

Public Document Pack



Please reply to: Darryl White
E-mail address: Darryl.White@swdevon.gov.uk

Dear Councillor

SOUTH HAMS OVERVIEW AND SCRUTINY COMMITTEE - THURSDAY, 22ND JULY, 2021

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

Agenda No	Item
------------------	-------------

8.	<u>Update on the Performance of FCC (Pages 1 - 6)</u>
-----------	--

to include the actions taken to bring about sustained improvements in the delivery of the waste service

Yours sincerely

Darryl White
Democratic Services Manager

Encs

This page is intentionally left blank

Report to: **Overview and Scrutiny Committee**
Date: **22 July 2021**
Title: **Waste and Recycling Performance Update**
Portfolio Area: **Councillor Keith Baldry - Environment**

Wards Affected: **All**

Urgent Decision: **Y** Approval and clearance obtained: **Y**

Date next steps can be taken:

Author: **Steve Mullineaux** Role: **Director Customer Service Delivery**

Contact: **Steve.mullineaux@swdevon.gov.uk**

Recommendations:

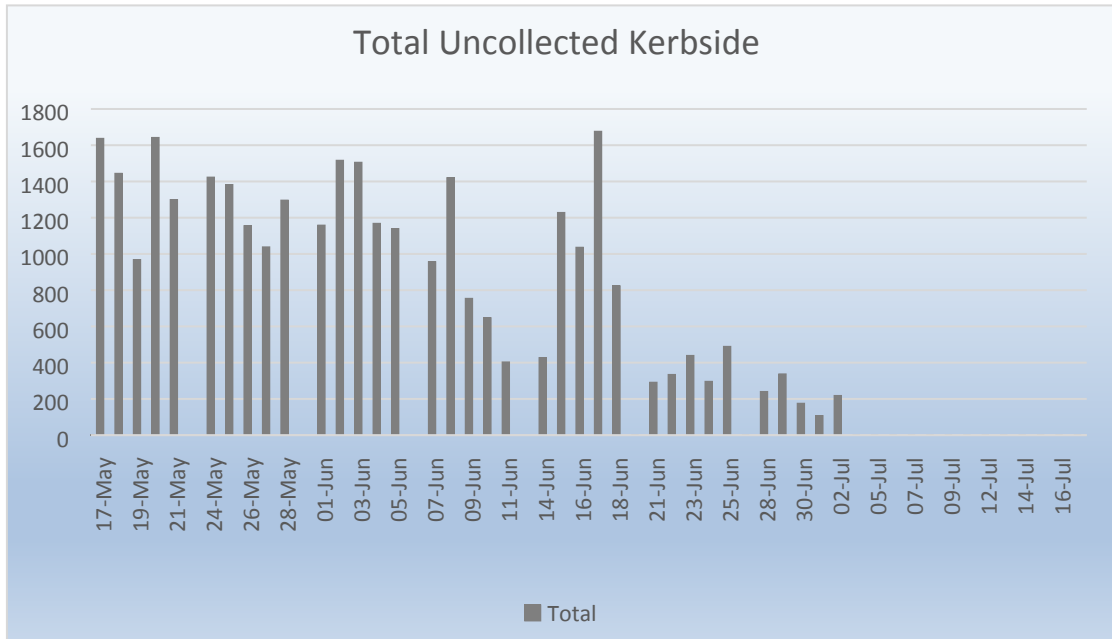
1. The Committee note the improvement in FCC's performance.
2. Endorse the Executives approach to meet with FCC's senior management team on a weekly basis to monitor FCC's performance to ensure continued improvement.

1. Executive summary

- 1.1 Purpose of this report is to provide the Committee and non-Committee Members with an update on the Council's waste and recycling contractors (FCC) performance since the extraordinary Council meeting on 17th June 2021.
- 1.2 At the meeting on 17th June, FCC stated that they would implement their proposed recovery plan to address the unacceptable service that approximately 10% of residents have received following the implementation of the new kerbside recycling service.
- 1.3 Council resolved that the Executive would continue to meet with FCC's senior management on a weekly basis to review the implementation of FCC's recovery plan and ensure that performance improved. A target date of 12th July was stated as a target for when performance should be back at acceptable i.e. contractual service levels.
- 1.4 Performance has improved since FCC implemented their plan on 28th June, however further sustained improvement is needed to ensure that residents get the level of service that they deserve and the Council has committed to deliver.

