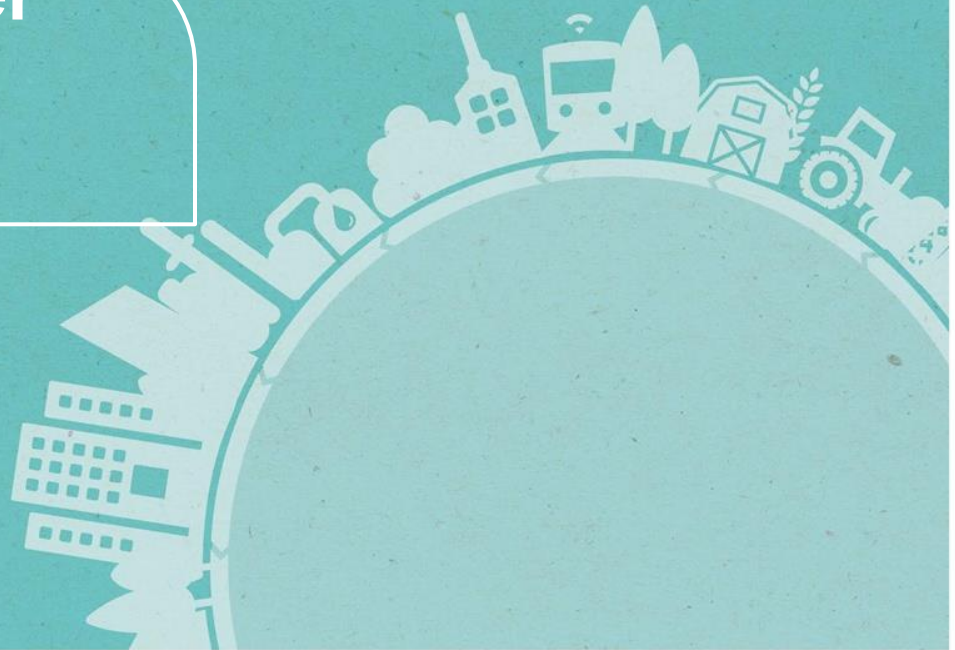


**Cabinet Member
briefing - 28th
September**



Agenda

- Overview of services
- Collections service performance
- Street Cleansing service performance
- National HGV Driver shortage

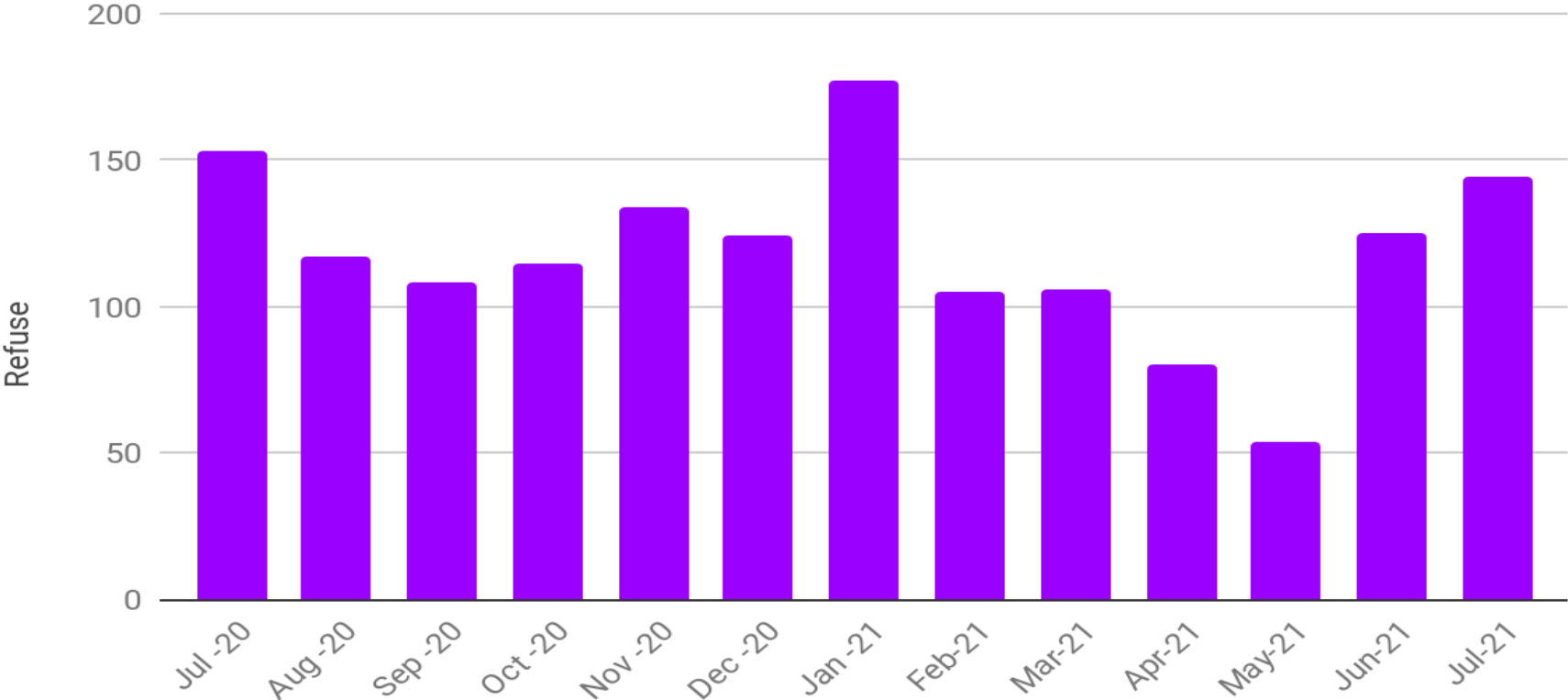
Overview of services

- An average of 1.8 million household collections made a month
- Around 11,500 tonnes of waste collected each month
- 800 bulky waste collections carried out each month
- Over 2000 containers delivered every month
- 2700 miles of street length swept
- Over 2000 fly tips collected each month

