

URN: 21-123

Report to: Environment Committee – 29 September 2021

Subject: Household Waste & Recycling Collection - Round Review Update

Report by: Chris Silverwood, Director of Operational Services

RECOMMENDATIONS

That the Environment Committee:

- a) **Notes the update contained in this report**
- b) **Approves the implementation of the round review as set out in para 3**

1. INTRODUCTION

- 1.1 On 28 July 2021, a 'Household Waste & Recycling Collection Round Review' was approved by the Environment Committee. The project aims to re-design the alternate weekly domestic waste & recycling collection rounds across the borough due to the current daily routes being imbalanced across the geographic area.
- 1.2 GYBS Ltd, the council's joint venture company with Norse Commercial Services, proposed a 3-Phased approach to this round review. Phase One being to rationalise, re-calculate and re-set each of the existing collection vehicle routes. Phase Two to look at hard-to-access properties and Phase Three may involve looking again at how collection services are carried out in light of any revised government direction on household recycling services.
- 1.3 Phase 1 redesigns collection routes ensuring built-in capacity for growth in housing numbers informed by the Local Plan. Subject to government direction of the future of how household waste and recycling is collected, Phases 2 & 3 may then be required to look at the type of collection vehicles and what is collected from each household.

2. PROJECT UPDATE

- 2.1 The project team was put together which is made up of officers from GYBC & GYBS also an external Project Manager was recruited to oversee the project. The project was anticipated to take four months to complete and is on schedule.
- 2.2 The first project inception meeting was on the 5 August to commence the project, to agree the scope, timeline, processes, systems, risks and the principles of project management.

- 2.3 The scope of the round review included all domestic waste collections undertaken in the borough from houses, flats, and hard-to-reach properties. In order to future proof the changes, route modelling will be informed by 2 years' worth of approved housing growth figures to avoid the rounds becoming immediately obsolete due to further housing growth.
- 2.4 GYBS Ltd appointed the specialist advisors Integrated Skills Limited (ISL) to undertake the data analysis of routes and number of properties by way of its 'RouteSmart' technology system. This route optimisation software package is used by a number of local authorities to reorganise the collection routes. RouteSmart required a significant amount of property location data in preparation for route modelling. The first batch of data was provided in July and included Local Land and Property Gazetteer (LLPG) address information for every one of the 48,200 houses in the borough on wheeled bins, the 700 flats, 400 sack collections and 400 hard-to-reach properties including 2 years of approved growth.
- 2.5 A number of associated actions were also completed including preparation of a communication plan to explain to ward members and residents the changes to their respective waste and recycling collections days/times and weeks.
- 2.6 In early September draft routes were tested with the crews to ensure the new routes were fit for purpose and took onboard any local quirks of collection and access to homes. Thereafter the new routes were finalised and are now ready for implementation subject to committee approval of the changes proposed.

3. PROPOSED CHANGES

- 3.1. The number of rounds and routes before the route modelling exercise started is illustrated in table 1 below. Currently there are 8 collection rounds covering 40 daily routes per week which require 2 support crews to help out daily Monday to Friday.
- 3.2. RouteSmart routes are currently in draft form, final results are likely to change based on operational feedback and route refinement

Table 1

Rounds	Properties per week	Routes per week	Residual Mileage per week	Residual Tips per week
1.	3,036	5	344	10
2.	6,835	5	334	16
3.	6,507	5	238	16
4.	5,301	5	281	13
5.	5,776	5	155	14
6.	5,819	5	317	14
7.	8,074	5	193	19
8.	5,791	5	242	15
Support 1				
Support 2				
Total	47,139	40	2,104	117

- 3.3. The number of rounds and routes after the route modelling exercise are illustrated in table 2 below. The 9 proposed new collection rounds cover 45 daily routes per week Monday to Friday no support crew help is required. The new routes have also got 2 years of growth built in.

