



DEMOCRATIC AND ELECTORAL SERVICES

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Dear Councillor

ENVIRONMENT POLICY ADVISORY GROUP

The next meeting of the Environment Policy Advisory Group will be held as follows:

DATE: WEDNESDAY, 13TH MARCH, 2013
TIME: 6.00 PM
VENUE: ROOM 6, CAPSWOOD, OXFORD ROAD, DENHAM

Please note that this meeting is not open to the public

Yours faithfully

Jim Burness

Director of Resources

To: The Environment Policy Advisory Group

Mr Naylor
Mr Bradford
Mr Clark
Miss Hazell
Mrs Plant
Mrs Royston
Mrs Wallis
Mr Walters

Declarations of Interest

Any Member attending the meeting is reminded of the requirement to declare if he/she has a personal interest in any item of business, as defined in the Code of Conduct. If that interest is a prejudicial interest as defined in the Code the Member should also withdraw from the meeting.

A G E N D A

(Pages)

1. **Apologies for absence**
2. **Minutes**
To receive the minutes of the meeting of the PAG held on 12 December 2012. (1 - 4)
REPORTS LIKELY TO LEAD TO A PORTFOLIO RECOMMENDATION TO CABINET
3. **Refuse and Recycling - Future Options**
To consider report of the Director of Services. (5 - 12)
4. **Car Park Strategy**
To consider report of the Director of Services. (13 - 14)
Appendix (15 - 16)
ITEMS FOR INFORMATION
5. **Waste Service Results 2012**
To consider report of the Director of Services. (17 - 22)
Appendix A (23 - 26)
Appendix B (27 - 30)
6. **Any other business**
Any other business which the Portfolio Holder considers is urgent.
7. **Reports from Members**
To receive any reports from the Chairman or PAG Members.
8. **Exempt Information**
To note the following item(s) contain exempt information, which is not for publication to the press or public in accordance with Part 1 of Schedule 12A of the Local Government Act 1972.
9. **Refuse and Recycling - Future Options**

To consider report of the Director of Services. (31 - 34)

10. **Dropmore Road Depot - Update**

To consider report of the Director of Services. (35 - 38)

Appendix (39 - 40)

The next meeting of the PAG is due to take place on Wednesday, 12 June 2013

ENVIRONMENT POLICY ADVISORY GROUP

Meeting - 12 December 2012

Present: Mr Naylor (Chairman)
Mrs Plant, Mrs Royston and Mrs Wallis

Also Present: Mrs Holloway and Mrs Woolveridge

Apologies for absence: Mr Bradford, Mr Clark and Mr Walters

19. **MINUTES**

The minutes of the meeting of the PAG held on 12 September 2012 were received.

20. **PORTFOLIO HOLDER BUDGETS 2013/2014**

The PAG considered a report seeking approval for the draft revenue budget and fees and charges schedule for 2013/14 for the Environment Portfolio.

The PAG noted that as with previous years, there were plans for further reductions in government funding for local authorities. The details of funding for 2013/2014 would not be known until mid December following the Autumn Statement on 5 December. Due to the factors listed in paragraph 3.3 of the report, it was difficult to predict with any certainty the likely level of external funding available to the Council in 2013/2014.

The PAG noted that the draft budget for 2013/2014 reflects the savings achieved to date from the phase 1 joint arrangements with Chiltern DC, which were approximately £265K. In addition there would be the £109K worth of savings achieved from the removal from the budget of the costs of the 2012 Games.

The PAG were given the opportunity to ask questions on the items of detail in the budget and the fees and charges schedule for the Portfolio. The PAG noted that there was an increase from the current year's approved budget to the 2013/2014 draft budget of £114,000 (7.2%). The PAG also noted that the fees and charges which are determined by the Council have mainly increased by 2% unless a specific level of charge has been identified by Cost Centre Managers.

The PAG discussed the main risk areas for the Portfolio, as set out in paragraph 6.7 of the report.

Having considered the advice of the PAG, the Portfolio holder has **APPROVED** for submission to the Cabinet:

- 1) The 2013/14 revenue budget of £1,677,710
- 2) The 2013/14 fees and charges

21. **UPDATE ON CAR PARK CHARGES**

The PAG considered a report which set out the results of the consultation exercise which was recently undertaken in relation to the Council's pay and display car parks and related matters. Members were asked to advise the Portfolio Holder as to which changes, detailed in section 4 of the report, if any should be recommended to Cabinet for implementation. A list of suggested charges for permits for residents out of hours was tabled at the meeting.

The PAG discussed in detail the proposed changes set out in section 4 of the report.

Some Members advised against extending the charging periods for car parking from 6.00pm to 8.00pm at a flat charge of £1, as they felt that the charge could deter people from parking at those times, which could have a negative impact on the businesses in the area.

The PAG advised against the proposal to reduce the maximum length of stay at the car park on Station Road to 3 hours. The PAG were of the opinion that it was not necessary to reduce the maximum length of stay at the car park on Station Road as the number of long stay tickets being purchased on average was low.

Whilst the PAG supported the proposal to issue parking permits to residents for SBDC Car Parks enabling them to park overnight from 5.00pm to 10.00am the next morning and at weekends all day, the PAG did not support the separate proposal to issue residents permits which would enable them to park in any council car park in the district.

The PAG welcomed the other proposals set out in section 4 of the report.

Having considered the comments of the PAG, the Portfolio Holder has **AGREED to RECOMMEND** to Cabinet/Council that the following changes be implemented:

- 1) Issue parking permits to residents for SBDC Car Parks, enabling them to park overnight from 5.00pm to 10.00am the next morning and at weekends all day, as set out in the list of proposed charges and that authority be delegated to the Head of Environment, in consultation with the Portfolio Holder, to vary the number of such permits as required.
- 2) To introduce a new tariff of 4 hours to the car parks set out in Appendix A of the report.
- 3) That golf courses and playing fields be added to the Parking Order so that parking in disabled bays, commercial vehicle parking and parking in access roads that block emergency vehicles can be enforced.

Furthermore, having considered the advice of the PAG, the Portfolio Holder has **AGREED to RECOMMEND** to Cabinet/Council that the:

- 1) Maximum length of stay at the car park on Station Road should **not** be reduced to 3 hours.
- 2) Issuing of residents permits which would enable them to park in any council car park in the district should **not** be introduced.
- 3) The charging period for car parking from 6.00pm to 8.00pm as set out in Appendix A of the report should **not** be introduced.

22. ENFORCEMENT POLICY REVIEW

The PAG considered a report which asked Members to advise the Portfolio Holder on whether to recommend the adoption of a new Enforcement Policy and Procedures for Fixed Penalty Notices.

Members noted the content of the policy, including amongst other things the fact that enforcement would be seen as a last resort after education and engagement and that only trained and authorised persons would be able to issue a Fixed Penalty Notice.

The PAG noted that the Cabinet had previously agreed amongst other things that:

- 1) Any departure from the policy be delegated to the Director of Services in consultation with the Portfolio Holder.
- 2) Any revision to the policy necessary to take account of staff and legal changes from time to time be delegated to the Director of Services in consultation with the Portfolio Holder (see 6.6 of policy).
- 3) Delegated authority to the Director of Services to authorise officers, within or outside of the Council, to issue fixed penalty notices on the Council's behalf.

