

<b>REPORT TO:</b>	<b>Environmental and Development Services Committee</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>22<sup>nd</sup> August 2013</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>Director of Housing &amp; Environmental Services</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>Adrian Lowery, Direct Services Manager, 01283 595764, adrian.lowery@south-derbys.gov.uk</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>Kerbside Recycling Scheme Implementation</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE: EDS 08</b>

### **1.0 Recommendation**

- 1.1 That Committee approves the progress and actions to be taken on the implementation of the new kerbside recycling scheme, which is to be known as the 'easy green recycling scheme'.

### **2.0 Purpose of Report**

- 2.1 To inform and seek approval from the Committee of the programme for implementing the new kerbside recycling scheme and the progress made to date.

### **3.0 Detail**

- 3.1 Members agreed at previous EDS and F&M Committees (held 20<sup>th</sup> December 2012) to award the new kerbside recycling contract to Palm Recycling Limited. The contract collections are now scheduled to begin on the 7<sup>th</sup> October 2013 with a contract end date of 6<sup>th</sup> October 2021.
- 3.2 Project Management – the Council and Palm have each identified three key individuals who have formed a Mobilisation Team. Fortnightly meetings of the team have been diarised for the pre and post implementation period. This team has agreed the project implementation plan. Other employees are being utilised as necessary.
- 3.3 Implementation Schedule – An overview and directions meeting of more senior officers is taking place fortnightly between SDDC and Palm Recycling to ensure that the implementation runs smoothly. Meetings with

the bin supplier and delivery company have also taken place. The following covers the key milestones of the implementation schedule.

- Pre Bin delivery publicity – a leaflet was delivered to every household from week commencing 8<sup>th</sup> August 2013.
- Publicity Roadshows – 11 roadshows are scheduled to be held across the district, between 12<sup>th</sup> August and the 23<sup>rd</sup> August giving residents the opportunity to find out about the ‘easy green recycling scheme’.
- The new bins will be delivered to households week commencing 26<sup>th</sup> August over a four week period.
- Collections for the new scheme will commence on 7<sup>th</sup> October.
- A review of ‘recycling centres/bring-to’ sites will be undertaken in January 2014, with a view to making budget savings, as identified in the reports to both EDS and F&M Committees on 20<sup>th</sup> December 2012

- 3.4 Containers – Bins, Caddies and Sacks - In order to undertake the collections SDDC have procured 42,000 green, 240 litre wheeled bins and inner caddies at a cost of over £1,000,000. Derbyshire County Council has agreed to contribute £200,000 towards this cost. Householders have now received a leaflet advising them that they will shortly be receiving a new bin and caddy. There will be a further information leaflet delivered with the bin which will include a collection calendar. Whilst there are no operational changes for textile collections (as this will continue to be a sack collection) new red sacks will be delivered with the bins to every household.
- 3.5 Vehicles – The service will be undertaken utilising 4 x 26 tonne split body refuse wagons. Whilst these look almost identical to normal refuse wagons they will have specific livery. The vehicles are being procured by the collection contractor and may not be available for the commencement of the contract. Assurances have been secured from the contractor that sufficient hire vehicles will be in place to allow for collections to commence on the 7<sup>th</sup> October. If the permanent vehicles are not available at the commencement date it will only be a few weeks before they are ready.
- 3.6 Human Resources – There are no internal human resource issues. Council officers have gained assurances from the contractor that all the local individuals employed on the current collection scheme will be retained for the new collection contract. There will be a need to train these employees on the new vehicles and systems; this will take place during September. In order to ensure the contractor’s workforce is aware of the important role they will be playing in the delivery of a major Council project, the Direct Services Manager will be undertaking a presentation to contractor staff.
- 3.7 Transfer Station – The contractor will continue to use the Ensor site at Woodville as a transfer station; the daily loads will be delivered here and

bulked up for transportation onto reprocessing facilities. There are some layout changes and adaptations needed at the site and an extension to the current Environmental permit, this process is on schedule to be completed in September. Should there be any delay in the site being ready for October the contractor will utilise their Coventry plant on a temporary basis.

