

DATA LABEL: PUBLIC



## **ENVIRONMENT POLICY DEVELOPMENT AND SCRUTINY PANEL**

### **TRANSFORMING YOUR COUNCIL: RECYCLING & WASTE SERVICES COLLECTION SECTION SHIFT CHANGES AND ROAD END COLLECTIONS**

#### **REPORT BY HEAD OF OPERATIONAL SERVICES**

##### **A. PURPOSE OF REPORT**

To advise the Environment Policy Development Scrutiny Panel on the proposals for efficiency savings of £320,000 to be met from changing the current shift working arrangements within the collection section of Recycling & Waste Services and a further £76,000 from implementing the previously agreed policy for Road End Collections on private roads and narrow access areas to complement the £92,000 saving already achieved as a part of the revision of Overtime & Sickness Absence cover.

The proposed changes to shift patterns permit an increase in the utilisation of the vehicle assets whilst retaining the overall staffing complement and functional hours for service delivery over a 7 day period. The implementation of road end collections reduces the liability and financial cost of operating collections in these locations as well as improving efficiency through the use of standard collection vehicles. These savings were an approved budget measure following the Transforming Your Council (TYC) process and are phased for introduction in 2020/2021.

##### **B. RECOMMENDATION**

It is recommended that the Environment Policy Development Scrutiny Panel:

1. Notes the customer journey and changes within the service to date.
2. Notes proposals and the approach.
3. Notes the phasing impact due to the requirement to undertake requisite approvals, public and staff engagement for a wholesale change of the collection scheduling.
4. Agrees for a report to be submitted to the Council Executive for consideration given the public impact of the outlined savings proposals.

##### **C. SUMMARY OF IMPLICATIONS**

###### **I Council Values**

- Focusing on customer needs
- Being honest, open and accountable
- Making best use of our resources

###### **II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**

The proposal to change the collection shift patterns does not have any direct policy, legal or equalities issues. This type of service is in place within a number of other Scottish Local

Authorities and recognition of areas which may be harder to access at weekends is considered when building routes.

The proposal to reintroduce road end collections has no direct legal or environmental issues. It clearly impacts those on private roads or narrow access areas, however the relocation of the containers does not adversely impact any health issues and lowers the risk of damage to property and council assets.

<b>III</b>	<b>Implications for Scheme of Delegations to Officers</b>	None.
<b>IV</b>	<b>Impact on performance and performance Indicators</b>	Decrease in the cost of collection per household due to the reduction of vehicles required to perform the collection service.
<b>V</b>	<b>Relevance to Single Outcome Agreement</b>	SOA 8 – We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
<b>VI</b>	<b>Resources - (Financial, Staffing and Property)</b>	Due to the requirement to work over a 7 day period on rotating/alternating shifts there is a potential for an increase in staffing costs due to the level of shift allowance attracted by the potential patterns required to deliver the reduction in vehicle numbers.  Significant reductions in vehicle operating costs are realised through the introduction of these proposals, which generate the approved saving.
<b>VII</b>	<b>Consideration at PDSP</b>	Environment PDSP Report 30 <sup>th</sup> October 2018: Recycling & Waste Services – Service Review
<b>VIII</b>	<b>Other consultations</b>	Financial Management Unit Transforming Your Council public consultation Full Council – Budget Setting 28 <sup>th</sup> February 2020

## **D. TERMS OF REPORT**

### **D.1 INTRODUCTION**

#### **D1.1 Our journey**

Recycling & Waste Services customers have seen significant changes to their collection service and recycling services over the past 7 years. The service has had to introduce changes in order to comply with legislation, such as the Waste (Scotland) Regulations 2012, and in order to deliver operational savings through the Delivering Better Outcomes and Transforming Your Council process.

