

14 September 2016

Environment & Housing Management Committee

Pilot Scheme for Refuse/Recycling Bins in West Horndon

Report of: Dawn Taylor – Business Support Services Manager

Wards Affected: Herongate, Ingrave and West Horndon

This report is: Public

1. Executive Summary

- 1.1 A waste and recycling pilot scheme has been undertaken in West Horndon entailing the use of wheeled bins for the containment of general waste and dry recyclables (co-mingled recyclables). The pilot scheme has been in operation since 1 April 2016.
- 1.2 The Environment & Housing Management Committee on 9 December 2015 requested that a detailed report on the pilot scheme was brought back to the committee after six months.
- 1.3 The pilot scheme was initiated to ascertain if there are opportunities to achieve efficiencies on a broader scale within the waste services.

2. Recommendations

- 2.1 **That the committee acknowledge that there is no longer sufficient business justification to continue with the pilot scheme and that the committee agrees to the termination of the pilot scheme with the reintroduction of the kerbside collections in sacks for refuse and dry recycling (co-mingled).**
- 2.2 **That the committee agree to permitting individual households of West Horndon, who received the wheeled bins, to retain the residual waste bin for their personal use (note: all waste and recycling to be placed in sacks). The 240 litre wheeled bin, for recycling, to be collected by Operational Services.**
- 2.3 **That the committee acknowledge that a wheeled bin scheme, as trialled, should not be rolled out throughout the borough.**

3. Introduction and Background

- 3.1 The Waste Strategy Group reported to the Environment and Housing Committee on 23 September 2015 recommending that a pilot scheme, using wheeled bins, was trialled. The aim was to determine if the service had opportunities to become more effective and efficient and also to verify if budgetary savings could be made.
- 3.2 The Environment and Housing Management Committee on 9 December 2015 agreed to the trial being held within the main urban area of West Horndon.
- 3.3 During March 2016 two bins were delivered to each household – 1 x 180 litre for general household waste and 1 x 240 litre for dry recyclables. Approximately 600 households received the bins.
- 3.4 The scheme officially started on 1 April 2016 with mixed views from residents: ranging from, “ I don’t want bins” to “ good – as now I am able to put it out the night before”.

4. Issue, Options and Analysis of Options

- 4.1 In order to gauge the effect of the pilot scheme on times and tonnages, prior to the pilot scheme commencing times were taken for collections and the tonnage of general waste and dry recyclables collected were recorded. This was compared with spot checks made during the pilot scheme.
- 4.2 It was found that the average collection times increased, which had a negative impact on the pass rates (number of properties passed by a vehicle over a day) by lowering them; a low pass rate inevitably results in overall collection costs increasing accompanied with under-utilisation of vehicles and crews.
- 4.3 The current pass rate is c.1550 properties/day/round; the pilot scheme showed that this would drop to c.1050 properties for residual waste collections and c.980 properties for dry recycling (slightly lower estimate than residual waste collections as food waste is also collected by the dry recycling crew). As a comparison the Waste and Resources Action Programme kerbside Analysis Tool, based on industry standard statistics, showed a daily pass round as follows: residual waste at 1143 households and dry recycling, with food, as being 730 households.
- 4.4 Tonnages collected also increased: by 5.6% for general waste and 16% for dry recyclables. It’s surmised through anecdotal evidence that

residents perceived the wheeled bins as an opportunity to dispose of additional household waste, including garden waste. Residents may have also used the wheeled bins in preference to taking additional waste to the Essex County Council Recycling Centres for Household Waste.

- 4.5 There were issues with the collection crews failing to return emptied bins to their original location, which maybe attributable to a need for greater speed on the part of the collection teams and certain reluctance to embrace a collection system that is different to the main kerbside collection service provided. These issues have now been resolved.
- 4.6 The dry recycling team on one occasion had an extra operative assigned, for the collection of food waste, in order to see if this would help to reduce the time taken for collections; this option had a minimal effect.
- 4.7 The minimisation of contamination is essential with the dry recyclable collections and the bins provided allow residents to place non-recyclable items in the bin, which will not be observed by the collection crews: for example food waste. The use of sacks is preferred in this instance as contamination is more easily spotted.
- 4.8 The bins are placed out for emptying, regardless of the quantity of waste contained; this contributes to an inefficient collection whereby the operatives spend the same time emptying a full bin as a partial full bin.
- 4.9 Proposed timescale for the end of the pilot scheme:

Action	Dates
Delivery of information leaflet	10 to 13 October 2016
Delivery of roll of orange sacks	10 to 13 October 2016
Pick up wheeled bins	14, 21 & 28 October 2016 and 4 November 2016
End of pilot scheme	4 November 2016

5. Reasons for Recommendation

- 5.1 The increase in waste and recycling resulted in an improvement to the recycling rate of 2.0% for dry recyclables only, however an increase in the general waste of 5.6% is unacceptable and at odds with the requirement of waste prevention.

- 5.2 This additional waste and recycling would translate to an additional 1,715 tonnes being collected Borough wide. The impact would be an overall increase in waste and recycling collected of 6.0%, with the overall recycling rate improving by an estimated 0.2%.
- 5.3 The consequences on collection times has been significant and indicates that at least five extra refuse collection vehicles, along with an additional 15 operational staff would be required if consideration is given to extending the scheme Borough wide. This will have a detrimental affect on financial planning, particularly when the capital expenditure for the wheeled bins is factored in.
- 5.4 The required annual budget for vehicles and salaries would increase by c. £550,000 and the capital expenditure for the wheeled bins delivered to the remaining households in the borough would be c. £875,000. Provision would also have to be made for other costs incurred: such as marketing, door stepping, additional customer care staff, additional supervisory staff and ongoing maintenance/replacement of bins.

6. Consultation

- 6.1 A consultation was undertaken with an estimated 600 questionnaires delivered on the 28 July 2016. The response rate was 55.8% by 8 August 2016.
- 6.2 Questions and responses, shown as a percentage, as follows:

Q1. How satisfied or dissatisfied are you with the wheeled bins provided for your waste and recycling?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
65	16	10	2	7

Q2. How satisfied or dissatisfied are you with the frequency of collections?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
80	15	3	1	1

Q3. How satisfied or dissatisfied are you with the level of street cleanliness following waste and recycling collections?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
24	36	11	21	8

Q4. How satisfied or dissatisfied are you with the information provided on the waste and recycling services?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
39	34	14	8	5

Q5. How satisfied or dissatisfied are you with the waste and recycling collection overall?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
43	44	8	4	1

Q6. How frequently, if at all, do you use the local recycling centre in Station Road?

Every day	Once a week	Once a month	Within the last 6 months	Do not use
1	13	24	24	38

Q7. On average how many sacks of black bag waste do you put out each week?

One bag	Two bags	Three bags	Four bags +
52	30	13	5

Q8. Would you be willing to take part in a trial of having your black bag waste collected once every fortnight?

Yes	No
24	76

6.3 There were 209 comments with 66% of the comments concerning the wheeled bins. Significantly 81% of the responses were satisfied with the wheeled bins, despite some negative comments, which were reflected in the 29% dissatisfied responses to the standard of street cleanliness after waste and recycling collections had been undertaken.

6.4 Of interest was the strength of opinion concerning fortnightly residual waste collections, with close to 4 out of every 5 households expressing that they would not be in favour of this change of service.

7. References to Corporate Plan

7.1 We will explore alternative methods of delivering street scene services to ensure we are efficient, but improve our effectiveness.

8. Implications

Financial Implications

Name & Title: Ramesh Prashar – Financial Services Manager

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8.1 There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Saleem Chughtai – Legal Services Manager

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8.2 There are no immediate legal implications from the recommendations contained within this report.

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Equality and Diversity, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

8.3 None

9. Background Papers (include their location and identify whether any are exempt or protected by copyright)

9.1 None

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