



# Chiltern, South Bucks & Wycombe Joint Waste Collection Committee

Thursday 28 February 2019 at 11.00 am

Room 6 - South Bucks District Council, Capswood, Oxford Road, Denham,  
UB9 4LH

## A G E N D A

Item

1 Evacuation Procedure

2 Apologies for Absence

3 Minutes (*Pages 5 - 8*)

To approve the minutes of the Chiltern, South Bucks & Wycombe Joint Waste Collection Committee meeting held on 3 December 2018.

4 Declarations of Interest

5 Waste Service Highlight Report (*Pages 9 - 16*)

*Appendix 1 - Risk Register (Pages 17 - 20)*

6 Overview of Resources and Waste Strategy (*Pages 21 - 26*)

7 Update on the Recycling Centre Review (*Verbal Report*)

8 Exclusion of the Public

To resolve that under Section 100(A)(4) of the Local Government Act 1972 the public be

excluded from the meeting for the following item(s) of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

Paragraph 3 Information relating to the financial or business affairs of any particular persons (including the authority holding that information).

9 Serco Contract (*Pages 27 - 30*)

*Reasons for restriction: Paragraph(s) 3*

10 Waste Procurement Communications (*Pages 31 - 52*)

*Reasons for restriction: Paragraph(s) 3*

*Background Paper: Annex 1 - Communication Plan (Pages 53 - 56)*

11 Procurement Progress Update (*Pages 57 - 78*)

*Reasons for restriction: Paragraph(s) 3*

**Note:** All reports will be updated orally at the meeting if appropriate and may be supplemented by additional reports at the Chairman's discretion.

**Membership: Chiltern, South Bucks & Wycombe Joint Waste Collection Committee**

Councillors: P Martin (Substitute for Councillor M Smith)  
L Sullivan (Vice-Chairman)  
J Adey  
G Hall  
C Jones

Date of next meeting – tbc

**Audio/Visual Recording of Meetings**

This meeting might be filmed, photographed, audio-recorded or reported by a party other than the Council for subsequent broadcast or publication. If you intend to film, photograph or audio record the proceedings, or if you have any questions please contact Democratic Services. Members of the press please contact the Communications Team.

**If you would like this document in large print or an alternative format, please contact Democratic Services (01895 837236; [democraticservices@chilternandsouthbucks.gov.uk](mailto:democraticservices@chilternandsouthbucks.gov.uk))**



**CHILTERN DISTRICT COUNCIL  
SOUTH BUCKS DISTRICT COUNCIL  
WYCOMBE DISTRICT COUNCIL**

**MINUTES** of the Meeting of the  
**CHILTERN, SOUTH BUCKS & WYCOMBE JOINT WASTE COLLECTION  
COMMITTEE**  
held on **3 DECEMBER 2018**

**PRESENT:-**

Councillor M Smith (Chiltern DC) - Chairman  
L Sullivan (South Bucks DC) – Vice Chairman

Councillors: J Adey (Wycombe DC)

**APOLOGIES FOR ABSENCE** were received from Councillors C Jones and G Hall

**OFFICERS ALSO IN ATTENDANCE:** S Bambrick (CDC/SBDC)  
S Gordon (CDC/SBDC)  
J Ing (CDC/SBDC)  
S Markham (CDC/SBDC)  
N Dicker (WDC)  
S Middleton (WDC)

**106 MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 3 October 2018 were agreed as a correct record.

**107 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**108 WASTE SERVICE HIGHLIGHT REPORT**

The Committee considered a report providing an overview of the joint waste service for the period from July to September 2018. This included the budget, key targets, formal complaints and key risks. During the discussion the following key points were made:-

- The number of assisted collections had reduced by 481 due to a review carried out by officers. For SBDC this number was reduced by 107.
- Clinical collections would be reviewed next year.

- Number of chargeable garden waste subscriptions was 40.5% for CDC and 30% for SBDC which was very promising.
- All vacant posts in the Waste Admin Team had now been filled.
- The Waste Team have targeted Christmas roadshows to promote recycling and waste reduction. They had attended a successful roadshow at Chesham and were attending a Santa Fun Run at Marlow on 6 December (they would use textile bags to recycle Santa suits) and had received a compliment from the President of the Rotary Club. At another event organised with Grundon they had recycled 4,500 paper cups and 1,500 hot chocolate cups. On 12 December 2018 they were attending an event at Beaconsfield.
- Calendars for all three districts have been delivered with inserts which had been well received by residents.
- SBDC's paper box scheme was being rejuvenated.
- Litter bins had been rationalised in Wycombe Town Centre and replaced with smarter lidded bins with larger capacity to improve the street scene. A Bin it for Good campaign was being launched.
- In terms of raising money for charity by weighing waste the following charities have been chosen:-
  - High Wycombe – South Bucks Hospice and Wycombe Homeless
  - Chesham – Bucks Vision, PACT, Pepper Foundation
  - Beaconsfield – Greenfingers, Bucks Dementia Care Fund
- In terms of the budget for CDC/WDC there had been an underspend on salaries due to vacancies and the green waste subscriptions and sale of waste bins and boxes were currently above budget. For SBDC there had also been an underspend on salaries and higher demand than budgeted for replacement and refurbished bins.
- With the headline performance figures the dry summer reduced the garden waste tonnages. With missed collections some of the figures were to be confirmed because Serco were adjusting the method of presenting performance figures to be consistent with the reporting for other Authorities and information would be provided in the next report. There was a higher figure for missed containers in SBDC but this was in the summer months when a number of staff were on holiday and replaced by less experienced agency staff. In terms of missed assisted collections the officer reported that the targets needed to be adjusted to be more realistic for SBDC. With the new contract they would need to look at how performance should be measured to provide a good comparison.
- Customer Contact Statistics – wait time messages had been introduced on phone lines giving the caller an option to decide whether to wait or call again and calls were recorded. There was a spike over the summer. The Director of Services, CDC/SBDC asked whether the new wait time messages had increased the number of abandoned calls and the Waste Services Manager reported that these figures would be reported in the next quarter with an explanation given for any increases.