Table 2

Rounds	Properties per week	Routes per week	Residual Mileage per week	Residual Tips per week
1.	4,553	5	233	12
2.	5,325	5	179	12
3.	5,521	5	173	13
4.	5,492	5	163	13
5.	5,356	5	214	12
6.	5,109	5	229	13
7.	5,270	5	214	14
8.	5,615	5	196	14
9.	5663	5	182	14
Total	47,904	45	1,783	117

- 3.4. The scale of the changes covers the whole of the Borough, however there are some wards with no collection day or day/week changes, please refer to **Appendix A** for the full list of ward changes.
- 3.5. The headline data in table 3 below shows the impact of the newly modelled proposed collection rounds. Mileage Reduction for residual based on 5mpg this is based on the core crew of 8 with RouteSmart optimised sequence as no support crew route mileage is currently available

Table 3

	Mileage reduction	Fuel reduction (Litres @5mpg)	CO² reduction (kg)	Housing growth
Weekly Residual	321	292	782	2 years
Annual Residual	16,692	15,177	40,673	2 years

4. COMMUNICATIONS PLAN

- 4.1. A Communications Plan includes key messages for all service users, residents and ward members together with multiple channels to communicate the change to each household and the wider local area i.e. Parish Councils.
- 4.2. Internal communications; GYBS and GYBC staff, Trade Unions, an all-member briefing and drop-in sessions for individual ward members. External communications; resident letter

(Appendix B) and reminder leaflet with new collection day calendar, structured social media posts and online website information, posters for local noticeboards and a media release.

- 4.3. For all enquiries IT are ready to create a Hunt group on 01493 742190 & gybwastequeries@ncsgrp.co.uk. This will be live for a 6-week period.
- 4.4. During the months of September and October the changes to the routes and collection days need to be clearly communicated with residents which will include the following:

Communication Channel	Activity	Deadline
Resident letter	Letter sent to print	6 October
	Landing	11 October
Bin Tag	Sent to print	20 September
	Distributed	W/C 4 October
Social Media	Messaging composed and dates scheduled	1 October
	Posts	W/C 11 October
Press Release	Press release	11 October
	Release	W/C 11 October
Website	IT to set up look up	TBC
	FAQ's	11 October
	Go live	18 October

- 4.5. The design and scope of each new route will be set out for ward members so they are able to help explain and communicate the changes to residents and community leaders locally. Every household will receive an update on their waste and recycling collection services even if there is no change to their day or week of collection. Other key messages such as promoting the garden waste service, and reminders about how and what to place in households' recycling bin will also be incorporated in order to help reduce recycling contamination levels with unwanted non-recyclable or unrinsed materials.

5. LEGAL IMPLICATIONS

- 5.1 As a Waste Collection Authority, the council has a duty to collect household waste & recycling under the Environmental Protection Act (EPA) 1990 Section 45 with the definition of household waste being defined in section 75(5) of the EPA 1990 and the Controlled Waste (England and Wales) Regulations 2012 (SI 2012/811), as amended.
- 5.2 Section 46 of the EPA allows local authorities to specify the type of receptacle household waste & recycling should be presented in for collection by its contractor. For the purposes of these statutory obligations, GYB Services Ltd provides the collection services prescribed by the borough council under this duty.

6. FINANCIAL IMPLICATIONS

- 6.1 As a reminder GYB Services Ltd has estimated the total cost of undertaking this round review project as £31,000, currently the project is financially on track.

7. CONCLUSION

- 7.1 The route optimisation project will deliver a range of benefits including more efficient waste & recycling collection routes, balanced and up to date waste collection rounds, a reduction in

fuel use and waste miles, a reduction in agency staff spend and built-in growth for future housing developments.

Appendix A – changes by Ward

Appendix B – Resident letter

Area for consideration	Comment
Monitoring Officer Consultation:	Yes
Section 151 Officer Consultation:	Yes
Existing Council Policies:	Corporate Plan and Annual Action Plan 2020/21
Financial Implications:	As set out in the report
Legal Implications (including human rights):	As set out in the report
Risk Implications:	Yes – risk log will be prepared as part of project governance
Equality Issues/EQIA assessment:	N/a
Crime & Disorder:	N/a
Every Child Matters:	N/a

