

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Cabinet Board

17 December 2015

Report of the Head of Streetcare

M. Roberts

Matter for Decision

Wards Affected: All

Missed Bin Policy

Purpose of Report

- 1 To seek approval from Members for the adoption of a policy in relation to 'missed' waste collections.

Background

- 2 During any one year the Council undertakes in excess of 1.66 million collections of refuse and 3.32 million collections of recycling; a total of almost **5 million** collections in total from circa 64,000 households in the County Borough, this, however, does not include other collections carried out by the Council for the trade refuse service, the hygiene waste service or the bulk collection service.
- 3 Given the number of waste/recycling collections undertaken each year, it is inevitable that on occasion, some collections may not be made, whether due to vehicle breakdown, crew changes, access issues due to roadworks or parked cars, late presentation of waste, or indeed loader error. Whilst the Council has custom and practice arrangements in place to deal with these occurrences they have never been formally adopted as policy and with the increasing move to online reporting etc. it is intended to include these on the Council's website.
- 4 Further to above, a draft 'Missed Collection' Policy is included as Appendix A, which reflects ongoing custom and practice, for consideration by Members.

Financial Impact

- 5 If the Council response to 'missed' collections was changed away from what is currently custom and practice then the financial and general resource pressure would result.

Equality Impact Assessment

- 6 A Screening Assessment has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010. After completing the assessment it has been determined that this proposal does not require an Equalities Impact Assessment.

Workforce Impact

- 7 None

Legal Impact

- 8 None

Risk Management

- 9 Auditing and monitoring of reported missed collections via telephone/internet or email will continue as present and will be reported as part of the Performance Management Procedures.

Consultation

- 10 See Appendix A – 'Missed Collection Policy'

Recommendation(s)

- 11 The Council adopts the 'Missed Collection' Policy as detailed in Appendix A.

Reason for Proposed Decision(s)

12 To formalise policy in relation to 'missed' waste collection.

Implementation of Decision

13 The decision is proposed for implementation after the three day call in period.

Appendices

14 Missed Collection Policy – Appendix A

Officer Contact

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16 Mike Roberts, Head of Streetcare. Tel: 01639 686966 or e-mail:m.roberts@npt.gov.uk

APPENDIX A

Missed Bin Policy

- **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.

Notes

When you report a missed collection our system will identify if your property is on a 'black bag' or 'wheeled bin' refuse collection. It will also identify which type of recycling service your property is receiving.

Missed green waste and plastics collections – whilst the Council is slowly extending its improved 'Recycle+' service across the County Borough the frequency of green waste and plastics collections varies dependent on the service that your street receives. If you have to take back in either green waste or plastics following a missed collection then these should be presented on the next normal day for these items.

Our contact centre or internet reporting system may be able to advise you of the reason for a missed collection, for example, a delay due to vehicle breakdown or access issue due to emergency road openings by utility companies. Furthermore, as part of its 'missed bin' policy individual reports of missed collections are not treated as complaints. Regular reports will however be treated as complaints and dealt with in accordance with the Council's complaints to which end you are asked to make it clear when contacting the Council if you are experiencing regular problems about which you wish to complain.

The Council's waste vehicles typically have all round CCTV and notwithstanding any complaint being made, regular missed reports may be investigated. Whilst previous investigations has shown, for example, that crew changes have led to properties being missed, they have also shown that another reason has been people calling the Council after presenting their waste late. Another reason has been that bins have been rammed with waste to the extent that despite repeated attempts to empty waste with the vehicle bin lift, the waste has remained lodged either fully or partially in the bin. Due to the potential impact on other residents that can arise from diverting vehicles, anyone not presenting their waste in due time is respectfully requested not to report a missed collection in an attempt to have their waste collected. In cases where waste is found to be rammed into bins to the extent that collection is not possible then the waste will be left