Northamptonsshire
Kettering’s Waste Facts

- In-House Service – Collection Authority
- Servicing 44,000 properties
- 44 staff
- Operating 5 days over a 4 day 9.25 hrs per day – 37 hrs
- 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 1,467 bins reported missed bins
- Covering 4 towns and 28 villages of varying scale.
- Travelling 127,331 miles per year
- Using 180,419 litres of diesel
What We Do

- Domestic Collections – Refuse and Recycling
- 800 Commercial Customers – operate 3 days
- 616 residents receive Assisted Collections
- Schedule 2 Waste – 143 customers charged
- 1409 Bulk Collections—offering 6 items twice a year
- Clinical Waste - Chargeable collections!
- Christmas Tree Collections – 1824 - 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.
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 - 49.85%

- Nominated for APSE ‘Best Performer Refuse’ 5 years running – “Winner 2015”
Weight v Weight Glass
Glass – Can you spot the Difference
The Difference Glass

- One bottle weighs 496g, the other 365g
- Difference - 131 grams of material
- More volume needed to be collected
- 3:2 ratio - 724 bottles more for 1 tonne
- More Volume for Same Weight
Overview

♦ 2004 – Changed to Alternatively Weekly - introduced kerbside box recycling – 35,000 t General Waste
♦ Overall increased container capacity from 240 litre weekly to over 300 litres - (240 black/240 Grey/55L red/ 70L blue)
♦ 2013 – Kerbside recycling to Co Mingled - Increased Recycling Capacity of containers to 720 litres
♦ Dry recycling 240 litre bins – as many as needed free of charge – increasing capacity further
♦ 2015 – Multiple green waste bins free of charge
♦ 2016 – Reduced General Waste Bin Size – (240L to 180L new and replacements
♦ 2016 – Combined Tonnage 38,000t
♦ Increase recycling year on year whilst many report reduction
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
- Regular team meetings – performance reviews all levels
- PPE – Armani or Boss?
Strong Focus on Education

♦ National Campaigns
♦ Master Composters
♦ School Curriculum workshops
♦ School Assemblies
♦ WI’s, Parish Councils, Fun days and Road shows
♦ Scouts, Brownies, Beavers etc.
♦ Coffee mornings and society groups
♦ Field Trips to the depot
♦ Dedicated education team and bus
Waste Ted
Education Team Member
The Main Ingredient to achieving success?

♦ The Team

♦ Include them in final decision making
♦ Keep them in the loop
♦ Make them feel valued
♦ Keeps morale up
♦ Invest in you staff – time and appreciation – (not always monetary)

Why
The Team

♦ Our Staff:
  ♦ Are the face of the Council
  ♦ And they make the service work

♦ Our Staff – contribute to:
  ♦ Service Standards
  ♦ Managing and Meeting Budgets
  ♦ Reducing Cost’s
  ♦ Efficiencies
  ♦ Performance levels
  ♦ Personal Development – Promote within

Work with and appreciate your team and they will work with you.
Staff are key to High Performance & Excellent Service Delivery
Dragon Boat Race
Moral Boosting Activities
Kettering’s
“Ted’s Wasted Wombles”
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
Waste Amnesty Day

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
Contamination

Constant Monitoring and Reviewing

- Quality – we can all have it
- Monitor
- Educate
- Review your schemes
- Review your contracts!
- Run regular waste composition analysis
- Comes at a price but worth it.
- Do you know your real rejection/contamination rate?
- What are you doing about it?
- Demographics! Social Issues etc.
Quantity V Quality
DIY Waste Composition
Importance of Performance Data

APSE

- Data needs to be accurate
- Data verification – factual not thin air
- Compare with others – Benchmarking
- Monitor what we do and how well we do or not do it
- Sharing Expertise and Experiences – priceless
- Ability to learn from others – Best Practices
- Use case studies to improve your service
- Not afraid to re-think and change what we do or how we do it
- Benefits – improve the service and residents overall perception
- Improvements don’t always cost the earth
Your Performance at a Glance
Dashboard Reports
# Dashboard Reports

- Performance for 2015/16 is better than the family group average
- Performance for 2015/16 is within 25% of the family group average
- Performance for 2015/16 is not as good as the family group average range above
- Performance for 2015/16 has improved from the 2014/15 result
- Performance for 2015/16 is within 5% of the 2014/15 result
- Performance for 2015/16 has deteriorated from the 2014/15 result

<table>
<thead>
<tr>
<th>PI 35a</th>
<th>Litres of fuel used annually in refuse collection vehicles per 1,000 head of population</th>
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<tbody>
<tr>
<td>PI 20a / PI 20b</td>
<td>Staff absence (all employees)</td>
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</tbody>
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- Green circle: Better than average
- Yellow triangle: Within 25% of average
- Red diamond: Not as good as average range above
- Green square: Improvement from previous year
- Orange line: Within 5% of previous year
- Red line: Deterioration from previous year
Transport Costs
PI 10b - KBC

Average for all authorities
Staff Absence

♦ PI 20a - KBC

Average for all authorities
Staff Absence

group comparison
Analysis and Review

♦ What is the Data Showing
♦ Overview – Sickness in relation to missed bins – Authorities with High Sickness are reporting more missed bins – Why?
♦ Staff are not familiar of the collection rounds?
♦ Agency staff – do they come and go - who may not care?
♦ High Sickness this a result of low moral?
♦ Authorities supplying data comparison – top and bottom – low sickness/less missed bins, high sickness/high number of missed bins
Missed bins / Sickness Comparison

Missed collections per 100,000 collections

All staff absence

Kettering Borough Council
Analysing Data

- Analyse the data
- What is the data showing
- Track your performance
- Use it, don’t just file it
- Improvements/changes-improve on what you do
- Confidence in your data will make you push your boundaries
- Consistency and benchmarking are fundamental to success in this service area.
- If you know you are sure!
- Use to promote and celebrate
The Big Debate – Green Waste

♦ To Charge or Not to Charge?
♦ Extremely Political
♦ Could be interpreted as further tax on residents
♦ Budget Control – requirement to keep service costs under control
♦ Selective service within some authorities e.g. Inner City/Rural
♦ Recycling Credits?
♦ Revenue or Expenditure?
Thank You – Questions

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