



Managing Director's Report

1.0 Purpose of the report:

1.1 To update the Board on performance and key developments to date for Blackpool Waste Services Limited.

2.0 Recommendation:

2.1 Board Members are asked to note the work to date.

3.0 COVID-19 Position

Blackpool Waste Services continues to deliver a full service following the disruption to service in 2020, as previously reported.

Key Performance Indicators

Key performance indicator data to Period 9 (December 2020) is attached.

The implementation of the Business Continuity Plan resulted in operational adjustments, to protect staff and provide a consistent kerbside collection for residents, by combining waste streams into a single kerbside collection from 30 March 2020 – 29 June 2020. Materials were sent, via the waste transfer station, to the material recovery facilities where separation occurred ensuring that Blackpool waste was then sorted into recyclable material streams.

This action has affected the reporting of data and comparisons with previous periods are not possible.

However, it is worth noting the following;

- The ongoing lockdown arrangements have altered demand for the service with total waste tonnage currently 21.5% higher than 2019/20.
- Service performance figures remain positive with reduction in missed collection from 1,443 YTD (Dec19) to 1,158 YTD (Dec20).

Staff absenteeism is below 2019/20 levels, despite COVID, at 471 days (Dec 20) and

on target to achieve sub 5% levels.

Blackpool Waste Services continues to focus on the wider benefits the workforce can deliver by observing environmental issues in the community and has increased the number of fly-tipping incidents reported and focussing on reporting ASB, alley gate and highway issues.

Governance

In addition to the Health and Safety, Risk Management and Business Continuity Plan audits [reported at previous meetings] a General Data Protection Regulations (GDPR) audit has been completed.

An audit of Financial Controls and Systems is currently underway and due to be completed and reported to March 2021 Audit Committee.

No Priority 1 recommendations have been made in relation to all audits completed, to date giving the Shareholder confidence that a robust governance framework has been established within the Company.

Human Resources

A review of staff pay and terms and conditions has been undertaken and recommendations approved by Blackpool Waste Services Board in November 2020.

Key points to report;

- Blackpool Waste Services formally adopted the Foundation Living Wage as minimum pay level resulting in a pay increase for the lowest paid staff of 8.9%.
- The rate of pay for drivers has been increased by 8.6%.
- All staff have been issued with updated contracts of employment to ensure consistency across the Company.

Finance

There are no significant variations to the projected financial plan and Blackpool Waste Services Ltd has a projected year end position which will generate a small surplus to be held in reserves.

Service Development

On Street Recycling - Bring Sites

The Company has conducted a review into the existing 'Bring Site' arrangements.

Community 'Bring Sites' provide on street recycling bins for residents who do not have access to a wheeled bin service.

There are currently 22 locations across Blackpool. These have traditionally been in areas with high footfall, either prominent street locations or at venues with high footfall e.g. outside shops, but it is apparent that the existing arrangements have attracted high levels of contamination.

An opportunity has been presented to the client to trial a different method and target enclosed residential areas where residents do not currently have access to wheeled bins but have communal bin arrangements without recycling.

The proposal is to target 12 locations across the town, providing 16 'Euro Bins', which residents can use to dispose of either co-mingled recyclables or paper/card. The 12 locations serve approximately 812 properties.

Household Battery Collection

Blackpool Waste Services will launch a new waste collection service for household batteries on Monday 22 March 2021.

In the UK, around 40,000 tonnes of portable batteries were sold in 2018, with only around 18,000 tonnes being recycled.

As most batteries are put into the residual (grey) bins a significant proportion can ultimately be taken to landfill sites leading to dangerous chemicals including: lead, cadmium, zinc, lithium and even mercury entering the environment.

Blackpool residents can dispose of batteries at the household waste recycling centre (HWRC) or at one of eight locations across the Town set up by Blackpool Council; these include three schools, libraries and sports centres. The current collection rate is poor with none of the sites recently requiring emptying reflecting the fact there is little awareness amongst residents.

The new collection scheme will allow residents to present household batteries for recycling by placing them in a clear plastic bag (preferably recyclable) on top of their grey bin when it is presented for collection, on a fortnightly basis.

A communication plan will promote the new initiative through a range of marketing methods and a refresh of the community sites, in particular schools, to highlight the environmental benefits of recycling household batteries.