

East Kent Day Change

Collection Methodology



EAST KENT ROUND CHANGES

SUPPORTING A MORE EFFICIENT SERVICE

To help support a more efficient and reliable waste collection service, we are altering collection routes to make operations more streamlined.



More balanced rounds
for an even workload



Greater monitoring potential
for managers



Streamlined order
for easy issue rectification
(misses / vehicle breakdowns)



New Euro 6 vehicles for more
environmentally friendly single stream
communal collections, electric bin lifts



Electric vehicles
for management team and electric cage
vehicles



Same alternate-weekly service
for an easy transition for kerbside
residents

COLLECTION METHODOLOGY

HEADLINE CHANGES

DOVER

- **35% kerbside** with **no change** (65% with change)
- **35% kerbside** properties with **day change only**
- **14% kerbside** properties with **week change only**
- **16% kerbside** properties with **day and week change**
- **7,882** waiting more than three additional days between refuse collections

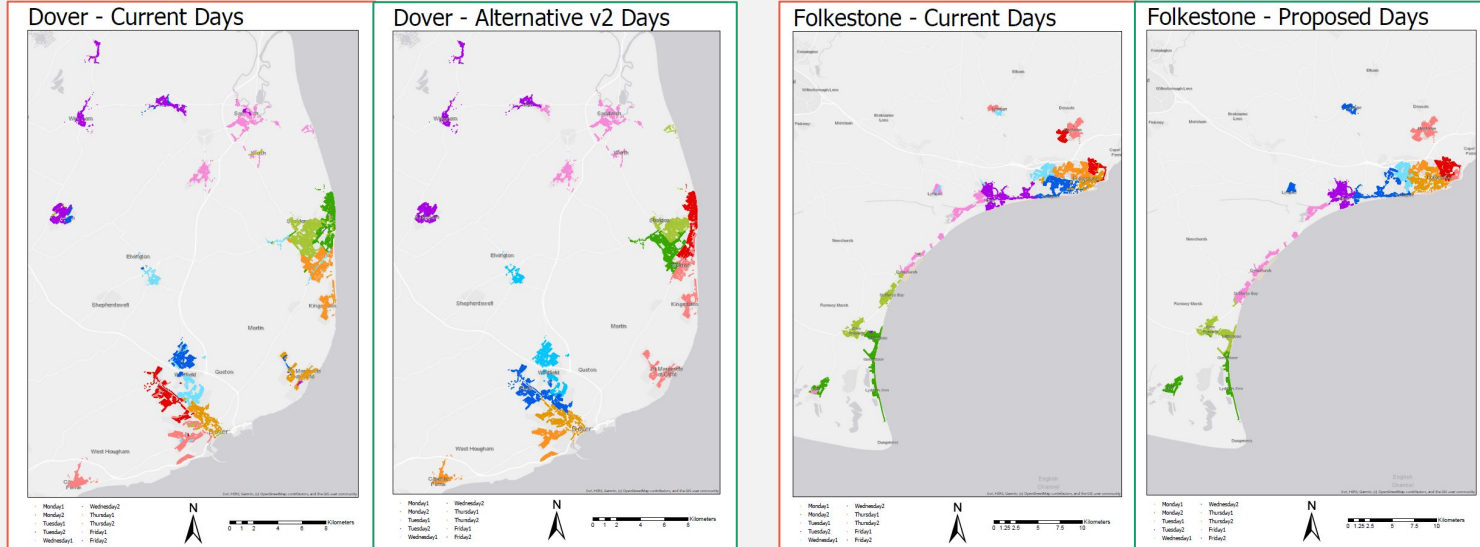
FOLKESTONE

- **52%** with **no change** (48% with change)
- **17% kerbside** properties with **day change only**
- **9% kerbside** properties with **week change only**
- **22% kerbside** properties with **day and week change**
- **5,684** waiting more than three additional days between refuse collections

We have a wealth of experience in Veolia, having supported many successful day changes in other boroughs. For example, in 2019 we delivered a day change for 74% of Bromley Council's residents, with minimal issues - a case study document has been shared to highlight this.

COLLECTION METHODOLOGY

CURRENT VS NEW



ADVANTAGES

- **Close to previous day's work:** ease of return for missed collections, incl Mon & Fri (Dover)
- **More balanced than other options,** with heavier Thurs closest to depot
- **Maintaining collection days** as much as possible
- **Low number additional collections** necessary when moving between schedules

COLLECTION METHODOLOGY

AVERAGE NO. OF HOUSEHOLDS PER ROUND (kerbside)

DOVER

	Average households per round	
	Current (5 rounds)	New (3 rounds)
Monday	856	1256
Tuesday	695	1251
Wednesday	568	1307
Thursday	808	1470
Friday	728	1314
Average	731	1320

FOLKESTONE

	Average households per round	
	Current (5 rounds)	New (3 rounds)
Monday	751	1010
Tuesday	741	1143
Wednesday	714	1326
Thursday	885	1319
Friday	560	1287
Average	730	1217

Moving from the current to the proposed service (refuse)

KERBSIDE PROPERTIES: DOVER

When moving to the new service, some residents will experience a prolonged wait between old and new schedules.

