

Waste Collection & Recycling

The journey to success



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Together we make a difference...

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Where's Wyre

- Extensive borough
- 800 km adopted highway
- Rural / AONB/ SSSI / coastal / Market Towns
- Deprivation versus affluence
- Tourist / visitor experience
- Home of Fisherman's Friend and Alfie Boe



Pre 2012

- Outsourced
- Service Standards poor
- Customer Satisfaction – low
- Member satisfaction - low
- Costs high ~ £3.6m
- Flexibility – nil
- Interaction with Council Officers limited
- Grew apart

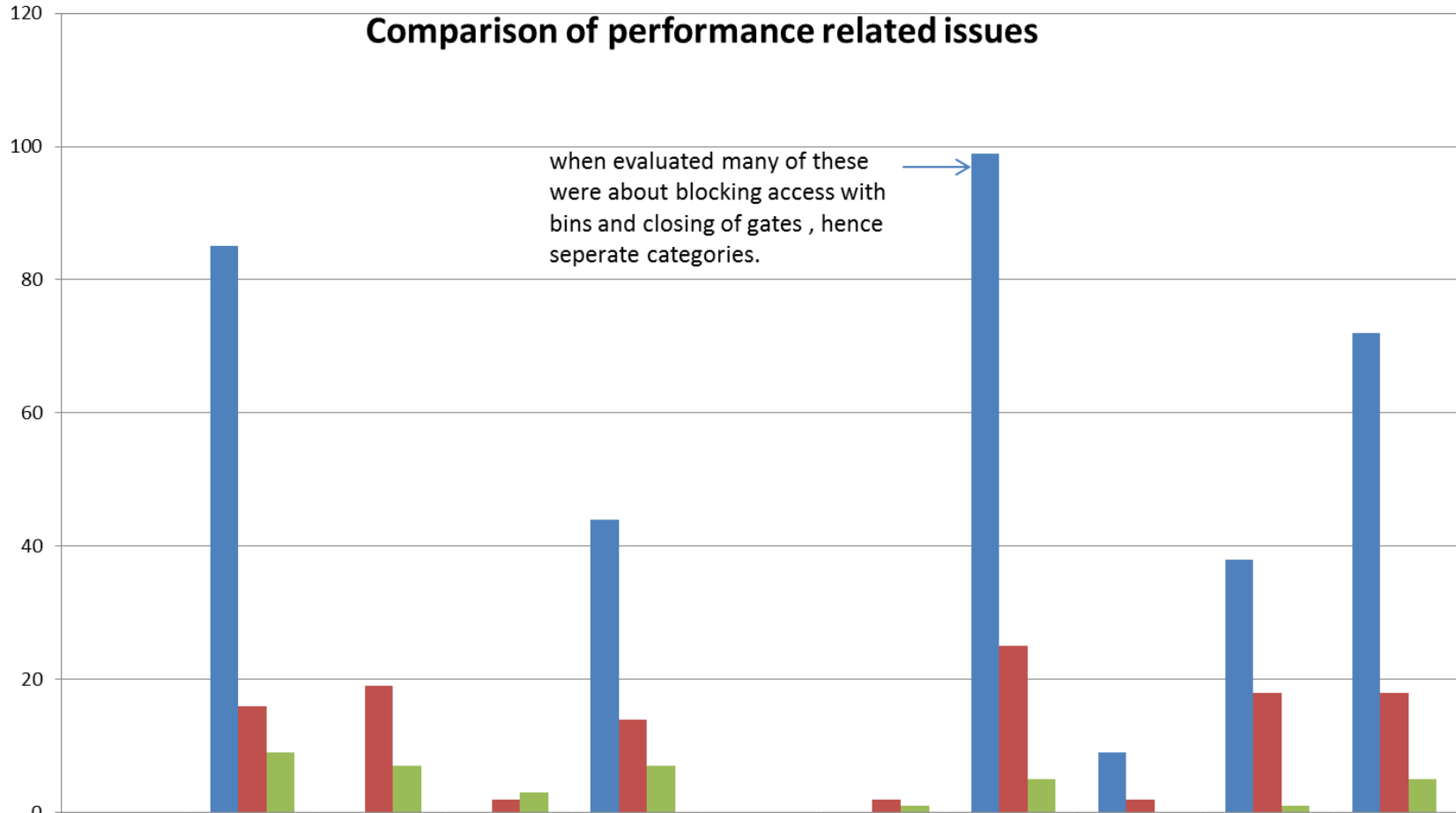
What we hoped for

- £££££
- Increased control
- Increased flexibility
- Increased customer satisfaction
- More responsive to legislative changes
- Potential for efficiency savings
- Improvements in staff performance

What have we achieved

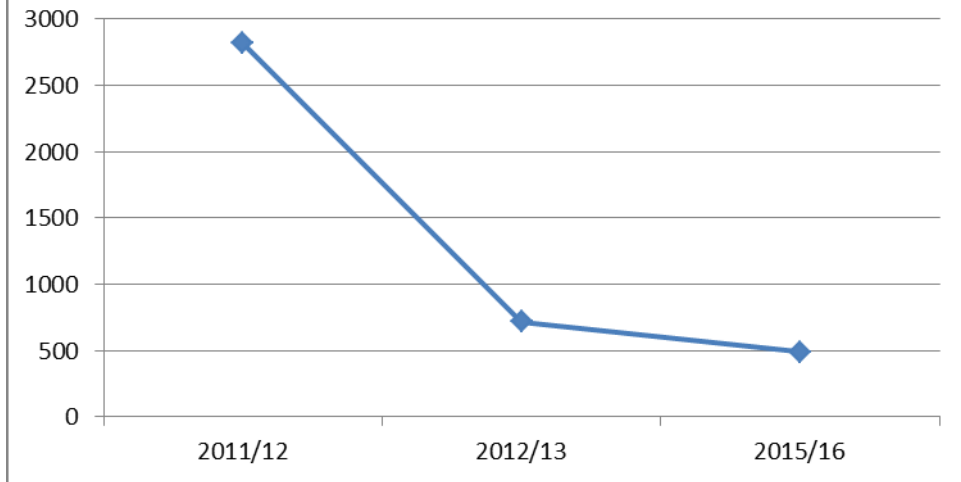
- Increased customer & Member satisfaction
- £1.4m annual savings
- Other savings – Contact Centre
- Increased staffing & flexibility
- New energy efficient depot – shared with in house services
- No them and us
- Added value
- Increased Diversion / reduced contamination

