



Summons to Meeting

Thursday 20 January 2022

Allerdale Waste Services Shareholder Committee

Friday 28 January 2022, 2.30 pm

Council Chamber, Allerdale House, Workington

Membership:

Councillor Mike Johnson (Chair)
Councillor Marion Fitzgerald

Councillor Jim Lister

Members of the public are welcome to attend the meeting. If you have any questions or queries contact Democratic Services on 01900 702502.

Agenda

1. Minutes (Pages 3 - 6)

To sign as a correct record the minutes of the meeting held on 23 August and 7 October 2021.

2. Apologies for Absence

3. Declaration of interests

Councillors/Staff to give notice of any disclosable pecuniary interest, other registrable interest or any other interest and the nature of that interest relating to any item on the agenda, in accordance with the adopted Code of Conduct.

4. Service Delivery Plan - Quarterly Report July - September 2021 (Pages 7 - 12)

5. Service Delivery Plan - Quarterly Report October - December 2021 (Pages 13 - 18)



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The Chairman will move:-

“That under Section 100A 4 of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in paragraph 3 of part 1 of Schedule 12 (a) of the Act.”

6. Business Plan and Annual Service Charge 2022/23 (Pages 19 - 120)



Chief Executive

Agenda Item 1

At a meeting of the Allerdale Waste Services Shareholder Committee held in Council Chamber, Allerdale House on Monday 23 August 2021 at 3.00 pm

Members

Councillor Mike Johnson (Chair)
Councillor Marion Fitzgerald

Councillor Jim Lister

Staff Present

B Carlin, G Harrison, L Jardine, C Nicholson and A Seekings

Also Present

J Fisher and C Holmes (Director of Allerdale Waste Services)

141. Minutes

The minutes of the meeting held on 25 May 2021 were agreed as a correct record.

142. Declaration of interests

None declared.

143. Service Delivery Plan, Financial Update and Health and Safety Report

The Managing Director/Operations Manager of Allerdale Waste Services presented to the Committee a quarterly progress report of the company for the period April to June 2021.

The Committee noted a comparison of the amount of tonnage of waste and recycling that was collected against the same quarter in the previous year and the number of missed containers during that period.

The report also highlighted the main health and safety activities that had been undertaken.

Members asked questions in relation to taxi testing, missed container collections and recycling opportunities .

Debate ensued in relation to staff absence; officers advised that Covid 19 was a major contributing factor but that six staff were also on long term sickness absence. Members discussed the financial costs of sickness absence, which are increased by the additional weekend working hours required to cover missed scheduled collections.

Resolved

That the quarterly progress report be noted.

144. Stakeholder Management and Community Engagement (Local Government Reorganisation)

The Operations Manager (Waste) provided an update to members, advising that formal negotiations with Copeland Borough Council and Carlisle City Council had begun.

Members were provided with the Cumbria Strategic Waste Partnership (CSWP) Baseline Position Statement. Hani Cox (CSWP) was in attendance at the meeting, advising that the partnership is meeting fortnightly and current key topics are household collection and disposal and whether they can become one service. The CSWP are looking at data and best practice from all Cumbrian Councils to understand the opportunities available to shape the new service(s).

Members acknowledged that Local Government Reorganisation will provide opportunities to improve collections in both the West and East of the County.

Members asked questions of both CSWP and AWS officers in relation to potential new collection options.

Resolved

That the update be noted.

145. Core Business Development Opportunities (Waste & Recycling)

The Managing Director of Allerdale Waste Services provided an update to members, including the delivery of containers, MOT/Taxi Testing, Bulky Collections and Trade Waste.

Members were advised that the demand for bulky collection is outstripping supply and they have reallocated resources to create additional capacity. AWS are also exploring opportunities to increase the number of trade waste customers and will report to members at future meetings.

Resolved

That the update be noted.

146. Non-Core Business Development Opportunities

The Managing Director of AWS explained that they are looking at several non-core opportunities including Facilities Management, Fleet Management, Grounds Maintenance and Building Cleaning.

A site visit has been arranged to East Cheshire Council, who also operate a Local Authority Trading Company (LATCO) to understand and explore further opportunities.

Resolved

That the update be noted.