- There were more compliments than complaints.
- In terms of health and safety a RIDDOR accident was reported relating to a Serco loader twisting their ankle slipping down set stairs and there were also 4 near misses, which related to tree branches, which had been reported to Transport for Bucks. A Member queried whether any overhanging branches related to residential properties and whether residents were notified of any hazards and this was confirmed.
- Appendix 1 presented the Assisted Collection Month Summary Report, which showed the effectiveness of the project in reducing missed assisted collections. Performance had improved with supervisor checks and this review had also had a positive effect on other areas such as general missed collections, bulk missed collections and whole street misses.
- Two new risks had been added with regard to unitary status (impact on procurement and contracting arrangements which could limit the market interest) and Brexit (potential impact on markets for recyclables resulting in higher gate fees and affecting reprocessing capacity). Communications could be sent out to residents to ensure that the quality of materials collected was high. Reference was made to a BBC news article regarding a family collecting plastics to see how much they could collect but this could be misleading in terms of the types of materials collected e.g. plastic film.

**RESOLVED:**

That the report be noted.

**109 EXCLUSION OF THE PUBLIC****RESOLVED –**

**That under section 100 (A) (4) of the Local Government Act 1972 (as amended) the public be excluded from the meeting for the following item(s) of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.**

*Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)*

**110 WASTE PROCUREMENT PROGRESS REPORT**

The Principal Solicitor CDC/SBDC updated Members on the timetable within the agenda pack and that the OJEU notice had been published on 14 November 2018. An information event would be held for bidders on 4 December 2018 which would inform bidders of the contract structure and also outline the benefits of bidding for the contract. This was not part of the

dialogue phase. The Selection Questionnaires had to be returned by 18 December 2018.

**RESOLVED:** That the verbal report be noted.

**111 SERCO CONTRACT UPDATE**

The Principal Solicitor CDC/SBDC reported that the terms for the Serco contract extension had been agreed (subject to Serco Board approval) so that the contract could be extended until 31 May 2018. This date had been chosen to ensure there was no disruption over the bank holidays in May. There were two outstanding issues that needed to be addressed and a meeting had been arranged to discuss these issues.

**RESOLVED:** That the verbal report be noted.

**The meeting ended at 11.35 am**

## Joint Waste Services – Programme Highlight Report

<b>Meeting</b>	<b>Joint Waste Collection - Committee</b>	<b>Location</b>	<b>South Bucks District Council</b>
<b>Date/Time</b>	<b>28<sup>th</sup> February 2019</b>	<b>Period Covered</b>	<b>Quarter 3 – October to December 2018</b>
<b>Headline service statistics – CDC/WDC &amp; SBDC</b>			

Detail	Joint Waste Service				SBDC				Overall Totals	Comments
	Qtr 2 2018/19	Qtr 3 2018/19	Difference to previous Qtr	% of total properties	Qtr 2 2018/19		Difference to previous Qtr	% of total properties		
<b>Total number of properties</b>	112,720	112,982	+262	-	28921	29030	+109	-	142,012	SBDC – figure as at 30/12/18 . CDC/WDC figures from
<b>Population</b>	270,113	278,216	+8,103	-	69809	69809	?	-	348,025	Increase on previous figures, based on ONS projection
<b>Nos of assisted collections</b>	2386	2420	+34	2.14%	843	852	+9	2.94%	3,272	Services recently reviewed.
<b>No of clinical collections (including sharps)</b>	1380	1558	+178	1.22%	54	47	-7	0.16%	1,605	Clinical Collection list reviewed as ongoing proess. Procedure sufficient and up to date.
<b>No of bulk bin properties</b>	13521	13682	+161	12.11%	5495	2344	-	-	16,026	Property growth in CDC/WDC. SBDC figures still to be validated
<b>No of chargeable garden waste subscriptions</b>	16,134	14,766	-1,368	40%	8667	8692	+25	29.94%	23,458	Subscription levels are good. Seasonal activity reduced in Winter months.

