

Report of:	Head of Environment & Healthy Lifestyles
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Portfolio Leader:	Environment & Climate Change
Report Track:	Health & Wellbeing Scrutiny Cttee: 23/02/22

Health and Wellbeing Scrutiny Committee
23 March 2022
Waste & Recycling Task & Finish Group Recommendations

1 Purpose of Report

- 1.1 To provide Members of the Waste & Recycling Task and Finish Group (the Group) with a summary of issues considered and to finalise recommendations to be taken forward for consideration by the Health and Wellbeing Scrutiny Committee.
- 1.2 Membership of the Task and Finish Group is shown below

Councillor Martyn Buttery	Chair of the Scrutiny Committee
Councillor Louis Arduino	Scrutiny Committee Member
Councillor Andrea Beach	Scrutiny Committee Member
Councillor Josh Newbury	Scrutiny Committee Member
Councillor Hyra Sutton	Scrutiny Committee Member
Councillor Samantha Thompson	Scrutiny Committee Member
Councillor John Preece	Scrutiny Committee Member

2 Recommendation(s)

- 2.1 That the Scrutiny Committee notes the content of this report.
- 2.2 That the Committee endorses the following recommendations brought forward by the Task and Finish Group and that these be taken forward for Consideration by Cabinet:
- (i) Consideration be given to the changes to waste collection for dry recycling starting in May 2022.
 - (ii) To review the size of refuse containers provided to new properties based on number of residents living in the property.

- (iii) To review the Council's process for applying for assisted collections.

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 Within its 2021-22 workplan the Health and Wellbeing Scrutiny Committee decided to review three waste and recycling processes. A Task and Finish Group (the Group) was set up to look at these.
- Requests for assisted collections
 - Communal Recycling Bins
 - Bin size requests (new properties)
- 3.2 At its initial meeting on 9th November 2021 (notes are appended to the report which is included as Appendix 1 to this report) the Group received a presentation detailing a brief background into waste collection for Cannock Chase Council including annual communications to residents and detailed information on three waste processes to be reviewed. There followed a debate on the three areas with a keen interest on how residents apply for an assisted collection and how other local authorities process applications for assisted collection with a request for a task in researching what happens across Staffordshire.
- 3.3 At its second meeting on 11th January the Group received a presentation by the Staffordshire Waste Partnership Manager Kay Buck on various topics concerning the future of waste in particular food waste, she reported that a consultation was underway with the support of WRAP (Waste and Resources Action Programme). There was a further debate with members on food waste collections and the governments impending strategy. The group then agreed to review the three areas recommended with the following proposals.
- (i) A proposal for a revised assisted collection application process be designed considering what other Local Authorities application processes are and to align the Council's with what is current best practice. The proposal to be completed following the implementation of the dual stream dry recycling service to allow blue bags to be included.
 - (ii) To review the Council's dry recycling scheme for communal areas and to take advice and guidance from other Local Authorities who have implemented a dual stream recycling service.
 - (iii) To consider providing smaller refuse containers to smaller new properties who only have one or two people living in the property. Promoting a reduction in waste and a focus on recycling more.

Reasons for recommendations

- 3.4 The recommendations will ensure we continue to focus on our most vulnerable residents in our community, ensuring everyone has access to our waste services in a way that fits their needs. In addition, there is a need to continue to focus on increasing recycling and reducing contamination and waste produced, by

providing our residents simple/easy ways for them to recycle in a way that suits their properties whether that be via communal recycling or an individual bin/bag.

4 Relationship to Corporate Priorities

4.1 This report supports the Council's Corporate Priorities as follows:

- (i) Supporting Health & Wellbeing-Waste and Recycling - by supporting the recommendations, it ensures we are considering our most vulnerable residents whilst also making sure we continue to improve our recycling and reduce the amount of waste produced.

