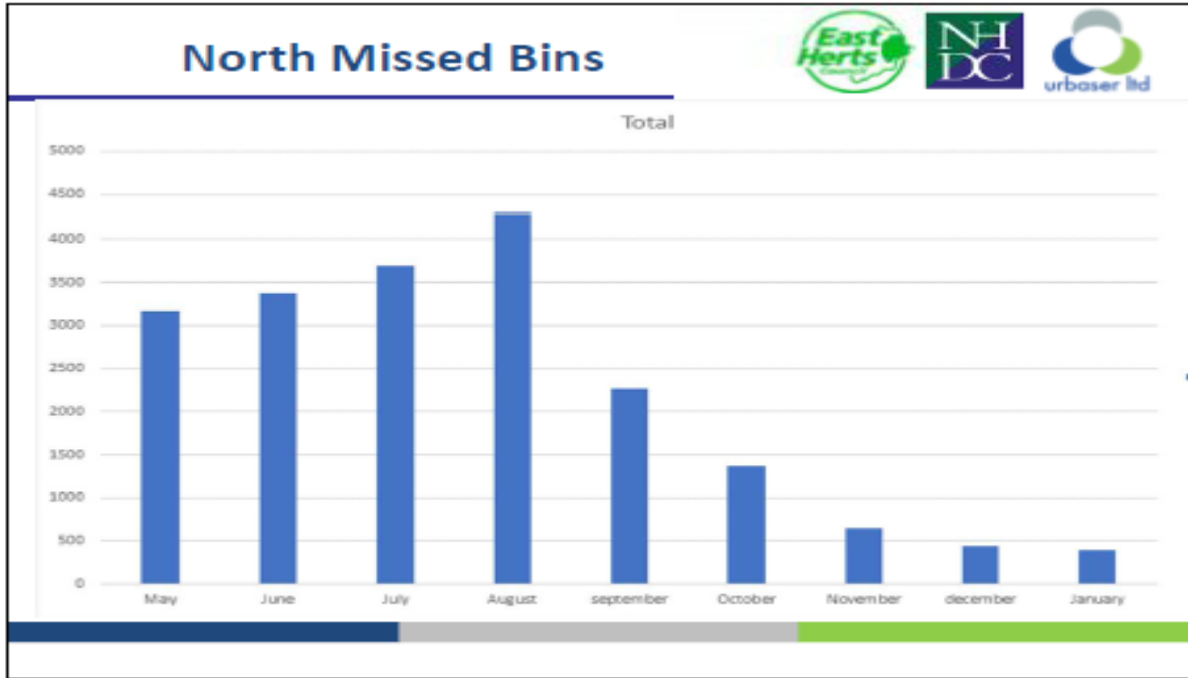


Scrutiny Panel update February 2019 – Waste Services

Further to the last update, we have seen services and management of them further embedded and as a result an improving data set.

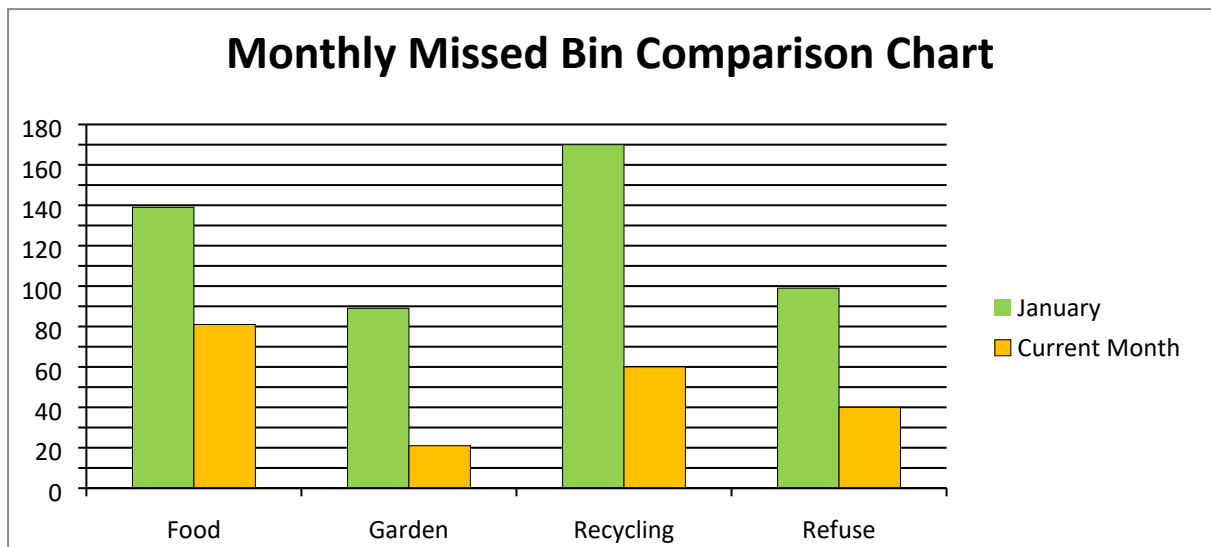
Total reported missed bins have shown a continued reduction and indicated in the graph below:



The year to date graph clearly shows a decrease in reported missed bins, we expect these to improve further through ongoing client and Urbaser management. Total missed bin levels for both East & North Herts are now becoming more comparable and acceptable.

For further reference graph below shows a direct comparison from January into February, (Please note Feb is part month up to 15th Feb) but shows further improvement.

We would expect an increase in missed collections in January post the Christmas holiday season and its associated revised collection dates.

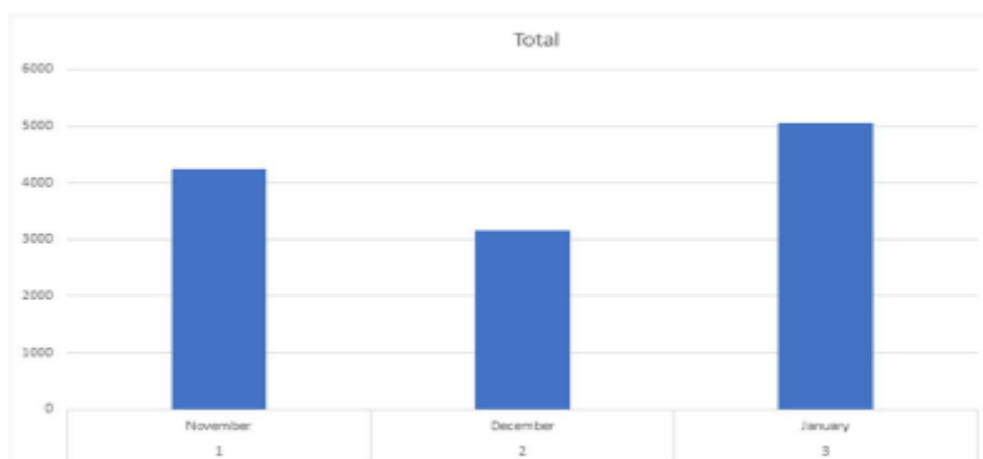


Scrutiny Panel update February 2019 – Waste Services

Further to the Scrutiny update, the complimentary compostable caddy liner delivery is imminent (delivery expected in March). Residents will receive notification through March's edition of Outlook magazine that the sacks will be delivered. The roll of 52 sacks will also have a notification included detailing why the sacks have been delivered, also included will be information relating to the garden waste payment extension period. Importantly the note will also thank residents for their continued support for our services.

The garden waste service has continued to see a steady number of new customers signing up for the service. For your information work is underway preparing for 2019/20 garden waste service payment arrangements which take into account the agreed extension period – further details will be provided.

Call volumes received at the Urbaser call centre are also showing improvement, the graph below shows an increase in January and as referenced above there was a spike following the Christmas holiday and associated revised collection dates. Please note that the numbers shown below include ALLI contacts made not only service requests.



To ensure contacts including service requests are handled in the quickest and most efficient way we request that contact is made in the first instance, directly through the Urbaser call centre – Tel 0800 328 6023 or via email northhertsenquiries@urbaser.co.uk

The following table show the various waste stream tonnages up to the 3rd quarter

Materials Apr - Dec 2018	North Herts		Difference in tonnes	Difference %
	2017/18	2018/19		
Household Waste	14541	15308	-767	5.27%
Garden waste	na	8317		
Food waste	na	3100		
Combine G&F	13494	11416	2078	-15.40%
Co-mingled	6410	6685	-275	4.29%

Scrutiny Panel update February 2019 – Waste Services

Materials Apr - Dec 2018	North Herts		Difference in tonnes	Difference %
Contamination	440	142	298	-67.72%
Paper	2261	2011	250	-11.05%
Total Tonnes	37147	35562	1585	-11.05%

Household waste is showing a slight increase at +5.27%, this can be attributed in the main to the introduction of a charge for garden waste. There has been a 4.29% increase in co-mingled material which can be attributed to positive resident recycling behaviours. Contamination levels have dramatically decreased which is vital to ensuring quality of material is maintained for re-processing purposes. Paper tonnage has reduced however this is inline with national trends and an ongoing move to digital forms of media.