

TAMWORTH AND LICHFIELD JOINT WASTE COMMITTEE

21st November 2022

Report of the General Manager

Christmas Collections Catch Up Plan

Background

The Joint Waste Service requires a catch-up plan to compensate for the collection days that are lost depending on how Christmas falls each year. This year with Christmas Day and New Year's Day both falling on a Sunday the substitute bank holidays will be Tuesday 27th December and Monday 2nd January respectively. There is no change to the Boxing Day bank holiday which falls on the Monday.

The catch-up plan needs to ensure that it meets the following requirements:

- Provides sufficient collection capacity to cope with the additional waste and recycling that is generated over the festive period and in particular side waste.
- Minimises the gap between collections for those residents who are affected by the bank holidays.
- Must be compatible with the opening times of the disposal sites used to tip off the waste and recycling.
- Straightforward and easy to communicate to residents.
- Allows our employees to have some valuable time off with their families at this important time of year.

This will be the first Christmas and New Year for the new dual stream recycling service and therefore the catch-up plan must contain measures to address all the known operational risks.

Catch Up Plan

The following collection dates have been discussed and agreed with both the Union and the operators of the disposal sites:

Saturday 24th December – No collections

Sunday 25th December – No collections

Monday 26th December – No collections

Tuesday 27th December – Collections (Bank holiday)

Wednesday 28th December – Collections

Thursday 29th December – Collections

Friday 30th December – Collections

Saturday 31st December – Collections

Sunday 1st January – No collections

Monday 2nd January – No collections

Tuesday 3rd January – Collections

Wednesday 4th January – Collections

Thursday 5th January – Collections

Friday 6th January – Collections

Saturday 7th January – Collections

With collections changing to a Tuesday to Saturday pattern for the two-week festive period, the fairest and simplest arrangement is to collect everyone's bin a day later than normal. The other option considered was to use the two Saturdays to collect from residents whose day is a Monday and leave everyone else on their normal day, but this would have meant a 19-day gap between collections. As well as being inconvenient to the Monday residents there was a risk that the recycling service would be put under too much pressure especially with the amount of card likely to be presented as side waste.

In addition to using the two Saturdays and the bank holiday on 27th December further operational measures are required to ensure the completion of collections. These include:

- The garden waste service will be suspended as per usual over the festive period thus providing additional trucks and manpower.
- An additional crew will be allocated to both the residual and dry recycling services and the existing rounds made smaller.
- One additional twin pack truck will be spot hired for the recycling service.
- At least two single bodied trucks will be deployed to support the recycling service and collect paper and card only. These trucks will tip off at Smurfit Kappa in Tamworth to help alleviate the pressure at the Aldridge MRF.
- The temporary relaxation of the maximum finishing time for the collection crews specified in the Local Working Agreement until 17.00 hours.
- Annual leave/absence to be restricted to 6 Driver/Loaders and 6 Loaders on all days including the Saturdays.
- Saturday working to be paid at double time rather than 1.5x to encourage attendance especially on New Year's Eve.
- Rest day working to be paid at 1.25x rather than single time except for the bank holiday which will be paid in accordance with NJC rates.
- The approval of Biffa's Christmas Operational Plan for the MRF.

- The approval of SFS Ltd plan to provide fleet maintenance support over the festive period.
- The approval of The Best Connection Groups plan to provide agency workers over the festive period.
- The approval of the fuel suppliers plan.
- Completion of the recruitment exercise for operational staff.
- A list of volunteers will be drawn up to work on Monday 2nd January just in case there are any issues during the first week of catch up. However, any trucks used won't be able to tip off because none of the disposal sites will be open.
- The collection of missed bins will be suspended to maximise the resource available for both the refuse and recycling service.

Communications

Collecting one day later for all residents in both Tamworth and Lichfield is a very simple message to communicate. It is also the approach adopted when collections are cancelled for operational reasons, so residents are used to leaving their bin out for another day.

In addition to the above message there are other key messages that will need to be communicated including:

- Encouraging residents to request additional recycling bags rather than presenting side waste.
- Advising residents that their blue bins and bags may be collected separately and by different crews on the same day.
- Ensuring that bins are put out before 6 a.m. on the day of collection because we will not have the capacity to return.
- The Garden Waste Service is suspended for 6 weeks over the Christmas and New Year period.

Various methods will be used to communicate the Christmas arrangements and they are detailed in the attached Communications Plan (Appendix A). The main method will be to attach an information tag to the black bin during the fortnight prior to the festive period.

Financial Implications

A breakdown of the costs associated with the Christmas catch up plan is as follows:

Item	Cost
80k bin tags	£4,846
Cost of attaching bin tag – One additional loader for each of the 70 refuse rounds. The agency rate for the additional loader is £130 per day.	£9,100
Cost of working the additional bank holiday – 27 th December	£21,000
Additional cost of double time payment for the two Saturdays	£10,000
Hire of one additional twin pack trucks for two weeks	£2,500
Cost of manning the additional crews on the refuse and recycling services	£10,500
Cost of manning the two additional trucks to collect paper and card only	£10,500
Premium rate for rest day working – 1.25X	£3,000

Provisional sum for overtime if the crews exceed the maximum cut off time of 4 p.m.	£2,000
Provisional sum for crews working on Monday 2 nd January if required.	£2,000
Total	£75,446

Most of the operational costs are already built into the base budget because the garden waste service is suspended over the Christmas and New Year period. The exceptional items will be managed within existing budgets to ensure no pressure is created.

Risk Management

	Risk Description	How We Manage It	Severity of Risk (RYG)
A	Failure to complete collections on time	Regularly review of all the issues that can have an impact on operations e.g., staff availability, truck maintenance, weather and tipping off times.	Likelihood : Yellow Impact : Red Severity of Risk : Yellow
B	Failure to communicate the key messages to residents	Robust communication plan that uses a range of channels. Briefing of key stakeholders including elected members.	Likelihood : Yellow Impact : Red Severity of Risk : Yellow
C	Delay in receiving the bin tags	Early placement of order Regular liaison with printer	Likelihood : Yellow Impact : Red Severity of Risk : Yellow

Recommendation

That the Committee:

- 1. Approve the Christmas Collections Catch Up Plan for the Joint Waste Service**