## Joint Waste Services – Programme Highlight Report

Joint Waste Team – Current tasks, milestones & outcomes				
Task, Milestone, Outcomes		Comment	Planned deadline	Status
<b>Customer Experience Programme (CEP)</b>	OUTCOME	Waste Officers have worked with Customer Services to design new smart forms for the new CRM lite. Discussions taking place with Biffa and Serco to integrate their systems into the platform to provide status updates to customers. Still aiming for May implementation for Waste.	May 2019	In progress
<b>Staff resources</b>	OUTCOME	Waste Admin Team – one staff member retiring at end of Feb. Another is leaving in March to go travelling. Due to CEP, Admin Team have gone through consultation process. New JD developed to reflect new ways of working. 2.5 permanent staff move in new posts at end of Feb. Team reducing from 5.8 to 4. Recruiting into remaining 1.5 posts in March – have 2 staff on fixed term contracts. Vacant Data Officer post not being filled. One staff member on sick leave since December.	May 2019	In progress
<b>Contract Procurement</b>	OUTCOME	Procurement process on track. Key officers in waste team will continue to contribute.	18/19-19/20	In progress
<b>Communications</b>	TASK	Timely communications provided during inclement weather Postcards sent out to encourage use of food waste collection SBDC residents being encouraged to use paper boxes	Ongoing	Ongoing
<b>CDC chargeable garden waste renewals</b>	TASK	Mass renewal period for CDC chargeable garden waste subscriptions took place in November. Learning process for Admin Team, previously handled by Data Office r .	December	Completed
<b>Recycling centres</b>	OUTCOME	Project planning process taking place following Member decisions	Original completion delayed until end of Qtr 1	In progress
<b>Bin it for good campaign</b>	OUTCOME	Campaign ongoing to the end of Feb 2019.	Ongoing	On target

Joint Waste Services – Programme Highlight Report

Budget – 2018/19 Qtr 3							
CDC/WDC	Joint Budget	Estimated Outturn	CDC Budget	Final Outturn (Estm.)	WDC Budget	Estimated out turn	Comment
Contracted Costs	£8,428,795	£8,419,869	£3,149,715	£3,127,474	£5,279,080	£5,292,370	Underspend on salaries to date due to vacancies and time taken to fill them.
* Joint Client Expenditure	£980,050	£933,005	£326,855	£310,884	£383,694	£365,972	
Joint Client Income	-£2,045,700	-£2,039,417	-£1,119,982	-£1,097,948	-£925,718	- £941,469	Contract costs slightly overspent for WDC– additional Marlow by Pass cleanse as requested.
Balance	<b>£7,363,145</b>	<b>£7,313,457</b>	<b>£2,356,588</b>	<b>£2,340,410</b>	<b>£4,737,056</b>	<b>£4,716,873</b>	Contract uplift in at 3.09%.
Budget – 2018/19 Qtr 3							
SBDC	Budget	Final Outturn (Estimated)					
Contracted costs	2,813,060	2,830,511	Underspend on salaries to date, as above, and higher demand than budgeted for replacement and refurbished bins. Green waste income is higher than budgeted.				
Joint Client Expenditure*	£269,500	£256,149					
Additional budgeted expenditure	£80,400	£138,735					
Income	<b>-£891,980</b>	<b>-£931,455</b>					
Balance	<b>£2,270,980</b>	<b>£2,293,940</b>					