- 3.8 Health & Safety – The main health & safety issue is the need to have route specific risk assessments; this is considered by the Health & Safety Executive to be good practice. The contractor has submitted provisional routes to the Council for initial comment. Once routes have been finalised then route risk assessments can be completed. The contractor has been advised that these must be in place prior to commencement of collections. Separately it has been identified by the in-house team that our brown bin rounds need to be reviewed as analysis has showed they can be structured more efficiently. The aim is to restructure the brown bin collections so that both the brown bin and green bin will be collected on the same day and week as each other.
- 3.9 Frequently Asked Questions – with the introduction of a new scheme there are always a number of issues and questions which are frequently raised by the public. Officers have developed a list of these questions with the appropriate standard answers, see appendix A. Questions 1 - 13 along with the answers will be reproduced on our website. The remaining questions and answers will form the script for customer services staff who deal with specific issue related individual circumstances.

#### **4.0 Financial Implications**

- 4.1 Financial implications for the scheme were considered by the F&M and EDS committees in 20<sup>th</sup> December 2012. The total investment by SDDC for the eight year contract will be over £7m. This is a significant investment in recycling services.
- 4.2 It has always been envisaged that some of the additional costs of the increased recycling offer would be offset by a significant reduction in the number of 'bring-to' sites. See section 6 below for further detail.

#### **5.0 Corporate Implications**

- 5.1 The new scheme will deliver on the Corporate theme of Sustainable Growth & Opportunity; G 1 Strengthen South Derbyshire's economic position within a 'clean' and 'sustainable' environment. The long term outcome will deliver GO 2 by increasing recycling resulting in less waste being sent to land fill.

- 5.2 The key project; GP 04 Develop the opportunities for increasing the range of materials recycled through the re-tendering exercise, has been met by the inclusion of plastics and cardboard in the new scheme.
- 5.3 The success of the scheme will be measured through the following two corporate performance indicators.
- GM 05 Residual household waste per head of population.
  - GM 06 Proportion of Household waste recycled and composted.
- 5.4 Legal implications – The contract documentation has been agreed and is awaiting formal signature and sealing. This will be completed prior to the official contract start date of the 7<sup>th</sup> October 2013.
- 5.5 Employment Implications – There are no direct employment issues to consider. However, officers have been given assurances that locally employed people on the current contract will be retained by the contractor for the new scheme.
- 5.6 Communication Issues – Waste & Cleansing team are in close liaison with the Policy and Communications team and the following communication tools will be utilised.
- Press – The Policy and Communications team have been informed of the key milestones of the project to allow press releases to be planned in. An initial press release to raise awareness of scheme was issued on the 19<sup>th</sup> July. The Policy and Communications team will send out releases approximately twice a month in the run up to the implementation. Arrangements will be made for two photo calls – one for when the bins are delivered in late August and one on the go live date in October.
  - Social Media – Regular tweets will be sent out by the Policy and Communications team based around the key milestones. A single contact point in Waste and Cleansing Services will deal with any queries.
  - Web – A specific page as been developed for the website, which will contain general information and frequently asked questions and answers, see appendix A. Video – A video for use on You Tube and other visual media is being developed in conjunction with Derbyshire County Council.
  - Radio Campaign – a separate £10k budget has been provided by Derbyshire CC to fund a radio campaign.

## **6.0 Community Implications**

- 6.1 Residents will be able to play a more active and direct role in recycling across the whole district.

- 6.2 A further implication is the commitment to review the number of 'bring to recycling centres' across the district. This will be undertaken following full implementation of the new service. All sites will be reviewed in the context of tonnage drop from the implementation date and compared with the same period last year. It is expected that a significant number will see tonnages fall to a level below which they are both economical and or environmentally beneficial. Consultation with Councillors and the public will be undertaken prior to any Committee report recommending the removal of any sites. However, a significant reduction in the number of sites is envisaged as the increased costs of the door to door collection need to be offset by savings from the removal of bring to sites.
- 6.3 It is anticipated that the decision to remove sites will be made prior to the start of the 2014/15 financial year.