5 Report Detail

5.1 At its initial meeting on 9th November 2021 the Group received a presentation on Waste and Recycling and heard that:

- (i) Waste is collected from 44,820 households fortnightly, in 2020-21 18,000 tonnes of domestic waste (green bin) was collected and sent for incineration, 9,000 tonnes of dry recycling (blue bin) was collected and recycled, and 8,000 tonnes of garden waste (brown bin) was collected and composted.
- (ii) An annual calendar is produced providing a regular update and reminder of what goes in what bin, and what can and cannot be recycled.
- (iii) Regular campaigns on recycling and waste are produced, which includes social media both Facebook and twitter along with other ways of communicating with residents.
- (iv) An introduction into the areas to be reviewed and agreed
 - a. Assisted collection application process
 - b. Communal Recycling
 - c. New property bin sizes
- (v) Detailed information on how a resident currently applies for assistance/help with their waste collections.
- (vi) Information on 3-year review on current assisted collections being carried out, with the exception of short-term applications which would require a review earlier to avoid assistance being offered when it is no longer required.
- (vii) Current numbers of assisted collections across the district stands at 1229, each approved application costs the council £85 per annum.
- (viii) 10% of Local Authorities offer smaller properties, with one or two people living in the household, a smaller 180 Litre general waste bin rather than a 240 Litre which encourages recycling and encourages waste reduction.
- (ix) Level of contamination of dry recycling, 81 loads rejected in March 2020, lost recycling tonnage 7-8 tonnes per load at approximately £1,000 per tonne.

Levels of contamination have since dropped, which could be contributed to ongoing campaigns, tagging of bins and the reducing impact of the Covid pandemic.

- (x) Bring sites on Car Parks and Supermarket Car Parks have been removed due to constant contamination and fly tipping at the sites
- (xi) Information on how the dual stream service would be implemented.

6 Implications

6.1 Financial

If there is an increase in the number of assisted collections due to the review in process this may have an impact on charges made by waste collection contractor. Currently the cost to the Council is £85 per collection per year.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

Failure to manage waste and recycling correctly could have a significant financial and reputational risk attached to it for the Council.

6.5 Equality & Diversity

None

6.6 Climate Change

Proper waste management, waste reduction and waste recycling, by residents and the Council has a significant impact upon Climate Change and the Council's Net Carbon Zero ambitions.

7 Appendices to the Report

Appendix 1: Notes of Task & Finish Group meeting held on 9 November 2021

Appendix 2: Notes of Task & Finish Group meeting held on 11 January 2022

Appendix 3: Presentation to Task & Finish Group 9 November 2021

CANNOCK CHASE COUNCIL
NOTES OF THE
WASTE & RECYCLING SCRUTINY REVIEW WORKING GROUP
TUESDAY 9 NOVEMBER 2021 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
L. Arduino
A. Beach
J. Newbury
H. Sutton
S. Thompson
J. Preece (arrived later)

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
Y. Williams	Interim Waste & Engineering Services Manager
N. Samrai	Head of Housing and Partnerships
J. Hunt	Senior Committee Officer

1. Apologies

No apologies received.

2. Declarations of Interests from Members

Nothing declared.

3. Waste & Recycling Review

Ysanne Williams, Interim Waste & Engineering Services Manager gave a presentation to Members on Waste and Recycling. The presentation covered the background to the service, the application process for assisted collections, problems with contamination and communal bin recycling.

She suggested that the process of application for assisted collections should be considered for review. She then discussed with Members the problem with contaminated waste in communal recycling bins. She also touched on the idea of providing a larger recycling bin to households provided the relevant audit was carried out.

Members were then given the opportunity of asking questions regarding the presentation.

Members discussed assisted collections and the eligibility criteria, the process of application and how the application was assessed.

The Interim Waste & Engineering Services Manager explained that checks were in place for those households that required assistance with their collections. She explained that various questions were asked of the applicant although there was certain information that could not be requested due to GDPR, however she suggested that the review process could be streamlined and the application process could be more efficient. She then discussed in more detail the 'official stamp' from a GP as part of the application being submitted.

A Member commented on the process and how some older residents/households may not be aware of the service but who also would not want to visit a GP to obtain an 'official stamp'. He asked if the criteria could be expanded to include other people who could apply on behalf of the resident/household.

The Head of Environment and Healthy Lifestyles reported that there were approximately 80 collections per day on average carried out and advised that Biffa would undertake risk assessments on households. He then referred to the application process and advised that a signature from a carer must be that of someone who was caring in a medical capacity. He commented that by removing the need for a GP to sign an application, this would save both time and the cost element.

The Interim Waste & Engineering Services Manager advised Members that the process would be reviewed every 3 years to ensure that the household/person still required assistance for collections, and this would be on a rolling programme. In response to some concerns expressed by Members around those that required assistance for a short period of time, she advised that this would be noted to avoid assistance being provided for longer than necessary.

In response to Member questions concerning the makeup of those receiving assistance, who the service was offered to and including offering to certain age groups. The Interim Waste & Engineering Services Manager advised that whilst she did not have the figures available, the breakdown for assistance would mainly be older people. There was also some reluctance to advertise the service and some older people would still prefer to move their own bins but knew the service was available to them.

