

Scoping Report – O&S subcommittee

Title of subcommittee	Missed bin collections and calculations
Expected outcomes	<ul style="list-style-type: none"> • Review and evaluate the causes of Broxtowe’s recorded below-average performance on missed bin collections and related calculations, including any specific challenges or differing working practices – what is the definition of a ‘missed bin’ in Broxtowe as opposed to other areas. • Assess the effectiveness of any actions being taken to remedy any issues that are identified, understanding whether these will be effective into the future • Decide whether further change is needed to deliver best value for Broxtowe residents and, if so, recommend accordingly
Terms of reference/Key lines of enquiry	<p>What are the reasons for Broxtowe’s supposedly poor historic performance relating to missed bin collections, i.e. specific organisational or other challenges, reporting differences, differing working practices? Does Broxtowe do anything differently to other areas?</p> <p><i>How are missed bin complaints handled at Broxtowe, and does this differ from other authorities?</i></p> <p>The results of the previous ‘missed bins’ scrutiny exercise, including whether recommendations were implemented and if they were effective.</p> <p>What conclusion can be drawn about the reason for the recorded rates of missed bin collections in Broxtowe?</p> <p>What actions are being and have been taken to remedy any issues?</p> <p>How might the above be impacted by other changes in waste collection, i.e. food waste collection and the reviews of recycling banks and the trade waste service?</p>
Possible sources of information	<p>Internal collections data, including most regularly missed bins/routes, impacts of changes to routes, data capture and recording, etc.,</p> <p>Rates of emptying for all bin types – do figures include recycling, voluntary garden waste service, etc.,?</p> <p>Rates of missed ‘pull-out’ bins, i.e. for elderly/disabled residents</p> <p>Officer testimony</p> <p>Testimony from bin lorry crews and union</p>

	Resident survey data – Residents’ Engagement Survey? Percentage of complaints relating to bins Resident reports (web forms, email, phone, etc.,)		
How review could be publicised	Report to meeting of the Overview and Scrutiny Committee Report on recommendations to Cabinet Possibility for further comms. if appropriate		
Specify site visits	Possible visit to the Depot re: speaking to bin crews		
Possible witnesses	Officers: <ul style="list-style-type: none"> • Assistant Director of Environment, possibly with someone at manager level • Waste collection teams/bin crews • Customer service staff (that have dealt with/can collate resident reports) • Complaints Officer Members Resident/s with repeated missed bins		
Resource requirements	Scrutiny officer time		
Projected start date	TBC	Draft report deadline	Report to O&S – 24 September
Projected completion date	Report to Cabinet – 3 November 2026		