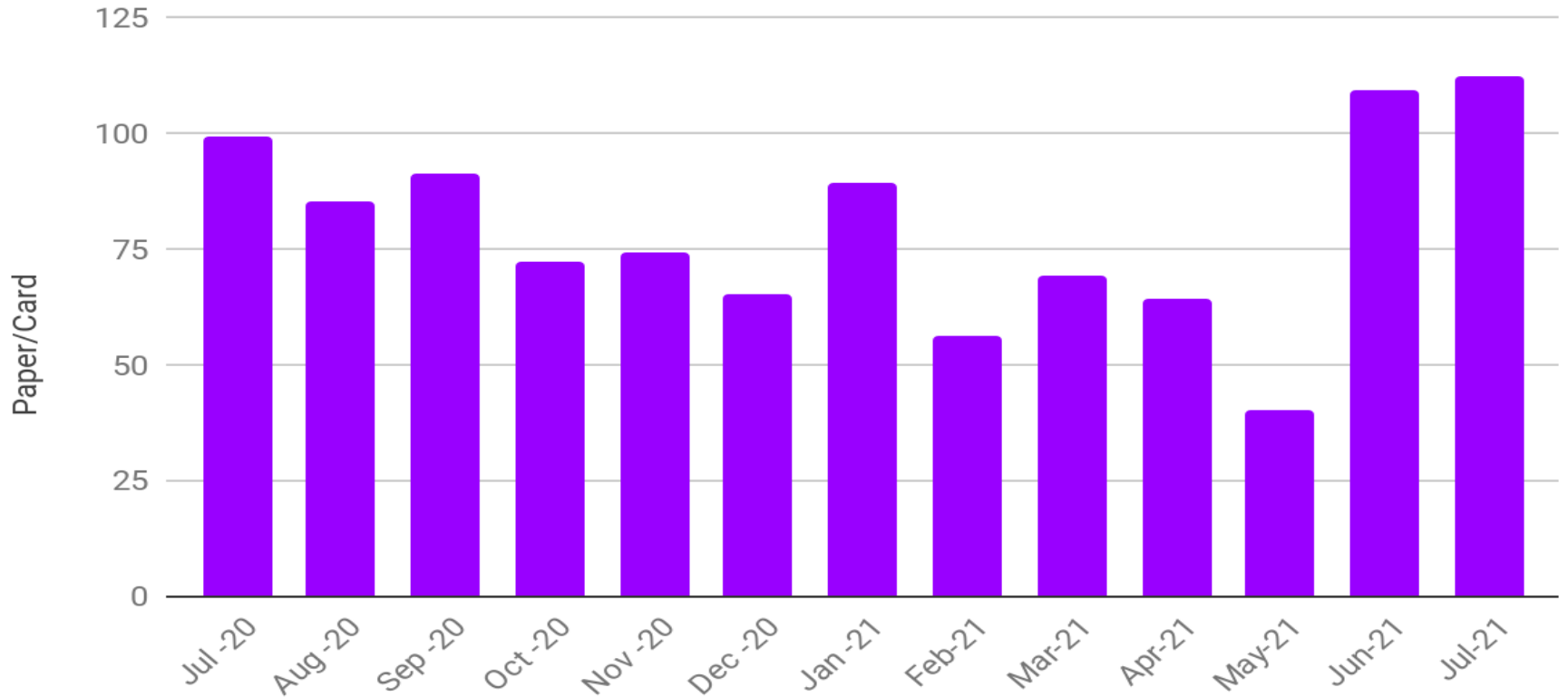
**Collections Service
performance July 20
to July 21**



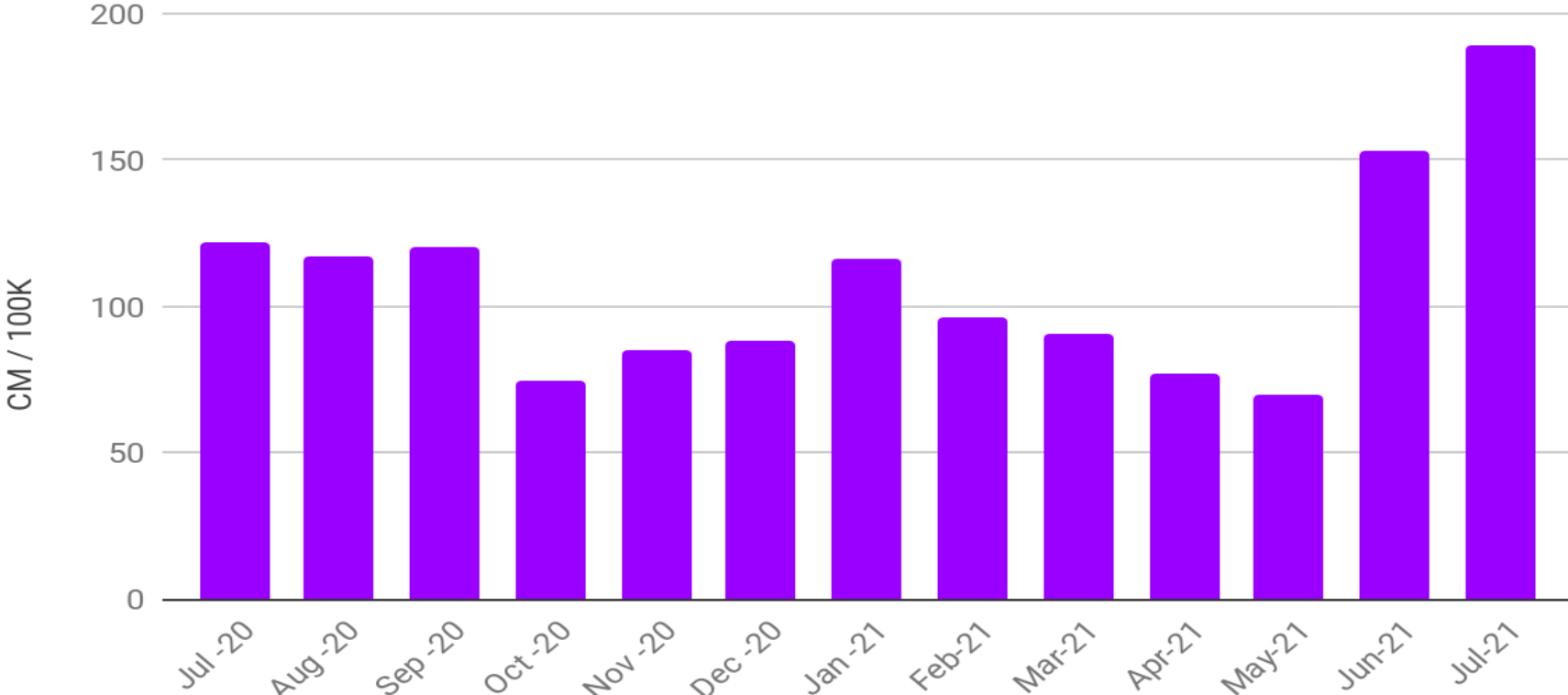
LBC Refuse Missed/100K July 20 - July 21



