



Waste and Recycling Collection Services

Annual Performance Review

April 2015 – March 2016

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Overview

Following a tender exercise in 2011 incorporating a detailed evaluation process, the Council's waste management contract was awarded to Veolia ES (UK) at a price of £2,420,283, delivering efficiency savings of £1.4m (in excess of the £850,000 originally anticipated).

The contract commenced on the 1 April 2012 for 8 years, with an option to extend this period up to a further 8 years. A fleet of 15 core vehicles owned and maintained by the contractor and 54 staff complete the operation of the waste contract in accordance with a detailed specification.

Compliance with the specification and the conditions of contract is regularly monitored by Officers of the Council in conjunction with Veolia's Contract Manager and supervisors. In addition, quarterly reviews of service performance are undertaken by the Service Development Board (SDB), comprising representatives of both parties, including, the Streetscene, Parks and Open Spaces Portfolio Holder, Director of People and Places, Head of Operational Services, Veolia's Regional Manager and Director. The SDB also consider options for further efficiency savings and how to respond to changes in legislation or operating methods that may affect services.

The first year of the contract progressed extremely smoothly, with a seamless transition from the previous contractor to ensure the 49,000 households of Wyre continued to get the waste bins and recycling containers emptied and in fact surpassed the performance of the previous years in terms of missed bins and customer complaints. The second, third and fourth contract years have continued to deliver service improvements across all service standards.

During 2014/15, the company name 'Veolia Environmental Services' changed to Veolia, reflecting the change in ethos of the company to being 'one Veolia - resourcing the world' in terms of energy, water and preserving resources.

Service Design

The Council provides an alternate weekly collection of waste to over 90% of households, with residual waste collected in 240 litre grey bins one week and recycling materials collected the following week.



Cardboard and paper – co-mingled in a 140 litre blue lidded wheeled bin (now some 240 litre wheeled bins)

Glass, cans and plastic bottles, with textiles in a carrier bag – kerbside box

Green and food¹ waste – 240 litre green lidded wheeled bin

General waste – 240 litre grey lidded bin

The collections are made on the same day each week and the quantity of residual waste is restricted to 240 litres per fortnight, unless the householder qualifies for additional capacity according to the Council's collection policy.

During the course of Year 4, additional waste streams were added to the dry recycling collection. Customers were advised they could put out small electrical items and provided sellable bags for domestic batteries.

In addition following notification from Lancashire County Council of the withdrawal of the Cost Sharing funding and the closure of the invessel composting facility to treat mixed food and green waste along with central budget cuts, elected members agreed to introduce changes to the green waste service. Households were asked in February 2016 to

¹ Residents were asked to remove food waste from the green in February 2016 following instruction from Lancashire County Council

stop putting food in with green waste and advised that a chargeable subscription service would be introduced in May 2016 for green waste collections (Service Year 5)

Approximately 2,000 households remain on a weekly sack collection with a fortnightly collection of recyclables. These properties are predominantly in Fleetwood; consisting of terraced properties with no gardens and intermingled with commercial properties and in isolated rural areas.

A number of properties, for example houses of multiple occupancy and caravan sites, are provided with shared bulk containers for the residual waste and 360 litre wheeled bins for the paper/ card and dry recycling.

Waste treatment / disposal

Lancashire County Council as the disposal authority and through the Cost Sharing Agreement has exclusivity over all domestic waste collected by Wyre Council (residual and recycling, excluding bulky household waste).

In August 2014, Lancashire County Council terminated the PFI waste treatment contract awarded to Global Renewables in 2007. The two Waste Treatment Plants (WTP) in Farington and Thornton, designed and built by Global Renewables, transferred to joint ownership and operation by Lancashire County Council and Blackpool Council. Lancashire County Council and Blackpool Council have been reviewing the processing capacity / techniques of the plants and have indicated that going forward there will be changes to the way that waste generated in Wyre is processed / disposed of, however their testing is ongoing and Wyre continues to deliver waste as directed by LCC.

During Contract Year 4 Wyre's waste continued to be delivered to the Thornton facility. The residual waste is treated on site by Mechanical Biological Treatment (MBT), up until March 2016, the co-mingled food and green waste went through an in-vessel composting process. The pure green waste is bulked up and sent to open windrow composting facilities through a networks of contracts that LCC hold. The dry recyclables are bulked up and delivered to the Materials Recycling Facility at Farington for sorting and onward processing.

LCC notified Wyre that the Cost Sharing Agreement would end in 2018. This equates to nearly £1 million budget deficit for Wyre Council. LCC have engaged the Waste Resources Action Programme and some Consultants to work with districts to identify opportunities for generating costs saving from different collection models. This is on going.

Officers continue to seek clarity from LCC as to future re-processing and disposal sites that Wyre will be directed to as changes may impact upon operational practices. To date, LCC have not been in a position to provide any certainty of practices going forward.

During Year 4, LCC introduced a new policy at their Recycling centres for the disposal of inert waste. This required households to apply for a permit in advance to take inert / construction type waste to the facilities and limited the amount that could be taken. Once this 'free' amount is exceeded then customers have to pay.

Districts challenged LCC's promotion of the above changes as customers seemed unaware and locally we seem to be witnessing a knock on impact on residual bins contaminated with hardcore / building material.

The collection rounds have remained the same in Contract Year 4. Veolia have continued to monitor the workloads, route configuration and evaluated options to reconfigure rounds to get a better balance across the fleet, making minor changes but this has not affected households.

Delivery / Operations

Staffing

There continues to have been a few changes in the workforce, due to a number of different reasons; ranging from own choice, ill health and following disciplinary measures. Veolia have continued to provide a high quality service, with operatives able to work competently across all work areas to ensure flexibility.



During Contract period year 4 there was a change in personnel in the role of waste coordinator. The new Officer made a great start on the ground engaging with customers at events and at homes. She offered a great deal of enthusiasm and built some good links with other stakeholder groups to help promote waste reduction and recycling. Unfortunately towards of Year 4 the Officer had to leave on personal grounds. Veolia are seeking to appoint a new Officer early within the start of year 5.

Year 4 also saw the appointment of a new administrator; who is supported closely by the Senior Administrator for the region.