Customers have experienced changes to their service from the original paper and card collections through to the introduction of the alternate weekly service via the blue bin, in 2004. The introduction of brown bin recycling in 2005 and in 2013 the start of the Food Waste Collection Service introduced further streams from which the separation of recyclable materials could be achieved. This culminated in 2014 with the full roll out of the Food Waste Collection Service and the acceptance of additional materials within the blue recycling bin. In 2016 the service then optimised all collection routes, which involved day changes for the majority of residents and introduced a smaller 140 litre residual waste bin. In 2017/2018 changes occurred at the recycling centres through the introduction of reduced, seasonal, hours across the sites followed in 2019 by a further reduction of 3/5ths of the opening hours across the remaining 5 sites. External commercial waste collections were also stopped in 2019 and towards the end of the year householders were moved onto the Food & Garden co-mingled service which saw around 80,000 households having their original Brown Bin or Food collection days changed at the time of service introduction. In 2020 the service have increased the opening hours of the Recycling Centres, following a budget motion in February 2020, and have prepared for the introduction of the measures detailed in this paper. The impact on these service introductions on the recycling rate is highlighted in the following table.

Year	Change introduced	Recycling Rate
<b>2000/2001</b>	Baseline	4.0%
<b>2004/2005</b>	Phased roll out of Blue & Brown Bins	17.9%
<b>2005/2006</b>	Further roll out of Blue & Brown Bins	27.0%
<b>2008/2009</b>	Full coverage of Blue & Brown Bins	41.8%
<b>2013</b>	Food Waste (design phase)	44.3%
<b>2014</b>	Food Waste (partial roll out)	45.4%
<b>2016</b>	140l Bin Roll (partial roll out)	48.5%
<b>2017</b>	Full roll out of 140l bins New residual treatment contract	61.3%
<b>2018</b>	Stable household service	65.2%
<b>2019</b>	Removal of commercial services Introduction of Food & Garden Collections Reduction in Recycling Centre hours	~60%*
<b>2020</b>	Recycling Centre hours increase Shift working changes in Collection Road End Collections	-

\*estimated figure including drop in performance due to increased levels of material no longer accepted for recycling, by external markets, via the blue bin and grey bin processing.

The changes planned for shift working will affect all householders in West Lothian and the reintroduction of road end collections will affect around 977 properties identified across the council area.

The shift working proposal contained within this paper will result in householders collection days changing as the working day moves from a 7 hour day to a longer day, across 7 days per week. With the changes affecting all three collection streams it would be more than likely that the majority of the 81,488 households served would see a change in collection day for at least one of their containers.

Road end collections affect around 977 households across West Lothian but due to the nature of the change being made each property is dealt with on an individual basis following a site assessment and would be phased to match any changes to routes as a part of shift pattern changes. 444 properties are already on road end collections, 72 can be accessed by a standard collection vehicle and 145 have been added to the narrow access vehicle, taking it to capacity.

## D1.2 The next steps

In the proposals agreed through the council's budget setting process on February 13<sup>th</sup> 2018 the Recycling & Waste – Service Review incorporated a total proposed saving of £1,461,000 which was scheduled for delivery as shown below across 2019/2020 and 2020/2021.

Through the budget setting process in February 2020, the saving relating to the Blue Bin Options was formally moved to take account of the timelines for the implementation of the Deposit Return Scheme for Scotland. The New Ways of Working saving was adjusted to commence from the 1<sup>st</sup> October 2020 to take account of the timescales for implementation, however the service was still tasked with delivering the remaining savings as detailed in the following table along with their current status:

Workstream	Approved Saving	Original Implementation Date	February 2020 Budget Update	Current status
Revised Blue Bin Options	£973,000	1 <sup>st</sup> April 2019	Delayed until 1 <sup>st</sup> April 2022 to recognise the National Deposit Return Scheme (DRS) impact	Market and DRS impacts being modelled
New Ways of Working within the Collection Service	£320,000	1 <sup>st</sup> April 2020	Rephased to 1 <sup>st</sup> October 2020	Indicative public facing start 1 <sup>st</sup> February 2021
Road End Collections	£76,000	1 <sup>st</sup> April 2020	Rephased to 1 <sup>st</sup> October 2020	Timed to match the saving above
Reduction in Overtime & Absence Cover	£92,000	1 <sup>st</sup> April 2020	Completed	N/A

This paper is concerned with New Ways of Working within the Collection Service and the implementations of Road End Collections as the other two elements have been rephased or completed.

