



Summons to Meeting

Friday 13 May 2022

Allerdale Waste Services Shareholder Committee

Monday 23 May 2022, 2.00 pm

Council Chamber, Allerdale House

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 - 4)

To sign as a correct record the minutes of the meeting held on 28 January 2022.

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 January - March 2022 (Pages 5 - 12)

5. Local Government Reorganisation

Verbal Update



Allerdale - a great place
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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 paragraphs 1 and 2 of part 1 of Schedule 12A of the Act.”

6. Appointment of Non-Executive Director (Pages 13 - 16)

7. Financial Update - Management Accounts March 2022 (Pages 17 - 26)



Chief Executive

Date of Next Meeting:

**Wednesday 31 August 2022, 2.00 pm
Allerdale House, Workington**

Agenda Item 1

At a meeting of the Allerdale Waste Services Shareholder Committee held in Council Chamber, Allerdale House, Workington on Friday 28 January 2022 at 2.30 pm

Members

Councillor Mike Johnson (Chair)
Councillor Marion Fitzgerald

Councillor Jim Lister

Staff Present

B Carlin, G Harrison, C Nicholson, G Roach and A Seekings

Also Present

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

346. Minutes

The minutes of the meetings held on 23 August and 7 October 2021 were signed as a correct record.

347. Declaration of interests

None declared.

348. Service Delivery Plan - Quarterly Report July - September 2021

The Operations Manager of Allerdale Waste Services presented to the Committee a quarterly progress report of the company for the period July to September 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.

For this second quarter the collection rate for waste and recycling continued the upward trend as reported for quarter one.

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

Resolved

That the quarterly progress report be noted.

349. Service Delivery Plan - Quarterly Report October - December 2021

The Operations Manager then presented to the Committee the third quarterly progress report of the company for the period October to December 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.

Collection rates for waste and recycling remained high in comparison to the same quarter in the previous year.

The Committee discussed the staffing profile and absence report and it was acknowledged and commended that the report was very positive. New procedures had been put in place to manage sickness and 'no show' absences and it was noted that morale had improved overall. The reduction in the use of agency staff was also commended.

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

Resolved

That the quarterly progress report be noted.

Resolved -

"That under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following item 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 12A of the Act."

350. Business Plan and Annual Service Charge 2022/23

The Managing Director of Allerdale Waste Services presented to the Committee a report detailing the Allerdale Waste Services Business Plan including the Annual Operating Revenue Plan and Annual Service Charge for 2022/23.

Councillor J Lister moved the recommendation as per the report; this was seconded by Councillor M Fitzgerald.

A vote was taken, the motion was unanimously agreed.

Resolved

That the Business Plan and annual service charge as set out in the report be approved.

The meeting closed at 3.20 pm

Allerdale Borough Council

Allerdale Waste Services Shareholder Committee - 23 May 2022

Service Delivery Plan Quarterly Report Jan – March 2022

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 4th 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 on 28 January 2022 to review the 2nd and 3rd quarters' performance. This report provides an update of progress for the 4th quarter of 2021/22.

4.0 Allerdale Waste Services – Progress Update

4.1 In this 4th quarter the Company has collected from 1,277,717 containers presented. The total amount of waste and recycling collected is 9,464 tonnes. This includes both domestic and commercial waste and recycling collected. This compares to 9,616 tonnes collected in the same period as last year, as outlined in Table 1 below:

Table 1.

Waste and Recycling Collected (tonnes)	Q4 2020/21	Q4 2021/22	Percentage Increase/ (Decrease)	Total 2020/21	Total 2021/22	Percentage Increase/ (Decrease)
Refuse	6,585	6,562	(0.35%)	27,273	28,204	3.4%
Commingled	1,235	1,187	(3.9%)	5,084	5,241	3%
Paper & Card	999	936	(6.3%)	3,805	4,099	7.7%
Garden Waste	726	718	(1.1%)	7,532	7,631	1.3%
Bulky Waste	70.00	61	(12.9%)	246	229	(6.9%)
Total	9,615	9,464	(1.58%)	43,940	44,821	2%

4.2 This 4th quarter of comparative data, provides a change to the previous quarterly increases and shows an overall (albeit small) decrease in tonnages collected. This is likely to be attributed to the end of lockdown and people generally spending less time working from home. The previous increases throughout 2021/22 have led to overall increases in refuse, commingled, paper & card and garden waste collections which is likely to be due to the 2nd consecutive year of lockdown. Overall, there was an 881 tonne increase in waste & recycling collected between 2021/20 and 2021/22.

