

Kettering Borough Council Best Performer Winner 2015



APSE - London April 2016

Waste Advisory Group South/South West

Kettering Borough Council Service Overview – Performance Monitoring

Kettering
Borough Council

Northamptonshire



Kettering Borough



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.

Service Overview

- ◆ Alternative Weekly
- ◆ Domestic – currently 1 x 240 litre black bin (regardless of size of family)
- ◆ January 2016 all new and replacements black bins reduced to a 180 litre.
- ◆ Blue 240 litre – dry recycling (co-mingled)
- ◆ Red 55 litre – paper box
- ◆ Grey 240 litre – Garden/green (free)
- ◆ All and multiple recycling bins and boxes free of charge

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 - 51.00% (not Verified)

- ◆ Nominated for APSE ‘Best Performer Refuse’ 4 years running - “Winner 2015”

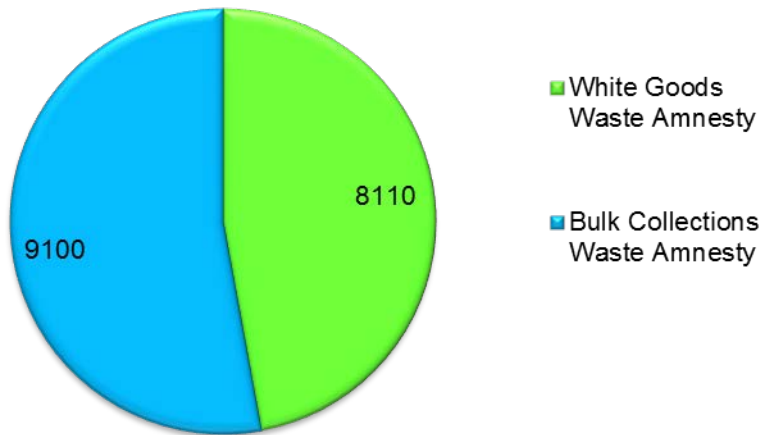
Projects

Making the Difference

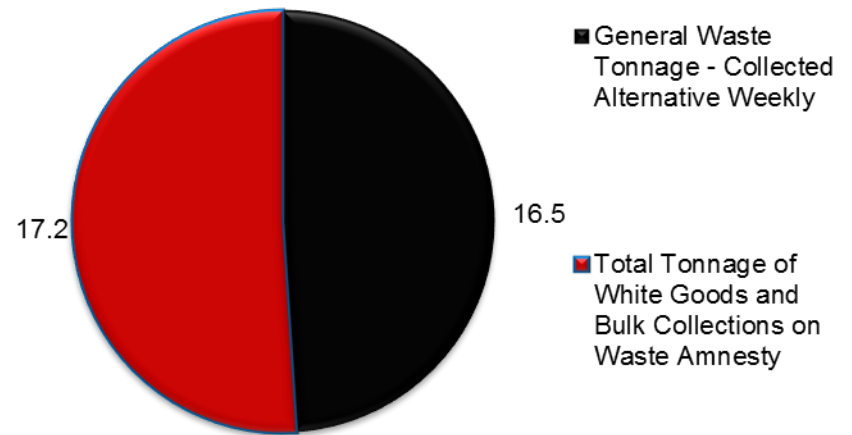
- ◆ Projects to provide a thorough cleanse of the area
- ◆ Delivered in a short time scale
- ◆ Noticeable difference and impact within the community.
- ◆ Engaging the Community – door knocking and surveys
- ◆ Delivered within Areas of high deprivation
- ◆ High Crime Hotspots – Criminal Activities
- ◆ Tackling – Environmental Issues
- ◆ Fly-tipping, Dog Fouling, Litter, Graffiti, Weeds, Road/Street Sweeping, Refuse and Recycling, Bins on Streets, Contamination and Side Waste.
- ◆ 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



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
- ◆ Regular team meetings – performance reviews all levels
- ◆ PPE – Armani or Boss?

Bulk Collections or Tachograph?



- Kettering operate full Tachograph rules to ensure standards are maintained – monitored breaks

