



STREETSCENE AND ENGINEERING SCRUTINY COMMITTEE

10.00 am FRIDAY, 24 MAY 2019

COUNCIL CHAMBER - PORT TALBOT CIVIC CENTRE

PART 1

1. Declarations of Interest
2. Minutes of Previous Meeting (*Pages 5 - 8*)
3. To scrutinise information and monitoring issues being reported by:

Report of the Head of Streetcare

4. Missed Bin Collections (*Pages 9 - 18*)
5. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
6. Forward Work Programme 18/19 (*Pages 19 - 20*)
7. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972
8. Access to Meetings to resolve to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act.

PART 2

9. To scrutinise private information and monitoring issues being

reported by:

Report of the Head of Streetcare

10. Household Waste and Recycling Centre, Lower Cwmtwrch (Exempt under Paragraph 14) (Pages 21 - 24)
11. To select appropriate private items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board Reports enclosed for Scrutiny Members).

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Wednesday 15th May 2019

Committee Membership:

To be determined by Council.

Notes:

- (1) *If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) *If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) *For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) *The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*

(5) *Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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STREETSCENE AND ENGINEERING SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

5 April, 2019

Chairperson: Councillor S.M.Penry

Councillors: A.R.Aubrey, N.J.E.Davies, W.F.Griffiths,
C.James, A.McGrath, J.Warman, R.W.Wood,
J.Hale and C.Galsworthy

Officers In Attendance: M.Roberts, A.Lewis, J.Davies and N.Headon

Cabinet Invitees: Councillors E.V.Latham and P.D.Richards

1. **MINUTES OF THE PREVIOUS MEETING**

That the Minutes of the meetings held on 10 December, 2018 and 11 January, 2019, be approved.

2. **PRE-DECISION SCRUTINY**

The Committee chose to scrutinise the following Cabinet Board items:

Combined Highways and Neighbourhood Works Programme
2019/2020

The Committee received information in relation to the Combined Highways and Neighbourhood Works Programme 2019/2020, as contained in the circulated report.

Officers agreed to look at producing a list/map of planned works included in the 2019/20 Works Programme in advance of Member Surgeries.

Following scrutiny the Committee was supportive of the proposal to be considered by Cabinet Board.

New Fixed Penalty Notice in respect of Fly Tipping

The Committee received information in relation to the introduction of a new Fixed Penalty Notice under the “Household Waste Duty of Care Regulations (Wales) 2019”.

It was emphasised that it was the duty of the householder of any domestic property to dispose of waste through an authorised person or a person with authorised transport. If they fail to comply an authorised officer could serve a Fixed Penalty Notice (FPN) on householders.

Members discussed how Officers would identify waste if it was found in a lane with numerous houses. Officers explained that there had to be evidence, and that in some areas the only way to find this evidence was to go through the waste. It was noted that three additional Enforcement Officers had been hired.

Members questioned the procedure to request a permit. Officers explained that there was a permit for trade and an exemption scheme for people with additional recyclable waste. The permits could be obtained on-line or requested over the telephone.

Officers explained that waste was disposed of using authorised transport, a “Duty of Care” Notice was available from the collector, this would show waste was being disposed of properly. The same applied with skips.

Members asked what was the definition of a “small scale fly tip”, Officers clarified that there were guidelines available on the Neath Port Talbot web site, it was added that this was also an element of judgement by the Enforcement Officers.

Members queried whether fly tipping had increased since the change in side waste restrictions. Officers stated that as this was only implemented on 1 April, 2019 there had not been sufficient time for consistent measures, it was agreed that this would be timetabled in the Forward Work Programme and a report would be brought back to Committee.

Officers informed the Committee that information regarding side waste reduction and fly tipping was available on Neath Port Talbot web site and Facebook pages. It was added that Officers were currently working with a TV Company on an information film. It was agreed that it was about getting the message out to the public and it was agreed that information could be put into the leaflets sent to every household regarding waste collection over the Christmas period.

It was noted that a permit for waste collection was supplied by Natural Resources Wales, and that the Council did not see this permit. Officers added that they worked in conjunction with the Police in stopping waste carriers, if they were unable to supply a Certificate showing their permit to carry waste, vehicles could be seized.

Members raised concerns that some residents were not on-line to receive the relevant information. It was agreed that information would be placed on the leaflet that was delivered to every household in Neath Port Talbot during the Christmas period.

