Kettering Borough Council
Best Performer Winner 2015

Dela Moreland - APSE Environmental Seminar
Stratford Upon Avon – 2016
Northamptonshire
What We Do

- Domestic Collections – Refuse and Recycling
- 850 Commercial Customers – operate 3 days
- 638 residents receive Assisted Collections
- Schedule 2 Waste – 143 customers charged
- 1623 - Bulk Collections—offering 6 items twice a year
- Clinical Waste - chargeable service NWP Guidance
- 1824 Christmas Tree Collected - 2015/16
- Bring Bank Operating at 11 Sites KBC / 32 borough
- Emptying of Dog Waste and Litter Bins
- Bin repairs, replacements, new and additional bin deliveries within 5 working days.
- Operate all bank holidays – no change to residents collection day
Kettering’s Waste Facts

- In-House Service
- Servicing 43,000 properties
- 44 staff
- Covering 4 towns and 28 villages of varying scale
- RCV’s, Split bodied 70/30, 18, 26 and 32 tonne vehicles
- Operating 7 domestic and 1 commercial round
- Each crew member walks 14 miles on an average day
- Each crew empties between 1500 and 2000 bins per day
- Emptying a total of 4,472,520 bins per year
- Returning to 1,591 bins reported missed bins
- Traveling 129,104 miles per year
- Using 180,862 litres of diesel
Service Overview

❖ Alternative Weekly Collection
❖ Domestic – 1 x 180 litre black bin (regardless of size of family) introduced in January 2016 – existing 240 litre
❖ Blue 240 litre – dry recycling (co-mingled)
❖ Red 55 litre/140 litre bin/box – paper
❖ Grey 240 litre – Garden/green (free) (12 months)
❖ All and multiple recycling bins and boxes free of charge
❖ Free Christmas Tree Collections
❖ Twice yearly free textile collection service
❖ Clinical Waste weekly
❖ Bulky Collections – on refuse collection day
❖ Strict Side Waste Policy
Strict Side Waste Policy

Waste in the bin with the lid closed
Borough Recycling

- Pre 2002 – recycling rate 2% via Bring Banks (32 sites)
- Alternative Weekly Collections introduced 2004
- New co-mingled scheme introduced 2013 with (11 bring bank sites)
- 2006 - 45%
- 2013/14 - 46.04% 10 months of new scheme
- 2014/15 - 48.33% Co-mingled scheme
- 2015/16 - 49.10% 2015/16
- Contamination Levels – how real are these
- Nominated for APSE ‘Best Performer Refuse’ 4 years running - “Winner 2015”
Strong Focus on Education

♦ National Campaigns
♦ Master Composters
♦ School Curriculum workshops
♦ School Assemblies
♦ WI’s, Parish Councils, Fun days and Roadshows
♦ Scouts, Brownies, Beavers etc.
♦ Coffee mornings and society groups
♦ Field Trips to the depot
♦ Dedicated education team and bus
Waste Ted
Education Team Member
Projects
Making the Difference

- Projects to provide a thorough cleanse of the area
- Delivered in a short time scale
- Noticeable difference and impact within the community
- Engaging the Community – door knocking and surveys
- Delivered within areas of high deprivation
- High Crime Hotspots – Criminal Activities
- Tackling – Environmental Issues
- Waste Amnesty
Project Elizabeth

Project Elizabeth Waste Amnesty White Goods and General Bulk Collections

Project Area - Comparison with General Waste Collection with Waste Amnesty Day Collection

Kettering Borough Council
Waste Amnesty
Project Elizabeth
Waste Amnesty
Project Elizabeth
Health and Safety

- Safety Training – High Focus
- Reversing DVD
- Reversing Practices
- Tool Box Talks
- Constant and Continued field Monitoring
- Refresher training and field assessments
- Train the Trainer - staff development
- Full training programme
- Drivers hand book and working procedures
- Risk Assessments – working with the team
- WISH (Waste Industry Safety and Health) KBC represented selected for workers engagement group
Refuse Crews “Breed of their own”

Can’t understand why the public don’t warm to us
Staff are Key

- Regular Team Meetings – keep staff in the loop
- Performance reviews all levels
- Open door policy
- Regular Health and Safety training sessions - Key
- Make staff feel valued – everyone is individual
- PPE – one size doesn’t fit all
- Where possible implement staff ideas
- Don’t be afraid to try new things
- Reduction in sickness levels – 3.36% (4 year low)
- Work with your staff and they will work with you
Staff are key to High Performance & Excellent Service Delivery
Importance of Performance Data

- Data needs to be accurate
- Data verification – facts not thin air
- Compare with others – Benchmarking
- Track your performance
- Monitor what you do and how well you do (or not)
- Sharing expertise and experiences – priceless
- Ability to learn from others – Best Practices
- Not afraid to re-think and make changes
- How well you do things – can you improve on this
- Benefits – improve the service and residents overall perception
- Improvements don’t always cost the earth
Cost of Refuse Collection Service per head

♦ PI 02d - KBC
Cost of Refuse Collection Service per head – Group R1

Cost of refuse collection per head of population

Kettering Borough Council
PI 02d – Cost of Refuse Analysis

♦ Lowest £9.47 – Average £23.93 – High - £59.41
♦ 15 in group R1 – KBC 4th in Group - £13.18
♦ 51 in service – KBC 7th in service

♦ Improvement – below 2011/12
♦ Analysis of data – obtain results/reasons
♦ Solid data for reporting
Missed collections per 100,000 (full year)

- PI 22a - KBC
Missed bins group comparison

Missed collections per 100,000 collections
Staff Absence

♦ PI 20a - KBC

- [Graph showing staff absence from 2010-11 to 2014-15]
  - A line graph with bars indicating staff absence.
  - The line represents the average for all authorities, while the bars represent specific data for KBC.
  - The data shows an increase in staff absence from 2010-11 to 2014-15.
Staff Absence
group comparison

All staff absence

Kettering Borough Council
Our 2016 Journey and Future So Far

- Introduction of Kerbside Textile Recycling twice yearly
- Project Elizabeth – working with communities to make a difference
- Continue to support education and campaigns to promote recycling
- Exploring weekly WEEE kerbside recycling service - tbc
- Continually tackling contamination to increase recycling rates and awareness
- All domestic bins within borough targeted – Yellow ‘No Recycling Stickers’
- Residents questionnaire’s
- Staff training and development – promote good practices
- Continue to work with APSE and it’s members through performance networks and advisory groups
- Harmonisation – The Way Forward
- Continue to monitor and review our services and best practices – continue our journey
And Finally –
Yes We Won!!!!
Thank You - Questions

Apse Best Performer Winner 2015
Dela Moreland – Waste Operations 01536 534461
delyenemoreland@kettering.gov.uk