



Chiltern, South Bucks & Wycombe Joint Waste Collection Committee

Tuesday, 15th August, 2017 at 10.30 am

Large Committee Room, King George V House, King George V Road, Amersham

A G E N D A

1 Election of Chairman

In accordance with the Constitution, the Chairman shall be elected for a maximum period of two years and the Chairmanship shall rotate between Councils. The previous Chairman was a Wycombe District Council Member.

2 Appointment of Vice Chairman

In accordance with the Constitution, the Vice Chairman shall be appointed for a maximum period of two years and the Vice Chairmanship shall rotate between Councils. The previous Vice Chairman was a Chiltern District Council Member.

3 Minutes (*Pages 5 - 8*)

To agree the Minutes of the meeting held on 10 April 2017.

4 Apologies for Absence

5 Declarations of Interest

6 Presentation on Services and Contracts

7 Waste Service Highlight Report (*Pages 9 - 18*)

Appendix 1 (Pages 19 - 22)

8 Litter Strategy (Pages 23 - 26)

Appendix 1: Litter Strategy Summary (Pages 27 - 28)

Appendix 2: Action Plans (Pages 29 - 34)

9 Fighting Food Waste Project (Pages 35 - 38)

10 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 they involve 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 person (including the authority holding that information)

11 Contract Update (Pages 39 - 40)

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

Councillor Michael Smith
Councillor Caroline Jones
Councillor Julia Adey
Councillor Gary Hall
Councillor Luisa Sullivan
Vacancy

Chiltern District Council
Chiltern District Council
Wycombe District Council
Wycombe District Council
South Bucks District Council
South Bucks District Council

Date of next meeting – Thursday, 7 December 2017 (Committee Room 1, Wycombe District Council, Council Offices, Queen Victoria Road, High Wycombe, Bucks HP 11 1BB)

If you would like this document in large print or an alternative format please contact 01494 732145; email democraticservices@chiltern.gov.uk

This Agenda should be considered as a Notice – under Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 – of an intention to meet in private to consider any items listed on the Agenda under Private Reports. The reason for the item being considered in private, that being the relevant paragraph number and description from Schedule 12A of the Local Government Act 1972 is detailed on this Agenda. Representations received (if any) regarding the items being considered in private (together with any response) are also detailed on this Agenda.

This page is intentionally left blank



MINUTES of the Meeting of the
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
 held on **10 APRIL 2017**
 at **WYCOMBE DISTRICT COUNCIL**

PRESENT:

Councillor J Teesdale (Wycombe District Council) - Chairman

Councillors: W Mallen (Wycombe District Council), C M Jones and P E C Martin (Chiltern District Council).

Officers: S Gordon (CDC & WDC), C Hughes (WDC), C Marchant (CDC), S Markham (CDC) and R Williams (CDC & WDC).

APOLOGIES FOR ABSENCE were received from Councillor M R Smith (Chiltern District Council), A Cacchioli (CDC), P Shackley (WDC).

60 MINUTES

The Minutes of the meeting held on 8 December 2016 were agreed as a correct record.

61 DECLARATIONS OF INTEREST

There were no declarations of interest.

62 WASTE SERVICE HIGHLIGHT REPORT

The Committee considered the report which provided an overview of the joint waste service for the period November 2016 to January 2017. It was noted that the overall programme status was now at green which was agreed to be a big achievement.

The key targets were reviewed and it was noted that the Deed of Variation had been provided to Serco for signing, although it had been delayed whilst other negotiations with Serco were concluded. Formal completion of the documentation was expected shortly. There had been three major IT projects and a strong focus on health and safety. It was noted that a training pack for new starters had been developed and the team building continued. A DCLG funded project 'Fighting Food Waste' was ongoing. It was acknowledged that the number of missed containers had improved and that complaints helped in focusing where further improvements could be made.

Budget targets were reviewed and noted. The Joint Committee was reminded that it had, on 20 March 2015, deferred a decision whether to implement the negative indexation figure in respect of the period November 2014 to October 2015. The Committee decided that there was no reason not to apply the indexation as provided for in the contract and that it would, in practice, be offset against increases in other payments under the contract to which Serco were entitled.

It was reported that South Bucks would be attending the next meeting of the committee.

RESOLVED:

- 1) That the report be noted; and**
- 2) That the indexation of -0.3% for the period November 2014 to October 2015 now be applied to payments under the contract with Serco.**

63 UPDATE ON HEADLINE PROJECTS

The Joint Committee received an update on Headline Projects presentation and noted that the IT Project/Contender was completed as had the Migration of SBDC calls to Customer Services under the Phased Approach/Project Plan. The Waste Projects Team had worked hard to achieve this result.

Under Stage 1 Work Packages all work had happened to the expected timescale. Under Stage 2 Work Packages it was noted that the Budget Arrangements and Contract Monitoring Procedures needed more time as did the Review of Bin App Options and Mobile/Remote Working. Under Stage 3 Work Packages, Chargeable Garden Waste Module also required more time for delivery.

It was particularly noted that information for flats was due to be refreshed as complaints had been received about non collection from flats.

The subject of fly tipping was raised and agreed that a report would be prepared and brought back to the August meeting.

RESOLVED:

That the presentation be noted.

64 SERCO IMPROVEMENT PLAN

The Joint Waste Committee received the report setting out, in detail, performance improvements being delivered by Serco in line with the agreed plans. Milestones were noted, particularly that of missed container levels

although these had improved. However, Members expressed concern in relation to the missed collect and return numbers.

A key area for improvement was crew numbers and agency staff as the latter appeared to be a root cause of the current problems and ways were being investigated to improve rates of pay for drivers. It was noted that Serco were also committed to making improvements and that general morale and attitude was higher than previously.

The report contained some positive results following the improvements introduced by Serco and will be forwarded to senior Members of both Councils for information.

