

Councillors Written Questions to Cabinet Members and the Responses

Full Council – 17 July 2019

1. Question from Councillor Kim Jaggard to Councillor Cabinet Member for Environmental Services and Sustainability

I am aware that the Council has recently issued at least three notices, to inform residents of missed household waste collections on their scheduled day, with over ten streets missed on each occasion due to 'operational difficulties'. For both household waste and household recycling collections for this municipal year so far and for the previous three years, please list:

- i. the number of occasions each year for whole or part-road missed collections,*
- ii. the number of households affected each time,*
- iii. the actual reason for the failure to collect rather than just state 'operational difficulties'.*

Furthermore, please state what is being done to reduce the number of missed/delayed collections in future?

Response –

	Number of occasions whole or part roads were missed	Number of households affected each time	Reason for failure
1 st April 2016 to 31 st March 2017	2 nd June – flats refuse round	Unknown	Shortage of staff
	20 th June – recycling 6 roads, plus Forgewood	223 Unknown	Vehicle breakdown
	9 th August – flats refuse round – suffered all week	Unknown	Several mechanical breakdowns experienced during the week.
	1 st September – flats refuse round	Unknown	Mechanical failure.
	3 rd October – flats refuse round	Unknown	Shortage of staff.
	13 th January – all services	Unknown – covers Maidenbower, Pound Hill and Worth. Approx 25% of work not completed.	Delayed start to all services due to snow and black ice on roads and pavements – dangerous conditions. Contractor then went out to collect where it was safe to do so. Worked on Saturday to catch up.
	23 rd January – flats refuse part round	Unknown – just flats in Pound Hill area	Shortage of staff
	27 th March – flats refuse round	Unknown	Vehicle breakdown.

1 st April 2017 to 31 st March 2018	5 th April – Recycling	140 approx	Mechanical failure and properties near school so unsafe to return on same day when fixed
	14 th June – Recycling	100 approx	Mechanical failure and unsafe to return on same day when fixed as properties near a school
	18 th July – Recycling	142	Not recorded
	16 th October – Rubbish & Recycling	All of 2 rubbish rounds and 2 recycling rounds not started at all 3 other rubbish rounds 90%, 70% and 50% completed.	Vehicle fleet damaged by break-in at depot overnight. Additional vehicles drafted in from other contracts while repairs made.
	17 th October – Rubbish & Recycling	All of 1 rubbish round and 1 recycling round not started at all 3 other rubbish rounds 25%, 85% and 85% complete 1 recycling round 20% complete	Catching up from the break-in, prioritised completing previous day's work first before starting work normally due that day.
	18 th October – Rubbish & Recycling	1 rubbish round 50% complete 1 recycling round 20% complete	Catching up from the break in prioritised completing previous day's work first before starting work normally due that day
	19 th March – Recycling	270	Staff shortages & vehicle breakdown
1 st April 2018 to 31 st March 2019	8 th May – flats refuse part of round	Unknown. Approx. 1hr 30mins work left	Vehicle breakdowns.
	6 th August – garden waste 11 roads	402	Delays at both MBT and recycling transfer station, plus staff shortages. Crews helped each other out meaning only garden waste round remained incomplete by the end of the day.
	5 th November – recycling 7 whole roads	236	Late breakdown on recycling round, unable to return vehicle to service in time. Other crews helped out but too late to fully complete.
	22 nd November – recycling 4 roads, 1 part road	253	Staff shortages. Other crews assisted but too much work to fully complete by the end of the day.
	18 th February – recycling 12 roads	427	Crews started late due to a staff meeting following a review of working procedures.

	4 th March – refuse 10 roads plus flats refuse round incomplete	428 Number unknown	Vehicle breakdowns and staff shortages. Other crews assisted but wasn't enough to fully complete. Hired truck booked in for the morning to assist with catch-up.
	5 th March – refuse 21 roads. Garden waste - 9 roads. All of flats refuse round.	644 Number unknown Number unknown	Continuation of previous days issues plus knock on effect of previous day's incomplete work.
	6 th March – refuse 12 roads, 1 part road Half of flats refuse round	558 Number unknown	Continuation of previous days issues plus knock on effect of previous day's incomplete work.
	7 th March – recycling 12 roads, 2 part roads	392	MBT and recycling transfer station delays. Previous day's work all completed.
	11 th March – recycling 14 roads Refuse 5 whole roads	638 183	Staffing shortage and 3 vehicle breakdowns. Other crews assisted but wasn't enough to complete on same day. Additional agency staff inducted to assist tomorrow. (Two drivers and three loaders) New vehicle fitter also inducted and additional support to be provided from another fitter to assist in reducing the number of vehicle issues.
	12 th March – recycling 10 roads Refuse 3 whole roads	400 92	Caught up on previous days collections first which then impacted on today's collections. Weather also proving difficult. Extra resources in place for tomorrow. New agency staff settled in well along with new vehicle fitter.
	26 th March – recycling 4 roads, 1 part road Refuse 8 whole roads	105 206	Staff shortages.
April – June 2019	14 th May – recycling 6 roads, 1 part road	203	Staffing issue.
	20 th May – recycling 2 roads, 1 part road	143	Staffing shortage. Contractor arranged for additional agency staff to be inducted to help the situation.
	24 th May – recycling 6 roads, 1 part road	106	Mechanical failure and unsafe to return on same day by the time a spare vehicle became available as properties near a school.
	28 th May – recycling 9 roads Refuse 10 roads, 1 part road	301 275	Excessive delays at MBT disposal point and some staffing shortages on rounds, plus knock on effect of catch up from 24 th May on recycling.
	10 th June – Garden waste 5 roads plus Forge Wood Estate Recycling 7 roads	Unknown but approx. one hours work 252	Staffing shortages.