

**Round Rescheduling  
(Report by the Operations Manager)**

**1. PURPOSE**

- 1.1 To update members on the round rescheduling for the refuse, recycling and garden waste collection services which will be implemented in February 2013.

**2. BACKGROUND**

- 2.1 The last major rescheduling of the current waste collection rounds was in 2007, albeit smaller scale alteration to the rounds has taken place since that time. The rounds have changed significantly over the past 5 years, with changes to the recycling collections (the addition of glass and a wider range of plastics), changes in tipping points and housing growth. These changes have resulted in the rounds being out of balance on some days / weeks and as a result they are not very efficient. With housing growth increasing and large developments, for example at Loves Farm, St Neots, some crews are now struggling to complete the work on some days and a full review of the services is now necessary.

**3. AIMS OF THE PROJECT**

- 3.1 The aim of the project is to review the current refuse and recycling collection rounds, re-routing where necessary to enable the service to be provided in an efficient and balanced manner.

**4. PROGRESS TO DATE**

- 4.1 Work has been undertaken to survey all the assisted collection customers and households with two grey bins. This has been done to ensure that we have up to date information as part of the project. Meetings have been held with the refuse and recycling crews to obtain a range of information on their current rounds. The information on the existing rounds has been transferred into the round rescheduling software and updated with a range of information including time restrictions around schools, areas where collections can only be undertaken single sided, shared bins.
- 4.2 As part of the rescheduling there needs to be an element built in for future growth, so that the rounds will last a few years with only minor

amendments before a large rescheduling needs to take place again. Housing growth is fairly difficult to predict so known developments which look likely to be developed in the next 2-3 years have been included. However a number of major developments where timescales are uncertain have not and these include Alconbury, Bearcroft Farm and part of the St Neots expansion.

- 4.3 Currently modelling of the new refuse rounds is being undertaken with garden waste and recycling collections still to be done. Early indications are that the process will not save a round, however it has incorporated some of the predicted housing growth. With more efficient rounds it is hoped that there will be fuel savings by having crews working nearer to each other so they can assist each other without having to travel large distances.
- 4.4 Although the green waste and recycling routes have still to be modelled one option that will be considered is alternating refuse and recycling collections rather than green waste as is currently the case. This is to enable the green waste crews to run summer and winter routes due to the seasonal variations. If this option looks feasible then the green waste collections will be routed on the opposite week to the refuse bin to ensure the resident is still able to dispose of their food waste weekly. This will allow us to reduce the number of green waste vehicles in winter to allow for servicing, major repairs and to reduce our agency requirement. This has been trialed successfully with the current rounds and contributed to the fuel savings we have achieved.
- 4.5 As part of the project a number of identified issues are being addressed at the same time or will be done so following implementation. These include properties on bags for historical reasons when actually they could have a wheeled bin collection and also properties collected from private roads or areas. A number have already been dealt with but as each property or area requires individual assessment these are still ongoing and will continue.
- 4.6 The revised rounds will go live on 4 February 2013 with advance publicity to start in early December.
- 4.7 An Equality Impact Assessment has been completed and is available on request and the findings of this have been incorporated into the project.

## **5. COMMUNICATIONS**

- 5.1 A project team made up of officers from a number of divisions across the Council has developed a communications plan for the project. A summary of planned communications is included at Annex A. There are still some options under consideration or being investigated which may be added to the plan if they are viable.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 As part of the Council's budget programme, a saving of £100,000 and one round was identified as part of this project. Early indications are that it will not be possible to reduce by one round due to incorporating the additional housing growth. Whilst a short term saving could be made it would require a new round within a year with a further wholesale change of the rounds once more. This is an expensive exercise, costing in excess of £60k plus it is also very disruptive to residents and therefore it is not considered that this is a feasible option. However, it is hoped by more efficient routing fuel savings will be achieved. Unfortunately until the new rounds are operating the level of saving is difficult to predict.

## **7. RISKS**

- 7.1 The new rounds have been developed using software and local knowledge. Although every effort will be made to test these routes before they go live to identify any issues, with any major change to waste collection services there will always be some initial issues and some minor adjustments will be necessary. The communications group will be putting in place ways to identify any problems quickly and resolve these and ensure communications between different departments is kept up to date so the public are informed as to what is happening.
- 7.2 If some of the major housing developments not included are developed quicker than anticipated then there will be a need to consider a further rescheduling at an earlier date as the current resources would not be able to absorb this level of growth.


## **8. CONCLUSION**

- 8.1 Work on this project is still ongoing and on schedule to be implemented in February 2013. The project will produce more efficient rounds absorbing some property growth and will give the council an opportunity to re-iterate some of the key messages for this service, particularly in relation to what can go in which bin.

## **9. RECOMMENDATION**

- 9.1 Members are recommended to note the report.

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## **Communications Plan**

### **Direct Mail**

Pack to every householder with wheeled bin collection in pre-printed envelope including

- individual letter detailing new days of collection
- bin sticker advising where to get current information about what can go in the bin
- new address labels for bins
- refuse and recycling leaflet

Pack to every householder with sack or shared wheeled bin collection in pre-printed envelope including

- individual letter detailing new days of collection
- refuse and recycling leaflet

Pack to all business customers including

- individual letter detailing new day of collection
- Duty of Care transfer notes and contract for 2013

### **Advertising / Press**

- Agrippa boards on side of 12 refuse vehicles
- Press release
- Green News
- Posters (or general information) - for Parish / Town Council magazines & noticeboards, Customer Service Centres

### **Web / Internet / Phone**

- added to Customer Services email signature
- Call centre message at the end of call
- web site
  - pop-up on go live date on front page
  - advert
  - top task on front page
  - recommended page
  - My Huntingdonshire
  - Web calendar updated
  - Get Involved
  - updated web pages
- information on Shape Your Place
- Facebook / Twitter

- email notification for customers who have used web forms

### **Staff / Members**

- Intranet
- Team New / Team Brief
- Members briefing
- Members pack containing a set of the information sent to customers and frequently asked questions