Having considered the advice of the PAG, the Portfolio holder has **AGREED to RECOMMEND** to Cabinet that the Enforcement Policy and Procedures for Fixed Penalty Notices be adopted.

23. **REPORTS FROM MEMBERS**

Cllr Naylor updated the PAG on his visit to the Agrivert Anaerobic Digestion Plant in Oxfordshire. Cllr Naylor reported that he found the visit to be useful and informative.

The meeting terminated at 7.15 pm

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PART I

SUBJECT:	Future Waste and Recycling Services Report
REPORT OF:	Officer Management Team - Director of Services
	Prepared by - Head of Environment

Purpose of Report

- 1.1 To present the background, estimated costs and operational implications of changing refuse and recycling services in the District in order to secure a preferred way forward from Members.

Links to Council Policy Objectives

- 2.1 This matter is related to the following local and national policy objectives:
- South Bucks Sustainable Community Strategy and Corporate Plan Key Theme - Sustainable Environment - protecting our heritage, protecting our future.
 - Council priority to continue to improve the street scene and cleanliness of the district as a key public services coordinator
 - The current Joint Waste Management Strategy for Bucks policies, including “to secure a long-term strategy for the management of wastes for which the member authorities are collectively responsible”.
 - The Council’s recycling/composting target of 60% by 2025 as part of the Joint Waste Management Strategy for Bucks. The national target of 45% by 2015 and 50% by 2020. There are no longer District specific targets.

Background

- 3.1 In September 2011 this PAG considered a comprehensive report presenting the background, estimated costs and operational implications of changing refuse and recycling services in the District with a view to establishing a preferred way forward for the future. It was agreed that the best all round service design for initial planning purposes would be:
- Fortnightly refuse collection from a wheelie bin
 - Fortnightly recycling collection
 - Weekly food waste collections from a 25l container
 - Chargeable garden waste collection service
 - A potential start date of 2014, since 2012 was likely to be unrealistic on both cost and technical grounds.
- 3.2 There were still several unknown factors that influenced this cost and it was agreed to await further information before discussing how recycling should be collected in the future. This will now be addressed in this report as well as providing an update on the likely timescale of a wholesale service change.
- 3.3 It was further agreed that there should be a programme of public consultation leading up to the change.

Update on Key Factors Affecting Service Options

- 4.1 Before discussing the proposed recycling collection service it is useful to provide some background information and updates on matters which have influenced calculations.

CDC and WDC Joint Collection Contract

- 4.2 This has been awarded to Serco and will have started on 4th March. SBDC vehicles have moved to the Dropmore Road Depot but will continue tipping recyclable material at London Road until either Dropmore Rd depot is redeveloped or, if necessary, an alternative site is found for this purpose (see paragraphs 4.10 - 4.11 below). Protracted negotiations with UPM (see below) has meant that service details were still being finalised up to the start date.

Paper Sort Facility (PSF) and UPM Contract

- 4.3 The PSF sorts the paper and card we collect from households and recycling bring sites into two grades which for simplicity will be referred to here as 'paper' (e.g. newspapers, magazines, white paper, junk mail, white card) and 'card' (e.g. brown card, window envelopes, yellow pages) at the London Road depot.
- 4.4 The PSF is currently operating as normal and we will continue to use it for the foreseeable future. Regardless of the long term future of the PSF, we are still contracted to supply all of our paper to a paper mill owned by UPM until March 2018. Without the PSF to sort it, we would either have to collect paper separately from households and bring sites or pay for this material to be sorted by UPM.
- 4.5 If the PSF closes or we cease to use it, UPM are willing to amend our contract with them so that they accept the paper and card unsorted, but will only do in a way that isn't financially disadvantageous to us if we agree to extend the contract until 31st October 2021.
- 4.6 Extending the contract until 31st October 2021 will bring it in line with the end of our contract with Biffa and provide additional income. UPM proposed a number of options that were used to evaluate whether it was financially advantageous for us to extend the contract. In order for it to be better financially to terminate the contract in 2018, we would have to earn what Officers cannot guarantee to be an achievable level of income for the period between 2018 and 2021. Therefore on financial grounds the Officer recommendation is for the contract to be extended until 2021.
- 4.7 The remaining option with regards to the UPM contract is, if in the future we no longer use the PSF on operational or financial grounds, whether to continue collecting paper and card in recycling boxes as we do now and for UPM to sort it, or just collect paper in the boxes (with card being collected with other mixed recycling).

Dropmore Road Depot

- 4.8 Matters relating to our planning application for the above site will be discussed in a separate report to this PAG.
- 4.9 Waste, recycling and street cleaning services began operating from the site on 1st March. No issues have been reported at the time of writing and a verbal update will be given if necessary.

- 4.10 Bulking of recyclable materials will continue to take place at London Rd and a gate fee for this is being charged by Serco.
- 4.11 SBDC should go out to tender for the above work being carried out by Serco. However because the work has to take place at the London Rd depot and Serco are the only company permitted to undertake these works at that site, the tender process would not be fair as no other company could bid. Therefore our Directors have used their powers of discretion to authorise that the order be placed in accordance with Contract Standing Orders 14.1 (c) which is when tenders need not be invited due to there being no scope for genuine competition. Members are asked to note this.

Future Recycling Service Options

- 5.1 Members have agreed the best all round service design for initial planning purposes as detailed in paragraph 3.1. Following this model a key decision is around how we collect recycling as this influences vehicle design/capacity, type of container, amount of material collected, public satisfaction and income/cost.

Recycling

- 5.2 With regards to earning income from recycling and ensuring we always have an end-market, keeping materials separate at source is advantageous as items are cleaner and therefore of a higher quality than those collected mixed together (co-mingled). This is particularly the case for paper and card as it is more likely to become wet, dirty and contain shards of glass when mixed with other materials. Certain groups feel so strongly about this that they are seeking a judicial review of the UK's interpretation of the EU Waste Framework Directive which they feel should state that recycling must be kept separate at the point of collection.
- 5.3 Although it is thought to be unlikely that the judicial review will find in favour of banning co-mingled collections, it may pay in the long run to keep the option of collecting waste like we do now open for the future. However for the foreseeable future, the collection costs of keeping all materials separate are becoming harder to justify and keeping card and/or paper separate is a good compromise operationally and financially.
- 5.4 With the above in mind and having costed this option out, the continuation of completely source separated collections will not be considered further in this report. However please note that the continuation of the current service was used as a baseline for future costs and savings.
- 5.5 Having started with a range of options, the service proposed is as follows:
- ❖ A wheelie bin for cans, aerosols, foil, rigid plastic packaging, glass bottles and jars and possibly card (see below)
 - ❖ Existing boxes (regardless of colour) for paper and possibly card (see below)
 - ❖ Small bags (see details below) for batteries
 - ❖ Loose small electronic and electrical items
- 5.6 As mentioned in section 4.7, if the PSF is no longer used it may be financially advantageous to ask residents to put card inside a wheelie bin with other packaging materials rather than continuing to put it in recycling boxes with paper. However the latter decision would come with the risk of contamination particularly from material collected at bring sites, extra publicity costs and the reconfiguration of our bring sites.

