



# **Missed bin document**

Woking

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## **Missed bin document**

This document of guidance and information has been put together to explain how missed bins are and can be reported across Woking.

This document also details how missed bin data is captured and calculated and how performance is measured against relevant KPI metrics and targets, with penalty deductions applied to the collection contractor, Amey where necessary.

The document has been divided with sub-headings for ease of reading.

Please note the following points whilst reading this document:

- Residents can report missed bins in Woking via the Joint Waste Solutions website [here](#).
- If a Woking resident wishes to log a missed collection by telephone, they can do so by calling the Amey contact centre on 03332 340978.

### **1. Whitespace**

Whitespace are the provider of the waste management software that is used by Amey to manage the services, and report and record all waste related enquiries across the joint contract area including missed bins. The software is also used on the in-cab devices used by Amey crews. These are used to assign or reallocate work to crews, and for the crew to record any issues encountered in carrying out the services.

The contract for the reporting software is held directly between Amey and Whitespace.

### **2. Missed bin definitions**

#### **2.1 General definition for a missed bin**

To most residents, a missed bin could likely be defined as “A bin that was not emptied on the day it was due for collection”.

#### **2.2 Contractual definition of a missed bin:**

In the specification of the contract, a missed bin is defined as:

*Missed Collection: “Any scheduled collection of the contents of one or more Container (other than an Assisted Collection or a Bulky Waste collection) not made by the Service Provider when the relevant Collection Vehicle passes the relevant household or other relevant premises and where the Service User had correctly presented the correct Container(s)”.*

### 3. In-cab devices and crew reporting responsibilities

As the crews work their way through the daily round, they are expected to update the devices as they go, closing the roads down as 'complete' as the bins are emptied. By doing so, the depot management team are able to monitor round completion and reallocate work as/when required.

As part of the collection crews responsibilities, they are also required to record any site specific issues via the in-cab where a bin cannot be successfully emptied. Issues logged by the collection operatives at property level are referred to as 'exceptions'.

The exceptions that can be logged on the in-cab devices are:

- Not presented
- Contaminated (with a list of specific items also available under this category)
- Wrong bin presented for collection
- Compacted bin
- Frozen bin
- Blocked access
- Bin too heavy
- Damaged bin
- Excess waste
- Unauthorised container

If a collection operative logs an exception against a bin on the in-cab, they must also attach an educational tag to the bin. This explains to the resident why the bin could not be emptied. The resident is directed to the JWS website or the Amey contact centre for more information. Of course, where a bin is not presented for collection, the crew are unable to attach a tag.

For blocked access reports, the collection operatives have postcards which should be placed on the windscreen if there is a vehicle that has blocked their access, informing the owner and aiming to prevent repeat incidents.

Where blocked access is reported, Amey have a contractual obligation to return to the impacted roads daily (or once the access is restored if for example linked to roadworks), until the collections are successfully completed.

### 4. Reporting of missed bins

Due to the quantity of bins that Amey collect each day, it is possible for a bin to be missed by mistake and provided that no exceptions have been logged against a property, residents can report missed bins [online](#) and by calling the Amey contact centre on 03332 340978.

When a report is made (online or by the call centre agent completing the form) the following checks are made in the system:

- Has the road been marked as completed by the crew
- If not, is it after 4pm (the system assumes all rounds should be completed by this time if not already closed)
- Is the report being made up to two working days after the normal collection day
- Have the crew reported a reason why the bin could not be emptied (an "exception")
- Is there already a report for this collection logged on the system

Where the report meets the above criteria it will be logged and a job created to be assigned to a crew to return and empty the bin.

Missed collections reported by 12 noon should be returned to by Amey on the same day and missed collections reported after 12 noon, should be returned to the following day.

If an exception is reported the form provides information explaining that the missed collection cannot be logged:

Please select the missed collection(s) below.

Wednesday 15/02/2023 Food Waste Collection Service Food outdoor bin (23L)

**A missed collection report cannot be raised against this property for this service because of the following issue:  
Not Presented.**

Has the whole road been missed?