RESOLVED:

- **That the report be noted; and**
- **That the report be circulated to Chiltern and Wycombe Members for information.**

65 REVIEW OF BIN CHARGING POLICY

The Joint Committee received a report on the review of bin charging policy and noted that bins had previously been replaced free of charge before 2015, but since 2015, a charge has been in place. The Joint Committee was asked to agree that a review of the current waste policy for charging residents for replacement waste containers when they moved into existing properties and how this applied to tenants of social housing should be carried out and, after a short discussion, this action was agreed.

RESOLVED:

That the report be noted and a review of the current waste policy for charging residents for replacement waste containers when they move into existing properties, and how this applies to tenants of social housing be carried out.

66 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.

67 360 DEGREE CAMERA REPORT

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

The Joint Committee received a report in relation to 360 degree cameras and noted that it set out the benefits of introducing 360 degree CCTV cameras to Serco waste and recycling vehicles. The Committee was also requested to support further work by officers to prepare a business case to support the installation of 360 degree CCTV cameras to Serco waste and recycling vehicles.

Following some discussion, it was agreed that there was general support but that more detailed work in terms of financial benefits and cost avoidance be carried out. The Joint Committee agreed recommendations with an additional recommendation that a CCTV camera be installed into one vehicle for a trial period.

RESOLVED:

- 1) That the report be noted;**
- 2) That officers carry out further work to prepare a business case for the installation of 360 degree CCTV cameras in the Serco waste and recycling vehicles; and**
- 3) That a 360 degree CCTV camera be installed into one vehicle for a trial period to help inform the business case.**

68 DATE OF NEXT MEETING

The date of the next meeting was scheduled for Tuesday 15 August 2017 to be held in the Large Committee Room, CDC Offices, King George V House, King George V Road, Amersham.

The meeting ended at 1.00 pm

Joint Waste Services – Programme Highlight Report

Meeting	Joint Waste Collection Committee	Location	Chiltern District Council
Date/Time	15th August 2017	Period Covered	January to March 2017

Headline service statistics – CDC/WDC & SBDC – at 12/06/17

Detail	CDC	WDC	Total Joint Waste Service	SBDC	Overall Totals
Total number of properties	39,422	72,102	111,524	28,694	139,887
Population	93,980	174,878	268,858	65,512	334,370
Nos of assisted collections	1225 (3.1%)	1476 (2.05%)	2701 (2.42%)	903 (3.14%)	3,604 (2.57%)
No of clinical collections (including sharps)	415	640	1,055	47	1,102
No of bulk bin properties	2692 (6.8%)	10312 (14.3%)	13,004 (11.6%)	2972 (10.3%)	15,976
No of chargeable garden waste subscriptions	15,487	29*	15,507	7,654	23,161

* Nos of WDC residents subscribed to a second green bin

Joint Waste Services – Programme Highlight Report

Joint Waste Team – Current tasks, milestones & outcomes				
Task, Milestone, Outcomes		Comment	Planned deadline	Status
Completion of recycling site review – CDC/WDC	MILESTONE	Following review of remaining sites and consultation process, removal of recommended sites and consolidation of remaining sites to be completed	September 2017	On target
Further work to harmonise policies & processes	TASK	Harmonise policies & processes where possible, consolidating initial progress made with three way team, eg Planning guidance, admin processes, contract monitoring approach and data processes	October 2017	Ongoing
Preparation of collection calendars	TASK	Work to commence to produce waste collection calendars for CDC/WDC and SBDC, and to organise delivery for October/November	October 2017	On target
Health & Safety training	TASK	Service specific H&S training pack to be developed and delivered to the waste team –safe systems of work being corporately developed. Risk assessment training has taken place.	November 2017	On target
Team Building	TASK	Further team building to consolidate three way team and embed new values and behaviours – four C's, committed, collaborative, challenging & courteous..	November 2017	On target
Bin charging policy, social housing – CDC/WDC	TASK	Change in bin charging policy for tenants of social housing to be communicated with social landlords and processes put in place	December 2017	On target
DCLG funded project	OUTCOME	Fighting food waste project commences – promotional package to be delivered to all residents in the early autumn	Ongoing	On target
IT projects	OUTCOME	Initiate projects to deliver chargeable garden waste module, bin app and mobile working platform – mobile working platform is making progress but other dependencies are affecting delivery timescale for bin app and garden waste module	2018	Ongoing
Contract Options Review	TASK	Commence work to review contract options for 2020/2021 – development of project initiation document in progress. Joint procurement of assistance to take place.	March 2018	On target
Engagement with residents in flats	OUTCOME	Commence work to engage with residents in flats to improve material quality, promote collections and provide support	March 2018	On target

Joint Waste Services – Programme Highlight Report

Budget – Current Year (not including authority recharges)

CDC/WDC	Joint Budget	Final Outturn (Estimated)	CDC Budget	Final Outturn (Estm.)	WDC Budget	Final Outturn (Esmt.)	Comment
Contracted Costs	£8,247,255	£8,247,255	£3,094,857	£3,094,857	£5,152,398	£5,152,398	*An element of the joint client expenditure is based on the salary costs for the three way team which are shared on a three way split based on property numbers and include basic pay, National Insurance and pension contributions
* Joint Client Expenditure	£977,660	£977,660	£341,925	£341,925	£389,324	£389,324	
Joint Client Income	-£1,979,700	-£1,979,700	- £995,842	- £995,842	- £983,858	- £983,858	
Balance	£7,245,215	£7,245,215	£2,440,940	£2,440,940	£4,557,864	£4,557,864	

Budget – Current Year (not including authority recharges)

SBDC	Budget	Final Outturn (Estimated)	*An element of the joint client expenditure is based on the salary costs for the three way team which are shared on a three way split based on property numbers and include basic pay, National Insurance and pension contributions
Contracted costs	2,689,600	2,689,600	
Joint Client Expenditure*	246,412	246,412	
Additional budgeted expenditure	£88,230	£88,230	
Income	-£873,480	-£873,480	
Balance	£2,150,762	£2,150,762	

