

**Jan Smallacombe**

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**From:** Jan Smallacombe  
**Sent:** 09 May 2022 14:11  
**To:** Jan Smallacombe  
**Subject:** FW: Agenda Item 6

**Importance:** High

**From:** Sarah Moody <[Sarah.Moody@swdevon.gov.uk](mailto:Sarah.Moody@swdevon.gov.uk)>  
**Sent:** 02 May 2022 13:46  
**To:** Carl Hearn <[carl.hearn@tavistock.gov.uk](mailto:carl.hearn@tavistock.gov.uk)>  
**Cc:** Steve Mullineaux <[Steve.Mullineaux@swdevon.gov.uk](mailto:Steve.Mullineaux@swdevon.gov.uk)>; Sarah Jasper <[Sarah.Jasper@swdevon.gov.uk](mailto:Sarah.Jasper@swdevon.gov.uk)>  
**Subject:** WD waste collection update  
**Importance:** High

Dear Carl,

Thank you for your comprehensive letter expressing the Councils concerns around the recent disruption to waste collection services in West Devon.

FCC have been delivering waste services in West Devon for some years now and on the whole have delivered within the specification and within the key performance indicators set out in the contract. However in recent months they have experienced significant challenges recruiting qualified operatives, as has the waste service and other industries nationally which has mostly been attributed to the national HGV driver shortage. In recent weeks this has been exacerbated by staff sickness.

What action is FCC taking to resolve this:

- FCC currently recruit using local agencies, however they are now exploring the use of a 'headhunting' agency which will try and seek qualified operatives.
- FCC have purchased new crew devices to replace the older ones which will ensure crews receive the collection information they need more robustly, particularly assisting agency drivers who may be unfamiliar with the rounds and the local area and to ensure consistency.
- FCC have now embedded additional management support to assist with service delivery.

If FCC are unable to deploy a round because of a driver shortage, then the round is stood down and officers notify the relevant ward Member. We are implementing a process now whereby it is clear to residents on our website that a round has been affected so they are better informed in the unfortunate event there is disruptions to collections.

Monitoring of our contract is of the utmost importance and this is much wider than just waste collections, this also covers all of our street cleansing requirements too. There are a number of officers responsible for the monitoring of the contract both on the ground and through data that we hold, this includes checking the progress of the crews and liaising with FCC on the number of incomplete rounds if applicable. There are mechanisms within the contract to hold FCC to account for any waste collection failing and these are applied as necessary.

We are working closely with FCC to ensure that our residents are provided with the best possible service and we are hopeful that with the recent measures FCC have implemented, we will see an improvement in the coming weeks.

Kind regards

Sarah Moody | Head of Waste and Environmental services  
South Hams District Council | West Devon Borough Council  
Email: [sarah.moody@swdevon.gov.uk](mailto:sarah.moody@swdevon.gov.uk)  
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South Hams  
District Council



West Devon  
Borough Council

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**From:** Steve Mullineaux <[Steve.Mullineaux@swdevon.gov.uk](mailto:Steve.Mullineaux@swdevon.gov.uk)>  
**Sent:** 22 April 2022 09:34  
**To:** Carl Hearn <[carl.hearn@tavistock.gov.uk](mailto:carl.hearn@tavistock.gov.uk)>  
**Cc:** Sarah Jasper <[Sarah.Jasper@swdevon.gov.uk](mailto:Sarah.Jasper@swdevon.gov.uk)>; Sarah Moody <[Sarah.Moody@swdevon.gov.uk](mailto:Sarah.Moody@swdevon.gov.uk)>  
**Subject:** Letter from Tavistock Town Council re Waste and Recycling collections

Hi Carl,

I just wanted to confirm that we have received Tavistock Town Council's concerns regarding the waste and recycling service. The council is going to issue a press release to update residents later today and Sarah Moody will respond to your letter early next week. I hope that is okay?

Regards,

Steve Mullineaux | Director, Customer Service Delivery  
South Hams District Council | West Devon Borough Council  
Email: [steve.mullineaux@swdevon.gov.uk](mailto:steve.mullineaux@swdevon.gov.uk)  
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District Council



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Mr S Mullineaux  
Deputy Chief Executive & Director of Customer  
Service Delivery  
West Devon & South Hams Councils  
Kilworthy Park  
Drake Road  
Tavistock  
DEVON

13<sup>th</sup> April, 2022

Dear Steve

## **REFUSE COLLECTION SERVICES**

I have been asked to write to express this Council's concerns regarding ongoing reported issues with poor performance in the collection of waste within the Town, and to seek clarification and assurance on the remedial measures that are being applied.

It is undoubtedly common ground that waste collection is a core service and an important tool in supporting both public health and well being. The persistent missing of collections, often for whole streets or estates which is reportedly occurring, is particularly difficult to understand in a time of gps tracking alongside the other tools of active contract management.

In the circumstances can you please advise my Council:

- a) in general, of the measures being undertaken to remedy the current unacceptable situation and the timeline for rectification;
- b) More specifically:
  - i. Confirm whether the missing of estate/street collections is planned (for example because of a shortage of staff) and therefore contractually agreed, and if so the communications in place with residents to inform them so they can plan accordingly, alongside mitigating arrangements for those most vulnerable;
  - ii. Confirm whether, if the missing of estates is unplanned:
    - you are applying performance penalties under the contract; and
    - advise how you are actively monitoring (such as by the deployment of monitoring staff resource (maybe the locality officers)) and confirm you are not relying solely upon complaints from the public regarding contract compliance.

- c) The contingencies the Council has in place should performance not be fully rectified in the near future, together with copies of any public reports to your Council or Overview and Scrutiny Committees (or other democratic organs of the Council as appropriate) showing the progress of investigations and authorisations of remedial actions by elected Members on the issue.

I understand Councillor Mrs M Ewings will also be bringing back some specific points on the lack of fitness for purpose of the digital reporting tool for missed collections.

Thank you for your assistance, in the alternative if you would prefer to attend at a Council meeting and outline the position in relation to the above and related matters please do let me know.

Yours sincerely

Carl Hearn  
**TOWN CLERK**  
Tavistock Town Council