



**Association of Public Service Excellence
Refuse, Recycling, Streetscene, Grounds and
Parks Seminar October 2022**

**Bolsover District Council
Starting Over Again
In-Sourcing Kerbside Recycling Services**

Bolsover's Waste Collection Service

- Collection and disposal of waste in accordance with the Council's statutory Waste Collection Authority duty.
- 37,929 households, 83,000 (approx.) heads of population covering a urban (60) rural (40) District area of 15,982Ha.
- Households receive 74 wheeled bin collections (28 Black, 26 Burgundy, 20 Green) per year totalling 2.807 million.
- Residual (black) and Garden\Food (green) collections carried out in-house.
- Recycling (burgundy) collections out-sourced up to February 2021 (In-Sourced).



Bolsover's Waste Collection Service

- 2010 Joint Procurement (BDC\NEDDC) of kerbside recycling.
- 2011 Migrated 55lt box (kerbside sort) to 240ltr wheeled bin (dual stream) with internal 40ltr integral container for paper segregation.
- Recycling performance increased 144% overnight with efficiencies achieved.
- 2017 Jointly re-procured service achieving efficiencies - contract commenced 1st November with good level of service and performance enjoyed.
- 2020 Covid impacted on recyclable waste treatment routes (Force Majeure) performance and relationships strained.
- Service provider 'credit safe rating' declining throughout 2020 – impact on supplier relations – cash only payments early 2021.
- Locally developed MRF not fit for purpose – waste treatment route and service performance impact.
- Business Continuity – service succession planning undertaken (Planned for the worst and hoped for the Best!).

Bolsover's Waste Collection Service

- November\December key personnel leaving service provider - kerbside performance\disruption – ‘substantive’ default notices issued.
- January 2021 – ongoing kerbside disruption (cracks evident) further ‘substantive’ default notices issued.
- February 2021 – LA partner terminated contract with service provider (12.2.21).
- To terminate or not to terminate, that was the Question! Council continued to support service provider in anticipation of contract termination or liquidation.
- February 18th 2021, service provider notified voluntary liquidation – agreed service continuity ending 19th February – BDC\NEDDC swiftly implemented BCP – In-sourced service from 22nd February 2021.
- TUPE arrangements undertaken (34 staff) and twin-pack vehicles (9) acquired from liquidator – agreement with local MRF secured.
- Service delivery maintained from 22nd February – Hands on the wheel barrow!
- No disruption to kerbside recycling service – 1 collection delay in resuming winter suspension of garden\food waste collections (twin-pack condition).

Bolsover’s Waste Collection Service

- Service operating efficiently, effectively and maintained high customers satisfaction post In-sourcing.

2015 Citizen Panel Survey			2017 Citizen Panel Survey		
Residual	Organic	Recycling	Residual	Organic	Recycling
91%	87%	90%	91%	88%	89%
2019 Citizen Panel Survey			2021 Citizen Panel Survey		
Residual	Organic	Recycling	Residual	Organic	Recycling
95%	93%	94%	93%	90%	90%

- In-sourced (BCP) service budget (£460k) reduced (£160k) November 2021. Material income offset to MRF treatment costs further reduced service cost (£100k) = Net service delivery of In-Sourced arrangements at £200k (approx.).
- Achieved with Full Member support – Clear direction!
- What Now? – Environment Act – UK Resource & Waste Strategy?

Questions?