Joint Waste Services – Programme Highlight Report

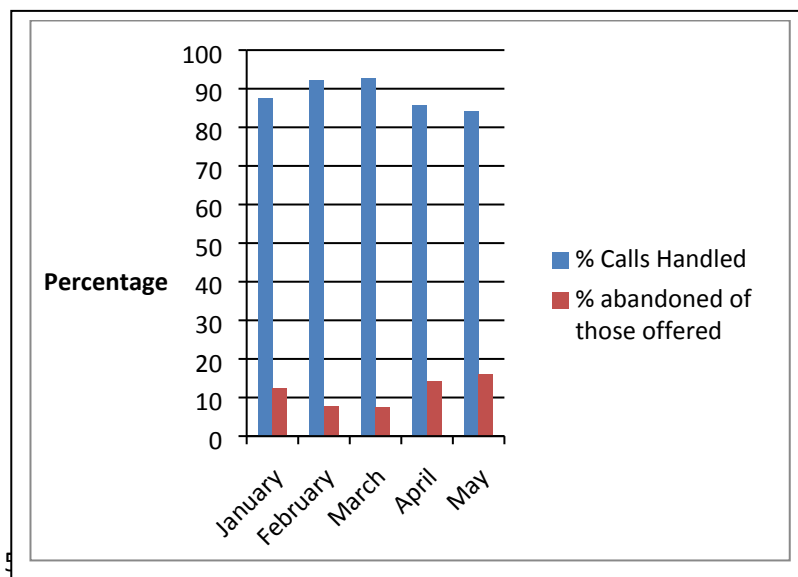
Headline performance figures						
	2016/17 performance	2017/18 target	Jan 2017	Feb 2017	March 2017	Comments
Recycling rate						
Joint waste contract	51.33%	53%	47.98%	45.45%	48.21% provisional	March figures are still to be validated by Waste Data Flow. CDC/WDC's monthly figures are based on that month alone. Provisional year end figure is 51.84%.
SBDC	52.44%	55%	52.97%	52.60%	52.44% provisional	March figures are still to be validated by Waste Data Flow. SBDC's recycling rate is calculated month by month on a cumulative basis.
Missed collections		Monthly performance aspiration				
Joint waste contract	21,990 annual total	1200	1741 (0.17%)	1117 (0.10%)	1504 (0.14%)	In March there were IT issues when Street Smart stopped integrating with Contender for approx. 8 weeks. These figures include missed assisted collections.
SBDC	943 annual total	100	89 (0.05%)	119 (0.07%)	99 (0.06%)	Good performance continues
Missed assisted collections		Monthly performance aspiration				
Joint waste contract	2,975 annual total	35	195	169	331	Higher than average missed C/Rs in March- working with Serco on action plan to improve performance
SBDC	155 annual total	Included in overall target	13	13	9	Good performance continues

Joint Waste Services – Programme Highlight Report

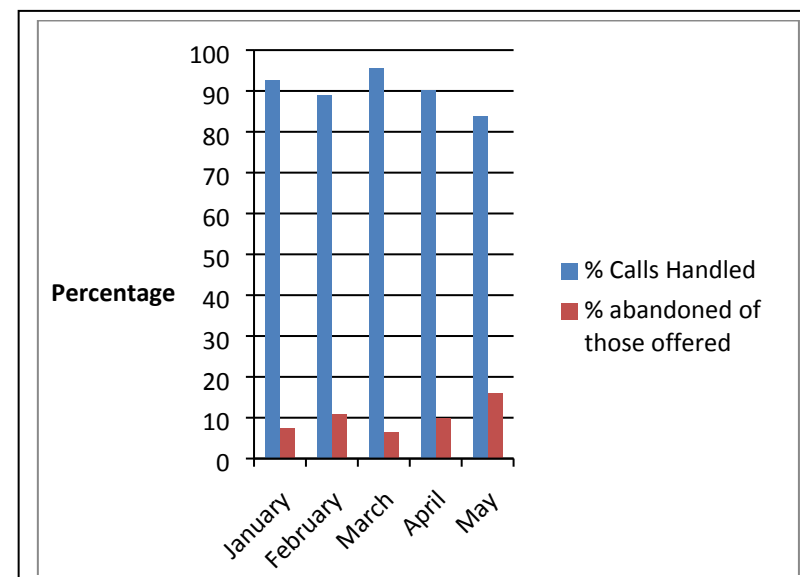
Customer Contact Stats

Joint Waste	Jan	Feb	Mar	Total	April	May	June	Total	Comments
No of calls offered	4,010	3,121	3,945	11,076	3,469	4,168		7,637	% calls handled declined slightly during April and May- coincided with temporary loss of integration of Street Smart with Contender
No of calls handled	3,508	2,877	3,652	10,037	2,972	3,506		6,478	
% Calls Handled	87	92	93	91%	86	84		85%	
abandoned calls	499	243	293	1035	495	662		1157	
% abandoned of those offered	12.44	7.79	7.43	9.34%	14.27	15.88		15.15%	
SBDC									
No of calls offered	284	1,185	1,319	2,788	1,050	1,128		2,178	SBDC call handling got off to a good start in January and additional resources were brought in to deal with the chargeable garden waste renewals in Feb/March
No of calls handled	263	1,055	1,262	2,580	947	947		1,894	
% Calls Handled	93	89	96	93%	90	84		87%	
abandoned calls	21	129	87	237	103	180		283	
% abandoned of those offered	7.39	10.89	6.60	8.50%	9.81	15.96		12.99%	