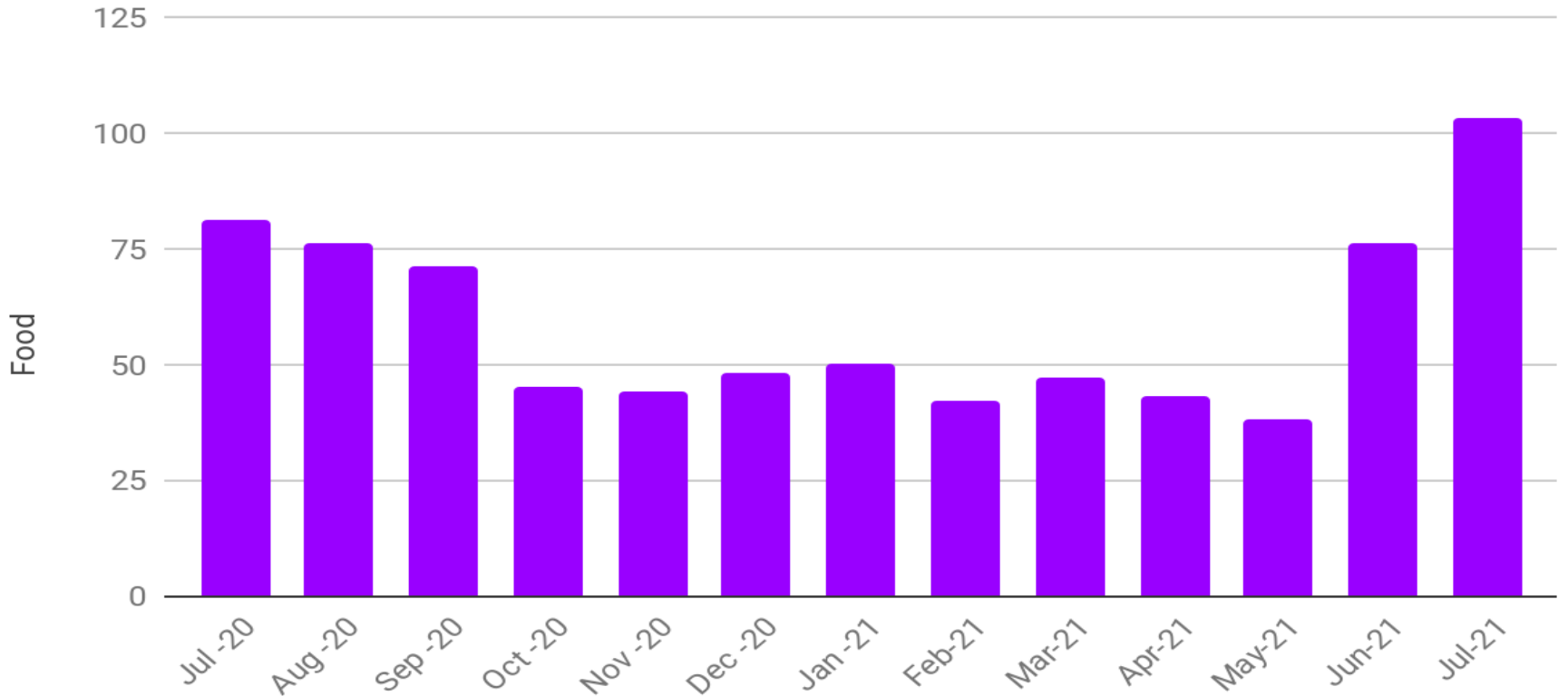
LBC Paper/Card Missed/100K July 20 - July 21



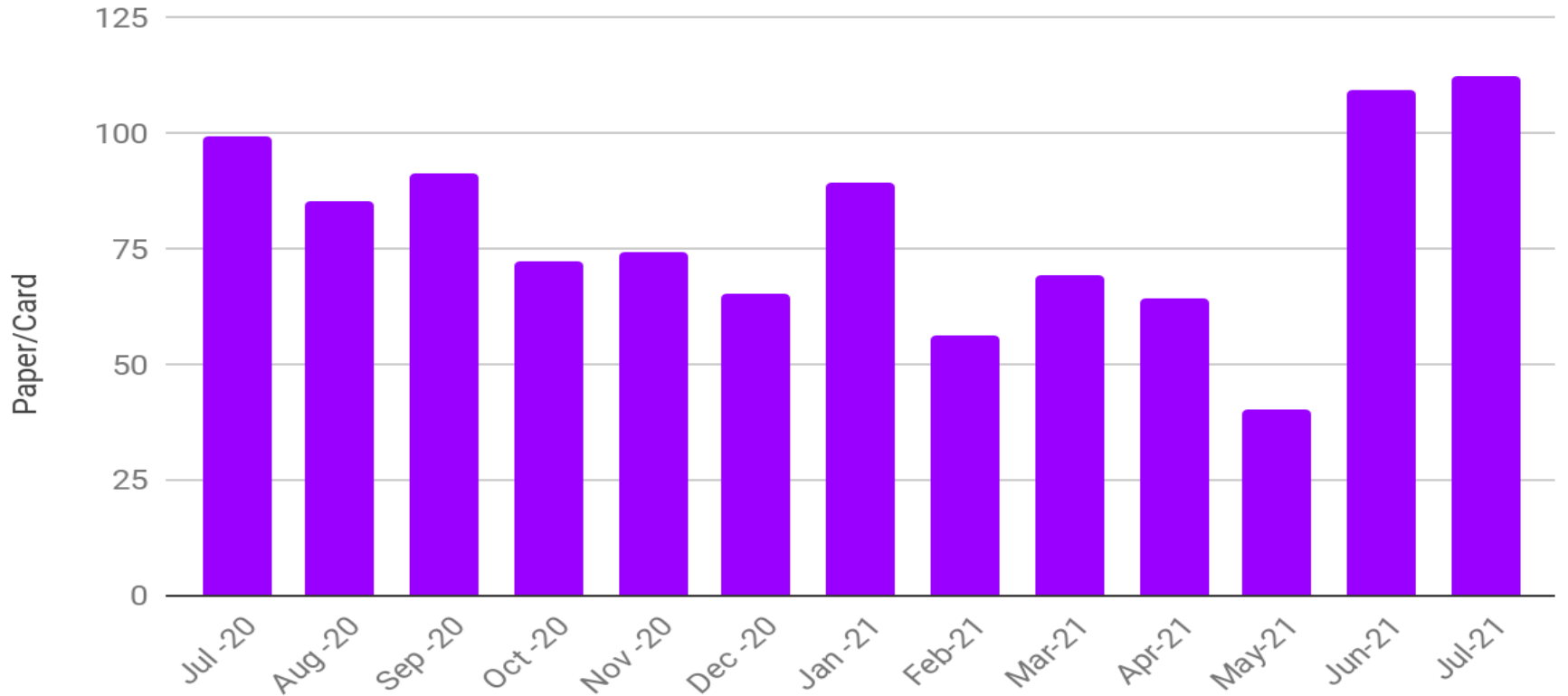
LBC Container Mix Missed/100K July 20 - July 21