Council Officers continue to monitor the service

Vehicles

The Core fleet remains the same as in previous years. Veolia have replaced the 2 spare 2005 registration plated collections vehicles with 2 newer vehicles 58 plates. These vehicles arrived midway through the fourth year from another contract within the region. The Contract Manager and support team continue to review the fleet and vehicle availability are to ensure that we obtain the best vehicles we can as and when they become available.

The 3 Vauxhall caddy vans are to be replaced at the end of year 4.

Contract year 3 witnessed problems with premature wearing of both the hopper floor and sides on the 30% side of the twin pack vehicles. This resulted in all four of the twin pack recycling collection vehicles having to have these components replaced within that year. The work to the floors of these vehicles was expected to last for a further 2 years, Unfortunately this has not been the case. In the last quarter of year 4 Veolia had to replace the same floors and sides again. It is considered

that this may be required ongoing every 18 months to 2 years. This is as a result of a combination of issues with the vehicle build; which Veolia are following up with the manufacturers and the abrasiveness of the recyclable materials, especially broken glass.



Depot

The Copse Road Depot is a shared facility provided by the Council for all frontline services. All associated depot service charges are estimated and agreed quarterly, with figures produced by Wyre Council for invoicing and budgeting purposes. Rectifications are invoiced on an annual basis.

The shared facilities at the depot continue to be of an excellent standard and the inter-relations with Council personnel on a day-to-day basis works well. Year four has witnessed further partnership working with some joint training opportunities; with benefits to the Council and Veolia reciprocated. For example, Veolia staff attended a Fire Marshall course held by the Council and Wyre personnel joined a Fork Lift Truck training course co-ordinated by Veolia. It is anticipated year 5 will see more opportunities like this in relation to driver CPC training.

Health and Safety

The health and safety culture has continued to be very much a focus of the whole team, from management to operatives. With the rollout of the Worksafe Programme completed we have started to see more qualitative observations.

All new starters whether Veolia or Agency continue to receive a 4-6 hour induction dependant on whether they are a driver or loader. The course content and material is frequently reviewed, recognising it had to be relevant to the job the operative is doing. As such the general induction for the company has been made more specific. The videos are more site specific, for example the Vehicle walk around checks are done on a Refuse collection vehicle for municipal collections as oppose to a general HGV Vehicle. The inductions are received positively.

The session covers the following topics:

- General Health and Safety (PPE, risks, welfare, reversing, fire, accident reporting and communications)
- Manual Handling
- Vehicles / Lifting Operations Lifting Equipment Regulations 1998 (LOLER) – practical vehicle familiarisation and bin lift training
- Driver Training – vehicle familiarisation including defect procedure, wheel nut security, drivers Certificate of Professional Competence (CPC), bump card procedure
- Practical vehicle reversing training. This is recorded with evidence checked by the Council.



Driver CPC has been completed and is on-going to ensure compliance with the requirement for 37 hours over 5 years. This year's training included "Roadside First Aid Training". All operatives received a day's training in First Aid and are now qualified to act as a first aider should the need arise, further enhancing our commitment to keeping all our operatives safe at all times. Each driver on completion of this training was issued with a card stating they have received this training.

Veolia's strict auditing system of checking cards each morning continues to be in place, as the legislation states that drivers need to have the card on their person at all times.

Two operatives signed up to the Driver Apprenticeship Programme during 2015/16. This includes Core Skills from the Skills Pledge and basic mechanics training. One employee undertook the Skills Pledge training apprenticeship. Unfortunately both failed the practical driving assessment on a couple of occasions so we have been unable to gain promotion within the Company at this point. The opportunity to join the programme will be extended to other operatives during Year 5.

The Council firmly recognise that by having an external contractor that this does not remove the health and safety responsibilities and are keen to ensure that health and safety and quality is a key element of the performance of the contract. Issues will be investigated on a day to day basis, or through the joint depot working group.

The working group has the following Terms of Reference:

- Ensure that all staff are aware of the site Policy and Procedures.
- Ensure that all staff receive supervision, instruction, training, and toolbox talks to carry out their responsibilities safely.
- Ensure that there are Risk Assessments and Safe Systems of Work within all team operations. Ensure that the policies of Veolia and the Council are harmonious in relation to depot functions and meet each party's wider health and safety objectives.
- Maintain on site monitoring, recording, auditing, and consultation.

A Works Committee was established incorporating Veolia's management team, driver/loader and union representatives and these meetings have continued in year 4 of operation. These meetings have proved valuable in enhancing communication channels between management and the workforce.

Tool Box Talks have continued in year 4 of operation and have included the following topics:

- Re-induction of all drivers at GRL
- Defect reporting training
- Reverse Training refresher
- Safe operation of bin lifts refresher
- Persons in waste containers
- Working in the sun
- Tailgate safety switch and its operation
- Substance misuse policy

Veolia recognise the importance of leadership and motivating teams, so the supervisors have continued their progression by attending a further 2 day programme "Coaching for high performers". This is to enhance the vision of the company consisting of Leaders and not Managers. Veolia recognise that if we are to develop our teams then we must involve our teams in the decision making where we can. This falls in line with the Company Values of Trust and empowerment. It is

proven that leaders can motivate others by empowering them to take ownership of problems and allowing them to help in the problem solving and solution making. It is the aim locally to promote this ethos further in conjunction with the Works Committee during year 5.

Veolia ensure correct PPE and uniforms worn at all times to minimise risk, meet contractual requirements and enhance company reputation. Approved PPE and uniform for all weather events is made available to staff.

Bartec Systems

During Year 4 of the contract, the back office system continues to be refined and updates made and new ways of working established responding to issues / matters arising.

The crews continue to excel in the use of the system for recording service-related issues, such as side waste, contamination, non presents, illegal bins and confirming actions are taken at specific properties, for example, collection of bins from a property requiring an assisted collection. The Bartec system is routinely analysed and follow-up letters and information sent to customers where appropriate.

The Bartec system will be instrumental in assisting to administer the new green waste subscription service.

Opportunities to upgrade units beginning to show wear and tear and failing will be explored in Year 5.