Joint Waste Service



SBDC

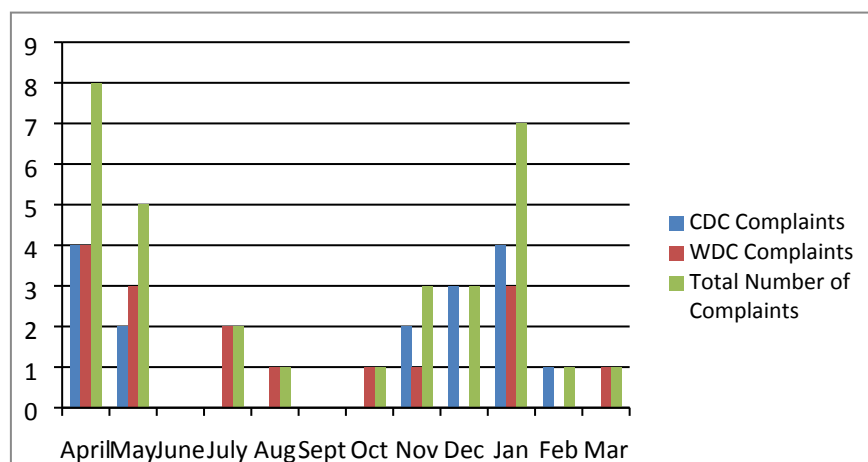


Joint Waste Services – Programme Highlight Report

Formal Complaints

Joint Waste Contract - Formal Complaints by Month by Area - 2016/17

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
CDC Complaints	4	2	0	0	0	0	0	2	3	4	1	0	6	0	5	5	16
WDC Complaints	4	3	0	2	1	0	1	1	0	3	0	1	7	3	2	4	16
Total Number of Complaints	8	5	0	2	1	0	1	3	3	7	1	1	13	3	7	9	32



Numbers of SBDC formal complaints were not previously formally recorded within the service as above, but from April 2017, the Waste Team will process and record SBDC formal complaints in the same way and statistics will be reported to JWCC.

FOI requests – 2016/17

Joint waste service – 48 handled

6 SBDC – 15 handled from 21/11/16 to 31/03/17

Formal Complaints by Month by Area - 2016/17

	No:	%
Missed Collections	13	39.4
Missed collections - C&R property	6	18.2
Containers not replaced	5	15.2
Containers not replaced - C&R property	1	3.03
Waste left on road by crews	1	3.03
Litter	2	6.06
Recycling site	1	3.03
Missed collection - No response from WT	1	3.03
Damaged Container	2	6.06
Insurance	1	3.03
Total*	33	100
Total justified		100%
Total unjustified		0%

* These figures represent the type of complaint and totals vary as some complaints may be about more than one issue

Joint Waste Services – Programme Highlight Report

Contractor Health & Safety Stats

6. Accident Reports - Serco 16/17					
	Q1	Q2	Q3	Q4	Comments
HSE reportable Incidents	1	0	1	0	H&S stats are provided regularly at monthly contract meetings and are the first item on the agenda. Near miss reporting has improved (which is good) and in direct relation to this, the number of reported accidents is decreasing.
Reported Accidents	13	14	9	10	
Reported Near Misses	27	15	49	60	Officers have received combined training with Serco on safe cleansing of highways and have received certificates for Chapter 8 Road Craft, preparing officers and Serco staff for marshalling duties and the venue for temporary traffic management.
Days lost due to Accidents	4	4	2	1	
6. Accident Reports (From Biffa) 16/17					
	Q1	Q2	Q3	Q4	Comments
HSE reportable Incidents	0	0	0	0	Biffa have been requested to continue to provide regular H&S stats at monthly contract meetings.
Reported Accidents	1	0	0	1	
Reported Near Misses	2	0	2	3	Officers have received combined training with Serco on safe cleansing of highways and have received certificates for Chapter 8 Road Craft, preparing officers and Serco staff for marshalling duties and the venue for temporary traffic management.
Days lost due to Accidents	0	0	0	0	

Risk register is attached as
Appendix 1

Joint Waste Services – Programme Highlight Report

Joint Waste Services – Programme Highlight Report

This page is intentionally left blank

Risk Register Key



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

Appendix 1
Waste Services Risk Register

#	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 and investigate use of bin app.	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	Retendering both waste contracts or extension of Serco contract likely to be more expensive than current costs	Chris Marchant/ Caroline Hughes	Option appraisal to identify financial risks and communicate with Members and Finance teams	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/ Caroline Hughes	Regular monthly contract meetings held, regular high level partnership board meetings planned and KOT levels monitored.	C 4	B 4
7	Legal & Contract	Contract Options Appraisal	Delay to the appraisal or inconclusive evidence provided to support recommendation to Members	Chris Marchant/ Caroline Hughes	Regular project board meetings held and project managed	C 4	B 3
8	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
9	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
10	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
11	Quality	Health and safety	Poor health and safety resulting in danger or injury, liability or increased costs	Sally Gordon	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
12	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

Scope
Quality
Finance
Time
Finance
Communication
Legal & Contract
Infrastructure
People

This page is intentionally left blank

CHILTERN, WYCOMBE & SOUTH BUCKS JOINT WASTE COLLECTION COMMITTEE (JWCC)**15th August 2017**

Briefing note - Litter Strategy for England, 2017

Contact Officer: Richard Williams, 01494 586868

RECOMMENDATIONS

(1) That the Strategy be noted and that the proposals in the consultation document be broadly welcomed

2) And that a further detailed report on options for implementing some of the recommendations within this strategy is brought to a future JWCC meeting.

REASONS FOR RECOMMENDATION

(1) Implementation of the Strategy will assist the Councils to meet their strategic objective of working with and empowering our partners and local people to provide clean, healthy, safe and cohesive communities.

