

CABINET

Thursday 10 December 2020

POLICY AND PERFORMANCE SCRUTINY PANEL

Monday, 7 December 2020

IMPROVING WASTE COLLECTIONS

Report of the Head of Direct Services

Recommendation(s)

It is recommended that Policy & Performance Scrutiny Panel:

1. **Notes the proposed changes following the waste collection pilot and the restart of food waste collections and makes any relevant recommendations to Cabinet.**
2. **It is recommended that Cabinet approves the proposals listed below, to be implemented on 1st March 2021:**
 - A. **Increasing the frequency of kerbside glass and battery recycling from monthly to fortnightly;**
 - B. **The adoption of a zonal approach to waste collections to drive operational efficiency, rather than a north/south split;**
 - C. **Harmonising waste and recycling collection days for the convenience of residents;**
 - D. **The separate weekly collection of food waste in low pollution vehicles to support the Council's Climate and Environmental Emergency Strategy; and**
 - E. **The borough-wide collection of food waste from flats on a phased basis.**

Summary

Following the restart of food waste collections and the implementation of a waste collection pilot scheme on 9 November 2020, a number of improvements to the Council's waste and recycling services are proposed.

These changes are necessary to meet the needs of a growing population, improve the management of waste, access to recycling and service resilience, whilst meeting future demand and responding to emerging Government legislation.

Statutory Powers

Localism Action 2011

The Waste (England and Wales) Regulations 2011

Strategic Implications

1. The changes proposed will ensure the Council is able to continue to meet its Minimising Waste and Maximising Resources objective in the Corporate Plan 2015 – 2025.
2. The Government's Resources and Waste Strategy for England published December 2018 sets a target for a minimum of 65% of municipal waste to be recycled by 2035. The proposed changes will enhance the borough's recycling rate, which has slowed during the current Covid-19 pandemic.
3. Responding to the Climate and Environmental Emergency is critical, as is the need to ensure residents are also clear about their responsibilities and the Council's responsibilities for managing their waste and recycling.

Introduction

4. The council's waste and recycling service was last reviewed in 2012 and has remained largely unchanged since. Whilst the borough has seen significant development and an increase in property numbers, investment in the waste service has remained largely unchanged which has meant increasing challenges for collection teams in completing allocated work in a timely manner and to the standard required. Impending changes to legislation, revised recycling targets and proposed changes to local recycling infrastructure mean that the council needs to review and invest in its waste and recycling services to ensure they are able to meet these future challenges and deliver the levels of service that the Council is widely recognised for.
5. Consequently, the New Ways with Waste (NWWW) project team was established to consider potential changes and improvements to the existing service to ensure that it was able to meet the needs of residents against this background of change. Following benchmarking and evaluation of a number of options, the team identified a range of inclusive measures to increase recycling yield, improve efficiency and ensure that the service is able to react to the changing environment.

6. In order to trial these, the Council commenced a waste collection pilot on 9 November 2020 for approximately 6,700 households. This involved the fortnightly collection of glass and batteries at the same time as mixed-dry recycling collections and the separate collection of food waste in low-pollution vehicles. Additionally, 18 housing blocks (flats) were included and are now able to recycle food waste in communal food wheeled bins; this will be rolled out across the borough.
7. According to Hampshire County Council's Environment Department's 2018 based 'Small Area Population Forecasts' there will be 2000 additional households across the borough by 2022, rising to circa 6,000 by 2025. The service needs the resilience and flexibility to meet the needs of a growing population.

Service Enhancements

8. The proposals will enable residents to recycle glass and batteries fortnightly rather than monthly with collections being on the same day and in the same vehicle as mixed dry recycling. This harmonises recycling collections and makes it easier for residents to remember to put their containers out. Food waste will continue to be collected weekly and on the same day as refuse and recycling/glass, with food collections for flats being phased in across the Borough.
9. Following the commencement of the pilot scheme performance to date is encouraging, in terms of performance and operational delivery. Glass recycling in particular has shown an increase of approximately 30% in line with authorities across Hampshire, highlighting the importance of increasing the collection frequency.