Performance

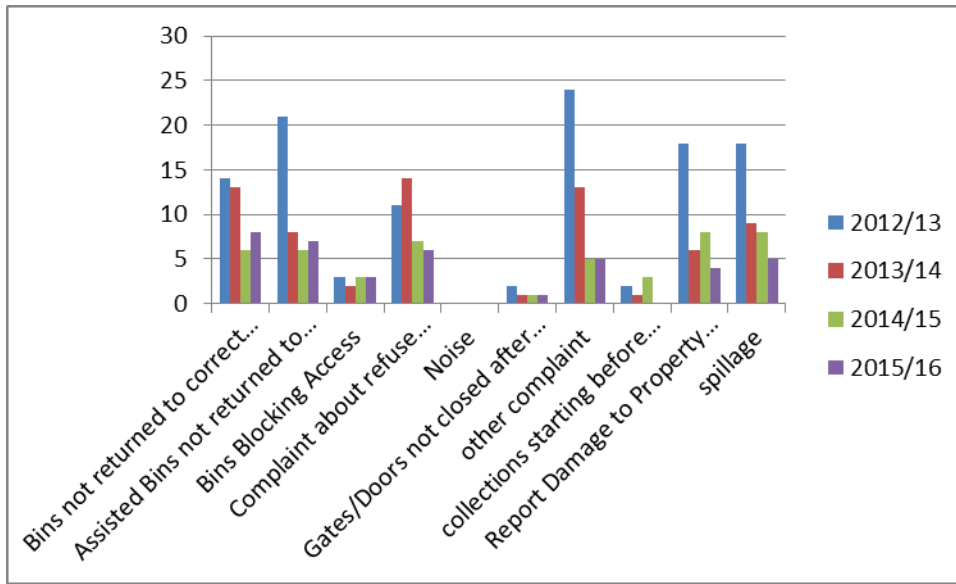
There are a number of performance standards that are measured and monitored monthly and annually and failure to meet the required standards leads to deduction through the payment mechanism. Table 1 below illustrates the monthly targets and actual performance. Figures 1 to 9 show comparisons in performance with previous years for a number of indices.

In summary, the performance in year 4 continued to be excellent with service related complaints / issues being very low and minor. Customers have been getting in touch with the Council to give praise and compliments to the collection operatives and / or the Supervisors.

In year 4, there was an average of just 41 missed bins or boxes per month. This is an outstanding achievement considering each month on average the collection operatives are undertaking 422,478 collections.

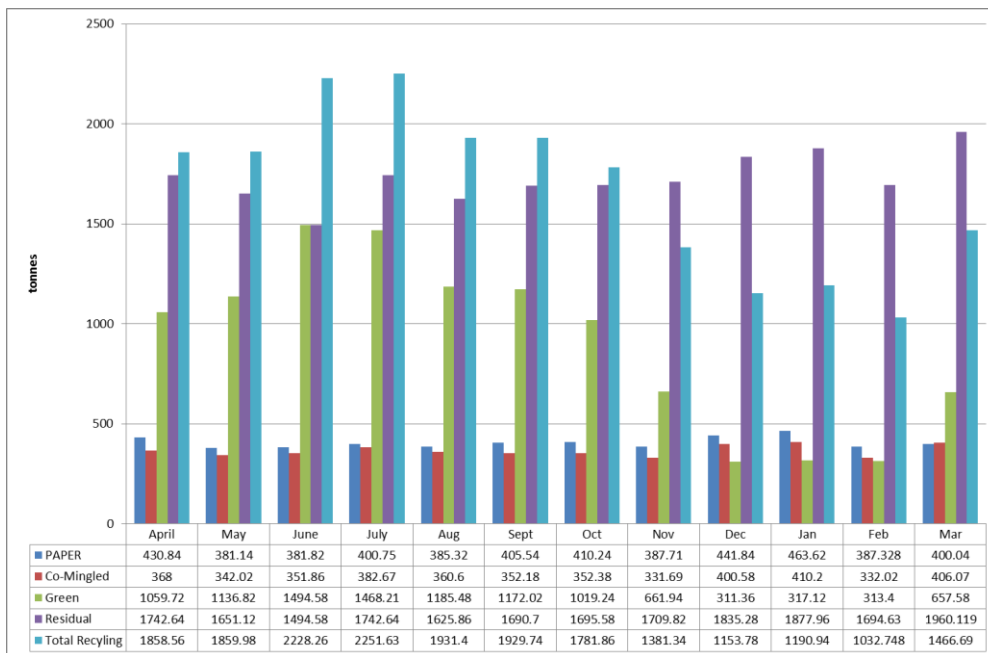
The tables and charts on the following pages provide details of the performance standards achieved.

Figure 2 - Comparison of performance



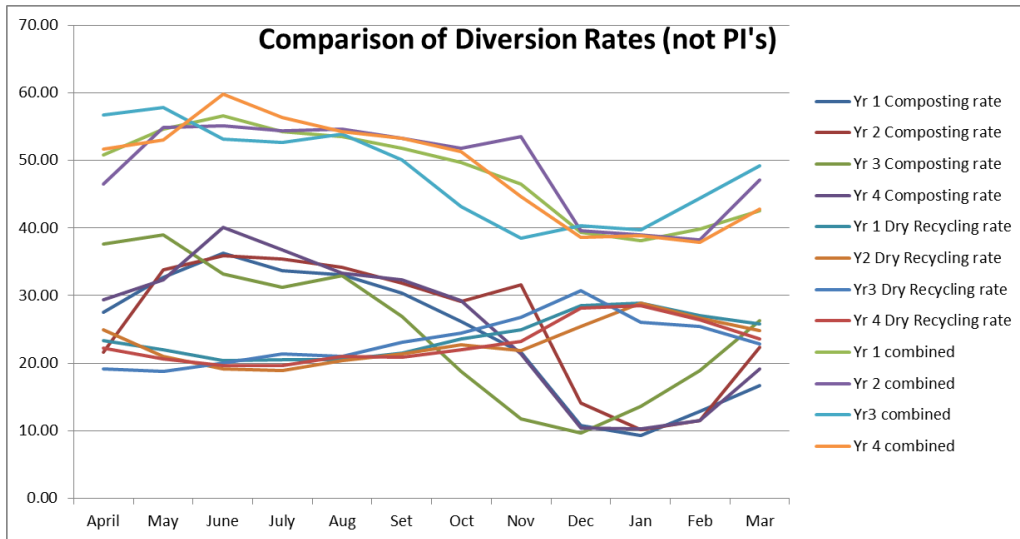
The above chart illustrates the key quality performance indicators are excellent. The service continues to show improvement, but these service related issues / reports are staggeringly low considering over the course of the year around 5069736 collections take place. In total last year the service related complaints (not including missed) totalled to 39 across the whole year (a 0.00077% failure rate).