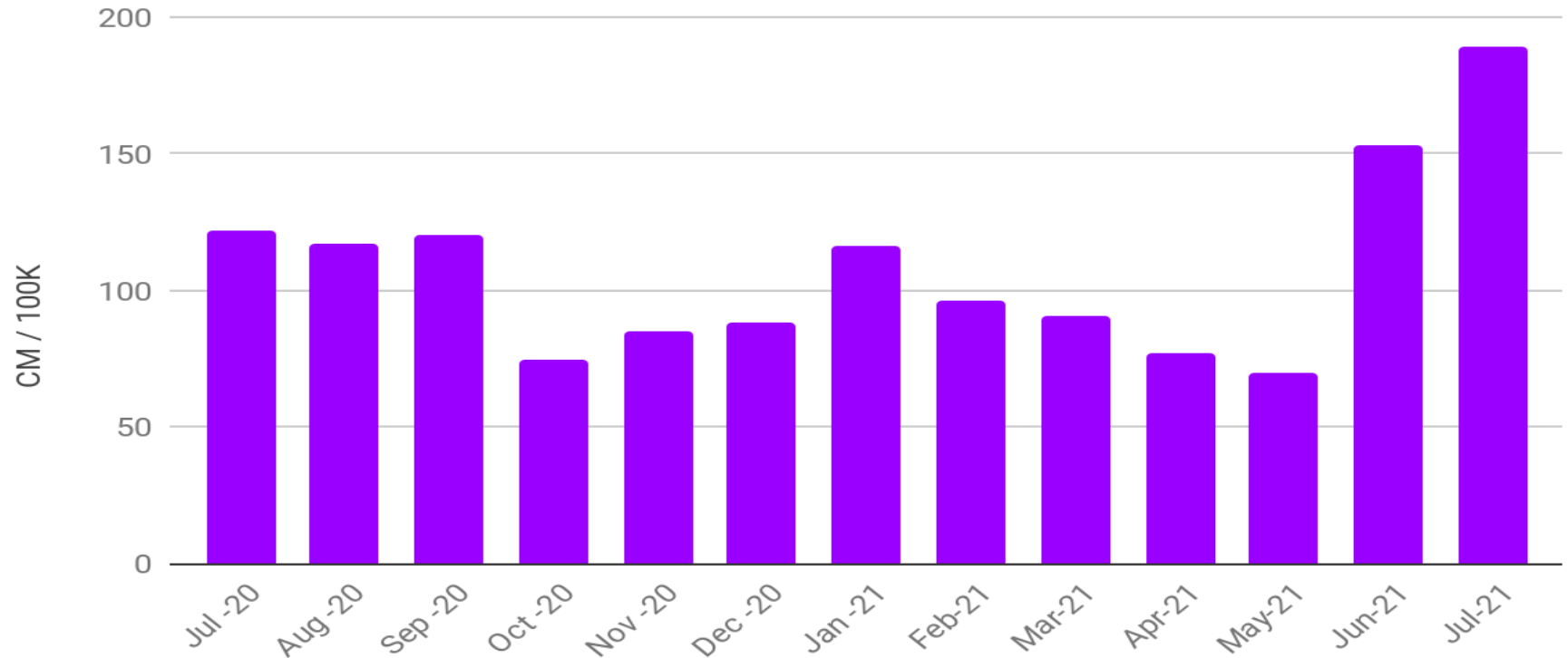
LBC Food Missed/100K July 20 - July 21



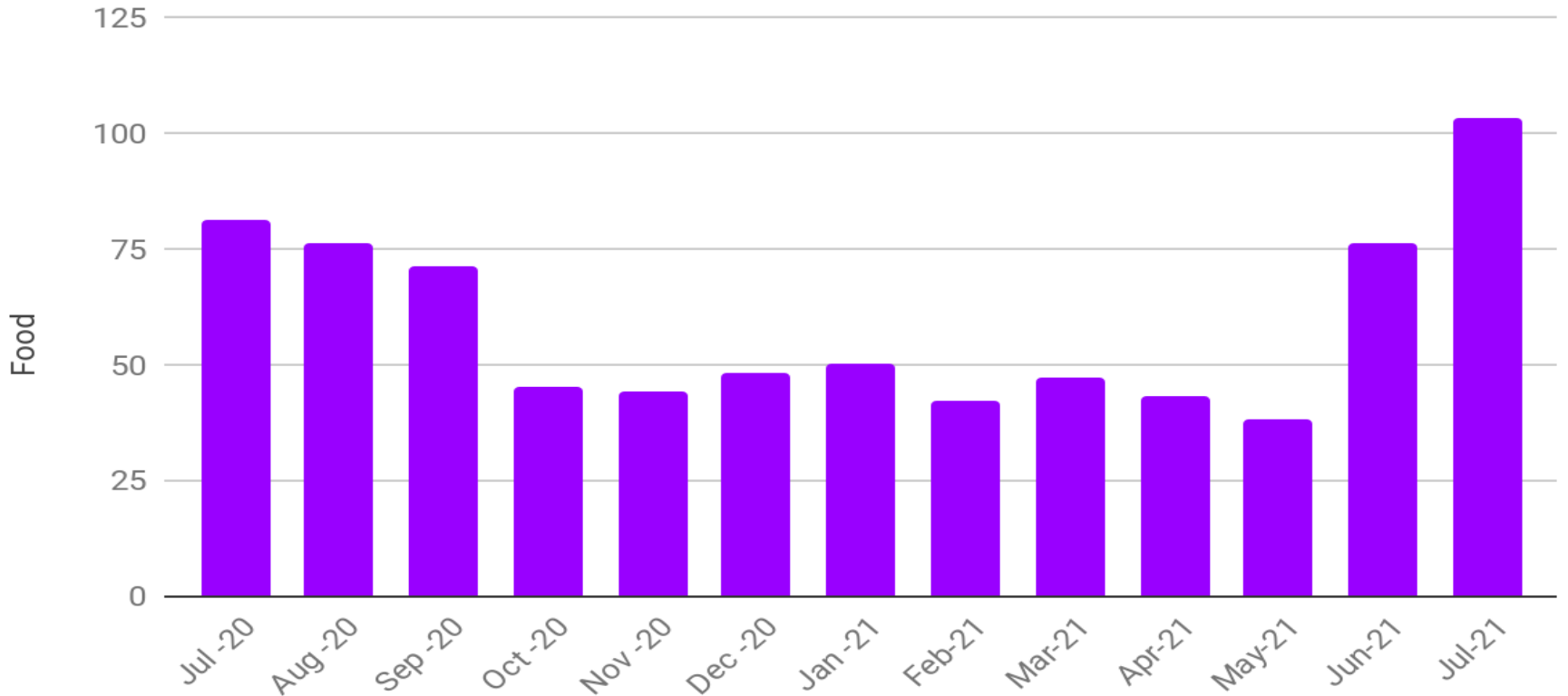
LBC Paper/Card Missed/100K July 20 - July 21