## Joint Waste Services – Programme Highlight Report

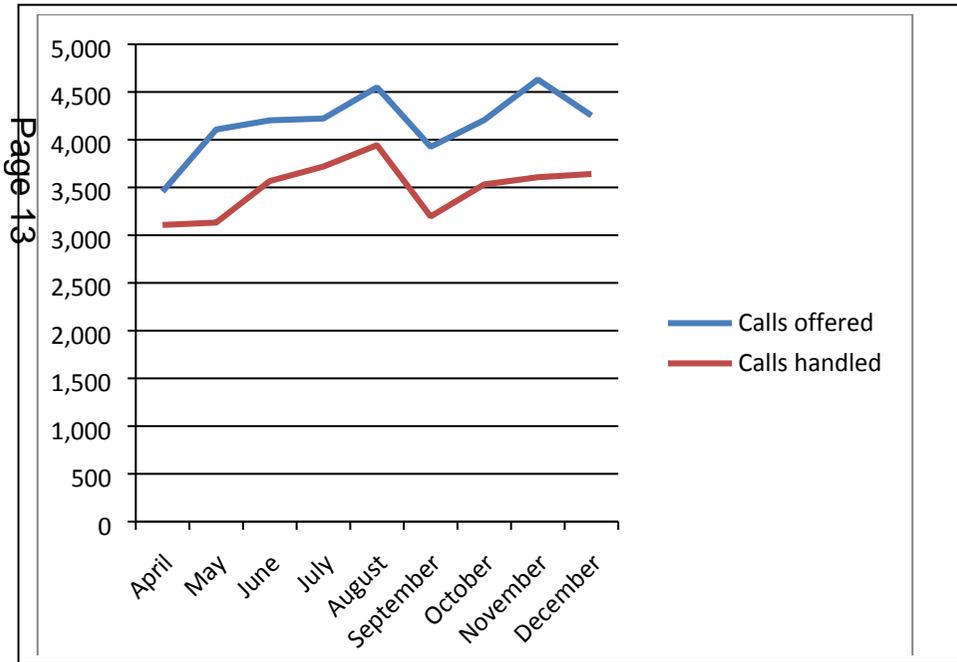
Headline performance figures						
	2017/18 performance	2018/19 target	Oct 2018	Nov 2018	Dec 2018	Comments
<b>Recycling rate</b>						
<b>Joint waste contract</b>	52.6%	53.00%	53.81%	53.04%	46.53%	December 2018 decline expected as we enter winter. Figures yet to be validated by Waste Data Flow. CDC/WDC figures are per month.
<b>SBDC</b>	53.41	53.00%	54.89%	55.85%	54.37%	As above. SBDC figures are based on a rolling figure
<b>Missed collections by containers</b>		<b>Monthly performance aspiration</b>				
<b>Joint waste contract</b>		1650	1274	1002	1134	Qtr 1 misses = 5,005 . Monthly average =1668 Qtr 2 misses unav ailable, Serco had adjusted method Qtr 3 misses = 3,410. Monthly average =1,136
<b>SBDC</b>		<=100	89 (> 0.1%)	75 (> 0.1%)	86 (> 0.1%)	Qtr 1 misses = 286 Monthly average = 95 Qtr 2 misses = 308 Monthly average = 102 Qtr 3 misses = 250 Monthly average = 83
<b>Missed assisted collections by containers</b>		<b>Monthly performance aspiration</b>				
<b>Joint waste contract</b>		170	216	210	166	Qtr 1 misses = 945. Monthly average = 315 Qtr 2 misses unavailable (as above). Qtr 3 misses = 592. Monthly average = 197
<b>SBDC households</b>		<=30				Qtr 1 misses = 83 Monthly average = 27 Qtr 2 misses = 106 Monthly average = 35 Qtr 3 misses = 64 Monthly average = 21
<b>SBDC Containers</b>			32	14	18	

## Joint Waste Services – Programme Highlight Report

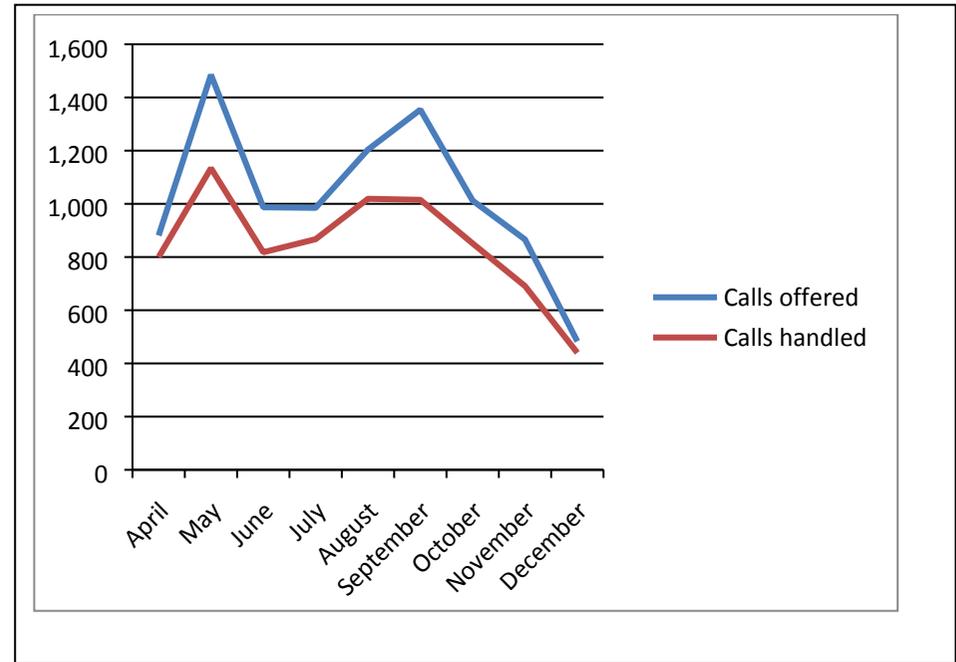
### Customer Contact Statistics

Waste calls	Oct	Nov	Dec	Total	Comments
No of calls offered	14249	13581	11331	39,161	Customer Services now collecting stats on % dealt with at first point of contact. Targeted training provided to reduce double handling and handover.
No of calls handled	12104	10966	9677	32,747	
% Calls Handled	85%	88.1%	85.4%	86.16% average	
Dealt with at first point of contact	79.03%	74.2%	72.9%	78.71% average	

