

Phase 3 operational update

Phase 1 and 2 update



Across the 2 phases:

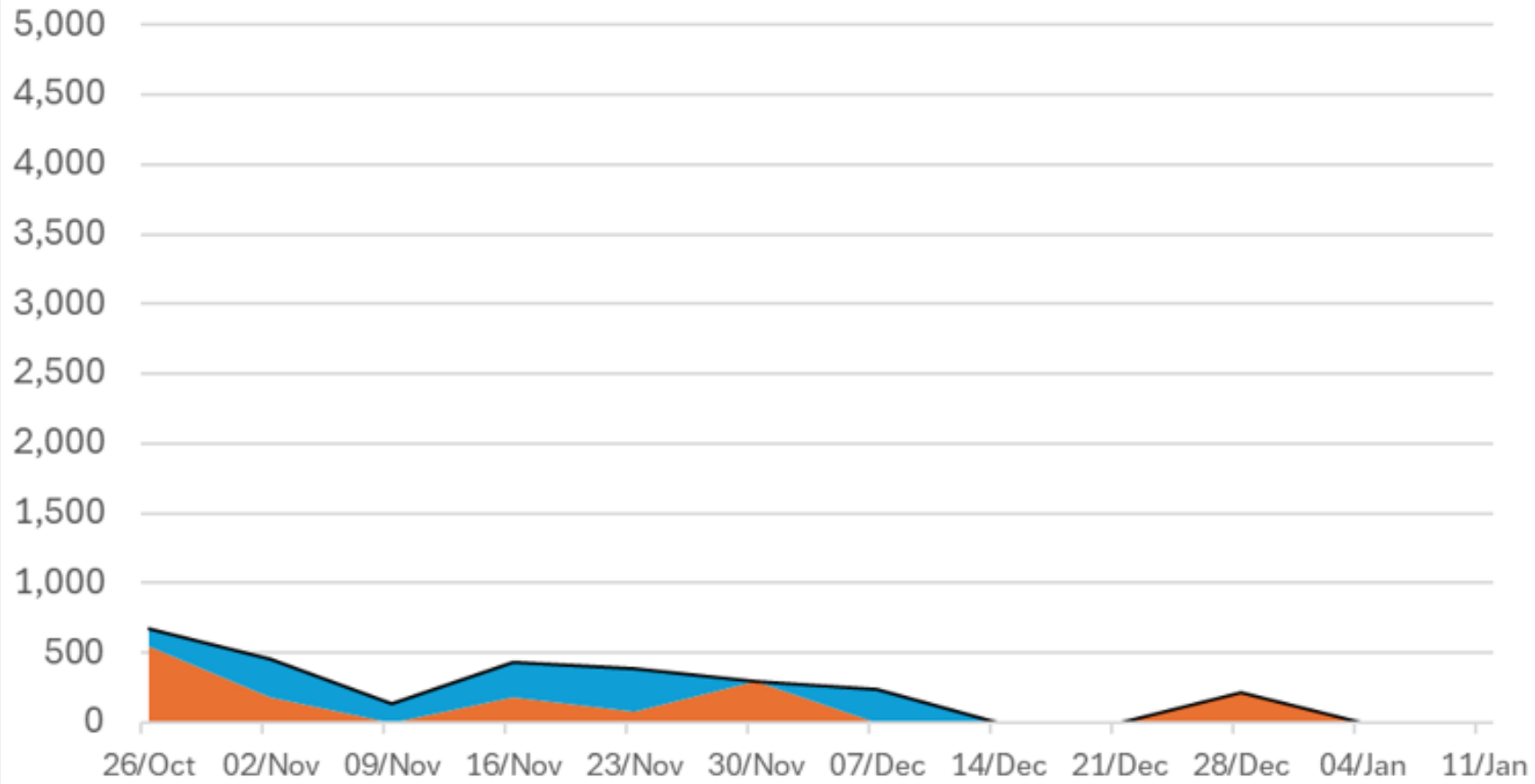
- **171,500** containers delivered to phase 1 and 2 properties
- **2,477,250** collections made under the new service
- **17,405** customer service waste enquiries managed
- Over **1,750** tonnes of food waste collected so far