2. FCC current performance

2.1. FCC reported missed recycling collections



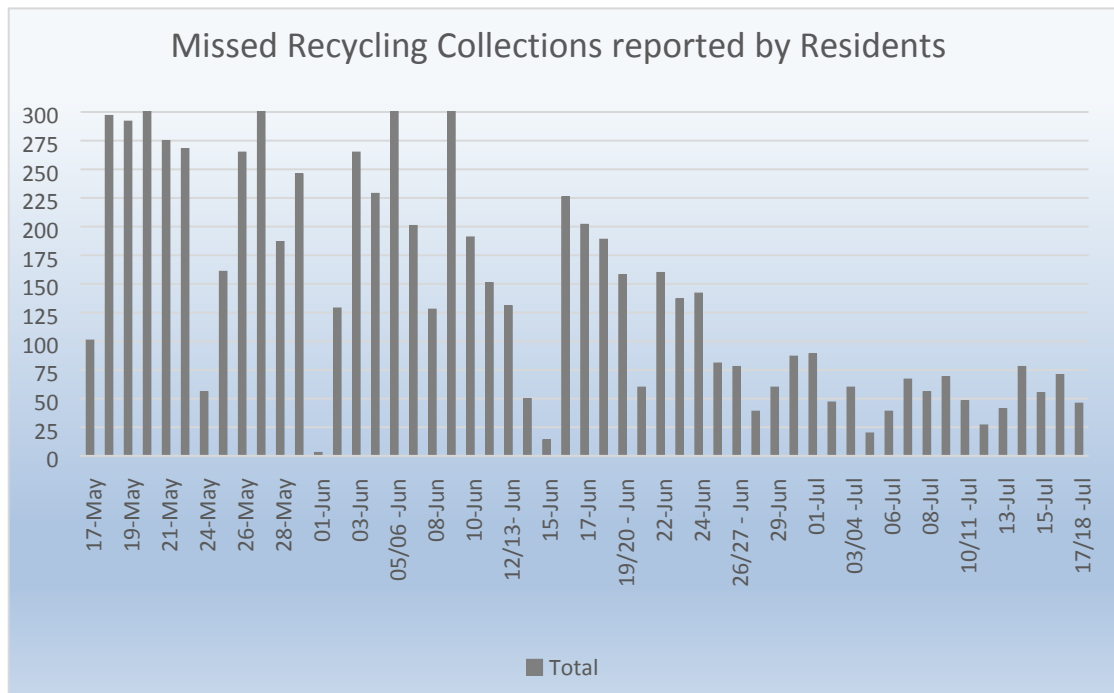
2.2. In the four weeks since the implementation of the plan graph 2.1 shows that performance has improved significantly compared to the previous 4 weeks.

2.3. Since 5th July, FCC have reported that they had successfully completed all rounds.

2.4. FCC have also advised that where they did fail to complete a collection round, that they have revisited the next day to recover the situation, meaning that almost all residents will have received a weekly recycling collection for the first time since early May.

2.5. As of the week commencing 5th July, FCC were endeavouring to collect all customer reported missed collections for all waste streams (residual, organic and recycling) by the end of the next working day. However due to a number of their staff having to self-isolate, we are again in a position where missed collections cannot be collected.