The Head of Environment and Healthy Lifestyles concurred with this. He also added that each collection cost £85 per year which resulted in a further £162K per year to the waste collection contract. He explained that resources were limited, and cost needed to be considered.

The Interim Waste & Engineering Services Manager in response to a Member question around the process, advised that the application form would be posted, however if the Council received a call from a family member or a contractor, it could then be a combination of a visit and the necessary form being completed.

A Member referred to the process and questioned whether Council Officers should be undertaking the assessment. She also discussed how the application should be measured and how people could qualify for the service.

The Interim Waste & Engineering Services Manager advised that she was confident when carrying out assessments on people who had poor mobility. In terms of those that could qualify, she commented that by providing the service to only those on benefit related assistance, this could cause issues as many other older residents used the service. It was considered that the service should be available to those that qualified.

The Head of Environment and Healthy Lifestyles would ensure that the form used by the applicant was emailed to Members so they could consider this. He would also check to see what information was available from the Staffordshire Waste Officers Group.

A Member discussed communal bins located at apartment/flats blocks and suggested that room may be an issue that would need to be considered for smaller individual bins. However, he advised that another Local Authority currently provided these, and he was supportive as this would encourage people to recycle more.

The Head of Environment and Healthy Lifestyles reported that the top 10% Local Authorities recycling, used smaller bins, with South Staffs using a 180Ltr bin. He suggested that this could be phased in especially with new build developments, although some smaller households preferred to use this size. He also commented on the weight of items being recycled which was reducing such as bottles and touched on the scheme around the Waste Strategy.

In response to a Member question, the Head of Environment and Healthy Lifestyles confirmed that the new bags used for the dual stream recycling would be plastic. He then commented on the Waste Strategy.

The following suggestions were then made:

- Further meeting to be arranged
- Suggestion that another Local Authority be invited to discuss how they recycle. The Head of Environmental and Healthy Lifestyles suggested that the Waste Contract Manager from Stafford be invited
- Application form for assisted collections to be emailed to Members on the Group
- Check to see what information was available from the Staffordshire Waste Officers Group in terms of assisted collections.

The meeting closed at 5.20 pm

CANNOCK CHASE COUNCIL
NOTES OF THE
WASTE & RECYCLING SCRUTINY REVIEW WORKING GROUP
TUESDAY 11 JANUARY, 2022 AT 4.00 P.M.
REMOTE MEETING VIA ZOOM

Present: Councillors:

M. Buttery (Chairman)
H. Sutton
S. Thompson
J. Newbury
L. Arduino (arrived later)
A. Beach

Officers:

J. Presland	Head of Environment and Healthy Lifestyles
Y. Williams	Interim Waste & Engineering Services Manager
N. Samrai	Head of Housing and Partnerships
J. Hunt	Senior Committee Officer

By Invitation: Kay Buck, Staffordshire Waste Partnership Manager.

1. Apologies

Apology received for Councillor L. Wilson.

2. Declarations of Interests from Members

Nothing declared.

3. Notes

The Notes of the Working Group meeting held on 9 November, 2021 were agreed.

4. Waste & Recycling Review

Members welcomed Kay Buck, Staffordshire Waste Partnership Manager to the meeting.

Kay Buck discussed her role with Members of the Working Group and then discussed how food waste collections operated across Staffordshire. She explained that the only Local Authority (LA) that currently collected food waste separately was Newcastle-Under-Lyme.

She reported that the Government were currently considering separate mandatory food waste collections across England which would be collected on a weekly basis. However, there was currently discussions around whether the waste should be completely separated or if it should be placed in the garden bin which was the method currently used by Stoke and Staffordshire Moorlands. However, she explained that by using the garden bin a charge could not be passed on.

Kay Buck reported that a consultation process was underway, although the current strategy had been produced prior to the Covid pandemic. The dates of implementation had not deviated, and it was looking likely that the introduction of food waste collections would start around 2024/2025.

She discussed the food waste collections further and commented that other LAs across Staffordshire could consider working collectively which could save money across authorities. She explained that the project would consider the service as a whole and separately.

Kay Buck discussed the competition across Staffordshire around food waste and recent discussions with AD operators who would be prepared to implement the procedure straight away, although they were also content with a long lead time.

She reported that in terms of funding the Government had insinuated that they would provide 'burden funding', however the detail was not yet known. Defra had advised that they would be working with LAs but would not provide any further detail. The funding would only be available for the start-up costs, and this would not be available long-term.

