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**WEST SUFFOLK WASTE
AND STREET SCENE
SERVICES JOINT
COMMITTEE**

15 JUNE 2012

JWC12/046

**Report of the Strategic Director (Services) (FHDC)
and the Corporate Director (Economy & Environment)
(SEBC)**

**PROGRESS ON DELIVERING THE 2011/2012 JOINT WASTE SERVICE PLAN AND
REVIEW OF PERFORMANCE**

Summary and reasons for recommendation(s)

This report updates the Joint Committee on progress made against the key tasks in the 2011/12 Joint Service Plan and the related key performance indicators for the period 1 April 2011 to 31 March 2012 and subject to any comments by Members is for noting only.

Recommendation(s)

The Joint Committee are requested to note:

1. Progress made against the projects identified in the Joint Service Plan 2011/12; and
2. Performance in relation to the service performance indicators.

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How will the recommendations help us meet our strategic priorities?

1. The report outlines the performance of the waste and street scene service over the previous financial year. Any lack of progress against projects or areas of underperformance will be reviewed as part of the ongoing work plan of the joint service.

Wards affected

2. All Wards across both Councils

Key issues

- 3 The Joint Service Plan is intended to aid the integration of service delivery and enable the Joint Committee to manage the delivery of services in accordance with the Partnering Agreement. The service plan is supported with a range of performance indicators in order to determine if progress is on target and to determine where further action is needed.
- 4 This report is intended to update Members of the following:
 - a. Progress against the service plan actions; and
 - b. Cumulative progress with the service indicator dataset.

Progress to-date

- 5 Performance of the Joint Waste Partnership is monitored and measured in relation to the following:
 - a. The Service Plan actions and milestones; and
 - b. Performance against the agreed performance indicators and targets.

The Service Plan actions and milestones

- 6 Table 1 below provides a summary of the progress up to end of March 2012 against the service plan actions.

Table 1: Summary of progress against the 2011/12 Service Plan

	ACTION	TARGET	PROGRESS
WSS T1	Further progression of the joint partnership including work towards developing a more unified management structure and integrated ways of working.	March 2012	<ul style="list-style-type: none"> • Interim Team structure progressed. • Full integration subject to progression of the shared services review.
WSS T2	Investigate opportunities for efficiency savings across all WSS service areas. <ul style="list-style-type: none"> • Implement the findings from the review of Street Cleansing. • Review Recycling Centre efficiency and contracts • Review options for glass recycling 	30 Sept 2011	<ul style="list-style-type: none"> • Project ongoing including implementation of revised cleansing rounds and a review of litter and dog bins. • Introduction of the textiles recycling project expected to start in 2012, with the aim to divert 2,600 tonnes of textiles across Suffolk. • Additional glass recycling facilities have been introduced in Haverhill, with further facilities to be introduced on USAF Lakenheath. • Completed. At this stage glass recycling is to not to be extended to the blue bin scheme.
WSS T3	Review of procurement activities and implementation of a joint process for the procurement and management of goods and services.	31 March 2012	<ul style="list-style-type: none"> • Joint procurement being utilised for refuse vehicles, refuse bins, road fuel and staff uniforms.
WSS T4	Develop an action plan to increase income in relation to: <ul style="list-style-type: none"> • Schedule 2 and Commercial Waste • Recycling Performance Payments 	31 March 2012	<ul style="list-style-type: none"> • Completed. New Regulations have been introduced with minor impact upon the current charging policy. • Part of current IAA negotiations with SCC. For 2012/13 and 2013/14, the RPP will remain unchanged.