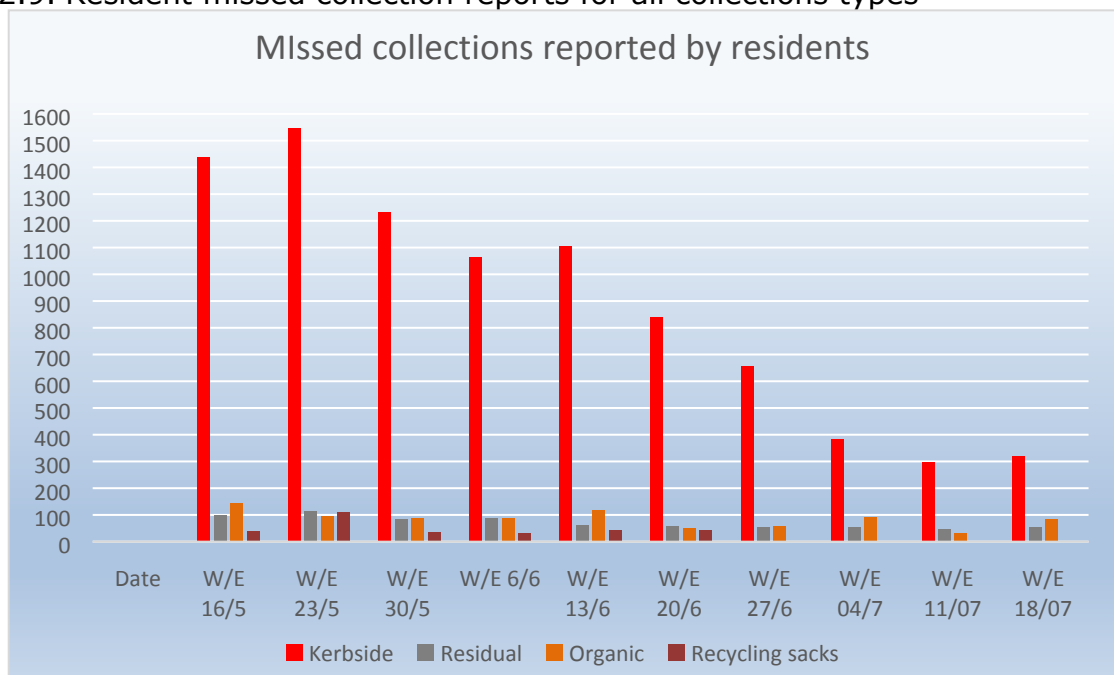
2.6. Resident reported missed recycling collections



2.7. Graph 2.6 shows that residents reporting missed collections has also reduced significantly from mid-May when on average the council were receiving 255 reports per day, compared to last week when the average was 53 reports per day.

2.8. Call volumes have also reduced significantly (over 50%) in the last four weeks. However it should be noted that at over 400 per week this is still 5 times the 'normal' rate.

2.9. Resident missed collection reports for all collections types



- 2.10. Graphs 2.6 and 2.8 show that whilst performance has improved significantly, the last 3 weeks of data show that between 370 – 500 residents per week are reporting a missed collection.

3. Monitoring FCC’s Performance

- 3.1. Daily calls take place every morning with FCC and the Councils officer team. The calls review the previous day’s performance, operational issues that have occurred and any issues that are materialising on the day.
- 3.2. As performance improves, Council Officers and FCC are now focusing on the complex and repeat missed collection issues, as well as key priorities such as assisted collections.
- 3.3. In addition to this it is clear FCC are not yet consistent enough with their performance on the other street-scene services. The Executive have advised FCC that they need to ensure that with the onset of the full summer season that performance needs to be consistently high standard for the following services:
- Bottle & Paper Bank emptying
 - Litter & Dog bin emptying
 - Toilet cleaning
 - Road sweeping
- 3.4. Localities continue to monitor the contract and are now providing a weekly report that will feed into the Executive and FCC weekly meeting. Trend analysis of the localities teams observations and inspections feed into the daily meetings.
- 3.5. The team are recording all contractual rectifications and defaults and reporting these back to FCC on a quarterly basis.

4. Conclusions and next steps

- 4.1. Whilst here has been a step change improvement in performance, improvement has stalled in the last 2 weeks.
- 4.2. There are still an unacceptable level of residents reporting missed collections. FCC need to continue to deliver further significant and sustained improvements across all waste streams to reduce the number of missed collections to within contracted service levels.
- 4.3. FCC have provided an outline plan to move the whole district change-over to kerbside recycling (Devon Aligned Service). Officers are still in discussions with FCC to understand the detail and timescales for the implementation of this.

5. Implications

Implications	Relevant to proposals	Details and proposed measures to address

Legal/Governance	Y	Given the contractual position with FCC, the Council has not accepted FCC's 16 June Proposal and has reserved its rights under the contract. FCC has therefore implemented its 16 June 2021 Proposals at own risk
Financial implications to include reference to value for money	N	This report is an update report on performance and there are no direct financial implications of the recommendations which are performance related.
Risk	N	
Supporting Corporate Strategy	Y	
Climate Change - Carbon / Biodiversity Impact	N	
Comprehensive Impact Assessment Implications		
Equality and Diversity	None	
Safeguarding	None	
Community Safety, Crime and Disorder	None	
Health, Safety and Wellbeing	None	
Other implications	None	

Supporting Information

Appendices: N/A

Background Papers: N/A

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed/sign off	Yes
SLT Rep briefed/sign off	Yes
Relevant Heads of Practice sign off (draft)	Yes
Data protection issues considered	Yes
Need for a Communications Plan?	Yes
Accessibility checked	Yes

This page is intentionally left blank