

Allerdale Borough Council

Allerdale Waste Services Shareholder Committee - 25 May 2021

Quarterly Report January – March 2021

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 in the 4th Quarter of 2020/21 and includes a summary of performance for the first 12 months operations of Allerdale Waste Services (The Company).

2.0 Recommendations

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

3.0 Background and Introduction

- 3.1 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 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, as approved by the Executive on 18 March 2020, 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 has met on three occasions over the last year to review the quarterly performance of the Company; on 7 August 2020; 26 October 2020; and 21 February 2021. This report provides an update of progress for the 4th quarter and a summary of the 1st years of operations of the service.

4.0 Allerdale Waste Services – Progress Update

- 4.1 In this 4th quarter the Company has collected from 1,130,583 containers presented. The total amount of waste and recycling collected is 9,617 tonnes. This includes both domestic and commercial waste collected. This compares to 8,693 tonnes collected in the same period as last year, as outlined in Table 1 below:

Table 1

Waste and Recycling Collected (tonnes)	Q4 2019/20	Q4 2020/21	Percentage Increase/ (Decrease)	Total 2019/20	Total 2020/21	Percentage Increase/ (Decrease)
Refuse	6,230	6,585	5.7%	26,502	27,273	2.9%
Comingled	1,090	1,235	13.3%	4,172	5,084	21.9%
Paper & Card	927	999	7.8%	3,646	3,805	4.4%
Garden Waste	376	725	92.8%	6,276	7,532	20.0%
Bulky Waste	70	70	0.0%	255	246	(3.7%)
Total	8,693	9,617	10.6%	20,377	20,716	1.7%

- 4.2 It is important to factor in the unique circumstances surrounding the past 2 financial years. The 19/20 financial year was the first year of delivery through the new FCC contract. As previously reported, the service experienced a high degree of missed collection in the first quarter of 2019/20 leading to the suspension of comingled collection and garden waste during the 2nd Quarter. This had a significant impact on collection tonnages in this financial year and can explain the increase in tonnage in 2020/21.
- 4.3 Furthermore, due to the onset of the pandemic, the collection of garden waste was suspended by FCC at the end of March 2020. This was just prior to the services transferring to the Company on 4th April 2020. The collection of garden waste was fully resumed by the Company in mid May 2020. All other Cumbria Local Authorities

also suspended garden waste but resumed collections monthly for the remainder of 2020.

- 4.4 In the 4th quarter, the number of missed containers reported was 1,236 of the 1,130,583 containers presented. This represents a collection rate of 99.890% for this quarter. The collection rate represents a missed rate of 113 containers per 100,000 collected. We are continuing to concentrate on this area to reduce the number of containers that are missed by the collection crews.
- 4.5 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 4th quarter, there were 25 containers that 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	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	91
Justified Missed Containers	27	31	14	25	97
Collection Rate %	99.900	99.919	99.923	99.890	99.909

- 4.6 In terms of monitoring properties who experience a frequently missed collection (missed on more than 2 occasions over the previous 6-week period) there are just 13 properties falling within this category, in the most recent reporting period. Of these 13 properties, 11 were newly reported in this time period. The remaining issues with the 2 properties are now resolved and they are now receiving full collections. We continue to focus on this area to understand and rectify properties that are being frequently missed.
- 4.7 The Company managed the transfer of staff and mobilisation of the service during the first lock-down in April 2020 and has continued the collection of waste and recycling throughout 2020/21 with the challenges presented by the global COVID-19 pandemic.

- 4.8 The government announced the start of the 3rd National Lockdown on 4th January 2021. As a result, we again reviewed and reissued our COVID-19 Safe Working Practices and Procedures and implemented a number of new measures to protect the health and safety of our workforce and customers. 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.
- 4.9 We experienced our 1st positive case in December and another positive case in January, which leading to a number of crew members needing to self-isolate. Additionally, other crew members needed to self-isolate either due to experiencing symptoms or having been contacted by track and trace. In total there were 13 crew members that needed to self-isolate in January.
- 4.10 The Company Board met on 23 April 2021 to present and discuss the first 12 months operations of the Company. The newly established MOT business and car servicing business was discussed along with the opportunity to take on Taxi Testing, and the new service repairing and delivering of waste and recycling containers.
- 4.11 Following the options presented to the Shareholder Committee at the meeting on 14 December 2020, the Company have been requested to undertake further work on the future delivery model. This work is now well-underway, and it is expected that the outcome and future options for the service, will be presented to a forthcoming meeting of the Shareholder Committee.

5.0 Finance/ Resource implications

- 5.1 The audited accounts covering the period 19 November 2019 to 31 March 2021 are currently being prepared and will be presented to a future meeting of the Shareholder Committee following sign-off by the Company Board.

6.0 Health and Safety impacts

- 6.1 We fully appreciate the importance of Health and Safety in delivering the operations of the Company. Throughout this 4th Quarter we have continued to work closely with the workforce to focus on Health & Safety, continuing to underpin the necessary standards expected 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, continual crew monitoring (both on site and remotely) and is overseen by the Health and Safety Committee.
- 6.2 Areas that are identified for improvement are followed up directly with the relevant staff member, 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, and this video was delivered to all members of the Company in this 4th Quarter.

- 6.3 The Health and Safety statistical report up to the end of March 2021 is attached at Appendix 1 and outlines the reports of accidents and incidents and the activities and actions taken to deliver the service safely.
- 6.4 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.	Health and Safety Statistical Report – March 2021

Background documents available

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

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