



Impact of the weather on waste

Debbie Johns, Principal Advisor



About the surveys

- Sent out in May to APSE contacts
- Impact of the January weather on refuse collection
- 172 responses to date
- Main points are....

Suspension of service

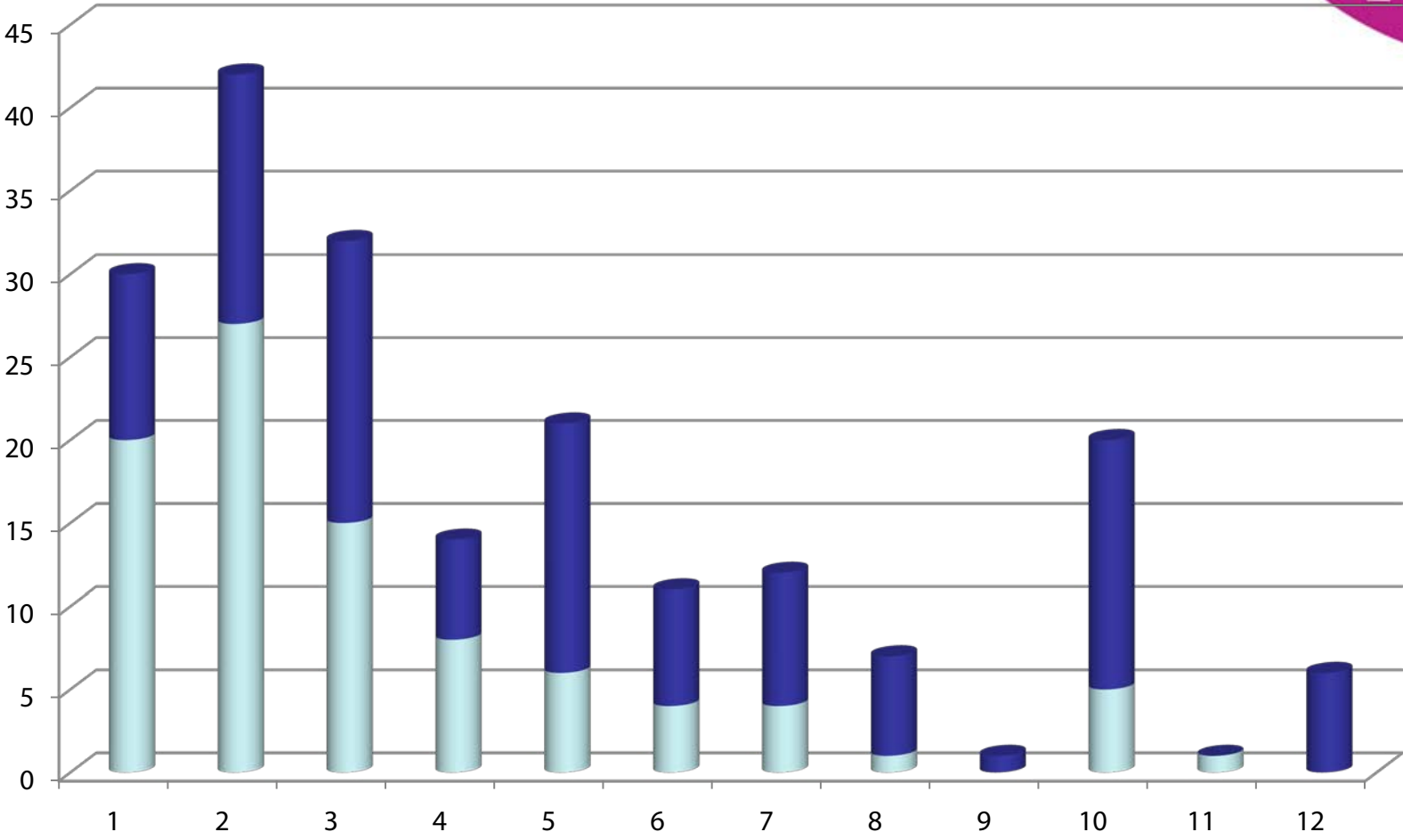


- 66% (100) councils suspended the service between 4-15 January 2010
- Number of days (total) suspended

