

Refuse and Recycling

Issues

▶ Health and Safety Issues

▶ Manual handling of refuse collection

- ▶ Health & Safety Paper published “identifying risk factors for musculoskeletal disorders in refuse collection in an urban environment”
- ▶ Recognised practice that refuse collectors will make their task easier and quicker by collecting multiple sacks at once, stooping and twisting on frequent basis
- ▶ Paper recommended a move from bags to bins wherever practical
- ▶ Typical sack weighs between 4kg and 6kg
- ▶ Sacks thrown into trucks rather than lifted and placed
- ▶ Risk of sharp objects injuring the refuse collector

▶ Litter

- ▶ Sacks split on a regular basis
- ▶ Sacks damaged by animals prior to collection

Refuse and Recycling

Issues

- ▶ **Sickness**
 - ▶ Sickness averaged at 1.33 days per person per month in 2016/17 (rest of council averaged 0.86)
 - ▶ Number of working days lost in 2016/17 was 739 days.
 - ▶ Benchmarking in 15/16 against 11 Councils Waste Services showed:
 - ▶ Only one authority had a worse sickness record.
 - ▶ Ten of the councils used Bins. Bag collection days lost average was 749 days. Wheeled Bins were 504 days
- ▶ **Customer Issues**
 - ▶ 20% of all CSC enquiries relate to Waste
 - ▶ 2,883 of those are complaints
 - ▶ Feedback to CSC is that majority of residents are not happy with bags
 - ▶ Ripped Bags
 - ▶ Waste on streets
 - ▶ Struggle to lift bags