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

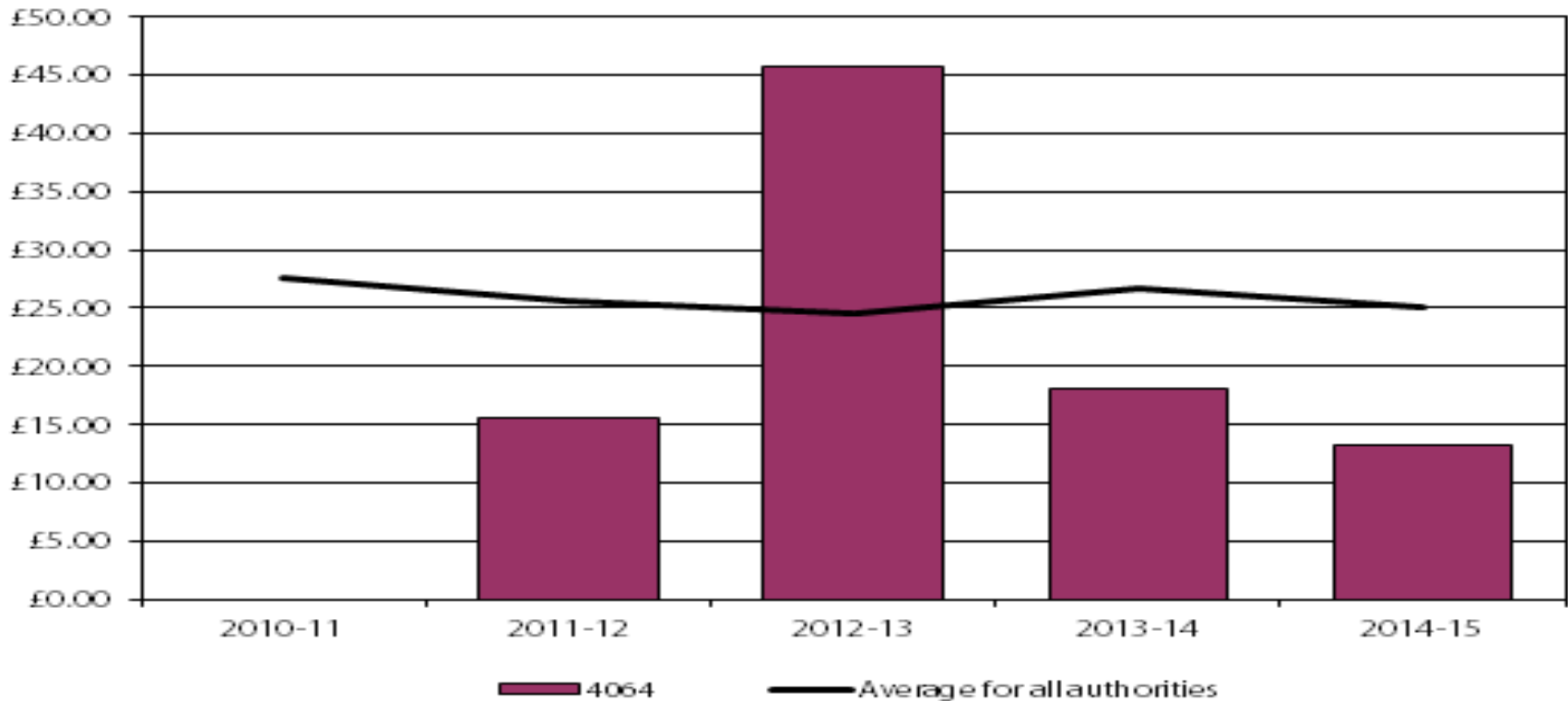


Importance of Performance Data

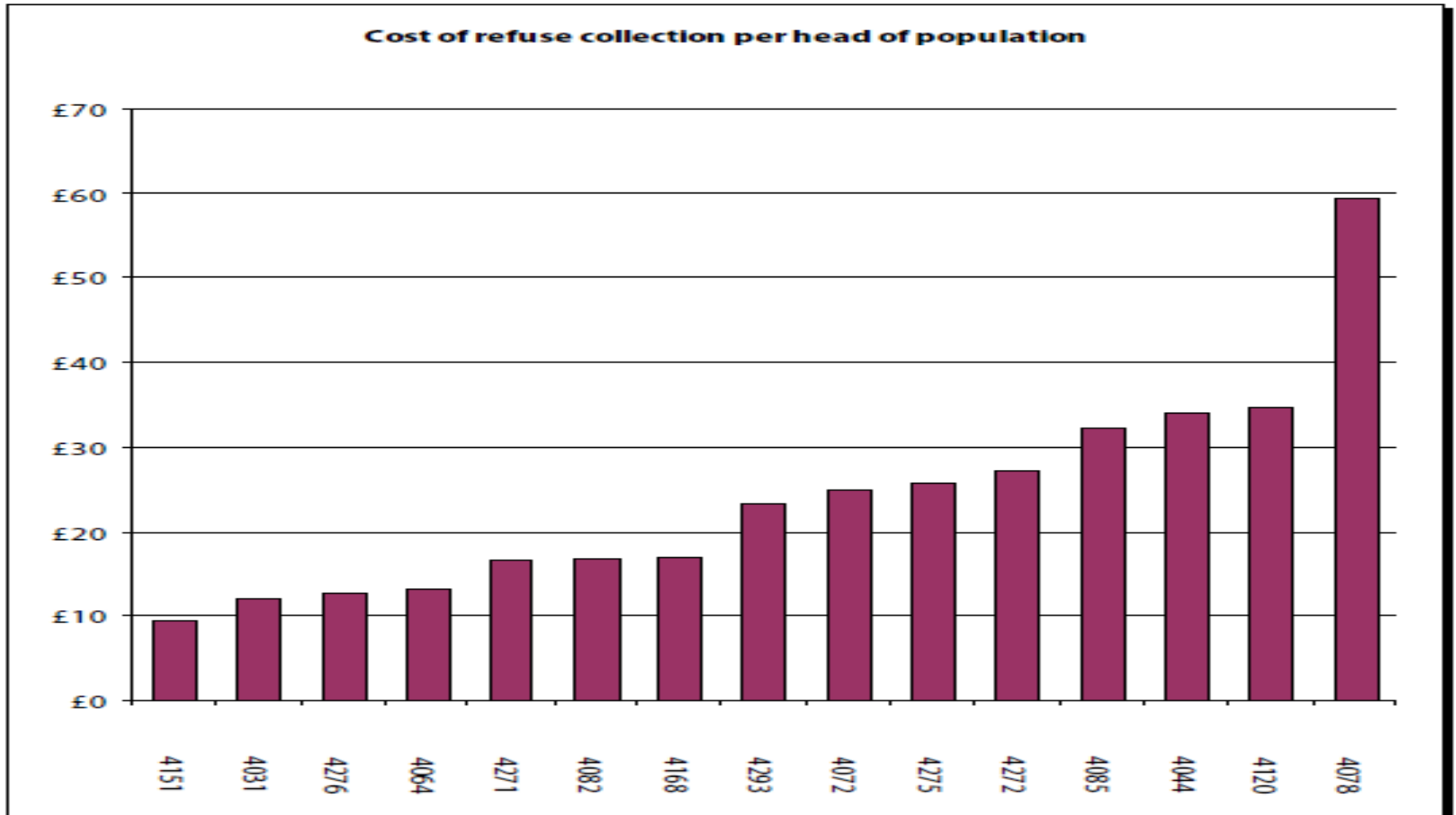
- ◆ Data needs to be accurate
- ◆ Data verification – factual not thin air
- ◆ Compare with others – Benchmarking
- ◆ Monitor what we do and how well we do or not do it
- ◆ Sharing Expertise and Experiences – priceless
- ◆ Ability to learn from others – Best Practices
- ◆ Not afraid to re-think and change what we do or how we do it
- ◆ Benefits – improve the service and residents overall perception
- ◆ Improvements don't always cost the earth