The meeting closed at 3.55 pm

At a meeting of the Allerdale Waste Services Shareholder Committee held in Allerdale House, Workington on Thursday 7 October 2021 at 1.00 pm

Members

Councillor Mike Johnson (Chair)
Councillor Marion Fitzgerald

Councillor Jim Lister

Staff Present

B Carlin, A Gilbert, G Harrison and G Roach

Also Present

J Fisher and C Holmes (Director of Allerdale Waste Services)

208. Declaration of interests

None declared.

209. Waste and Recycling Collection Round Design Options

The Operations Manager, Allerdale Waste Team presented a report to members which outlined the options available for the future waste and recycling collection round designs.

Four options were proposed and each was explored fully along with the potential estimated associated annual costs, indicative potential savings and a projected timeline for implementation.

Councillor M Fitzgerald moved that the Council proceed with design Option 1 to be further developed for consideration prior to implementation.
This was seconded by Councillor J Lister.

A vote was taken, the motion was unanimously agreed.

Resolved

That the Council proceed with design Option 1 – Domestic weekly collections with trade combined on different collection days - to be further developed for consideration prior to implementation.

210. Audited Accounts

The Managing Director of Allerdale Waste Services presented to the Committee the audited accounts of the company for the period ending 31 March 2021.

The report had been approved by the Board of Directors on 9 July 2021.

The audited opinion was, the financial statements:

- Gave a true and fair view of the state of the company's affairs as at 31 March 2021 and of its profit for the period then ended;
- Had been properly prepared in accordance with IFRSs as adopted by the United Kingdom; and
- Had been prepared in accordance with the requirements of the Companies Act 2006.

From the statements the Committee asked questions on administrative expenses, fuel price increases, agency costs, uniforms and protective clothing, insurance, salaries, rates and water rates and Allerdale support costs.

Resolved

That the audited accounts for the period ending 31 March 2021 be noted.

The meeting closed at 1.30 pm

Allerdale Borough Council

Allerdale Waste Services Shareholder Committee - 28 January 2022

Service Delivery Plan Quarterly Report July – Sept 2021

Portfolio holder	Councillor Jim Lister Portfolio Holder for Environmental Services
Report from	Joanne Fisher, Operations Manager
Wards affected	All Wards
Is this a key decision	No

1.0 The reason for the decision

- 1.1 This report provides an update on the progress of Waste and Recycling Services undertaken in the 2nd Quarter of 2021/22.

2.0 Recommendations

- 2.1 It is recommended that the Shareholder Committee note the report.

3.0 Background and Introduction

- 3.1 The Shareholder Committee was appointed to promote good governance and to demonstrate a clear separation between the Council's role as the Municipal Authority and the Council's role as shareholder of Allerdale Waste Services "the Company".
- 3.2 This Committee of the Executive fulfils the Council's role as sole shareholder in the Company. The Shareholder Committee meets quarterly and operates under the governance of the Shareholder Agreement and the associated reserved matters.
- 3.3 The Company operates under the governance of the Articles of Association, and the Company Board meets quarterly to review the progress and performance of the business and make decisions and other associated matters, not included within the reserved matters of the Shareholder Agreement.

3.4 The Shareholder Committee met on 23 August 2021 to review the first quarters' performance of 2021/22. This report provides an update of progress for the 2nd quarter of 2021/22.

4.0 Allerdale Waste Services – Progress Update

4.1 In this 2nd quarter the Company has collected from 1,334,908 containers presented. The total amount of waste and recycling collected is 13,063 tonnes. This includes both domestic and commercial waste and recycling collected. This compares to 12,759 tonnes collected in the same period as last year, as outlined in Table 1 below:

Table 1.

Waste and Recycling Collected (tonnes)	Q2 2020/21	Q2 2021/22	Percentage Increase/ (Decrease)
Refuse	7,247.92	7,529.56	3.9%
Commingled	1,344.08	1,443.22	7.4%
Paper & Card	964.92	1,174.98	21.8%
Garden Waste	3,136.56	2,851.3	(10%)
Bulky Waste	65.9	62.24	(2.6%)
Total	12,759.38	13,063.30	2.4%

4.2 This 2nd quarter of comparative data shows a continuation of the trend reported in Quarter 1, i.e., an overall increase in Refuse, Commingled and Paper & Card streams, compared to the same quarter last year. This is likely to be due to the continuation of more people working from home through the pandemic and people receiving more home deliveries and the corresponding increase in paper and card tonnages. The comparative reduction in garden waste collected is due to the suspension of garden waste collections due to the workforce being affected by COVID-19/ other sickness absence, as well and a difficulty in recruiting HGV Drivers during this period.