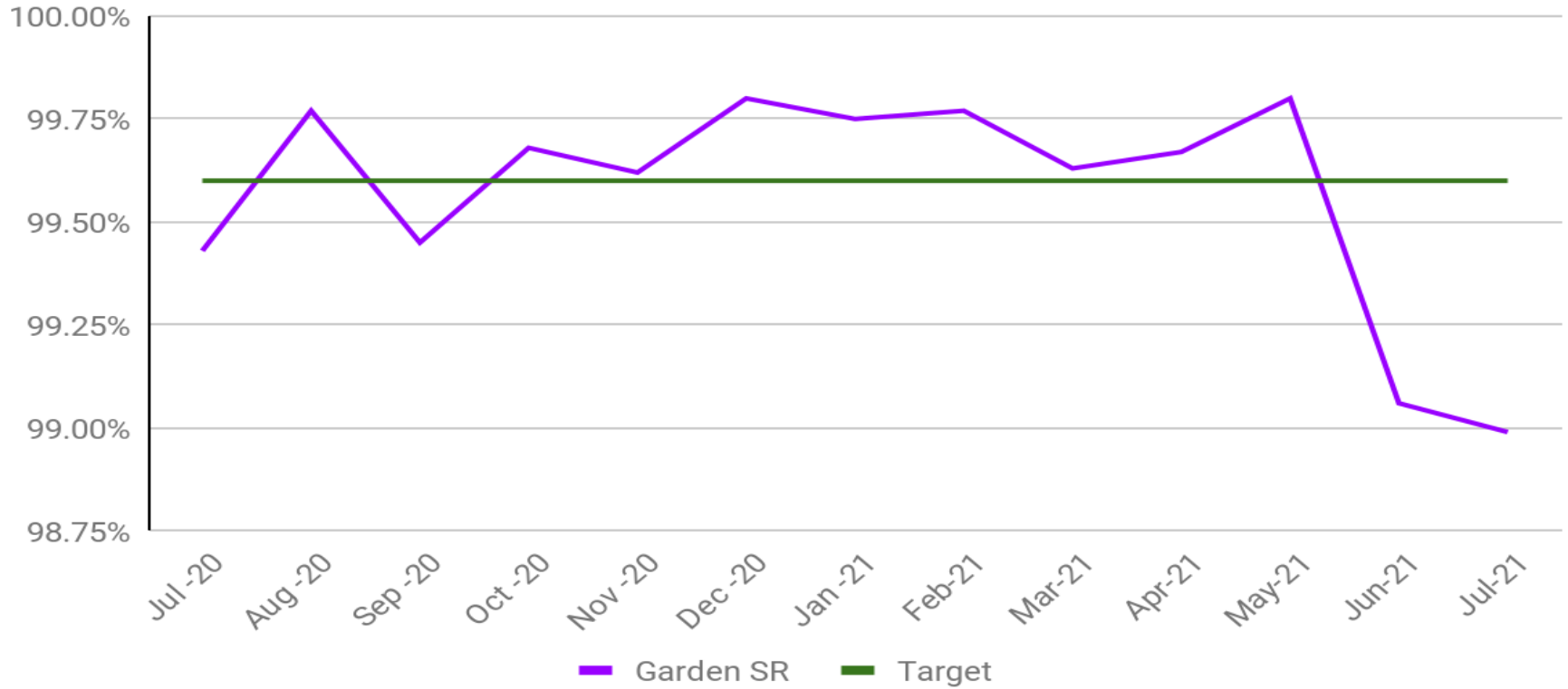
LBC Container Mix Missed/100K July 20 - July 21



