



# Norfolk Waste Partnership

George Roach, Senior Contract manager



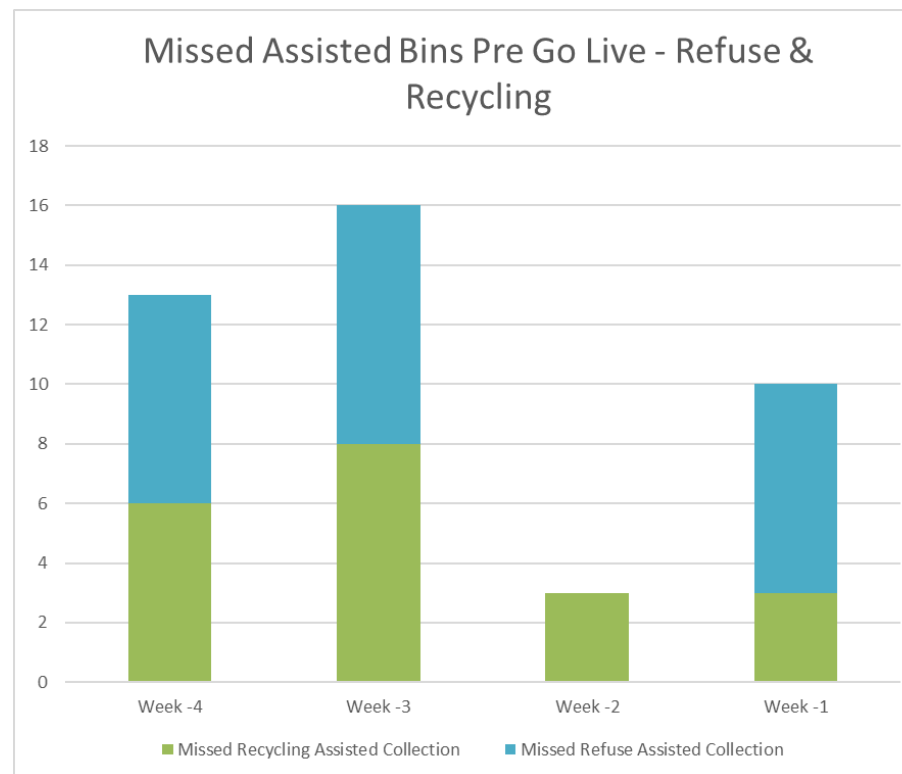
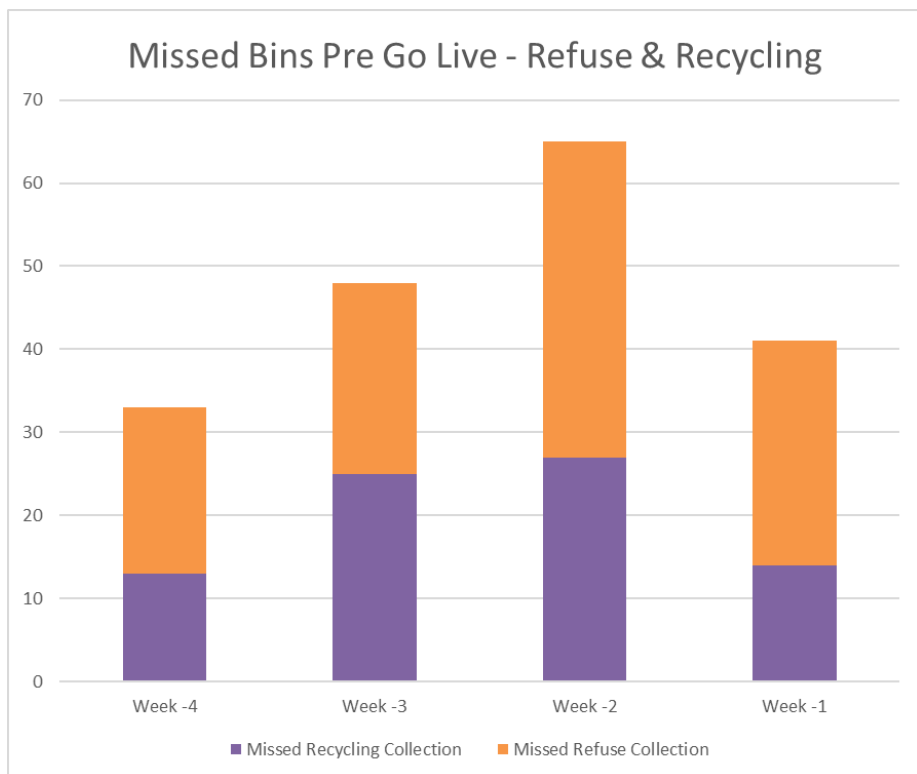