4.3 In the 4th quarter, the number of missed containers reported was 577 of the 1,127,717 containers presented. This represents a collection rate of 99.948% for the quarter. The collection rate represents a missed rate average of 52 containers per 100,000 collected which well 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 1,236 containers were missed, and an average of 113 containers per 100,000 was recorded. The yearly comparison shows an increase in performance from an overall missed rate of 91 containers per 100,000 in 2020/2021 to an average of 65 containers per 100,000 in 2021/22.

4.4 The end of 2021/22 is the end of the 2nd year of operations of the Company. This provides an opportunity to compare collections performance as detailed in the Performance Management Framework. Tables 2 & 3 below show a quarter-by-quarter comparison of performance between the years 2020/21 and 2021/22 respectively.

Table 2.

2020/21	Q1	Q2	Q3	Q4	Total/ Avg.
Containers Presented	1,237,398	1,373,232	1,375,145	1,130,583	5,116,358
Containers Missed	1,237	1,117	1,053	1,236	4,643
Containers Missed per 100,000	99	85	77	113	93
Justified Missed Containers	27	31	14	25	97
Collection Rate %	99.900	99.919	99.923	99.890	99.908

Table 3.

2021/22	Q1	Q2	Q3	Q4	Total/ Avg.
Containers Presented	1,313,247	1,334,908	1,281,166	1,127,717	5,057,038
Containers Missed	980	925	834	577	3,316
Containers Missed per 100,000	75	70	65	52	65
Justified Missed Containers	8	10	11	12	41
Collection Rate %	99.925	99.930	99.935	99.948	99.935

- 4.5 The comparative reduction in collections in Q2 & Q3 can be attributed to garden waste collections being affected by staffing absences in July 2021 and ceasing the collection of garden waste prior to the end of Dec in 2021.
- 4.6 The comparison shows increases in performance in relation to the Collection Rate as well as Justified Missed containers, which are the Containers Missed that we were unable to collect within 48-hours of being reported.
- 4.7 As well as improving the overall collection rate, the team has worked hard to reduce the frequently missed, or “Hotspot” collections. These are collections that have received 3 or more missed collections in a 6-week period. Table 4 shows the comparative improvement in performance in this area:

Table 4. Frequently Missed “Hotspot” Properties

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
2020/21						27	17	12	16	11	17	20
2021/22	13	8	10	11	11	6	6	9	4	2	4	4
2022/23	1											

5.0 Staffing Profile and Absence Report

- 5.1 The Staffing Profile and Absence report up to the end of April 2022 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.
- 5.2 We have experienced an increase in the sickness absence for both short-term and long-term absences which has resulted in a sickness absence rate of 8% at the end of the quarter and into April 2022. We can attribute this quarter's high level in part to some members of staff receiving treatment for long-standing ailments and delayed operations which due to the pandemic were put on hold. We continue to work with staff and our occupational health provider and to utilise the company's attendance management policy to ensure any issues are promptly dealt with to improve these levels of absence and we 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 were 0 minor motor vehicle accidents, 1 non-reportable accidents and 1 reportable accident in the quarter. There were 15 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 total for this 2nd year of operations is 8 non-reportable accidents, 8 motor vehicle accidents and 1 reportable accident. There were 8 non-reportable accidents, 8 motor vehicle accidents and 2 reportable accidents in the 1st year of operations of the company.
- 6.2 The impact of the COVID-19 pandemic impacts has continued to lessen throughout the quarter, following early January which saw the greatest impact in positive tests and staff absences due to high infect rates from the Omicron variant. This has provided a number of challenges to the service and has increased the overall short term sickness absence rate. In total there were 19 members of staff impacted due to COVID-19.
- 6.3 To add additional resilience into the team, one of our administrators who is also acts as a workplace health and safety rep has completed her NEBOSH and is currently awaiting the results.