Appendix A

Ward	Property count	No Change	Day change only	Week change only	Day & week change	% of change
Bradwell North	2,932	1,105	1,346	468	0	62%
Bradwell South and Hopton	4,072	268	1,806	11	1,636	93%
Caister North	2,200	6	2,192	0	0	100%
Caister South	2,337	1,273	1,058	0	1	46%
Central and Northgate	4,216	1,426	2,497	23	211	66%
Claydon	3,485	1,580	1,501	61	321	55%
East Flegg	3,635	1,833	1,787	0	0	50%
Fleggburgh	1,279	195	1,066	0	0	85%
Gorleston	2,510	618	2	964	921	75%
Lothingland	2,289	541	1,733	0	4	76%
Magdalen	3,167	874	1,679	293	320	72%
Nelson	3,882	0	361	2	3,417	100%
Ormesby	2,490	969	1,511	0	0	61%
Southtown and Cobholm	2,479	1,228	1,229	22	0	50%
St Andrews	2,343	888	1,195	41	208	62%
West Flegg	2,609	1,807	663	0	0	31%
Yarmouth North	1,981	1,221	760	0	0	38%
Total	47,906	15,832	22,386	1,885	7,039	67%



A joint Venture with
Great Yarmouth Borough Council

GYB Services Ltd
101 Churchill Road
Great Yarmouth
Norfolk
NR30 4JJ

Telephone: 01493 742200
Fax: 01493 857925
Email: gybs.group@ncsgrp.co.uk
Web Site: www.gyboroughservices.co.uk

Date

Dear Resident,

Address1
Address 2
Address3
Postcode

UPRN: Insert UPRN

We are changing bin collection days in October 2021

You may already be aware from the tag placed on your bin after your last collection that we are making changes to our waste and recycling collection rounds.

1. Why are we changing our collection rounds?

- To make sure each vehicle's collection route can cope with the number of households in each area.
- Over time, additional properties requiring a collection are added. It is now timely to ensure collection routes are fit for purpose and flexible enough to absorb any new houses that may be built in the future.

2. What does that mean for my waste and recycling collections?

We will continue to empty your black bin on week one and your green bin on week two. This alternate weekly collection frequency will not change.

However, your household's bin collection day may change. The time of collection may also be different. Which bin is emptied on which week may also change. These changes will only happen during the changeover fortnight (of week one and week two) and then will remain your new collection day/week going forward.

3. When will your collection day change?

- The changes for both the black bin (mixed waste) and green bin (mixed recyclables) collection days will take effect from the week commencing **18th October 2021**.

4. Which days will be my new collection days?

- Your black bin for mixed waste will be collected on: **Insert Next Waste Collection Date**
- Your green bin for clean recyclable materials will be collected on: **Insert Next Recycling Collection Date:**

5. Other important information

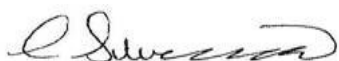
- Please ensure your bin (green or black) is put out by **6.30am** on your notified collection day as we will be unable to return for missed bins.
- If you pay for a garden waste brown bin collection, those schedules will not change.

If your waste collection is delayed by these changes, we will collect additional one-off black sacks tied-up & placed out beside your bin on the first new black bin collection day. We will collect additional recycling as always but please ensure any glass is contained within the bin and additional recycling is placed in a box beside the bin.

To keep updated regarding refuse collections in your area and for information about recycling please visit www.great-yarmouth.gov.uk/rubbish-and-recycling

- Seu dia de coleta de lixo está mudando. Para ver a versão em português desta carta, visite: www.great-yarmouth.gov.uk/rubbish-and-recycling
- Ваш день вывоза мусора меняется. Чтобы просмотреть русскую версию этого письма, посетите: www.great-yarmouth.gov.uk/rubbish-and-recycling
- Денят ви за събиране на кошчета се променя. За да видите българската версия на това писмо, моля, посетете: www.great-yarmouth.gov.uk/rubbish-and-recycling
- Jūsų šiukšliadėžės surinkimo diena keičiasi. Norėdami peržiūrėti šio laiško versiją bulgarų kalba, apsilankykite: www.great-yarmouth.gov.uk/rubbish-and-recycling
- Jūsu atkritumu savākšanas diena mainās. Lai apskatītu šīs vēstules versiju bulgāru valodā, lūdzu, apmeklējiet: www.great-yarmouth.gov.uk/rubbish-and-recycling

Yours faithfully



Chris Silverwood
Director of Operational Services