ACTION		TARGET	PROGRESS
WSS T5	Coordinate the delivery of the individual trade waste services and the opportunities to increase service demand.	31 March 2012	<ul style="list-style-type: none"> • Project commenced with interim merging of trade waste documentation and processes. • Started the joint promotion of West Suffolk services e.g. skip hire etc. • Aiming to secure joint pricing and single identity from April 2013 onwards.
WSS T6	Development and delivery of a targeted marketing and enforcement strategy to improve waste diversion and reduce environmental crime.	31 March 2012	<ul style="list-style-type: none"> • Commenced. In December, a survey to residents across Suffolk was undertaken to determine recycling behaviours. Combined with the recent household waste composition analysis, the waste to be targeted include textiles, plastics and where appropriate food waste. • Projects are being developed to target litter from vehicles, dog fouling and cigarette butts. • Targeting of fly tipping hot spots will continue. Targeted leaflet drops and the installation of improved signage have continued.
WSS T7	Introduce food waste collections from municipal waste.	31 Dec 2011	<ul style="list-style-type: none"> • Project completed and presented to Joint Waste Committee. • Working with the SWP to refine modelling and determine opportunity for future implementation. • SWP supporting the Ipswich bid to DCLG for the implementation of food waste collections.
WSS T8	Develop joint performance management arrangements for the service and/or partnership.	31 March 2012	<ul style="list-style-type: none"> • Agreed a single set of service performance indicators for 2012/13.
WSS T9	Develop and implement a unified process to procure and manage the vehicle fleet.	31 March 2012	<ul style="list-style-type: none"> • Vehicle procurement progressed and tender quotes received. Vehicles ordered and phased delivery expected during the summer 2012. • Currently reviewing number and type of smaller street cleansing equipment.

ACTION		TARGET	PROGRESS
WSS T10	Develop a single approach to service identity and marketing including: <ul style="list-style-type: none"> • Staff appearance • Vehicle livery • Service marketing tools 	31 March 2012	<ul style="list-style-type: none"> • Commenced and ongoing. • Commenced and ongoing. • Commenced with single branding now used for leaflets.
WSS T11	Support and influence the Suffolk Waste Partnership.	31 March 2012	<ul style="list-style-type: none"> • Ongoing. Representation on all working groups and delivery of the SWP work plan is continuing.
WSS T12	Identify, review and align W&SS service policies.	31 March 2012	<ul style="list-style-type: none"> • Policies reviewed and agreed have included the charging of additional waste services and the charging policies for litter and dog bins.
WSS T13	Implement a unified approach to CRM and the management of service data.	31 March 2012	<ul style="list-style-type: none"> • Further action required
WSS T14	Review the service to ensure that it meets the Equality Duty requirements	31 March 2012	<ul style="list-style-type: none"> • Considered as part of the development of new policies.

7 The key areas of progress to note since the last update includes:

a. Vehicle Procurement

Work is continuing on the combined procurement exercise for a range of waste and street scene vehicles. New mechanical sweepers are operational and the refuse collection vehicles will arrive from July onwards.

Aligned with this is the review of vehicle livery and colour schemes and the significant vehicle and plant renewal over the next two years.

b. Street Cleansing Review

Work is progressing on the following

- Review of Newmarket High Street litter bin requirements is near completion with installation of the new litter bins to commence on 28 May 2012 in conjunction with the Town Council.
- The new street cleansing rounds and the joint rural cleansing operation is progressing well.
- Review of litter bins is completed although associated policies require further work.
- Preparation for the Olympic Torch Relay event has started to ensure sufficient litter bins are available during the event and the key pedestrian and road networks are clean.
- In St Edmundsbury, 24 parishes have been provided with their own sets of litter picking equipment following a grant from the rural action plan. Groups and organisations have held 26 litter picking events, including local councillors, RAF Honington and school groups.
- In Forest Heath, over 100 volunteers participated in a number of spring clean events, collecting 146 bags of rubbish.

c. Suffolk Waste Partnership

Officers are currently involved with the review and development of the Joint Municipal Waste Management Strategy for Suffolk and the associated Action Plan which will identify specific projects up to the end of the contract in 2014.

d. Textile Recycling

The development of the kerbside collection of textiles is near completion, with the distribution of information packs to commence in June and scheme commencement expected in July. The project will enable residents to place textiles in an authorised sack and put it in the top of the blue bin for sorting at the Material Recycling Facility.

