

REPORT TO: ENVIRONMENTAL AND CONSUMER PROTECTION COMMITTEE
15th January 2001

REPORT ON: PUBLIC HOLIDAY REFUSE COLLECTION ARRANGEMENTS

REPORT BY: DIRECTOR OF ENVIRONMENTAL AND CONSUMER PROTECTION

REPORT NO: 38-2001

1.0 PURPOSE OF REPORT

- 1.1 To recommend alterations in the arrangements for collection of domestic refuse on all future public holidays, excluding Christmas and New Year.

2.0 RECOMMENDATION

- 2.1 Collections of Domestic Refuse will be carried out on all Public Holidays in 2001 and subsequent years, excluding Christmas and New Year.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The revised arrangements will cost an additional £3354. This cost will require to be provided for in the Department's Revenue Estimates for 2001/2 and subsequent years.

4.0 DUNDEE 21 IMPLICATIONS

None.

5.0 EQUAL OPPORTUNITY IMPLICATIONS

- 5.1 None.

6.0 BACKGROUND

- 6.1 In recent years, it has been the practice to suspend most scheduled domestic refuse collections on local public holidays.
- 6.2 To compensate for the days work lost on the holiday, which all fall on a Monday, collections for that week are put back by one day from the normal collection day, with the Friday collection being then collected on Saturday.
- 6.3 In the past 2 years, in an effort to increase efficiency and reduce costs, a large re-configuration exercise has taken place within the DSO, resulting in work from some collection routes being re-allocated to others.
- 6.4 The new arrangements have meant that some domestic refuse collections require to be continued on Monday, even in the event of a public holiday.
- 6.5 Such a split arrangement is difficult to convey to the public, and invariably leads to complaints of confusion as to what arrangements are applicable.

- 6.6 For those routes where the “one day behind” arrangement applies, it is always difficult to notify the public in a manner which provides sufficient notice yet provides a recent enough reminder.
- 6.7 In an attempt to improve the efficiency of the notification process, the following methods have been tried: -
- 6.7.1 Notification in local press.
- 6.7.2 Issue of leaflet detailing arrangements for the year (excluding Christmas and New Year).
- 6.7.3 Distribution by private distribution company.
- 6.7.4 Distribution by Environmental and Consumer Protection Department employees.
- 6.7.5 Advertising on local radio (Christmas and New Year only).
- 6.8 Despite the efforts made, an element of confusion always remains, with complaints being received following every public holiday.
- 6.9 The position can now be rationalised, by introducing working on public holidays, and removing the need for altered collection schedules on all public holidays, except Christmas and New Year.
- 6.10 Due to the unique nature of the Christmas and New Year holidays, it will still be necessary to alter collection schedules at these times, and these will be notified to the public at those times.
- 6.11 The revised arrangements will remove the need to alter any collection arrangements, except at Christmas and New Year, and should provide a better, more consistent service to the public, and removal all confusion regarding days of collection.

7.0 CONSULTATIONS

- 7.1 The Chief Executive
The Director of Support Services
The Director of Finance

8.0 SIGNATURE

Director of Environmental and Consumer Protection Date: 5 January 2001