Comparison of performance related issues

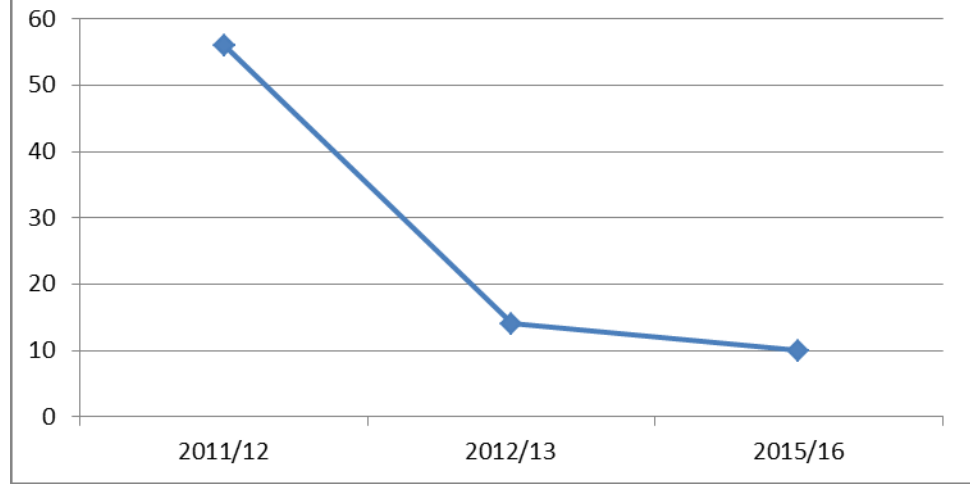


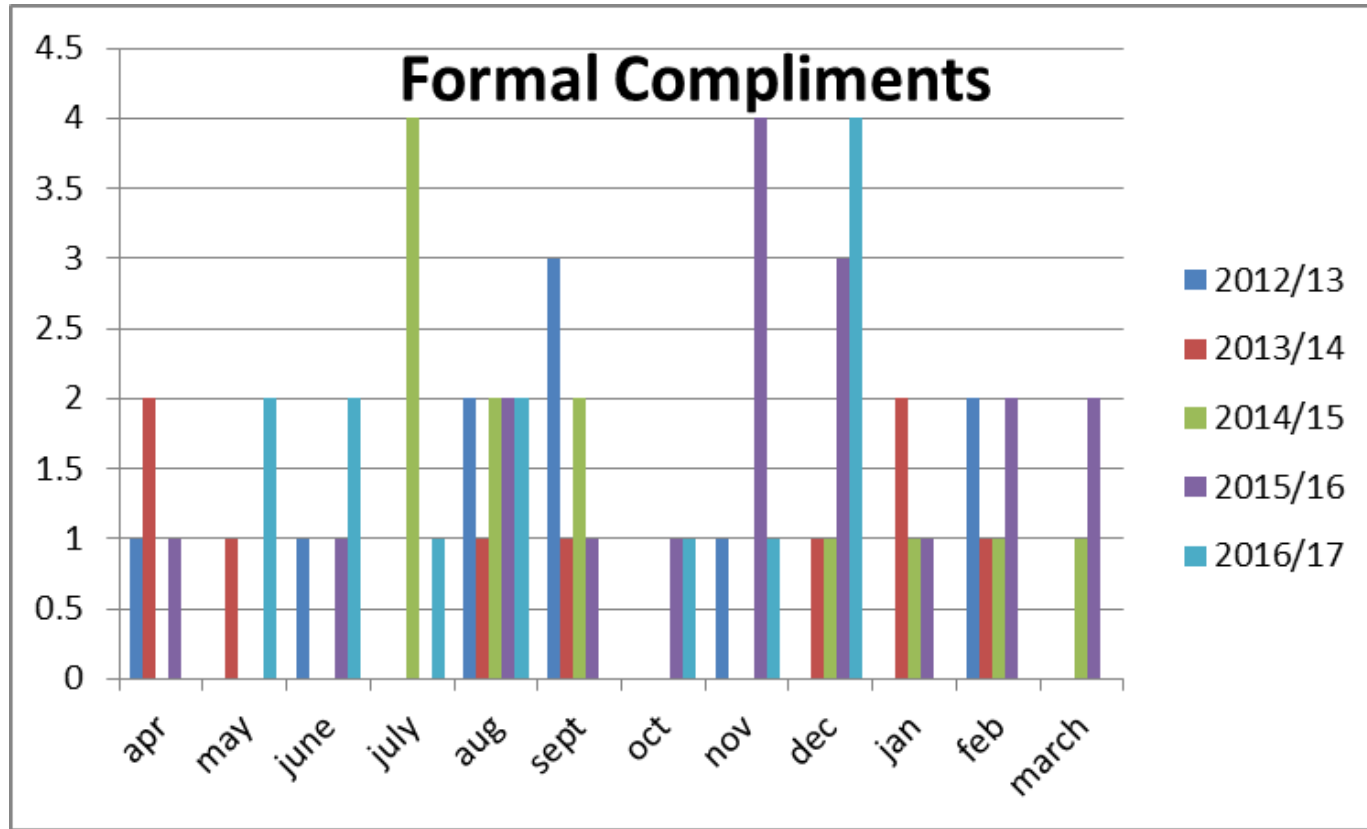
	Bins not returned	Bins not returned (assisted)	Blocking Access	Complaint - staff	Noise	Not closing doors / gates	other complaint	Early start	Damage	spillage
■ 2011/12	85	0		44	0	0	99	9	38	72
■ 2012/13	16	19	2	14	0	2	25	2	18	18
■ 2015/16	9	7	3	7	0	1	5	0	1	5

