

## Appendix 2 - Medway Norse Waste Collection and Street Cleansing Report

### **Medway Norse Waste Annual Report (Oct 2023 – Sept 2024)**

The Annual Service Report is an opportunity for Medway Norse to report on contract service performance and partnership working and with Medway Council (as the waste collection/disposal authority and client) and to a lesser extent with Veolia who operate the waste transfer station and waste disposal contracts.

### **Waste Collection and Street Cleansing Service Performance**

Waste Services continue to consistently receive one of the highest levels of corporate compliments, showcasing the excellent service delivered by the teams. The Norse Reward & Recognition scheme has been used to thank staff who have gone the extra mile to ensure the Contract standards are maintained.

### **Collections/Year (Property count)**

<b>Service Area</b>	<b>Per week</b>	<b>Per year</b>
Residual collections	124,435	6,470,620
Recycling collections	120,353	6,258,356
Organic collections	94,663	4,733,150
<b>TOTAL</b>	<b>339,451</b>	<b>17,462,126</b>

### **Key contract indicators: Contract Year 1 October 2023 – 30 September 2024**

<b>Missed Collections per Year</b>	<b>Year Oct 19 - Sep 20</b>	<b>Year Oct 20 - Sep 21</b>	<b>Year Oct 21 - Sep 22</b>	<b>Year Oct 22 - Sep 23</b>	<b>Year Oct 23 - Sep 24</b>
Total missed collections	9,151	9,204	6,406	6,012	5,423
Total collections	17,095,728	17,095,728	17,095,728	17,327,698	17,462,126
% of missed collections	0.05%	0.05%	0.04%	0.03%	0.03%

	Year Oct 19 - Sep 20	Year Oct 20 - Sep 21	Year Oct 21 - Sep 22	Year Oct 22 - Sep 23	Year Oct 23 - Sep 24
Bulky Collection					
Standard Collections	6,916	12,757	12,238	12,351	12,448
Express Collections	1,960	1,578	1,210	1,245	1,246

<b>Street Cleansing</b>	<b>Year Oct 19 - Sep 20</b>	<b>Year Oct 20 - Sep 21</b>	<b>Year Oct 21 - Sep 22</b>	<b>Year Oct 22 - Sep 23</b>	<b>Year Oct 23 - Sep 24</b>
Dead animal removal	728	731	668	575	730
Needles and syringe removal	80	90	36	39	39
Glass removal	242	261	230	244	193
Fly tip removal (incidents)	5,873	4,427	3,810	3,643	4,739

<b>Recycling containers</b>	<b>Year Oct 19 - Sep 20</b>	<b>Year Oct 20 - Sep 21</b>	<b>Year Oct 21 - Sep 22</b>	<b>Year Oct 22 - Sep 23</b>	<b>Year Oct 23 - Sep 24</b>
Brown bin delivery, repair, or replacement	3,992	4,267	4265	4,680	4,685
Reusable recycling bag delivery (single service request)	7,896	9,746	6,764	5,374	5,284
Annual clear sack deliveries	360,000	360,000	360,000	360,000	360,000
Additional clear sack delivery	1,680	1,672	1104	767	566
Bulk recycling bins for flats	51	27	50	44	28

### **Waste Collection Tonnages**

The tables below show the tonnages collected over the past five years (October to September) by the Medway Norse waste collection and street cleansing teams.

<b>Weekly Kerbside Collections</b>	<b>Year Oct 19 - Sep 20</b>	<b>Year Oct 20 - Sep 21</b>	<b>Year Oct 21 - Sep 22</b>	<b>Year Oct 22 - Sep 23</b>	<b>Year Oct 23 - Sep 24</b>
Refuse (black sacks)	60,425	62,822	58,286	57,719	58,188
Garden and food (brown bins)	23,469	24,506	20,780	21,336	20,981
Comingled recycling (white/blue/clear bags)	19,645	21,006	18,842	18,061	17,898
Bulky collections	1,064	967	889	1,041	1,223
<b>Total:</b>	<b>104,602</b>	<b>109,301</b>	<b>98,797</b>	<b>98,157</b>	<b>98,291</b>