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- 5.7 Small bags (or a single bag) for batteries would be delivered with publicity information on future service changes and it is proposed that public opinion is sought as to whether these are re-delivered annually at a cost or whether residents pick up their own from publically accessible locations. A small income will be received for battery recycling but it will be negligible and has not been included in the budget figures.
- 5.8 Small electrical and electronic items will be collected loose on recycling collection days and kept separate from other recycling by Biffa. A small amount of income will be received for this waste but we will incur sorting costs, so it is cost neutral on balance but will contribute to our recycling rate.
- 5.9 The calculated capital and revenue costs of the proposed refuse and recycling service changes are contained in Part II of this report.
- 5.10 Members are asked to note that it is proposed that we either purchase our vehicles ourselves or continue to capitalise the cost internally to reduce the burden on revenue budgets. Although the full vehicle costs will score against the Councils' Capital resources in the year of purchase, the council will only pay for these on a monthly basis throughout the life of the contract as part of the monthly contact payment. Revenue figures are based on taking a sample year of 2015/16 in order to give an indicative annual cost of full service changes to compare with current budgets.
- 5.11 There are some factors that could cause these costs to increase. These are:

Risk Factor	Mitigation	Risk level
The tipping location for food waste is not yet known. If this is far away it will cost us more in fuel	Working closely with Bucks CC and re-mapping rounds efficiently.	Yellow
The tipping location for residual waste when we cease using landfill is currently unknown. If the only currently known possible location of High Heavens in Wycombe is chosen, the extra cost of tipping there is not likely to be covered by the 'tipping away' payment offered by Bucks CC	As above. Contingency sum in budget.	Green
We will have extra collection rounds and the extra mileage will in part be offset by the move to Dropmore Rd Depot. The shortfall will not be known until all of the new routes are mapped.	Will remap rounds as efficiently as possible to reduce impact and have contingency sum in budget.	Yellow
The IAA is not signed and implemented.	Members would need to reconsider whether cost of service can be justified without this income.	Red

- 5.12 There are some factors that could cause these costs to decrease. These are:

- ❖ If we have two locations where we can tip food waste we can reduce our mileage which will be cheaper;
- ❖ If we are able to piggyback onto another Biffa order for vehicles we may be able to buy them more cheaply;
- ❖ If in 2014 when we also replace our litter vehicles we can buy these more cheaply than estimated in the cost model, overall contract costs will reduce;

- ❖ Good publicity, education, public meetings and customer visits are key to the success of service changes and should not be scrimped on, however the full budget for publicity and extra officer resources may not be required;
- ❖ The cost of replacing resident's wheelie bins is likely to increase over time as they wear out, so the cost budgeted is unlikely to be this high so early on but will rise. The cost of replacing bins could be reduced if residents are charged for replacements except for where crews are at fault for bin loss or damage (further report on this matter proposed);
- ❖ The contingency sum for rejected loads of recyclate may not be needed;
- ❖ We may receive more income than stated from garden waste collections which can be used to offset publicity costs.
- ❖ In due course the number of recycling bring sites may be able to be reduced. This would help operationally as this vehicle will have to collect from more flats than at present. Any spare capacity can be used to assist other collection rounds if they are over-capacity (e.g. if recycling levels increase more than predicted) or be used to generate income.
- ❖ An estimate of a 15% increase in recycling has been used to bring us to 50% recycling and composting. A higher increase would mean we achieve a higher level of income.

Refuse

- 5.13 It was agreed that refuse would be collected fortnightly from a wheeled bin. Currently the default bin supplied by SBDC in the trial area is a 240l bin with a smaller 140l bin available on request and a larger 340l bin for families of 5 or more. Some authorities provide a 180l bin as a default and Members may wish to consider this. Not all properties will be suitable for wheelie bins, for example where they front immediately onto the pavement and where a wheelie bin would block public access. Officers will perform a robust assessment of properties to identify such properties and it is proposed that an 'exception to collections' procedure is developed in consultation with the Director of Services and the Portfolio Holder for the Environment and be presented to this PAG at a later date.

Food Waste

- 5.14 The proposal costed out here is based on the assumption that food waste collected from households will be taken to one location. Small savings can be made if two locations are available.

Garden Waste

- 5.15 It was previously proposed that chargeable garden waste collections be provided through the Biffa Garden Waste Club where residents would be able to pay an annual subscription to Biffa for the collection of their garden waste. This is still an option and would have certain operational advantages for the Council. However Officers are looking into whether this service could earn more income for the Council if it were run under the current contract and administered by SBDC and it is proposed that the final decision be made by the Portfolio Holder for the Environment in discussion with the Director of Services. The income projection is therefore to be considered as indicative.
- 5.16 The subscription rate upon which previous calculations were made was £60 per bin per year. This will need to be revised in light of other Bucks authorities charging between £35 and £36 per year and a charge of £45 per year is proposed for 25 collections per year (2 week suspension over Christmas).

Timescale for service changes

- 5.17 It is proposed that the new service is rolled out between February and June 2014.

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- 5.18 These months have been chosen as they avoid major holidays (service changes during the Easter week will be avoided), reduce the extra length of time the new vehicles will have to last over and above the usual 7 years and allow adequate time for the purchase of vehicles and equipment, publicity and public consultation.

Public Consultation

- 5.19 Councillors agreed that a programme of consultation is carried out with residents. It is proposed that the details of how this is undertaken are agreed with the Portfolio Holder and reported to this PAG at a later date. Suggestions are welcome and the broad subjects proposed at this stage are:
- ❖ What colour and size of wheelie bin, food waste bin and caddy should be supplied;
 - ❖ Whether to charge for lost, stolen or damaged bins (e.g where residents put hot ashes into them), including those that residents have over-filled and have fallen into the back of the vehicle
 - ❖ Whether a battery bag should be supplied annually (at a cost) or collected from parish councils, libraries and our offices by residents as required;

Other Issues

- 5.20 IAA negotiations with Bucks CC are ongoing and a draft agreement is in place with a letter of intent being sought. Until these discussions have been completed, it cannot be confirmed that the outcome of the IAA can be achieved.
- 5.21 The decision of whether to microchip or barcode bins will depend on what information we need and what we will use it for. There are no proposals to incentivise or penalise residents for recycling, so the purpose of barcodes/chips and on-board weighing would be to confirm that bins have been emptied (useful when residents re-fill a refuse bin and claim it hasn't been emptied and for the chargeable green waste service), to target campaigns and track real-time collections. This would add a cost of circa £1 per bin plus software costs but would be cheaper now than if retrospectively fitted.
- 5.22 Although this would be useful, Officers recommend that the opportunity to include chips or barcodes on bins not be taken this time on financial grounds.
- 5.23 The vehicles we have at the moment were purchased by Biffa and the cost of this is capitalised internally on a monthly basis to reduce the strain on revenue budgets. New vehicles are due to be purchased in November 2014 as this is the half-way point of our 14yr contract. Purchasing our own vehicles as proposed here and losing the low amount of interest we would have earned on our capital should be cheaper than paying Biffa's borrowing costs.
- 5.24 This would involve significant capital expenditure in 2013/14 when the refuse and recycling vehicles are purchased (for the services proposed in this report), and in 2014/15 when litter vehicles are replaced. It is therefore proposed that if purchasing our own vehicles is financially advantageous and, subject to agreement by the Resources Portfolio Holder in discussion with the Director of Resources and Head of Finance, that this approach is taken.

