



# Overview Scrutiny Committee

November 2021

*Veolia in partnership with Watford  
Borough Council*



# UPDATES

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The Service  
Change



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Ensuring an  
effective  
service



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The success



# THE SERVICE: Team & resources

## MANAGEMENT TEAM

- Darren Harding, Senior Contract Manager
- Bev Knight, Contract Manager
- Brandon Begley, Environmental Manager
- Dave Smith, Environmental Manager



## BOROUGH-WIDE RESOURCES

- 26 tonnes HGV fleet



# The Service Change

The service change came into effect in September 2020. The following changes were made to the service:

1. A change from weekly to fortnightly collections of general waste (black bins) for those living in houses
2. Continuation with the weekly collection of recycling (blue lidded bins)
3. The introduction of a weekly food waste collection service (small brown bins)
4. The introduction of a chargeable fortnightly garden waste service (green bins)



# The Introduction of the Chargeable Garden Waste Service

Year	2021/22			
Authority	Standard Charge	Concession	Extra bin	Bin supply charge
Broxbourne	£48	none	£48	None
East Herts	£49	none	£49	£35
North Herts	£40	£20	£40	£35
St Albans	£45	£35	£50	None
Three Rivers	£45	£35	£80	None
Watford	£40	£35	£40	None
Dacorum	None	None	£55	£25
Welwyn Hatfield	£35	None	£60	None



# Ensuring an effective service change

Before the service change:

- Research and engagement with other local authorities who had implemented similar changes
- Best practices and lessons learnt via the Hertfordshire Waste Partnership.
- Extensive research was also carried out by WRAP.
- The creation of an annual service delivery plan.

Ongoing to help ensure we continue to provide an effective service delivery:

- Strategic Partnership Board meetings (twice annually)
- Quarterly KPI reviews
- Scrutiny committee reports and presentations
- Regular vehicle meetings
- Monthly operations meetings
- HGV drivers contingency measures
- Continued with Covid-19 safety measures

## THE SERVICE CHANGE: The Success

**45.2% to 50.2%**

is the increase in recycling rate between  
2020-2021

**238 tonnes less**

general waste was collected

Changes in recycling and composting 2020/2021 Hertfordshire as declared on Waste Data Flow				
Ranking	Authority	2020/21	2019/20	Change
1	St Albans	64.20%	63.00%	1.20%
2	Three Rivers	63.10%	64.10%	-1.00%
3	North Herts	55.90%	57.50%	-1.60%
4	Dacorum	54.50%	52.80%	1.70%
5	East Herts	51.50%	50.70%	0.80%
6	<b>Watford</b>	<b>50.20%</b>	<b>45.30%</b>	<b>4.90%</b>
7	Wel / Hat	47.80%	46.60%	1.20%
8	Hertsmere	44.40%	44.40%	---
9	Broxbourne	42.40%	41.50%	0.90%
10	Stevenage	40.20%	39.50%	0.70%

## THE SERVICE CHANGE: The Success

**253 tonnes**

increase in recyclable mixed garden and food waste being collected inclusive of the charge

Income Targets Achieved for 2020/21 and 2021/22

**14,121**

customers are signed up the chargeable garden waste service





## THE SERVICE CHANGE: The Success with Food Waste

**2,142 tonnes**

has been sent to make electricity between  
September-November 2021



**10,011,708**

kettles boiled worth of electricity that was  
produced between September-November  
2021

**86,451**

homes powered for a day worth of electricity  
that was produced between  
September-November 2021

## Compliments for the Service Change

“We have a really good system of waste collection in the borough, keep up the good work” - Steve

“I think our waste collector crew do a fantastic job and are friendly and helpful” - Ian (Park Road)

“Thanks for collecting Mr.O’Sullivan’s green waste bin today, he was very grateful to the crews” - Mr.O’Sullivan (Woodmere Avenue)

“Resident just wanted to express how happy he is with the service all round” - Andy (Briar Road)

“Saying thank you to all that your teams have done over the last year is inadequate but “Thank you”” - Sheila (Villiers Road)



# Any questions?

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