<b>Street Cleansing Collections</b>	<b>Year Oct 19 - Sep 20</b>	<b>Year Oct 20 - Sep 21</b>	<b>Year Oct 21 - Sep 22</b>	<b>Year Oct 22 - Sep 23</b>	<b>Year Oct 23 - Sep 24</b>
Litter	1,653	1,691	1,624	1,505	1,503
Roadsweepings	2,847	2,758	1,898	2,207	2,370
Fly tipping	659	727	747	628	467
<b>Total</b>	<b>5,159</b>	<b>5,176</b>	<b>4,268</b>	<b>4,340</b>	<b>4,340</b>

Key contract achievements: Contract Year October 2023 – September 2024

- Christmas 2023 collection services were a real challenge, not from a collection point of view with Medway’s residents generally being very compliant. It was all impacted by major issues with the transfer station being unable to receive the materials being collected. This resulted in changes to service pattern and additional working hours to bring the end of December early January 2024 service back on schedule.
  - The combined partnership working minimised the friction generated, in a far from ideal circumstance.
  - Unfortunately, the issues of transfer station tipping capacity has been on and off this year. Resulting in a number of weeks of extended working days and pressure on resources.
- This year has seen no change to the issues Medway Norse waste team are having with commercial properties that are converted to domestic dwellings, due to these properties not being subject to the same planning scrutiny as new builds, this results in unsuitable and sometimes challenging bin stores and collection point arrangements.
- Graffiti has seen a further year of higher demand than budgetary provision. With over 700 jobs being carried out not including the ad hoc proactive removals. The responsive team attend to call outs and reports across Medway and 23-24 saw over 100 offensive pieces of graffiti removed.
- Recruitment stabilised for a period of time throughout 23-24, however, long term sick continues to be high, this is typical of a service with a higher age profile.
- June 2024 saw the manual street cleansers being removed from their base at the Pentagon Centre. They are currently temporarily situated at the RAFA Club, but this is not a suitable long-term solution, Medway Council and Medway Norse are working together to find a permanent location.
- Medway Norse are currently numbering every refuse and recycling communal bin in stores/areas across the Medway. All information will be stored by Medway Norse

which will enable any complaints or requests for information to be provided much easier.

### **Teams Working in Partnership**

- The Street Cleansing and Grounds Maintenance teams continue to successfully share costs and planning for traffic management, this includes teams from Medway Council's highways, necessary to ensure the safety of operatives working on high-speed roads. Discussions are ongoing to realise further cost savings that can be achieved through further efficiencies and reorganisation of the work stream, this is a wider conversation with multiple parties, but we are confident that this will again, save the Council further monies.
- Traveller incursions again this year meant Medway Norse responding to a number of incidents, joint working between our service teams to secure, repair and clear the park areas. Medway Norse provided these services under purchase orders as not part of our contracted works. Medway Norse have also provided bins to the temporary site at the commuter park at the request of the housing team.
- Medway Norse have carried on providing equipment for community litter picks and assisting Gillingham Street Angels by providing collections of waste Monday and Wednesday and Friday.
- The successful Small Electrical project which is currently being delivered by the Medway Council Environment team will be taken on by the Medway Norse library team with effect from November at no additional cost to the Council.

### **Staff**

New starters	47
Staff leavers	49
Agency staff temp to perm	44
<b>Total agency used</b>	<b>113</b>

Recruitment continues to be a challenge. Many agency staff, frequently fail to attend following their inductions, and the success rate of these staff continuing their employment past the first few days is low. We continue to work with agencies and seek recruitment through alternative projects with associations such as Forward Trust, helping to get people back into work.

