

SCRUTINY WORKING GROUP

FRIDAY, 16 DECEMBER 2022

Present: Councillor P J Owen, Chair

Councillors: S Easom (Vice-Chair)
I L Tyler

Apologies for absence were received from Councillors J C Goold and D K Watts.

1 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

2 **MISSED BINS**

The presentation from the Executive Director to the Overview and Scrutiny Committee on 11 November 2022, the scoping form and the Head of Environment's written response to the scoping form were noted by the Working Group.

3 **UPDATE ON MISSED BINS DATA**

The Working Group received a presentation on missed bins from the Waste and Climate Change Manager.

It was noted that the total number of missed bins represented 0.33% of those collected. It was recognised that service failure did occur and that problems occurred in areas where access was easily blocked by other vehicles, where refuse bins were shared between properties, where building work prevented collection or on streets where there were clusters of bins that were not numbered.

Consideration was given to making returning for a missed bin a service that could be charged for. There had been 7,000 missed bins with around 400 of those being when the resident had admitted to not having their bin out or having contaminated their bin. It was noted that it would be difficult to prove fault with the resident to the extent that a charge could be justified, based on the technology already used by the Council.

Discussion progressed on to the starting time for collections. There was concern that bins were being collected as early as 6.00am, particularly in the Kimberley area, because of the proximity to the depot. There was a request for current tachograph data to show at what time crews were starting out from Kimberley Depot.

There was also concern that glass crews were decanting glass between bins.

It was noted that a new procedure for regularly missed bins had driven down reports by 85%. This meant that there were around 13 properties where repeated missed

bins were still an issue. There was continued focus on improving services to the 13 properties. The importance of the role of experienced crews was discussed in reducing regularly missed bins. Discussion progressed on to the size of the brown bin rounds and the missed bins resulting from operatives who had been called in to support colleagues on the big garden waste rounds. It was noted that communication about how the rounds were to be shared had already been identified as an area for improvement.

Contaminated bins were discussed and it was noted that households where bins were regularly contaminated were to be offered support with their recycling. If there continued to be issues with contaminated bins, it was noted that the Council could remove their recycling bin. Bulky waste charges for regularly contaminated bins were discussed as were methods of enforcement for non compliance including written warnings, visits, removal of recycling bins and section 46 orders to mandate compliance.

There was concern that the level of anecdotal evidence for missed bins or the early collection of bins was not supported by the data and that there was under reporting of missed bins.

4 DATE OF THE NEXT MEETING

The Working Group agreed that their next meeting would be Monday 9 January 2023 at 11.00am via Microsoft Teams.

The meeting would be to discuss the recommendations that were to be made in the report.