At Veolia's expense, we will provide **additional refuse collections** to households with **3 days more than their usual wait between collections** to assist residents in the transition period. Much like Christmas catch ups, there will be additional vehicles mobilised to transfer loads, minimising visits to the transfer station. We will also provide **additional recycling collections** to households who would otherwise be waiting **more than 3 weeks** between their old and new collection day.

Days Wait:	-11	-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	0
	0	903	263	934	3234	928	14	457	125	1886	5974	13205
Days Wait:	1	2	3	4	5	6	7	8	9	10	11	>=4
	2077	235	0	3123	6	49	2885	926	98	25	770	7882

	Number of households receiving collections more frequently than 14 days	27,923
	Number of households waiting 1-3 days more than usual (same as Christmas)	2,312
	Number of households requiring additional collections	7882

Moving from the current to the proposed service (refuse)

KERBSIDE PROPERTIES: FOLKESTONE

Days Wait:	-11	-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	0
	0	0	452	149	2954	1883	0	0	34	0	491	18491
Days Wait:	1	2	3	4	5	6	7	8	9	10	11	>=4
	5582	32	0	30	0	198	4896	560	0	0	0	5684

Key		Total
	Number of households receiving collections more frequently than 14 days	24,454
	Number of households waiting 1-3 days more than usual (same as Christmas)	5,614
	Number of households requiring additional collections	5,684

COMMUNAL / RURAL / NARROW PROPERTIES (refuse) DOVER

COMMUNAL

- 39% of properties with **day change** (1839)
- 60% properties with **week change** (2826)

Days Wait:	1	2	3	4	5	6	7	8	9	10	11	>=4
	352	97	0	0	687	134	452	80	0	0	37	1390

NARROW, ULTRA NARROW, RURAL

- 69% of properties with **day change** (6125)
- 54% properties with **week change** (4831)

Days Wait:	1	2	3	4	5	6	7	8	9	10	11	>=4
	234	906	213	346	867	620	1530	199	104	23	14	3703

COMMUNAL / RURAL / NARROW PROPERTIES (refuse)

FOLKESTONE

COMMUNAL

- 59% of properties with **day change** (3792)
- 43% properties with **week change** (2787)

Days Wait:	1	2	3	4	5	6	7	8	9	10	11	>=4
	826	19	0	0	30	320	832	808	9	0		1999

NARROW, ULTRA NARROW, RURAL

- 49% of properties with **day change** (3982)
- 59% properties with **week change** (4796)

Days Wait:	1	2	3	4	5	6	7	8	9	10	11	>=4
	396	333	0	0	1	138	804	82	23	0		1048

TRANSITION PLAN

ADDITIONAL COLLECTIONS

To support a smooth transition to the new service, we will provide an additional refuse collection for households with a longer than 3 additional day wait between schedules on Saturdays (10th & 17th April - DDC and 5th & 12th June - FHDC):

- 7 crews per Saturday in Dover (plus 2 crews for recycling on the first Saturday)
- 5 crews per Saturday in Folkestone (plus 3 crews for recycling on the first Saturday)

This is based on access to transfer stations until 5pm.

For recycling, additional collections will be provided for properties waiting longer than 3 weeks and there will be additional resources in the initial weeks. There is no need for additional collections for food waste, as the service is weekly (the maximum wait time will be four days).

DOVER

Old <u>refuse</u> collection day on Mon & Tue	Additional collection on Sat 10th April
Old <u>refuse</u> collection day on Wed, Thur, Fri	Additional collection on Sat 17th April
Properties with more than 3 week wait for <u>recycling</u>	Additional collection on Sat 10th April

FOLKESTONE

Old <u>refuse</u> collection day on Mon, Tue, Wed	Additional collection on Sat 5th June
Old <u>refuse</u> collection day on Thur & Fri	Additional collection on Sat 12th June
Properties with more than 3 week wait for <u>recycling</u>	Additional collection on Sat 5th June

TRANSITION PLAN

ADDITIONAL COLLECTIONS: DOVER

			Proposed Scheduled Collection Day												
			12/04	13/04	14/04	15/04	16/04	17/04	18/04	19/04	20/04	21/04	22/04	23/04	
			Mon2	Tue2	Wed2	Thur2	Fri2			Mon1	Tue1	Wed1	Thur1	Fri1	
Current Collection Day	29/03	Mon2	1202	0	0	12	3291			724	55	0	0	821	
	30/03	Tue2	3	3242	0	0	9			188	1394	9	9	48	
	31/03	Wed2	0	695	0	0	156			405	134	2329	86	193	
	01/04	Thur2	148	5	1250	1652	177			0	548	7	439	1055	
	02/04	Fri2	0	0	2442	876	0			0	14	607	561	0	
	03/04														
	04/04														
	05/04	Mon1	2391	200	24	426	225			3544	85	25	44	194	
	06/04	Tue1	33	423	0	0	31			247	3469	5	0	148	
	07/04	Wed1	351	64	1071	96	37			259	2	2208	303	1057	
	08/04	Thur1	915	0	125	412	834			13	0	7	25	2096	
09/04	Fri1	78	0	251	1213	701			0	3	81	3747	6		