## D1.3 New Ways of Working within the Collection Service

The use of 7 day working, in order to improve utilisation and efficiency, is in place within: East Dunbartonshire, Glasgow City, North Lanarkshire, Perth & Kinross, Renfrewshire and Stirling Council. Of these authorities three use a rotating 4 on 4 off pattern, two use a 7 over 14 pattern and one use a fixed shift approach. The use of 7 day working allows routes to be planned to ensure that areas where accessibility may be an issue at the weekend, such as new build housing developments, are collected during the week with more rural and easily accessible areas collected at the weekend.

The proposal to move to a 7 day working pattern allows the service to reduce the number of frontline vehicles that it requires whilst ensuring sufficient coverage for collection operations and cover vehicles for servicing and repair. The vehicle assets are therefore utilised more efficiently whilst retaining the employee numbers required to undertake statutory collections as they are at present.

The Transforming Your Council proposal has always been based upon moving to a shift pattern to provide 7 day a week coverage and allowing a significant reduction in vehicle numbers to deliver the proposed saving. The pattern and approach were noted in the service restructure business case of January 2014 and as part of a Delivering Better Outcomes related saving proposals the following year, which at the time was rephased due to view that the original proposal was a “terms and conditions” change rather than a straight working pattern change. The original proposal involved the use of three fixed shifts with contractual overtime which brought the daily working hours up to a level that allows for two full tips of the recyclable materials, which is more efficient for routing and bulking of materials.

The original proposal, in line with the approach across the majority of Scottish Local Authorities, and private sector organisation, involved no weekend enhancement for staff who worked the Friday to Monday shift. However, advice provided from HR has noted that the weekend enhancements would continue to be required due to the fact that the council has not yet harmonised former Manual Worker and former APT&C staff pay enhancements and allowances as set out in Appendices 1 and 2 of Part 3 of the National Agreement on Pay and Conditions of Service ('Red Book'), the additional cost from the provision of contractual overtime and weekend enhancements is £284,690 which reduces the overall saving as proposed down to £96,870, well below the approved target level of £320,000.

In order to deliver the savings level required an alternative shift pattern has been proposed to the staff members affected which involves working the same pattern as the Recycling & Waste Disposal Section. This pattern is: 4 days on, 5 days off, 5 days on, 4 days off. This attracts a 12.5% shift allowance, which would see employees gain, in salary terms, from their current pattern which attracts a 7.5% allowance. This also still delivers the 7 day working desired along with the more efficient longer working day, without the need for contractual overtime to do this. Additionally by virtue of working a shift pattern, this approach would provide the confirmation that there is a requirement to work on public holidays and cover days that fall within an employees designated pattern. This approach delivers the approved saving and the details of the workings regarding this and the pattern are explained in section D.2.

#### **D1.4 Implementing the road end collection policy**

Implementing the previously approved road end collection policy will enable the council to standardise collections onto 26 Tonne refuse collection vehicles and improve the efficiency and reliability of collections by removing the need to access unadopted and private roads. This enables a reduction of 1 vehicle and its associated crew from frontline operations which delivers the saving required. Every location is unique and has required a review to be undertaken to determine the best presentation location for access by the council collection staff and for the householder.

## **D.2 PROPOSAL COSTINGS**

### **D.2.1 New Ways of Working within the Collection Service**

The proposal sees a reduction in the number of frontline 26 Tonne refuse collection vehicles through the changing of working patterns to increase asset utilisation. The saving is made through the removal of lease charges and maintenance costs (£28,150 and £19,545, respectively, per vehicle) totals £47,695 per vehicle.

This vehicle saving is offset by an increase in staffing costs to take account of the change to shift allowance payable.

Costings were based on 2019/20 salary costs, with National Insurance contributions, Superannuation, contractual overtime based on the current rate of a 1.5 x and the weekend enhancement as per current arrangements.

In summary:

The proposal sees the additional cost from the payment of a shift allowance of 12.5% which equates to £154,112 netted off against a reduction of 10 vehicles due to the two shift alternating pattern.