**Joint Waste calls handled by CS**



**South Bucks waste calls handled by CS**



Page 13

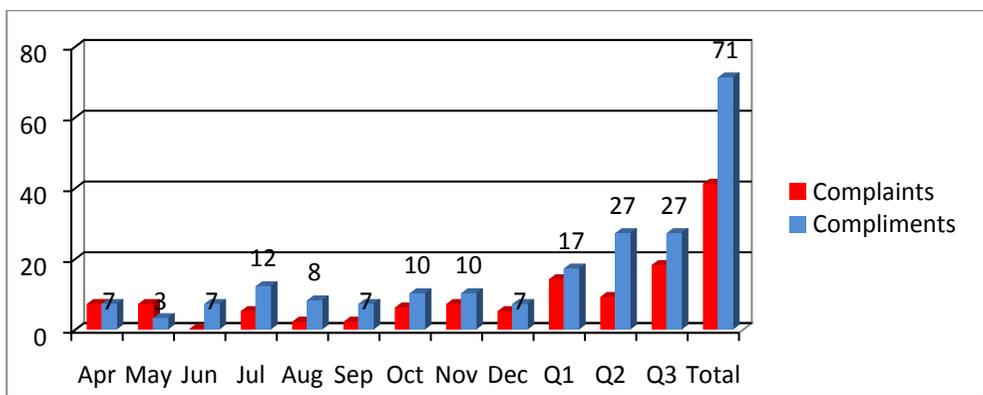
Item 5

## Joint Waste Services – Programme Highlight Report

### Formal Complaints & Compliments – October to December 2018

Complaints	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Fb	Mar	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
CDC	4	4	0	2	0	0							8	2	7		17
WDC	3	3	0	1	1	2							6	4	6		16
SBDC	0	0	0	2	1	0							0	3	5		8
<b>Total number of Complaints</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>2</b>							<b>14</b>	<b>9</b>	<b>18</b>		<b>41</b>
Compliments																	
CDC	3	0	2	5	2	1							5	8	7		20
WDC	2	2	5	5	0	2							9	7	12		28
SBDC	2	1	0	2	6	4							3	12	8		23
<b>Total number of compliments</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>12</b>	<b>8</b>	<b>7</b>							<b>17</b>	<b>27</b>	<b>27</b>		<b>71</b>

Page 14



Category of complaint - Qtr 3 18/19	
Missed collections	9
Assisted missed collections	2
Litter	1
Miscellaneous/Insurance	2
Damaged container	4
Waste left on road	18

**Joint Waste Services – Programme Highlight Report**

**Contractor Health & Safety Stats**

6. Accident Reports – Serco 17/18					
	Q1	Q2	Q3	Q4	Comments
Total number of accidents	5	12	9	-	<p>Near Miss reporting has significantly improved in Q3, this is across the service with near misses being recorded at depots and on rounds. This improved vigilance is likely a significant factor in the reduction of accidents.</p> <p>The Waste Service saw a significant increase in RIDDOR lost time in Q3. 29 lost time days were attributed to 1 accident; Serco vehicle ran over employees foot. The cause of the accident was driver error; the vehicle was in a good condition and correct PPE was worn.</p>
Near Misses reported	28	24	68	-	
*RIDDOR	0	1	2 (32 days lost)	-	
3 <sup>rd</sup> party damage	26 ( 8 blameworthy)	18 (5 blameworthy)	16 (7 blameworthy)		
6. Accident Reports (From Biffa)17/18 to be completed					
	Q1	Q2	Q3	Q4	Comments
Total number of accidents	0	0	1		<p>There has been one accident this quarter. A litter picker reached into a hedge to litter pick and in doing so he got poked in the eye lid with a branch.</p>
Near Misses reported	39	4	2		
*RIDDOR	0	0	0		
3 <sup>rd</sup> party damage	2	2	2		

\*Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (serious injuries)

Joint Waste Services – Programme Highlight Report

**Chiltern and Wycombe Joint Waste Collection Committee**

**Risk Register Key**



Likelihood	F	Green	Yellow	Red	Red	Red
	E	Green	Yellow	Yellow	Red	Red
	D	Green	Green	Yellow	Red	Red
	C	Green	Green	Yellow	Yellow	Red
	B	Green	Green	Yellow	Yellow	Red
	A	Green	Green	Green	Yellow	Yellow
		1	2	3	4	5
		Impact				