1	2	3	4	5	6	7	8	10	11
20	27	15	8	6	4	4	1	5	1

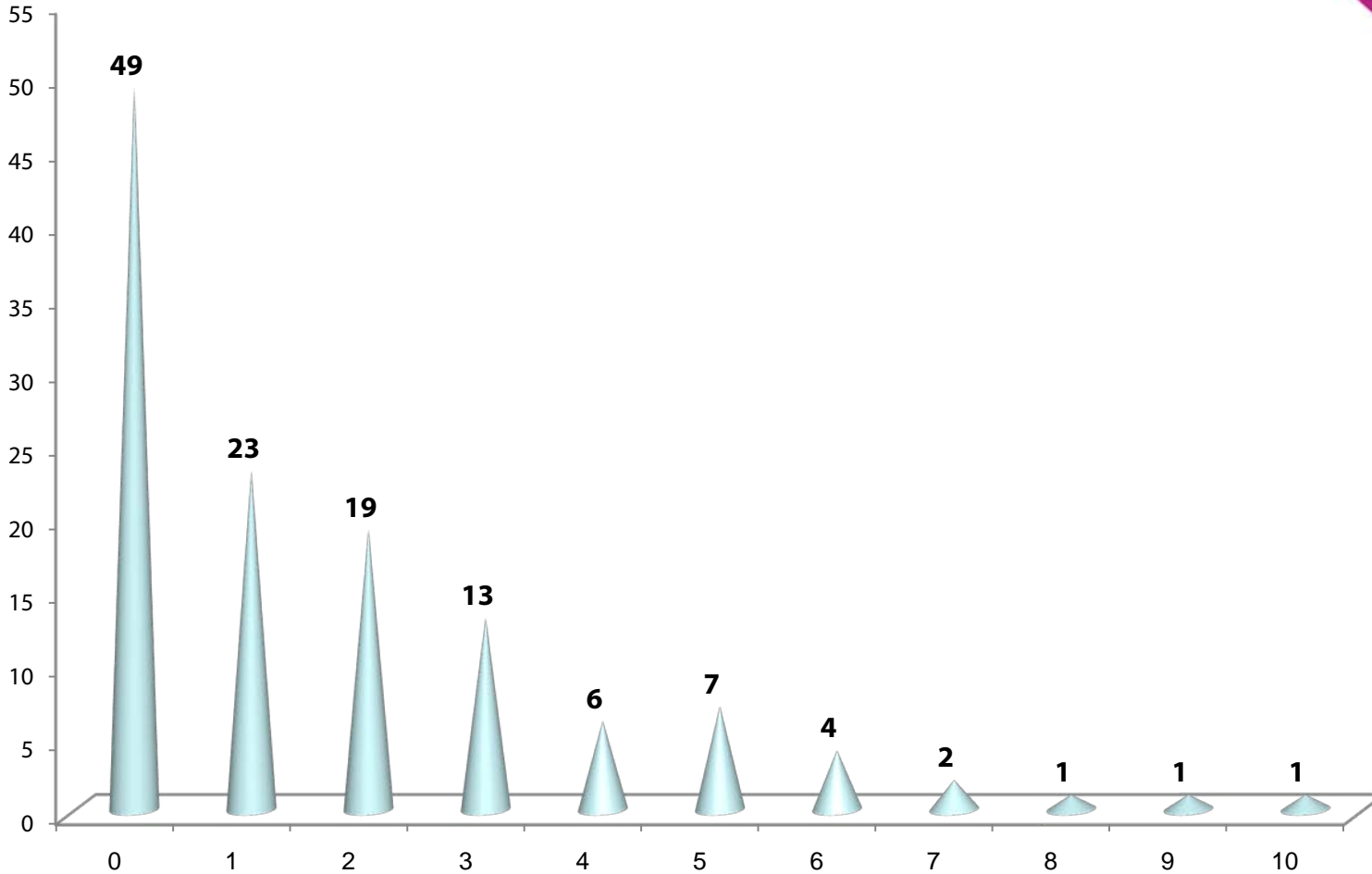
- Number of days limited collection

1	2	3	4	5	6	7	8	9	10	12
10	15	17	6	15	7	8	6	1	15	6

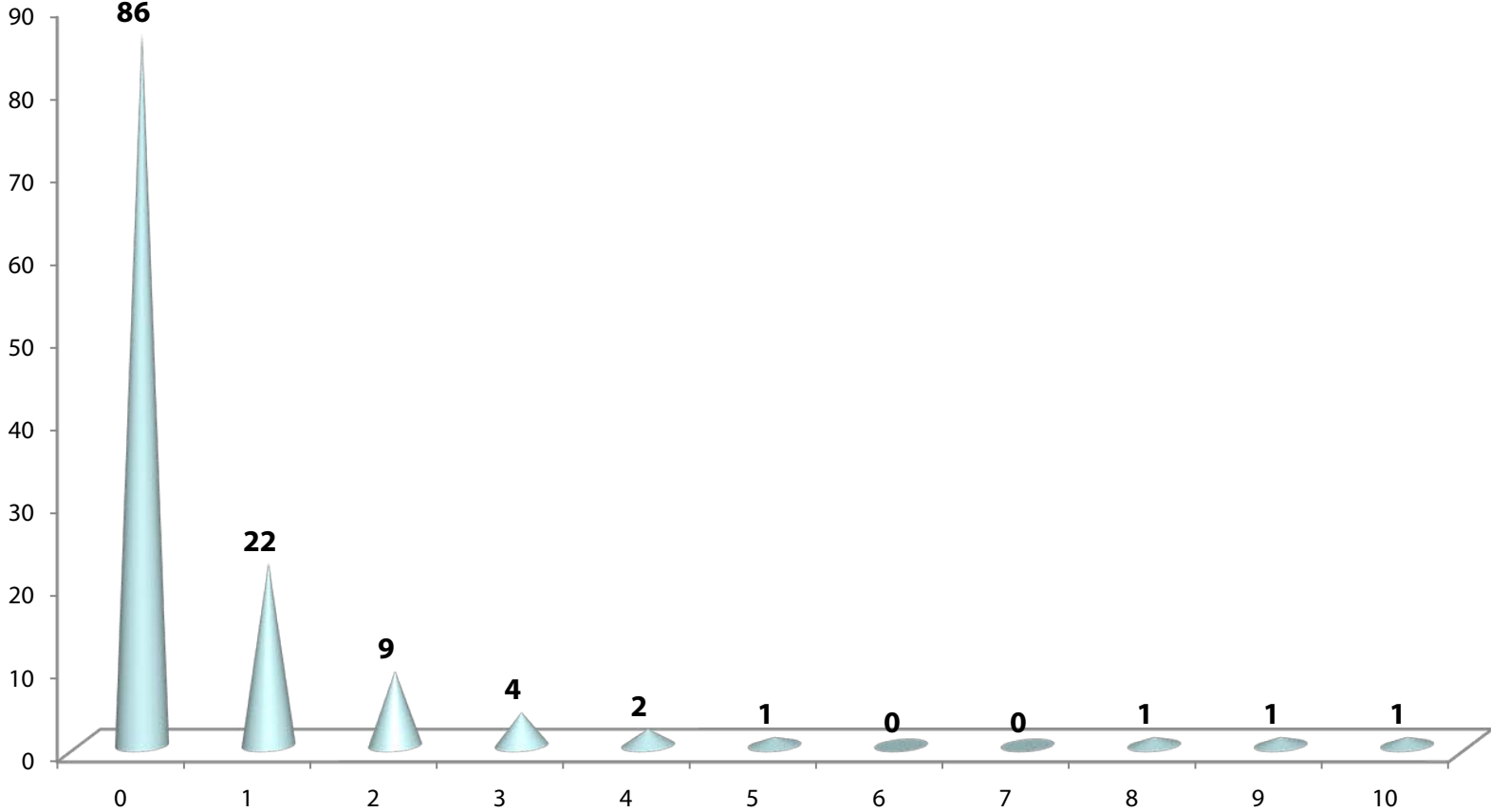


■ Suspended ■ Limited

Number of accidents



Number of loss time accidents

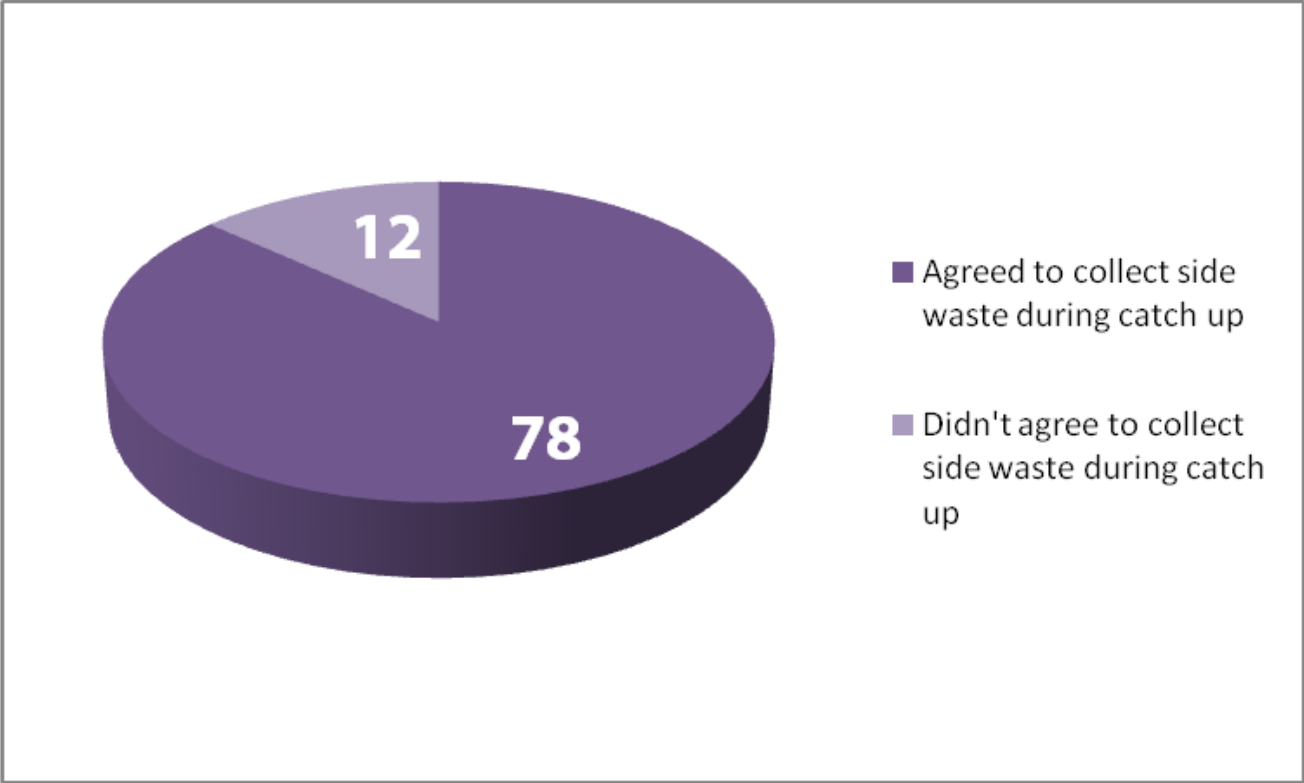


What services did you prioritise for catch up?



Residual collections	98%
Recycling	27%
Food waste	10%

Of those who operate a no side waste policy



Delivery of waste for disposal or treatment



- 87% had no issues with this:
 - Informed waste disposal of potential increase prior to collection
 - Have their own waste transfer station/landfill site