This would deliver a Net saving of £322,838.

The financial impact on staff would be a positive one as the shift allowance payable would increase from the current 7.5% up to 12.5%.

There are also one off costs associated with such a proposed change. The requirement to issue calendars and undertake the standard engagement process for a major service change incurs a cost of £45,000 for printed calendars, £10,000 for on line look up system amendments and around £4,000 for newspaper and other advertisements, totalling £59,000.

## **D.2.2 Implementing the road end collection policy**

In order to deliver the approved saving of £76,000 it is necessary to reduce the staffing complement by 1x Band E and 2x Band C operatives along with removing one of the small refuse collection vehicles from the fleet, which were dedicated to undertaking road end collections.

This reduction in resource is offset by the changes already made to Overtime & Sickness cover which removed seasonal working requirements and increased the overall staffing complement by 2x Band E and 2 x Band C operatives. The net affect of this is that there was an increase of 1x Band E permanent staffing positions, whilst delivering the staffing element of the saving.

In order to fully achieve the saving on a recurring basis the vehicle also has to be removed from the establishment and the collection points for properties on unadopted and private roads moved back to the road end, following assessment, in line with the previously approved Private Road Collection Policy within the Customer Service Standards, shown in Appendix 4 of this report.

## **D.3 STEPS TO IMPLEMENTATION**

### **D3.1 Implementation plan**

Due to the shift pattern changes being tied directly to proposed public facing service changes the lead time is worked back from the day of public change incorporating the political, operational and communication steps required along with the required staff consultation timelines. The changes being proposed will affect all 81,488 households in West Lothian and

the over 6.4 million household collections that will be undertaken per year. The route planning exercise for the delivery of such a change required a significant amount of input from both the frontline operatives and the use of our routing system, WebAspx, to build and test the new routes prior to initiating the calendar printing and distribution process that will inform the public of the changes, along with the associated press and media releases in advance of the change happening.

The following table sets out the key high level activities required to implement the service on a timeline that is achievable provided the appropriate political and staffing approvals are achieved. The timeline is in keeping with those used for the 140 litre grey bin change and the implementation of the Food & Garden service but incorporates the requisite periods for staff consultation as this will require a change of working hours, patterns and pay.

<b>Activity</b>	<b>Date</b>
Routing Activity Start	December 2019
EMT (principles of new system, working pattern and service)	February 2020
Routing Activity End	July 2020
Start of staff engagement period (formal engagement with Trade Union and staff)	18 <sup>th</sup> August 2020
Presentation to Environment PDSP	15 <sup>th</sup> September 2020
Seek Agreement to Progress at Council Exec	5 <sup>th</sup> October 2020
Staffing implementation deadline (notification of new working patterns, 12 weeks)	6 <sup>th</sup> November 2020
Calendars finalised, printed and collated	December 2020
Calendars issued	Late January 2021
Start of new collection days	1 <sup>st</sup> February 2021

\*this timeline is dependant on staff agreeing to the proposed change to shift patterns

### **D3.2 Public facing changes**

The proposed changes, whilst affecting every customer, would see the same frequency and material types collected, the only change being that the designated collection day could be on any day of the week. For example, this would mean that if the collection day for Blue/Grey was Tuesday and Brown was Sunday, the bins would always be picked up on these days following the collection frequency of every two weeks. The collection window in a given day would also be extended to match the longer operational hours. Additionally, it should be noted that the material mix within the containers would not be changing as a result of this proposal.

If the proposals are accepted public engagement into the changes would take the form of an initial focus group on the impacts and suggestions relating to 7 day working and collections occurring throughout the entire week. This is proposed to be undertaken via a group from the Tenants Panel, the Access Forum and a wider group of residents, in order to help inform the implementation process.

Following this external engagement and consultation exercise the standard approach of notifying the public of changes to collection services would be undertaken, as occurred with changes to Food & Garden collections. This would include: print media, social media, website and directly via calendars to each household.