Phase 2 trends



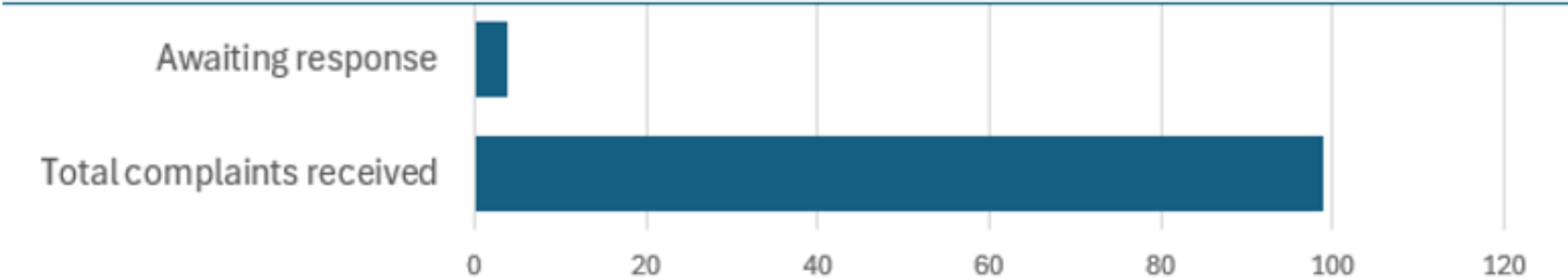
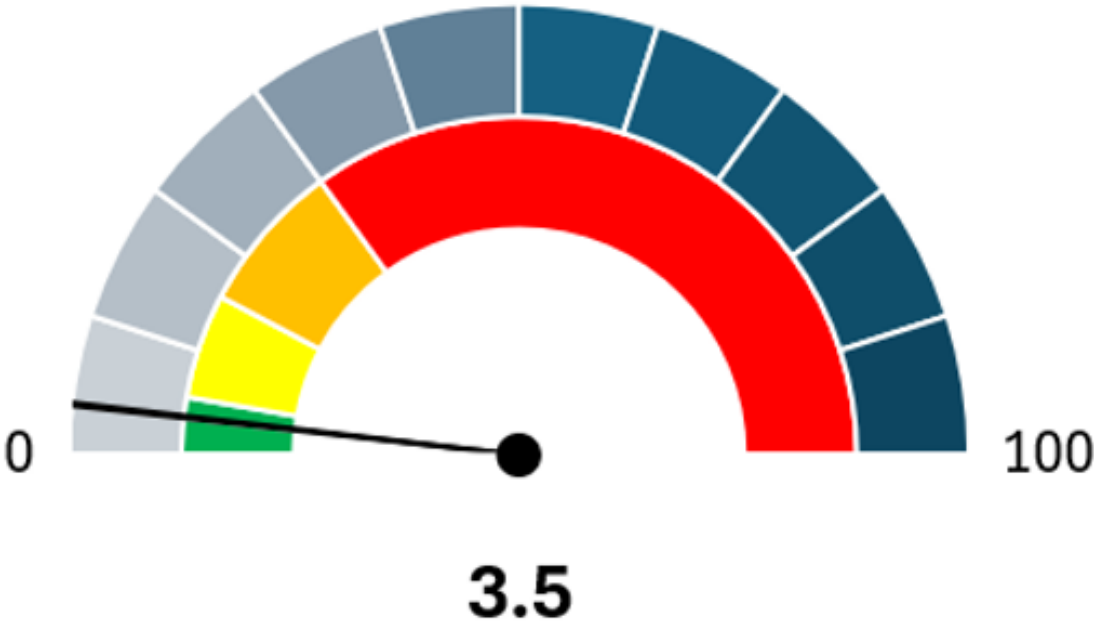
- Any delayed collections were lower than phase 1, and continue to reduce
- Complaint levels lower than phase 1 and reducing
- Food waste tonnages higher (per household) than in the phase 1 area