(2) The Strategy will assist the Council in maintaining the quality of our environment through effective and efficient service

1. Summary

In April 2017, the Government released the Litter Strategy for England. The strategy sets out how the government plans to work with groups and businesses to reduce litter. The detail of the summary (as it appears in the document) is set out as Appendix 1. The strategy sets out the following ambitions:

- We want our whole country to be a great place to live in, with clean water and air; beautiful countryside to enjoy and urban areas that are prosperous, vibrant and welcoming. A littered environment is bad for our wellbeing, and bad for the economy
- Our ambition is to be the first generation to leave the natural environment of England in a better state than it found it. We are clear that we must act now to clean up the country and change our culture so that it is no longer acceptable to drop litter. The changes in how local government is funded also make it vital for local authorities to attract business and housing growth. Keeping streets cleaner and litter-free will be of the utmost importance in their efforts to do this.
- Our strategy is to apply best practice in education, enforcement and infrastructure to deliver a substantial reduction in litter and littering behaviour, so that in the coming years we see demonstrable improvements

2. Proposed approach

The Litter Strategy sets out the proposed approach:

Send a clear and consistent anti-litter message, by:

- Developing, seeking funding for, and delivering a world class national anti-littering campaign
- Developing an anti-littering culture which aims to educate young people not to litter

- Inspiring and engaging local communities, and empowering them to take action, including introducing a new 'litter innovation fund' to pilot, implement and evaluate small scale local research projects that could be replicated more widely
- Making a compelling business case for businesses of all kinds to invest in anti-litter activity
- Exploring voluntary and regulatory measures that aim to increase recycling and reduce litter
- Working with stakeholders to look at innovative 'nudge' techniques' to tackle littering behaviour

Improve enforcement against offenders, including:

- Delivering on our Manifesto commitment to review the case for increasing fixed penalties for littering and related offences
- Introducing new regulations to help councils tackle littering from vehicles
- Providing improved guidance for councils on how to use their enforcement powers proportionately and appropriately, and
- Raising councils' and magistrates' awareness of the range of sanctions available to tackle littering and fly-tipping.

Clean up the country, including: Supporting national clean-up days :

- Working with Highways England to put in place measures to deliver a lasting improvement in cleanliness at 25 priority litter hotspots on the Strategic Road Network, including updating the Code of Practice on Litter and Refuse to clarify the expected standards of cleanliness on the Network
- Producing new guidance on "binrastructure" (the design, number and location of public litter bins and other items of street furniture) for local areas to help them reduce levels of litter
- Working with the relevant industries to tackle certain types of particularly problematic litter, including fast-food packaging, smoking-related litter and chewing gum
- Exploring the ways in which packaging and packaging design can contribute to reducing litter.

3. Implementing this approach

We understand that the Government will continue to work hard to implement this new strategic approach and will report to Parliament on progress.

The strategy document sets out a detailed programme of intended activity to deliver improvements in the following key areas (detailed in Appendix 2):

- Measuring Litter - Development of improved methodology for assessing and monitoring extent of litter in England
- Education and Awareness – Delivery of world class national anti-littering campaign and continued support for national clean up days.
- Engage local communities – Driving increased involvement of citizens and business in tackling litter, supporting and encouraging councils and other land managers to achieve the highest standards of local environmental quality.
- Making a compelling business case - Exploring voluntary and /or regulatory options for improving recycling and re-use of packaging.. Creating a new expert group to look at further ways of cutting the worst kinds of litter, including plastic bottles and drinks containers, cigarette ends and fast food packaging.
- Improving enforcement – Reviewing the case for increasing fixed penalties for littering, introduce new powers for tackling litter thrown from vehicles, improve enforcement tools

Classification: OFFICIAL

for dealing with fly-tipping and promote more effective and transparent use of enforcement powers.

- Better Cleaning and Litter Infrastructure -

4. Review of Fixed Penalty Notices

Defra are considering options for increasing fixed penalty notices for littering, graffiti, fly-posting and introducing new FPNS for throwing litter from vehicles.

This has included:

- ☐ options for increasing maximum littering fixed penalties from £80 to either £100 or £150
- ☐ clarification that councils will be able to spend fixed penalty income on any of their functions
- ☐ proposed amendment to the Local Government Transparency Code to make it clear that data on enforcement activities against littering and other environmental offences should be published
- ☐ proposals to extend the power to impose fixed penalty charges for littering from a vehicle to all councils

Guidance will then be issued to councils to accompany any new enforcement powers, to make sure they are targeted at cutting litter, while preventing over-zealous enforcement or fines being used to raise revenue.

5. Next Steps

We will watch for Government's plans to implement this strategy and for confirmation on changes to the fixed penalty notice system. Once this clarity has been provided, we will set out our own options for local implementation with the associated costs and benefits and will bring this back to JWCC for consideration. This may include:

- Reviewing the opportunities and resource implications for the use of enforcement powers for tackling litter, fly-tipping and other envirocrime across Wycombe, Chiltern and South Bucks District Council areas.
- Exploration of opportunities for wider community engagement
- Detail on opportunities for improved communication and education to help achieve the highest standards of local environmental quality

This page is intentionally left blank

Appendix 1: Litter Strategy Summary

We want our whole country to be a great place to live in, with clean water and air; beautiful countryside to enjoy and urban areas that are prosperous, vibrant and welcoming. A littered environment is bad for our wellbeing, and bad for the economy.

The facts concerning litter speak for themselves:

- Street cleaning cost local government £778m in 2015/16. A significant portion of this will have been avoidable litter clear-up and the money could have been better spent on vital public services
- The National Crime Survey has found that 28-30% of people perceive “litter and rubbish lying around” to be a problem in their area
- 81% of people are angry and frustrated by the amount of litter lying all over the country
- In the 2016 Great British Beach Clean 802 litter items were collected per 100 metres of beach in England
- Last year the RSPCA received over 5,000 phone calls about litter-related incidents affecting animals

Our ambition is to be the first generation to leave the natural environment of England in a better state than it found it. We are clear that we must act now to clean up the country and change our culture so that it is no longer acceptable to drop litter. The changes in how local government is funded also make it vital for local authorities to attract business and housing growth. Keeping streets cleaner and litter-free will be of the utmost importance in their efforts to do this.