## North Norfolk – Collection Update

- North Norfolk collection rounds were moved to a new target operating model on the 5<sup>th</sup> September 2022
- The change in service collection has effected 90% of the residents in the borough with many residents having not only a day change but a change in collection week as well.
- The change in the collection model has meant that all the drivers in Serco have had to learn new areas which has resulted in some disruption to the residents service while the new changes are bedded in.
- The changes have resulted in a higher number of calls experienced by the customer call centre, initially to explain the changes to residents and subsequently to deal with any missed bins.
- To mitigate the effect on residents Serco took the following steps:
  - 6 additional vehicles hired for the 12 weeks of transition
  - 6 additional agency crews employed for the 12 weeks of transition
  - 6 additional call centre staff to deal with enquiries for the 12 weeks of transition
- Due to the national driver shortage we have struggled to ensure that we have enough drivers to deploy the support crews every day, this has now been rectified and we are consistently deploying all support crews.
- Over the last 8 weeks we have seen a steady decrease in the number of missed bins being reported as evidenced in the following graphs.
- We have also seen a decrease in the number of properties that have not had their collection completed on the collection day. We have been deploying the support vehicles to complete any properties missed by the following day



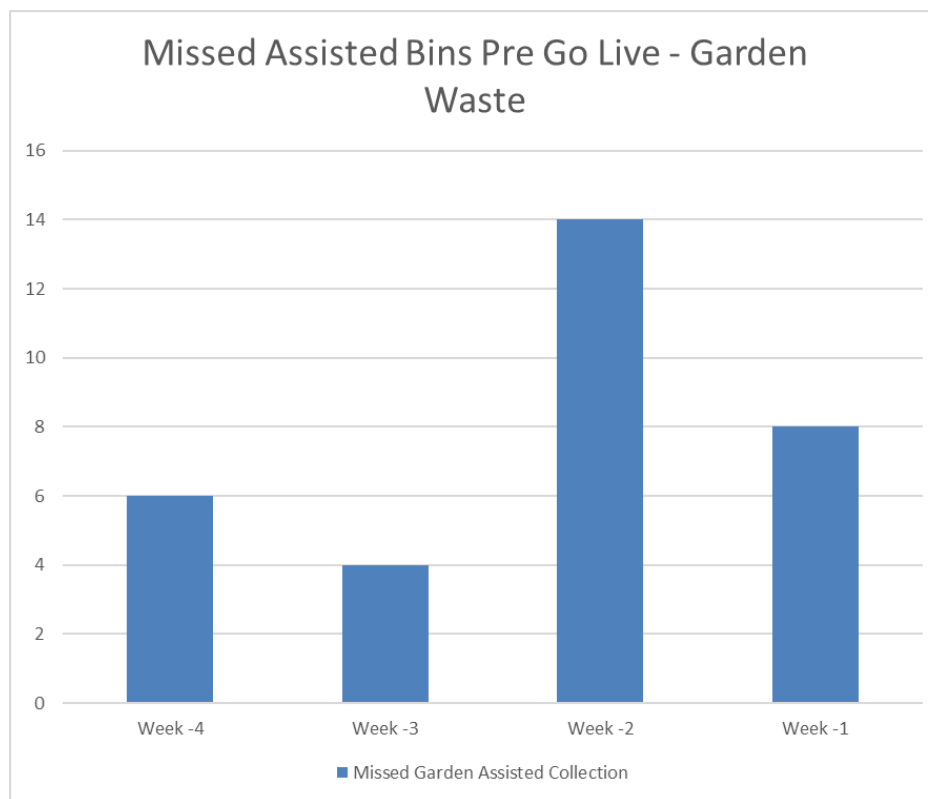
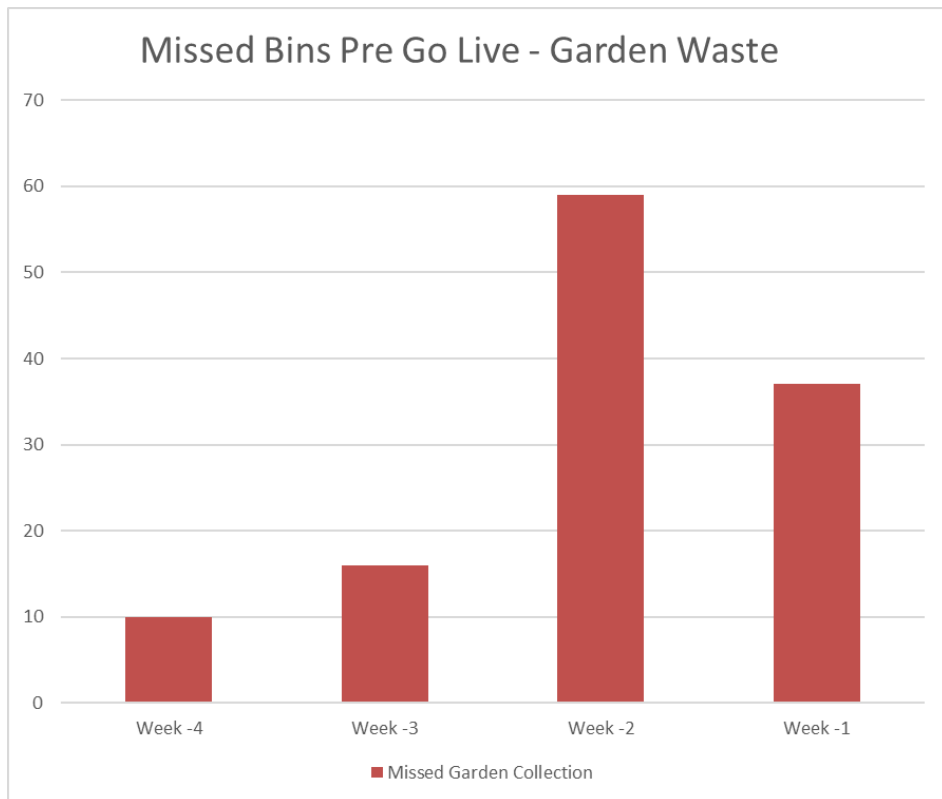
# Missed bins over 4 weeks Pre Go- live



Missed bin from the refuse and Recycling service covering the period of 4 weeks prior to the go live date of 5<sup>th</sup> September 2022.