**Appendix 1 to Highlight report**  
**Waste Services Risk Register - February 2019**

#	Category	Risk Title	Risk Description	Suggested Risk Owner	Mitigations	Suggested Risk Rating	Suggested Target Risk rating
1	Communication	Channel Shift	Successful channel shift may result in increased demand for waste admin team in managing the waste team inboxes which could impact on ability to provide timely responses	Sally Gordon	Regularly review customer demand and ensure that waste team is adequately resourced. Ensure web forms are easy to follow- Review resource needs after CS platform goes live.	D 3	B 2
2	Finance	Income fluctuation	Income used to offset collection costs i.e., chargeable garden waste, bulky collections and recycling credits . In current economic climate these can be affected by many factors and fluctuate may affect financial outturn	Sally Gordon	Income levels are monitored monthly and communicated with finance teams/WDC	D 3	B 2
3	Finance	Increased contract costs	Increased contract costs likely, especially due to difficulties with markets for materials	Chris Marchant/ Nigel Dicker	Procurement process will seek to manage expectations on quality and increased costs	F 4	D 3
4	Finance	Paper Sort facility	Cost of decommissioning PSF at the end of the first term of the Serco contract on 2020	Chris Marchant	Costs to be assessed in good time and any financial requirements planned	C 4	B 2
5	Infrastructure	Bio-waste infrastructure	Impact of the potential change in bio waste facilities following on from BCC procurement	Sally Gordon	Establish BCC procurement timescales to identify adequate lead in time for change	C 3	B 2
6	Legal & Contract	Contract Failure	Either contractor fails to complete contract term	Chris Marchant/ Nigel Dicker	Regular monthly contract meetings held, regular high level partnership board meetings planned and KOT levels monitored.	C 4	B 4
Page 18	People	Expectation Management	Managing Cllr, Officer and publics expectations of waste services and what we should deliver, the policies we have in place and how we communicate	Sally Gordon	Annual review of waste policies and communication methods, regular team meetings and information shared with Cabinet Members at JWCC.	C 3	B 2
8	People	Staff Retention	Key staff and knowledge being lost	Sally Gordon	Ensure staff are trained and motivated - regular 121s with team leaders, regular team meetings and team building opportunities. Staff encouraged to take ownership and make decisions	C 3	B 2
9	Quality	Contract Performance	Poor contract performance resulting in reduced satisfaction or increased costs	Sally Gordon	Retain focus on Serco performance by monitoring against improvement plan and at contract meetings	D 3	B 2
10	Quality	Health and safety	Poor health and safety resulting in danger or injury, liability or increased costs	Chris Marchant/ Nigel Dicker	High focus on Health & Safety through contract management - waste officers to receive regular refresher training, ensure that route risk assessments and all risk assessments are up to date and dynamic. Waste officers to report near misses.	C 3	B 2
11	Quality	Customer Services Performance	Poor customer service performance resulting in reduced satisfaction or increased costs	Sally Gordon	Regular call handling statistics provided by Customer Services, poor performance identified and solutions sought	C 3	B 2
12	Finance	Reprocessing outlets	New China regulations may limit reprocessing capacity	Sally Gordon	Regular focus at monthly contract meetings and discussions at Programme Board meetings	D 3	C 2
13	Legal & Contract	Unitary status	Risk of delay to waste procurement caused by unitary discussions with potential to negatively impact on our ability to ensure service continuity for our residents, loss of interest from the market place, due to loss of credibility, and inflated price.	CM/ND	Procurement advice sought to identify risks, senior stakeholders kept informed, workshop with stakeholders to map out the wider strategy.	E 4	D 4
14	Legal & Contract	Brexit	Potential impact on markets for recyclables resulting in higher gatefees, affecting reprocessing capacity, availability of vehicle parts and costs of import, and availability of staff.	CM/ND	New contract arrangements to incentivise contractor and communications with residents to ensure quality of materials collected is high. Implications on vehicle cost and availability to be explored through dialogue.	E 4	D 3

Scope  
Quality  
Finance  
Time  
Finance  
Communication  
Legal & Contract  
Infrastructure  
People



<b>SUBJECT</b>	Overview of Resources and Waste Strategy
<b>RELEVANT MEMBER</b>	Cllr Mike Smith
<b>RESPONSIBLE OFFICER</b>	Chris Marchant / Sally Gordon
<b>REPORT AUTHOR</b>	Simon Anthony
<b>WARD/S AFFECTED</b>	All

### 1. Purpose of Report

To inform the Joint Waste Collection Committee of the recently published Resources and Waste Strategy, highlighting some of the key themes that the strategy has introduced with an initial consideration of the potential impacts on the Joint Waste Service

#### RECOMMENDATIONS:

1. **Inform Joint Waste Collection Committee on the recently published Resources and Waste Strategy.**
2. **Engage with Resources and Waste Strategy consultation process to ensure beneficial outcome to the Council.**
3. **Manage resources and services to achieve new recycling targets.**

### 2. Executive Summary

The Resources and Waste Strategy provides the Joint Waste Service with a suite of options and changes that will impact waste management in the UK across the next 3-7 years. One clear point of direction within the Strategy is that recycling rates will need to increase in line with European targets including achieving 65% recycling rate by 2035.

The Strategy proposes a number of other measures; a Deposit Return Scheme and Extended Producer Responsibility (changing the way waste services are funded) are key structural changes to waste management. These proposals, and others, will all be consulted on prior to implementation. Owing to the potential significant impact these changes could have on the Joint Waste Service it is important we fully engage with consultations to bring about positive outcomes. The Joint Waste Collections Committee (JWCC) will be kept fully briefed on The Strategy, and as consultations progress the JWCC will be updated.

