



## Summons to Meeting

Friday 11 November 2022

# Allerdale Waste Services Shareholder Committee

Monday 21 November 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 516809.*

## Agenda

### 1. Minutes (Pages 3 - 6)

To sign as a correct record the minutes of the meeting held on 31 August 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 July - September 2022 (Pages 7 - 14)



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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 12A of the Act.”

**5. Financial Update - Management Accounts September 2022 (Pages 15 - 26)**

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**Interim Head of Paid  
Service**

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**Date of Next Meeting:**

**Wednesday 22 February 2023, 2.00 pm  
Allerdale House, Workington**

# Agenda Item 1

At a meeting of the Allerdale Waste Services Shareholder Committee held in the Council Chamber, Allerdale House on Wednesday 31 August 2022 at 2.00 pm

## Members

Councillor Mike Johnson (Chair)  
Councillor Marion Fitzgerald

Councillor Jim Lister

## Staff Present

B Carlin, G Harrison, C Nicholson and G Roach

## Also Present

J Fisher, C Holmes (Director of Allerdale Waste Services) and G Shepherd (Assistant Operations & Workshop Manager)

### 131. Minutes

The minutes of the meeting held on 23 May 2022 were signed as a correct record.

### 132. Declaration of interests

None declared.

### 133. Service Delivery Plan Quarterly Report April - June 2022

The Operations Manager of Allerdale Waste Services presented to the Committee a quarterly progress report of the company for the period April to June 2022.

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 figures were starting to show a return to pre-pandemic levels, all except bulky and garden waste. That may be attributed to the end of lockdown and people spending less time working from home.

There had been a considerable amount of work carried out on both missed containers and identifying hot spots for frequently missed containers resulting in a reduction in numbers.

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

The sickness absence rate had reduced dramatically from 8.38% in April to 2.79% in July.

Members asked questions in relation to sick pay and feedback from residents following a rebalance of collection rounds for a number of properties.

## **Resolved**

That the quarterly progress report be noted.

### **134. Local Government Reorganisation**

The Managing Director provided an update report for members on the likely impacts of Local Government Reorganisation on Allerdale Waste Services Limited and the associated governance implications.

From 1 April 2023 the new Unitary Cumberland authority would be responsible for providing all services currently delivered by the districts as the collection authority. The treatment and disposal of waste would be managed as a shared service sitting in a host authority. A decision was to be made on the host and the governance and management arrangements relating to the treatment and disposal of waste.

The committee had a discussion around budget provision for the operation of the service, both currently during the emerging pressures of the cost of living crisis and then for 2023/24. With costs significantly rising, the business needed to look at what it could do to mitigate the problem and plan for continuation of service. That piece of work was ongoing.

## **Resolved**

That the 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 it may involve the likely disclosure of exempt information as defined in paragraph 3 of part 1 of Schedule 12A of the Act.

### **135. Financial Update - Management Accounts June 2022 - Audited Accounts 2021-22**

The Managing Director of Allerdale Waste Services presented to the Committee a summary of the management accounts for the period 1 April to 30 June 2022 and then the audited accounts of the company for the year ending 31 March 2022.

The quarterly accounts detailed the spend in the first three months of the year and the forecasted position to the end of the year.

In terms of the financial statements, the Directors report had been approved by the Board of Directors on 20 July 2022.

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 2022 and of its loss for the year 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.

### **Resolved**

That management accounts for the period 1 April to 30 June 2022 and the audited accounts for the period ending 31 March 2022 be noted.

**The meeting closed at 3.10 pm**

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## Allerdale Borough Council

### Allerdale Waste Services Shareholder Committee - 21 November 2022

#### Service Delivery Plan Quarterly Report July – Sept 2022

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

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#### **1.0 The reason for the decision**

- 1.1 This report provides an update on the delivery of waste and recycling services undertaken in the 2nd Quarter of 2022/23.

#### **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 The Shareholder Committee is a Committee of the Executive and fulfils the Council's role as sole shareholder in the Company. The Shareholder Committee 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 In accordance with the Shareholder Agreement, the Shareholder Committee meets quarterly to monitor and control the business and operations of the Company. The Shareholder Committee met on 31 August 2022 to review the 1st Quarter of 2022/23. This report provides an update of progress for the 2nd quarter of 2022/23.

#### 4.0 Allerdale Waste Services – Progress Update

4.1 In this 2nd quarter, the Company has collected from 1,348,609 containers presented. The total amount of waste and recycling collected is 11,487 tonnes. This includes both domestic and commercial waste and recycling collected. This compares to 12,584 tonnes collected in the same period as last year, and 11,102 tonnes in 2020/21 as outlined in Table 1 below:

Table 1.