Total Missed per annum

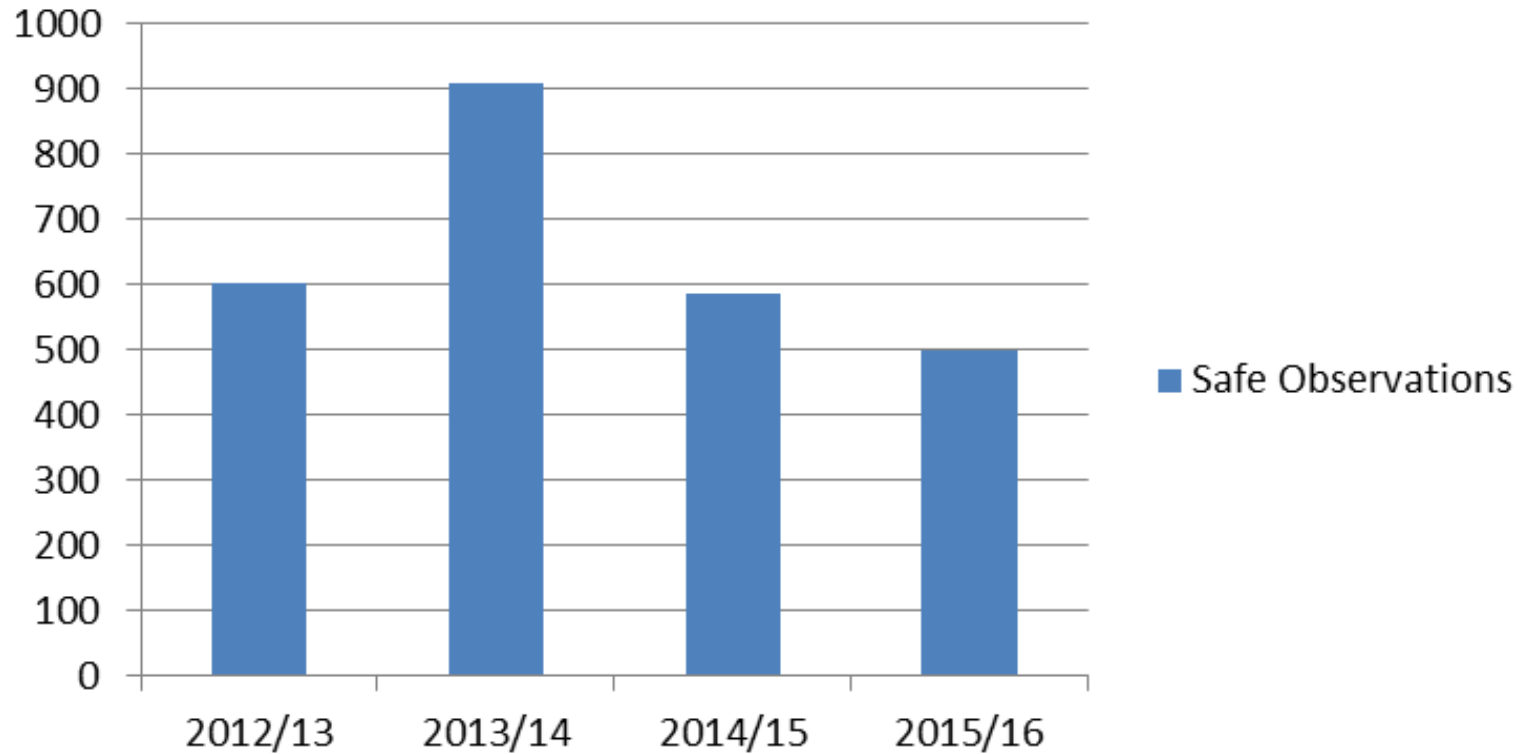


Missed per 100,000





Safe Observations



Results Summary

93%

of respondents are satisfied with Veolia's service

94%

of respondents always use the kerbside recycling blue bin scheme

88%

of applicable respondents were happy with how their call was taken or email received