With respect to Road End Collections the approach taken to engage with the public will need to focus on individual communication and engagement as the properties affected are spread across the local authority area. This engagement would take the form of an initial letter to

the properties which would be affected, detailing the changes planned and the background to the decision taken with contact options for discussing the matter with officers. This would then be formally followed up with a letter detailing the collection location, the start date of collections from this new location and the collection calendar for the property. There would be an option to put out a wider message via social media, however this has the risk of being misconstrued by residents not affected by the change and could raise concerns with them.

### **D3.3 Staffing related changes**

In terms of staffing related changes and impacts the most significant impact is the change of working pattern for all of the collection related staff, however there would also be further impacts on enabler services to ensure this frontline service can operate effectively.

Formal engagement with the Trade Union Representatives was undertaken on the 18<sup>th</sup> August to present the proposed shift pattern and agree the engagement process with the staff directly affected. Presentations were given to all staff members, in person for those at work and electronically to those who were absent, during the week of the 24<sup>th</sup> August with the proposals posted on depot noticeboards on 28<sup>th</sup> August. Following this service engagement, the Trade Union Representatives then discussed the proposals with their members during the following week.

The initial feedback from the engagement process, during the briefings, was that the proposed pattern suited some but not others. As with any working pattern proposal the change to the current pattern will fit with the individual life situation of some better than others. The same is true of the current pattern. Employees were asked to take time to reflect on the proposal and discuss the matter with their household, and those that they may have caring responsibilities for, before feeding back through their Trade Union or service management staff. The Trade Unions put the proposal to their members on the 2<sup>nd</sup> September with feedback and a formal response back to the service expected in the week commencing the 7<sup>th</sup> September.

The service proposal change from the current pattern would see employees attracting a higher shift allowance than the current 7.5% level, however, it would mean that all employees would have to work two out of every four weekends. In order to implement the formal change to working hours appropriate engagement is required, well in advance of the public facing change, and a 12 week notification period given, in keeping with other significant working pattern changes implemented within the council. Recent examples such as the unrest caused in Angus when implementing shift pattern changes suggest that this is the most critical part of the entire process and that clear and concise information needs to be provided to staff members at all stages in the process right through to implementation. This process requires HR support throughout and would follow the Managing Workforce Change Process. Additionally, the process of moving contracts to a new pattern, which attracts a shift allowance, enables the service to confirm that due to an allowance being payable employees are required to work on any public holidays which fall within their shift pattern. This removes the need to request volunteers on overtime during public holiday periods which placed a significant unbudgeted pressure on the service. The timeline for these processes are shown in Appendix 2 of this report.

## **E. CONCLUSION**

The proposed measures will enable the service to meet the approved savings target set under Transforming Your Council of £320,000 through improving the utilisation of the existing vehicle fleet and £76,000 through the implementation of the previously approved road end collection policy. The measures are in keeping with those implemented in other Scottish



Local Authorities. The key to delivering the largest portion of the approved savings is the change to working patterns for the existing workforce and this requires open discussion and engagement with the groups affected through the Managing Organisational Change process. With regards to road end collections the challenge is around implementing a policy which, whilst in keeping with those of other Scottish Local Authorities, results in customers containers being placed at a point that is potentially less convenient. Provided political approval and staffing agreement can be reached within the timelines set out in section D.3. the saving can be delivered from the 1<sup>st</sup> February 2021 which avoids any school or public holidays as well as providing ample time for engagement and awareness raising with the public.

## **F. BACKGROUND REFERENCES**

Environment PDSP Report 29<sup>th</sup> October 2015: Sustainable Collection Service

Environment PDSP Report 30<sup>th</sup> October 2018: Recycling & Waste Services – Service Review

Council Executive Report of 13<sup>th</sup> November 2018: Recycling & Waste Services – Service Review

Full Council Report 13<sup>th</sup> February 2018: Revenue Budget

Full Council Report 28<sup>h</sup> February 2020: Revenue Budget

Appendices/Attachments:

Appendix 1: Illustrated example work pattern

Appendix 2: Managing Workforce Change timeline

Appendix 3: Work pattern example details

Appendix 4: Private Road Collection Service Standards

Appendix 5: Rural Road End Survey Data

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## Appendix 1:- Illustrated example work pattern

The pattern illustrated in calendar format.

