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| <b>Service Delivery<br/>Committee</b> | <b>Tuesday, 14 June<br/>2022</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
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**Report Title:** **Installation of New Litter Bins and Litter Collection Programme**

**Report Author(s):** **Stuart Marbrook (Assistant Corporate Asset Manager)**

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| <b>Purpose of Report:</b>   | To provide Members with information on litter bins and the litter collection service across the Borough.   |
| <b>Report Summary:</b>  | To provide Members with operational information on the litter collection service and to agree a moratorium on the installation of new litter bins.   |
| <b>Recommendation(s):</b>   | <p><b>A. That the content of the report be noted.</b></p> <p><b>B.</b> That the current numbers of bins in the Borough be noted at being at the optimum limit and the introduction of a moratorium on the installation of bins in new locations be approved;</p> <p><b>C.</b> That bin replacement types as upgrades from either post to floor mounted single bins, or single bins to doubles bins be approved; and</p> <p><b>D.</b> That a review of the town centre litter bins be carried out (as set out at paragraph 6.10.3 of this report) is approved.</p>  |
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| <b>Corporate Objectives:</b>  | Providing Excellent Services (CO3)   |
| <b>Vision and Values:</b>   | Teamwork (V3)<br>Customer Focus (V5)   |
| <b>Report Implications:-</b>  |  |
| Legal:  | There are no implications directly arising from this report.   |
| Financial:  | The financial implications are outlined in the report.   |
| Corporate Risk Management:  | Decreasing Financial Resources / Increasing Financial Pressures (CR1)  |

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| Equalities and Equalities Assessment (EA): | There are no implications arising from this report.<br>EA not applicable. |
| Human Rights:                              | There are no implications arising from this report.                       |
| Health and Safety:                         | There are no implications arising from this report.                       |
| <b>Statutory Officers' Comments:-</b>      |   |
| Head of Paid Service:                      | The report is satisfactory.   |
| Chief Finance Officer:                     | The report is satisfactory.   |
| Monitoring Officer:                        | The report is satisfactory.   |
| <b>Consultees:</b>                         | None.   |
| <b>Background Papers:</b>                  | None.   |
| <b>Appendices:</b>                         | None.   |

## 1. Background

- 1.1 At the Service Delivery Committee on 15 March 2022, Members requested a report be brought back to the next committee on litter bins and the litter bin collection service.
- 1.2 The Corporate Assets Section took over the Clean and Green Service in mid-February 2022, with the staff, plant, vehicles, and resources transferring in full.
- 1.3 The Clean and Green Service consists of the former ground's maintenance and public cleansing services. The 'green' element of the service includes some litter collection and litter bin emptying on parks and open spaces as well the usual grounds maintenance duties. The 'clean' element of the service covers all aspects of street cleaning operations which includes litter collection and litter bin emptying on the public highway.
- 1.4 It should be noted that the report does not cover cemetery operations where, at present, the litter bins are dealt with by cemetery staff.

## 2. Information

- 2.1 Across the Borough there are a total of 543 litter bins (at 1 April 2022). These range from floor mounted single and double bins as well as post mounted litter bins and dog waste bins.
- 2.2 Of the 543 total, there are:
- 72 litter bins in the town centres (emptied once per day, 6 days per week)
  - 471 litter bins across the rest of the borough (emptied between 1 and 3 times per week, depending on the location)
- 2.3 Of the 471 non town centre bins:
- 261 are sited on streets and make up the street cleansing part of the service

- 210 bins are within parks and open spaces
- 2.4 In a typical week the number of litter bin emptied is 1,354 broken down as:
- Highway street bins 908
  - Parks and open spaces bins 446
- 2.5 Within the clean team, the service is broken down into a number of operations in order to deliver a service within the resource allocated.
- 2.6 One member of staff is dedicated mainly to the highway bin emptying service (streets and town centres).
- 2.7 Each of the three town centres has a dedicated member of staff working on foot attending to litter and cleanliness (not bins). These staff are contracted to work Tuesday to Saturday.
- 2.8 Two staff cover parks and green spaces, the roles being to both empty bins and litter pick. These members of the team also attend to neighbourhood street litter across the borough on an 8-week cycle.
- 2.9 There is one large road sweeper machine and operative for the streets.
- 2.10 There is also one small street sweeper and operative for the pavements.
- 2.11 Other operations such as graffiti removal, washing and miscellaneous other duties are allocated between the team above on an ad-hoc basis.
- 2.12 In addition to the regular bin emptying, the service also removes much of the litter collected by the South Leicestershire Litter Wombles. In April 2022, the number of bags generated by the Litter Wombles that were removed by the clean team across the borough was in excess of 400.

### **3. Costs of the Service**

- 3.1 For 2021-22 the annual revenue cost of the whole clean service was £347,463 excluding depreciation.
- 3.2 The unit cost of emptying a single bin under the current staffing and vehicle arrangements is approximately £1.20.
- 3.3 The capital cost of new bins is funded through the residents' forums – but no revenue provision is allocated for the cost of the ongoing maintenance and emptying.
- 3.4 The unit cost of a new installed single floor mounted litter bin is £400.
- 3.5 When a new (additional) bin is installed in the borough, there is no automatic increase in the revenue budget for the service to provide the resource to empty it, instead it is merely added to the scheduled list and the operatives expected to pull it into the regular round.
- 3.6 Often some of the newer bins have been installed as part of new developments which invariably are on the outskirts of the borough which require additional time to service due to the distances involved.