Conclusion

- 5.25 It is difficult to present the proposed service change simply because there are numerous factors that affect costs and operational matters. But by way of concluding and summarising the above information:

- ❖ The proposed changes to our refuse and recycling collection service outlined in sections 3.1 and 5.5 can be undertaken at a low cost to this authority should the IAA agreement progress as hoped and if contingency budgets are not required. Further savings could be made if the cost saving scenarios and suggestions outlined in section 5.12 come to fruition.
- ❖ Otherwise, and bearing in mind the risks outlined in the table in section 5.11, the annual revenue cost is calculated to cost as outlined in Part II of this report and Members may wish to consider whether to proceed until the agreement is signed or a letter of intent received.

Future Challenges

- 6.1 As the County Council's Energy from Waste (EfW) contract becomes closer to completion it has been brought to the District Council's attention that certain wastes that have until now been landfilled cannot be incinerated. This includes bulky waste (e.g. furniture), carpet and dog waste for example.
- 6.1 Although these changes won't affect us until the EfW is commissioned, it is important that Officers work together to ensure that the effects are mitigated and that where possible, waste that cannot be incinerated is reused or recycled.

Resource and Wider Policy Implications

- 7.1 Every effort has been made to calculate accurate resource implications based on budget forecasts and the previous experience Officers have of rolling out new services such as these; but they may vary by an estimated 5% either way due to reasons outlined in section 5.11.
- 7.2 A policy relating to exceptions where residents will have to have refuse sacks instead of wheelie bins will be agreed with the Portfolio Holder for the Environment and Director of Services in due course.

Recommendation

- 8.1 Members are asked to advise the Portfolio Holder as to:
- Whether, if we cease to use the PSF in the future, Members have a preference for card being collected in a box together with paper or in a wheelie bin with mixed recycling materials or whether they are content for the decision to be made by the Portfolio Holder in consultation with the Director of Services on financial grounds.
 - That the contract with UPM be extended from 2018 to 2021 to co-terminate with the Biffa contract.
 - That the recycling collection method outlined in section 5.5 is acceptable, namely:
 - ❖ A wheelie bin for cans, aerosols, foil, rigid plastic packaging, glass bottles and jars and possibly card
 - ❖ Existing boxes (regardless of colour) for paper and possibly card
 - ❖ Small bags for batteries
 - ❖ Loose small electronic and electrical items
 - That details regarding public consultation methods and content be agreed with the Portfolio Holder in consultation with the Director of Services.

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- That an ‘exceptions to collections’ policy be approved by the Portfolio Holder in consultation with the Director of Services and presented to this PAG at a later date;
- Whether a preference for a 180l or 240l bin is held or whether this decision be delegated to the Portfolio Holder in consultation with the Director of Services;
- That wheelie bins are not chipped or barcoded.
- That the new service be rolled out between February and June 2014.
- That the decision of whether to purchase all future vehicles ourselves as outlined in 5.23 and 5.24 is taken by the Resources Portfolio Holder in discussion with the Director of Resources and Head of Finance.

Members are asked to note that the Council’s Standing Orders Procedure could not be adhered to with regards to the need to continue tipping recycle at London Road Depot.

This report will need Cabinet and Council approval.

Officer Contact:	Elizabeth Cullen, Contracts Manager, 01895 837330 elizabeth.cullen@southbucks.gov.uk
Background Papers:	Report to Environment PAG 5 September 2011

SUBJECT:	Car Park Strategy
REPORT OF:	Officer Management Team - Director of Services Prepared by - Head of Environment

1. Purpose of Report

- 1.1 To ask the PAG to discuss a draft document showing the Council's strategy for providing and operating public car parks.

2. Links to Council Policy Objectives

- 2.1 SBDC's public car parks contribute to the Council's medium term aim of planning for a thriving and sustainable South Bucks, with vibrant towns and villages.
- 2.2 This matter also contributes to the Council's aim to deliver value for money services that are driven by customer and community needs.

3. Background

- 3.1 The Council has ten pay and display car parks located in Beaconsfield, Burnham, Gerrards Cross and Farnham Common. They are regulated by the South Bucks Council Off Street Parking Places (Amendment No.1) Order 2011.

4. Discussion

- 4.1 The Portfolio Holder for Environment wishes to develop a parking strategy in order to clarify the aims of the Council in providing and operating public car parks and in order to provide guidance when reviewing car parking provision and charges.
- 4.2 Appendix A sets out the principles we currently work to which have been established over a number of years in a rather piecemeal fashion. The Council has never had a formally adopted parking strategy although the attached could form the basis for one.
- 4.3 Members' views are therefore sought regarding the content of the document and whether any further matters should be included.
- 4.4 The document will then be subject to consultation with stakeholders including statutory consultees, parish/town councils and Buckinghamshire County Council.

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4.5 Following this, Members will be asked to approve the final draft at a further meeting of the PAG.

5. Risks and financial implications

5.1 The purpose of the document is to clarify the Council's car parking strategy and thereby reduce the risk of a challenge to future decisions on e.g. car park charges.

6. Recommendation

6.1 Members of the PAG are therefore asked to contribute to the discussion of the principles which will form the basis of the car park strategy.

6.2 Members are asked to advise which, if any, further organisations should be included in the consultation.

Portfolio Holder:	Councillor N Naylor
Officer Contact:	Chris Marchant 01895 837360 Chris.marchant@southbucks.gov.uk Andrew Crow 01895 837259 andrew.crow@southbucks.gov.uk
Background Papers:	None

1. Purpose of Document

The purpose of this document is to describe the principles used in the provision and operation of the Council's pay and display car parks.

2. Links to Council Policy Objectives

- 2.1 The car parks contribute to the Council's aim of planning for a thriving and sustainable South Bucks, with vibrant towns and villages that have centres which continue to provide for the needs of their communities.
- 2.2 The car parks also contribute to the Council's aim to deliver value for money services that are driven by customer and community needs.