Members were then invited to ask questions.

A Member asked questions about the 'caddy' that was previously provided by the Council to households for food waste.

The Head of Environment and Healthy Lifestyles referred to this and reported that prior to 2016 food and garden was in-vessel composted. He explained the lengthy process and advised that due to the cost, it was agreed that this would stop.

(Councillor L. Arduino joined the meeting).

In response to a Member question concerning the reduction in tonnage being incinerated, Kay Buck explained the way in which the incinerators worked and indicated that they were currently full. She advised that some of the tonnage could be reduced and any spare capacity could be sold commercially.

Members thanked Kay for the information she had provided.

Members then welcome Ysanne Williams to the meeting who would provide Members with updates on assisted collections and communal recycling.

The Interim Waste and Engineering Services Manager indicated that she had previously circulated information to Members on assisted collections.

She advised that there was a proposal to streamline the process for residents and

indicated that this would need to be put forward for Members to consider. However, she would email this to those on the Working Group.

She then reported on communal recycling which would change with the introduction of dual stream. She indicated that a trial would take place, and 360ltr bins would be introduced and smaller ones removed. The bins would be made up of paper and card and glass and cans. It was hoped that feedback would be received from residents on the trial prior to this being introduced in communal blocks mid-February.

Kay Buck updated Members on the position concerning the bags which would be used for recycling of cardboard/paper. She explained she was working with multiple LAs and that the bags had been ordered and made and she was awaiting an update this week. It was hoped that a delivery would be made early March followed by deliveries continuing every 2 weeks.

The Interim Waste and Engineering Services Manager updated Members on how the bags would be distributed and indicated that the Council's contractor would probably do this, however costs were currently awaited. It was hoped that the bags would be distributed to households mid-April.

There were around 48,000 to be distributed and 60,000 ordered. There would be enough for each household with some spares. The Council's calendar was currently being produced which would start from April and some form of Communication with residents was being considered. Stickers would be placed on bins at the same time as the bags being delivered.

In response to a Member question, the Interim Waste and Engineering Services Manager explained that a FAQ section would be available on the Council's website and in the calendar, which would answer questions such as those where residents required an additional bag.

A Member asked what material the bags were made of and then referred to social media where most comments reported were by people suggesting that the bags would not hold enough.

Kay Buck would clarify the material the bags were made of, however she suggested that they were the same as the bags used in Stafford made from virgin plastic. In respect of the comments from residents on social media, the Interim Waste and Engineering Services Manager hoped that when residents received their bags, they would realise that they would hold quite a large capacity.

The Head of Environment and Healthy Lifestyles discussed comments on social media with Members and commented that pressure needed to be applied to businesses to reduce their waste. Members also discussed and made further comments on waste and packaging.

The Head of Environment and Healthy Lifestyles referred to the next Health and Wellbeing Scrutiny Committee and the need for the Working Group to have some proposals, if any.

Members discussed education and how residents could be assured that the bags would work. Members commented that a positive approach would be needed when replying to residents.

The Head of Environment and Healthy Lifestyles responded about working with residents and highlighted that the change to the recycling of cardboard/paper was to help save money, as costs would continue to rise if the Council continued to provide the same service.

(The Chair left the meeting).

Members also discussed the use of social media and asked if a video could be made that showed residents how packaging should be folded down in the recycling bags. The Head of Housing and Partnerships in response to this indicated that the Council could also use other social media platforms such as Tik Tok.

In response to a question concerning the storage and movement of the bags, the Interim Waste and Engineering Services Manager reported that the bags were weighted and other residents of other LAs did not appear to have many issues with the bags moving in windy weather. She explained that some people placed their bags inside their bin for storage and some kept them outside. It was a possibility that the contractor may place the bag half inside bins. However, this was a choice for the residents to make.