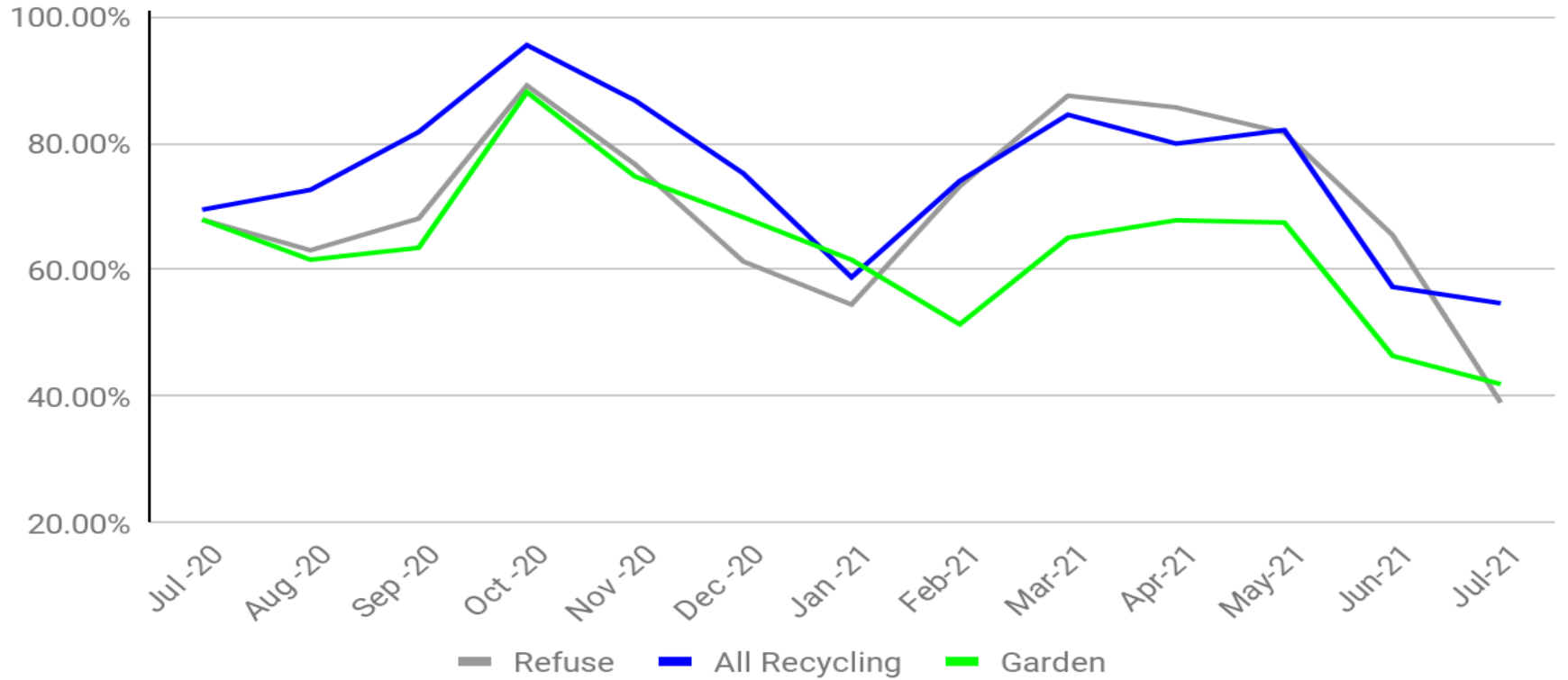
LBC Food Missed/100K July 20 - July 21



LBC Garden Strike Rate July 20 - July 21



LBC Missed Collection Recovery July 20 - July 21



Overview of performance

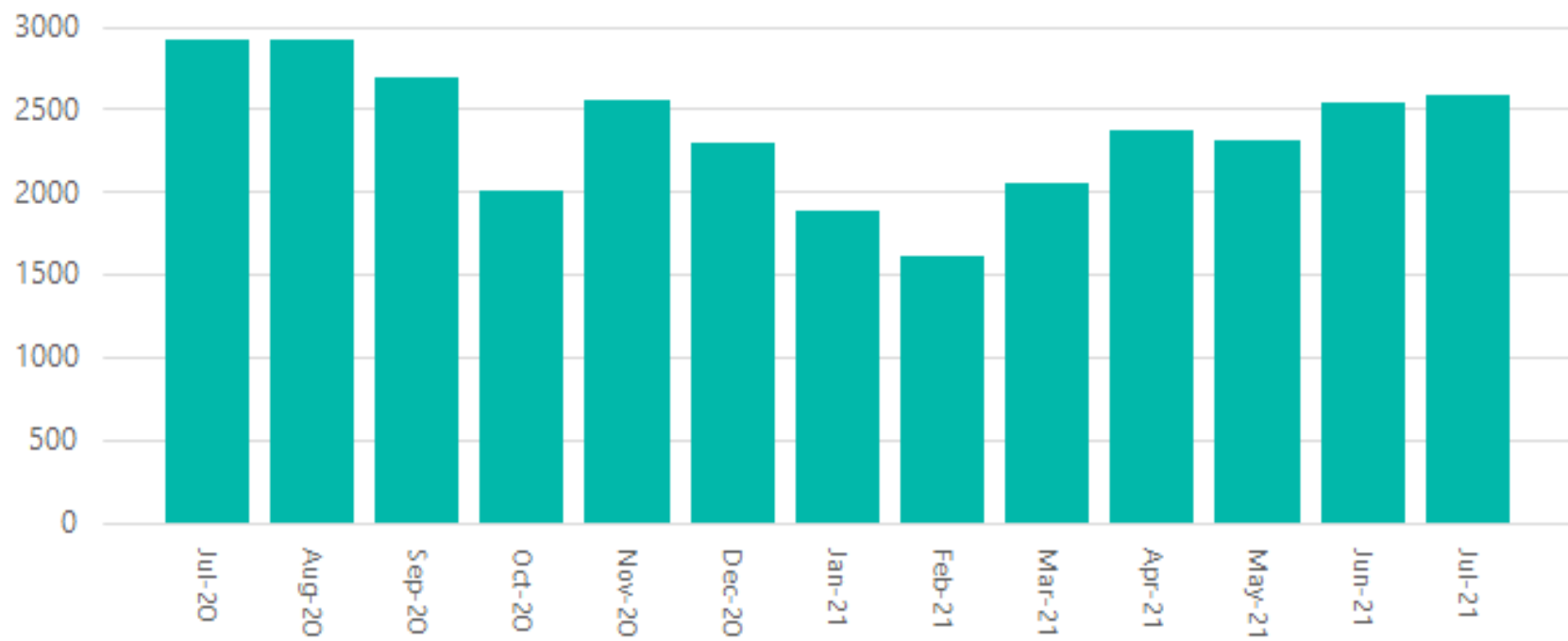
- Service has shown resilience throughout the challenges brought by Covid and the national driver shortage
- February to May 2021 saw the best service delivery performance since the start of the SLWP contract
- The national driver shortage has understandably impacted some of the figures but services have continued with minimal disruption throughout this period