3. Description

- 3.1 The Council's pay and display car parks are regulated by the South Bucks District Council Off Street Parking Places (Amendment No.1) Order 2011, under the Road Traffic Regulation Act 1984 (as amended).
- 3.2 The Council is responsible for ensuring the 10 pay and display car parks located in Beaconsfield, Burnham, Gerrards Cross, and Farnham Common are kept clean and tidy including the re-cycling areas, where provided. The car park attendants also ensure the parking facilities are well regulated.
- 3.3 The 10 car parks provide a total of 789 spaces for public use as well as a number of disabled facilities. All Council car parks have been awarded the safe and secure parking award, which is updated annually. Officers ensure the car parks are maintained to the standard which is set out in the criteria for the award. CCTV cameras, clean and open parking areas and regular patrols by car park attendants are some of the standards expected. The car park award helps to reduce the level of crime in the car parks.
- 3.4 The aim of the pay and display car parks is to provide controlled parking. The following rationale has been developed to support this objective:
 - Provide parking for both short stay and long stay users.
 - Provide a balance between short and long stay users in some car parks using a structured payment system.
 - Provide a number of car parks for short stay only to ensure parking is available for shoppers / visitors
 - Design disabled parking spaces in accordance with national guidelines.
 - To dissuade commuter parking in order to accommodate users of our towns and villages.

- To offer a percentage discount for season ticket users to aid local businesses.
- Provide the appropriate number of disabled car parking spaces free of charge.
- To support local retail centres.
- To ensure the car parks are secure and qualify for the safe and secure car park mark award.
- Provide the opportunity for certain businesses, parish councils etc to be consulted at the time of annual price reviews.
- To provide controlled and well managed parking including the issuing of Excess Charge Notices.

4. Charges

- 4.1 The Car Park charges are reviewed annually and are subject to specific reporting to Members. The reviews are carried out with reference to the Council's Fees and Charges Policy and the Council's Financial Strategy.
- 4.2 As described in 3.4 above, charges are varied in order to provide suitable parking for both short and long stay users, and also to discourage commuter parking so that there is space for those visiting the towns and villages.
- 4.3 The level of charges is lower in smaller village centres to encourage use of those centres.
- 4.4 Free parking is provided for disabled badge holders.
- 4.5 The level of charges is set to contribute to the cost of providing and managing the car parks and to encourage the more efficient use of parking spaces.

South Bucks District Council Environment Policy Advisory Group - 13th March 2013

SUBJECT:	Waste Survey 2012 Results.
REPORT OF:	<p>Officer Management Team - Director of Services</p> <p>Prepared by - Head of Property & Contract Services</p>

1. Purpose of Report

- 1.1 To inform members of the results of the Refuse, Recycling and Street Cleansing Survey carried out in autumn 2012.

2. Links to Council Policy Objectives

- 2.1 This matter is related to the following local and national policy objectives:
- The Council's medium-term aim of helping to provide a clean and decent district where there is pride in, and ownership of, surroundings and public spaces.
 - The current Joint Waste Strategy for Bucks policies, in particular "to secure a long-term strategy for the management of wastes for which the member authorities are collectively responsible".
 - The Council's recycling / composting target of 60% by 2025 and European targets of 50% recycling by 2020

3. Background

- 3.1 A survey was carried out in summer 2007 after the Contracts Services team highlighted the need to undertake survey of waste related services with the aim of identifying areas for improvement.
- 3.2 This was also recommended by the Audit Commission after an inspection of the Environment Unit.
- 3.3 It was decided to conduct a survey on a bi-annual basis to gain the views of residents on the refuse, recycling and street cleansing services. A second survey was completed in 2009.
- 3.4 A third survey was completed three years later in summer 2012 to which this report relates.

4. Discussion

- 4.1 The closing date for completed surveys was 31st October 2012. 209 (68.75%) surveys were completed online, with the remainder being hard copies delivered by Biffa operatives to residents' properties and returned. 732 hard copies were sent out based on the Acorn profile of roads being

representative of the wider district. To incentivise participation, entry into a £50 prize draw was offered and the survey was advertised via a press release, website pages and a message to our resident email mailing list.

- 4.2 The survey was analysed in January 2013 by which time 304 surveys had been completed. Appendix A is a copy of the survey, Appendix B illustrates the results discussed in this paper in graph form.
- 4.3 Members are asked to note that comparisons have been drawn with the 2009 survey where possible however the content of the two surveys did vary slightly therefore some figures do not have comparisons. Members are asked to note that responses will add up to over 100% where more than one answer can be selected by a respondent.
- 4.4 It should be noted that as the majority of surveys were completed online, respondents are more likely to be comfortable using online facilities. The online approach has provided a closer representation of the population of South Bucks than the 2009 survey, for example 31% of respondents were over 65 compared to 46% in the 2009 survey. 18.6% of the South Bucks population is estimated to be over 65, so while still not an accurate representation; this survey approach is closer to the underlying demographic. Younger age groups are still underrepresented, however this is likely to be partly due to the age of home owners being higher than average in the district.
- 4.5 A majority (93.2%) of respondents stated they found it easy to find out information about our services up from 87.9% in the 2009 survey and 88% in 2007.
- 4.6 70.6% of respondents have used the website to access information about the service. This is up from 31% in the 2009 survey. Though this may be in part due to the survey moving from the South Bucks Report to the largely online version, it is still a significant rise.
- 4.7 67.1% of respondents said they would like to receive information from us via email, with 17.7% saying magazine/newsletter and 8.7% stating local press as their preferred method. 'Text Message', 'Twitter' and 'Facebook' were selected by 1.9%, 0.6% and 0.3% of respondents respectively. Though relatively small numbers, this could represent a growing trend in residents utilising these approaches to access information. These figures are not directly comparable with the 2009 survey as different options were given. 'Leaflets' was not an option on the 2012 survey, but 26.4% of respondents selected magazine/newsletter or local press and 8.7% of respondents used the comments section of the question to suggest leaflets as a preferred option. This suggests that hard copies of recycling and refuse information are still strongly desired by residents.
- 4.8 77.7% of respondents provided their email address for resident email updates.
- 4.9 When asked about their satisfaction with refuse collections in the district, 93.2% responded positively. This is very similar to the 94% who responded positively to the 2009 survey. 96% of those on a black sack collection stated they considered the service to be excellent, good or usually good. This

compares to 88.9% of those in the wheelie bin trial area. 32% of respondents were in the wheelie bin trial area which covers 20% of the district. People in the trial area were therefore more likely to complete the questionnaire. This could mean using wheelie bins for refuse is a polarising issue, with people keen to air their views. If this is the case then with 88.9% responding positively there is clear support for wheelie bin collections, though those who oppose wheelie bins are likely to be quite vocal during a scheme change.