### ***Some of the training and opportunities Medway Norse provide.***

- All staff receive a comprehensive minimum half day workplace induction prior to starting work
- Regular Training
- Free CPC (Certificate of Professional Competence) training for all drivers
- Apprenticeship scheme

During this reporting period, Medway Norse have delivered many sessions of training and toolbox talks designed to support and develop our staff. This included:

<b>Training</b>	<b>Tool Box Talks</b>
CPC (Certificate of Professional Competence) Training	Safety when working close to RCVs (Recycling Collection Vehicle)
Terberg Bin Lift L1	Seatbelts
Manual Handling	Emergency & Fuel Pump Spillages
Inductions	Working in snow & Icy conditions
T1 Training	Working in hot weather
PA1 Weed Spraying	Vehicle reversing
Bartec	
Entering & Exiting Vehicles	
Driving assessments	

### **Health, Safety & Staff Welfare**

The welfare and safety of all staff is the highest priority for Medway Norse and to support this, we provide:

- High quality Personal Protective Equipment
- Access to trained Mental Health First Aiders on site
- Occupational Health referrals
- My Health Advantage app
- Access to free Employee Assistance Programme phone line (and online) 24/7 365 days per year

In the reporting period of Oct 23 - Sept 24, there were 20 reported accidents/incidents resulting in injury. The highest number being slips trips and falls, which is typical of the industry followed by contact with objects. We had 2 RIDDORs within the year long period, both attributed to slips, trips and falls.

Medway Norse have trained Mental Health First Aiders and advertise this via posters at our sites, our 'Your Voice' forum and our new Engage App to ensure staff know where they can turn, we also have a direct email for the Mental Health First Aiders in case people do not want to talk face to face.

We are proud to have been awarded the Gold in Medway Council's Health & Wellbeing in the Workplace scheme.

We continue to provide support and assistance to staff who are dealing with various issues, from ill health to financial difficulties, our commitment to our team members wellbeing remains our top priority and is evident in the relationships displayed by our supervisors and teammates.

## Vehicles

The Cabinet has approved the replacement refuse collection vehicle fleet procurement, and we anticipate the initial delivery of these vehicles in January 2025, starting with the Organic fleet.

Vehicle availability has been maintained, by using additional hire vehicles to supplement the aging fleet, leading to unbudgeted financial challenges that the council is addressing.

Fortunately, there have been no service cancellations due to vehicle issues, thanks to the dedication and hard work of the Medway Norse Operational Team using a combination of the 2013 fleet and hire vehicles.

## Vehicle Incidents

During this period, we have experienced a total of 94 road traffic incidents, many of which were due to the challenging conditions across Medway's road network.

Driving assessments are conducted to evaluate driver's skills both during recruitment and on a regular basis. Training programs cover driving skills, risk management, and awareness of other road users.

Traffic incidents are investigated to identify route causes, and necessary changes are implemented. Telematics are used to monitor driver performance and identify areas for improvement. Driver policies are clearly communicated, and regular training sessions and toolbox talks are provided.

<b>Number of Incidents (Month)</b>	<b>Waste Collection</b>	<b>Street Cleansing</b>
October 2023	5	0
November 2023	5	2
December 2023	2	1
January 2024	10	1
February 2024	6	3
March 2024	4	1
April 2024	10	3
May 2024	4	5
June 2024	3	3
July 2024	2	1
August 2024	8	3
September 2024	11	1

## Other Medway Norse Collaborations / Initiatives including Charity, Community and CSR (Corporate Social Responsibility)

As well as recognising and fund raising for important national charities such as MacMillan, Medway Norse also mark national awareness days/weeks/months such as Mental Health Awareness, ADHD Awareness, Cancer Research UK, Dementia Awareness.

Medway Norse continue to assist local charities and take pride in assisting the community where we can, for example, assisting with Community Litter Picks and the Great British Spring Clean initiative. We also do collections for Caring Hands who work with Medway's homeless. We have a Key Performance Indicator target of 1 day of CSR per member of staff.

We have focussed on working with schools / colleges and recruitment schemes such as 'The Forward Trust' looking to get people back into work and provide a wide variety of work experience.

As well as our continued work with the University of Kent in Canterbury, interviewing and taking on interns through their employability scheme, Medway Norse took part in a project run by the Chamber of Commerce and UK Business mentoring in collaboration with the University. This entails providing a group of university students with a business 'problem' for them to try and solve. Medway Norse asked the question 'How do we reduce the problem of graffiti in Medway?' This was followed up with a presentation of the issues surrounding Graffiti in Medway to the students with a questions and answers sessions afterwards. A few weeks later, the students then presented their findings and suggestions back to us which we look forward to sharing with Medway Council.