4.3 In the 2nd quarter, the number of missed containers reported was 925 of the 1,334,908 containers presented. This represents a collection rate of 99.930% for this quarter. The collection rate represents a missed rate average of 70 containers per 100,000 collected which is within the Performance Management Framework target of 80 containers per 100,000. The performance in this quarter is an improvement on the same period last year when 1,117 containers were missed, and an average of 86 containers per 100,000 was recorded.

4.4 Containers that are reported as missed, receive an alternative collection within 48 hours of the end of the day of receipt of notification. For this 2nd quarter, there were just 10 containers that were not collected within this 48-hour period. All indicators show an increase in performance comparative to the same quarter in the previous year. The comparative performance with Quarter 2 last year is outlined in Table 2 below:

Table 2.

	Quarter 2 20/21	Quarter 2 21/22	Percentage Increase/ (decrease)
Containers Presented	1,373,232	1,334,908	(2.9%)
Containers Missed	1,117	980	(14%)
Containers Missed per 100,000	86	70	(22.9%)
Missed Containers not collected after 48 hours	31	10	(68%)
Collection Rate %	99.905	99.930	0.025%

4.5 The work in delivering both the private hire and hackney carriage taxi test and container delivery contracts are both performing well, as reported through the Partnering Board.

5.0 Staffing Profile and Absence Report

5.1 The Staffing Profile and Absence report up to the end of October 2021 is attached at Appendix 1 and provides details of the staffing profile in relation to short-term and long-term sickness absence and includes other recorded measures including the use of agency staffing. The table provided a comparison between the months of September 2021 and October 2021. The company will continue to report on these areas through the Partnering Board and future Shareholder Committee meetings.

6.0 Health and Safety impacts

6.1 There has been 1 minor motor vehicle accident and 3 non-reportable accidents in the quarter. There were no reportable accidents. There were 16 near-misses reported. The discipline of carrying out regular gate inspections, crew engagements, office, yard and workshop inspections continues to under-pin the importance of delivering a safe-working environment.

6.2 The COVID-19 pandemic continued to provide challenges to the service in the first 6 weeks of the 2nd quarter leading to 22 members staff needing to self-isolate due to contraction of the virus of through close contact identified by the government's track and trace app. The change in government policy from 16th August has helped greatly, as now people who are double vaccinated no-longer need to self-isolate, if they have come into close contact with someone who has tested positive.

7.0 Performance Management and Service Rating

7.1 The performance of the contract is monitored through the Performance Management Framework reports provided to the Partnering Board. This provides an overall contract management score which is cumulative throughout the contract year. The service rating achieved in this in this quarter is "Good Service".

8.0 Conclusion

8.1 This quarter has seen overall operational improvement comparative to the same period last year. The priority over the remainder of the year is to continue to improve the performance delivered, whilst working with the Council to implement the re-routing and re-rounding of the service.

Appendices attached to this report

Appendix number	Title of appendix
1.	Staffing Absence and Profile Report

Background documents available

Name of background document	Where it is available
N/A	N/A

Report author and contact officer:

Charles Holmes

Managing Director – Allerdale Waste Services

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APPENDIX 1		
Allerdale Waste Services Limited		
Monthly Absence / Sickness		
Period	Sept	Oct
Headcount	83	81
Total of working days	2075	1701
Sickness Rate	6.50%	3.90%
Number of long term sick (28 days or more):	7	2
Number of short term sick (less than 28 days):	9	11
Total number of staff with zero sickness absence:	67	69
Total days lost to sickness absence:	135	67
Total days lost to short term:	36	25
Total days lost to long term:	99	42
COVID 19 Absence (staff)	4	1
Covid 19 Absence (days)	21	7
Staff marked as absent:	8	1
Days lost to absence / no show:	12	1
Staff absent due to suspension:	1	0
Days lost to suspension:	18	0
Staff absent due to compassionate leave:	1	0
Days lost to compassionate:	5	0
Staff absent due to parental leave:	1	4
Days lost to parental leave:	1	5.5
Staff absence due to paternity leave:	0	2
Days lost to paternity:	0	10
Staff Profile		
No. Employees	83	81
No. Agency Staff	19	19
% Agency staff	23	23.5
New Starters - HGV Driver	1	0
New Starters - Waste Ops	1	0
News Starters - Other	0	0
Number or leavers:-	2	2
Resignation	1	1
Dismissal - Misconduct	0	1
Dismissal - Medical Capability	1	0