67%

of respondents always use the garden waste scheme

94%

of respondents always use the kerbside recycling blue box scheme

How we've achieved

- Procurement exercise
- SMT
- Critical friend
- WRAP modelling
- Task Group – Members
- Contract specification
 - performance linked
- Quality agenda
- Simplified Contract
- Service Development Board



2 Collections Monthly Scorecard (S2) – to be read in conjunction with Schedule 2 Payment Mechanism

SCORING MATRIX														WEIGHTED SCORES			
RANGE	CRITICAL CRITERIA	MEASUREMENT	SCORE, 10	SCORE, 9	SCORE, 8	SCORE, 7	SCORE, 6	SCORE, 5	SCORE, 4	SCORE, 3	SCORE, 2	SCORE, 1	SCORE, 0	ACTUAL SCORE	WEIGHT	ACTUAL WEIGHTED SCORE	MAX WEIGHTED SCORE
			MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =	MARKS IF INSTANCES =					
Point	Return of collection containers to nominated collection point	Number of incidents per month where containers are not returned to nominated collection point	≤20	21-23	24-26	27-29	30-32	33-35	36-37	38-40	41-43	44-46	>47	5	5	25	50
Actions	Collections not made where the recorded complaint of non collection has been justified	Number of justified missed collections per 100,000 collections made	≤50	51-55	56-60	61-65	66-70	71-75	76-80	81-85	86-90	91-95	>95	5	20	100	200
Actions	Rectification of missed collections within same working day if notification received by 1200 hours, otherwise by 1200 hours the next working day	% of incidences per month where missed collections are not rectified with the response time	95	94-90	89-85	84-80	79-75	74-70	69-65	64-60	59-55	54-50	<50	5	20	100	200
(POS)	Collections and returns are made from and to the agreed collection point for all properties on the Point of Storage (POS) list	Number of incidences per month where assisted collections are not made	<25	25-27	28-31	32-35	36-40	41-43	44-46	47-50	51-53	54-57	>57	5	10	50	100
	Complaints relating to crew littering	Number of justified complaints relating to crew littering	≤15	16-18	19-21	22-24	25-27	28-30	31-33	34-36	37-39	40-42	>43	5	5	25	50
TOTAL MONTHLY SCORE														25	60	300	600
TOTAL MONTHLY SATISFACTION SCORE																50%	
TOTAL MONTHLY SATISFACTION SCORE PAYMENT VALUE																0.5	

SCHEDULE 14

SERVICE VALUES

Upholding the following Service values is a core Contract obligation on the Contractor.

All Employees involved in the delivery of the Services shall at all times:

1. treat residents courteously at all times;
2. respect the property and land of residents;
3. ensure the safety of colleagues, Customers and the public;
4. treat material Containers and equipment with respect, replacing containers at the point presented and ensuring that driveways are not blocked;
5. ensure that following collections, streets are left with no spillages of waste and recyclates
6. not indulge in horseplay;
7. work to increase the diversion of waste from landfill, including
 - a. the provision of advice to the Council;
 - b. identification of low participation areas;
 - c. ensuring that loads are not cross Contaminated with other materials;
8. ensure that all incidents falling for recording on the Bartec In-cab system are so logged;
9. treat colleagues (Contracting Staff and Council Staff) with respect;

How we've achieved (2)

- Partners – relationship
- Who can do what best / cheaper
- Sharing of resources / skills
- Technology
- Training
- Investment in staff
- Sickness Management
- Income
- Green Waste Subscription Service



Communication

- Customer Survey
- Annual calendar
- Web calendar
- On-line forms
- Recycling wheels
- Ibus
- CSR
- Partners / volunteers – events
- Self generated letters – based on crew feedback





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Together we make a difference...

There's still room for improvement

- Customers
- Crews – ongoing engagement
- Took box talks
- Diversion rates
- Review Collection Systems

