

# Kings Lynn Member's Briefing 2026

Norfolk Waste Partnership

6<sup>th</sup> January 2026 – Reporting Period 2025

David Head – Interim Senior Contracts Manager East Region

Franco Murphy – Operations Director ES

# Norfolk Joint Waste Contract Overview

- Commenced April 2020 – Tri-District, Breckland, North Norfolk & Kings Lynn & West Norfolk Districts
- 9-year contract – employing up to 366 staff- (incl. seasonality) Kings Lynn just above 100(including Seasonal)
- Servicing circa. Approx 75,000 properties
- Services provided:
  - Refuse Collection
  - Recycling Collection
  - Commercial Waste Collection
  - Commercial Food Collection
  - Bulky Waste Collection
  - Clinical Waste Collection
  - Garden Waste Collection
  - Street Cleansing – Barrow beats, Mech Sweeping, Weed clearing & Litter Bin Emptying, Carnival Events, Dead Animal Collection, Graffiti & Fly-tipping incidents
  - Grounds Maintenance, small Arbs (Trees- BL & NN only)
  - Specific to KLWN DC – Domestic Food Collection – 2026 for remaining two districts
  - Customer Contact Centre – telephone support, Payment & bookings – all 3 districts

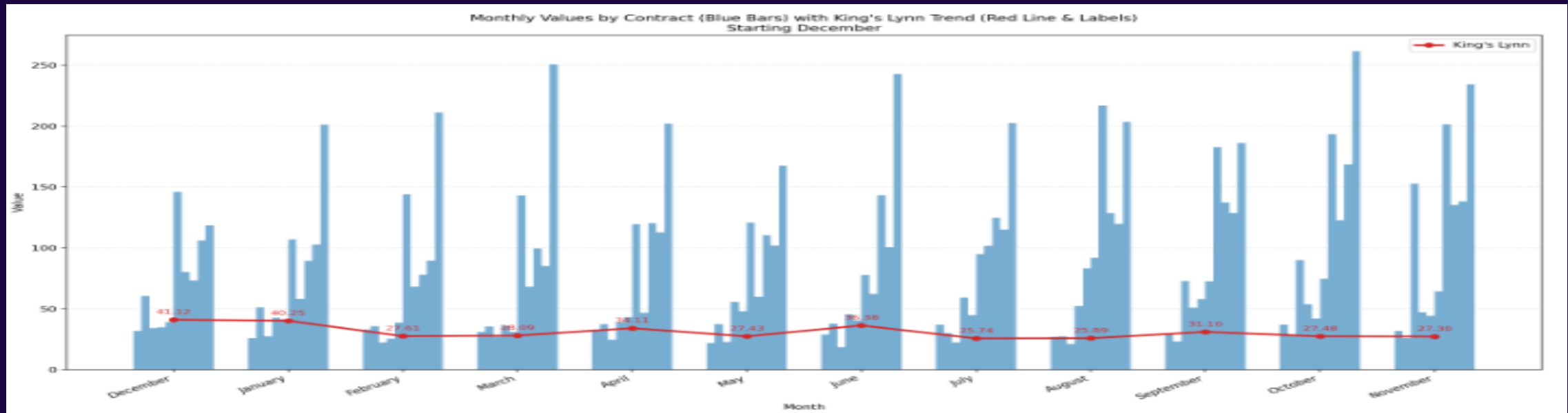
# Kings Lynn - Contract Overview

- 15 X Refuse/Recycling Rounds using 26T Podded RCV's,
- 1 X 15T RCV podded vehicle = 1, Operating 3 days.
- 5 X Garden Rounds using 26T straight bodied RCV.
- 2 X Commercial trade rounds using 1x26T and 1 x 18T vehicles
- 1 X trade recycling round collecting 2 days a week using std RCV 1 day and 15T the other.
- 1 x Bulky collection service
- 1 X Bin delivery service
- Clinical waste service is provided by Breckland depot
- **Annual Tonnage Trends by waste stream -**
- Refuse including trade- (2024) 33020 (2025) 32932
- Recycling including trade recycling - (2024) 14353 (2025) 14002
- Food - (2024) 1641 (2025) 1722
- Garden - (2024) 11169 (2025) 9544