Our strategy is to apply best practice in education, enforcement and infrastructure to deliver a substantial reduction in litter and littering behaviour, so that in the coming years we see demonstrable improvements against the figures above

We will:

Send a clear and consistent anti-litter message, by:

- Developing, seeking funding for, and delivering a world class national anti-littering campaign
- Developing an anti-littering culture which aims to educate young people not to litter
- Inspiring and engaging local communities, and empowering them to take action, including introducing a new ‘litter innovation fund’ to pilot, implement and evaluate small scale local research projects that could be replicated more widely
- Making a compelling business case for businesses of all kinds to invest in anti-litter activity
- Exploring voluntary and regulatory measures that aim to increase recycling and reduce litter
- Working with stakeholders to look at innovative ‘nudge’ techniques’ to tackle littering behaviour

Improve enforcement against offenders, including:

- Delivering on our Manifesto commitment to review the case for increasing fixed penalties for littering and related offences
- Introducing new regulations to help councils tackle littering from vehicles
- Providing improved guidance for councils on how to use their enforcement powers proportionately and appropriately, and
- Raising councils’ and magistrates’ awareness of the range of sanctions available to

tackle littering and fly-tipping.

Clean up the country, including: Supporting national clean-up days :

- Working with Highways England to put in place measures to deliver a lasting improvement in cleanliness at 25 priority litter hotspots on the Strategic Road Network, including updating the Code of Practice on Litter and Refuse to clarify the expected standards of cleanliness on the Network
- Producing new guidance on “binrastructure” (the design, number and location of public litter bins and other items of street furniture) for local areas to help them reduce levels of litter
- Working with the relevant industries to tackle certain types of particularly problematic litter, including fast-food packaging, smoking-related litter and chewing gum
- Exploring the ways in which packaging and packaging design can contribute to reducing litter.

This is not a strategy that will just gather dust. We want everyone to step up and deliver, and one of our first actions will be to develop a new ‘litter baseline’ to measure the progress being made. Where voluntary approaches are not working we will continue to consider other measures which could help to achieve our strategic aims, as well as promote a more resource-efficient economy.

Good infrastructure and clear social expectations, supported by proportionate enforcement, will help reinforce social pressure on everyone to do the right thing. Throughout, we want to encourage innovation, and the continued development of effective new ways to reduce littering, as well as ensuring that approaches which are proven to work are implemented as widely as possible.

The publication of this Strategy is the beginning, not the end, of the process

Appendix 2: Detailed Action Plans on “Taking up responsibility”

	What	Who	When
Measuring litter			
1	Develop a baseline and an affordable, impartial, statistically robust and proportionate methodology for assessing and monitoring the extent of litter in England.	Working Group on Data & Monitoring (for details, see Chapter 8 below)	Spring 2017
Education and Awareness			
2	Deliver a world class national anti - littering campaign	Working Group on National Campaigns (for details, see Chapter 8 below)	Launch in 2017/18
3	Review existing teaching materials, make sure that they meet teachers' needs and are easily accessible to them. We will also seek to link any new teaching materials to the proposed national communications campaign, to ensure that young people receive consistent messages about litter.	Defra, campaigning organisations, providers of teaching resources etc.	By 2020
4	Work with the National Citizen Service, the Scouts Association, and other organisations that work with teenagers and young adults, to discourage littering and raise awareness of the environmental and economic costs of dropping litter.	Defra, Scouts Association, National Citizen Service, campaigning organisations etc.	By 2020
5	Continue to support and endorse national clean-up days such as the Great British Spring Clean, and the Great British Beach Clean, and to use central Government's influence to encourage participation and support by as many people and businesses as possible.	Defra, DCLG, Keep Britain Tidy, Marine Conservation Society, corporate and other supporters	Ongoing

Engage local communities			
6	Explore the barriers to engaging and involving citizens in tackling litter and improving local places, and to recommend steps to address them.	Working Group on Community Engagement (for details, see Chapter 8 below)	Programme of actions to be agreed mid 2017
7	Ensure that participation in The Great British Spring Clean and other organised litter- picking activity is formally recognised in progress towards existing qualifications/ awards or badges by the National Citizen Service and the Scouts Association	Defra, Cabinet Office, Keep Britain Tidy, National Citizen Service, Scouts Association, Girlguiding etc.	From 2017
8	Explore further how best to acknowledge and recognise the voluntary contributions made by individuals to tackling litter.	Defra	2019
9	Support and encourage councils and other land- managers to aspire to achieve the highest standards of local environment quality, and to apply for these awards to ensure that their efforts are recognised.	Defra, DCLG, Keep Britain Tidy, CIWM etc.	Ongoing
10	Encourage all businesses to work in partnership with their local communities to help tackle littering near their premises and create clean, welcoming public spaces which are attractive to customers and staff.	Defra, DCLG	Ongoing
Making a compelling business case			
11	Explore different voluntary and/or regulatory options and measures to improve recycling and reuse of packaging, and to reduce the incidence of commonly littered items.	Working Group on Voluntary and Economic Incentives to Reduce Litter (for details, see Chapter 8 below)	2017
12	Develop a suitable voluntary Code on placing anti- litter messaging on packaging and at point of sale, and promote this online, through social media and PR.	Foodservice Packaging Association, working with packaging convertors, importers, distributors and retailers/ caterers	June 2017
13	Consider the role packaging could play in reducing litter and littering behaviour	Advisory Committee on Packaging	2017
14	Promote the FPA's voluntary Code of Practice and the Sustainable Packaging Checklist, and encourage their adoption by manufacturers and retailers of other types of packaging	Defra, Foodservice Packaging Association, INCPEN, Food & Drink Federation etc.	Ongoing from mid 2017