<b>Waste and Recycling Collected (tonnes)</b>	<b>Q2 2019/20</b>	<b>Q2 2020/21</b>	<b>Q2 2021/22</b>	<b>Q2 2022/23</b>	<b>Percentage Increase/ Decrease on previous year</b>
Refuse	6,984	7,248	7,529	6,564	-12.81
Comingled	816	1,344	1,443	1,232	-14.21
Paper & Card	874	965	1,175	843	-28.2
Garden Waste	1,429	3,226	2,851	2,809	-1.55
Bulky Waste	39	66	62	55	-11.21
<b>Total</b>	<b>10,142</b>	<b>12,849</b>	<b>13,060</b>	<b>11,503</b>	<b>-13.53</b>

4.2 This 2nd quarter continues the trend shown in Q1, which started to show a small decrease in tonnages from Q4 in 2021/22. The decrease is much greater this quarter and shows how the waste and recycling being collected is more comparable with pre-pandemic levels. This is demonstrated by the comparison with tonnages collected in Q2 2019/20 (before the pandemic), albeit the garden waste and commingled was partly suspended in Q2 2019 to help with the issues being faced by the private contractor.

4.3 In the 2nd quarter, the number of missed containers reported was 727 of the 1,348,609 containers presented. This represents a collection rate of 99.946% for the quarter. The collection rate represents a missed rate average of 54 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 first years' performance when 1,117 containers were missed (86 containers per 100,000) and last year when 925 containers were missed (70 containers per 100,000).

4.4 The previous quarter 2 performance detailed in table 2 below, shows a quarter-by-quarter comparison of performance between the years 2020/21, 2021/22 and 2022/23 respectively.



Table 2.

	<b>Q2 2020/21</b>	<b>Q2 2021/22</b>	<b>Q2 2022/23</b>
<b>Containers Presented</b>	1,373,232	1,334,908	1,348,609
<b>Containers Missed</b>	1,117	925	727
<b>Containers Missed per 100,000</b>	86	70	54
<b>Justified Missed Containers</b>	31	10	23
<b>“Hot Spot” Properties</b>	N/A	28	11
<b>Collection Rate %</b>	99.905	99.930	99.946

4.5 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. Quarter 2 this year experienced 11 properties classified as “Hotspot” collections compared to 28 for the same period last year. There was just 1 property recorded as a “Hotspot” in the most recent month on October. Table 3 shows the overall performance in this area:

Table 3. 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	2	3	4	3	4	1					

## 5.0 Staffing Profile and Absence Report

5.1 The Staffing Profile and Absence report, up to the end of October 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 worked hard to address both short-term and long-term absences which has resulted in our sickness absence rate reducing from 8.38% in April this year to 1.95% in October. This has happened through our reducing both long and short-term sickness absence, by working with staff and our occupational health provider and diligently implementing the Company’s attendance management policy, to ensuring any issues are promptly dealt with, which has led to improvement of levels of absence in these areas.

## 6.0 Health and Safety impacts

6.1 There was 1 minor motor vehicle accident, 3 non-reportable accidents and 1 reportable accident in the quarter. There were 18 near-misses reported. The discipline of carrying out regular gate inspections, crew engagements, office, yard and workshop inspections continues to under-pin the importance in operating a safe-working environment. The reportable accident related to an Operative being absent for more than 7 days. This was as a result of being hit by a motor vehicle on

10<sup>th</sup> August 2022, where the vehicle collided with the Operative's knee and pressed him into the side of the refuse collection vehicle.

- 6.2 We continue to monitor crews to check on their operating practices and their adherence to the Company's safe working practices and procedures. All instances of failing to comply with our safe working practices and procedures result in the instigation of the Company's disciplinary procedure.

## **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 Quarter 2 2022/23 is "Good Service" (210 points accumulated compared to 230 points in the same quarter last year).