### 3. Reasons for Recommendations

The Resources and Waste Strategy (The Strategy), published in December 2018, presents a broad direction of travel for waste services within English local authorities, and other stakeholders, covering the medium to long term. Material changes within the Strategy will, for the most part, be consulted on prior to implementation. In order for

beneficial outcomes to consultations the Joint Waste Service should independently, and through local authority representative organisations, provide a strong response to consultations.

The Joint Waste Service is a high performing partnership of authorities in terms of recycling rate achieved. The Strategy extends recycling rate targets which will challenge the Joint Waste Service to further improve its service offering to ensure these targets are achieved.

## **4. Content of Report**

### **4.1. Background**

- 4.1.1. England's previous Waste Strategy was released in May 2007 and was initially effective in driving up recycling rates and reducing reliance on landfill. Avoiding landfill was principally achieved through a high landfill tax escalator of £8.00pa, the escalator has since stabilised and now increases in real terms (RPI). Although some targets within the 2007 strategy run until 2020, it is generally accepted within the waste industry that a policy vacuum has existed since around 2012. Without clear direction from central government this makes Joint Waste Service planning problematic.
- 4.1.2. Since 2007 the world, and waste industry, is a markedly different place, we have had a financial crash, recession and referendum on UK membership of the EU. Specific pressures on waste services are a result of a recent Chinese ban on recyclables imports, local authority funding cuts, the rise of home delivery services like Amazon and a desire from manufactures to 'lightweight' products among myriad others.
- 4.1.3. Proposals within The Strategy are likely to impact one or more of three key areas: Financial, Legal and Political – the waste trilemma. This report will summarise key local authority impact areas within the new Strategy and advise on where within the Joint Waste Service the impact will hit; Financial, Legal or Political.

### **4.2. Recycling Rates**

- 4.2.1. The Strategy commits to formally adopting recycling targets set out within the EU's Circular Economy package by 2019. The Joint Waste Service will be asked to achieve 65% recycling rate by 2035. Currently the Joint Waste Service achieves a recycling rate of 53% which is 10% above the national average.
- 4.2.2. A 65% recycling rate can be achieved through a variety of measures; decreasing refuse collection frequency or capacity offered to residents, and offering a free garden waste service are two proven methods of increasing a recycling rate. Improved enforcement and promotions are potential alternatives but have not proven to have an extended impact without continued attention.
- 4.2.3. Summary; a reduction in collection frequency has a negative Political impact, whereas reviewing of garden waste charges will have a financial pressure. There is a nil legal impact on both providing targets are achieved.

#### 4.3. **Deposit Return Scheme (DRS).**

- 4.3.1. Consumers will pay a surcharge on certain products payable at point of purchase. The deposit can be recouped when the empty product is returned to a deposit point. These schemes are not without precedent, even in the UK until the 1980's consumers could receive 10p for certain items returned. Australia, Belgium, Canada and many other developed nations have well established deposit return schemes.
- 4.3.2. The Strategy will consult on a DRS in 2019 and introduce a scheme by 2023. It is unclear the extent of local authority involvement in this scheme, we will need to include ourselves in consultations as a DRS could remove significant amounts of high value recyclables from the Joint Waste Service. The UK is some time away from a proper DRS and has many obstacles, chief of which is infrastructure; a pilot scheme is being delivered by Iceland (Ltd) which covertly introduced 5 reverse vending machines for 6 months amassing 15 tonnes of plastic bottles. In the same timeframe the Joint Waste Service alone collected 1,464 tonnes of plastic bottles.
- 4.3.3. Summary: A DRS which takes high value recyclable materials from the Joint Waste Service's control will generate a financial pressure and make achieving statutory recycling targets more demanding. There will be a nil political impact.

#### 4.4. **Extended Producer Responsibility (EPR)**

- 4.4.1. The structure of financial liability for waste costs in the UK currently rests with residents, rather than consumers or producers / manufacturers. Waste services are funded from Council tax, rather than directly requiring those that produce waste to pay their share. EPR will be consulted on in 2020 and will be introduced in 2023, it will charge producers (for instance Coca Cola, Procter and Gamble) for the amount of waste they will eventually produce further along the waste cycle.
- 4.4.2. Positively the Strategy does "*...ensure that local authorities are resourced to meet **new net costs** arising from the policies in this Strategy, including upfront transition costs and ongoing operational costs*". It is important to note that this view is likely to be challenged during consultation by commercial collection providers who could lose out.
- 4.4.3. Summary: clearly new money will be welcomed by the Joint Waste Service and will relieve pressure financially on the local authority, there is likely to have nil impact on legal and political areas.
- 4.4.4. A point worth noting is that producers will want to influence waste collection systems once they have financial responsibility for paying for the system.