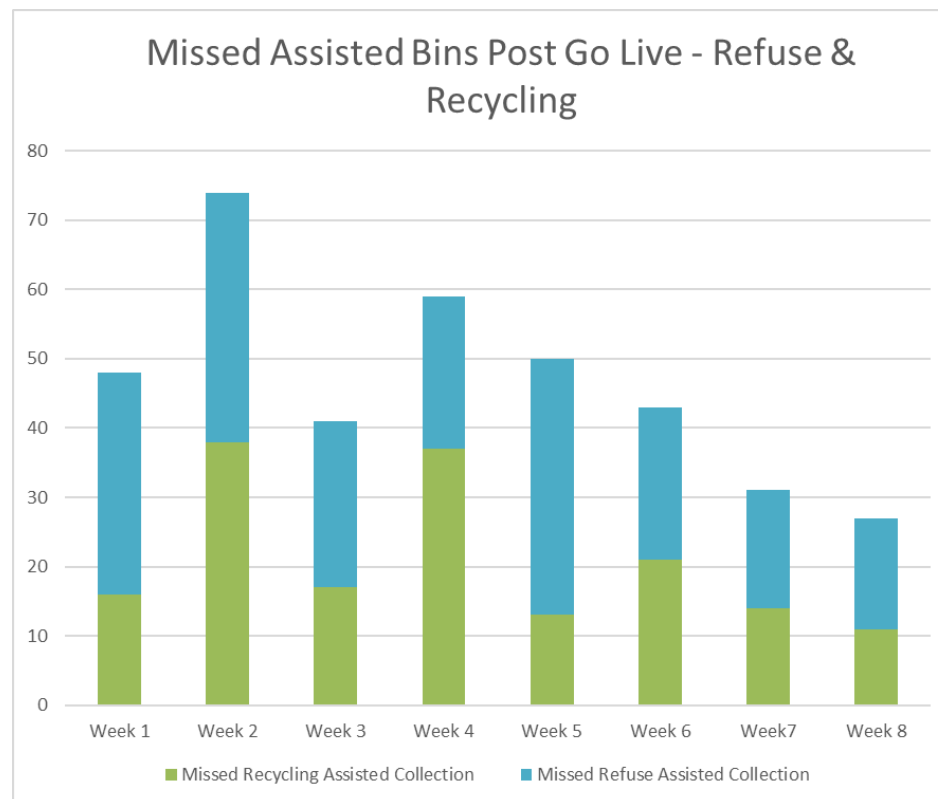
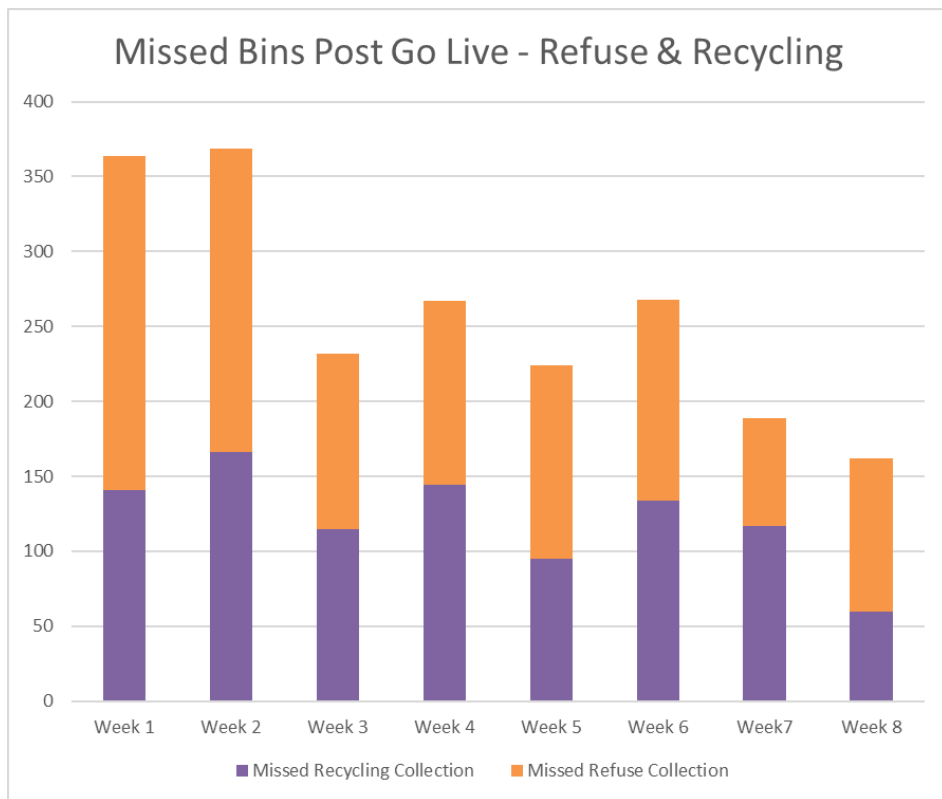
# Missed bins over 4 weeks Pre Go- live



Missed bin from the Garden waste service covering the period of 4 weeks prior to the go live date of 5<sup>th</sup> September 2022.