4 days on, 5 days off, 5 days on, 4 days off, 5 days on, 5 days off (2 weekends on shift, then 2 weekends off shift)

10 hour and 17 minute working day

0700 to 1747 with a 30 minute lunch break

Day	Shift A	Shift B
Monday	ON	
Tuesday	ON	
Wednesday	ON	
Thursday	ON	
Friday		ON
Saturday		ON
Sunday		ON
Monday		ON
Tuesday		ON
Wednesday	ON	
Thursday	ON	
Friday	ON	
Saturday	ON	
Sunday	ON	
Monday		ON
Tuesday		ON
Wednesday		ON
Thursday		ON
Friday	ON	
Saturday	ON	
Sunday	ON	
Monday	ON	
Tuesday	ON	
Wednesday		ON
Thursday		ON
Friday		ON
Saturday		ON
Sunday		ON

## Appendix 2: - Managing Workforce Change timeline

### ANTICIPATED TIMESCALES

Stage	Milestone	Start Date	End Date	Comments
1	Trade Union Consultation	18 <sup>th</sup> August	18 <sup>th</sup> August (2 weeks)	Presentation of proposals at formal meeting following Labour Group meeting discussions.
2	Open Employee Engagement	24 <sup>th</sup> August	5 <sup>th</sup> October	Shift pattern document and proposed implementation plan will be made available to staff for consideration and feedback before the implementation plan is confirmed in Stage 3.
3	Confirm implementation plan	20 <sup>th</sup> October	20 <sup>th</sup> October	
4	Internal selection onto the appropriate shift undertaken	Early November	Early November	Selection process if over subscription onto a particular shift.
5	Issuing of notice to move to new working pattern from 1 <sup>st</sup> February 2021	6 <sup>th</sup> November 2020	6 <sup>th</sup> November 2020	Issuing of notice to change working pattern from 1 <sup>st</sup> February 2021 issued 12 weeks in advance of the physical change.
6	New Work Pattern Commences	1 <sup>st</sup> February 2021	1 <sup>st</sup> February 2021	Contractual obligation on new working pattern commences.

### Appendix 3: - Shift Pattern Comparison

The paper proposes the delivery of savings through increasing the utilisation of the vehicle assets whilst maintaining staffing levels. Ultimately the number of containers that can be collected is determined by the actual amount of staffing resource available and the time that this resource physically spends actively collecting containers, as opposed to traveling to and from tipping locations. In order to reduce the 'downtime' caused tipping the council constructed the Transfer Station part of the Whitehill Service Centre, which gives the service the option of tipping directly at the processor or at Whitehill, whichever is the most efficient.

#### Current position

The staffing pattern is shown in the following table.

Crews	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Hours
All staff	0700-1430	0700-1430	0700-1430	0700-1430	0700-1330	0700-1100*	-	36**

\* every second Saturday, \*\* over a two week period

This pattern attracts a shift allowance of 7.5%. The pattern is the same week in, week out with alternating Saturdays on.

The current number of crews and vehicles actively taking part in collection operations are detailed in the table below.

Collection Stream	Crews	Vehicles	Vehicle Operating Hours per week	Vehicle Utilisation
Grey	9	9	324	21%
Blue	9	9	324	21%
Brown/Food	8	8	288	21%
Total	26	26	936	21%

# **West Lothian Disposal Section Pattern (4 on, 5 off, 5 on, 4 off, 5 on, 5 off) with collection hours**

The staffing pattern is shown in the following table.