Cost of Refuse Collection Service per head

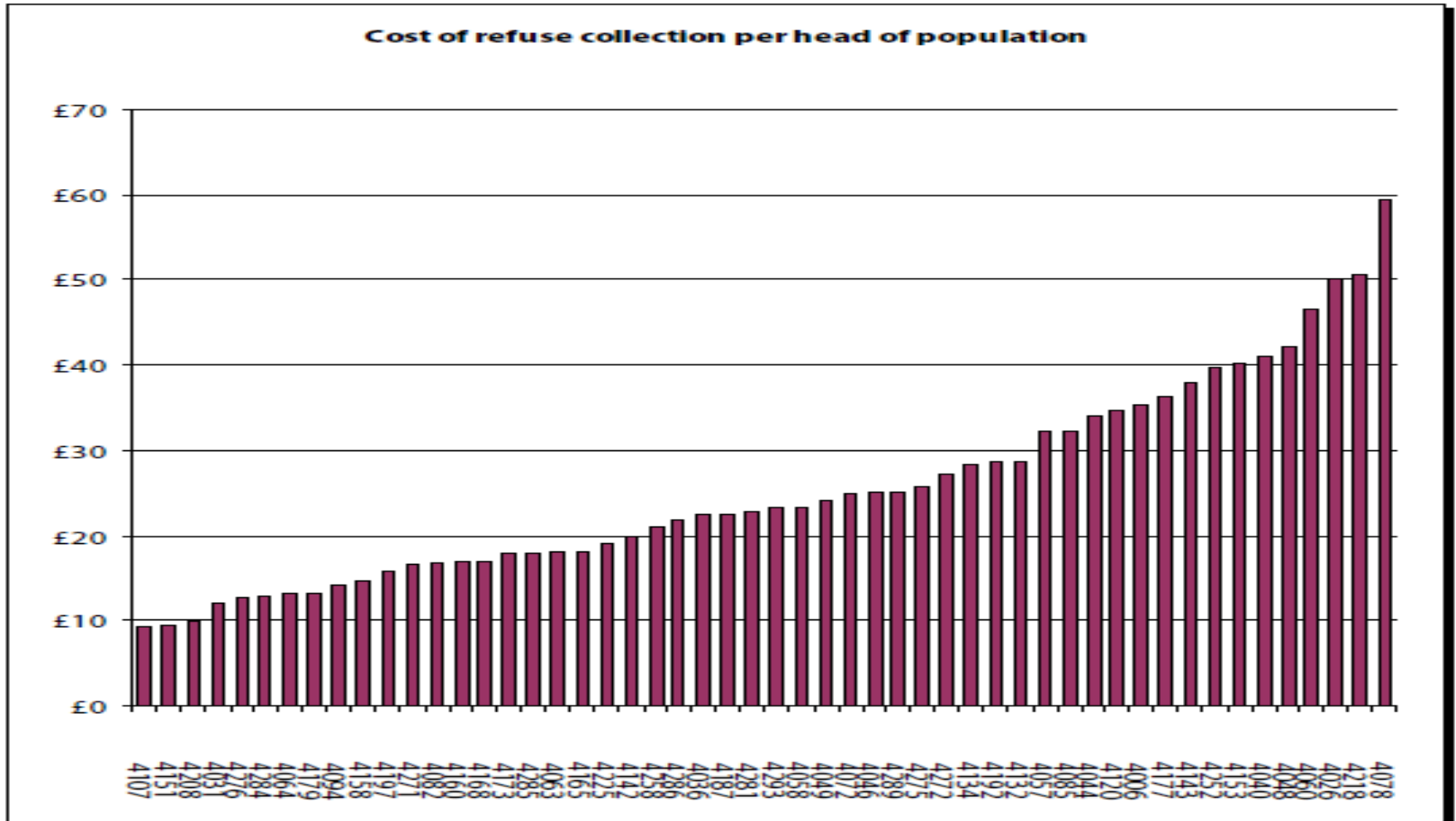
◆ PI 02d - KBC



Cost of Refuse Collection Service per head – Group R1



Cost of Refuse (whole service) Collection per head



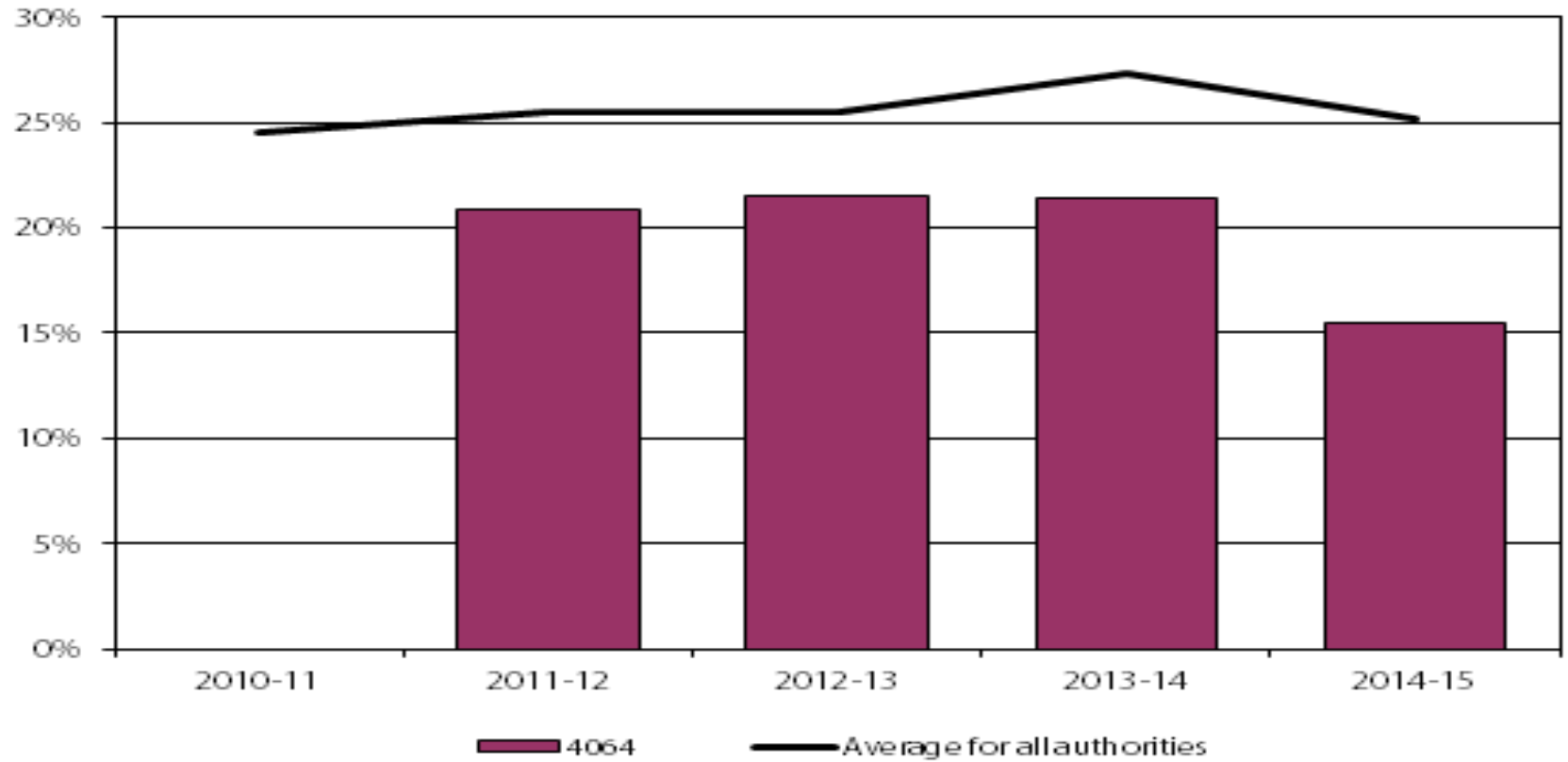
PI 02d – Cost of Refuse Analysis

- ◆ 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