Adopting a zonal approach to waste collections

10. Collection days for residents will change following the introduction of zonal collections. This will harmonise collection days, with glass/batteries/DMR and food collected on the same day (though not all at the same time) one week and on the same day the next week, food and refuse would be collected (not at the same time).
11. The borough will be split into five zones with all services being provided on a single day within the designated zone. Whilst this will not currently include garden waste collections, work will be undertaken with a view to incorporating these as soon as this is possible. Appendix 1 shows the zone areas across the borough. Zones are a more effective way of working; they can absorb population growth and improve team-working potential for waste and recycling crews and supervisors.

12. A detailed communications plan will support these changes, including:

- A postcard to remind residents of changes to collection days (Appendix 2a is the example card and is mocked up using 1 March 2021 date)
- Posters for parish noticeboards (Appendix 2b)
- Letter to residents with a calendar and information leaflet (Appendix 2C) focusing on materials that can and can't be recycled.
- A programme of social media, email, YWBN, Borough News and internal communications is planned to support collection day/fortnightly glass changes.
- Website.

An example timeline is below.

1 March 2021 Go Live	Activity
November 2020	Letter production
December 2020	Data to Whitespace and put in test to enable letters to be generated
December 2020	Finalise postcard/parish poster
Early January 2021	Letter generation
Mid-January 2021	Poster distribution
February 2021	Letter and reminder postcard distribution
January – March 2021	Social media activity

Financial Implications

13. The waste collection proposals are likely to cost an additional £115,000 per annum, which has been included in the current Medium Term Financial Plan projections and will get formal approval in February 2021.

Risk Assessment

14. A risk assessment has been completed to ensure the safe re-start of food waste collections and the waste collection pilot. The rollout of fortnightly glass/batteries and continuation of food waste would not require any further changes to this.
15. Collection day changes could cause confusion to some residents,

together with changes to glass/battery collection frequency. However, the Communications Plan will help manage this process and will remain active for the first 6 – 8 weeks of the roll-out.

Equality and Diversity Implications

16. The waste collection pilot has shown no adverse impact for residents with protected characteristics. Residents requiring 'assisted collections', will continue to receive them. Residents are required to present their containers in the same way as before, albeit it may be on a different day/time. Whilst the Equality Act is relevant to these changes it should not adversely impact people with protected characteristics and does not create additional social deprivation impact. These changes promote the aims of The Equality Act and all support mechanisms, for example assisted collections, for those that have healthcare/disability/mobility needs remain in place.
17. An equality impact assessment has been carried out. No adverse impacts have been noted in relation to people with protected characteristics. For people experiencing social deprivation, the phasing in of food waste collections for residents living in flats following a pilot, would be considered a positive impact. The communications plan will include paper and digital channels. The action plan includes targeted engagement with residents and using the results from an online survey to improve services. The equality impact assessment is attached as appendix 3.

Climate Change and Environmental Implications

18. A key benefit of the proposals in this report is the increasing use over time of low -emission vehicles which together with the use of route optimisation software, will increase the efficiency of collection rounds, whilst impacting positively on emission levels. These changes will also enhance the borough's recycling performance in pursuit of increasing statutory recycling targets.

Conclusion

19. The changes proposed build on the success of the waste collection pilot to date and will improve collections for residents. Changes to legislation, revised recycling targets and proposed changes to local recycling infrastructure mean that the council needs to review and invest in its waste and recycling services to ensure they are able to meet these future challenges and deliver the levels of service that the Council is widely recognised for.
20. It is recommended that Cabinet agrees to these proposed changes to enhance waste and recycling collections across the borough.