15	Continue to seek ways to increase the reach of Chewing Gum Action Group's work.	Chewing Gum Action Group (for details, see Chapter 8 below)	Ongoing
16	Publish research on best practice in removing gum	Chewing Gum Action Group	2017
17	Review and update guidance on <i>"Reducing litter caused by 'food on the go': A voluntary code of practice for local partnerships"</i>	Defra, working with producers, packagers and retailers of food- on- the- go	2018-2019
Improving enforcement			
18	Review the case for increasing the fixed penalties for littering	Defra	2017/18
19	Lay Regulations which allow English councils to fine the keeper of a vehicle from which litter is thrown.	Defra	2017/18
20	Continue to work with stakeholders to deal with fly-tipping and ensure that the right enforcement tools are available to local authorities to tackle the issue.	Defra and the National Fly- Tipping Prevention Group (for details, see Chapter 8 below)	Ongoing
21	Promote the use of Community Protection Notices to deal with businesses or individuals whose behaviour is having a detrimental effect on the quality of life of those in the locality.	Home Office	Ongoing
22	Publish improved guidance to promote proportionate and responsible enforcement.	Defra, Working Group on Enforcement (for details, see Chapter 8 below)	2017
23	Promote transparency and accurate reporting of enforcement action against littering	Defra, Department for Communities and Local Government	Ongoing
24	Raise councils and magistrates' awareness of the range of sanctions available for littering and fly tipping offences, including alternatives to fixed penalties	Defra, Ministry of Justice, HM Prison and Probation Service, Judicial Office	Ongoing

Better cleaning and litter infrastructure			
25	Identify opportunities for improvement in the cleaning of the Strategic Road Network.	Defra, Department for Transport, Highways England, Department for Communities and Local Government	Ongoing
26	Put in place measures to deliver a lasting improvement in cleanliness at 25 priority litter hotspots on the Strategic Road Network	Highways England, in collaboration with local authorities as required	2017
27	Commission and publish an independent assessment of road cleanliness	Defra, Department for Transport, Department for Communities and Local Government	2017/18
28	Reallocate responsibility for managing relevant cleaning activities from any local authority that is not fulfilling its statutory duties on the road network, and consider how to provide a mechanism to recover the cost of these activities from local authorities. (If needed, put in place powers for the Secretary of State to make this transfer of responsibility and funding.)	Government	2019
29	Explore and identify means to address the practical barriers to keeping our roadsides clear of litter, including issues relating to both cleaning and litter prevention	Working Group on Roadside Litter (for details, see Chapter 8 below)	Programme of actions to be agreed mid 2017
30	Support councils in collaborating to co-ordinate cleaning	CPRE	Ongoing
31	Review the Code of Practice on Litter and Refuse, and update it as necessary, including clarifying the standards which we expect to apply to land with 'special circumstances'	Defra, Department for Transport, Highways England, Department for Communities and Local Government, working with others as necessary	2017
32	Produce guidance on "binrastructure" (the design, number and location of public litter bins and other items of street furniture designed to capture litter)	Working Group on Infrastructure" and 'what works' (for details, see Chapter 8 below)	2019
33	Encourage councils to adopt a whole- business approach to taking litter, and to consider ways to foster collaboration between contractors, waste management, street cleaning, planning and licensing teams to help ensure that impacts on litter are taken into account in decision- making	Defra, Department for Communities and Local Government, local councils, Keep Britain Tidy, Clean up Britain, CIWM	Ongoing

34	Work with local councils, ports and the haulage industry to understand the particular issues drivers face in disposing of waste along their journeys, and to identify options to improve facilities for, and communications about, proper waste disposal by UK and overseas hauliers.	Defra, Department for Transport, British Ports Association, Highways England, UK Border Agency and others	2019
35	Spread best practice in street cleaning and reducing littering, including learning from international experience and implementation/evaluation of innovative new approaches	Keep Britain Tidy, Hubbub	Ongoing
36	Launch new Litter Innovation Fund	Defra	2017

This page is intentionally left blank

**CHILTERN, WYCOMBE & SOUTH BUCKS JOINT WASTE COLLECTION
COMMITTEE (JWCC)
15th August 2017**

Briefing note – Update on Fighting Food Waste

Contact Officer: Sally Gordon - 01494 586868

RECOMMENDATIONS

(1) That JWCC notes this report

REASONS FOR RECOMMENDATION

To update Environment PAG regarding the approach for the county wide Fighting Food Waste project to be delivered through the Waste Partnership for Buckinghamshire.

1. Summary

The Waste Partnership for Buckinghamshire submitted a bid to DCLG's fund for increasing recycling rates and the partnership was awarded £838,600 for its proposed 'Fighting Food Waste' project.

The aim of the project is to encourage more residents to recycle their food waste; this will increase recycling rates and also represents the lower cost option for processing food waste.

A base data gathering exercise has identified that 50% of Buckinghamshire residents use their food recycling service but of that 50%, only a proportion of food waste is being captured.

The Partnership Delivery Team for the project have looked at best practice examples provided by the Waste Resource Action Programme (WRAP). WRAP is a national organisation funded by central government to provide waste advice to local authorities and business and has provided advice in terms of providing effective communications. Based on this research, the preferred approach has been shared with Environment Cabinet Members across the partnership, who have agreed with the proposals.

It is proposed that a communications package containing a leaflet, a roll of caddy liners and bin sticker for the residual bins be delivered to Chiltern, South Bucks and Wycombe residents during the autumn, with wider communications taking place to promote food recycling and food waste reduction. Further data gathering exercises will take place to monitor the effectiveness of the campaign.

2. Content of Report

The Waste Partnership for Buckinghamshire was awarded £838,600 by DCLG for its proposed 'Fighting Food Waste' project and the purpose of this report is to provide an update on the progress of that project.