#### **4. Impacts on the Service**

- 4.1 On taking over the service, the Corporate Assets Section identified that the round schedules are based on demands and priorities that existed when the schedules were created in 2015/16 with very little adjustment taking place over the intervening years to reflect the changing nature of the Borough.
- 4.2 In addition, the current budgets do not include provision for the employment of agency staff or casual ad-hoc staff cover.
- 4.3 In order to maintain the bins service with as much continuity as possible, the 'cover' for leave and sickness of any staff in the clean team has to be picked up from the 'Green' (grounds) team with the short-term impact primarily affecting their front-line grounds maintenance service delivery, particularly during peak season.
- 4.4 It has also been identified that some local residents and commercial premises may be using street litter bins to dispose of their own household or commercial waste. This reduces the capacity of the street litter bins and results in litter bin emptying requirements in a particular area being out of synch with the schedule. It also means the operative is collecting more than just highway street litter if the bin contains household, commercial, private or other domestic waste. Where an offender can be identified via examination of the waste a warning letter will be sent to them requesting that they stop this practice.
- 4.5 The primary times when staff would like to take leave is similar to that of members of the public wanting to use their leisure time in parks and open spaces, but also shopping and using other local facilities. Expectations and use of these spaces at these times is clearly higher too.
- 4.6 Perceptions of the level and standard of the service provided are varied between Members and the public across the Borough.
- 4.7 Often by the time a complaint is received, the bin may have been emptied.
- 4.8 Reactive response to enquiries often leads to a delay in the present-day bins being emptied. Time delays of someone passing a message on are the most common reason for this knock-on effect and reactive responses.
- 4.9 Collection of the additional rubbish generated by the South Leicestershire Little Wombles (SLLW) fills up the collection vehicles and slows down the overall collection of bin rubbish that needs to be collected in line with original schedules.
- 4.10 Bins/bags left by the Wombles are perceived to be 'dumped' rather than awaiting collection. Collection times for these bins/bags aren't adjusted to take account of excess bags – hence reactive responses delaying other parts of the schedules.

#### **5. Binrastructure Grant**

- 5.1 The recent Binrastructure grant of £21k awarded to OWBC was executed prior to the end of March in the 2021/22 year.
- 5.2 45 bins were bought as part of the grant application. As a result of the price of the bins, a total of 46 were secured. Broken down as;
  - 17 Wide aperture bins

- 15 Single bins
  - 11 Double bins
  - 3 single bins with Seagull flaps (flaps to stop birds and animals from pulling out litter) for Brocks Hill
- 5.3 The bins were installed in line with the qualifying application submitted by OWBC.
- 5.4 The wide aperture bins were installed to take larger sized litter (with a focus on takeaways/Pizza style boxes).
- 5.5 The seagull flap bins were installed to replace one and add two additional bins at Brocks Hill.
- 5.6 The single bins were to either replace current post mounted bins or to install at additional locations.
- 5.7 Double bins have replaced single bins at hotspot litter locations. These do not include a separate compartment for recyclable waste as, where split litter and recycling bins have been installed previously, the volume of 'contamination' (i.e., non-recyclable waste) being placed into the recycling compartment meant that the waste could not be recycled.
- 5.8 Where bins were removed to allow for replacements, these will be used to replace other existing bins when they fall into disrepair or need replacing.

## **6. Moving Forward;**

- 6.1 The schedules currently being used by the operatives were compiled in 2015/16. Therefore, the Corporate Assets section is reviewing these and working to adjust them to take into consideration changes and trends that have taken place in the intervening years, particularly with regard to litter hot spots. This work should be completed and operational by the end of June 2022.
- 6.2 Corporate Assets are also reviewing the most effective way of covering schedules in the event of staff leave so as not to affect other services.
- 6.3 Staff training for ensuring that more staff have the appropriate driving classification for vehicles required to empty bins is being arranged.
- 6.4 Going forward Customer Services will take details from the customer of the last observed time of the bin being full so that the service request can be compared against the schedules to ensure that we are not reactively responding to an enquiry that is not current.
- 6.5 Staff have been working with the South Leicestershire Litter Wombles to develop a synergy and understanding between the roles of each stakeholder, including closer working arrangements and areas of focus. This work also includes promoting local business responsibility towards keeping their own premises clear of litter.
- 6.6 We are also intending to work with the SLLW to develop a local education package to educate people about their responsibilities in relation to the disposal of litter.
- 6.7 We continue to provide litter pickers, bags and bag holders for active members referred by the SLLW.

- 6.8 Bin capacity can be a problem in some locations. This has generally been offset by increasing the frequency of emptying. However, whilst the increased frequency of emptying has been sufficient on most average days, the capacity of the town centre bins is much smaller, the bin design has proved difficult to use and, due to their design they are causing some health and safety issues for users and the bin emptying operations team. At times of increased footfall, such as events or seasonal demands these bins fill quickly with the added impact of evening takeaway rubbish causing them to overflow before they can be emptied the following day.
- 6.9 We recognise that events in town centres need to be communicated better to ensure that the provision for litter and bin emptying is taken into account before the event rather than being reactive following an event.
- 6.10 To support a consistent strategic attempt to address bins and bin emptying, the following considerations could apply;
- 6.10.1 Members agree that the current numbers of bins in the borough is at the optimum limit vis a vis available resources and introduce a moratorium on the installation of bins in new locations.
- 6.10.2 Bin replacement types will be as upgrades from either post to floor mounted single, or single bins up to doubles.
- 6.10.3 With Members' approval it is Officer's intention to review the current town centre bin provision and installed locations with a view to replacing existing bins with bins which remain aesthetically pleasing, but are safer to use, easier to empty, provide an increased capacity and installed in locations that are more convenient for emptying.
- 6.10.4 Continue to develop partnerships with the SLLW to maximise synergies of working across the Borough.