GALE SMITH*AUTHOR
PROJECT MANAGER - WASTE*TITLE

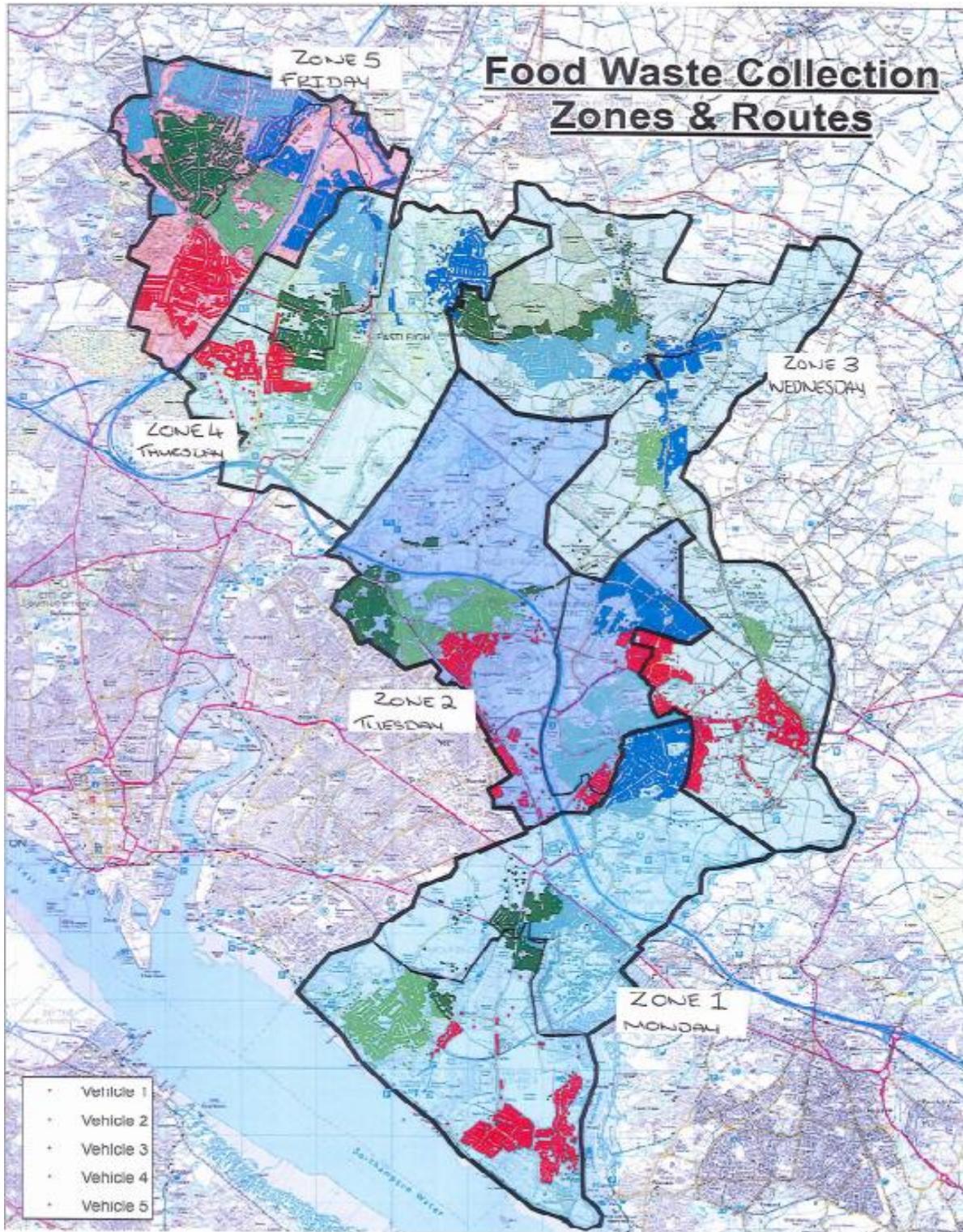
Date: 25 November 2020
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Appendices Attached: 1, 2a, 2b, 2c

LOCAL GOVERNMENT ACT 1972 - SECTION 100D

The following is a list of documents which disclose facts or matters on which this report or an important part of it is based and have been relied upon to a material extent in the preparation of this report. This list does not include any published works or documents which would disclose exempt or confidential information.

