



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Streetscene & Engineering Scrutiny Committee**

**24<sup>th</sup> 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 17<sup>th</sup> 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.

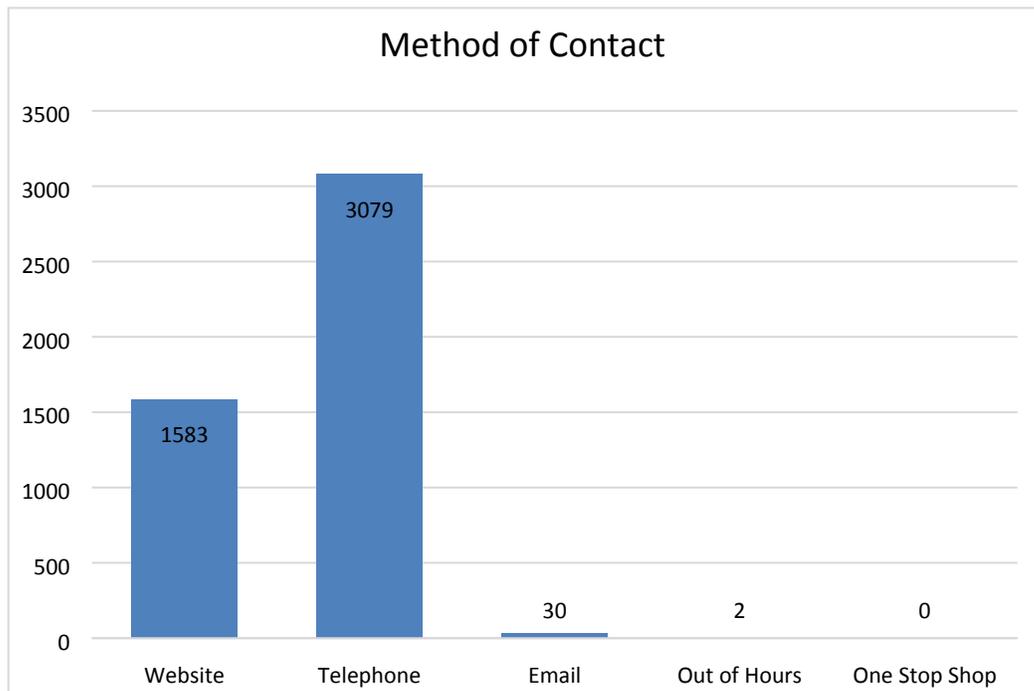
Given the number of collections undertaken every year, it is inevitable that on occasion, some collections may not be made. This may be due to several factors: vehicle breakdown; crew changes; access issues due to roadworks or parked cars; late presentation or loader error.

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:

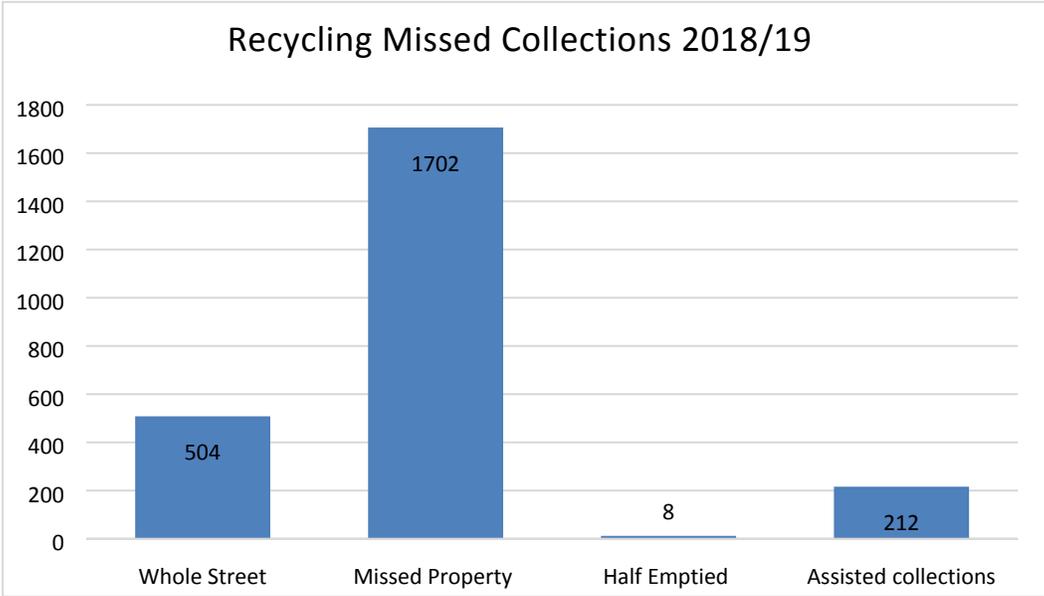
Graph A – Method of contact used for reporting missed collections