e. Miscellaneous

- In partnership with Eco Services, inkjet cartridges recycling points have been introduced at ten recycling sites in and around Bury St Edmunds.
- The phased development of waste management services on RAF Honington is commencing. This included developing an easy to understand pictorial guide using pictures of products acceptable in the blue and brown bins

Performance against the national performance indicators and agreed targets

- 8 Table 2 below outlines the service indicators that relate to waste and street cleansing services for Forest Heath and St Edmundsbury, for the period 1 April 2011 to 31 March 2012 inclusive. The targets for 2011/12 are listed along with the data outturn for 2010/11 to compare the current performance with that of the previous year.
- 9 Appendix 1 (Chart 1 and 2) details the current profiled waste recycling progress against the same period in 2010/11 for both Councils.

Table 2: Service Indicators 2011/12

DESCRIPTION		2010/11		2011/12	2011/12 (CUMULATIVE)				COMMENT
		ACTUAL	TARGET	TARGET	QTR 1	QTR 2	QTR 3	QTR 4	
Residual waste per household	FHDC	468kg	500kg	460 kg	105 kg	218 kg	327 kg	450kg	Improvement
	SEBC	477kg	478kg	473 kg	119 kg	233 kg	348 kg	464kg	Improvement
Percentage of household waste recycled and composted	FHDC	45.89%	46.00%	47.00%	52.68%	51.88%	50.6%	48.09%	Improvement
	SEBC	51.90%	52.00%	53.00%	53.94%	57.18%	49.88%	52.30%	Reduction
Percentage of municipal waste landfilled	FHDC	58.42%	55.00%	56.00%	52.09%	52.85%	53.27%	52.24%	Improvement
	SEBC	53.24%	52.00%	52.00%	50.00%	47.17%	53.18%	51.50%	Improvement
Improved street and environmental cleanliness – litter	FHDC	6%	6%	8%	7%	8%	6%	9%	Reduction
	SEBC	4%	4%	N/A	ND	ND	ND	ND	N/A
Improved street and environmental cleanliness – detritus	FHDC	12%	16%	25%	13%	23%	19%	17%	Improvement
	SEBC	14%	13%	N/A	ND	ND	ND	ND	N/A
Improved street and environmental cleanliness – graffiti	FHDC	0%	1%	1%	0%	0%	0%	0%	Improvement
	SEBC	3%	3%	N/A	ND	ND	ND	ND	N/A
Improved street and environmental cleanliness – fly-posting	FHDC	0%	1%	1%	0%	0%	0%	0%	Improvement
	SEBC	0%	0%	N/A	ND	ND	ND	ND	N/A
Improved street and environmental cleanliness – fly-tipping	FHDC	Very Effective	Effective	Very Effective	Effective	Effective	Effective	Effective	Increasing incidents and increased action
	SEBC	Very Effective	Very Effective	Very Effective	Effective	Effective	Very Effective	Very Effective	Decreasing Incidents and increased action

The comment relates to the 2011/12 performance against the target.

ND: No data is available for 2011/12. Monitoring will commence in 2012/13.

10 The key trends to note are:

(b) In terms of municipal waste management:

- The trend for the generation of household waste forms a similar profile between 2010/11 and 2011/12 and there is consistency in the profile between FHDC and SEBC.
- From April 2011 to March 2012, the percentage of waste that was recycled and composted has increased in comparison to the same period last year, for both FHDC and SEBC.
- In comparison to the same period last year the following has been experienced:
 - **Forest Heath District Council:**
 - a 428 tonne increase in recycling/composting. This increase in performance is mainly attributed to the diversion of road sweepings from landfill to recycling and composting. This has resulted in only 195 tonnes of sweepings being landfilled in 2011/12 compared to 1,081 tonnes in 2010/11.
 - In terms of the kerbside recycling service, there was a drop in performance in comparison to the same period last year.
 - a 75 tonne reduction in the quantity of residual waste (black bin) produced by households when compared to the same period last year. This indicates that the rate of waste reduction has slowed although during the year, 700 tonnes of residual trade waste has been re-categorised as household waste due to a change in how we account for household waste that is collected with trade waste.
 - Overall there has been a 346 tonne increase in the total amount of household waste collected. This is mainly attributable to the reclassification of a quantity of trade waste as household waste, although this did provide a financial saving on the disposal cost.
 - **St Edmundsbury Borough Council:**
 - There has been an overall reduction in the amount of household waste generated by households (424 tonnes). This has included:
 - a 247 tonne decrease in recycling/composting. In comparison to the previous year, this is due to a reduction in the quantity of blue bin (416 tonnes) and brown bin (79 tonnes) material collected and a reduction of waste deposited at recycling centres (36 tonnes). However these losses were compensated by an improvement in the recycling of Waste Electrical and Electronic Equipment (WEEE), batteries and street sweepings sent for composting.

- a 671 tonne decrease in the quantity of residual waste collected.
- The changes in waste generation, recycling and composting has had a positive impact on the percentage of household waste recycled and composted in comparison to the previous year.

(b) In terms of street scene:

- Forest Heath District Council:
 - With regard to fly tipping, our data review has identified a correlation between a temporary increase in fly tipping activity and the closure and re-branding of the Newmarket Household Waste and Recycling Centre (HWRC). We targeted specific areas and the problem has now returned to 'normal' levels. The overall fly tipping trend however, when considered in the context of the last few years, still represents a significant improvement. In 2011/12, enforcement actions increased, with the investigation of 472 incidents. The majority of fly tipping incidents tend to be associated with low level irresponsible actions in and around housing areas.
 - With regard to street cleansing, this is the first full year of using the new LEQS monitoring system and the year end results indicate an underperformance against the target. However the result is better than the national average and overall is graded as 'satisfactory'.
 - Housing with high on road parking and industrial areas performed poorly, which was aggravated by the obstruction impact of on-road parking reducing access for cleansing and the unavailability of sufficient resources at certain times during the year.
- St Edmundsbury Borough Council:
 - The number of fly tipping incidents has declined slightly in comparison to the previous year to 264 incidents. We have also pursued enforcement opportunities, which included one successful prosecution.
 - The fly tipping service is rated as "very effective" due to the combined impact of an increased number of enforcement actions and a reduction in the number of incidents.
 - Dog fouling continues to be an issue with several hot spot locations being targeted. Over 500 replacement/additional warning signs were introduced during the last year.
 - Reports of abandoned vehicles were down 39% on last years figures to only 131 reported cases and only 6 of those vehicles having to be removed.

11 The key issues for 2012/13 will be:

- Reducing the amount of waste generated in the black bin by targeting specific waste streams and encouraging greater recycling using current collection schemes;
- Securing the long term future of current waste diversion routes;
- Incentivising households to recycle more, although this must be targeted at lower performing collection rounds; and
- Targeting specific litter types such as litter from vehicles.

Other options considered

12 Not Applicable.

Community impact

13 The Joint Service Plan actions aim to contribute positively to the provision of sustainable waste and street scene services.

14 The performance achieved and targets set aimed to reduce the total amount of waste sent to landfill through increasing the amount of waste available for re-use, recycling and composting. Furthermore, the provision of an effective street scene service will maintain high environmental standards and protect local amenity.

15 There are no human rights or diversity implications associated with this report.

What consultation has been undertaken and what were the outcomes?

16 No direct consultation has taken place but feedback from general council surveys, individual residents and trends in the waste industry and government initiatives are taken into account when drafting the annual joint service plan.

Financial and resource implications

17 To date there have been no financial or resource implications as all the key tasks have been delivered within existing budgets.

18 The progression of the waste partnership, including the recent changes to the staff organisational structure, is expected to provide financial savings in the long term.

19 The successful completion of the service plan actions was dependant on support from other council services.

Risk management implications

20 The targets for 2011/12 were set following consideration by Officers and received Member approval.

21 Performance is reported quarterly to the Joint Committee to monitor progress and ensure that targets are being achieved.