Following scrutiny the Committee was supportive of the proposal to be considered by Cabinet Board.

Street Lighting Energy Saving Project

The Committee received an update from Officers on the Public Lighting Energy Saving Project. It was highlighted that existing lights would be converted to more energy efficient LED lighting and that savings made by the Council would be long-term. Officers added that the new lamps would have a central management system linking the information back to the office, this would enable the lighting to be controlled by staff.

It was noted that the Equality Impact Assessment Screening Form for Public Lighting, was tabled at the meeting.

Member questioned how the annual energy saving figure for the proposed project was calculated. Officers explained that there was a detailed database with all lighting information, a matrix behind every street lamp and data could be used to calculate exact energy saving, they could also make a comparisons of how much they paid for energy. Officers added that they were supported by a consultant paid for by Welsh Government.

It was emphasised that it was important to implement energy saving schemes due to the continual annual increases.

Officers informed the Committee that currently there were two pilot schemes using solar lamps, these were based in Skewen and Neath, Officers were monitoring their performance.

Following scrutiny the Committee was supportive of the proposal to be considered by Cabinet Board.

3. **FORWARD WORK PROGRAMME**

The Committee was informed that the Forward Work Programme Workshops would be programmed for May/June 2019 in order for the Committee to decide areas to focus on in the new civic year.

Members agreed that if they had any queries regarding the new Waste Strategy they could contact Officers directly. A monitoring report would be brought back to the meeting in approximately twelve months, when more data was available.

The Committee requested for an information report to be brought back to the next meeting on the Missed Bins Collection Policy and process, with a years' worth of data.

The Committee noted the Forward Work Programme.

CHAIRPERSON



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Streetscene & Engineering Scrutiny Committee

24th May 2019

Report of the Head of Streetcare, Mike Roberts

Matter for Information

Wards Affected: All Wards'

Report Title: Missed Bin Collections

Purpose of the Report:

To provide information regarding missed waste collections as requested by members of the Scrutiny Committee.

Executive Summary:

The Council carries out over 5 million refuse/recycling collections each year from 66,420 households in the county borough.

There is an approved set of guidelines following a previous member review of how the service deals with reported missed collections.

A total of 4,694 missed collection calls were logged during 2018/19 amounting, on average to 0.5 calls per crew per day.

Background:

During any one year the Council undertakes in excess of 1.73 million collections of refuse and 3.45 million collections of recycling; a total of

over 5 million collections in total from 66,420 properties. This excludes the trade service, hygiene waste and bulky household item collections.

On the 17th December 2015, the then Environment and Highways Cabinet Board considered a Missed Bin Policy Report resulting in the adoption of the Missed Bin Collection Guidelines included as Appendix 1.

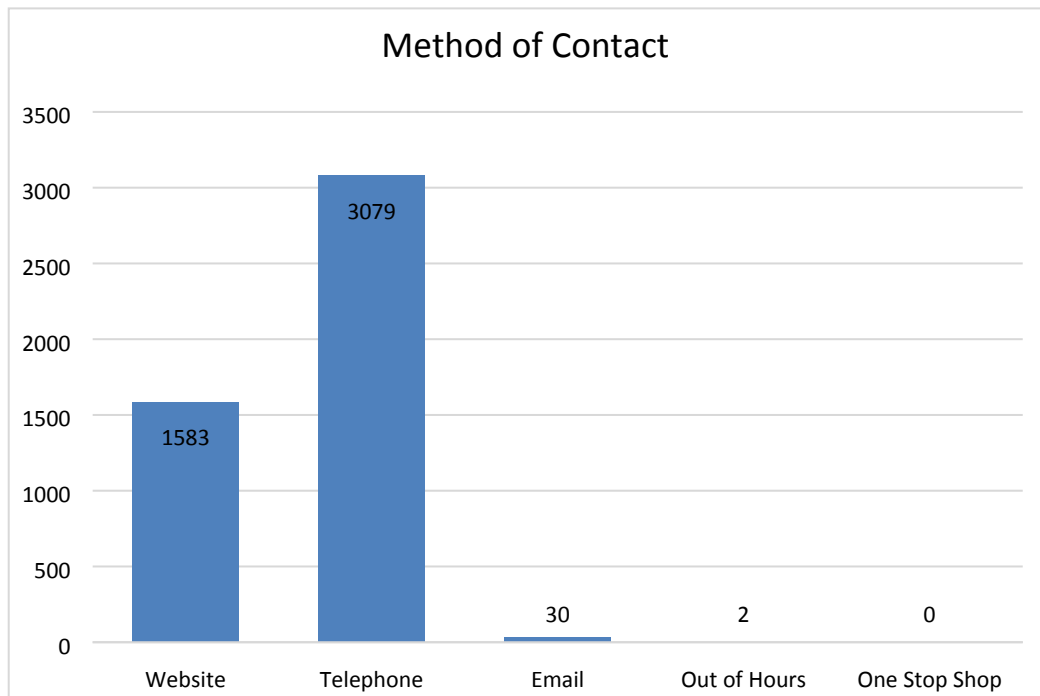
Given the number of collections undertaken every year, it is inevitable that on occasion, some collections may not be made. This may be due to several factors: vehicle breakdown; crew changes; access issues due to roadworks or parked cars; late presentation or loader error.