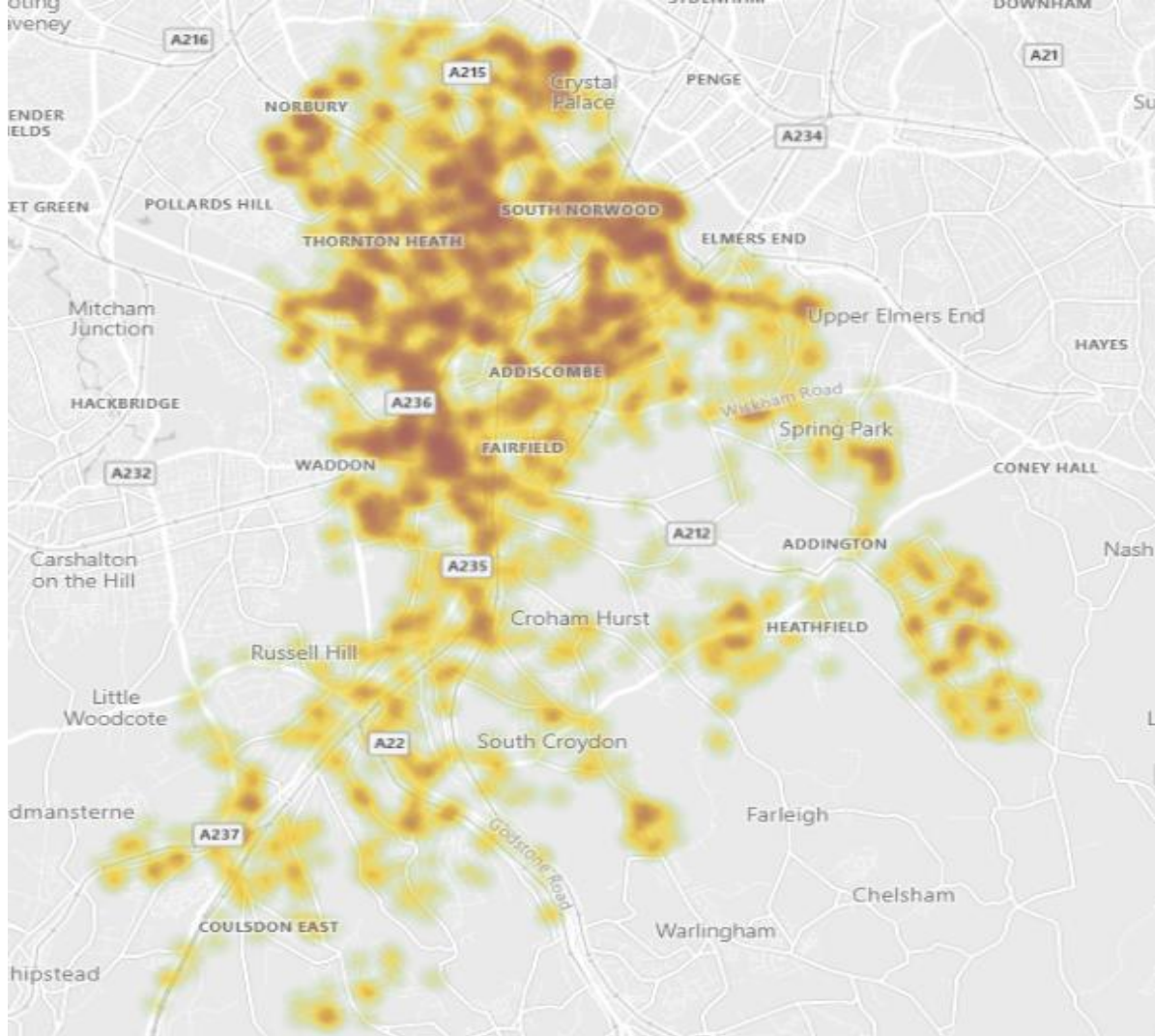
**Street Cleansing
performance July 20
to July 21**