## **8.0 Existing & New Business Development Opportunities**

- 8.1 The Company's contractual arrangements with the Council in relation to the collection of trade waste, container delivery and taxi testing, have all continued to perform well in this quarter. The opportunity continues for each of these areas to be developed and expanded, in working with Cumberland Council through the future business delivery model adopted.
- 8.2 The paper & card recycling rounds have now been rebalanced, to allow for the roll-out of additional recycling collections to both newly built and existing households, who don't currently receive a paper and card doorstep recycling service. The changes to the 1,500 properties that required a paper and card week change, went smoothly. This change has allowed the capacity of paper and card collections to be increased to accommodate new housing growth and existing properties to be added. It is expected that an additional 400 properties will be added to the paper and card collection rounds in the new year. This will have a positive impact upon the Council's recycling rate, as well as providing additional income through sale of recycling collected.
- 8.3 Work has started in rebalancing of the commingled (glass, cans and plastics) recycling rounds which is helping accommodate new properties being built and occupied. A more comprehensive rebalancing of the commingled recycling rounds is planned for the spring, which will also enable additional roll-out of recycling and the net benefits to the Council.
- 8.4 The trading arm of AWS MOT or Services continues to perform well and provide for the Council's taxi testing contractual requirements, as well as vehicle servicing and MOT's of cars and light vans. Working with Lakes College has recently taken on 2 apprentices in the workshop to work in repairing and maintaining both the Refuse Collection Vehicles and carrying out repairs, servicing and MOT's to motor vehicles. A new commercial service has been introduced which allows vehicle wheel alignments to be tracked and corrected, saving motorists money through reducing un-necessary wearing and replacement of car and van tyres.

## 9.0 Conclusion

- 9.1 Continuing into the 3rd year of operations shows overall operational improvements, 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	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct
Headcount	83	81	92	94	90	90	90	92	93	88	86	89	90	90
Total of working days	2075	1701	2024	2068	1980	1800	1710	1932	2046	1936	1827	1958	2070	1890
Sickness Rate	6.50%	3.90%	4.19%	3.14%	3.38%	4.39%	8.07%	8.38%	5.57%	6.04%	2.79%	3.22%	2.56%	1.95%
Number of long term sick (28 days or more):	7	2	2	1	1	3	3	7	5	3	0	0	0	0
Number of short term sick (less than 28 days):	9	11	19	13	13	15	26	18	14	18	16	13	13	14
Total number of staff with zero sickness absence:	67	69	71	80	76	72	60	67	74	67	51	76	77	76
Total days lost to sickness absence:	135	67	85	65	67	87	138	162	114	117	51	63	53	37
Total days lost to short term:	36	25	41	43	45	49	62	35	23	69	51	63	53	37
Total days lost to long term:	99	42	44	22	22	38	76	127	91	48	0	0	0	0
COVID 19 Absence (staff)	4	1	5	12	18	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Covid 19 Absence (days)	21	7	19	43	97	8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Staff marked as absent:	8	1	6	2	4	3	5	4	2	4	5	4	3	3
Days lost to absence / no show:	12	1	7	4	4	16	5	4	7	6	5	4	4	3
Staff absent due to suspension:	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Days lost to suspension:	18	0	0	0	0	0	0	0	0	0	0	0	0	0
Staff absent due to compassionate leave:	1	0	0	0	1	1	3	3	3	0	0	0	0	0
Days lost to compassionate:	5	0	0	0	3	10	14	9	4	0	0	0	0	0
Staff absent due to parental leave:	1	4	0	0	1	2	1	0	1	1	1	3	2	1
Days lost to parental leave:	1	5.5	0	0	1	2	2	0	1	1	1	4	5	1
Staff absence due to paternity leave:	0	2	0	0	0	0	0	0	1	0	0	0	0	0
Days lost to paternity:	0	10	0	0	0	0	0	0	10	0	0	0	0	0

**Staff Profile**

No. Employees	83	81	92	94	90	90	90	92	93	88	86	89	90	90
No. Agency Staff	19	19	4	2	2	2	2	2	4	12	11	11	8	7
% Agency staff	23	23.5	4.3	2.12	2.22	2.22	2.22	2.17	4.3	13.6	12.64	12.35%	8.88%	7.77%
New Starters - HGV Driver	1	0	1	0	0	0	0	0	0	0	0	0	0	0
New Starters - Waste Ops	1	0	10	2	0	0	2	2	0	0	0	3	1	0
News Starters - Other	0	0	0	0	0	0	0	2	1	0	2	0	0	0
Number or leavers:-	2	2	1	1	4	0	0	0	0	5	2	0	0	0
FTC End	0	0	0	0	3	0	0	0	0	0	0	0	0	0
Resignation	1	1	0	0	0	0	0	1	0	2	1 (Retired)	0	0	0
Dismissal - Misconduct	0	1	0	1	1	0	2	0	0	3	1	0	0	0
Dismissal - Medical Capability	1	0	1	0	0	0	0	0	0	0	0	0	0	0

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