

<b>Report on</b>	Refuse Collection Route Optimisation Project Update
<b>Reporting Officer</b>	Mark McAdoo, Head of Environmental Services
<b>Contact Officer</b>	Mark McAdoo; Head of Environmental Services

<b>Is this report restricted for confidential business?</b>	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To update members on changes to refuse collection arrangements in the Magherafelt area.
<b>2.0</b>	<b>Background</b>
2.1	<p>As reported to Committee last November due to a major route optimisation exercise significant changes to the refuse collection days/arrangements are taking affect in the Magherafelt area from week commencing 29<sup>th</sup> January 2018. The changes will impact around 15,000 homes (approximately 90% of households in the area) affecting:</p> <ul style="list-style-type: none"> <li>• The day on which residents' bins are collected and/or</li> <li>• The combination of bins which residents put out for collection</li> </ul>
2.2	The changes will make our bin routes more balanced and efficient. We will also be able to increase the use of our 'one arm' vehicles (OAVs), where the emptying process is fully automated to empty more bins in non-urban areas (around 80% of such collections will be by OAV) which is a preferable collection method from a health and safety perspective.
<b>3.0</b>	<b>Main Report</b>
3.1	We recognise that this is a significant change to a core service and our aim has been to make it as smooth as possible for our customers. To that end, we have been directly communicating with residents throughout January by delivering an information card to their homes which provides details about the change and a calendar of their new collections for the next few months (of the fifteen variations of the card is attached).
3.2	<p>We have been using local press and social media channels to highlight the changes. Residents can also check their new collection arrangements online at the following:</p> <p><a href="http://www.midulstercouncil.org/binchanges">www.midulstercouncil.org/binchanges</a></p>
3.3	However given the nature and size of this logistical exercise it is inevitable that some operational issues will arise and our planned response to these is as outlined below:
3.4	<i>Missed bins:</i> as we get used to the new routes, some bins may be missed in the first couple of weeks. We have allocated additional resources to our collection service to help ensure that we can empty bins which are missed.

3.5	<i>Incorrect bins put out for collection:</i> where residents have placed the wrong bin out for collection, we will leave another information card to highlight again the new collection arrangements and we will then collect the bin on the next scheduled collection day. However, if this is likely to prove problematic, we will do our best (where resources permit) to empty bins in advance of the next scheduled collection.
3.6	<i>Residents who will miss a blue bin collection:</i> the changes mean that some residents will miss a blue bin collection during week commencing 29 <sup>th</sup> January (and will receive an extra black bin collection instead) meaning they will have to wait until the following week for their recycling to be collected. If the blue bin is full, residents can dispose of their additional waste at a recycling centre or leave the additional material in a clear plastic bag which we will collect as a one-off on their next scheduled collection day.
3.7	<i>Queries from customers:</i> to help deal with an expected increase in volume of calls to the Magherafelt depot additional (temporary) administrative support has been put in place.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<p><b><u>Financial &amp; Human Resources Implications</u></b></p> <p>Financial: Some additional agency/staff costs incurred in the delivery of calendar/cards. Also some extra overtime costs for refuse collection will be incurred in February as the changes are implemented (after which time any efficiencies can be properly assessed)</p> <p>Human: A significant amount of officer/supervisor time is involved in this major project.</p>
<b>4.2</b>	<p><b><u>Equality and Good Relations Implications</u></b></p> <p>N/A</p>
<b>4.3</b>	<p><b><u>Risk Management Implications</u></b></p> <p>Health and safety route risk assessments will be reviewed following implementation to ensure the changes mitigate against risks associated with household bin collections.</p>
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	Members are asked to note the content of this report.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Sample bin collection card/calendar delivered to households in the Magherafelt area.