Flytips

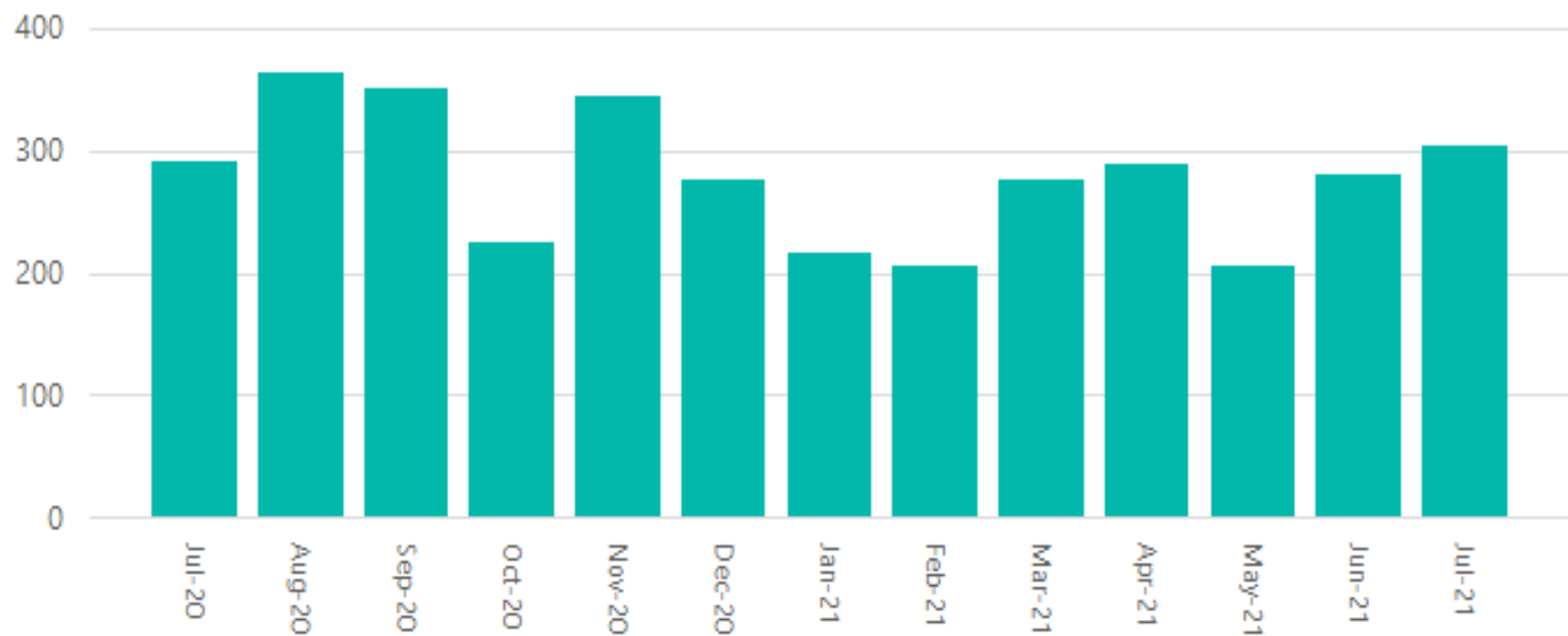
Total Events





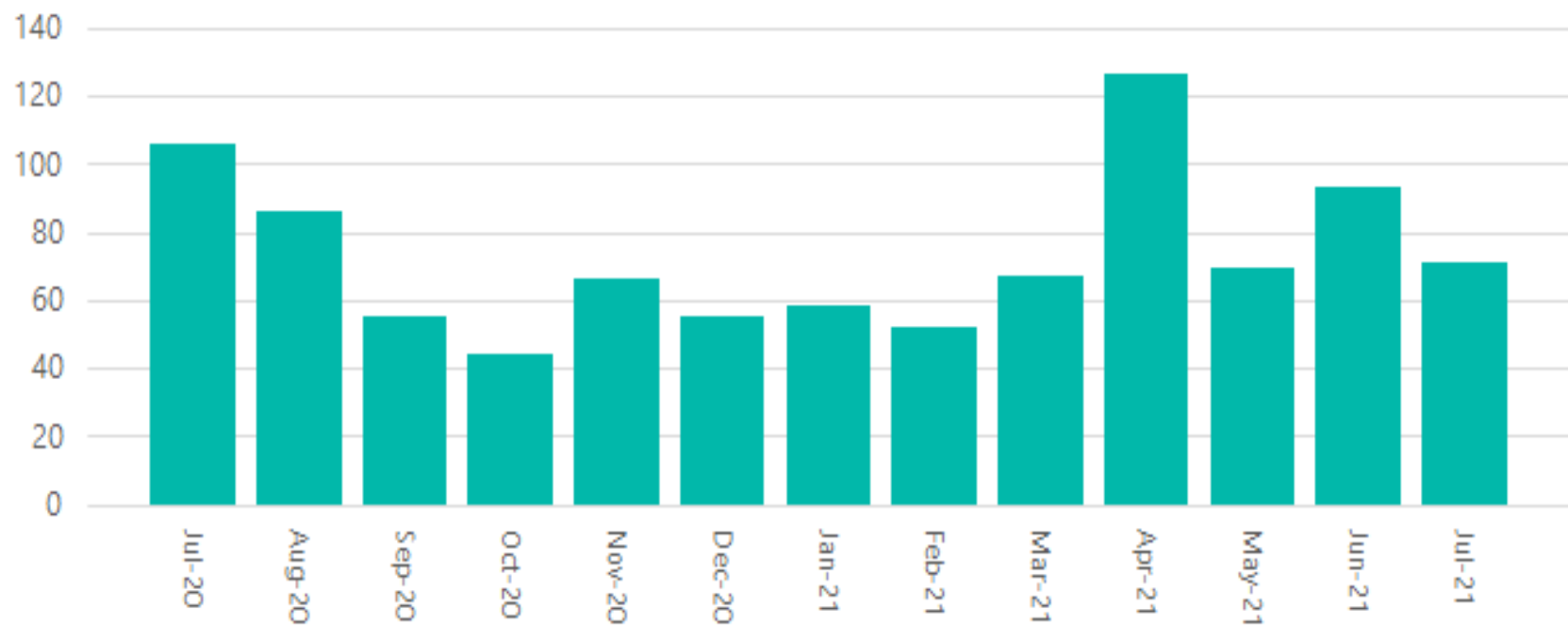
Street Below Grade

Total Events



Litter Bins

Total Events



Overview of performance

- Service has shown resilience throughout the challenges brought by Covid and the national driver shortage
- 98% of all reported flytips have been collected within 24 hours for the past year
- Strengthened our partnership working with community events and clean ups

National HGV Driver shortage



Why is there a driver

- Covid19 pandemic
- In 2020/21 approximately 30,000 HGV driver tests were cancelled
- Brexit
- Another 30,000 drivers left the UK labour market when the UK left the EU
- Vocational driving is not given the same classification as e.g. nursing and remaining in the UK became more difficult for those people
- Changes in Tax - IR35
- Self-employed drivers had their earnings restricted by a change to tax law
- Changes in consumer behaviour
- Linked to Covid19, home delivery during the pandemic
- Municipal collections specifically are losing drivers to Supermarket/Chill Chain multi-drop because of the nature of the work and pay rates

Road Haulage Association (RHA) estimates that that there are approximately 100,000 driving vacancies in the UK.

Impact to SLWP

- Recruitment through Agency staff is no longer viable
- Increasing costs and wage structures to deliver services
- Rounds and schedules not being completed until the weekend
- Prioritisation of waste streams and services
- Mechanical sweeping
- Management team backfilling driver roles
- Missed collections increased, response to missed bins degraded
- BCP

What actions are Veolia taking nationally

- Attraction
- Recruitment
- Workforce Planning

Attraction

Mums and veterans urged to apply to become bin lorry drivers as national shortage threatens refuse collection

EXCLUSIVE

Veolia UK estimates there is a 15% vacancy rate in the waste and refuse industry in general due to the “perfect storm” of Brexit and Covid-19




For Veolia alone, the number of unfilled driver jobs has increased by 40 per cent in the last year.

Sutton Council's post

Our waste contractor **Veolia UK** is on the lookout for more drivers like Kate.

Interested? Find out more about the role and apply here
<https://recruitment.great-careers.co.uk/veolia>



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Jessica Murphy
Kate is our favourite! She gets a big wave from my kid's x
1 h Like Reply

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Recruitment

- Reviewing external apprenticeship recruitment
- Ensure existing needs on Saba for driver Cat C via new national HGVC training provider (17 new drivers in 6-9 months)
- Consider 'clawback' training agreement for newly upskilled drivers
 - Full payback in Year 1
 - Scaled in Year 2



Workforce Planning

- Kickstart trial commenced in South Bucks and East Kent
- Identify current employees for upskilling to drivers outside of apprenticeship programme (10 in SLWP)
- “Hands up” campaign to provide fair opportunity and continual pipeline for new drivers
- ER determine approach to agree local pay increases
- Review HGV driver job titles
- Review pay progression for new external drivers at entry level where Veolia offers training