There are several methods available for residents to report a missed collection. These include:

- Dedicated pages on the NPTCBC website
- E-mail
- Telephone
- One Stop Shops

Graph A below provides a breakdown of the contacts made for each of these:

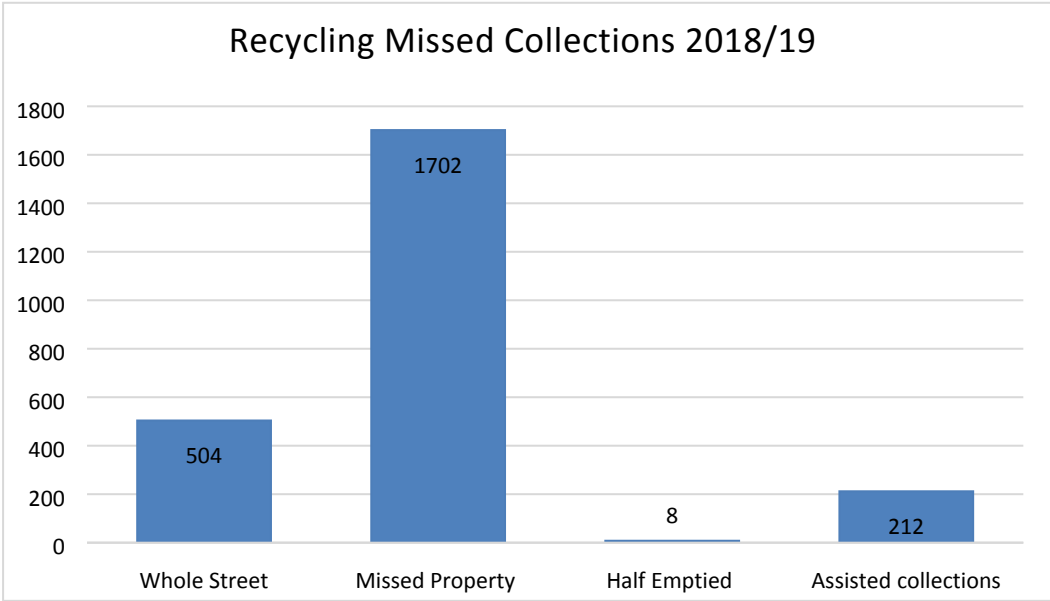
Graph A – Method of contact used for reporting missed collections