Phase 2 - Service reported delayed collections

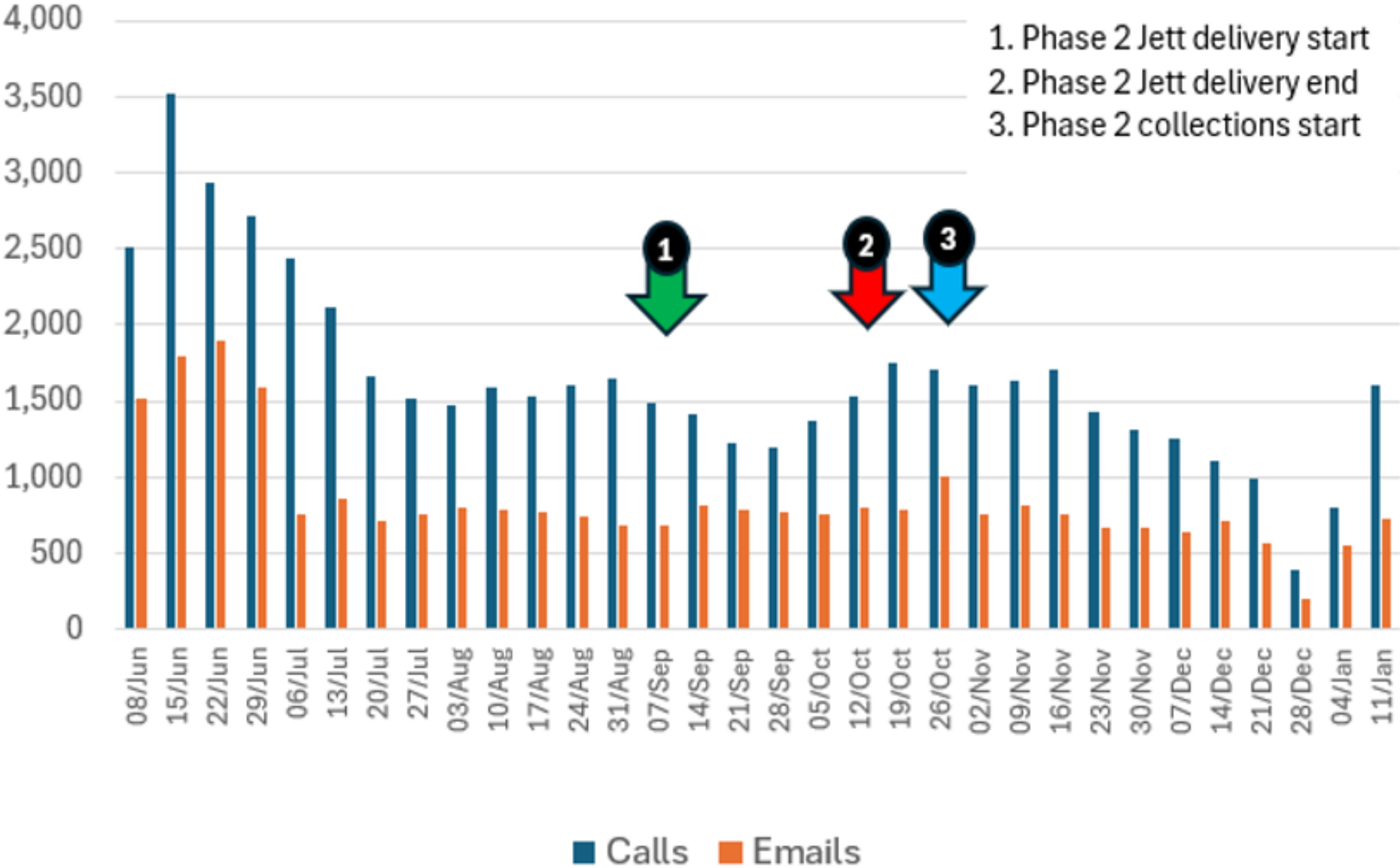


■ Refuse & Recycling ■ Food ■ % of all collections

Corporate complaints per 1,000 households



Customer contact by week for all council services



Food collections - kg collected per household per week



Behind the gate collections



- As of 3rd December Cabinet approved the adoption of behind the gate collections for food waste, confirmed by full council on 15th December
- 3,700 properties receive the collections
- Since the implementation of behind the gate collections the reports of animals interacting with any waste containers has reduced by 82% since it's peak.

Phase 2 key lessons for phase 3



- Post phase 2 reviews have completed on different workstreams and approaches
- Phase 2 bin delivery contractor learnings:
 - Substantial improvement in crew supervision seen in phase 2
 - Closer tracking of deliveries compared to vehicle loading agreed for phase 3
 - Improved reporting from the contractor to NFDC agreed for phase 3
- New supervisor in post from December 2025, increasing capacity to monitor crews and deliveries
- Temporary management structure being adopted for phase 3 roll out to provide additional operational resilience
- Councillor communications routes confirmed to continue through Waste Advisors



Data, letters and responses

- New rounds were completed and available for review by supervisors and crews w/c 15th December, changes are being worked through
- Letter one to hit doorsteps w/c 12th and 19th January, provides:
 - Container allocation
 - Initial leaflet
 - Headline of timelines
- Waste advisors prepped to work through responses ahead of delivery data going to JETT in mid February
- Customer Services briefed and ready



Resourcing and bin deliveries

- Recruitment continues for February
- Containers are to be received from late February 26
- Joint JETT and NFDC bin deliveries through March and April 26
- Communal bins and sack properties delivered by NFDC





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