Figure 3 - Waste arisings (tonnes) per month each waste stream



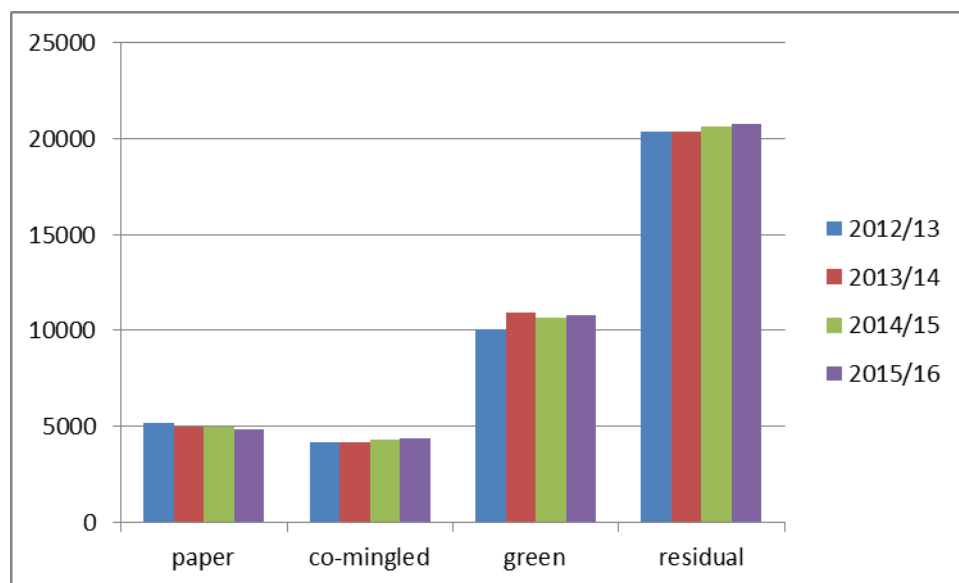
*Jan – March co-mingled recycling includes weights for small WEEE and batteries

Figure 4 - Diversion Rates based on collection only



	Yr 1	Yr 2	Yr 3	Yr 4	Yr 1	Y2	Yr3	Yr 4	Yr 1	Yr 2	Yr3	Yr 4
	Composting rate				Dry Recycling rate				Combined Rate			
April	27.49	21.58	37.57	29.43	23.32	24.90	19.18	22.18	50.81	46.48	56.75	51.61
May	32.65	33.83	39.03	32.38	21.94	21.00	18.77	20.60	54.59	54.83	57.80	52.97
June	36.26	35.95	33.13	40.15	20.36	19.13	19.97	19.71	56.62	55.08	53.10	59.85
July	33.69	35.45	31.27	36.76	20.54	18.92	21.38	19.61	54.23	54.37	52.65	56.37
Aug	33.04	34.23	32.97	33.33	20.49	20.41	20.96	20.97	53.53	54.64	53.93	54.29
Set	30.31	31.79	26.91	32.37	21.49	21.43	23.15	20.93	51.80	53.22	50.06	53.30
Oct	26.21	29.15	18.77	29.31	23.54	22.70	24.43	21.93	49.75	51.85	43.20	51.24
Nov	21.59	31.60	11.71	21.41	24.94	21.90	26.79	23.27	46.53	53.50	38.50	44.69
Dec	10.77	14.17	9.68	10.42	28.54	25.49	30.72	28.18	39.31	39.66	40.39	38.60
Jan	9.25	10.18	13.59	10.33	28.90	28.84	26.07	28.47	38.15	39.02	39.67	38.81
Feb	12.86	11.56	18.87	11.49	26.99	26.69	25.50	26.38	39.85	38.25	44.36	37.87
Mar	16.71	22.30	26.33	19.21	25.80	24.82	22.91	23.54	42.51	47.12	49.24	42.75
Total	25.37	26.97	26.32	26.47	23.55	22.71	22.91	22.72	48.92	49.68	49.23	49.19

Figure 5 - Comparison of waste arisings (tonnes) per waste stream



The diversion rates of materials have differed marginally to that of previous years. The paper / card is slightly down; this is a national trend attributed to the growth in use of electronic gadgets; co-mingled is up which is hopefully as a result of marketing activity and the green waste is also up. Green waste is always unpredictable dependant on climatic factors. The residual waste arisings collected at the kerbside are slightly higher; illustrating the need to persist with the BAP programme and continue to raise awareness of recycling and waste minimisation practices.

In 2014/15 Wyre surpassed the national recycling target with 51%, the figures for 2015/16 have yet to be verified but early indication is the 51% will be surpassed again. The composting rate and subsequently the combined rate is likely to fall in Year 5 as a result of the subscription service. With this in mind the SDB agreed to postpone setting diversion targets for 2016/17.

Lancashire County Council did not conduct an audit of Wyre's dry recycle materials during 2015/16. The table below illustrates MRF Infeed information of the co-mingled recyclate received from Lancashire County Council (and reported to the EA) for each quarter.

	Percentage targeted materials
Qtr 1	92.14
Qtr 2	90.91
Qtr 3	94.52
Qtr 4	95.8

This suggests that the recycling collection crews continue to carefully check what customers present and leave any containers that are clearly contaminated. This is registered on Bartec / LAGAN against the property and a sticker left on the container to inform the householder as to why it has been left. The Waste Co-ordinator and Council Officers have pursued properties which continually contaminate boxes / bins with advice and leaflets.