## Appendix A. Frequently Asked Questions

easy 😊😊  
green 😊  
recycling scheme

# FREQUENTLY ASKED QUESTIONS

### Q1. What can I put in the green bin, inner caddy and red sacks?

<b>GREEN BIN</b>	<b>INNER CADDY</b>
<ul style="list-style-type: none"> <li>Aerosols</li> <li>Cans / Tins</li> <li>Foil and foil trays</li> <li>Glass Bottles &amp; Jars</li> <li>Plastic Bottles</li> <li>Plastic Tubs and Trays</li> </ul>	<ul style="list-style-type: none"> <li>Brochures</li> <li>Flattened Cardboard</li> <li>Junk Mail</li> <li>Magazines</li> <li>Newspapers</li> <li>Paper</li> <li>(If possible please wrap/bag shredded paper so that it does not spill out and create litter!)</li> </ul>
All items must be clean and plastics squashed!	
<b>RED SACK</b>	<b><i>NOT RECYCLABLE IN THIS SCHEME</i></b>
<ul style="list-style-type: none"> <li>Belts</li> <li>Clothes</li> <li>Handbags</li> <li>Household Textiles</li> <li>Shoes</li> </ul>	<ul style="list-style-type: none"> <li><i>Plastic carrier bags and film</i></li> <li><i>Tetra Pak / Drinks cartons</i></li> <li><i>Foil Pouches e.g. pet food</i></li> <li><i>Polystyrene packaging</i></li> </ul>

### Q2. When will my new Easy Green Recycling bin and caddy be delivered?

We have four distribution teams out delivering all the containers and it will take around one month to deliver to the 41,000+ homes in the District.

Deliveries commenced in the last week of August and will carry on until the end of September 2013.

Each property will receive a new green bin, an inner caddy and red sack.

A sticker showing where recyclables go will be placed on the lid of your new green bin.

A full information leaflet and calendar will be posted through the letterbox of each household.

### **Q3. When are the first collections?**

First collections for the new recycling scheme take place in early to mid October 2013 and will take place fortnightly from then onwards.

Please see the calendar which is delivered with your bin for your new collection day.

### **Q4. How do I take part in the new Easy Green Recycling collections?**

The caddy rests inside your green bin on the left hand side. Paper and flattened card go inside this. Bottles cans jars and trays etc. should be dropped down the outside of the caddy to go inside the main bin.

On collection day wheel your bin, with the caddy inside, out to the edge of your property nearest the highway.

Place your red textile sack out alongside the green bin.

Please put your green bin out by 7.00am.

### **Q5. I don't think I've got room for another bin, what can I do?**

Please think about where you keep your current green box and blue paper bags.

Also where you have to store your cardboard and plastics ready to go to the recycling centre!

The new green bin replaces all these items so you can recycle neatly in one place it takes no more floorspace than the current set of containers.

Why not try the new easy green recycling scheme for a month and see how you get on?

If you don't get on with it by mid November we'll come and discuss the problem with you. Just call or email us.

### **Q6. I live in an apartment and have a communal bin - how do I participate?**

We will arrange to visit yours and your neighbours properties in the new few weeks to work out how best to provide the new Easy Green Recycling Scheme for you.

### **Q7. I recycle a lot, what happens if I run out of room? - can I have two bins?**

Please make sure you flatten all your card and squash plastic bottles flat to minimise the amount of space they take up in your green bin.

If your bin is getting full you can remove the inner caddy to gain extra space and place it outside your bin on collection day.

If you still need additional recycling please use your current green box to put out extra recyclables neatly alongside your green bin.

**Q8. I have large cardboard boxes that will not fit in the caddy - what do I do?**

Please flatten any large cardboard boxes and stack the flattened card neatly alongside your green bin. It will be taken by the crew on collection day.

**Q9. What do I do with my old green box?**

Please continue to use it for recycling until the last collection before the new easy green recycling scheme starts.