Legal/Policy implications

- 22 There are no policy compliance issues associated with this report.
- 23 The Joint Service Plan requirements were in line with the Partnering Agreement and supported both councils' policies and objectives.
- 24 The service plan supports the vision and actions of the Joint Municipal Waste Management Strategy for Suffolk.
- 25 As part of the data quality and verification processes, both councils collate, record and monitor statistical information to the required standard.
- 26 The performance data outlined in this report refer to service indicators reported by both councils.
- 27 There are no legal implications associated with this report.

Documents attached

Appendix 1: Trend in Household Waste Generation and Recycling

Background papers

Waste and Street Scene Services Service Plan 2011-2012

Chart 1: Forest Heath District Council Household Waste Data

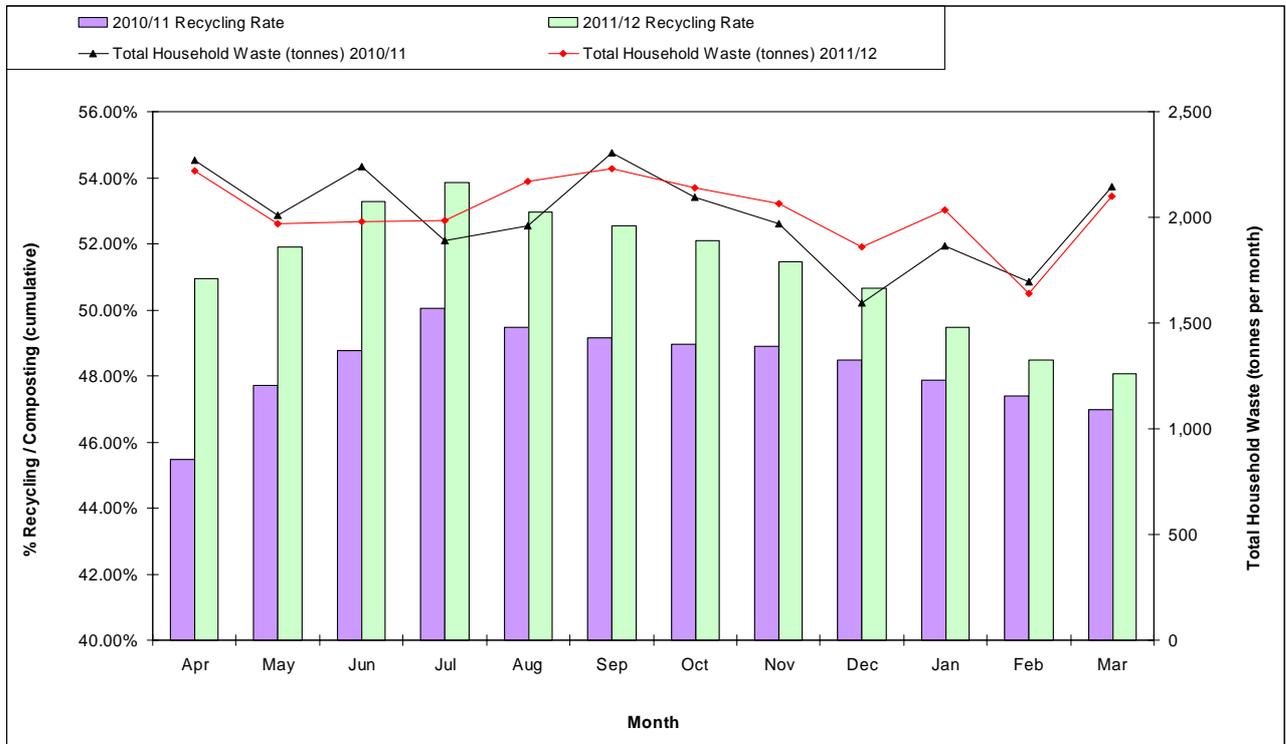


Chart 2: St Edmundsbury Borough Council Household Waste Data

