

## Appendix A

We launched our new waste service on 2<sup>nd</sup> October and as most of you will know it been a very bumpy start. With a new contractor, new vehicles, new depot, new containers and new collection service along with some collection day changes, we would expect some teething problems but the service our residents have received has not been good and we apologise for that.

There has been a very high level of missed collections. Whilst the staff from Kier did transfer to Ubico the service and round changes has meant that not all the staff are familiar with the areas they are collecting in, crews are getting used to the new vehicles and collection method.

In addition we experienced a IT glitch in the first two weeks which meant not all customer reports of missed collections were passed to the contractor. It was sometime before this became apparent as some were transferring and Ubico had no way of knowing what they were seeing was not the full picture. The system had been tested before it went live so this was frustrating and meant there were significant delays in Ubico being told about some reported missed collections.

Whilst the delivery of Blue lidded bins was undertaken by a third party, they could not find all properties and Ubico are delivering any outstanding bins when residents notify us they have not received one. We inherited a backlog in container deliveries from Kier and the new service has meant a large number of residents have telephoned requesting new or additional containers. Additional resource has been put into delivering these.

Staff here have been working hard to ensure all the issues are raised, escalated and dealt with and problems identified and solved. This will not happen overnight but we have seen a significant improvement in the last week and a significant resource was deployed on Saturday to catch up with missed collections. Waste related calls have dropped from 739 last Monday to 448 calls this Monday (these include container requests and general recycling enquiries etc. and it is quite normal for us to get 350 – 450 calls regarding waste on an 'ordinary' Monday, which is when highest call numbers are received).

Our focus now is on identifying all of the causes of the missed collections so that we can ensure residents get a much better service going forward. Whilst frustrating and an inconvenience to residents none of the problems are long term and we are confident the service as designed will run well once it is bedded in and provide residents with the simpler , more user friendly recycling service that they told us they wanted (Public survey 2015) which will encourage more recycling.

I would like to thank members for their patience and their assistance in referring problems through to me and my officers, on behalf of residents.