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Allerdale Borough Council

Allerdale Waste Services Shareholder Committee - 28 January 2022

Service Delivery Plan Quarterly Report Oct – Dec 2021

Portfolio holder	Councillor Jim Lister Portfolio Holder for Environmental Services
Report from	Joanne Fisher, Operations Manager
Wards affected	All Wards
Is this a key decision	No

1.0 The reason for the decision

- 1.1 This report provides an update on the progress of Waste and Recycling Services undertaken in the 3rd Quarter of 2021/22.

2.0 Recommendations

- 2.1 It is recommended that the Shareholder Committee note the report.

3.0 Background and Introduction

- 3.1 The Shareholder Committee was appointed to promote good governance and to demonstrate a clear separation between the Council's role as the Municipal Authority and the Council's role as shareholder of Allerdale Waste Services "the Company".
- 3.2 This Committee of the Executive fulfils the Council's role as sole shareholder in the Company. The Shareholder Committee meets quarterly and operates under the governance of the Shareholder Agreement and the associated reserved matters.
- 3.3 The Company operates under the governance of the Articles of Association, and the Company Board meets quarterly to review the progress and performance of the business and make decisions and other associated matters, not included within the reserved matters of the Shareholder Agreement.

3.4 The Shareholder Committee met on 23 August 2021 to review the 1st quarters' performance of 2021/22 and again at this meeting on 28 January 2022 to review the 2nd quarters' performance. This report provides an update of progress for the 3rd quarter of 2021/22.

4.0 Allerdale Waste Services – Progress Update

4.1 In this 3rd quarter the Company has collected from 1,281,166 containers presented. The total amount of waste and recycling collected is 10,294 tonnes. This includes both domestic and commercial waste and recycling collected. This compares to 8,374 tonnes collected in the same period as last year, as outlined in Table 1 below:

Table 1.

Waste and Recycling Collected (tonnes)	Q3 2020/21	Q3 2021/22	Percentage Increase (Decrease)
Refuse	5502.06	6773.02	23.10%
Commingled	980.92	1213.24	23.68%
Paper & Card	795.8	986.54	23.97%
Garden Waste	1045.56	1277.04	22.14%
Bulky Waste	49.76	44.60	(11.57%)
Total	8374.10	10294.44	22.93%

4.2 This 3rd quarter of comparative data available, shows a continuation of the trend reported in Quarters 1 & 2, an overall increase in Refuse, Commingled and Paper & Card streams compared to the same quarter last year. The increase in refuse is considerably greater this quarter (just 3.9% increase last quarter) as is commingled (just 7.4% increase last quarter). The paper and card increase is consistent with the 21.8% increase last quarter which can be attributed to a continued greater reliance on home-deliveries. The increase in garden waste collected is due to the suspension of collections in the previous quarter (July-Sept 2021) which were then presented for collection in this quarter (Oct-Dec 2021).

4.3 In the 3rd quarter, the number of missed containers reported was 834 of the 1,281,166 containers presented. This represents a collection rate of 99.930% for this quarter. The collection rate represents a missed rate average of 65 containers per 100,000 collected which is within the Performance Management Framework target of 80 containers per 100,000. The performance in this quarter is an improvement on the same period last year when 1,053 containers were missed, and an average of 77 containers per 100,000 was recorded.

- 4.4 Containers that are reported as missed, receive an alternative collection within 48 hours of the end of the day of receipt of notification. For this 3rd quarter, there were 11 containers that were not collected within this 48-hour period. All indicators show an increase in performance comparative to the same quarter in the previous year. The comparative performance with quarter 3 last year is outlined in Table 2 below:

Table 2.