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 at the end of 2021/22 is "Good Service".

8.0 Existing & New Business Development Opportunities

- 8.1 The Company's contractual arrangements with the Council in relation to container delivery and taxi testing have both continued to perform well throughout 2021/22. The opportunity exists for both areas to be developed and expanded in working with Cumberland Council through the future business delivery model adopted.

8.2 The service was reduced by one refuse collection vehicle in March 2022, through a partial reorganisation of a small number of rounds. This has provided an approximate annual saving of £114k and impacted 700 households, whose refuse collections saw a day change. Phase 2 of this project is looking to roll-out additional recycling (commingled, paper & card & garden waste) collections to both newly built households and existing households who were not previously included in the Council's doorstep recycling scheme.

8.3 The service has provided collections to 291 new housing completions in 2020/21 and 215 new completions in 2021/22. Work is being undertaken to rebalance the paper & card and commingled recycling rounds to allow growth and additional provision which will have a positive impact on the recycling rate and income received by the Council through generating increased sales of recyclates. This will build upon this years' roll-out of commingled recycling to over 100 homes in the Newton Arlosh and surrounding areas and 30 properties in Crofton, that have been included for commingling, paper & card and garden waste collections. We will continue to provide the Shareholder Committee with updates on progress at future meetings.

9.0 Conclusion

9.1 This 2nd year of operations 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 the performance delivered, whilst working with the Council to prepare for the delivery of services in the newly formed Cumberland Council.

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:

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Allerdale Waste Services Limited

Monthly Absence / Sickness

Period	2021				2022			
	Sept	Oct	Nov	Dec	Jan	Feb	March	April
Headcount	83	81	92	94	90	90	90	92
Total of working days	2075	1701	2024	2068	1980	1800	1710	1932
Sickness Rate	6.50%	3.90%	4.19%	3.14%	3.38%	4.80%	8.07%	8.38%
Number of long term sick (28 days or more):	7	2	2	1	1	3	3	7
Number of short term sick (less than 28 days):	9	11	19	13	13	15	26	18
Total number of staff with zero sickness absence:	67	69	71	80	76	72	60	67
Total days lost to sickness absence:	135	67	85	65	67	87	138	162
Total days lost to short term:	36	25	41	43	45	49	62	35
Total days lost to long term:	99	42	44	22	22	38	76	127
COVID 19 Absence (staff)	4	1	5	12	18	1	N/A	N/A
Covid 19 Absence (days)	21	7	19	43	97	8	N/A	N/A
Staff marked as absent:	8	1	6	2	4	3	5	4
Days lost to absence / no show:	12	1	7	4	4	16	5	4
Staff absent due to suspension:	1	0	0	0	0	0	0	0
Days lost to suspension:	18	0	0	0	0	0	0	0
Staff absent due to compassionate leave:	1	0	0	0	1	1	3	3
Days lost to compassionate:	5	0	0	0	3	10	14	9
Staff absent due to parental leave:	1	4	0	0	1	2	1	0
Days lost to parental leave:	1	5.5	0	0	1	2	2	0
Staff absence due to paternity leave:	0	2	0	0	0	0	0	0
Days lost to paternity:	0	10	0	0	0	0	0	0

Staff Profile

No. Employees	83	81	92	94	90	90	90	92
No. Agency Staff	19	19	4	2	2	2	2	2
% Agency staff	23	23.5	4.3	2.12	2.22	2.22	2.22	2.17
New Starters - HGV Driver	1	0	1	0	0	0	0	0
New Starters - Waste Ops	1	0	10	2	0	0	2	2
News Starters - Other	0	0	0	0	0	0	0	2
Number or leavers:-	2	2	1	1	4	0	0	0
FTC End	0	0	0	0	3	0	0	0
Resignation	1	1	0	0	0	0	0	1
Dismissal - Misconduct	0	1	0	1	1	0	2	0
Dismissal - Medical Capability	1	0	1	0	0	0	0	0

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