

Report on	Update on Refuse Collection/Route Optimisation
Date of Meeting	5 th July 2021
Reporting Officer	Mark McAdoo, Head of Environmental Services
Contact Officer	Tony Law, Cleansing Operations Service Manager

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report
1.1	To update members on route optimisation and changes to the refuse collection service.
2.0	Background
2.1	As members will be aware Environmental Services is involved in an ongoing programme of route optimisation and changes to refuse collection service delivery across the district.
2.2	This transformation programme primarily involves the roll-out from the north to south of the district of one-armed collection vehicles (OAVs) to empty bins on rural roads. These currently operate in the legacy Magherafelt area and part of the legacy Cookstown area. Following delivery of additional OAVs further expansion of this type of collection is taking place in rural areas to the south and west of Cookstown over the following two months.
3.0	Main Report
3.1	<p>In the coming weeks around 4,000 households (in rural areas to the south and west of Cookstown) will have all their bins collected by a one-armed vehicle (OAV) specifically:</p> <ul style="list-style-type: none"> • From w/c 28th June approximately 3,200 households which already have their black and blue bins collected by a one-armed vehicle will have this collection method extended to their brown bins and; • From w/c 16th August a further 700 households will see all their bins collected by a one-armed vehicle for the first time (as per maps and list of roads attached).
3.2	<p>We are communicating with these residents directly with a letter delivered to their homes informing them of the change to the method of collection. The letter explains in text and with images how to present bins for collection by a one-armed vehicle and also includes a link to our website where they can view a video with step-by-step advice.</p> <p>The video is available at www.midulstercouncil.org/onearmedvehicle</p> <p>For these residents, there are no changes to their collection days, only to the method of collection. However for a limited number of residents the change to one-armed vehicle collection will also mean a change to the week on which their brown bin is collected</p>

3.4	<p>For approximately 300 homes, their brown bins will now be collected along with their blue bins, instead of their black bins. The actual day of the collection will remain the same.</p> <p>As well as a letter delivered directly to their homes informing them of the change to the method of collection, these residents will also receive a special bin label stating how to correctly present the bin for collection and a collection calendar showing the switch in their brown bin collection week. Given the biggest change is to a small number of residents, broad, untargeted communication (e.g. via social media) is likely to be counter-productive and direct communication as described is the best and preferred method.</p>
3.5	<p>On a separate issue members are reminded that refuse collections due to take place on Monday 12th July will take place instead on Saturday 10th July. The relevant households are being notified of this via a bin hanger (copy attached) being distributed w/c 28th June.</p>
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	<p>Financial: This latest phase of route optimization, which is on a smaller scale to that implemented previously, will not lead to a reduction in vehicles or a resultant saving in maintenance and fuel costs. However OAV collections can be more efficient than that by standard refuse collection vehicles (if bins are presently correctly by residents as requested) and it is hoped this efficiency will enable the growing number of households in the district to be serviced without an increase in budget i.e. doing more with the same level of resource.</p>
	<p>Human: It is important to highlight that there are no staff savings associated with the OAV roll out because the single loaders previously utilized on vehicles on rural routes are being redeployed to standard refuse collection vehicles on built up/urban routes where previously only one loader was deployed but where two are now required due to the continued increase in new houses/additional developments i.e. a rebalancing of resource.</p>
	<p>Risk Management: It is vital to reinforce the primary purpose of OAVs is the health and safety of operatives who will no longer be exposed to the hazard of collecting bins on busy rural roads.</p>
4.2	Screening & Impact Assessments
	<p>Equality & Good Relations Implications: None</p>
	<p>Rural Needs Implications: OAV collections are only suitable/carried out on rural roads and this requires the resident to present their bins in a particular manner as described in the communications provided.</p>
5.0	Recommendation(s)
5.1	<p>Members are asked to note the contents of this report.</p>
6.0	Attachment(s)
6.1	<p>Maps and list of roads showing areas being serviced by OAV vehicle for the first time</p>
6.2	<p>Letter and refuse collection calendar being distributed to affected residents</p>
6.3	<p>Bin hanger for July holiday arrangements.</p>