# Contract Performance

# Kings Lynn Benchmark Data - Missed Bin per 100,000

	December	January	February	March	April	May	June	July	August	September	October	November	Month Average
<b>Contract</b>	32.00	26.00	33.00	31.00	33.00	22.00	29.00	37.00	27.00	30.00	37.00	32.00	30.75
<b>Kings Lynn</b>	41.12	40.25	27.61	28.09	34.11	27.43	36.38	25.74	25.89	31.10	27.48	27.30	31.04
<b>Contract</b>	60.48	51.14	35.75	35.44	37.51	37.53	37.96	30.04	27.36	23.32	28.78	26.08	35.95
<b>Contract</b>	34.19	27.52	22.39	27.10	24.81	22.82	18.49	22.43	21.12	72.78	90.10	152.93	44.72
<b>Contract</b>	34.90	42.70	25.54	36.14	39.02	55.67	45.60	59.27	52.35	51.11	53.85	47.30	45.29
<b>Contract</b>	39.12	41.48	38.64	31.16	43.23	48.13	40.32	44.87	83.26	58.02	42.17	44.16	46.21
<b>Contract</b>	146.00	107.00	144.00	143.00	119.51	120.88	77.71	94.98	91.89	72.73	74.85	64.44	104.75
<b>Contract</b>	80.22	58.24	68.23	68.23	46.82	59.95	62.24	101.63	216.97	182.71	193.33	201.51	111.67
<b>Contract</b>	73.29	89.50	77.98	99.55	120.33	110.36	143.23	124.87	128.60	137.46	122.62	135.14	113.58
<b>Contract</b>	106.07	102.88	89.56	85.17	112.75	101.92	100.61	115.13	119.74	128.67	168.50	138.26	114.11
<b>Contract</b>	118.50	201.25	211.25	250.75	202.00	167.50	242.75	202.50	203.50	186.25	261.50	234.25	206.83