Transport Costs

◆ PI 10b - KBC



Transport Costs - Group



PI 10b – Transport Data

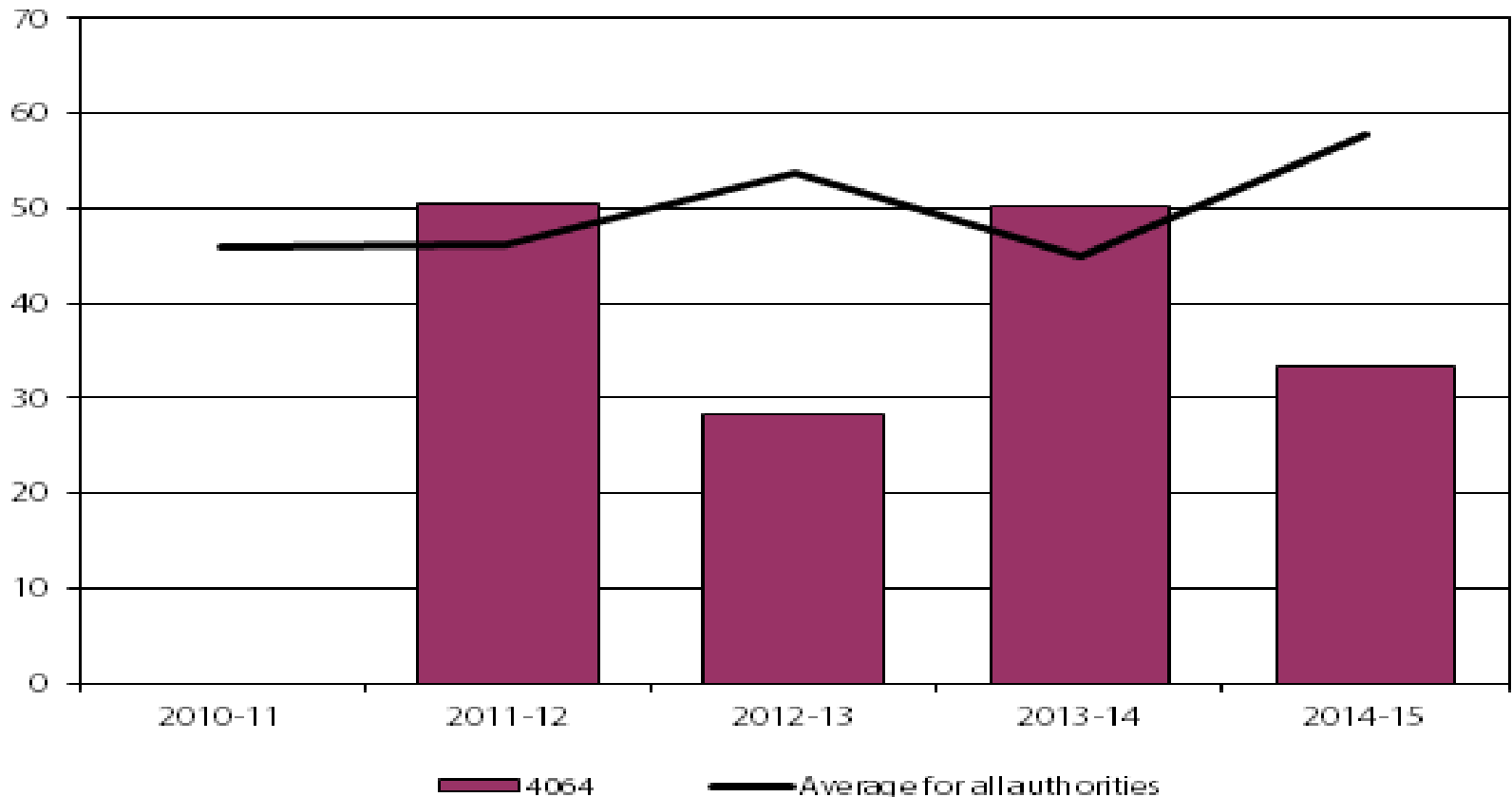
- ◆ Family Group R1
- ◆ Lowest – 14.26%
- ◆ Average – 25.81%
- ◆ Highest – 38.81%
- ◆ 14 in group – KBC 15.45%
- ◆ 49 in service
- ◆ Improvement – lowest in 4 years
- ◆ Analysis/results/reasons/compare