- 4.10 Recycling satisfaction levels are slightly lower at 89.4%, which is again comparable to the 90% from the 2009 survey.
- 4.11 Both satisfaction level questions allowed for comments to be added. The majority of residents did not comment (64.5%). Of those who did the results are as follows:

Comment	Action
9.5% had positive comments about the service and/or the crews	
6.5% complained of spillages not being cleared up on collection day	This has been raised with Biffa and we are monitoring closely
6.5% complained that boxes or bins are not returned to where they were presented	As above
5% would like all plastics to be collected in the recycling	
4% would like wheelie bins for refuse	The new collection service agreed by Members will include a wheelie bin for refuse
2% would like garden waste collections	The new service agreed will include an optional chargeable garden waste collection service
1% would like a commingled recycling collection	The future recycling scheme is currently under discussion by this PAG
1% would like additional materials added to the recycling scheme	As above

- 4.12 The majority of respondents (81.3%) indicated adults most influence their households recycling behaviour, 18.1% indicated that the whole household takes responsibility with 0.3% indicating each of children over 16 and children under 16 taking greatest responsibility. This is a slight change from the 2009 survey in which 67% indicated adults were most responsible and 28% indicated the whole household. Due to multiple answers being given by a large percentage of respondents, it is difficult to determine how significant a change this is.
- 4.13 In response to the question ‘How do you deal with your garden waste?’, 44.8% of respondents indicated they compost at home, 56.5% of respondents take their garden waste to a Household Waste Recycling Centre (HWRC), 2.3% purchase Biffa green sacks and 23.3% use the SBDC green bin in the trial areas. This suggests there could be a potentially good take up for the proposed chargeable garden waste scheme. The 56.5% of respondents taking

their garden waste to a HWRC would be the biggest target market if they judge the time and money savings of no longer transporting their own garden waste to outweigh the cost of the new service. The 2.3% purchasing sacks at present could simply move to paying for a different scheme and the 23.3% using the current trial bins are likely to be convinced by the convenience of the service and persuaded to pay to continue with the scheme.

- 4.14 88.3% of respondents use the recycling bring sites which is similar to the 2009 figure of 89%. The survey does also ask which site respondents most frequently use, however due to the lack of clarity some residents have between bring sites and the HWRCs the results of this question were inconclusive and it is not possible to determine from this how popular our bring sites are.
- 4.15 87.4% of respondents responded positively when asked about the cleanliness of their road. This is up from 84% in the 2009 survey and 78% in the 2007 survey, which was undertaken before the start of the current contract we have with Biffa. 87.8% responded positively when asked to describe the cleanliness of South Bucks generally. Members are asked to note that respondents in Dorney (100%), Farnham Royal (100%), Fulmer (100%) and Wexham (100%) were most likely to respond positively. Respondents in Denham (79%), Stoke Poges (82%), Taplow (84%) and Burnham (85%) were least likely to respond positively, though the sample size for each is small.
- 4.16 In response to the question 'Do you have any further comments on how we can improve our services' the most commonly selected of the multiple choice responses were: collect all plastic (5.2%), provide wheelie bins (4.5%) and provide garden waste collection (4.5%). The additional comments section of this question closely followed the comments sections available for earlier questions.
- 4.17 In conclusion, overall, there are high levels of satisfaction with our service. Although the majority of residents say they find it easy to find information about our services, there could be scope to improve our online and social media presence. Some residents have shown a desire for wheelie bins, garden waste collections and additional materials being added to recycling collections. In some areas residents have responded very positively about the cleanliness of their streets, while in areas such as Denham, Stoke Poges, Taplow and Burnham more could still be done.

5. Resource and Wider Policy Implications

- 5.1 There are no current resources or wider policy implications arising from this report.

6. Recommendation

- 6.1 Environment PAG members are asked to note the content of this report

Officer Contact:	Richard Trout, Waste Efficiency Officer, 01895 837213 richard.trout@southbucks.gov.uk
Background Papers:	Results of Previous Survey in 2009

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Refuse, Recycling and Street Cleaning Survey 2012


Win £50 in high street vouchers.

Complete the survey online at www.southbucks.gov.uk or return this survey using the FREEPOST address by 22nd October to enter the prize draw. Please ensure your name and address is filled in, your contact details will only be used for the prize draw and will be destroyed afterwards, all survey responses will remain anonymous. The draw will take place on 31st October.

Name: Address: Post Code:

If you would like to receive emails about collection dates and other useful information about refuse and recycling services please write your email address below. All email addresses provided will be used solely for this purpose and not shared with other departments or organisations.

Email: 

 recycle for Buckinghamshire



South Bucks
District Council

Please complete the questions below and overleaf
We are always looking to improve our services and would value your comments.

Q1. Is it easy to find the information you need about refuse and recycling services?

Yes No

Q2. Have you used our website to find information about these services?

Yes No

Q3. How would you prefer to receive information from us?
(Please tick all that apply)

Email Magazine Local Press

Facebook Twitter Text Message

Other (Please Specify)

Q4. How would you describe our refuse collection service?
(Please tick one box only)

Excellent Good Usually Good

Occasionally Poor Generally Poor

Comment

Q5. How would you describe our recycling collection service?
(Please tick one option only)

Excellent Good Usually Good

Occasionally Poor Generally Poor

Comment

Q6. How do you deal with your garden waste?
(Please tick all that apply)

Compost at Home Purchase green sacks from Biffa

Take to the Household Waste Recycling Centre

Other (Please Specify)

Q7. Approximately how often do you visit recycling bring sites?

(Please tick one option only)

- Weekly Monthly Every few months
 Annually Never

Q8. Which recycling site do you use most?

Q9. Who takes the most responsibility for refuse and recycling in your house? (i.e. you, your spouse, children, whole family)

Q10. How would you describe the cleanliness of your road?

(Please tick one box only)

- Always clean and litter free Usually clean and litter free
 Never clean and litter free

Q11. How would you describe the cleanliness of South Bucks roads generally? (Please tick one option only)

- Always clean and litter free Usually clean and litter free
 Never clean and litter free

Q12. Do you have any comments on how we could improve our services?

.....

The Council is committed to good customer relations and to treating all service users and residents with fairness, honesty and respect. To help us to monitor and improve our performance, we would be grateful if you would also answer the following optional questions. Thank you.

Q13. What is your gender?

- Male Female

Q14. What is your age group?

- Under 18 18-24 25-29 30-44
 45-59 60-64 65+

Q15. What is your ethnic group?

- | | | |
|--|--|---|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Bangladeshi | | <input type="checkbox"/> Other Asian |
| <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> White and Black African | |
| <input type="checkbox"/> White and Asian | <input type="checkbox"/> Other Mixed Background | |
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> African | <input type="checkbox"/> Other Black Background |
| <input type="checkbox"/> British | <input type="checkbox"/> Irish | <input type="checkbox"/> Any Other White Background |

Q16. Do you have a long-standing illness or disability which limits your activities?

- Yes No

Q17. Do you have access to your own method of transport?

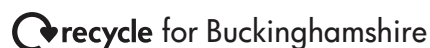
- Yes No

It is FREE to return this survey, please complete and send to:
Environment Unit, Director of Services, South Bucks District Council,
FREEPOST SL2181, Capswood, Oxford Road, Denham, UB9 4BR.
(No stamp is required).