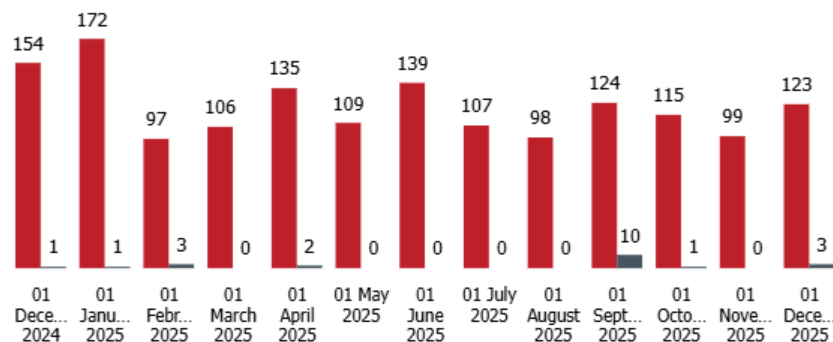


# KL - Performance Overview

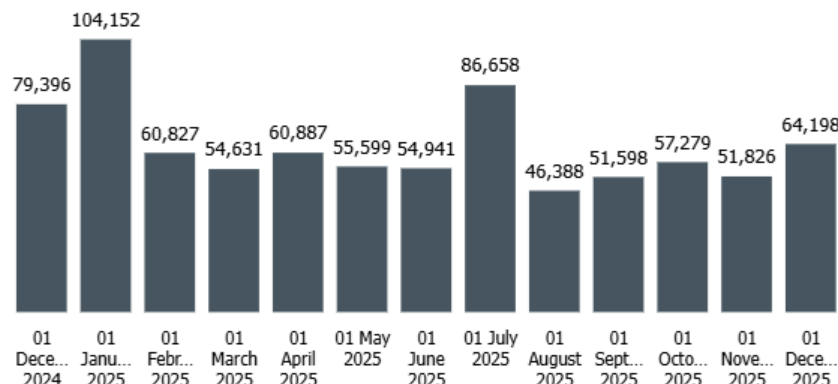
## Performance Overview

Missed Collections

● Missed Collections ● Repeat Misses

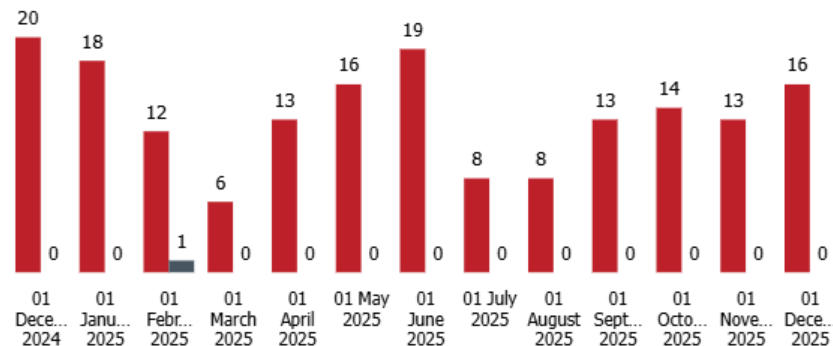


Exceptions Logged

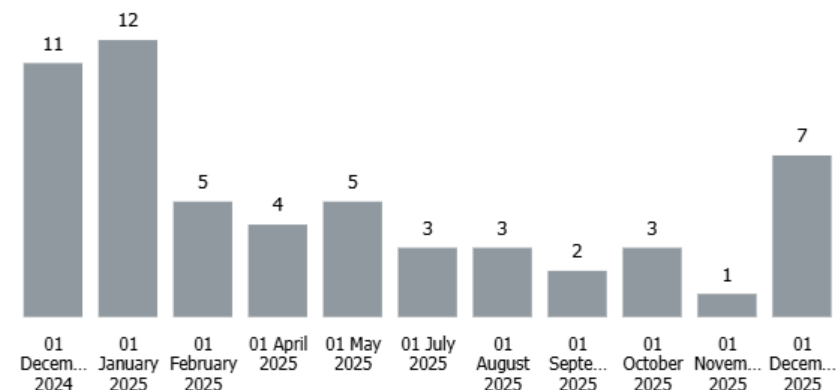


Missed Assisted Collections

● Assisted Misses ● Repeat Assisted Misses



Late Rectifications



## Summary

- 75k Domestic properties
- 30k Garden waste customers
- 72k Food waste customers
- Missed bins – Average of 119 per month.
- Missed bins per 100K = Average of 30 all streams
- Key performance issue discussed daily and formally confirmed in monthly meetings

# Complaints Data Kings Lynn

WorksheetSubject	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Total
Complaint - Food								1	3	1	1	6
Complaint - Garden	4	3	5	4	2	3	2	5		4	6	38
Complaint - Recycling	12	4	7	7	9	10	6	7	5	8	5	80
Complaint - Refuse	17	16	18	10	8	10	9	14	10	16	10	138
Complaint - Serco Misc									1			1
Escalation Worksheet - Bin Delivery										1		1
Escalation Worksheet - Waste	2	3			2		1					8
<b>Total</b>	<b>35</b>	<b>26</b>	<b>30</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>18</b>	<b>27</b>	<b>19</b>	<b>31</b>	<b>25</b>	<b>276</b>

WorksheetSubject	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Total
Complaint - Bin Delivery											1	1
Complaint - Damage										1	2	3
Complaint - Food								1	3	1	1	6
Complaint - Garden	4	3	5	4	2	3	2	5		4	6	38
Complaint - Recycling	12	4	7	7	9	10	6	7	5	8	5	80
Complaint - Refuse	17	16	18	10	8	10	9	14	10	16	10	138
Complaint - Serco Misc									1			1
Escalation Worksheet - Bin Delivery										1		1
<b>Total</b>	<b>35</b>	<b>26</b>	<b>30</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>18</b>	<b>27</b>	<b>19</b>	<b>31</b>	<b>25</b>	<b>276</b>

- Kings Lynn have had an average of 25 complaints per month since Jan 2025, all dealt with by the depot in a timely manner.
- Stability in service delivery with continued partnership working.