Additional collection on Saturday 10th April

6539 Refuse

1873 Recycling

Additional collection on Saturday 17th April

6364 Refuse

TRANSITION PLAN

ADDITIONAL COLLECTIONS: FOLKESTONE

			Proposed Scheduled Collection Day											
			07/06	08/06	09/06	10/06	11/06	12/06	13/06	14/06	15/06	16/06	17/06	18/06
			Mon2	Tue2	Wed2	Thur2	Fri2			Mon1	Tue1	Wed1	Thur1	Fri1
Current Collection Day	24/05	Mon2	2492	2	0	0	0			1752	44	0	0	0
	25/05	Tue2	406	2132	1599	330	0			65	183	328	23	0
	26/05	Wed2	0	23	1812	2269	51			0	347	1290	209	9
	27/05	Thur2	0	129	276	1394	1102			0	30	75	1587	869
	28/05	Fri2	0	0	0	0	2203			0	0	1	82	1701
	29/05													
	30/05													
	31/05	Mon1	734	196	0	0	0			2187	1537	0	0	0
	01/06	Tue1	458	1111	566	62	0			126	2481	22	3	0
	02/06	Wed1	30	848	1839	293	105			2	262	2221	199	0
03/06	Thur1	0	113	21	845	1345			0	80	394	2516	71	
04/06	Fri1	31	65	582	389	225			0	85	748	17	2185	

Additional collection on Saturday 5th June

4250 Refuse

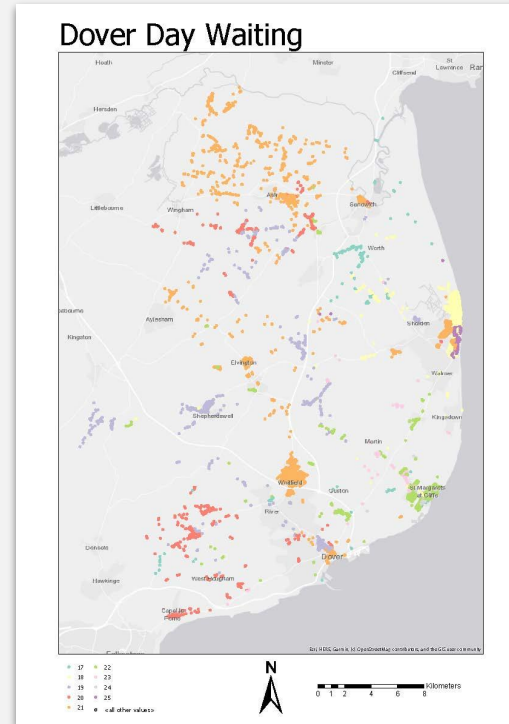
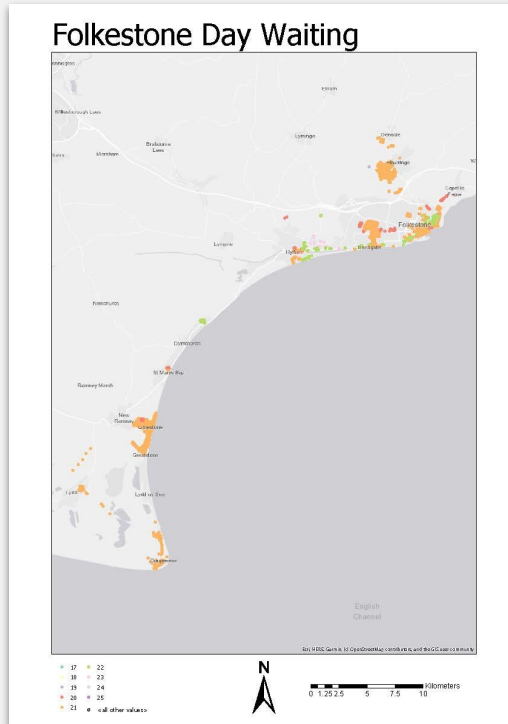
2567 Recycling

Additional collection on Saturday 12th June

4345 Refuse

TRANSITION PLAN

SPREAD OF KERBSIDE PROPERTIES RECEIVING ADDITIONAL COLLECTIONS



CONSIDERATIONS AND MITIGATIONS

A few teething issues are a natural part of the transition process. Working with Dover Council, and their Communications team, we expect these issues to be minimised, with residents having a thorough understanding of how the day change affects their service.

POTENTIAL CHALLENGES

Initial increase in missed collections

Changes of this nature increase calls to the call centre

Integration issues with ECHO

MITIGATIONS

- Increased managerial presence in the mobilisation period
- Every staff member will be trained on ECHO prior to Go Live
- Daily updates to keep all informed
- Additional missed collection crew for first four weeks (two collection cycles) for each district

- Briefings to call centre via FAQs, plus training on ECHO

- Additional resources on hand to fix issues at short notice