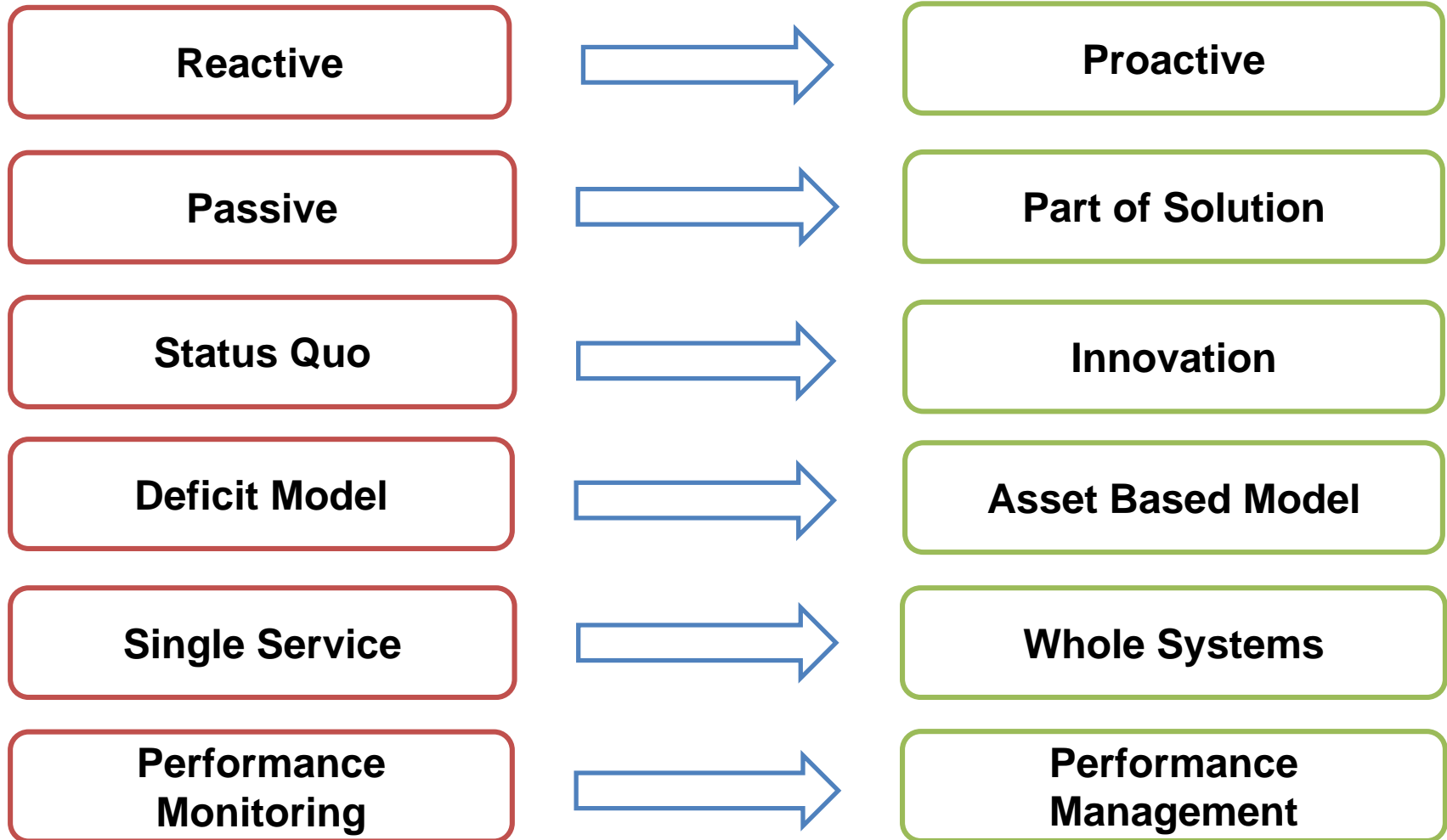
Well done! 😊

My 2-year-old has an obsession with bin lorries. I just want to say thank you to the bin men who are always friendly and wave, say hello and make his day. If you could pass this on, I know it's nothing, but to him it makes his day, especially at times like this. The guys today asked him how his day has been and were just generally really kind (from a distance of course 😊).

Just wanted to say a BIG thank you to Barnsley Council recycling for coming back this morning to see my 2 kids for them to give them their Jaffa cakes. They loved it and thanks for taking the time out of your busy day to make their day. They had a distanced chat and were mesmerised by the bin lorry. My little boy dropped them at the end of the drive for them to pick up as we stood back, hope you enjoy them with a well-earned cuppa!!! - 😊 feeling happy.



CHANGING THE EMPHASIS



LESSONS LEARNT

Proactive

Visible leadership – be present, lead rather than being led

Customer Focus

Over-communicate, maintain trust and confidence

Co-productive

Take everyone on the journey – listen, learn and develop

Empower

Everyone's part of the solution - embrace leaders at every level

Health & Safety

Respect and protect staff & residents – health and safety first

National Policy

Be guided but don't wait for it

Adaptive

Be agile & resilient – things will change

Progressive

Keep an eye on the future moving from response to recovery



Thank You

Mel Fitzpatrick

Head of Service, Waste & Neighbourhoods

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