

SUBJECT:	Flats Service Review Report
REPORT OF:	Officer Management Team - Director of Services Prepared by - Head of Environment

1. Purpose of Report

- 1.1 To provide an overview of the draft internal policy document 'Waste Collection Guidelines for Communal Collections' and seek approval for proposed new administrative charge.

2. 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.

3. Background

- 3.1 In June 2014 this PAG received a report outlining the aims and objectives of the waste collection service review for flats. This included details of how the flats would be assessed and what the new service would look like, appendix A provides a reminder of the agreed aims, objectives and service provision.
- 3.2 Approximately 3000 properties across at least 200 sites were to be assessed under the service review as they remained on either a weekly black sack or weekly bulk collection following the introduction of the new waste and recycling collection service in February 2014.
- 3.3 Members were advised that every block of flats differs in terms of building features, management structures and types of resident; it is therefore counterproductive to offer one 'blanket' service to all flats. By this same regard, it is also necessary to ensure that a suitable policy and collection guidance is in place specific to communal collections.

4. Communal Collections Guidelines

- 4.1 Supplementary Waste Collection Guidelines are being developed for Communal Collections. The guidelines are intended for future internal use by officers and aim to bring communal collections policy in line with household collection policy, however there are a number of circumstances where the policy has been adapted for communal collections. The key policy items are;

Receptacles and capacity

- 4.2 Appendix A details the containers provided to flats. As far as possible clearly labelled shared black 240L/360L wheelie bins will be provided, there will be no charge for these containers. For larger blocks of flats or where space is of particular concern it may be more efficient to provide 1100L bulk bins, however there is a hire charge for these containers, see 4.8 below.
- 4.3 In terms of capacity overall flatted properties will be provided with the same maximum capacity as households i.e. 240L per fortnight for refuse. As a general rule residents in flats do not tend to produce as much waste per property as those in houses, so the full capacity may not be required although it will never be denied; additional recycling capacity can always be provided.

Side waste and Contamination

- 4.4 Due to the nature of communal collections it is difficult to identify specific properties that may be responsible for issues such as side waste or contamination therefore making it difficult to enforce these things through non collection and making residents responsible for removing the offending item as we do with households.
- 4.5 Communication with property managers and residents will be essential and key to minimising these issues however where properties repeatedly misuse their containers it is considered necessary to have a charge in place both to recover some of the costs involved to the Council but also as a penalty to property managers and an incentive to avoid future incidents, see 4.9 below for the proposed costs.

Presentation

- 4.6 Collection from the property boundary will not always be possible for communal collections. Usually the bin store is the collection point and this may require collection vehicles to access private roads, in this instance an indemnity will be obtained from property managers.

Missed Collections

- 4.7 Due to the nature of communal collections it may take longer for a missed collection to be reported but it is even more necessary that bin stores are emptied regularly, therefore if reported outside the 24hr timeframe the containers will be collected as soon as is practicable rather than waiting until the next collection day.

Fees and Charges

- 4.8 The hire charge for 1100L bulk bins is currently £126 per bin per year (2014/15). This charge is purely for the hire and maintenance of these larger bins and does not cover collection or disposal costs. Many sites where these containers are required already have them in place and there are currently over 300 bulk bins in the district bringing in an income of over £37,000 per year.
- 4.9 The policy proposes the potential to levy an administration charge of £70 per additional collection that is required to remove side waste or contaminated loads. This charge covers the administrative cost arranging the collection and its fee; it does not seek to recover collection or disposal costs. Issuing a charge will be the last resort when all other education and communication methods have failed to remedy the issue. This charge will be reviewed on an annual basis in line with other charges in the budget.

5. Flats Service Review - Progress

- 5.1 The flats service review is progressing in line with the timescales in the project plan. A full report will be provided to members once the roll out is complete detailing costs and impact, in the meantime a brief update is provided below.

5.2 All sites on a weekly collection have now had an initial assessment to identify the current collection, storage and access arrangements and to identify property managers. All have been categorised as either;

- **Red** - A significant service change for residents is required i.e. moving from sacks to communal containers and/or improvements are required to provide adequate storage and access as well as introducing food waste - costs for property managers are likely.
- **Amber** - Sites where refuse and recycling needs updating and/or additional bins are required as well as introducing food waste - some costs for property managers are possible.
- **Green** - Sites that currently have adequate refuse and recycling in place and no access issues have been raised, these sites just need the introduction of food waste collections

5.3 The number of sites falling into each category are as follows;

Table 1: Categorisation of Flats during Service Review

Green	Amber	Red
56	68	76

5.4 All property managers have been contacted, informed of the review and briefed on which categories their sites fall in to. Where sites fall into the red/amber categories joint site visits have been arranged to discuss suggested improvements. Key residents have also been invited to these meetings for their input. Where the site is classified as green then property managers are happy for the new bins to be installed and will jointly communicate the changes to residents.

5.5 New containers including food waste bins, caddies and bulk bins have been ordered based on the outcome of the assessments and the recommendations made. Re-usable bags to help residents separate and transport recyclable materials have also been ordered. The budget for the flats service review and roll out is £55,000 and all resources have been met from this budget. A report requesting a decision on the continued provision of liners will be brought to this PAG following the roll out.

5.6 Residents will be notified of the forthcoming changes through joint communication with property managers and resident associations. Information booklets and posters for flats are being drafted to promote the new recycling and food waste collection services, see Appendix A. When new containers are introduced to red and amber category properties 'resident events' will be held in the evening to give out the 'flat packs' and answer any questions.

5.7 Containers and promotional materials will be ready for distribution from mid-October. A scheduled roll out of food waste containers and other improvements will take place by area and should be completed by the end of November

5.8 The service review and roll out will for the moment focus on improving general rubbish, dry recyclables and food waste collections. Once the review is complete then a trial introduction of electrical items, batteries and textiles will be investigated and implemented. Members will be kept up to date on the progress of this.

6. Resource and Wider Policy Implications

6.1 Potential risks are as follows;

- Due to the number of red/amber properties the joint site visits and implementing changes could take longer than envisioned.
- Containers, bags or promotional materials take longer to produce than anticipated delaying the roll out.
- Property Managers refuse to make necessary changes to improve collection services.
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7. Recommendation

7.1 Members are asked to note the content of this report and advise the Portfolio Holder as to whether to recommend to Cabinet the setting of an administrative fee of £70 for additional collections as described in para 4.9 above.

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Background Papers:	Previous Reports on this matter. Flats Service Review Report June14 PAG