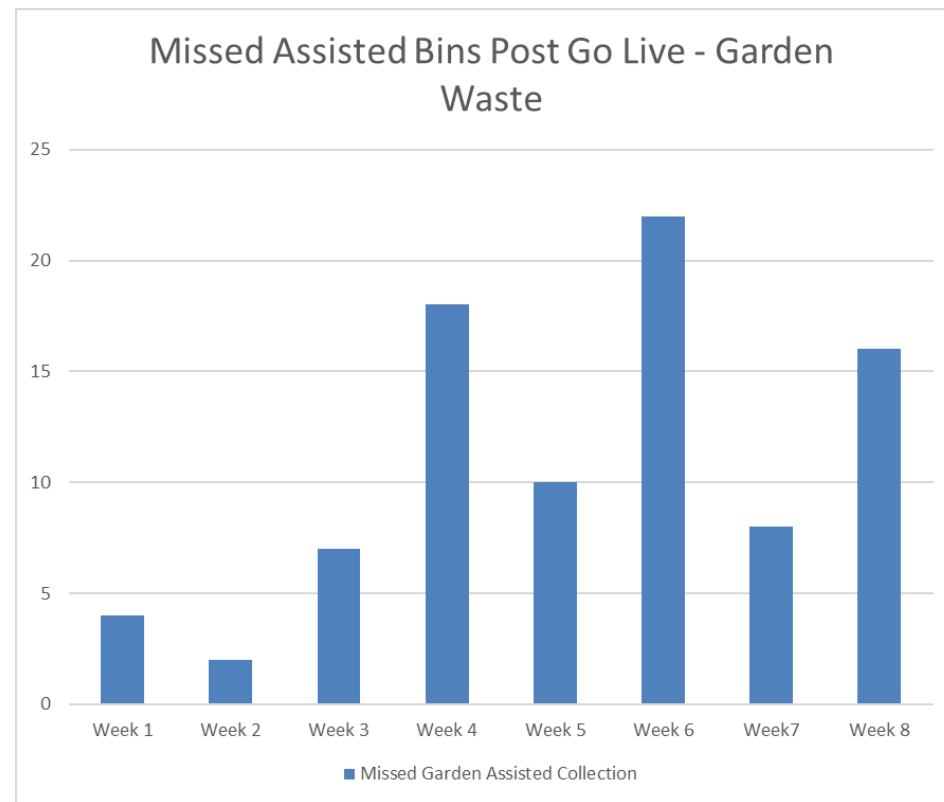
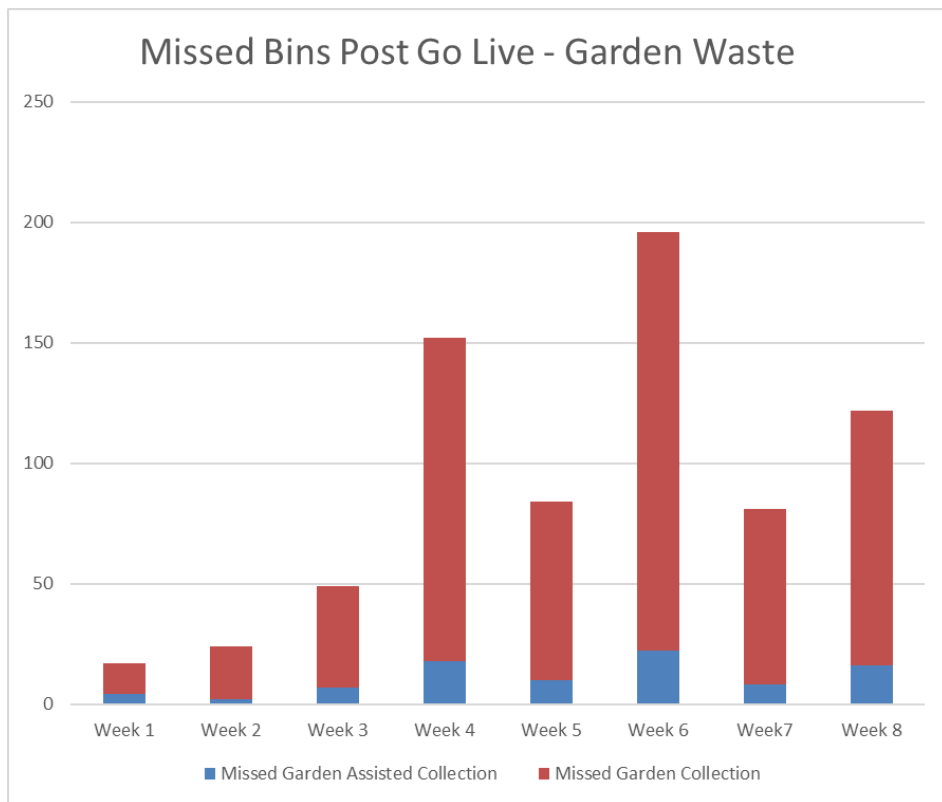
# Missed bins Post Go- live



Missed bin from the Refuse & Recycling service since the go live date of 5<sup>th</sup> September 2022.