Analyse Data

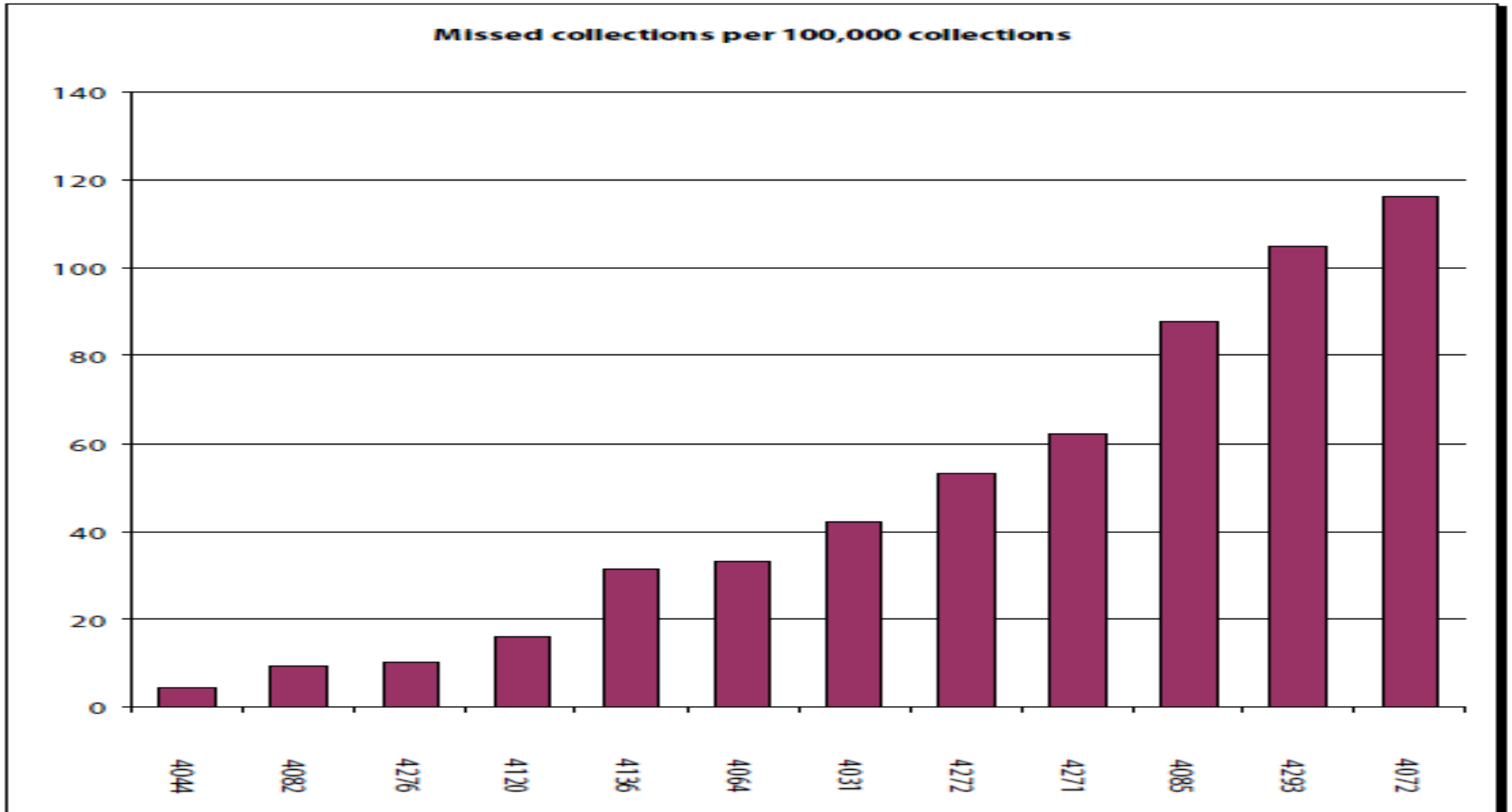
- ◆ Shift either way – Why?
- ◆ KBC – Hitting the top quartile
- ◆ Change of Service and practices
- ◆ Kerbside to Co-mingled – retaining commodities!
- ◆ Reduction in Fleet
- ◆ Reduction in Staff
- ◆ Improvements in recycling
- ◆ Lower Costs achieved
- ◆ Looking at new opportunities

