

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Portfolio Holder, Environmental Services

22nd December 2016

AUTHOR/S: Director, Health & Environmental Services

SINGLE SHARED WASTE SERVICE – BIN ROUND CHANGES COMMUNICATIONS

Purpose

1. To seek the comments of the Portfolio Holder, Environmental Services on the Member briefing and communications plan for the Single Shared Waste Service (SSWS) bin round collection changes in February 2017.
2. This is not a key decision.

Recommendations

3. That the Portfolio Holder for Environmental Services comments on the Member briefing and communications plan to support the bin round collection changes planned for February 2017.

Reasons for Recommendations

4. The proposed bin round redesign will see bin collection day changes for 82% of households across the District. An effective communications and engagement plan will support a smooth change for residents and minimise disruption to services.

Background

5. The SSWS committed to redesign bin collection rounds as a contribution to customer service improvement, re-balancing workloads for staff, and delivering agreed savings and efficiency targets.
6. A draft Member briefing note and communications plan for these changes is attached (Appendix 1). This briefing and communications plan was supported by Cambridge City Councillors in November 2016.

Considerations

7. As a result of detailed and complex work, 320 new bin collection rounds have been designed, crossing the Cambridge City & South Cambridgeshire DC border. The redesign results in bin collection day changes for 82% of South Cambridgeshire households from 27th February 2017.
8. These changes will deliver savings of £150k p.a., split equally between Cambridge City and South Cambridgeshire DC.
9. The round changes coincide with the need for South Cambridgeshire DC to order new bin lorries. This order will be placed in February 2017, with delivery anticipated in October 2017. As a result, each day around 400 South Cambridgeshire households will have a temporary service change until new trucks are delivered.

10. The final details of the new rounds and day changes for each village and Parish will be known around December / January.

Options

11. The Portfolio Holder for Environmental Services is invited to further shape and influence the Member briefing and communications plan.

Implications

12. Financial	The round re-design will contribute £150k towards agreed SSWS savings targets. An effective communications plan will avoid costs arising from putting on extra services to collect missed bins.
Staffing	The round re-design will re-balance workloads for all staff in-line with previous commitments.
Risk Management	Detailed risk treatments will be developed in the final plans.
Equality and Diversity	No implications identified at this time.
Equality Impact Assessment completed	No. Any policy changes arising from the service planning process will be subject to detailed Equality Impact Assessments before the final draft of the service plan is presented for agreement.
Climate Change	There are clear climate change benefits to be delivered from the round re-design, with an estimated reduction of 20,000 miles in the distance travelled by bin trucks each year, with associated reductions in emissions, fuel consumption and costs.

Consultations

13. The proposed round changes have undergone consultation with waste truck drivers to ensure they are deliverable.

Effect on Strategic Aims

Aim D – An Innovative & Dynamic Organisation

14. This briefing note contributes to the process to deliver the Single, Shared Waste Service.

Background Papers: None.

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Appendix 1



Single Shared Waste Service Member Briefing Note Domestic bin collection day changes in February 2017

Background

Our Shared Waste Service, which operates domestic bin collections in the City and South Cambridgeshire, has been operating from the new Waterbeach depot for a year. During this time domestic bin collection rounds have remained the same while a major project to plan changes has been underway. These changes are essential to deliver the savings we can achieve by working as one service.

As well as working across the District / City boundary more efficiently, changing the rounds also takes account of the new depot location and allows us to account for known future housing developments. The work is complex as each authority has its own policy requirements relating to what is collected, how and with what frequency, as well as differences in terms of use of extra bins, collecting side waste etc. Unless agreed otherwise these are all accounted for in the new rounds.

The final designs of the rounds are based on three things: our previous experiences and lessons learned, specialist computer modelling designed specifically to design and optimise waste collection services, and feedback from supervisors, drivers and loaders on what we are proposing.

The new collection rounds

In total, 320 entirely new collection rounds have been designed across the three waste streams (residual waste, organic and recycling). The changes proposed represent the most significant restructure and change to all City and South Cambridgeshire domestic collection rounds in 42 years, impacting 120,000 properties and 300,000 residents.

Most residents will have a change in their bin day. Bins will always be collected on the same day each week in each street (for example, Tuesday Week 1 Black and Tuesday Week 2 Blue and Green). Overall the collection pattern changed to a clockwise rotation around the city, starting in the South East of the City and Eastern area of South Cambridgeshire on a Monday. These changes bring clearer collection zones in the City and avoid Friday peak traffic flows in the south of area.

The benefits

Each round is optimised for the daily working time and vehicle capacity. Importantly for crews, the rounds are designed to achieve balanced workloads between all 32 crews on

each day. This will eliminate long days for crews, so improving job satisfaction and reducing overtime costs.