# Health Safety & Wellbeing Data

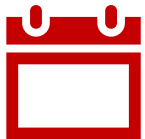


# ES EAST REGION - YTD OCT 2024/2025

\* Data correct as of 01/07/2025

## LOST TIME INCIDENTS

8



Lost Time Incidents in  
**2025** vs **5** in **2024**

2  
1  
1  
4

**Kings Lynn**

Contract A

Contract B

Contract C

## Top 5 Lost Time Incident Types



6

**Slips & Trips**



1

**Contact by  
Moving Vehicle**



1

**Manual  
Handling**



0

**Fall**

**LTIFR**



6.76

2025

**VS**

6.00

2024



1.22m

Hours Worked in **2025**  
vs **1.13** in **2024**

## SIRS RATINGS

\* Employees only

**SIRS 1**

2024 | 2025

0

|

0

**SIRS 2**

2024 | 2025

0

|

0

**SIRS 3**

2024 | 2025

0

|

00

**SIRS 4**

2024 | 2025

00

|

00

## NEAR MISSES & SAFETY OBSERVATIONS



16

Near Misses reported in **2025**  
vs **22** in **2024**



293

Safety Observations reported  
in **2025** vs **255** in **2024**

## MAJOR INCIDENTS & RIDDORS



0

Major Incidents reported in  
**2025** vs **1** in **2024**



2

RIDDORS reported in  
**2025** vs **4** in **2024**

## TOP 2 PIAs



23

Slips & Trips PIAs reported in  
**2025** vs **21** in **2024**



4

Manual Handling PIAs reported  
in **2025** vs **8** in **2024**

## ZERO HARM ENGAGEMENT & WORKING DAYS LOST



187

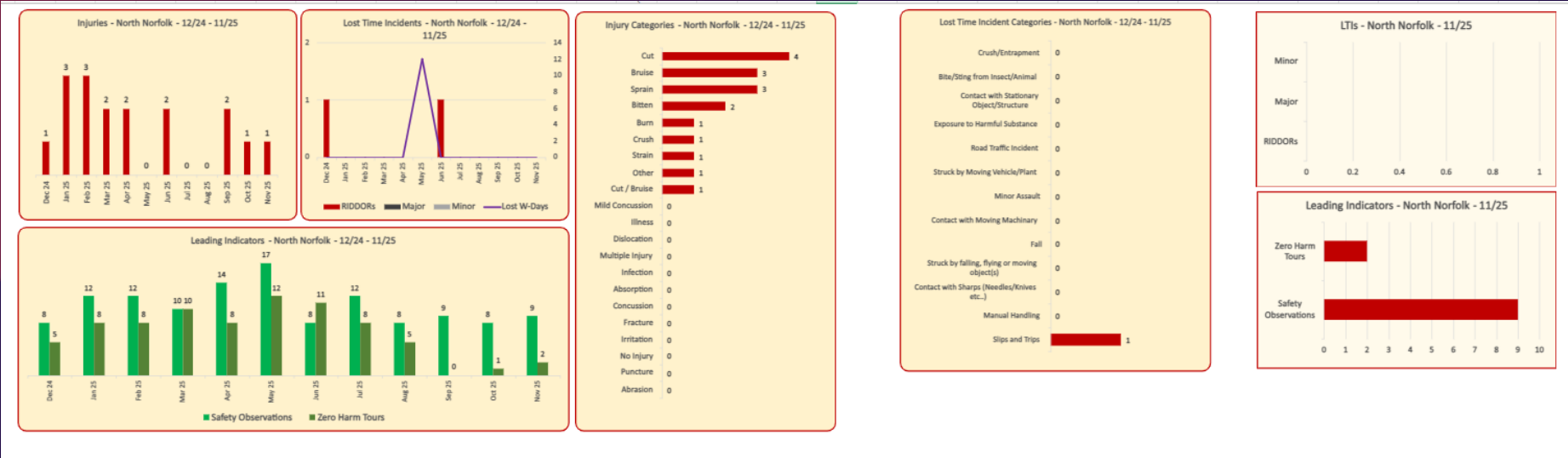
ZH Tours conducted in **2025**  
vs **167** in **2024**



31

Working Days Lost in **2025** vs  
**88** in **2024**

# Health Safety Data



- Summary for 2025  
We have increased the number of ZHT and safety observations.
- A significant improvement on lost working days.
- We have performed safety stand downs following health and safety events either on contract or within Serco ES.

