

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

### Purpose of Report

- 1.1 To update Members on the progression of the roll out of the new refuse and recycling collection service.

### 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 March this PAG agreed with the recommendations of a report presenting the background, estimated costs and operational implications of changing refuse and recycling services in the District.
- 3.2 A subsequent report in September provided an update on several financial and operational matters.

### Update on Key Factors

#### Paper Sort Facility (PSF) and UPM Contract

- 4.1 Paper and card are being sorted at the PSF at the London Road depot until our new depot at Dropmore Road is ready in late December/early January. Once we start tipping paper and card at Dropmore Road it will no longer be sorted into the two separate grades and will all be sold to UPM.
- 4.2 A revised legal agreement is currently with the CDC legal department for sign off and a bespoke agreement for SBDC following our cessation of the use of the PSF is being finalised at the time of writing.

#### Dropmore Road Depot

- 4.3 Construction is underway, and although we are on target to move in on time in mid-December, a delay in the installation of a water run-off tank and the weighbridge will mean that we are unlikely to be able to use the bulking bays until early-mid January.
- 4.4 Bulking of recyclable materials will continue to take place at London Rd until then and a gate fee for this is being charged by Serco.

## New Service Update

### Recycling

- 5.2 The blue-lidded recycling bins have been ordered and are due for delivery in early January for distribution. Around 500 properties will be provided with thick blue sacks for recycling. Blank black recycling boxes are being ordered in small quantities as required to keep us going until the new service starts, when we expect to receive some back for reuse and will print information on the sides of new boxes to indicate that they are no longer suitable for thick card. The vehicles will arrive as they come off the production line during February and March, and the existing fleet will be used in place of vehicles that are late.
- 5.3 The Supplementary Agreement signed by Biffa in 2011 transpired to not be as robust as we had hoped. We have worked with Biffa to identify compensatory efficiencies and savings, to ensure that we remain within budget with a revised agreement.
- 5.4 Small items of Waste Electrical and Electronic Equipment (WEEE) and batteries collected from households was due to be recycled by Biffa. These items will now be recycled by Bucks CC. This makes no difference to SBDC as we were not due to receive an income from these materials anyway.
- 5.5 Textiles will be reused and recycled by the Salvation Army, who already have a strong network of textile bins in the District and appear to be popular with residents.

### Refuse

- 5.6 The grey-lidded refuse bins have been ordered and are due for delivery in early January for distribution. The vehicles will arrive as they come off the production line during February and March, and the existing fleet will be used in place of vehicles that arrive late.

### Food Waste

- 5.7 The brown 23l small food waste bins, silver 5l kitchen caddies and starter packs of 50 compostable liners have been ordered and are due for delivery in early January for distribution.
- 5.8 Monthly meetings with Bucks CC are taking place so that we are given early warning of any delays at High Heavens which would impede our ability to tip food there from Day 1. Any delays would require food waste to be tipped in Wallingford which is achievable on a temporary basis.

### Garden Waste

- 5.9 The garden waste collection service will begin on 31<sup>st</sup> March, 5 weeks after the start of the changes to refuse and recycling collections. Existing food and garden waste wheelie bins will be removed from properties that haven't subscribed following their final food and garden waste collection.
- 5.10 Not all bins will be out and it is expected that the retrieval of all bins will take some time. Some residents may put them out for collection following the service changes and expect them to be emptied or put them out after 31<sup>st</sup> March in an attempt to receive the garden waste service for free. Only bins from properties that have signed up to the service will be collected and this is expected to generate some customer contact.

## Publicity

- 5.11 A letter was sent to all properties via Royal Mail at the end of September (but would have been mistaken for junk mail by many) and envelope containing 2 leaflets and a calendar were delivered by Biffa in October. Customer contact following the deliveries was lower than anticipated but came in a steady stream.
- 5.12 A series of 20 roadshows between 26<sup>th</sup> October and 4<sup>th</sup> March are at the time of writing nearing completion. They have been a great success and although it was difficult to measure precise numbers due to residents often speaking to more than one Officer, it is estimated at the time of writing that contact with approximately 1000 residents has been made.
- 5.13 In addition to tweets and press releases, the following items of publicity are due to be distributed:
- a bin hanger is due to be hung on all garden and kitchen waste wheelie bins in December to remind residents to sign up to the service before the end of January to receive the discount and that the bin will otherwise be removed in February;
  - A plastic wrapped leaflet pack will be stuck to either a refuse or recycling bin being delivered to each property containing a calendar and service information leaflet;
  - a label on paper recycling boxes in February to remind residents of what needs to go into the paper boxes after 24<sup>th</sup> February
- 5.14 In addition, a full colour self-adhesive label that shows what items can go into the blue-lidded wheelie bin will be offered to residents who need the visual reminder.

## Other Issues

- 5.15 IAA negotiations with Bucks CC are ongoing and it is due to be signed this financial year. A letter of intent is in place in the meantime.
- 5.16 The Waste Efficiency Officer will be seconded to the post of Waste Projects Officer (a new temporary role to support the roll out). This post will be temporarily replaced with a new Recycling Assistant role.
- 5.17 Extra admin resources have been recruited for a January start in anticipation of increased customer contact once bins start to be delivered and as per the project plan.
- 5.18 Arranged Maternity cover for the Contracts Manager unfortunately fell through at late notice and recruitment via an agency has taken place.

## **Conclusion**

- 5.19 Although Officers are very busy and stretched, the roll out is to date proceeding as planned under the supervision of a Project Board.

## **Resource and Wider Policy Implications**

- 7.1 All financial matters relating to the project are currently within budget and expected to remain so.

## **Summary**

- 8.1 Members are asked to note that the content of this report.

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<b>Background Papers:</b>	<b>Previous Reports on this matter.</b>