

SUBJECT:	Waste Collection Service Update Report
REPORT OF:	Officer Management Team - Director of Services Prepared by - Head of Environment

Purpose of Report

- 1.1 To update Members on the progression 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 “securing 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 2013 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 In September 2013 RPAG recommended acceptance of the capital and revenue budgets to support the delivery and operation of new waste and recycling services.
- 3.3 The new waste and recycling service started on 24th February 2014 providing an alternate weekly collection of waste and recycling and a separate weekly collection of food waste. The subscription based garden waste collection service started on 31st March 2014.

Update on Key Factors

Paper Sort Facility (PSF) and UPM Contract

- 4.1 Paper and card was sorted at the PSF at the London Road depot until our new depot at Dropmore Road was fully operational on 10th February 2014, when we start tipping paper and card at Dropmore Road. It is no longer being sorted into the two separate grades and is being sold directly 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 complete and the depot is fully operational including office facilities, the internal bulking bays for paper and co-mingled recycling and on-site parking.
- 4.4 Bulking of recyclable materials continued at London Rd until 10th February 2014 and a gate fee for this was being charged by Serco.

Co-mingled recycling is being bulked at Dropmore Road and then transferred to a Biffa MRF at Edmonton. A gate fee is being charged for the transfer and processing of the recycling.

Food Waste

- 4.5 The brown 23l small food waste bins, silver 5l kitchen caddies and starter packs of 50 compostable liners were delivered in January and February 2014.
- 4.6 The new vehicles arrived in February 2014 and we are the first Council to be using the new Euro VI vehicles
- 4.6 Monthly meetings with Bucks CC took place so that we are able to give early warning of any extended hours required at High Heavens. There was no requirement to request additional hours throughout the roll out phase which was good as it is unlikely that High Heavens will be open past 12.30 on catch up Saturdays until the August Bank Holiday.
- 4.7 Food waste is delivered directly to High Heavens, this is a BCC authorised site. It is then transferred to an anaerobic digestion plant in Wallingford which produces gas and electricity from the waste.

New Service Update

Recycling

- 5.1 The blue-lidded recycling bins were delivered in January and February 2014. Around 1000 properties were provided with opaque blue sacks for recycling. The vehicles arrived during February and March, and the existing fleet was used in place of vehicles that were late. The mixed recycling is taken to Biffa MRF at Edmonton and this contract will be reviewed in 18 months' time and options considered.
- 5.2 Small items of Waste Electrical and Electronic Equipment (WEEE) and batteries collected from households are being recycled by Biffa through their national compliance scheme.
- 5.3 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.
- 5.4 The new vehicles arrived in March and April 2014. The existing fleet is now ready for resale and disposal.
- 5.5 Focus is now being placed on advising resident not to put brown card in their recycling box. Once the percentage of brown card is reduced we will be able to obtain an improved price for the paper.

Refuse

- 6.1 The black-lidded refuse bins were delivered in early January and February 2014.

- 6.2 The new vehicles arrived in March and April 2014. The existing fleet is now ready for resale or disposal.
- 6.3 One issue of concern for the residual waste stream is the potential for garden waste to be included in the black bin from properties where residents have not subscribed to the new garden waste scheme. This would have a negative effect on the overall diversion rate.

Garden Waste

- 6.3 The garden waste collection service began on 31st March, 5 weeks after the start of the changes to refuse and recycling collections. Existing food and garden waste wheelie bins were removed from properties that haven't subscribed following their final food and garden waste collection.
- 6.4 Not all bins were out and it is expected that the retrieval of all bins will take some time. Some residents have put them out for collection following the service changes and did expect them to be emptied or put them out after 31st March in an attempt to receive the garden waste service for free. Only bins from properties that have signed up to the service have been collected and this did generate some customer contact.
- 6.5 The numbers of residents who have subscribed to the new paid garden waste scheme are 5,631. Payments were received using the following methods:-

By card = 2,346, by cash = 19, by cheque = 184, online payments = 3,082

The estimate was 7,000 properties subscribing before the roll out

Publicity

- 7.1 All properties received a recycling guide and calendar along with the delivery of their containers. Customer contacts received following the deliveries was lower than anticipated but came in a steady stream.
- 7.2 In addition to tweets and press releases, the following items of publicity were distributed:
- A bin hanger was placed 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.
 - A label on paper recycling boxes was delivered February reminding residents of what needs to go into the paper boxes after 24th February.
 - Letter drop to 5,500 customers who were provided with an additional collection due to a wait longer than 20 days when transferring to the new service.
 - All mini centres have been relabelled to reflect the kerbside collection service.
 - Flats advisory letter sent to 4,000 properties detailing the new collection service.
 - Garden waste service guidelines sent to all garden waste customers.

Other Issues

- 8.1 IAA negotiations with Bucks CC have reached an conclusion for now and a letter from BCC is in place confirming funding for potentially 2 years.
- 8.2 The Waste Efficiency Officer was seconded to the post of Waste Projects Officer (a new temporary role to support the roll out). This post is temporarily being covered by a new Recycling Assistant role.
- 8.3 Extra admin resources were recruited for a January start in anticipation of increased customer contact as the bins started to be delivered and as per the project plan. We are starting to reduce this level of support in line with the plan.
- 8.4 Arranged Maternity cover for the Contracts Manager was completed and recruitment via an agency has taken place.

Conclusion

- 9.1 Although Officers are very busy and stretched, the service is proceeding as planned and is producing the projected diversion rate.
- 9.2 Below is a table containing the weights for waste and recycling collected since the start of the new scheme.

WC	comingled	Paper only	Refuse	FW	GW	Total refuse, recycling + composting	total recy inc composting	recycling percentage %
17-Feb-14	36.34	37.76	235.76	0	19.4	329.26	93.5	28.40%
Start of new service								
24-Feb-14	61.9	29.54	119.21	31.6	0	242.25	123.04	50.79%
03-Mar-14	101.92	42	118.96	40.6	0	303.48	184.52	60.80%
10-Mar-14	83.73	34.96	138.28	43.52	0	300.49	162.21	53.98%
17-Mar-14	79.1	33.82	108.54	44.2	0	265.66	157.12	59.14%
24-Mar-14	63.44	32.46	111.5	44.22	0	251.62	140.12	55.69%
31-Mar-14	74.36	34.02	146.06	43.4	59.76	357.6	211.54	59.16%
07-Apr-14	62.18	42.9	177.22	43.34	50.48	376.12	198.9	52.88%
14-Apr-14	81.6	38.28	156.88	42.44	67.06	386.26	229.38	59.38%
21-Apr-14	87	42.9	170.44	48.8	59.2	408.34	237.9	58.26%
28-Apr-14	81.556	34.84	179.94	44.64	60.76	401.736	221.796	55.21%
05-May-14	84.9	35.62	176.92	45.72	52.58	395.74	218.82	55.29%

The average diversion rate for waste collected from households is 56.4% as opposed to the previous rate before the scheme was rolled out of around 30%. Based upon national performance in 12/13 (latest confirmed figures) this would put the Council in the top 30 out of 352 Councils which is a significant step change

The waste streams now seem to have stabilised and become fairly predictable with the exception of the refuse. There has been an increase in the residual waste since the 31st March 2014 as mentioned earlier in this report. Historically this waste stream does fluctuate throughout the year as is without doubt seasonal.

It should be noted that the recycling rate above does not include the weights from street cleansing, fly-tipping and bulky waste collection.

Resource and Wider Policy Implications

10.1 All financial matters relating to the new service are within budget and expected to remain so.

Summary

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

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Background Papers:	Previous Reports on this matter.