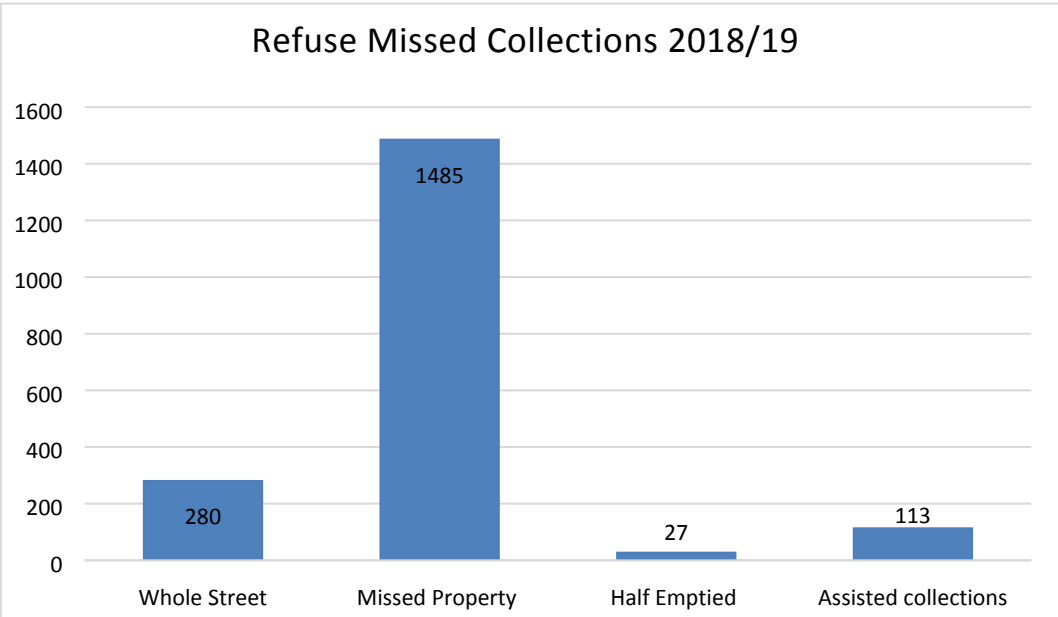
All calls are recorded onto the Council's Service First system and allocated to the relevant section for action. Officers frequently check the system either at their desk via their PC, or via their phone if on site. They then action any required work, update the system and close down the call when completed.

An analysis of the 4,694 contacts received for last year is shown in the following graphs. Graph B has details of calls logged for missed recycling, Graph C details of calls logged for missed refuse collection, and Graph D calls in relation to the missed collection of both services e.g. where the call relates to both refuse and recycling being missed.

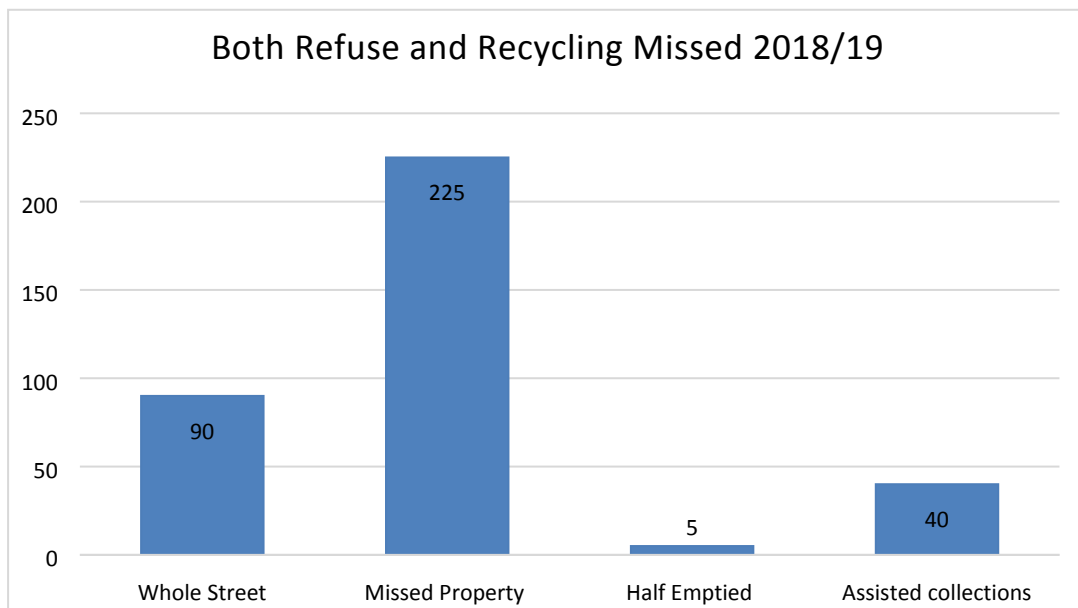
Graph B – Calls for missed recycling



Graph C – Calls for missed refuse



Graph D – Calls where both refuse and recycling are missed



A review of the data indicate that:

- Of the nearly 5.2 million collections each year, the percentage missed is significantly less than one half of one percent.
- The average number of calls logged per working day is 18. If broken down per crew, given there are 36 crews then the number of missed collections is on average 0.5 calls logged per crew per day.

The figures quoted include all calls logged although inevitably some calls, when investigated, are found to be 'unjustified' for reasons such as presentation on the wrong week or day, late presentation, or the crews were still out collecting. Furthermore, if a street is missed for some reason such as vehicle obstructions multiple calls may be received concerning the same issue.

