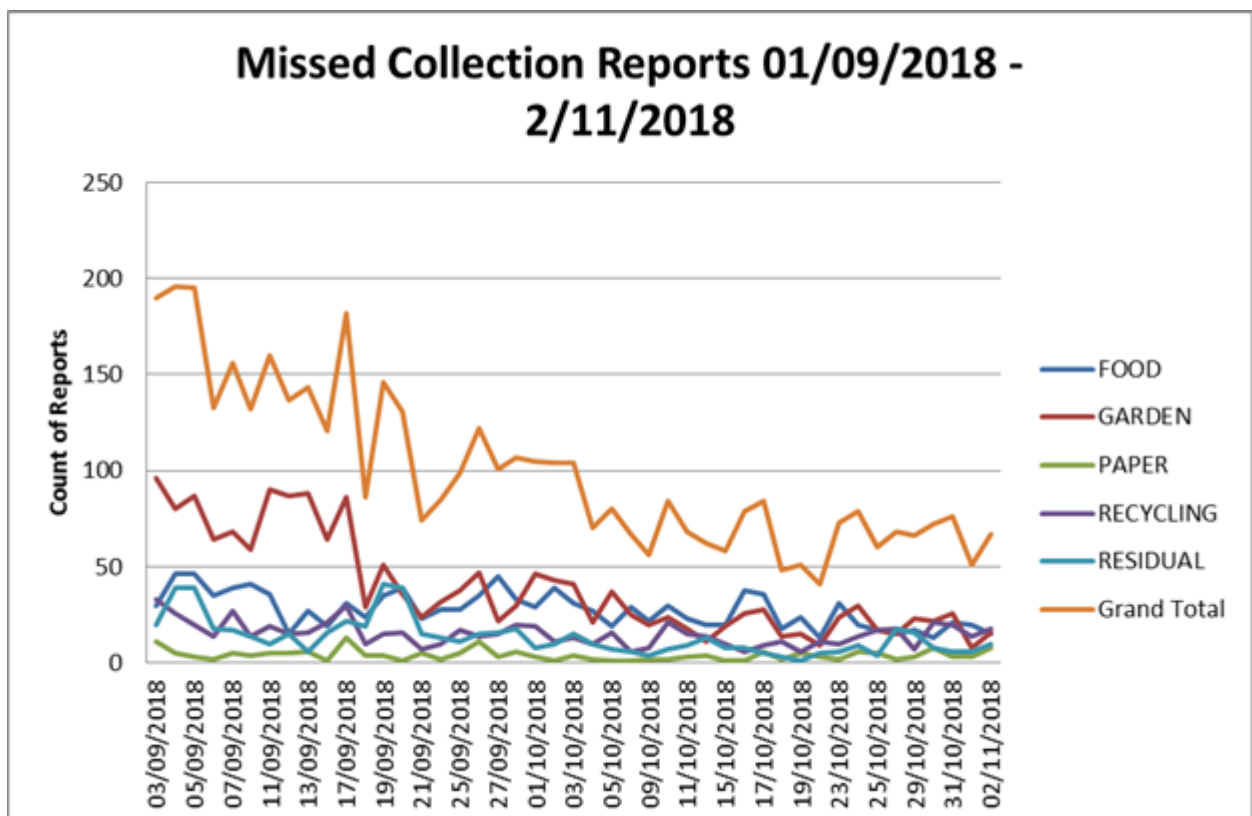


## Waste Project Q2 Update

Since the last Overview and Scrutiny Panel in September we have seen a number of measurable improvements relating to the Urbaser contract. Efforts have continued to be invested in the previously problematic areas of; repeated missed bins, telephone contacts and complaints.

Missed bin reports have decreased in number as shown in the table below and the backing data provided. The data is currently provisional and subject to further reconciliation with Urbaser. The improvement can be directly attributed to previous glitches in software systems being managed and fixed appropriately. As promised, a business support manager was brought into the Urbaser team (at Urbasers' cost) who has assisted with these fixes. This work has been carried out alongside collection crew and supervisory training.



We have seen a steady decline in the number of telephone contacts made to both the Urbaser and North Herts District Council customer service centres. Urbaser have now installed a new telephone system as promised, which can place callers in a queue and notify them of this in particularly busy periods.

Multiple avenues for complaints and service requests does not provide the efficiencies and improvements we are aiming to achieve going forward and with the number of customer contacts steadily reducing to a more manageable level, we are now reverting back to the Urbaser contact centre as the main channel for service requests. This relieves some of the pressure on our own customer contact centre, creates efficiencies with services and reduces double handling. We will continue to review this arrangement.

Work continues to reduce the number of repeat complaints with properties being monitored by both Urbaser and the Client Team. In broad terms, there have been some residual / intermittent and a number of repeated missed bins since the last Scrutiny meeting, but in cases such as these,

we are in direct communication with the address to reassure them of our attention and determination to improve.

A report is being taken to the Council's Cabinet meeting on 20 November, recommending two initiatives that the Council hopes will give residents some tangible evidence that it is taking the issue and the inconvenience caused to residents extremely seriously. Two proposals will be discussed before a formal recommendation is made to full Council on 22 November.