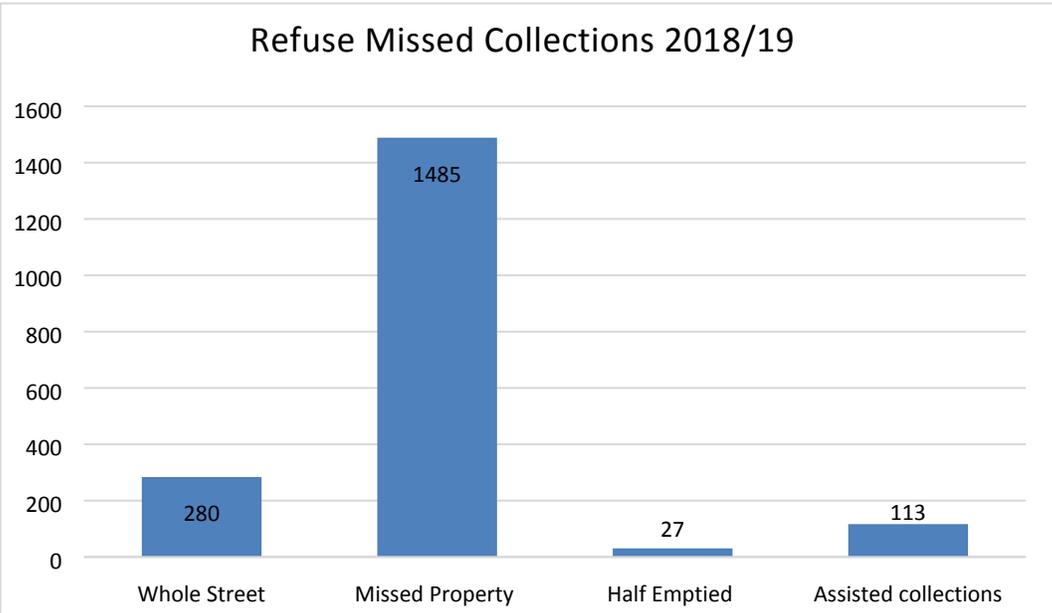
All calls are recorded onto the Council's Service First system and allocated to the relevant section for action. Officers frequently check the system either at their desk via their PC, or via their phone if on site. They then action any required work, update the system and close down the call when completed.

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.

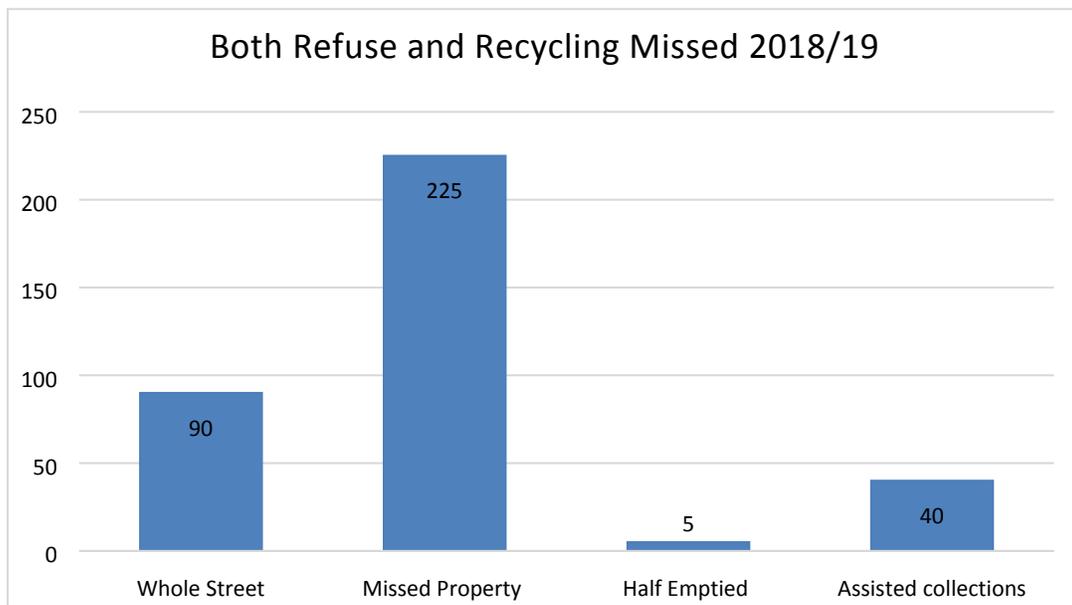
Graph B – Calls for missed recycling



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 17<sup>th</sup> December 2015 Missed Bin.

**Officer Contact:**

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### **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.