

# CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Thriving Communities Overview and Scrutiny Committee

**Date of meeting:** 18 March 2024

**Title:** Waste Collection Service

**Purpose of the report:** To provide an update on the agreed actions following the meeting of the Committee on 21 March 2023, and to provide further information in relation to the performance of the Waste Service

**Reason Scrutiny have requested the information:**

To receive an update on the agreed actions following the meeting of the Committee on 21 March 2023, and to receive further information in relation to the performance of the Waste Service

**Background**

At its meeting on 21 March 2023, the Committee received information in relation to the challenges which the service had faced in the preceding months due to severe weather events and disruptions due to staff leave over the festive period.

It was noted that several factors had contributed to the disruption in December 2022 and January 2023, and the context of what happened was outlined along with options to try and resolve the issues, but it was noted that staff were not at fault.

Historically, there had been greater resilience in the service, but this had been eroded in the past decade, due to a reduction in core funding from the Welsh Government (WG) and the loss of 750 jobs across Council services.

When there were no issues, the service ran effectively and efficiently with a very high level of reliability, but the ability to respond to emergencies proved challenging.

Key matters explored during the meeting included:

- Staffing Levels
- Contractual Arrangements
- Waste Collection Budget
- Potential Outsourcing
- Fleet Maintenance
- Communication
- Household Waste Sites
- Clic Enquiries

Along with work that was currently being progressed by the service, and potential future options.

Following discussion around the above matters, and a general discussion around the service provision, the following actions were noted:

1. **Collections brought forward to Saturday before a BH Monday**  
Action complete
2. **Endeavour to avoid same property being disrupted for more than 1 week**  
Action complete, and is continually monitored
3. **Replace 'attempt' (recovery) and 'intend' (BH) with 'endeavour' in comms**  
Action complete
4. **Explore opportunities for digital solutions to help identify commercial waste producers and assist with increased Trade Waste monitoring**  
Action ongoing
5. **Black bag restrictions**  
Action ongoing
6. **Review of operational staff contracts (9-12 months)**  
Action ongoing
7. **Staff consultation on removing the 3 fixed leave days between Christmas and New Year**  
Action complete
8. **Route monitoring to identify issues and potential routing changes**  
Action ongoing
9. **Review of HWS contracts to explore opportunities for flexibility**  
Action on hold
10. **Strategic/Service Review**  
Action on hold
11. **Review of the leave year**  
Action on hold
12. **Increase budget provision for waste collection**  
Action on hold

and it is intended to provide a further, more detailed update against each of these actions at the meeting.

### **Current Situation**

Since the meeting on 21 March 2023, further information is available which evidence and support not only the improved performance of the service from a waste collection perspective in the last 9 months, but also details the excellent ongoing performance of the service on a national basis through objective analysis of data, and these are provided below.

*Data on the reuse, recycling and composting of municipal waste for April 2022 to March 2023* is published by the Welsh Government (WG) at:

<https://www.gov.wales/local-authority-municipal-waste-management-april-2022-march-2023>

This data shows that Ceredigion County Council recycled 70.3% of its waste during the 22/23 financial year, placing it 4<sup>th</sup> among 22 Local Authorities in Wales, and one of only four to reuse, recycle or compost over 70% of its waste.

The WG target being 64%.

The quarterly figures for 23/24 (Q1 to Q3) indicate that this performance will improve further during the current financial year:

Q1	Q2	Q3
75.91%	72.68%	70.47%

The Welsh Local Government Associations (WLGA) have also produced an Annual Waste Finance Data Report, together with a Summary report (currently only available in draft) which collates and compares the waste finance data for financial for all 22 Local Authorities for the year 2021/22.



Annual Waste Finance  
report 2021\_22 eng.pdf



DRAFT Ceredigion  
HH waste Services Fin

The draft summary report paints an extremely positive picture of the services provided by Ceredigion County Council and indicates that in relation to:

**Expenditure on household waste services 2020-21 and 2021-22, Ceredigion is:**

- 1st lowest cost out of 2 Mid councils
- 2nd lowest cost out of 10 Rural councils
- 8th lowest cost out of 22 councils

**Food waste collection costs per household, 2021-22, Ceredigion is:**

- 1st lowest cost out of 2 Mid councils
- 1st lowest cost out of 10 Rural councils
- 5th lowest cost out of 22 councils

**Expenditure on residual waste services per household, 2021-22, Ceredigion is:**

- 1st lowest cost out of 2 Mid councils
- 3rd lowest cost out of 10 Rural councils
- 6th lowest cost out of 22 councils

**Residual collection cost per household, Ceredigion is:**

- 1st lowest cost out of 2 Mid councils
- 1st lowest cost out of 10 Rural councils
- 2nd lowest cost out of 22 councils

**Expenditure on HWRC services per household, 2021-22, Ceredigion is:**

- 2nd lowest cost out of 2 Mid councils
- 8th lowest cost out of 10 Rural councils
- 19th lowest cost out of 22 councils

At a Ceredigion level, the service has established a set of performance measures in order to quantify and monitor the level of service that it provides to its residents with targets of ensuring that in excess of 90% of its routes are provided on the scheduled day of collection, and 95% provided in the scheduled week of collection.

The recorded percentages, to include the disrupted collections over the festive period in 2022/23 are provided below:

	<b>Q3 22/23</b>	<b>Q4 22/23</b>	<b>Q1 23/24</b>	<b>Q2 23/24</b>	<b>Q3 23/24</b>
<b>%age day</b>	87.2%	91.0%	96.0%	94.2%	94.6%
<b>%age week</b>	95.6%	97.8%	99.7%	99.0%	97.6%

**Wellbeing of Future Generations:**

**Has an Integrated Impact Assessment been completed? If, not, please state why.**

N/A – report is to provide an update/information only

**Summary of Integrated Impact Assessment:**

**Long term:** N/A

**Collaboration:** N/A

**Involvement:** N/A

**Prevention:** N/A

**Integration:** N/A

**Recommendation(s):** That Scrutiny notes the excellent service that continues to be provided and the progress being made against the previously agreed actions.

**Reasons for decision:** N/A

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**Date of Report:** 27 February 2024

**Acronyms:** WG – Welsh Government  
WLGA – Welsh Local Government Association