Day	Shift A	Shift B
Monday	0700 – 1747	
Tuesday	0700 – 1747	
Wednesday	0700 – 1747	
Thursday	0700 – 1747	
Friday		0700 – 1747
Saturday		0700 – 1747
Sunday		0700 – 1747
Monday		0700 – 1747
Tuesday		0700 – 1747
Wednesday	0700 – 1747	
Thursday	0700 – 1747	
Friday	0700 – 1747	
Saturday	0700 – 1747	
Sunday	0700 – 1747	
Monday		0700 – 1747
Tuesday		0700 – 1747
Wednesday		0700 – 1747
Thursday		0700 – 1747
Friday	0700 – 1747	
Saturday	0700 – 1747	
Sunday	0700 – 1747	
Monday	0700 – 1747	
Tuesday	0700 – 1747	
Wednesday		0700 – 1747
Thursday		0700 – 1747
Friday		0700 – 1747
Saturday		0700 – 1747
Sunday		0700 – 1747

\*included 30 minute unpaid lunchbreak

This pattern would attract 12.5% shift allowance payments. The pattern rotates on a 4 weekly basis with 2 full weekends off in any 4 week period.

The implications on vehicle utilisation are shown in the following table.

Collection Stream	Crews	Vehicles	Hours per week	Vehicle Utilisation
Grey/Blue	18	10	648	39%
Brown/Food	8	6	288	29%
Total	26	16	936	35%

There is a reduction of 10 frontline vehicles from the current position.

#### **Appendix 4: - Private Road Collection Policy (Approved Customer Service Standards)**

The council will provide kerbside refuse/recycling collections to properties located on a private road, only if all of the following conditions are met:

1. the private road serves a settlement, or settlements, rather than sporadic individual properties (as a guide, a settlement is a grouping of six or more properties);
2. there is sufficient turning space for a refuse collection vehicle at the road end (i.e. a turning circle, t- junction or hammerhead), or if the vehicle can enter/exit the road by other safe means;
3. the condition of the road surface is acceptable for a refuse collection vehicle to access;
4. sufficient and safe access for the refuse collection vehicle is maintained (i.e. absence of overhanging branches / over grown bushes acceptable surface condition etc).
5. the owner of the private road agrees to indemnify the council (through a signed waiver) against any damage caused from reasonable use of the road by a refuse collection vehicle;
6. any bridges or other structures along the private road are certified by a competent person to be safe and meet West Lothian Council health & safety requirements. It is the responsibility of the owner(s) of the road to demonstrate the safety of these structures;

[Any locations suitability will be determined by the Recycling & Waste Services Manager, in discussion with the Roads & Transportation Services Manager ]

As an exception to Condition 1, the council may choose to service properties on a private road, if the use of the private road provides operational advantages to the Council (i.e. a private road that connects two public roads or the use of a private road avoids vehicles stopping on hazardous stretches of public roads). Conditions 2-5 must still be met.

## Appendix 5: - Rural Road End Survey Data

The service has undertaken preliminary assessments across the 1,562 locations which are currently accessed using the smaller 18 Tonne vehicle. Within these locations there are a total of 1,638 properties split across the wards as shown in the following table:

Ward	Number of Rural properties
Armadale and Blackridge	112
Bathgate	81
Broxburn Uphall and Winchburgh	255
East Livingston and East Calder	313
Fauldhouse and Breich Valley	339
Linlithgow	360
Livingston North	10
Livingston South	29
Whitburn and Blackburn	139
<b>Grand Total</b>	<b>1638</b>

When carrying out the assessments the service has created three categories into which each location has been placed.

A categorisation of **Green** means that the property will just require a letter notifying the owner of the new collection location and that there is no groundwork or issues for presentation and collection noted.

A categorisation of **Amber** means that the property will need minor alterations to the presentation location or access arrangements.

A categorisation of **Red** means that the presentation location will require groundwork or adjustment to enable a collection to be made at the road end, in the majority of cases these have been included in the remaining narrow access vehicle, taking it to capacity.

Additionally each location was also assessed to determine if a 26 Tonne, standard Refuse Collection Vehicle could access the property if a road end collection could not be put into place.

The following table shows the split of rural properties into Red, Amber, Green and Not applicable (where the property is already on a road end or main road collection).

Assessment Category	Number properties	Accessible by 26 Tonne (standard vehicle)
Red	210	65
Amber	136	7
Green	848	n/a
Already on Road End Collection	444	n/a
<b>Total</b>	<b>1,638</b>	

Map showing the spread of rural properties and colour coding following assessment