The project brief is to motivate residents across Bucks to make better use of their existing food recycling collections in order to divert more food waste to Anaerobic Digestion. This is a more cost effective method of extracting energy from food waste as compared with the energy from

waste facility in the north of the county, and increased participation in the service will result in increased recycling rates for the districts and will also benefit the environment. A series of activities and communications are planned to motivate residents to recycle their food waste and following this, a focus will be placed on reducing the amount of food waste generated within the home, in the first place.

A Project Manager was recruited by the Waste Partnership in September 2016, who works on behalf of the partner authorities to lead the delivery of the project. Senior Waste Officers for each of the Bucks authorities maintain an overview of the project governance arrangements and a Partnership Delivery Team (PDT), with officers from each of the authorities, meet regularly with the Project Manager to work on the project delivery. A meeting with Environment Cabinet Members and their deputies took place on 29th March 2017 to outline the proposed actions and Members were supportive of the approach.

SBDC acts as treasurer for the fund.

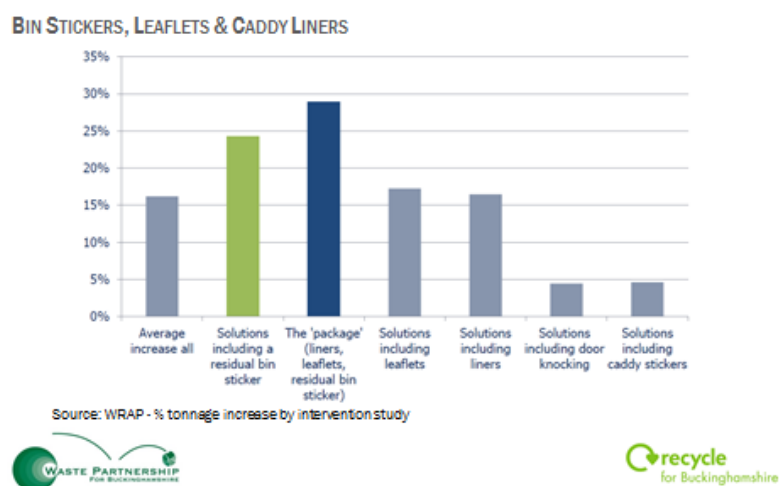
Research in to methods of engagement

The PDT have researched best practice examples for increasing participation in food recycling schemes. WRAP has provided valuable information on food waste participation, ranging from reasons why residents are non users, lapsed users or low users of food recycling collections and also which methods of communication are the most successful for engaging with those target audiences.

Common themes for low users, lapsed users or non users include:

- Concerns about the messy/smelly nature of food waste
- Would like to have free liners for their food waste caddy

WRAP undertook some pilots with a number of local authorities to establish which communication package was the most effective. The most successful package proved to be the provision of free caddy liners, a leaflet and a residual bin sticker, advising residents to place their food waste into their food recycling bin rather than into the refuse bin. This package was proven to result in an increase in food waste tonnage by almost 30% (see figure 1) and also resulted in a positive impact on participation in recycling collections.



Baseline data

A baseline data gathering exercise took place in February to measure the current participation of residents across Bucks. The exercise revealed that:

- 50% of residents are currently using their food recycling service
- Of those residents participating, the amount of food waste not captured equated to;
 - SBDC – 30% not captured
 - CDC/WDC – 49% not captured
 - AVDC – 18% not captured

From these results, it is clear that half of residents are not using their food recycling service and those using the service could be recycling more than they are.

Plastic caddy liners

Currently, residents are advised to use compostable caddy liners to contain their food waste. Compostable caddy liners are expensive and many residents may not be using their food recycling service as they are reluctant to purchase the liners. This assumption is borne out by WRAP's research into barriers to participation.

The technology and processes used in anaerobic digestion plants have developed and AD operators are now happy to receive food waste contained in plastic bags. Operators are able to easily split open the plastic bags prior to processing the food waste and many local authorities now promote the use of plastic bags with their residents for the containment of food waste, as they are cheaper to purchase or residents may choose to use plastic bags which they already have in the house; for example, used bread bags.

The use of both plastic caddy liners and newspaper to wrap the food, has now been approved by Agrivert, the AD operator which processes our food waste, and as part of the FFW programme, it is proposed that our residents are offered that option. The change will be clearly communicated with residents. They may still use compostable liners if they prefer, but will also have the option to use either plastic liners or newspaper.

Communications package

The approved communications package, advocated by WRAP, will be provided to residents. This will include:

- Leaflet
- Sticker for residual bin
- Supply of plastic caddy liners

Classification: OFFICIAL

RECYCLE

BIN STICKERS, LEAFLETS & CADDY LINERS



Due to the supply chain lead in times, the communication packages will be delivered out to residents in the autumn, but prior to that, further communications will be developed to launch the new plastic liner message and to provide a clear explanation on the change.

Wider communications

Other communication mediums will be used to promote the messages:

- Social media- facebook, twitter etc will be used for highly targeted communication bursts, targeting specific age groups or geographical groups within Bucks, with food recycling messages
- Website messages and a revamped Recycle for Bucks website with a Smart Waste Wizard - providing recycling information for residents
- Digital media, including Instagram and Pinterest etc
- School engagement and door knocking in targeted areas (low performing)
- Radio/local press releases

Further data gathering exercises will take place to monitor the impact of the campaign and will also start to link into WRAP's Love Food, Hate Waste (LFHW) messages – for instance the average family wastes up to £60 in food each month. The PDT will use the data gathering exercises to identify areas where the targeted engagement will take place.

3. Next Steps

Communications identified for the Fighting Food Waste Project will commence over the coming months and a further Waste Partnership meeting with Environment Cabinet Members is planned for the autumn.

Classification: OFFICIAL