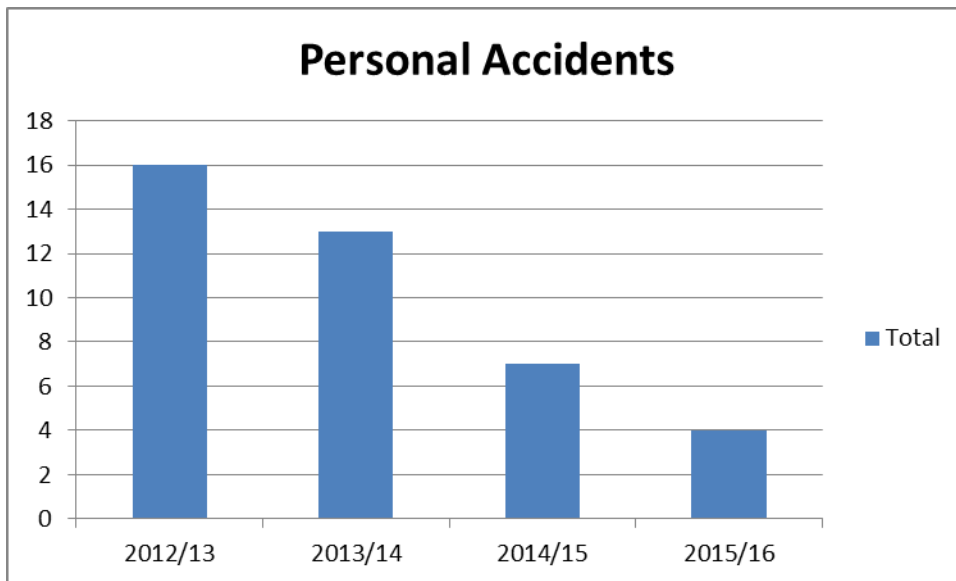
During the course of Year 4, a number of contamination reports have been received from the paper / card merchants via LCC. The checks carried out by the merchants are of infeed from bulked up loads received from the Thornton Waste Treatment Plant (TWTP), so cannot be attributed directly to Wyre residents as other Authorities deliver paper to the TWTP too. Veolia, have undertaken refresher training with crews to ensure they check and monitor bins. Veolia's experience in other contracts and in running MRF's / handling recyclables indicates that these reports are part of a national trend linked to a reduction in the commodity markets for recyclates so processors are driving quality targets further.

Table 2 - Accident Summary Breakdown

	Motor vehicles	Accidents	Near Misses	Safety (BATS) observations
Apr-15	1	0	8	51
May-15	3	0	5	28
Jun-15	3	1	4	34
Jul-15	1	0	5	57
Aug-15	0	0	4	31
Sep-15	0	0	5	51
Oct-15	0	1	3	48
Nov-15	2	0	5	71
Dec-15	1	0	3	21
Jan-16	1	1	6	47
Feb-16	0	0	3	19
Mar-16	1	1	3	41
	13	4	54	499

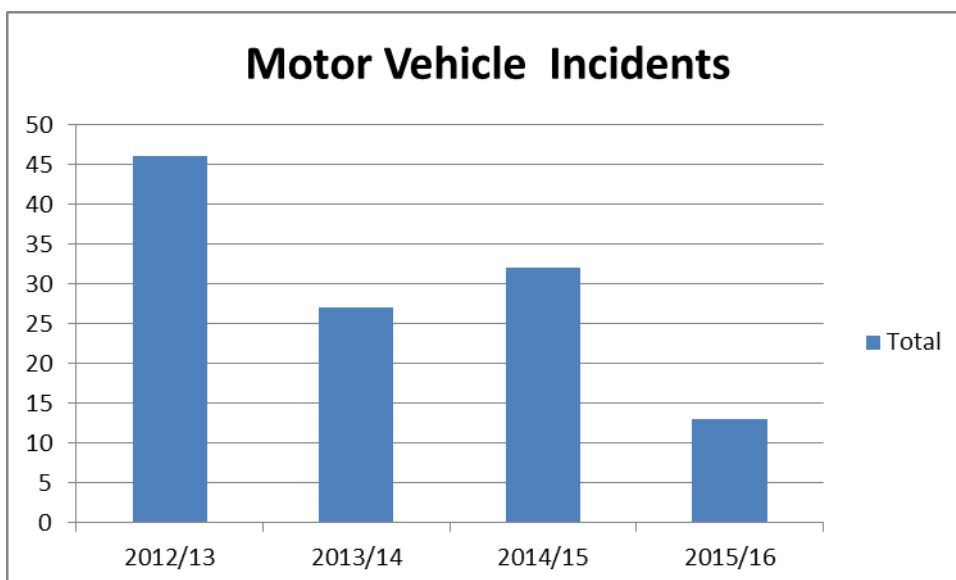
The accident summary breakdown is encouraging with operatives willing to report near misses and significant numbers of safe observations recorded. Where incidents have led to damage to customers property / vehicles, these have been followed up promptly and the customer engaged with throughout the process by Veolia's supervisors.

**Figure 6 - Personal; Accident Comparisons Contract Year 1:
Contract Year 2: Contract Year 3: Contract Year 4**



There has been a 43% reduction in the number of personal accidents in year 4 of the contract with only 4 recorded in 2015/16 compared to 7 in 2014/15. This has exceeded Veolia's company objective of a 10% reduction in Total Accident Frequency Rate (TAFR).

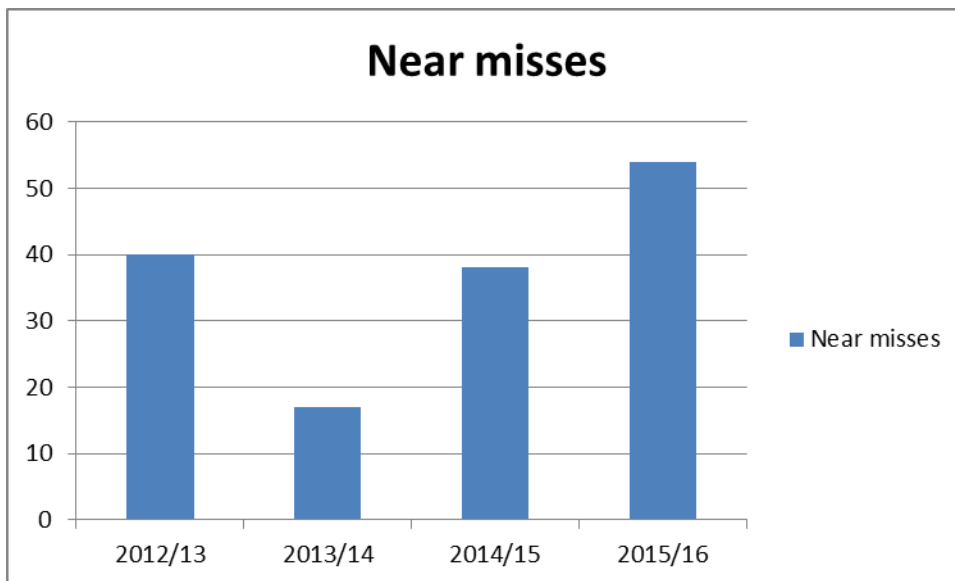
**Figure 7- Motor Vehicle Accidents Comparison Year 1: Contract
Year 2: Contract Year 3: Contract Year 4**