#### 4.5. **Collection Consistency**

- 4.5.1. Collection consistency has been spoken about within the waste service for a number of years as, it's posited by some in central government, that inconsistency causes confusion among residents. This argument has been largely debunked although the Strategy will introduce a consistent set of

recyclable materials in early 2019. The Joint Waste Service already collects a full suite of materials, including weekly food waste collections,

4.5.2. Summary: Nil change to financial, legal or political.

#### 4.6. Chargeable Green Waste

4.6.1. The Strategy, in 2023, will consult on whether to prohibit councils from charging for green waste collections. Prevailing thought on this is that some chargeable green waste goes into general waste bins as residents seek to avoid charges. This practice is thought to increase disposal cost and greenhouse gas emissions from landfill. Free garden waste collections have been proved to increase green tonnage and improve recycling rates.

4.6.2. Summary: Should the Joint Waste Service be prohibited from charging for green waste there will be a significant income reduction generating a financial pressure. The Joint Waste Service will see recycling targets and legal compliance more achievable, similarly there will be a political improvement as residents will view free green waste as service improvement.

#### 4.7. Two final points

4.7.1. Recycling rates as measured in weight terms. The Strategy will consult on a move away from this method and potentially towards a carbon based calculation. This will change importance of collections. Heavy traditional recyclables yield little environmental benefit; glass has lowest carbon benefit of 1.4kg CO<sub>2</sub>eq avoided per kg of recycled glass, conversely Aluminium cans will become the most sort-after having a CO<sub>2</sub>eq 25 times greater than glass.

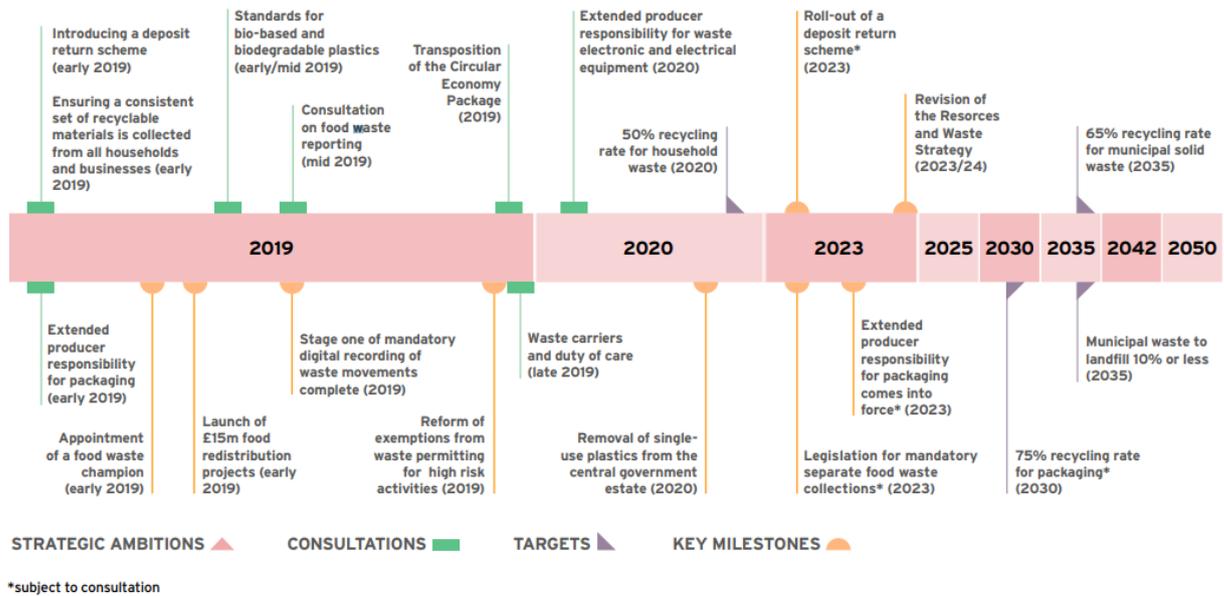
4.7.2. In commentary around the Strategy Michael Gove (Resources and Waste Strategy, Environment Secretary) said Local Authorities will be given “hundreds of millions of pounds” in order to boost recycling rates, comments made at Environmental Audit Committee, December 2018.

#### 4.8. Summary

4.9. The Strategy provides a direction of travel, rather than clear set of targets or policy levers. It is therefore important that each consultation process is engaged with by the Joint Waste Team. The Joint Waste Service is in an enviable position having already exceeded its 2020 recycling target and will be seen as an important contributor to consultation processes.

4.10. A timeline of consultations, targets and milestones embedded with The Strategy is shown below.

Overview of Resources and Waste Strategy



**5. Consultation**

Not Applicable

**6. Options (if any)**

There are no recommended alternative options. Failure to engage with consultations could result in a sub-optimal outcome for the Joint Waste Service. Similarly if recycling targets are not achieved there will be a loss of reputation and potential legal and financial action from central government.

**7. Corporate Implications**

7.1 Corporate implications, particularly around legal, financial and political aims have been address throughout the report.

**8. Links to Council Policy Objectives**

Outcomes following this report will impact the following headline objectives:

1. Delivering cost-effective, customer focused services, and
3. Striving to conserve the environment and promote sustainability.

**9. Next Steps**

The Joint Waste Team with engage with consultations as they are announced.

<b>Background Papers:</b>	No background papers referenced.
---------------------------	----------------------------------



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

