

Appendix 1: Waste and Recycling Work Program

Main themes	Examples of sub-headings	Comments
G1 Review waste / recycling collection working arrangements	Comprehensive review of all collection rounds (ongoing work)	This is ongoing work, and the Bartec system allows us to adjust the rounds daily to ensure better balance across the routes. Often, the changes come from within the workforce itself, but Team Leaders now have much more robust data to ensure the rounds are more evenly balanced.
	Review of working arrangements / hours	The Task and Finish arrangements have been changed from an individual, vehicle-based model to a more collaborative, group-level approach. Through Bartec, it is possible to share the workload when one crew is struggling or when there are reports of missed collections. One aspect we have not yet considered is the possibility of reducing the number of working days by extending the hours, but at present the existing shifts appear effective and there is little demand for change.
	Solution to accrued staff leave	We have not yet received a solution to this matter.
	Introduction of in-cab technology for waste collection vehicles	The Bartec system is now operational on recycling vehicles and domestic waste vehicles, with the intention of rolling it out for garden waste, commercial waste, and nappy collections in the near future.
	Upgrade of cameras on all operational vehicles	The cameras on the vehicles have been upgraded.
	Evaluation of all staff within the waste and recycling service	We have not yet begun a formal process for this.
G2 Review recycling collection arrangements including expected future increase of recycling levels	Establishing a North / South structure – practically and in principle	The operational arrangements are now established and fully integrated, with two main depots in Harlech and Caernarfon, a sub-depot in Pwllheli, and a smaller depot in Dolgellau.
	Trialling a recycling collection system using hessian sacks in pilot areas.	Pilot has been carried out.
G3 Review complaints procedures	Evaluating and developing a business case to review the frequency of residual waste collections.	Only an initial report has been received.
	Appoint officers who are close to the services to deal with complaints, working collaboratively with IT / Customer Care to ensure continuous improvement.	This arrangement has been established – see section 3.4 of the report.
G4 Availability of regular and timely quality data	Introducing a new Weighbridge system	New systems have been purchased for the weighbridges.
	Ensuring that our data is up to date and that we analyse it in order to operate more proactively (ongoing work)	We are improving our systems overall and will have a stronger data bank in the future.
G5 Behaviour change to reduce residual waste and maximise recycling	Developing a targeted programme to provide clear focus on awareness-raising and behaviour change (ongoing work)	A number of specific campaigns have been delivered, but there remains a need to develop a more comprehensive programme that provides a clear focus on raising awareness and encouraging behavioural change.
	Comprehensive review of our Recycling Centres	Significant work has been undertaken to improve the recycling centres, but the most notable development has been the introduction of opening black bags to reduce the amount of waste sent to Parc Adfer. This has also created space and enabled partnerships that increase opportunities to reuse recyclable materials.
G6 Waste Asset Management	Developing a fit-for-purpose processing and treatment facility at Caergylychu	Work is ongoing – see section 3.7.
	Developing a fit-for-purpose processing and treatment facility at Ffridd Rasus	See above.
G7 Control the overspend [managing sickness and overtime levels]	Overtime hours worked (ongoing monitoring)	Overtime hours have reduced significantly over the past three years.
	Sickness levels (ongoing monitoring)	Sickness levels within the workforce have decreased.
	Formalising the structure of the Waste and Recycling Service	We are currently in the process of restructuring the Waste and Recycling Service (office-based staff). There have been significant delays while we engaged with the unions to ensure that the process is fair and compliant with statutory requirements.
G8 Ensure that proper arrangements are in place with waste contractors / 3rd parties to ensure these are firmly managed.	Reviewing third-party contracts	Some contracts have been reviewed, but this is ongoing work that requires regular monitoring and revision.
	Parc Adfer (gwaith parhaus)	Work on-going
	GwyrriAD	Work has begun to explore options for arrangements following the end of the current contract in 2028.
G9 Communication Plan	Adolygiad cynhwysfawr o'r Gwasanaeth Gwastraff Masnachol	See section 3.9.
	Communication Strategy (following adoption of the Waste Strategy)	There has been no progress in this area to date.
G10 Health and Safety Arrangements	Health and Safety (ongoing work)	This is ongoing work – see section 3.11.

G11 Establish a robust Waste and Recycling Strategy.	Developing, consulting on, and adopting a Waste Strategy	A draft strategy has been prepared and has been through the consultation process. Final adoption of the Strategy is expected through the usual governance arrangements during the forthcoming spring.
G12 Review of existing arrangements for the delivery of bins, boxes and sacks to residents	Reviewing the Bin Delivery Service	See Section 3.13
G13 Establishing a programme of work for replacing vehicles to low carbon.	Preparing a review to decarbonise the fleet	We have held discussions with the Welsh Government and our Fleet Unit, but at present the infrastructure at our depots is not able to support the transition of our heavy collection vehicles to electric technology. However, we are progressing with the replacement of our smaller vans with electric vehicles.