You may use your green box to contain any extra recyclables you may have at the start of the new recycling service and at busy times such as Christmas and public holidays.

The Council is not planning to make a routine collection of the green boxes. The cost of collecting 42,000 boxes would be very high, so please feel free to find an alternative use for it.

If you cannot find any alternative use and do not need it for extra recyclables, then contact us and we will make arrangements to collect it.

**Q10. What happens if I put the wrong items in the green bin or caddy?**

The crew will not be able to take any items that cannot be recycled in this scheme and will leave the green bin and / or caddy unemptied.

Please check your information leaflet or the website for details of the recyclables that can be taken. Remove any non recyclable items and present your bin at the next scheduled collection.

**Q11. Can I recycle shredded paper in the Easy Green Recycling Scheme?**

Yes, however we would prefer it if it was securely bagged or wrapped in newspaper 'fish and chips' style.

If shredded paper is left loose or open it could cause problems at collection times, especially when windy due to spillages and litter.

**Q12. Is it possible to get assistance to put out my new green bin and caddy?**

If you have problems with mobility or infirmity and there is nobody else in your property that could put the bin out, the Council offers an Assisted Collection service.

Residents on the Assisted Collection Service have their bin and caddy collected from and returned to an agreed point on their property on collection day.

If you already have an assisted collection for your black and brown bins we will automatically put you on Assisted Collection for the Easy Green Recycling Scheme.

**Q13. Where will all the recycling go?**

The collection crew take the green bin to the vehicle which is split into two separate compartments. Card and paper go in one side and recyclable containers in the other.

After it is collected the recycling vehicles go to tip off at the transfer station in Woodville

The recyclables are bulked up here and then transported to our contractors' materials recycling facility (MRF) in Coventry.

At the MRF the mixed recyclables are sorted into separate streams and sent off to various reprocessors to be made into new materials.

The Council audits the reprocessor trail to ensure that all materials you present are properly recycled

## Secondary Questions for particular instances

### Q.14 What happens with homes that have sack collections ?

A small minority of properties in the District do not have room for any bins and instead have a sack collection for refuse and compost. These properties will be issued with two sacks each fortnight to allow for the separate collection of paper/card and recyclable containers.

### Q.15 What happens if the property really can't have a third bin?

Wherever possible we need properties to have the standard 240 litre bin and caddy. If the resident insists that they have no room take the details and we will arrange for a home visit to determine what collection service we can provide. This may mean the resident stays with the current box and bag system or goes onto sack collection as above. If we find room for a 240litre then we will try to persuade the resident to trial it.

### Q.16 Can residents have a larger or smaller bin than the standard 240 litre?

The caddies are made to fit a standard 240 litre bin and do not fit larger or smaller bins.

If residents want a larger bin please ask them to use their existing green box to contain any overspill and to squash plastic bottles to maximise room. If residents are still struggling after the first few collections and are consistently presenting lots of extra recyclate we will issue an additional bin and caddy.

If residents are really struggling to cope with a standard bin please take details and we will make a home visit to determine a suitable service to suit individual circumstances.

### Q.17 What if the resident refuses to have the new bin?

Please try to encourage them to take a bin for a one month trial as above.

Ask them what recycling they do at the moment and remind them how convenient the new recycling service will be.

If they say that they will continue to use recycling centres please let them know that we expect recycling centre usage to drop dramatically after the introduction of the new scheme and that we are likely to be withdrawing most of the mini recycling centres across the District. Those that remain will be for cardboard and textiles which means there will no recycling banks for glass, cans and plastics.



If the resident is adamant that they do not require a bin please take the name and address details and add to the kerbside enquiries spreadsheet. Please say that they are free to change their mind and request a green bin and caddy at any future point.

**Q.18 I don't want my green box - what can I do with it?**

Ask the resident to hold on to their green box to contain any extra recycle.

If they say that they will not have any extra recycle ask if there is anything else they could use the box for such as storage, toolbox, planting flowers or growing potatoes!

If they insist that they have no use for the box please arrange for it to be collected in and raise a collection ticket on CRM system to take place at the end of October.