The meeting close at 5.10 pm

Scrutiny Committee

Waste & Recycling

9th November 2021



Background to the service

Waste is collected from 44,820 households fortnightly



Refuse
Waste 240 Ltr

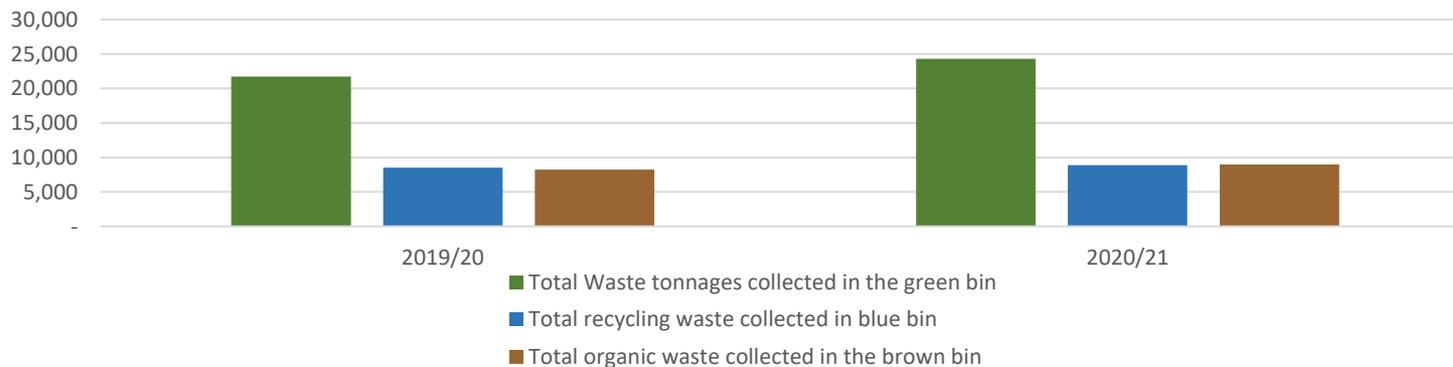


Dry Recycling
240 Ltr & 360 Ltr



Garden Waste
240 Ltr

Waste Tonnes

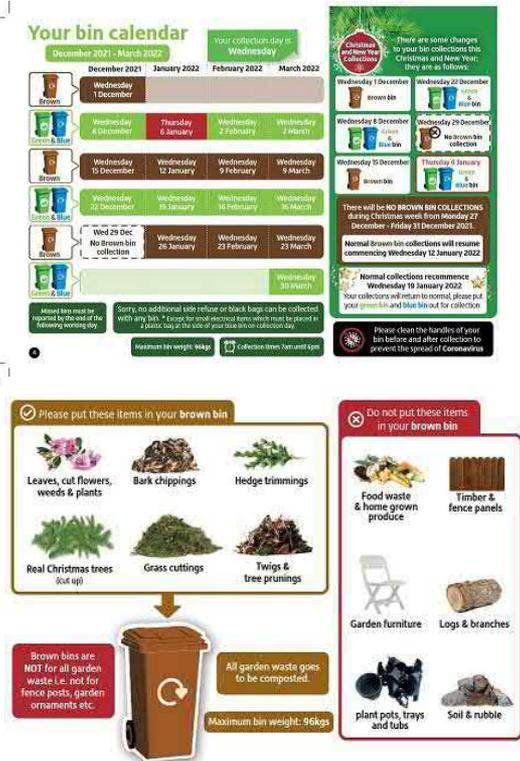


Annual Calendars Information Booklet

A calendar and information booklet is printed and delivered annually in November

The calendar includes:-

- Christmas and New Year collection arrangements
- Information on the service



Background to the service cont...

As part of the service, we also provide:-

- **Assisted Collections** - available where there is no one else in the household to help put out the bins for collection
- **Communal Recycling Bins** - communal recycling facilities are available for residents of flats, apartments and sheltered housing
- **Bulky Collection** – a collection service for bulky items is available via our waste collection contractor Biffa, the service is chargeable with the first two items costing 17.50 each and any subsequent units at £15.00 each
- **Additional Capacity:-**
 - **Green Bin** - we can provide additional capacity for households who have 6 or more, in the household or residents who have special medical requirements
 - **Blue Bin** – we can provide additional capacity for dry recycling to residents provided they have a waste review, which will be carried out by the council's recycling officer



Dry Recycling

Sometimes our bins are contaminated with non recyclable material

- 81 loads were rejected in March 2020 (full/part)
- Lost recycling 7-8 Tonnes per load
- Approx. £1,000 per load the cost is being shared 50/50 with our contractor Biffa



Contamination what we have done...

- Continued issuing contamination campaign messages
- Over 12,500 warning tags placed on recycling bins
September 2019
- In October over 7,740 bins were tagged
- Our Contact centre received 1,062 waste calls at the start of the campaign, some were extremely abusive so much so the contact centre had to record a message saying abusive calls would **not** be tolerated
- Calls started to subside in October down to 234
- Waste calls now back down to average 26 per day .

Contamination cont.....