Officers are continually looking to improve the service and are currently working with the IT section to change the Service First

system so that complaints are logged against each crew. This will assist with identifying any issues related to specific crews.

Financial Impacts:

No implications.

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

No implications.

Legal Impacts:

No implications.

Risk Management Impacts:

No implications.

Consultation:

There is no requirement for external consultation on this item.

Appendices:

Missed Bin Guidelines

List of Background Papers:

Environment and Highways cabinet Board report of 17th December 2015 Missed Bin.

Officer Contact:

Andrew Lewis, Waste and Neighbourhood Services Manager, Tel:
01639 686021, e-mail: a.lewis@npt.gov.uk

Missed Bin Guidelines

Refuse - If you report a non collection of refuse by phone during office hours or on the internet by midnight of your allocated refuse collection day we will try and to return to collect it by 4.00pm on the next working day. However if we have not returned to collect the refuse by 4.00pm the next working day then all refuse will need to be taken back onto the property and represented on your next refuse collection day which would be in two weeks time. The Council makes 32,000 refuse collections per week and diverting crews to address non collections risks further multiple households being missed.

Recycling - If you report a non collection of recycling by phone during office hours or on the internet by midnight of your allocated day for recycling we will try and to return to collect it by 4.00pm on the next working day. However if we have not returned to collect the refuse by 4.00pm the next working day then all recycling will need to be taken back onto the property and represented on your next refuse recycling day which would be the following week (please also see the note below concerning green waste and plastics collections). The Council makes 64,000 recycling collections per week and diverting crews to address non collections risks further multiple households being missed. Please note that we may send an alternative Council vehicle, other than the normal waste collection vehicle, to collect recycling. Furthermore, these vehicles may also be dealing with missed refuse collections where household have a black bag service. In such cases please be assured that your recycling is separated at our depot and will not be thrown away.

Refuse or Recycling whole street missed collection - If refuse or recycling for a whole street is reported as being missed during office hours or on the internet by midnight on your allocated day of collection we will return and put right the problem by 4.00pm the following day. If on attendance a missed collection is found to have been misreported and applies only to a single household then the waste will be left.

Assisted collections - If we miss an assisted collection which is reported as being missed during office hours or on the internet by midnight on your allocated day of collection we will return and put right the problem by 4.00pm the following day (It is noted the Council reserves the right to periodically review the need for assisted collections).

Hygiene collection - If we miss a hygiene collection which is reported as being missed during office hours or on the internet by midnight on your allocated day of collection we will return and put right the problem by 4.00pm the following day (It is noted the Council reserves the right to periodically review the need for hygiene collections).

Trade waste collections – When our crews attend paying trade customers they phone in to record if bins have not been presented or if access has been prevented etc., e.g. gates locked. If waste was not presented at the time of attendance we will not go back, and the waste will be collected during the next normal collection. Alternatively, if we have missed a trade waste collection which is reported as being missed during office hours or on the internet by midnight on your allocated day of collection we will return and put right the problem. In any case, when we attend trade premises for collection, any side waste in addition to the purchased wheel bin capacity will be charged for at our contract rates.

Recycling that has been stickered as ‘contaminated’ – Recycling which has been stickered as contaminated will be left for the household to address. Such waste should be taken in, sorted and represented on the next normal recycling collection day. Contamination that cannot be recycled should be put in your wheeled bin or black sacks for the next normal refuse collection.

**Streetscene and Engineering Scrutiny Committee
Forward Work Programme 2018/19**

Date of Meeting	Agenda Item	Officer
24 May 2019	Process and policy for missed bin collections (to include data for previous year)	Mike Roberts
	Household Waste Recycling Centre, Lower Cwmtwrch (private item)	Mike Roberts

To be programmed in / information requested

- Ownership of property – Council and Tai Tarian breakdown – In progress, awaiting documentation from Darryl Briggs/Dave Phillips. Once received, circulate to all Members of the Council (as requested by the committee)

To be programmed in for the next civic year

- Japanese Knotweed – Management and Treatment Annual Update (Nicola Pearce) – To be programmed in for June 2019
- Waste Strategy – Update on Recycling Centres (how the new changes have bedded in and opening hours) and impact on waste collection and missed bin collections

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By virtue of paragraph(s) 14 of Part 4 of Schedule 12A
of the Local Government Act 1972.

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