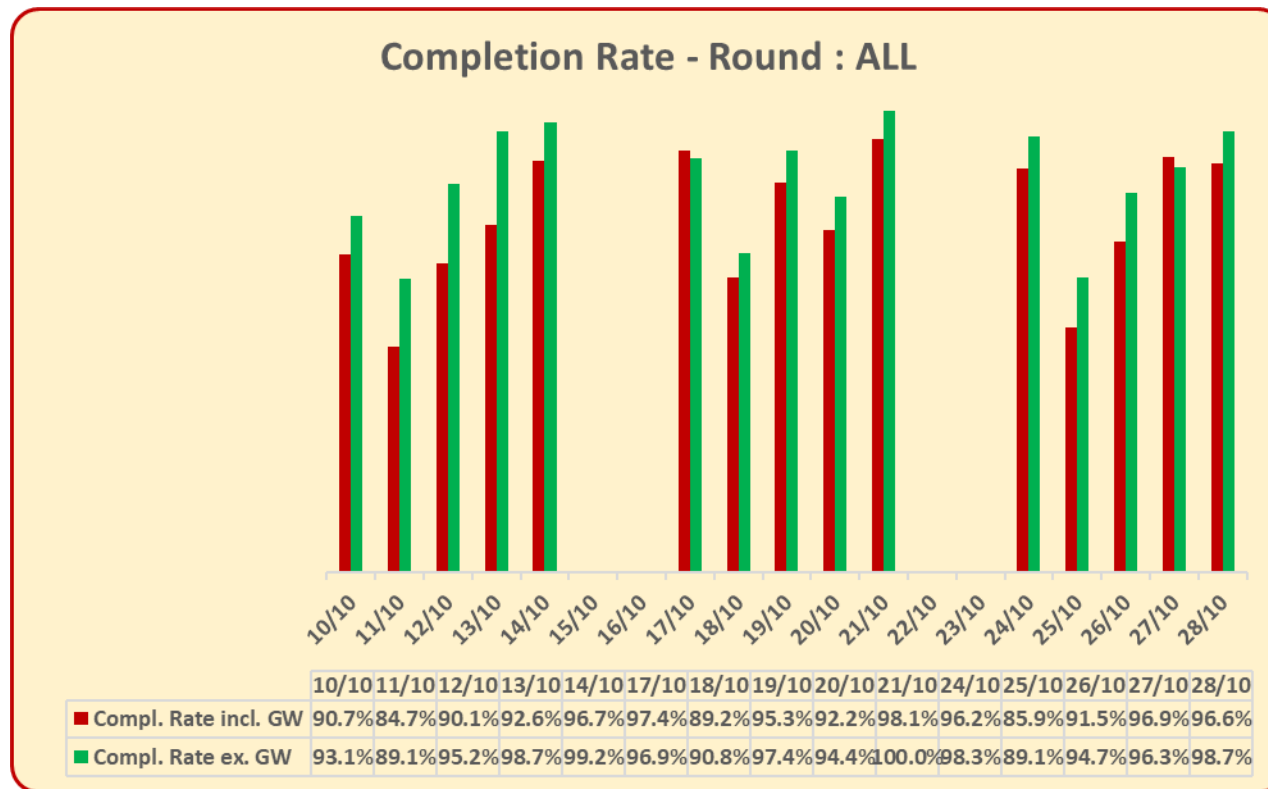
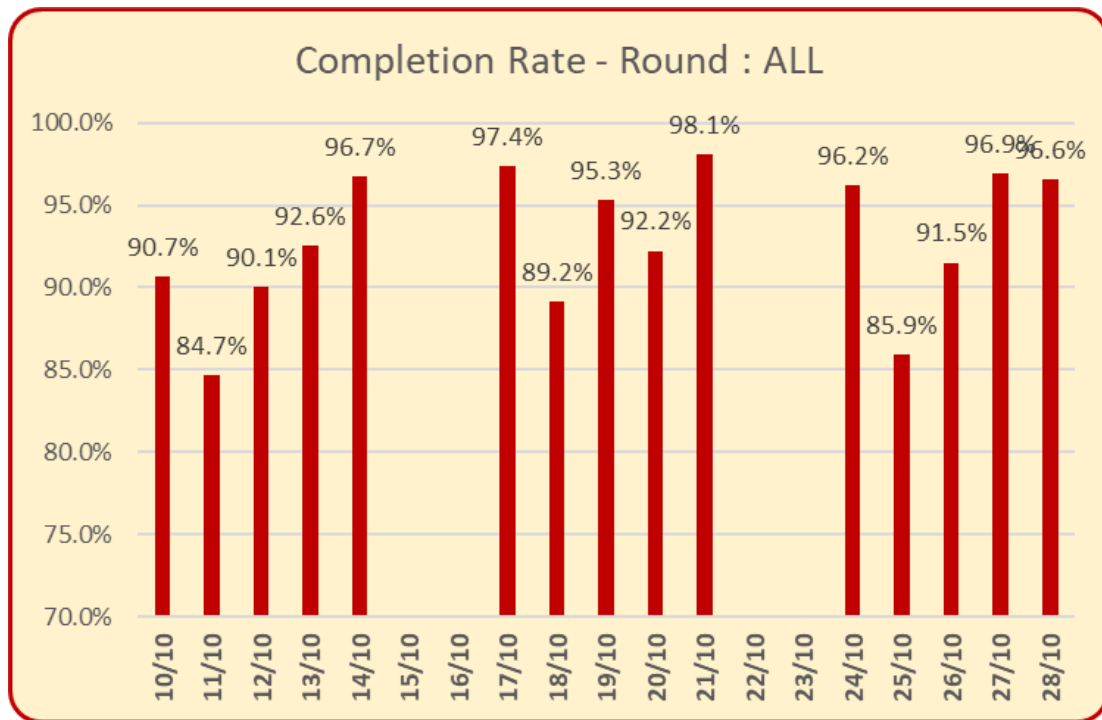
# Missed bins Post Go- live