There has been a massive 60% reduction in the number of vehicle accidents in Year 4 of the contract. Again some of these incidents are being disputed for liability. Veolia believe this is a direct result of the new investigation training received by the supervisors towards the end of year 3. The training involved obtaining more evidence and cross

referencing that evidence more thoroughly. The moto being if it doesn't make sense then it cannot of happened that way. The onus is on the supervisor to report all his findings upon the Accident reporting system RIVO. This is then reviewed and actions / tasks allocated by an independent trained person. In doing this we have obtained a conclusion quicker and allowed us to resolve the incident with the third party quicker.

Figure 8 - Near Misses Comparisons Year 1: Contract Year 2: Contract Year 3: Contract Year 4



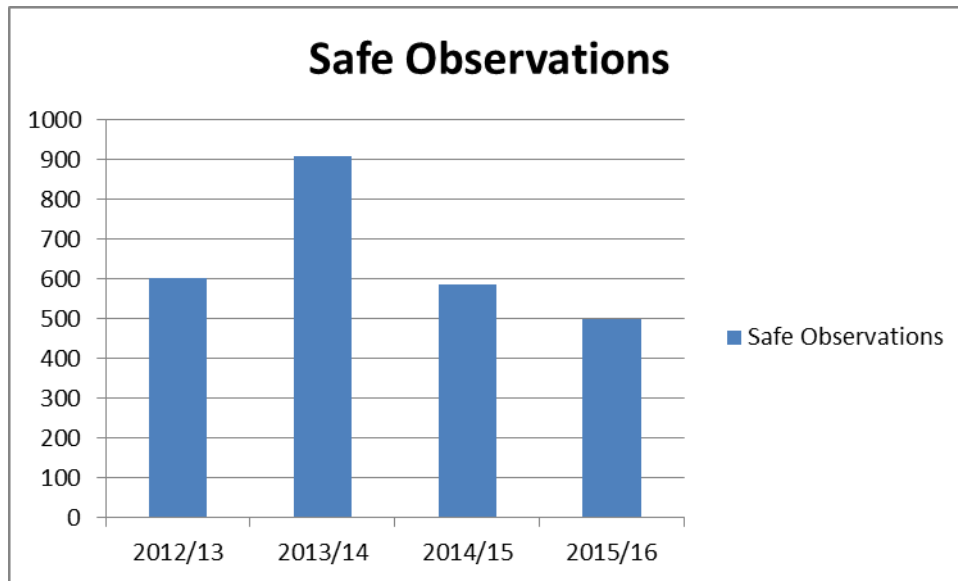
Near misses have increased in year 4 as a direct result of the Work safe campaign. It encourages individuals to report all near misses however minor. Each observer (supervisor) must report at least 2 near misses per month. These are audited randomly by Veolia's Executive committee on a monthly basis. All recorded incidents must have the incident, the outcome and how it has been communicated with the individual. It is a key performance indicator (KPI) of Veolia's exco to carry out a site audit of one site every 6 months. Sites are visited at random focusing on

- Traffic management
- Housekeeping
- Manual handling
- PPE
- Stock Levels
- Compliance
- Maintenance facility

This audit is inputted into the internal reporting system RIVO and any audit actions found necessary. To close these actions a report must be sent directly to the director. Veolia Wyre received visits in August 14 and again in October 15 but received no actions.

It is intended that the more individuals challenge the near misses the less accidents the Company will have; to date this is proven given the substantial reductions in both personal and motor vehicle accidents for the year.

Figure 9 - Safe Observations Comparison Year 1: Contract Year 2: Contract Year 3: Contract Year 4



The number of safe observations has fallen in year 4. The reason for this is because the emphasis has shifted onto reporting near misses and only real exceptional behaviour that we can learn from should be reported. It was evident that this was becoming a tick box exercise as oppose to a learning exercise. It is still encouraging given that across the Contract Veolia Supervisors have reduced some of the easier things to spot on a daily basis such as all wearing PPE, but are still observing a lot of qualitative observations such as standing well clear off the danger zone, bins put back behind wall in inclement weather. This is expected as the workforce fully understands and is on board with the quality approach to work that is required through this contract.

In 2015/16, major road works continued to hamper operations and productivity on key routes in Wyre, including Amounderness Way causing severe traffic problems at peak times. Despite this, performance was maintained, with some crews having to work longer hours.

The winter of 2015 so a number of roads and households severely affected from flooding; Veolia re-routed vehicles to accommodate road closures and responded to assist with the clean-up operations and emptying bins and excess waste as expediently as possible once access was permitted.

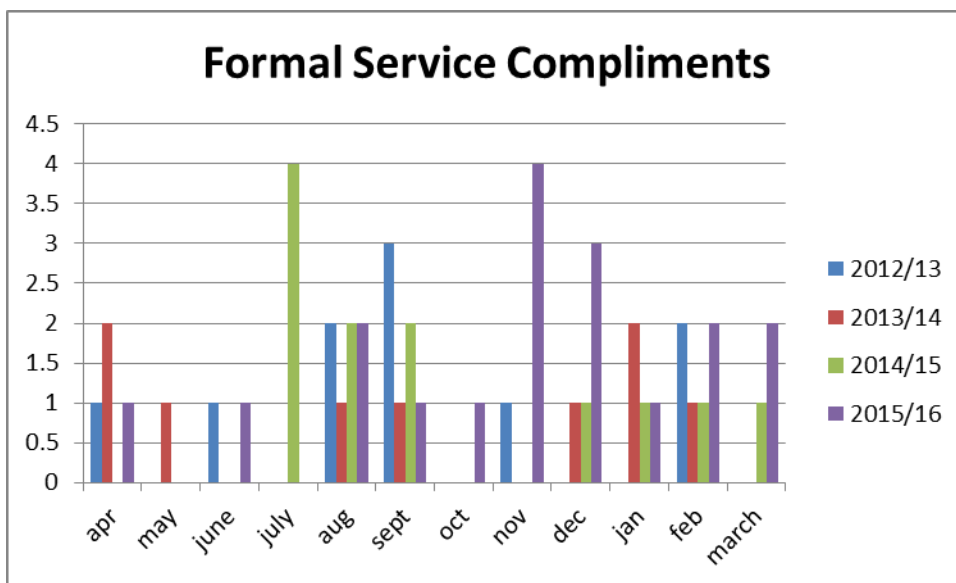
The contract has also accommodated refuse and recycling collections for new properties that have been built over the last twelve months. Extra lifts per round have been measured and this will be assessed on an on-going basis.