These changes are expected to deliver direct savings of up to £150k in the first year (reduced staff costs) and to reduce the need for investment to deal with new growth by up to £100k (all costs are across the 2 authorities).

Each round is sequenced for the shortest driving route so savings in fuel costs and maintenance costs, and reduced CO² and particulate emissions will be achieved. It is estimated a 20,000 mile reduction will be achieved in the first year.

Temporary Service Changes to separate paper collections

The re-design of the new rounds coincides with the need to order new bin lorries for both Cambridge City and South Cambridgeshire. The order for the new trucks will be placed in February 2017 with an expected delivery in October 2017. As a result, for around 400 South Cambridgeshire households work is continuing to understand if it will be cost and environmentally effective to run an extra truck to continue the current separate paper collection service before new trucks arrive. Members will be updated on final plans.

Implications and Communication Plans for delivery:

The new rounds will start on 27th February. The new days will be finalised in December and January. Depending on where a resident lives, there will be a variable numbers of days between the old and new collections. The longest gaps have been identified and options to fill in with extra collections are being planned in detail. An extensive communications and engagement plan is drafted based on previous projects. General awareness communication starts now, and activity ramps up after Christmas.

Communications item	Timing
South Cambs only: A5 4-page leaflet about changes, including generic calendar covering all villages. Delivered to all households.	Delivery 1- 10 February
City only: A4 2-page letter and specific calendar. Delivered to all households (except flats)	Delivery 6 – 10 February
South Cambs only: A2 signs at main entry points of villages – ‘new bin day from 27 Feb’ etc	To be put up 7 – 24 February
A4 Posters – to be used at community centres, noticeboards, council offices, new developments	Display from January
Banners – standalone printed cardboard banners to be displayed at council receptions	Display from end of January
Facebook posts, some boosted	Mid February
Twitter posts	Mid February
Webpages about the changes	Live now on both council sites with basic information – will be added to.
Updated bin collection dates webpages	By end of January
Parish magazine articles	Short generic article already supplied, further article to be supplied when final data available, detailing actual changes for villages.
Cambridge community newsletters	November. We will use these where possible although some deadlines fall before final day changes will be confirmed.

Council magazine articles	SCambs mag delivery 22 Nov - 11 Dec, Cambridge Matters 25 Nov - 9 Dec
Posts on parish/community facebook pages and twitter feeds	February
Phone line messages	From 16 January
Service announcement	Mid January
Press releases	Mid January and mid February
Radio interviews	Mid January and mid February

We welcome feedback from Members as to how you would like to be involved and informed.

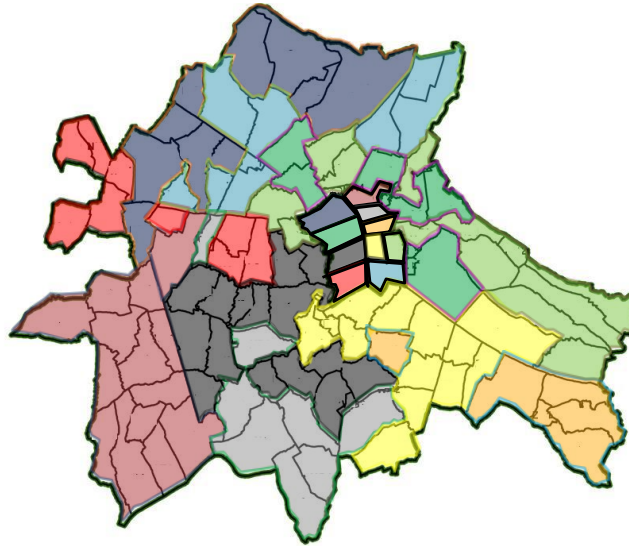
Future plans

National funding and WRAP support is delivering a regional project to propose “optimised” collection services. This will inform more detailed modelling and steer the specification of new bin trucks with a 7 year life, to be delivered in October 2017. Next year is also a period of investment across the 3C ICT group which will see procurement and operational use of consistent data storage and modelling software which will enable more adaptive changes to rounds to be made – whether in response to growth or policy changes, or feedback from our crews.

Jane Hunt, Interim Head of Single Shared Waste Service

Current Collection Days for South Cambs and City

- Monday Week 1
- Monday Week 2
- Tuesday Week 1
- Tuesday Week 2
- Wednesday Week 1
- Wednesday Week 2
- Thursday Week 1
- Thursday Week 2
- Friday Week 1
- Friday Week 2



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New Combined Collection Days and % properties unchanged

- Monday – 39% unchanged
- Tuesday – 6% unchanged
- Wednesday – 1% unchanged
- Thursday – 30% unchanged
- Friday – 12% unchanged