Alternatively please complete the survey online at www.southbucks.gov.uk

Please e-mail us with any comments or issues you have at:
environment@southbucks.gov.uk or call 01895 837333.
You can find information on all the services we provide on our website,
including recycling collection calendars at www.southbucks.gov.uk

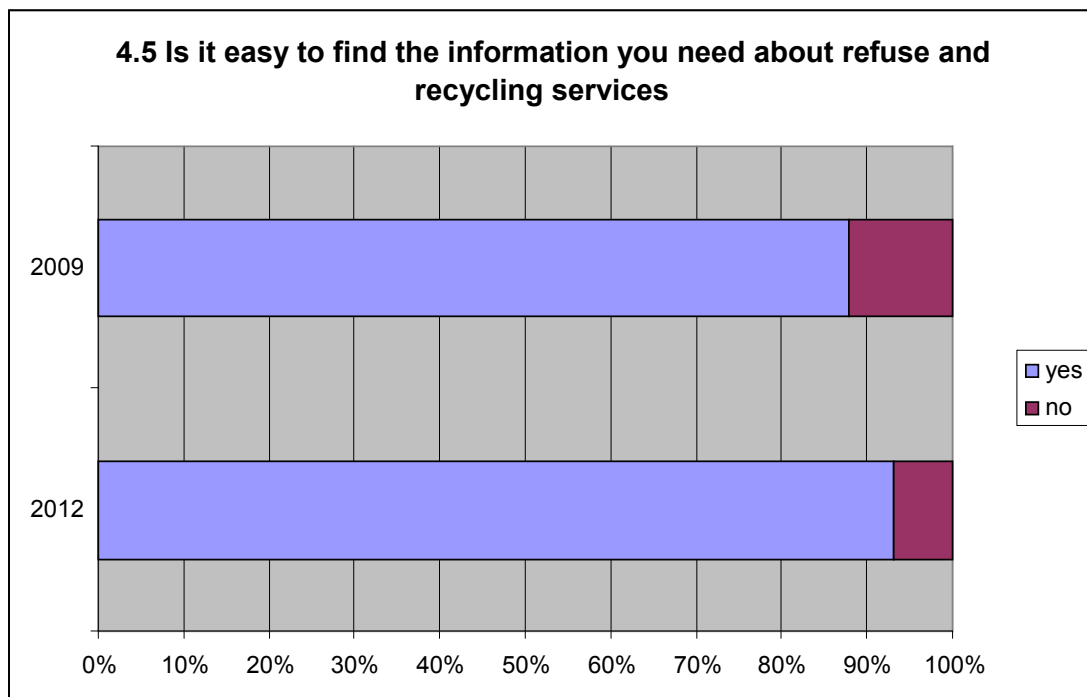
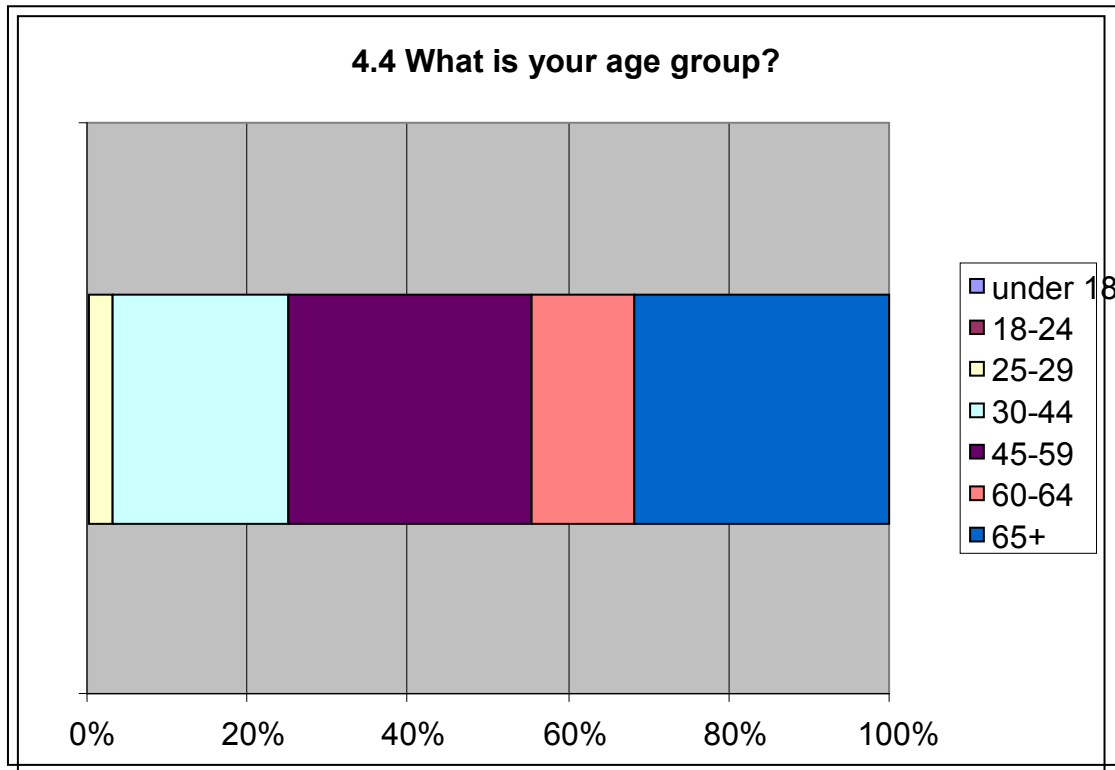
This survey is available in large print on request.
Please call 01895 837333 or email
environment@southbucks.gov.uk