Missed bin from the Garden Waste service since the go live date of 5<sup>th</sup> September 2022.



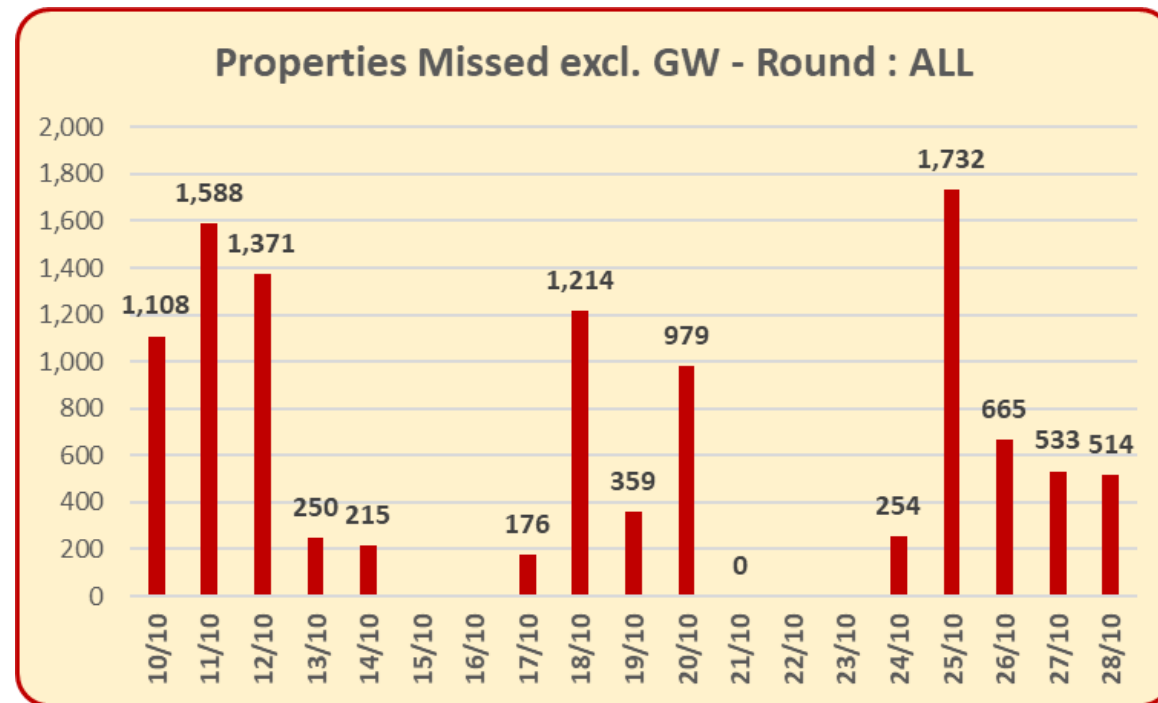
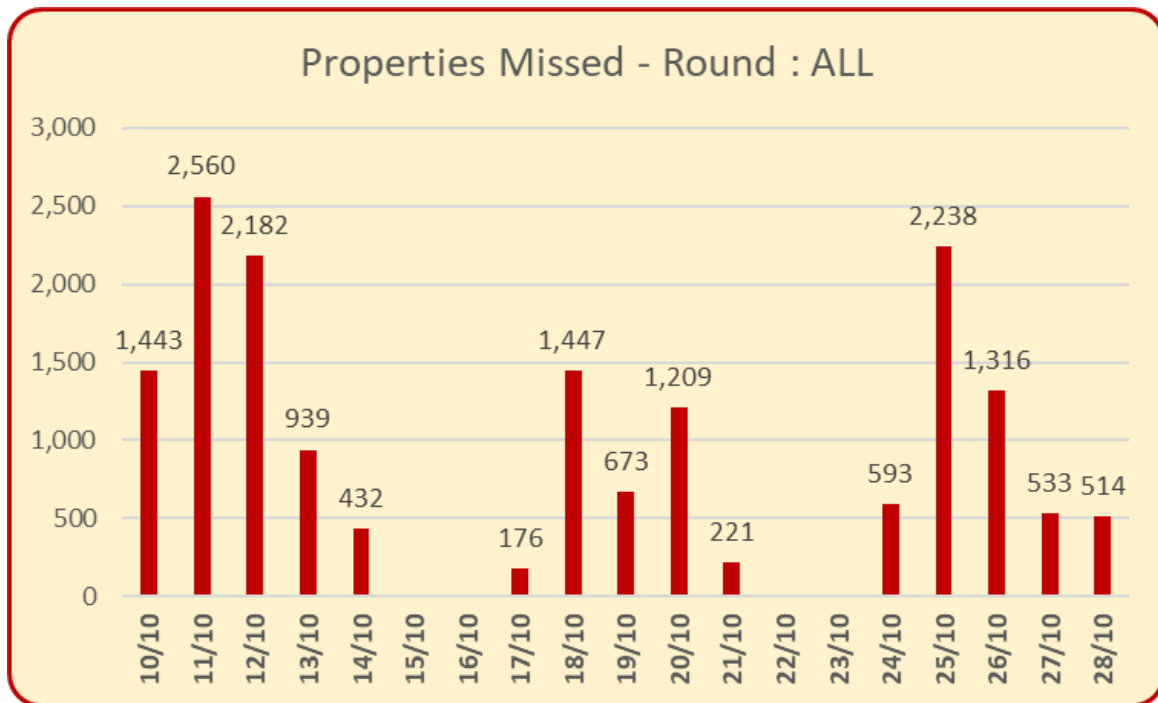
# Completion Rates over the last 3 weeks



The completion rate above shows the split between refuse&Recycling and garden waste completion rates



# Properties not completed on day of collection







# Customer call centre



## Norfolk Environmental Services

Date  
08/08/2022 04/09/2022  
H

### Call dispositions



Number of calls for 4 weeks pre-go-live



## Norfolk Environmental Services

Date  
05/09/2022 28/10/2022  
H

### Call dispositions



Number of calls for 8 weeks since go-live