

Communities, Transport and Environment Policy
Development and Scrutiny Panel

Waste Collection Review

16th July 2018

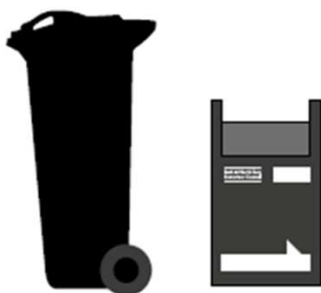
What Changed?



- 57,600 households received 140 litre bins
- 3,200 households issued larger 240 litre bins
- 10,500 received 140 litre reusable rubbish bags (fortnightly)
- 6,360 received 70 litre reusable rubbish bag (weekly)
- 1,350 properties on weekly black sack collection (city centre and small proportion bin rooms)
- 5,000 households serviced by bulk communal bins
- Recycling Service in-house

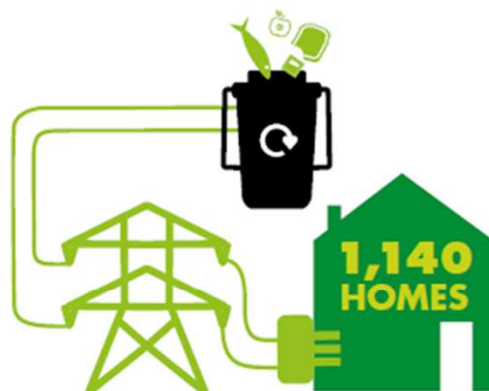
Why did we make these changes?

- To keep our streets cleaner



Wheeled bins and re-usable rubbish bags will prevent animals and birds getting at our waste.

- To recycle more



If we recycled all of our food waste in Bath & North East Somerset we could create enough electricity to power 1,140 homes for a year.

- To save money



Every lorry load of waste costs £1,000 to dispose of whilst every lorry load of recycling earns an income of £100.

Background – to service model

- Extensive benchmarking & research into recycling performance and waste collection services offered by other local authorities
- Explored potential for collaborative working with neighbouring authorities
- Financial assessments into 5 alternative collection models, narrowed down to 2 that met 3 key objectives.

Changes requested during planning

- Increase in the number of properties eligible for a weekly collection service from the original modelling
- Increase in the amnesty period for the collection of side waste extended from 4 weeks to 12 weeks
- Increased education during extended amnesty period.

Implementation

- Survey of properties to assess if suitable for wheeled bin
- Letters sent with Council Tax bills in March 2017 to advise of bin/bag allocation and asking residents to get in touch if they had concerns.
- Warm up press and publicity from April 2017 onwards stressing how people could begin to recycle more now, to help prepare in advance for the changes.
- From May – October 2017 Waste Doctor visits to residents who felt their property was unsuitable for wheeled bins or those requesting bigger bins. Hundreds of visits and telephone consultations undertaken.

Implementation

- Swaps for bins/bags and vice versa made where requests were assessed as reasonable
- The Council's recycling service brought in-house on 9th September 2017. 85 staff were TUPE'd across from Kier to B&NES council, along with plant, equipment and offices
- New vehicle fleet began to arrive from September 2017
- The new service began on 6th November 2017

Publicity

- An extensive communications plan “Together we can all make a difference” was implemented including a proactive campaign to encourage people to recycle more
- 106 Roadshow events & community group talks
- Over 5000 people reached though face to face contact
- 42,000 new recycling containers ordered



Changes to your rubbish collection Autumn 2017



Bath & North East
Somerset Council

Together we can
all **make a difference**



**The Davis Family have a weekly
competition in their house to see
who can recycle the most.**

They are just one of the families who are eligible for a larger container than the standard 140 litre wheeled bin. Some property types and family situations such as large shared houses or families with children in nappies need extra help. Let us know if you think you need a larger container or help and advice to further reduce your waste.

