

Allerdale Borough Council

Allerdale Waste Services Shareholder Committee - 15 February 2021

Quarterly Report October – December 2020

Portfolio holder	Councillor Tony Markley Portfolio Holder for Environmental Services
Report from	Charles Holmes, Managing Director
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 the Waste and Recycling Services undertaken through the first 9 months of operation of Allerdale Waste Services.

2.0 Recommendations

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

3.0 Background and Introduction

- 3.1 This report provides an update on the progress of the Waste and Recycling Services following the first 9 months of operations carried out by Allerdale Waste Services Ltd.
- 3.2 The Council's Executive met on 18 March 2020 and resolved to approve the creation of the Shareholder Committee. 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 Ltd.
- 3.3 This Committee of the Executive fulfils the Council's role as sole shareholder in Allerdale Waste Services Ltd. The Shareholder Committee will meet quarterly and operate under the governance of the Shareholder Agreement and associated reserved matters.

- 3.4 The Company operates under the governance of the Articles of Association as approved by the Executive on 18 March 2020 and the 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.
- 3.5 The Shareholder Committee met on 7 August 2020 to review the first quarter of operations of Allerdale Waste Services and again on 26 October 2020 to review the second quarter. This report provides an update of progress for the third quarter of operations of the service.

4.0 Allerdale Waste Services – Progress Update

- 4.1 In this third quarter the Company has collected from 1,357,145 containers presented. The total amount of waste and recycling collected is 10,375 tonnes. This includes both domestic and commercial waste collected. This compares to 10,333 tonnes collected in the same period as last year, as outlined in Table 1 below:

Table 1

Waste and Recycling Collected (tonnes)	Q3 2019	Q3 2020	Percentage Increase/ (Decrease)
Refuse	6,653	6,755	1.5%
Comingled	1,109	1,202	8.4%
Paper & Card	954	967	1.3%
Garden Waste	1,513	1,379	(9.8)%
Bulky Waste	104	72	(45)%
Total	10,333	10,375	0.4%

- 4.2 The Company works hard to reduce the number of containers that are missed by the collection crews in delivering the service. Due to the nature of the work, and the number of containers that are presented for collection, a small percentage of missed containers are reported as missed by households.
- 4.3 In the third quarter of operations the number of missed containers reported was 1,053 of the 1,357,145 containers presented. This represents a collection rate of 99.923% for this quarter. This is an improvement on quarter two when 1,117 of the 1,373 million containers not collected. The collection rate represents a missed rate of 77 containers per 100,000 collected and is an improvement on quarter two when 85 containers per 100,000 were missed and also on quarter one when 99 containers per 100,000 were missed.

- 4.4 Containers that are reported as missed, receive an alternative collection within forty eight (48) hours of the end of the day of receipt of notification. For this third quarter, there were 14 containers that were not collected within this 48 hour period. This is again an improvement on the previous quarter when 31 containers were not able to be returned to within 48 hours and again on quarter one, when 27 containers were not collected within this 48 hour period. The comparative performance is outlined in Table 2 below:

Table 2

2020/21	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Containers Presented	1,237,398	1,373,232	1,375,145	N/A	3,985,775
Containers Missed	1,237	1,117	1,053	N/A	3,407
Containers Missed per 100,000	99	85	77	N/A	N/A
Justified Missed Containers	27	31	14	N/A	72
Collection Rate %	99.900	99.905	99.923	N/A	N/A

- 4.5 Additional work has been undertaken in the third quarter, concentrating on households that are frequently missed. There were 26 properties that were missed on more 2 occasions over a 6 week period in September. This was reduced to 16 properties in December. We are continuing to focus on this area to understand and rectify properties that are being frequently missed.
- 4.6 Allerdale Waste Services has continued to operate the collection of waste and recycling throughout the challenges presented by the global COVID-19 pandemic, which saw the second national lock-down commence at the beginning of November. We have continued to review our safe working practices, procedures and control measures included in our COVID-19 Risk Assessment and have amended a number of measures and introduced new measures throughout this period. Maintaining social distancing; high standards of personal hygiene and cleanliness in our Refuse Collection Vehicles and maintaining fixed crews remain as key components of our Risk Assessment.
- 4.7 The Company Board met on 22 October 2020 to present and discuss the first 6 months operations of the Company. Future business opportunities were discussed at the meeting including the opportunity to establish an MOT business operation. The Board considered the Business Plan presented to them and resolved to

approve the Business Plan and to request to the Shareholder Committee that the Company establish an MOT business. The Business Plan was taken to the Shareholder Committee on 14 December 2020 where approval was provided for the Company to establish this business activity not ancillary or incidental to the main business of the Company.

- 4.8 The Company has worked with the Council on future service delivery options leading to the creation of efficiencies and a reduction in the Annual Service Charge provided by the Council. The options for the service were presented to the Shareholder Committee at the meeting on 14 December 2020. Following the meeting the Company have been requested to undertake further work on the future delivery model. The outcome of this work will be presented to a future meeting of the Shareholder Committee.

5.0 Implications and Impacts

5.1 Finance/ Resource implications

- 5.1.1 The first 9 months Management Accounts (actual spend versus budget) are attached at Appendix 1 of the report. The accounts cover the period from 19 November to the 31 December 2020.

5.2 Health and Safety impacts

- 5.2.1 The Company fully understands the importance of Health and Safety in the collection of waste and recycling and in maintaining the fleet. Throughout this third quarter we have continued to work closely with the workforce to focus on this area, underpinning the necessary standards expected by the Company in delivering the service safely. Our approach in this area is delivered by the training of staff on the safe working practices and procedures adopted by the Company, and continuing with monitoring crews, both on site and remotely, using the on-board vehicle camera systems.
- 5.2.2 Areas that are identified for improvement are followed up directly with the individuals identified, to ensure that the operation is being delivered safely and that high standards of Health and Safety are embedded in the Company. The Health and Safety Committee has continued to meet every month to addresses issues identified, including near miss reports, audits, monitoring and training. The Committee was instrumental in the development of the new training video produced to train employees in safe container handling and manual handling, as well as safe reversing procedures.
- 5.2.3 Our training programmes, policies and operating procedures have all been developed to keep the workforce and the public safe whilst delivering the services. The Health and Safety statistical report up to the end of December 2020 is attached at Appendix 2 and outlines the activities and actions in this key area underpinning the operations of the business.
- 5.2.4 The COVID-19 pandemic continues to provide many challenges in delivering the service. We have continued monitoring the situation, adopting the guidance provided through central government and the Company's health and safety advisor,

and implement our COVID-19 Risk Assessment which has been reviewed and distributed to all employees each time it is reviewed.

Appendices attached to this report

Appendix number	Title of appendix
1.	Management Accounts – Dec 2020
2.	Health and Safety Statistical Report

Background documents available

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

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