

Report to Environment & Economy Overview and Scrutiny Panel

Agenda Item:
A.7

Meeting Date: Thursday 20 April 2017
 Portfolio: Environment and Transport
 Key Decision: Not Applicable:
 Within Policy and Budget Framework NO
 Public / Private Public

Title: RETHINKING WASTE PROJECT
 Report of: The Deputy Chief Executive
 Report Number: CS 12/17

Purpose / Summary:

This report provides an update on the progress of the Rethinking Waste Project.

Recommendations:

Scrutiny Panel is recommended to receive the report and note the progress made.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. Introduction

1.1 The Rethinking Waste Project is now approaching its end. Key target dates have been met and the project is in a good place to implement the service changes from June 2017 when our refuse and recycling collection arrangements will change. In the light of the recent Internal Audit report on this project and as an important step in closing down the project we will review the objectives, performance and outcomes from this project. This report summarises the progress made since the previous report to Scrutiny in October 2016.

2.0 TUPE Transfer of the green box service

2.1 One of the key elements of the project was the planned in-sourcing of the green box collection service when the existing contract came to an end on 28 February 2017. Members will be aware that this service was previously operated by our contractor, FCC Ltd, but from 01 March 2017, this service is now operated by the City Council direct, with staff from FCC transferring under TUPE.

2.2 Feedback from our new staff has been very positive. They have reported that the different collection arrangements using our new recycling vehicles are quicker and far less demanding on them physically compared to the previous method of collection.

2.3 The green box collection routes are currently being operated alongside our other recycling collection routes for plastic and card and will continue to operate this way until w/c 12 June 2017 when they will be merged into a single recycling collection route.

2.4 Crucial to the success of this service transfer, and for the wider project going forward, was the procurement of new collection vehicles.

3.0 Procurement of new vehicles

3.1 Four new 50/50 split-back recycling vehicles arrived in February in time for the transfer of the green box service on 1st March 2017.

3.2 A further new refuse collection vehicle also arrived in February with another three scheduled for delivery in May to support the other changes under the Rethinking Waste Project from June 2017. These vehicles will replace existing older vehicles and will provide improved access into our streets and residential areas.

4.0 New recycling service

4.1 From w/c 12th June, the currently separate green box and green bag collection services will be combined and additional properties will be added to the new kerbside recycling service. At this time, residents will be asked to sort their recycling slightly differently but will still be able to use their existing boxes and bags.

4.2 Recycling changes:

Existing		From June 2017
Glass Cans Paper	GreenBox	Glass Cans
Cardboard	GreenBag	Paper Cardboard Cartons (new)
Plastic	GreenBag	Plastic

From June, residents will be able to place cartons in their green bag for collection at the kerbside with their paper and card e.g. milk/juice/sauce cartons (Tetrapak).

4.3 Some residents will also notice other changes as we ask them to put their bins, bags and boxes out on a different day. The vast majority of residents across Carlisle will therefore put their bins and bags out for collection on the same day each week to help reduce the potential for confusion.

4.4 It is envisaged that new operation will see:

- 6no. refuse collection vehicles operating each day
- 6no. recycling collection vehicles operating each day
- 4no. garden waste collection vehicles operating each day in summer.

4.5 A full re-structure of all rounds for refuse, recycling and garden waste has been undertaken to re-balance the workloads and to improve service efficiency.

4.6 **Impact on residents:**

- Approximately 70% of properties will be unaffected by the change of collection day
- All residents will be asked to sort their recycling differently (as above)
- Residents will also be asked to present their bins and bags differently to reduce 'clutter' on the street e.g.:

- One week: refuse bin + garden bin together
- Next week: recycling bags + boxes
- Residents will also be reminded of the service standards:
 - Bins to be presented with lids closed – eg no overflowing bins
 - No 'side waste'
 - No contaminated recycling / bins
- Additional properties are being added to garden waste and kerbside recycling collections where practical, currently:
 - 1,200 properties with gardens do not receive garden waste collections
 - 6,000 do not receive plastic and card
 - 3,000 do not receive green box

5.0 Communications

5.1 At the time of writing, the final touches are being made to the promotional material for residents. This will be shared at the meeting. Residents will receive information outlining the changes and how it will affect them; it will include new calendars and FAQs. The artwork / theme developed will run through our wider awareness raising campaign across a range of channels using our residents' magazine, internet, social media and the Civic Centre digital banner. Additionally, we have also booked space on local billboards and bus shelters at key locations.

5.2 Information packs will be prepared for Councillors. A series of meetings with ward councillors will be arranged to outline how the changes will impact on a ward by ward basis.

Timeline:	
tbc	Meetings with ward councillors
Mid – end May 2017	Information to residents mid to end May 2017
22 – 29 May 2017	Advertising on bill boards, bus shelters, digital banner
From 12 June 2017	Start of new service

6.0 Next steps

From April, Officers will be increasing their focus and effort to monitor collections, with activity targeted to those areas where we continue to see frequent side-waste and overflowing bins and gull sacks. This will help to increase recycling rates and improve the local street-scene.

- 6.3** An 'audit' of all properties with authorised additional refuse bins / sacks is underway. As the kerbside recycling services are extended, we will be working to reduce the number of properties allocated additional bins due to a lack of recycling.
- 6.4** Officers will also target activity to those areas where participation rates in our recycling scheme is low and work with residents to change behaviour in this regard as we aim to improve recycling rates.

7.0 Other improvements

7.1 Other elements of the Rethinking Waste Project focussed on improvements to our depot at Bousteads Grassing. The following outcomes have been delivered:

- Refurbished staff facilities and training rooms for our frontline teams
- Demolition of the older, disused buildings to increase capacity on site
- Improved access control arrangements to improve site security and reduce risks through the clearer separation of people from vehicles
 - Powered vehicle gate now installed and operational
 - Separate, access control pedestrian gate also operational.
- On site, stand-alone Wi-Fi installed to support business resilience and to improve service performance

7.2 A further review of high-risk collections has also been carried out to ensure we are managing risk effectively and not putting our staff or public at risk through our activities.

8.0 CONCLUSION AND REASONS FOR RECOMMENDATIONS

8.1 Scrutiny Panel is recommended to receive the report at this time and to note the progress made.

9.0 CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle.

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**Appendices
attached to report:**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -