

**STREETSCENE SERVICES**

**WASTE COLLECTION LOCAL AGREEMENT**

August 2015 (Draft 3.0)

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## **1.0 INTRODUCTION**

1.1 This Local Agreement details:

- Measured work performance management systems utilised in the collection of wastes using wheeled bin systems from the kerbside and/or nominated collection point.
- Conditions of working and range of work undertaken; measured work values; quality standards; rates and methods of performance calculation; and, performance management framework.
- Bank holiday recover working arrangements.

## **2.0 RANGE OF WORK**

2.1 The collection of waste from domestic and commercial business premises within the District using the wheeled bin method of collection or such other method as may be defined by the Assistant Director Streetscene or Streetscene and Wastes Services Manager.

2.2 Consignment of the collected refuse to a defined place of disposal.

2.3 The distribution and fixing to bins of service information via leaflet or stickers, for which additional resources will be made available or extra payment agreed.

## **3.0 DUTIES OF EMPLOYEES**

### **3.1 Driver**

- (a) Supervision of the collection team.
- (b) Undertake daily vehicle checks including completion of management records and the reporting of defects to first line manager and/or Transport Team, so that appropriate action can be taken.
- (c) Fuel vehicles as required using bunkered and/or external forecourt supplies.
- (d) Wash and clean the vehicle on a weekly basis.
- (e) Undertake the completions, as required, of time sheets, daily work sheets, vehicle sheets and daily list of premises not collected.
- (f) Drive/position the vehicle on the round in a manner to maximise loading capabilities of the vehicle and safeguard operatives involved in loading.
- (g) When not driving, assisting with the loading of the vehicle, up to 60 minutes (approx.) per day.
- (h) Maintain sufficient supply of non-collection notification cards / stickers within the vehicle.
- (i) Ensure customers contained on Assisted Collection Lists receive collection assistance.

### **3.2 Loader**

- (a) Collect wheeled bins from the kerbside and/or nominated collection points and load to vehicles and return either to the kerbside and/or nominated collection point.
- (b) Collect wheeled bins from properties contained on the Council's Assisted Refuse Collection List, including their return to the property storage point after emptying.
- (c) Under normal circumstances, not remove side waste unless instructed by service management.
- (c) Where applicable, collect liners from the kerbside, leave liners for subsequent week's waste at a point agreed with resident including the loading of liners to the collection vehicle.
- (d) Assist the driver in the safe manoeuvring of vehicles acting as Banks-person.
- (e) Complete as required weekly time sheet and other relevant management records.

### **3.3 Driver and Loader**

- (a) Maintain the quality and service delivery performance required by the Council. Deviations in performance and service delivery standards may be investigated by way of the Council's Disciplinary Rules and Procedures.
- (b) Attention of collection teams is drawn to the safety aspect of duties undertaken in close proximity to the highway, members of the public and to other team members. Due allowance for safety requirements has been made within the specified measured work values, performance levels and collection programs (i.e. single pass and/or double pass walking); therefore, no risks must be taken where personal safety or the safety of others is jeopardised.
- (c) Clear up any spillages which may occur arising from collection operations undertake.
- (d) Such other duties commensurate with the grading of the post which may be required from time to time taking account of any particular economic, emergency or climatic conditions that may arise at any given time, including the clearance of snow and ice and/or during winter green bin suspension periods.
- (e) Issue appropriate non-collection notifications, cards / stickers to each identified premises where it has not been possible to undertake individual collections and Inform the Team Leader where unidentified bins have not been processed.

## **4 HOURS OF WORK**

- 4.1 Task and finish working arrangements is based on a daily task \ daily round completion where crews give their commitment to work all necessary available hours to fully complete the daily programmed task\work. There is a requirement of a minimum daily work output of 6 hours before a 'task and finish' end day time may apply.

In the case of lost productivity arising from circumstances beyond control of collection teams, for which alternative resources cannot be made available to allow completion within the normal daily hours (as set out at section 5) then overtime will be payable.

Overtime will only be payable after the contractual daily hours have been worked.

Existing arrangements for overtime if worked on a Saturday, Sunday and/or a Bank Holiday remain.

4.2 Distribution of hour's arrangements throughout the working weeks is:

<b>Team Leader (Driver)</b>	<b>4 Day Week (BDC)</b>	
Tuesday to Friday	5.45 a.m. to 4.15 p.m.	30 minutes lunch
<p>The Team Leader (Driver) of domestic and commercial collection rounds will be paid ½ hour per day at the appropriate overtime rate to prepare the vehicle prior to the start time of Collector\Loaders and undertake vehicle cleaning on a weekly basis.</p> <p>Subject to working time extending between 6 and 9hours in any one day, a minimum of 30 minutes of break (40 minutes programmed) inclusive of lunch, shall be taken to meet European Organisation of Working Time of Persons Performing Mobile Transport Operations break requirements. Where working time exceeds 9hours in any one day, 45 minutes of break, inclusive of lunch, shall be taken.</p>		
<b>Collector\Loader</b>	<b>4 Day Week (BDC)</b>	
Tuesday to Friday	6.00 a.m. to 4.00 p.m.	30 minutes lunch

4.3 Variation from Standard Hours may arise from the impact of public holiday's and/or service disruption in the event of emergencies and/or inclement weather events standard hours of working may be temporarily amended to meet the needs of service delivery and/or recovery

## **5.0 SERVICE RECOVERY ARRANGEMENTS**

5.1 On occasion, due to circumstances outside collection team's control, it may not be possible to complete the full daily programmed task\round. To mitigate disruption to service delivery, the following arrangements will be affected to avoid missed\delayed customer collections:

### **5.1.1 Obstructed Access (Parked Vehicles).**

In the event access is not able to be gained at first visit due to parked vehicles, return visits will be undertaken on the same day to facilitate effective collection. In such instance, collection teams will:

- Where reasonably practicable, identify owners and/or drivers of obstructing and offer opportunity to move the obstruction (vehicle) to facilitate waste collections.
- Take all reasonable steps, which may involve, sounding the vehicle horn, enquiring with visible residents, calling at properties to ascertain vehicle owner(s), drivers.
- Where vehicle owners are not identified, refuse bins should be stickered\noticed accordingly.

- Undertake a return call whilst work is being undertaken within that locality (i.e. village/town) or where the location (missed bins) is directly accessible via the route to neighbouring villages/towns and/or waste delivery point.

#### 5.1.2 Breakdown Rota

- The 'Breakdown Rota' will require one team from each collection zone group to provide cover (i.e. black and green bin) to their respective black/green team group.
- The team operating on the 'Breakdown rota' will do so over the two (alternate) week black and green bin cycle and/or on a weekly basis as established to meet needs of the service.
- Assistance provided by the team operating on the 'Breakdown Rota, will provide assistance to other teams in the respective black\green team group when a breakdown incurs lost\delayed time above 60 minutes.
- Where teams incur breakdown time less than 45minutes, they will complete their individual team daily task. This of which includes overtime working where standard working hours are exceeded.
- There is a requirement of a minimum daily work output of 6hours before a 'task and finish' end day time may apply.
- Task and Finish arrangements do not apply to any un-measured work area of the service; for instance, bin deliveries, bulk collection, bin repairs, missed bin collections or secondment to other service areas.

#### 5.1.2 Relief Vehicles

In the event of vehicle breakdown and subject to the nature of the fault, teams may be provided with a relief vehicle to replace their normal vehicle inoperable vehicle.

#### 5.1.3 Shuttle Vehicles

In the event of seasonally high waste levels being collected and/or operational constraints which may impact on a collection team's capacity to contain collections within the number of daily targeted load deliveries (i.e. 3 loads) shuttle (unloaded) vehicles may be provided to negate the need to undertake a delivery (tip run) and increase the available effective loading time to ensure completion of the daily task\round is completed within standard working hours.

#### 5.1.4 Overtime Working

In the event that one or more of the above Service Recovery Arrangements is not effective and/or available, overtime working will be undertaken to ensure completion of the daily task\round . Overtime will only be payable after the contractual daily hours have been worked

## 6.0 MEASURED WORK PERFORMANCE

- 6.1 Measured performance is established by way of time values established over a period of time and expressed in standard minute values as set out at **Appendix 1**.

- 6.2 As new equipment is introduced, it may be necessary to undertake check studies in consultation, where required, with recognised Trades Unions to evaluate the performance of such equipment and/or to assess meeting the required level of performance (119 BSI).
- 6.3 Domestic and commercial waste collection rounds will be pre-measured, as far as reasonably practicable, between 100 BSI (Minimum) and 119 BSI (Maximum) targeted performance, across a working week of 37 hours. When a collection round's measured work content reaches 116 BSI, this will normally prompt a review of the round in consideration of reorganisation of its work content.
- 6.4 Driver overtime hours are not included in determination of collection round targeted performance levels.
- 6.5 Service managers will investigate and consult collection teams in respect of substantial departures from pre-determined performance levels and failure to complete daily tasks\rounds.

## **7.0 REDUCTIONS TO PRE-DETERMINED PERFORMANCE\STANDARDS LEVEL**

- 7.1 To give the highest level of service to the residents it is extremely important that a strict weekly collection is maintained, so as to enable the service to achieve high levels of satisfaction and credibility.
- 7.2 If during the collection period (Task) a team fails to provide or perform to the standards laid down, an investigation will be undertaken to understand why performance and/or standards were not achieved.
- 7.3 Refuse collection teams\staff operate within a 'Task and Finish' working arrangement, within which it is required that each daily task\round is completed. Collection teams\staff are expected to give their commitment to work all necessary available hours, including any overtime arrangements, to fully complete the daily programmed task\round, as set out as section 4 of this local agreement.
- 7.4 Premises previously notified to Line Managers as not being collected due to bins not being presented will be discounted for the purpose of task\round completion.
- 7.5 If after initial investigation non-completion of the task\round was found to be attributable to a collection team's conduct and/or lack of performance, this may be further investigated under the Council's Disciplinary Rules and Procedures.
- 7.6 Failure to provide or perform to standards laid down as a result of operational reasons beyond the crew's control and where arrangements to complete the task\round, as set out at section 5 of this Local Agreement, have been undertaken, the team\staff will be considered to have met their reasonable expectations and efforts in the completion of their task\round.

## **8.0 MAINTENANCE OF COLLECTION ROUNDS**

- 8.1 It is intended that premises on every collection round will be identified and stored to establish pre-determined task\round performances. This will aid collection team performance being measured against pre-determined targets.
- 8.2 Collection rounds (TASK) will be updated as required to account for addition and subtraction of premises and/or assisted collections; these of which, will be established within round targets and performance.
- 8.3 When a collection round's measured work content reaches 116 BSI, this will normally prompt a review of the round in consideration of reorganisation of its work content.
- 8.4 Additional help may be given on a temporary basis where a round's pre-determined target exceeds 119 BSI, until such time permanent alterations are made to the round.
- 8.5 Management reserve the right at any time to investigate and consult collection teams\staff on methods, materials, equipment and working conditions, with the object of introducing improvements to the waste collection activity. These investigations may require further use of appropriate work measurement and/or benchmarking techniques.

## **9.0 BANK HOLIDAY COLLECTION ARRANGEMENTS**

- 9.1 The Council operates a '3 bin' Alternate Weekly Collection (AWC) system collecting residual household\commercial waste and segregated household\commercial recyclables on an alternate weekly basis; this entails collection of residual waste one week and recyclable waste the following week; as follows:
- (i) Black Wheeled Bin – residual household waste presented for collection in black wheeled bins. This is waste which may not be recycled by way of the Council's kerbside recycling (burgundy and green) bin collection arrangements. Collection of black wheeled bins operates 12 months of the year on alternate weeks, achieving 26 collections (approx.) per annum. Up to 3 extra collections may be scheduled over Christmas and New Year (green bins suspension) periods.
  - (ii) Burgundy Wheeled Bins – recyclable household waste presented for collection in burgundy wheeled bins. This is waste which is sent to varying material processors for remanufacturing in to new products or re-use. Collection of burgundy wheeled bins operates 12 months of the year on alternate weeks, achieving 26 collections (approx.) per annum.
  - (iii) Green Wheeled Bins – organic (vegetative garden and food) waste presented for collection in green wheeled bins. This is waste which is sent to composting processes and turned in to useable organic compost. Collection of green wheeled bins operates throughout the main growing seasons for a 9 month period; normally, between March and November. Green bins are collected on a fortnightly basis throughout this period. During the dormant (winter) period, waste collection teams\staff, will undertake other Streetscene (grounds maintenance\street cleansing) activities.