- 87% of residents produced satisfactory to excellent recycling even at the height of the tagging.
- Communal bins are still being contaminated and tagged
- Bring sites on Car Parks and Supermarket Car Parks are being removed due to constant contamination.
- New contamination campaign in August 2021 to reduce even further contamination in our dry recyclable collections.

Changes from April 22

Changes to the way we collect your recycling

What are the changes?

Early 2022 we will be delivering to every householder in Cannock Chase District a new **blue bag** to collect paper and cardboard (mixed together), we will no longer collect cardboard and paper in the **blue bin**, it must be put separate in the bag provided.

The new bag will be collected by the side of your **blue bin** on your normal collection day.



Why are we doing it?

Our contract for the processing of mixed dry recycling comes to an end in March 2022. The processing market has changed and companies in the UK and abroad that buy recycling material now demand much higher quality. By moving to 'dual-stream' service which means we collect paper and card separately, increases the quality of the recycling material, the **blue bag** will also have a positive impact on the amount we recycle and, importantly, it will help ensure that the materials stay in the UK for processing.

The blue bin will still be used for tins, plastics and glass.

From April 2022 paper and card must be put in your **blue bag**. If it is found in your **blue bin** it will not be emptied.

April
2022

When will it happen?

We need to have made the changes by 1 April 2022, the **blue bags** will be delivered across the district during February through to March 2022, along with a new calendar and more information on the changes.

What's next?

We would like to review some of the ways we deliver our services:-

- **Requests for Assisted Collections**
- **Communal Recycling Bins**
- **Bin size requests (new properties)**

Assisted Collections

There are currently 1194 Households who are currently receiving assistance with their collections

Eligibility

The service is only available to those who find it difficult to take their waste bins to the boundary of their property because

- They have a medical condition, or
- They have a disability or
- Their age makes it too hard or heavy for them

and they have no one living with them who can help

How does a householder apply for assistance with their bins

They can apply by either

- going on-line or
- by contacting the Contact Centre

What happens next?

A letter/form is sent to the applicant requesting that they complete the form, it must be signed by a GP, Social Services or Carer it should also have

- Official stamp (GP) or include
- Letter head (attached to the application form)

When the form is completed and returned (with the correct evidence) it will be approved

How long will assistance last for?

Short-term

- When someone registers for an assisted collection, they may only need assistance for a short time, e.g., broken arm or recovering from an operation

Medium term

- Recovering from a medium-term illness of disability, e.g., in need of a series of operations

Open ended

- Permanent condition that is unlikely to improve

Application for assistance process review

Things to consider?

- Should we continue with our current application process?
- or should we be making it simpler for householders to apply?
- Should we accept applications from family members, officers of the Council, carers etc., without having to go through the application process?
- Do we want an officer visit rather than asking for verification from a GP, Social Services, Carer?
- Increase costs to the council
- Increase on work for crews – length of time it take for crews to complete a round

Communal Recycling Bins

- Communal recycling bins are placed across the district for flats, sheltered housing scheme and communal housing
- A good majority of communal bins are contaminated with a variety of non-recyclable items, it only takes one resident to place something in the bin e.g., food waste for it to be contaminated, a domestic waste vehicle is sent to empty the bin



Contamination in Communal Bins

- A small sample of pictures showing how communal bins are being used for non-recyclable items such as food, small electrical items etc., mostly they are used for extra capacity for domestic waste



Communal recycling bins review

Things to consider?

- In April 2022 we will be implementing a dual stream collection service taking paper/card out of the blue bin, providing all residents with a blue bag for their paper/card, alterations will also have to be made to communal recycling collections.
- Biffa (our waste collection contractor) will need to change their recycling collection vehicles to accommodate our dual stream collections which will also mean that they will not be able to lift an 1100 Ltr bin. They would need to use a normal vehicle which would mean two trips.
- We could offer individual households an option to participate in another way e.g., by giving each flat their own blue bins for recycling (provided they have room for storage), we could also provide each flat with a bag to allow those who do not have storage capacity to participate in paper and card recycling.
- Another option might be to look at alternative bins with appropriate apertures or use 360 blue bins with apertures trialing them before rolling out across the district.

Smaller **green** bins for smaller households

We need to continue to reduce residual waste and encourage recycling



- Currently every household is given a 240ltr residual (green) bin despite the number of people living in the household
- Some local authorities ask how many people live in a property and adjust the green bin size accordingly?
- If there are only two people living in the household, we could provide a 180 Ltr green bin instead of a 240 Ltr
- Larger families would continue to be given 360 Ltr bin



Waste & Recycling Scrutiny Committee