* List Background Papers or state None.

Appendix 1 – Map of Zonal Collections across Eastleigh Borough Council



Appendix 2a - Postcard to be used for the introduction of collection changes

Front



Back



Appendix 2b – Poster for noticeboards in parishes to be used for the introduction of collection changes

Bin dates are changing from 1 March

We are changing our routes to make collections faster and more reliable

Glass will be collected fortnightly on the same day as your recycling bin

Check if your regular bin day is changing at www.eastleigh.gov.uk/collectiondates

Sign up for a myeastleigh account to set up email reminders to put your bin out at my.eastleigh.gov.uk

We'll also write to you shortly with more information

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Appendix 2c Recycling leaflet

Front



Recycling empty
aerosol cans
is as easy as...



...recycling
this leaflet!

 recycle
for Eastleigh Borough

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Back



The usual
suspects



juice cartons



kitchen towels



greasy pizza
boxes



yogurt pots

Don't let these items contaminate your recycling. Put them in your normal waste bin or take Tetrapaks like juice cartons to Eastleigh Household Waste & Recycling Centre.

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Appendix 3 - Equality Impact Assessment (EqIA)

Title of EqIA:	New Ways with Waste – Improving waste collections
Brief description of the Proposal:	A waste collection pilot (6,700 homes spread across the borough and 18 blocks of flats) is taking place and the launch of new waste collection frequencies for glass and batteries will take place from 1 March 2021. These collections will take place on the same day as dry mixed recycling). Improving efficiency of collections by adopting new zonal collection method. Phasing in food collections for flats. Communications to residents about these changes.

Assessment:

For all of categories below please consider:

1. Does this proposal eliminate unlawful discrimination?
2. Does this proposal advance equality of opportunity between people who share a protected characteristic and those who do not share it?
3. Does this proposal foster good relations between people who share a protected characteristic and those who do not share it?

Statutory Considerations: Please highlight what impact could there be on people with protected characteristics.	
Age:	No adverse impact. Assisted collections remain available. Communications materials available in digital and paper copy.
Disability:	No adverse impact. Communications in plain English and accessible formats on request. Assisted collections remain available. Communications materials available in digital and paper copy.

Gender:	No adverse impact.
Gender reassignment:	No adverse impact.
Pregnancy and Maternity:	No adverse impact. (Women living alone recovering after childbirth are eligible for the assisted bin collection scheme if required and no-one else in the home able to present bins for collection).
Race:	No adverse impact. Communications in plain English and accessible. Communications materials available in digital and paper copy.
Religion or belief:	No adverse impact.
Sexual Orientation:	No adverse impact.
Marriage and civil partnership:	No adverse impact.
Non statutory considerations: Please highlight what impact could there be on people experiencing social deprivation.	
Social deprivation:	No adverse impact. Positive impact (gradually as the programme rolls out) for those people living in flats on low incomes, to be able to recycle food waste.

What engagement or consultation has been carried out?	Food waste for flats is being piloted – November – January. The Council contacted managing agents (including Housing Associations) for all flats included in the pilot. An online survey is being conducted as part of the pilot study.
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What could reduce any adverse impact on these groups?	Communications Plan already includes paper and digital channels, plain English and accessible formats on request. Stickers being produced to go on bins.
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Action Plan

Activity	Outcome	Timeframe	Person responsible
Market stall being considered to engage residents	Improved communication and participation	December 2020	Direct Services
Targeted door knocking in areas of deprivation	Improved communication and participation	February 2021	Local Area Services (tbc)
Use results of survey to improve service	Improved service	January 2021	Direct Services

Lead Officer:	Gale Smith
Manager:	Paul Naylor
Corporate Director:	Andrew Trayer
Date completed:	26 November 2020