This level of excellent performance has once again been recognised by the contract being nominated for a number of awards and accolades over the last 12 months.

Wyre Council's refuse collection service was shortlisted for the Association of Public Sector Excellence (APSE) performance network awards in the Refuse Collection Best Performer and Most Improved categories.

The APSE performance network awards recognise the best performing local authorities for their achievements.

This is further compounded by the number of formal compliments received about the service and personnel from customers



The contract was also shortlisted for Veolia's Best Performance Award, unfortunately not winning but a great achievement getting into the top three. Good practice from this contract continues to be implemented on other Veolia contracts, such as the 'Get to know your contract' statistics that are produced on a monthly basis that indicate how the contract is performing.

Although commercial waste collections are not part of the core contract delivery service, it is imperative to maintain close working relations with the Commercial arm of Veolia as all collections (commercial and domestic) have Veolia's branding, so have the potential to impact on residents' opinions of the company. During this year a few collection issues arose with some commercial customers, but collaborative working enabled them to be resolved swiftly.

Bin Amnesty Programme

The Bin Amnesty Project (BAP) continued during Contract Year 4, but was limited due to resource availability. However, both Wyre and Veolia realise the necessity to continue rolling out the programme, to ensure a standard collection system/method is in place throughout Wyre. The process ensures each household have the optimum amount of capacity to deposit their residual waste, which in-turn encourages full participation in kerbside recycling.

As previously highlighted each household in the Borough receives a single 240ltr residual bin (grey) along with a 240ltr blue bin and 55ltr green box for dry recyclates. However, households with over 5 residents or those with recognised medical conditions producing significantly greater amounts of waste can request additional capacity (providing they are fully participating in the kerbside recycling scheme).

Target areas for the programme are selected using information from collection staff relating to the number of additional bins evident on a particular day, so when an area is chosen all additional residual bins are removed from properties (where the Council had no record of increased capacity requests) on the day of collection. It is anticipated that the removal process will not only encourage recycling but reduces tonnage and the actual number of bins emptied by residual vehicles, which ultimately and reduce the actual time of the collection process (simply as there are less bins to empty).

In contract Year 4, a removal was initiated in Fleetwood (Round – Urban 4 Wednesday) on 10 February 2015 that resulted in almost 200 additional residual waste bins being removed. On the collection following the removal the tonnage of residual waste dropped by 9% (2.6 tonne). The initiative has also produced efficiency savings due to potential for the containers that were removed being reused.

Marketing/Promotions

During Year 4 personnel changed and the new officer continued the work in a directed fashion based on participation / capture surveys of the previous year, targeting key 'audiences' to tackle issues of low recycling performance and contamination with flats being a key area. Unfortunately the post was vacant for the latter part of the year, but generic messages continued to be communicated.

Door knocking Campaign

A door knocking campaign continued in year 4 on an ad hoc basis targeting streets / areas with concerns identified by the crews or through monitoring.

The aim being to target households not participating in the kerbside recycling service or placing non target materials in the containers. Carry out conversation with the resident to find out reasons for not recycling. If the reason given is lack of recycling containers, make arrangements for additional recycling containers to be delivered.

Common reasons for not recycling included: forgot to put out; the collection took place earlier than usual; on own/couple so green box/blue bin not full so don't put out every 2 weeks; boxes are not big enough; not got a box, not sure what to put in.

Plastic pots, tubs and trays continues to be observed in some green boxes and hence the message that it is plastic bottles only was strengthened in the Service Information Leaflet.

Customer Satisfaction Survey

The annual Customer Satisfaction Survey for 2015-16 took place in February 2016.

A thousand surveys were delivered to households across the borough during the last week in January and the survey was also accessible via the Council's web site.



It was promoted in the media and through social media channels. A total of 595 responses were received.

Winner of Survey Prize Draw: Hazel Rheubottom (m), Presented by Cllr David Henderson, Streetscene, Parks & Open Spaces Portfolio Holder; (L) and Damian Bigley (R) Contract Manager Veolia



The results of the survey were positive:

- 92% of respondents were 'very satisfied' or 'somewhat satisfied) with Veolia's service (89% in 2014-15 survey)
- 94% of respondents claimed always to use the green box service (91% in 2014-15 survey)
- 67% claimed to always use the green bin service (73% in 2014-15 survey) A steady decline over the last three years.
- 94% claimed to always use the blue bin service (92% in 2014-15 survey)
- 85% of respondents refer to the collection dates calendar throughout the year (79% in 2014-15 survey)
- 88% of respondents that had contacted the Council were happy with how their call was taken or email received (91% in 2014-15 survey) A slight decrease on the previous year but positively 91% of respondents' problems were resolved at this point a 10% increase on the previous year.
- Over 90% of respondents claimed to recycle food and drink cans; plastic detergent, milk and pop bottles, glass bottles and jars, food waste, paper and cardboard
- 24% of respondents claimed to use the new service introduced for recycling domestic batteries

- 15% of respondents claimed to use the new service introduced for small electrical equipment
- 28% of respondents indicated that they make an effort to reduce food waste at home
- 58% of respondents indicated that more information would encourage them to recycle more (65% in 2014-15 survey)

The negative responses / aspects in the survey continue to be around the recycling boxes with a range of comments received, including:

- Hard to lift
- Not enough room
- Blow away
- Prefer bins.

‘Broad-brush’ Communications

Annual Service Information Leaflet/Calendar

A service information leaflet including a refuse and recycling collection dates calendar was designed and delivered to residents across the borough. The leaflet was delivered to all households early in December along with the new scheme material for the small WEEE and battery collections.