	Quarter 3 20/21	Quarter 3 21/22	Percentage Increase/ (decrease)
Containers Presented	1,357,145	1,281,166	(5.6%)
Containers Missed	1,053	834	(21%)
Containers Missed per 100,000	77	70	(9%)
Missed Containers not collected after 48 hours	25	11	(56%)
Collection Rate %	99.923	99.935	0.012%

- 4.5 The work in delivering both the private hire and hackney carriage taxi test and container delivery contracts are continuing to perform well, as reported through the Partnering Board meetings.

5.0 Staffing Profile and Absence Report

- 5.1 The Staffing Profile and Absence report up to the end of December 2021 is attached at Appendix 1 and provides details of the staffing profile in relation to short-term and long-term sickness absence and includes other recorded measures including the use of agency staffing. The table provided a comparison between the months of September 2021 and December 2021. The company will continue to report on these areas through the Partnering Board and future Shareholder Committee meetings.

6.0 Health and Safety impacts

- 6.1 There have been 4 minor motor vehicle accidents and 0 non-reportable accidents in the quarter. There were no reportable accidents. There were 23 near misses reported. The discipline of carrying out regular gate inspections, crew engagements, office, yard and workshop inspections continues to under-pin the importance of delivering a safe-working environment. The year to date shows 7 non-reportable accidents, and 6 motor vehicle accidents. At the end of quarter 3 in 2020 there were 7 non-reportable accidents, 5 motor vehicle accidents and 2 RIDDOR reportable accidents.

6.2 The COVID-19 pandemic impacts lessened in the first half of the quarter, however they started to have a greater impact towards the end of the quarter, with the identification of the Omicron variant leading to an increase in the number of staff absent from work due to infection. In total there were 19 members of staff absent from work due to COVID-19 with 14 members of staff testing positive in the quarter. The commencement of Quarter 4 continued with this high trend, however the early signs are that this has now reached a peak and we are starting to see a much lesser impact of the Omicron variant on the service.

7.0 Performance Management and Service Rating

7.1 The performance of the contract is monitored through the Performance Management Framework reports provided to the Partnering Board. This provides an overall contract management score which is cumulative throughout the contract year. The service rating achieved in this in this quarter continues to be “Good Service”.

8.0 Conclusion

8.1 This quarter has continued to see overall operational improvement comparative to the same period last year. The priority over the remainder of the year is to continue to improve performance delivered, whilst working with the Council to implement the re-rounding of the service as detailed in the company’s Business Plan for 2022/23.

Appendices attached to this report

Appendix number	Title of appendix
1.	Staffing Absence and Profile Report

Background documents available

Name of background document	Where it is available
N/A	N/A

Report author and contact officer:

Charles Holmes
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charles.holmes@allerdalewasteservices.co.uk
Tel no. 07725351420

Allerdale Waste Services Limited

Monthly Absence / Sickness

Period	Sept	Oct	Nov	Dec
Headcount	83	81	92	94
Total of working days	2075	1701	2024	2068
Sickness Rate	6.50%	3.90%	4.19%	3.14%
Number of long term sick (28 days or more):	7	2	2	1
Number of short term sick (less than 28 days):	9	11	19	13
Total number of staff with zero sickness absence:	67	69	71	80
Total days lost to sickness absence:	135	67	85	65
Total days lost to short term:	36	25	41	43
Total days lost to long term:	99	42	44	22
COVID 19 Absence (staff)	4	1	5	12
Covid 19 Absence (days)	21	7	19	43
Staff marked as absent:	8	1	6	2
Days lost to absence / no show:	12	1	7	4
Staff absent due to suspension:	1	0	0	0
Days lost to suspension:	18	0	0	0
Staff absent due to compassionate leave:	1	0	0	0
Days lost to compassionate:	5	0	0	0
Staff absent due to parental leave:	1	4	0	0
Days lost to parental leave:	1	5.5	0	0
Staff absence due to paternity leave:	0	2	0	0
Days lost to paternity:	0	10	0	0

Staff Profile

No. Employees	83	81	92	94
No. Agency Staff	19	19	4	2
% Agency staff	23	23.5	4.3	2.12
New Starters - HGV Driver	1	0	1	0
New Starters - Waste Ops	1	0	10	2
News Starters - Other	0	0	0	0
Number or leavers:-	2	2	1	1
Resignation	1	1	0	0
Dismissal - Misconduct	0	1	0	1
Dismissal - Medical Capability	1	0	1	0

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