You MUST select an item in order to continue. If there are no selectable items please choose another option from the menu

[Continue](#)

- [View Request History](#)
- [Request a clinical waste collection](#)
- [Order new or replacement recycling or food bin](#)
- [Report a missed rubbish waste collection](#)
- [Request a sharps collection](#)
- [Order replacement garden bin](#)
- [Report a missed recycling waste collection](#)
- [Report a missed clinical waste collection](#)
- [Report bin damaged by crew](#)
- [Report a missed garden waste collection](#)
- [Report a missed clinical sharps collection](#)
- [Request removal of bin\(s\)](#)
- [Report a missed food waste collection](#)
- [Request help with your bins](#)

When completing the form it is also possible to confirm if the whole road was missed, while this does not automatically create missed collections for all properties, it flags to the returning crew that the whole road needs to be checked and all bins emptied.

Please select the missed collection(s) below.

Wednesday 15/02/2023 Textiles and Small WEEE Rubbish - Standard (240L)

Wednesday 15/02/2023 Domestic Waste Collection Service Rubbish - Standard (240L)

Has the whole road been missed?

You MUST select an item in order to continue. If there are no selectable items please choose another option from the menu

[Continue](#)

If you cannot select an item, we are unable to complete your request. For further help please read our [guide to collections](#).

- [View Request History](#)
- [Request a clinical waste collection](#)
- [Order new or replacement recycling or food bin](#)
- [Report a missed rubbish waste collection](#)
- [Request a sharps collection](#)
- [Order replacement garden bin](#)
- [Report a missed recycling waste collection](#)
- [Report a missed clinical waste collection](#)
- [Report bin damaged by crew](#)
- [Report a missed garden waste collection](#)
- [Report a missed clinical sharps collection](#)
- [Request removal of bin\(s\)](#)
- [Report a missed food waste collection](#)
- [Request help with your bins](#)

A summary of this reporting process is included in Appendix 1.

## 5. Non completion of rounds and how this impacts missed bins

If, due to operational reasons a round does not complete, Amey are obliged to inform the local JWS teams of the uncompleted roads by email at the end of the collection day. The list of roads is then shared with the JWS communications team and senior colleagues at Woking Borough Council. The Woking service update page on the JWS website is also updated to provide details of any non-completed roads. The Woking service update page is available [here](#).

In these instances, Amey will be obliged to 'force close' the round as complete, to allow residents to report a missed collection. Even if this action is not completed the system should allow a missed bin to be reported after 4pm.

Amey are then obliged to complete any unfinished rounds the following day, prior to starting the next days scheduled work.

## 6. Missed bin KPI's and calculations

Amey's performance is measured against a suite of agreed KPI's, 1 – 5 of which relate to missed bins. These KPI's and there targets are summarised in the below table:

KPI	Target/threshold
KPI 1 – Missed Collection	<80/ 100,000
KPI 2 – Missed Assisted Collections	0
KPI 3 – Missed Collections Not Rectified	0
KPI 4 – Repeat Missed Collections	0
KPI 5 – Repeat Missed Assisted Collection	0

A financial deduction is applied to Amey for each instance/failure above the KPI target/threshold.

KPI 1 is measured on a 'missed bins per 100,000 collections completed' basis and is the agreed missed bin metric used across the Joint Contract areas.

A financial penalty would be applied for each and any failure above this threshold.

The JWS team share performance data with Woking Borough Council on a monthly basis, via the 'green book'. The number of missed bins per 100,000 is reported as part of this. The process for achieving this figure is:

- Raw missed bin data is collated by Amey and provided to JWS.
- Upon receiving this information, JWS review and validate the data, ensuring all valid missed bins reported in the period are included.
- The total number of missed bin incidences reported across Woking for the month is confirmed.
- JWS then use the below calculation to convert the total missed bin number into the per 100,000 figure:

$$\frac{\text{Number of genuine missed bins reported}}{\text{Number of collections per month for all 5 waste streams*}} \times 100,000$$

\*There are ~44,500 households in the Woking Borough. Each month, there are around:

- 199,775 recycling & refuse collections.
- 192,724 food waste collections.
- 192,677 textiles and small appliance collections.
- 29,276 garden waste collections.

## Version control

Version	Author	Date	Changes	Distribution
V1.0	Sarah Beck	16/02/2023	N/A	Shared with WBC by email on 16/02/2023.
V1.1	Sarah Beck	06/04/2023	N/A	Shared with WBC by email on 06/04/2023.

Appendix 1 Missed bin reporting process diagram

