

#### Impact of the weather on waste

#### **Debbie Johns, Principal Advisor**

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### **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**

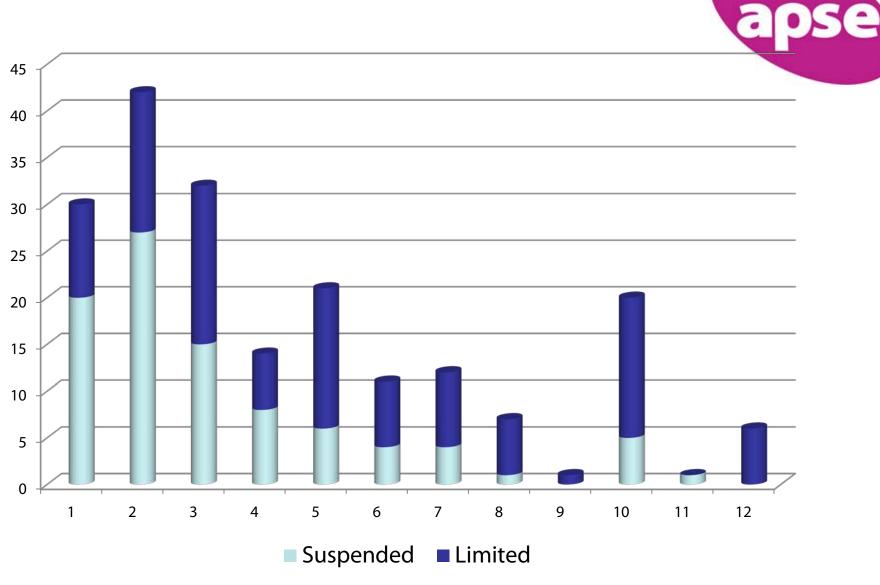


- 66% (100) councils suspended the service between 4-15 January 2010
- Number of days (total) suspended

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

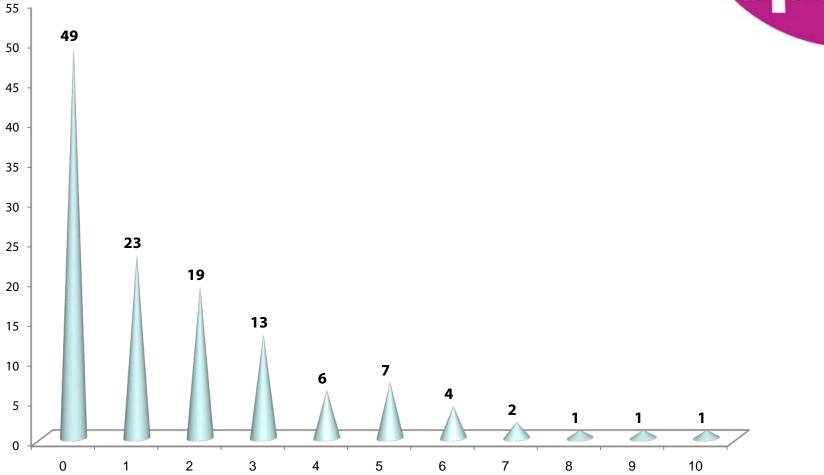
1	2	3	4	5	6	7	8	9	10	12
10	15	17	6	15	7	8	6	1	15	6



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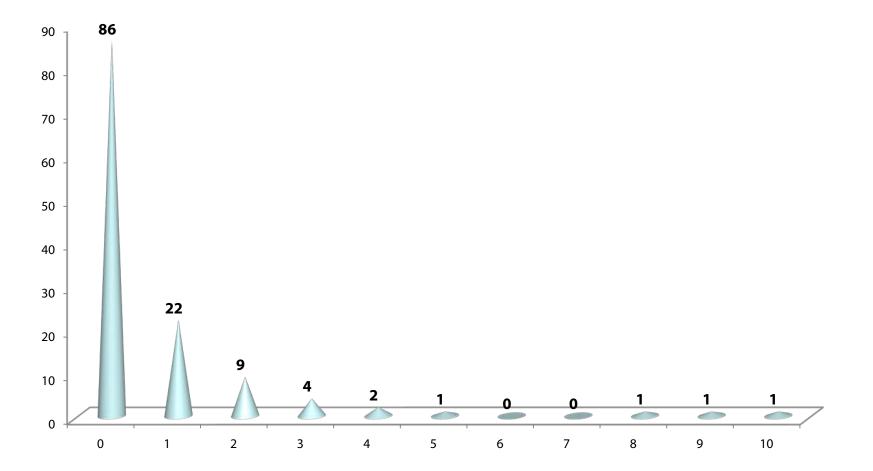
### **Number of accidents**





# Number of loss time accidents





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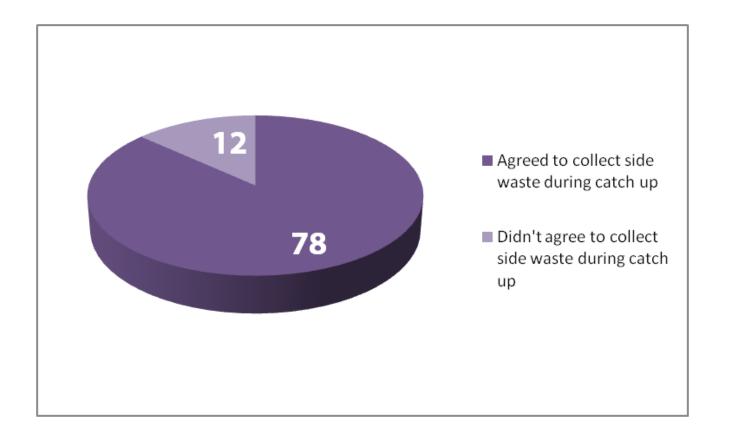
# What services did you prioritise for catch up?



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%





#### **Contact details**

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