- 9.2 To achieve the number of collections (subject to needs of the service) staff will work Saturdays; and in some instances, Sundays and/or a Banks Holiday (i.e. Good Friday) will be undertaken where a bank, public or concessionary holiday impacts on the established collection day (i.e. Monday) with the exception of Good Friday which will be a normal working day and remunerated in line with the Council's established Single Status Agreement.
- 9.3 Collection days affected by public holidays falling on a Monday (i.e. May Day) will be recovered by way of collection teams\staff working on the Saturday before or following public holidays. Subject to needs of the service, collections teams\staff will be expected to work Saturday's and/or other suitable days to be agreed.
- 9.4 Subject the needs of the service and giving consideration to the manner in which public holidays fall over the Christmas period, working arrangements will be on a "day for a day" basis in consultation with collection teams\staff; which, subject to needs of the service, may incorporate a 'close down period' of residual (black bin) collections throughout the main Christmas week period.
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**Appendix 1****SUMMARY OF STANDARD MINUTE VALUES****BIN ELEMENTS – AUTOMATIC LIFT**Element Description

Obtain full bin from kerbside or collection point, wheel to vehicle and position to load, outside auto cycle	per bin	0.1014
Wait for bin being loaded by auto lift or wait for auto cycle to be completed after:	per bin	0.1042
(i) obtaining next full bin; or		
(ii) returning empty bin to kerbside or collection point		
Wheel empty bin to kerbside or collection point, outside auto cycle	per bin	0.0440
Turn/reposition bin prior to wheel out from kerbside or collection point (assisted collections only)	per bin	0.0506
<b>Total SMV per bin</b>		<b>0.3002</b>

**FULL ASSISTED RETURN**

Walk unladen to collect bin from storage location	per bin	0.2543
Wheel full bin to vehicle	per bin	0.3641
Wait for bin being loaded by auto lift	per bin	0.1042
Return empty bin to storage location	per bin	0.3828
Walk unladen to next bin	per bin	<u>0.2543</u>
<b>Total SMV per assisted collection</b>		<b>1.3597</b>

**PART ASSISTED RETURN**

Walk unladen to bin storage location	per bin	0.2543
Wheel full bin to vehicle	per bin	0.3641
Wait for bin being loaded by auto lift	per bin	0.1042
Return empty bin to kerbside	per bin	<u>0.0440</u>
<b>Total SMV for part assisted collection</b>		<b>0.7666</b>

**N.B.** Full/Part returns. Value includes opening and closing gates etc.

## **WALKING ELEMENTS**

### Element Description

Walk un-laden without bin	per meter	0.010389
Wheel full bin from storage location to kerb and place aside (assisted collections only)	per meter	0156386
Wheel empty bin from kerbside to curtilage or original storage location and place aside (assisted collections only)	per meter	0156386

## **OTHER ELEMENTS**

### Element Description

Tip Allowance	person per tip	15.0000
Travel Allowance	person per mile	3.3000

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## **Appendix 2**

### **SUMMARY OF EQUIPMENT**

<u>Bin Sizes Introduced</u>	- 120 litre
	- 140 litre
	- 180 litre
	- 240 litre
	- 360 litre
	- 660 litre
	- 770 litre
	- 1100 litre

Lifting Equipment - High speed automatically operated.

<u>Vehicle Types</u>	- 8 x 4 32 Tonne GVW Refuse Collection Vehicles
	- 6 x 4 26 Tonne GVW Refuse Collection Vehicles
	- 4 x 2 18 Tonne Refuse Collection Vehicle

GVW = Gross Vehicle Weight