	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025			
	Contract 1			Contract 2			Contract 3			Contract 4			Contract 5			Contract 6			Contract 7			Contract 8			Contract 9			Contract 10			Contract 11			Kings Lynn			Breckland			Aylsham		
Lost Time Incident	13	11	12	1	0	2	3	0	2	4	2	2	0	1	0	0	0	0	2	4	3	4	5	1	2	4	1	1	1	1	3	1		1	4	2	0	1	1	5	2	1
LTIFR	20.17	16.23	17.65	4.82	0	10.24	28.33	0	16.83	13.9	7.05	6.94	0	4.44	0	0	0	0	3.06	5.74	4.77	21.89	22.28	4.2	12.4	17.01	3.16	4.51	4.43	4.47	13.91	4.65	25.8	5.66	29.41	12.37	0	4.64	4.73	9.27	2.31	1.26
Working Lost Days	329	178	104	9	0	22	9	0	5	82	12	16	4	40	0	0	0	0	31	26	22	163	99	1	3	20	59	19	25	1	24	5	1	20	74	6	0	10	10	35	18	12
Major Injury Incidents	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
Physical Assaults	2	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Safety Observations	946	530	210	68	80	93	41	74	14	67	70	129	60	53	81	49	77	101	121	61	343	88	64	85	87	90	88	112	63	46	45	90	6	42	45	50	64	88	83	75	68	122
Zero Harm Engagement Tours	18	83	63	14	38	20	26	17	25	8	28	92	74	35	55	40	35	40	70	38	94	58	46	53	64	49	26	35	26	41	24	43	5	23	23	72	28	42	41	88	68	65

# Contract Wellbeing Initiatives – 2026

## Kings Lynn :-

- Health Kiosk - 1<sup>st</sup> Cycle - 13/05/2026 – 26/05/2026
  - Health Kiosk - 2<sup>nd</sup> Cycle - 23/10/2026 – 04/11/2026
  - Wellbeing Day - 28/10/2026
- 
- Health Kiosks – on site for 2 weeks – BMI, Weight, Heart Rate, Ratio %, - confidential & repeated to track progress
  - Mental Health Sppt. – Tough Enough to Care
  - Back in Action initiatives – Physio Appointments

# Social Value - Local Support

## Social Value Update:

1. Bobby Visit – Graham Miles driver of Tango 1, had a visit from Bobby who has autism, his Mum got in contact with us and asked if she could arrange a visit, he got a ride around the yard, went and tipped the lorry.
2. Brooklyn – Brooklyn has a lovely relationship with G2 (Matthew & Ricky), he pulls the bins out for them before they get there and one day wants to be a bin man, he came for a visit when he was younger and now speaks to the crew on every collection
3. Dog Rescue – Luke on bin deliveries came across a lost Husky whilst out delivering, without hesitation popped him in the cab and went on a mission to find the owners.





## Social Value Update:

4. Dylan/Wayne/Lady Falling - T3 Dylan and Wayne came across a lady who fell off her scooter, they assisted and made sure they took her back to the hotel she was staying at, her husband has passed away but she still wanted to travel to the coast as they loved it here.

5. Theo – Wayne See's Theo who's blind every Wednesday on Trade food, he comes out to hear the lorry, but isn't happy its only a little lorry now.

6. Wayne & Sandy - nomination colleague of the year in the local paper



# Future Contract Developments

## Contract Challenges ahead:

- Impact of Local Government Review – Unitary plans – unknown currently
- Recruitment pressures – increased competition for HGV Drivers and Loaders – Introduction of Food Waste collections in neighbouring districts in 2026(Salaries, especially Drivers)
- Ageing Workforce – National shortage of HGV Drivers
- Challenges around Sustained Educational developments IE NVQ/Apprentices.
- Financial - Contract Extension 2029 – significant increased costs – Market Value
- Growth – Increase in new build properties – Downham Market, Kings Lynn, West Winch
- Market issue with Lithium Batteries



Any Member ideas or initiatives for the 26 Annual Improvement Plan,  
please submit to: [davidhead1@serco.com](mailto:davidhead1@serco.com)