 - Approach was agreed with disposal authority
- Problems included:
 - Tip unavailable due to road conditions/access to landfill site
 - Delays/queues
 - Capacity issues – needed extended opening times
 - Closure
 - Much higher contamination rates of recycling
 - Reduced inputs to the EfW plant

Catch up arrangements



	Percentage
Payment of overtime	78%
Use of agency staff	41%
Work undertaken by staff from other departments	27%
Redirection of garden waste collection resources	43%

52% had refuse staff diverted onto other duties or activities such as training

Funding of overtime



- Special budget allowance/contingency budget
- Contractor obliged to pay under terms of contract
- Revenue budgets/overtime budget/overspend (69%)
- Christmas and New Year budget
- Additional funding made available from the centre
- Reserve budget

Official complaints



- Average 118 complaints but ranged from 0 to 4,000
- No correlation between complaints and how often communicated
- How often did you communicate to residents?

	Daily	Every 2-3 days	Weekly	As needed
Suspended/ limited service	70%	6%	1%	23%
Arrangements for catch up	63%	9%	3%	26%

Communication



Method of communicating to residents	%
Telephone	44%
Web	92%
Newspaper	53%
Post	1%
Radio	46%

How often did you update elected members?	Daily	Every 2-3 days	Weekly
	77%	17%	6%

LOCAL SERVICES

LOCAL SOLUTIONS



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