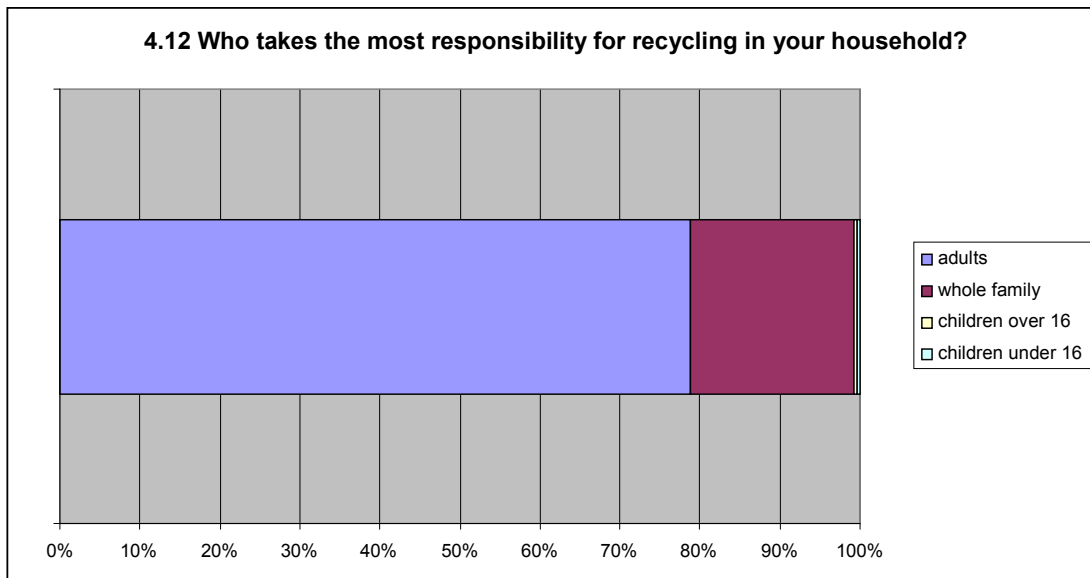
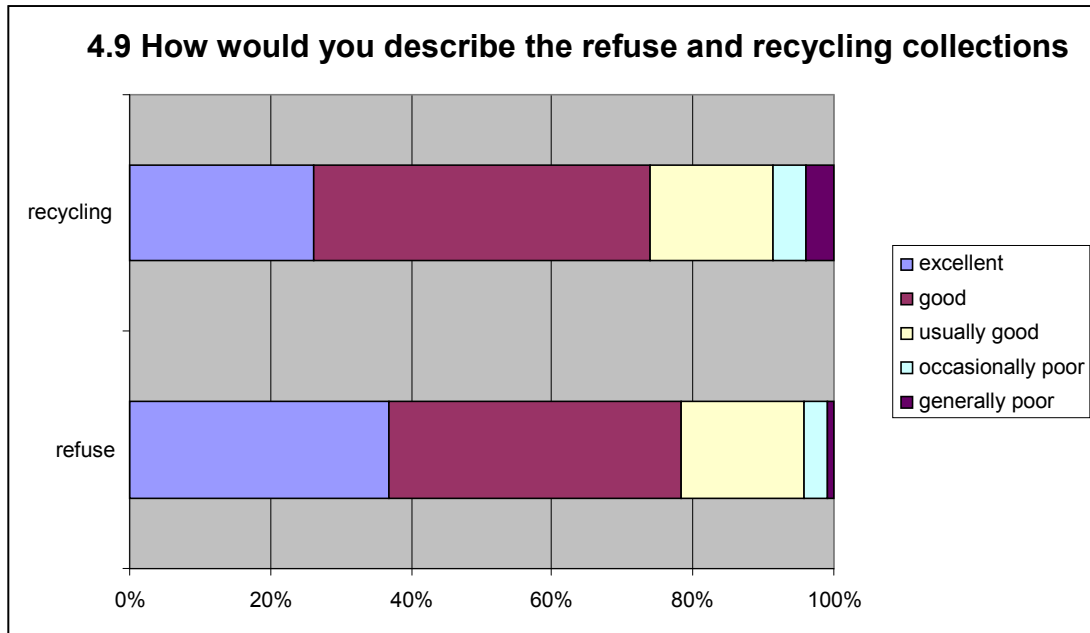


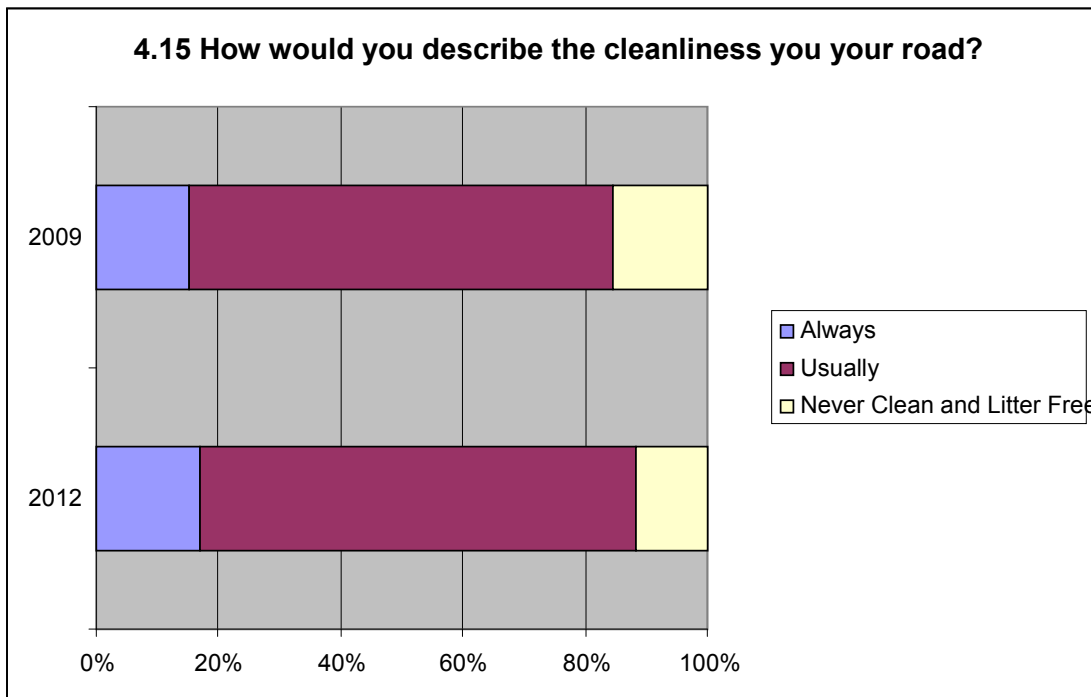
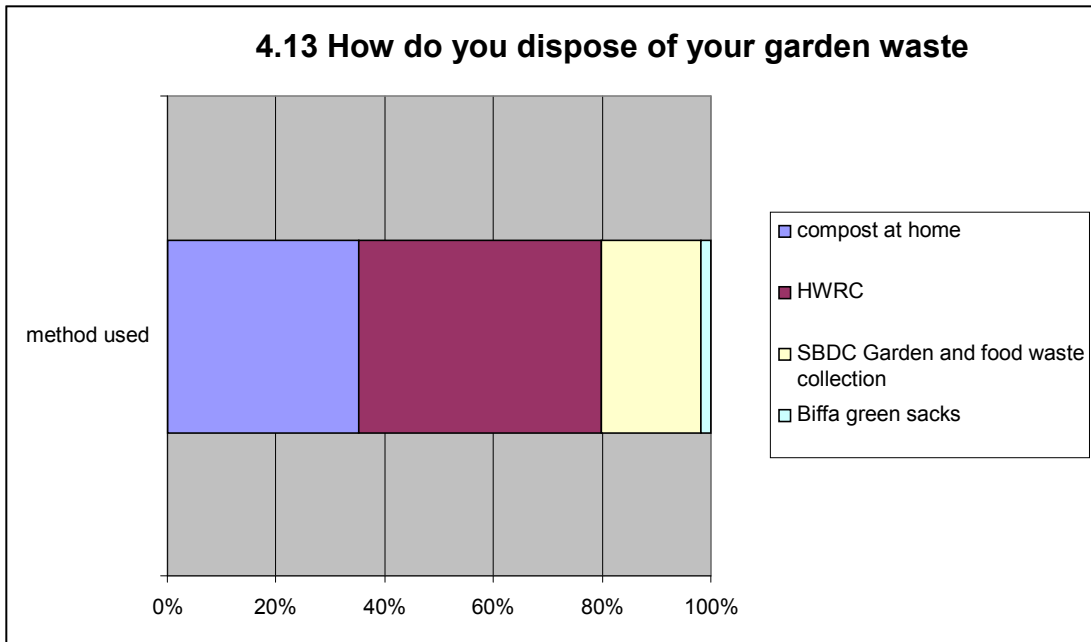
South Bucks
District Council

Appendix B

These graphs further illustrate the points made in the Waste Survey 2012 PAG report.







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