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Publicity

- Waste doctors visited 491 properties to discuss personal arrangements
- When new service began tags were place on bins and bags advising that side waste would not be taken in future
- From 15th January when no side waste was implemented stickers were left on bags.

**Sorry, we were
unable to collect
your rubbish today**

For one of the following reasons:

- Your bin/bag contained the wrong items eg garden waste, rubble, paint
- Your bin must be closed for emptying
- Your bin/bag contained hot ashes
- Your bin/bag was too heavy
- Your bin/bag was damaged
- There was loose rubbish in your re-usable bag. Rubbish needs to be in tied black plastic sacks.

See over for information on how to put this right

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**It is now your responsibility
to correctly dispose of this
rubbish**

You can:

- Put your rubbish out on your next collection day, in the correct container, ensuring the lid is closed, it is not overfilled, and contains only appropriate items.

OR

- Take your rubbish to your nearest Recycling Centre. Please don't put the rubbish in litter bins.

If your rubbish bin/bag is damaged (eg broken wheel) or you need a new bag, please contact Council Connect for a replacement.

Please don't fly-tip: this is an anti-social and illegal act and you may be issued with a large fine.

**See over for reasons
for non-collection**

For further advice please contact Council Connect:

- councilconnect@bathnes.gov.uk
- 01225 39 40 41
- www.bathnes.gov.uk/wasteservices

**Together we can
all make a difference**

**We do not take rubbish which
isn't in your bin/re-usable
rubbish bag**

Let's recycle **more**



You can take extra bags to your nearest recycling centre or put them in your bin/bag for your next collection. If they are left out, you could be fined.

 www.bathnes.gov.uk/wasteservices
 councilconnect@bathnes.gov.uk

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Education & Enforcement

- Two temporary waste awareness officers employed
- Where bags are left on the street staff look for evidence before clearing them
- Since stopping side waste
 - 539 properties visited
 - 181 education letters issued
 - 665 Breach Notices issued
 - 8 intent to serve issued

Education & Enforcement

- Many of the bags being dumped were found to be commercial waste being passed off as domestic
- 9 Business issued with warning notice
- 2 FPN's issues for business leaving black sacks by litter bins
- 80 new business waste customers

Keeping the Streets Cleaner

- Latest street litter audit found zero street to be below B standard, compared to 20 in previous audit.



Key Objective – Achieve Financial Savings

- End of the DCLG grant of £450K per annum to retain weekly black sack collections
- 18/19 Budget has been reduced by £450K to reflect this
- Volatility of global recycling markets impact on ongoing pricing and stability

Key Objective – Increase Recycling

	2016/17 tonnes	2017/18 tonnes	Difference
Kerbside Recycling	17,975	20,099	+ 2124
Food (included above)	4153	5323	+ 1170
Glass (included above)	4584	5275	+691
Domestic waste collected	27,815	23,311	-4504
Recycling Centre Residual waste	5744	5879	+135
Fly tipping	183	209	+26

Key Objective – Increase Recycling

	April/May 2017	April/May 2018	Difference
Kerbside Recycling	2832	3676	+ 29.8%
Food (included above)	708	1154	+ 62.9%
Card (included above)	397	536	+ 35%
Glass (included above)	850	902	+ 6%
Domestic waste collected	4426	3250	- 36%
Recycling Centre Residual Waste	995	1233	+23.9%
Fly tipping	37	23	- 37%
Average reuse/recycling/composting rate	53.33%	59.94%	+ 6.61%

Next Steps

- Work with Curo to resolve issues with bin stores and increase recycling provision
- Continue with programme to install food waste recycling points at MRC's
- Review of rounds to rebalance routes – day changes communicated with residents effected
- Follow up review of black sack properties with a view of issuing further reusable rubbish bags
- Continued review of streets where collection crews and residents are requesting change to wheeled bins

Next Steps

- Continue education and enforcement work (no longer have additional temporary officers)
- Continue to explore investment in IT and technology
- Continue to review service operating models and the impact in any changes in legislation
- Update the Councils waste strategy