The leaflet contained information about what to put in each recycling container And congratulated households on achieving surpassing the 50% recycling rate; encouraging them to recycle ‘one more thing’.



Service Information Leaflet and Refuse and Recycling Collections Calendar

'Broad-brush' Communications

Posters

The series of 4 posters promoting the recycling of glass, cans, paper and plastic bottles continued to be promoted in public displays / notice boards.





Events

I-Bus

The Waste Co-ordinator continued to work with other agencies on the I-bus to promote the waste and recycling service and offer drop in sessions for queries or simply 'talk rubbish'

Compost Give Away

Despite customer demand a compost giveaway was not held in 2015-16 due to the changes of the processing of green waste at LCC. It is hoped that this can be pursued in future years.

Recycling Wheel

The recycling wheel has proved to be a great communication tool and well received by customers. It was updated to reflect service changes.

Community Groups

Officers have attended and given talks to various community groups across the borough on recycling, the disposal processes and even a day in the life of ...

Green Waste Subscription Service

Following the decision of Lancashire County Council to withdraw the Cost Sharing Agreement beyond 2018, and other central Government Cuts, Members had to consider ways of balancing the budget.

Green waste collection is not a statutory service and many other Local Authorities provide a chargeable service. So in early December 2016, Members agreed to introduce a subscription service to be implemented within quarter 1 of 2016/17.

A Project Team was created including representatives from Veolia to plan how the service would operate and how the changes would be marketed to customers.

A leaflet was issued to all households eligible for the service in February, in conjunction with a suite of social media activities, media coverage and an article in the Council Magazine which is delivered to all Wyre households with the Council Tax towards the end of March.



Lancashire County Council contributed to the communication costs as they were closing the joint green and food waste processing facilities at Thornton Waste Treatment Plant; which meant customers could no longer place food waste within the green bin.

Corporate Social Responsibility

Veolia is committed to giving something back to the local community and commits to undertaking projects to benefit the local community.

Veolia have been unable to get involved in many local projects this year although we did supply operatives and vehicles to support the Flooding in St. Michaels and will always look to support events like this should the need arise.

Veolia's customers are increasingly interested in the employment, training, and skills development of young people and those marginalised from mainstream employment. This forms an important part of 'social value' which usually accounts for 1-10% of scoring in municipal bids.

As a company, Veolia takes its position seriously as a major employer, but it has previously been a challenge to answer the question 'what do you stand for in relation to social value?'

As part of their corporate objectives, Veolia are committing to focus efforts on recruitment and training that brings value to communities. They are openly committing to 10% of their operative recruitment to be of those marginalised from mainstream employment: ex-offenders, young people not in education or training (NEETs), long-term unemployed, homeless and former military.

Across the company, Veolia are already seeing KPIs being set on contracts. For example, Birmingham's work with the Department of Work and Pensions in response to the council's Charter for Social Responsibility and across our London contracts for recruitment of ex-offenders through Blue-sky.

Audit

Veolia has maintained its accreditations to ISO 9001:2008 and ISO 14001:2004 in 2015/16.

Veolia's contract with Wyre was not chosen for an audit during the course of this year by Veolia. However, due to excellent results in the past, the Contract was selected to undertake the Company's new "Self Audit" system. This is a new process being trialled by the Company. The Contract Manager has to follow strict guidelines of the audit set detailed on the Company's internal reporting system RIVO. The Manager has to follow set questions in the system and where relevant provide evidence to support the answers by scanning documents into the system. This system is available for auditing checks at any point in time.

In accordance with the Council's agreed audit plan a follow up review of the procedures and processes undertaken to monitor the Council's waste management contract has been completed following the initial review in 2013. The overall opinion of the auditor is that the controls in place to monitor the waste management contract are 'excellent'.

The Council completed its Technical, environmental and economically practicable (TEEP) assessment of waste collection practices in January 2015, with Veolia contributing to this process. The Council deemed that the current service collection and disposal arrangements to be compliant. The Council have had to complete a survey by the Environment Agency but had no further action.

Cost of Service

As referred to in the opening paragraph of this report, in 2011 the Council's waste management contract was awarded to Veolia ES (UK) at a price of £2,420,283, delivering efficiency savings of £1.4m (in excess of the £850,000 originally anticipated). In line with the terms of the contract the price can increase or decrease based on agreed indexations. 2015/16 saw a reduction in the contract price of 0.94% which was largely as a result of the decrease in the cost of fuel.

In year 4 of operation unexpected costs arose in relation to wear and tear on the vehicles. This was offset by the reduction in the cost of fuel during the year. Additionally, overhead costs increased due to Veolia no longer delivering some of their other operations within the region.

Future Developments

Vehicle signage will continue to be reviewed and refreshed where required.

The key priority for 2016/17 is the green subscription waste service to ensure it is implemented smoothly for customers with support to operatives. Late summer an operational review will take place to identify opportunities for any operational efficiencies which may lead to service changes, reductions in personnel and or vehicles dependant on the service uptake.

The Bin Amnesty Programme will continue in the next contract year.

Work will continue on round assessments and rounds will be made more even to account for new-build properties

The scheme for employee engagement will continue.

During 2015/16, the Council and Veolia in partnership 'piloted' 360 degree cameras on a number of the waste and recycling collection vehicles. This was found to assist in a number of service areas. It will also assist in handling and investigating customer complaints/malpractice and in insurance claims, as it will provide 'live' evidence of incidents or show that incidents did not occur. It was agreed to use the joint service development board funds to install on each vehicle; with the equipment remaining the property of the Council at the end of the Contract term. This will be undertaken early in 2016/17.

The results of the Waste Review funded by LCC in conjunction with 11 other Districts will continue to be explored.

Veolia and the Council will continue to work together to consider service changes or other measures that will assist in bridging the funding gap in 2018 once LCC withdraw the cost-sharing payments.

Officers will continue to challenge LCC decisions and seek to get solutions for Wyre that have least impact operationally and financially, for example in relation to opening hours of facilities, location of tipping facilities and turnaround times for tipping. Some these factors are already beginning to cause concern.

Officers will begin researching options for beyond 2020.

The Council will continue to reassess TEEP as and when there are service changes.