



## Buckinghamshire County Council Select Committee

Transport, Environment and Communities Select Committee

### Report to the Transport, Environment and Communities Select Committee

<b>Title:</b>	<b>Household Waste Recycling Centres Service - Waste Acceptance and Access Policy (WAAP) Review</b>
<b>Committee date:</b>	Tuesday 12 July 2016
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<b>Cabinet Member sign-off:</b>	Warren Whyte

#### 1.0. Purpose of Agenda Item

- 1.1. The purpose of this report is to update the Transport, Environment and Communities Select Committee on the planned steps by the Waste Management Service to deliver the £50k MTFP savings target for 2016/17 and £150k for 2018/19 onwards through a revision of the current Waste Access and Acceptance Policy (WAAP).
- 1.2. This report invites the Select Committee to comment in advance of a Cabinet member decision on the proposed policy.

#### 2.0. Background

- 2.1. Buckinghamshire County Council the Council, currently provides ten Household Waste and Recycling Centres (HWRCs), free of charge to its residents for the disposal of household waste and recycling. The service delivery of these sites is determined by the Council's Waste Access and Acceptance Policy (WAAP), which was introduced in 2006 and last reviewed and agreed by BCC Cabinet in 2010.
- 2.2. The proposed revised policy is expected to address the need to continue to improve on service delivery, customer experience as well as to develop an efficient service that provides optimum value for tax payers.
- 2.3. The areas of updating from the current policy are: Change in name from "Household Waste and Recycling Centres" to "Household Recycling Centres"; Winter hours for HWRCs from 9am- 5pm to 9am- 4pm, and Upgrading of waste permits to digital e-permits in line with the digital ambitions of BCC.

- 2.4. This report has been developed in consultation with the Cabinet Member of Planning and Environment.

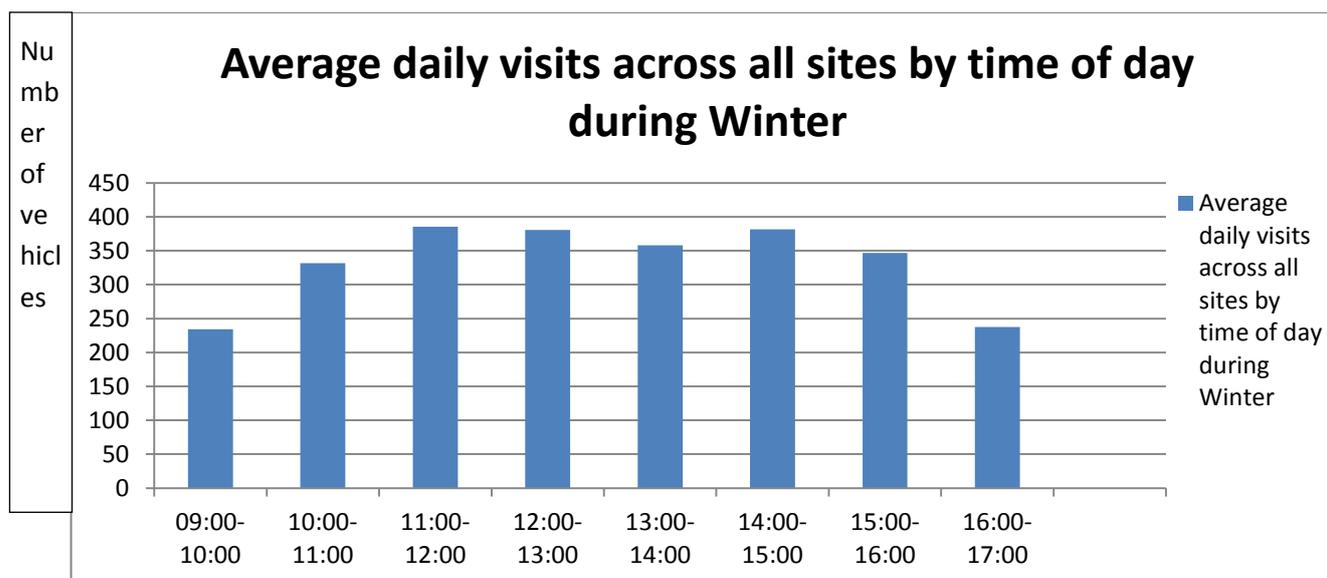
### **3.0. Key issues**

- 3.1. WAAP is being reviewed at the current time in response to: BCC's Medium Term Financial Plan (MTFP); housing growth forecasts; financial affordability envelopes; and a need to increase the chances of sustaining HWRC services.

### **4.0. Proposals**

#### **4.1. "Household Waste and Recycling Centres" to "Household Recycling Centres"**

- 4.1.1 This report proposes a change in name from "Household Waste and Recycling Centre" to "Household Recycling Centre". This change is expected to help improve the attitude of residents towards the sites by making the name simpler and continue to help promote recycling.
- 4.1.2 This name change also emphasises that these facilities are for householders and not intended for commercial activities. Hence any traders wishing to use these facilities will continue to be charged for use.
- #### **4.2. Winter opening hours for HWRCs from 9am- 5pm to 9am- 4pm across all sites:**
- 4.2.1 The Council's HWRCs currently operate two sets of opening hours: Winter (9am-5pm) and Summer (9am-6pm).
- 4.2.2 Traffic flow into BCC's HWRCs last year, shows that before 10am and after 4pm during winter opening months there were relatively fewer people using the sites as shown in the figure 1 below. This may be attributed to seasonality considerations.