Missed collections per 100,000 (full year)

- PI 22a - KBC

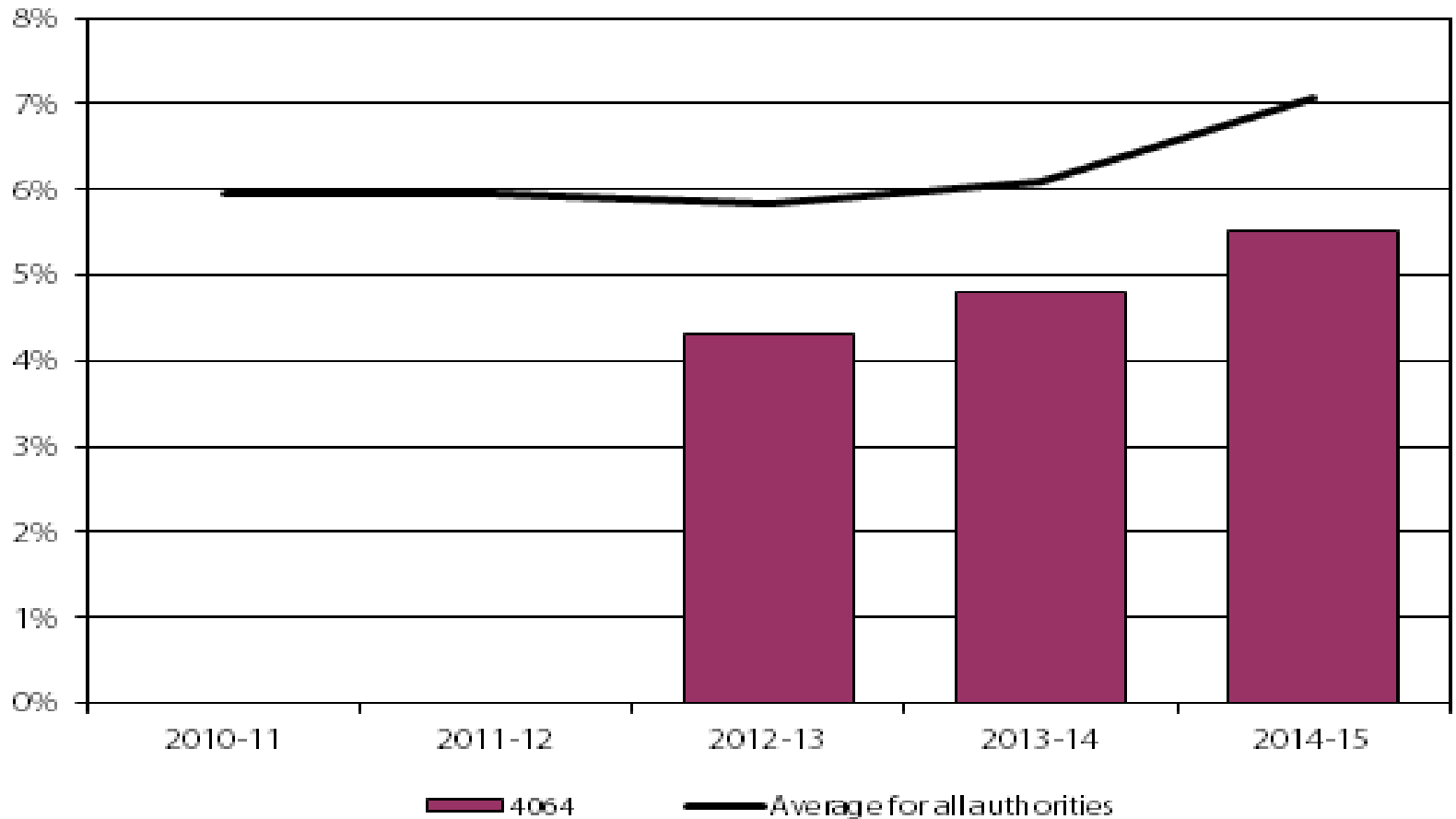


Missed bins group comparison

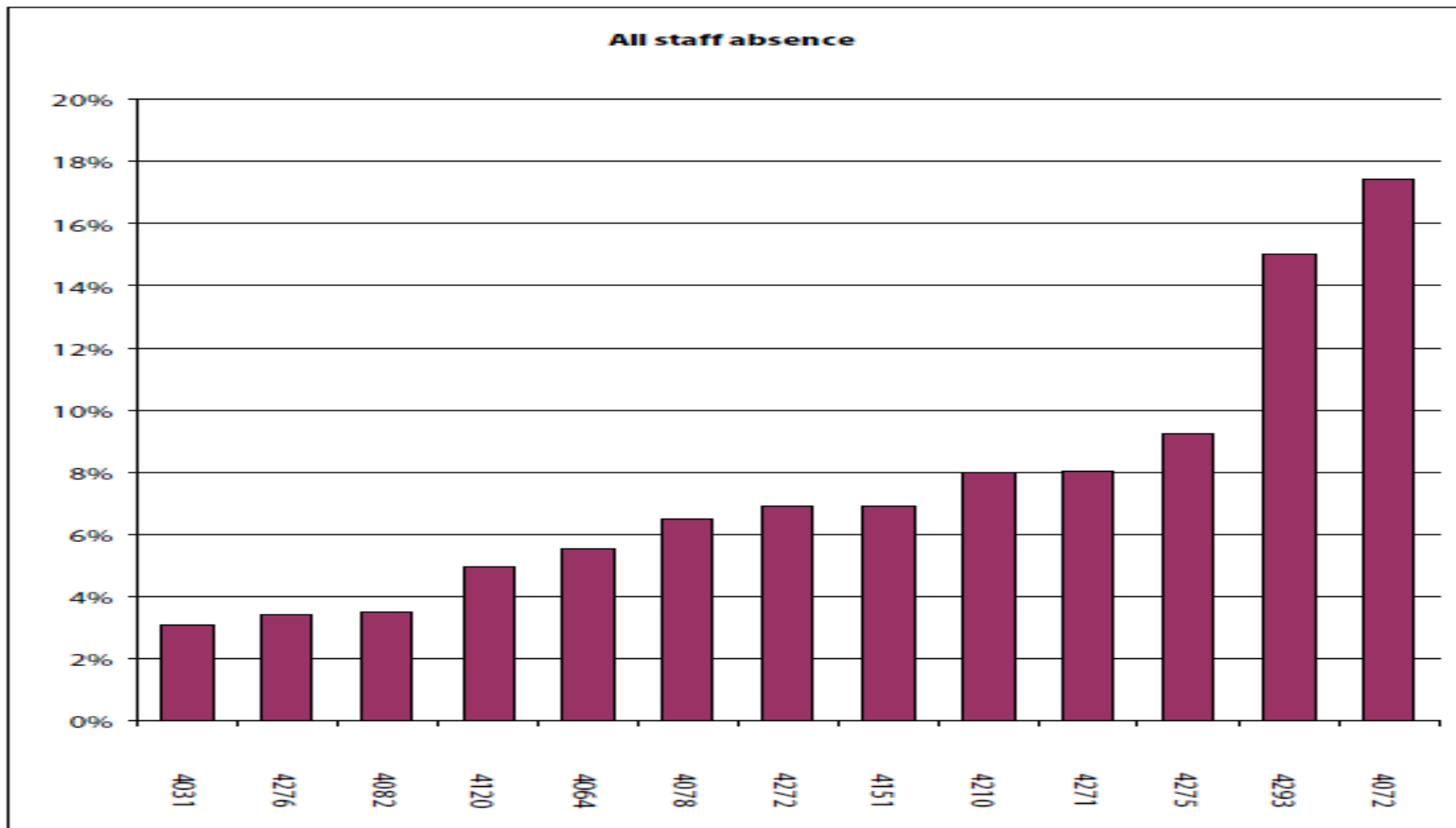


Staff Absence

◆ PI 20a - KBC



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

Staff are key to High Performance & Excellent Service Delivery



Analysing Data

- ◆ Analyse the data
- ◆ Track your performance
- ◆ Use 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

What's Next

- ◆ Textile Recycling – First collection 2nd May 2016
- ◆ Continue to support education and campaigns to promote recycling
- ◆ Weekly WEEE kerbside recycling service - tbc
- ◆ Continually Tackling Contamination to increase recycling rates and awareness
- ◆ Residents questionnaire – commitment to all residents
- ◆ Staff training and development – continuous
- ◆ Continue to work with APSE through performance networks and advisory groups and it's members
- ◆ Continue to monitor and review our services and best practices

And Finally –
Yes We Won!!!!



Thank You - Questions



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