**Figure 1: Vehicular traffic at the ten Buckinghamshire HWRCs last winter (2015-16).**

4.2.3 Figure 1 shows that during last winter, between 10am and 4pm, the average daily visits across all ten sites was over 300 per hour, and equates to 82% of the total HWRC site visits.

4.2.4 9% of winter visits across the ten sites occur between 4pm and 5pm, which equates to an average of 23 visits per day to each of the HWRCs after 4pm.

4.2.5 Winter opening hours reflecting 9am- 4pm, will therefore ensure sites are open when mostly needed by residents, and closed when usage is low and when it is getting darker at this time of day in the winter. This will enable the Council to maximise better value money from the management of HWRCs service.

4.2.6 Figure 1 above also indicates that approximately the same number of vehicles visit the sites between 9am and 10am as those that visit between 4pm and 5pm. Opening the sites at 10am in winter could also potentially reduce the cost of site management and this is currently being explored further.

4.2.7 The revised opening hours of 9am-4pm in winter is expected to give rise to a reduced management fee of circa £66k pa. The management fee reductions for revising the opening hours to 10am-4pm are still being reviewed.

### 4.3. Upgrading of waste permits to e-permits

4.3.1 Currently, householders who would like to deposit certain waste types such as; asbestos, DIY waste or large amounts of household waste or recycling (i.e. in a van) are required to apply for a permit online, by email or by phone. These applications are processed manually by the Council and sent out by post to the customers address, taking an average of 3- 4 days turnaround.

- 4.3.2 This proposal will simplify this process and enable householders to receive their permits electronically, either on a mobile device or via a computer. This e-permit can then be presented at any of the Councils sites either by the customer in either electronic format or the householder can print a paper copy at home to bring to the site.
- 4.3.3 Switching to e-permits will be more efficient for the Council and provides a service improvement for the customer. This is due to the improved turnaround time for processing permits, and the customer can access the service as soon as they need it.
- 4.3.4 It is acknowledged that not all householders have internet access; hence the Council will maintain a help line for such residents to apply by calling the BCC Contact Centre. This arrangement will be reviewed periodically based on usage and customer needs. Customers will also be able to apply for an e-permit using internet access from any of the local libraries.
- 4.3.5 Digitalising the permit system is expected to bring about a smarter and better quality service.

## 5.0. Resource implications

- 5.1 The options proposed in this report would have the following financial implications

**Figure 2: Financial implications**

Proposal	One off implementation cost	Net expected savings 2016/17 (half year)	2017/18 onwards (full year)
Reduction in Winter opening hours	£10k	£56k	£66k
Digitalising permits (E-Permits)	£8k	£27k	£35k
Total	£18k	£83k	£101

## 5.2. **Financial Assumptions:**

- 5.2.1 The financial implications assume an implementation date of 1<sup>st</sup> October 2016.

## 6.0. Alternative Options

The following alternative options have been considered:

### 6.1. **Doing nothing:**

This option would not meet the MTFP requirements and would place affordability pressures.

- 6.1.1 This option will deliver £Nil savings not meeting the MTFP targets, and would result in a continued rise in the current cost of circa £1.9m pa spent on delivering the HWRC service.

**6.2. HWRC Service Model Changes:**

- 6.2.1 In view of the proposed local plans considering future growth in housing and population of Buckinghamshire, the Council would need to consider what the future HWRC Service needs to reflect.
- 6.2.2 However, at the current time it is potentially premature to be definitive on the financial impact or requirement of this future need.
- 6.2.3 It is envisaged that the requirements for this Service Model will be clearer post 2017.

**7.0. Risks and considerations**

- 7.1. IF customers are not happy with the proposed policy THEN there may be a slight increase in complaints.
- 7.2. IF the proposed policy is not implemented by 1<sup>st</sup> October 2016 THEN the Medium Term Financial Planning (MTFP) efficiency for 2016/17 of £50k may not be achieved.

**8.0. What are the implications, if any, for other services, partners or partnerships?**

- 8.1. As part of the equalities impact assessment, the proposed policy may have an impact on customers who do not have access to the internet, as the digitalisation of the current permits will require internet access. Alternative arrangements, such as the use of local library internet, as well as an option to apply through the contact centre, are being developed through the implementation plan.
- 8.2. District Councils, who bring waste to HWRCs, will need to deposit waste earlier than 4pm during the winter opening hours. District Councils will also need to update their websites and other literature to reflect any changes at the HWRCs. Initial discussion with District Council have been undertaken during March 2016, and further discussions will continue prior to implementation.
- 8.3. There could be a risk of fly-tipping, if customers who would normally visit the site after 4pm, are unable to dispose of their waste. There will be communications undertaken to inform customers of opening times through press releases, signage on site, website updates etc.

**9.0. Next steps**

- 9.1. The proposed revisions for the HWRC Service is planned to take place in early August 2016 as a Cabinet Member decision.