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

19 OCTOBER 2012

JWC12/048

Report of the Head of Waste, Street Scene, Property and Grounds Maintenance.

PROGRESS ON DELIVERING THE 2012/13 JOINT WASTE SERVICE PLAN AND REVIEW OF PERFORMANCE.

1. Summary and reasons for recommendations

- 1.1 This report updates the Joint Committee on progress made against the key tasks in the 2012/13 Joint Service Plan and the related key performance indicators for the period 1 April 2012 to 31 March 2013 and subject to any comments by Members is for noting only.

2. Recommendation(s)

2.1 The Joint Committee are requested to note:

- i. Progress made against the projects identified in the Joint Service Plan 2012/13; and**
- ii. Performance in relation to the service performance indicators.**

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3. How will the recommendations help us meet our strategic priorities?

- 3.1 The report outlines the performance of the waste and street scene service over quarter 1 2012/13. Any lack of progress against projects or areas of underperformance will be reviewed as part of the ongoing work plan of the joint service.

4. Key issues

- 4.1 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.
- 4.2 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

- 4.3 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

- 4.4 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 2012/13 Service Plan

Action 2012/13		Lead officer	Delivery period (including estimated start / end dates)	Progress
Ref:	Detail			
WSS T1	Complete transformation to a single joint waste partnership.	NM/SP	31 March 2013	<ul style="list-style-type: none"> Shared service project is progressing at a corporate level.
WSS T2	Contribute to the Suffolk-wide Infrastructure project for provision of transfer stations for waste.	MW	31 March 2013	<ul style="list-style-type: none"> Project has commenced to identify options for the number of waste transfer locations across Suffolk. A review of costs and risks for West Suffolk is in progress.
WSS T3	Support and contribute to the Suffolk Waste Partnership.	NM/SP	31 March 2012	<ul style="list-style-type: none"> A number of workstreams have been identified with the aim of reducing waste to landfill, namely: <ul style="list-style-type: none"> Joint Communications Plan Review of bulk waste collection services Review of street sweepings Recycling incentives project The projects have been approved by Directors. The textiles recycling scheme is fully implemented and operational.
WSS T4	Integrate both trade waste services into a single delivery service.	MC/CS	31 March 2013	<ul style="list-style-type: none"> Work to commence in October 2012. Joint vehicle branding is in final stages of development.
WSS T5	Development and commence delivery of a targeted education and enforcement strategy.	MC/MCu/LW	30 Sept 2012	<ul style="list-style-type: none"> Litter from Vehicles reporting project has commenced.

WSS T6	Continue the introduction of a single approach to service identity:	CS	31 March 2013 (to 12 months)	<ul style="list-style-type: none"> • The majority of staff has now transferred to the new coloured uniform.
	<ul style="list-style-type: none"> • Staff appearance • Vehicle livery • Service marketing tools 	MC/PC MC	(3 years) (6 to 12 months)	<ul style="list-style-type: none"> • Vehicle side branding has progressed. • This is progressing alongside the vehicle branding project.
WSS T7	Implement a unified approach to CRM, the management of service data and the use of mobile devices for operational tasking.	MC/CS	31 March 2013	<ul style="list-style-type: none"> • A review of alternative CRM suppliers has commenced.
WSS T8	Review ability to introduce food waste collections from municipal waste.	MC/CS	31 March 2013	<ul style="list-style-type: none"> • Council position agreed. Further actions subject to change in circumstances.

4.5 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 are being delivered.

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

The new cleansing routes will be completely operational by October 2012. These have been designed using ISL mapping technology.

Litter and dog bins have been mapped and fill rates worked out in order to gain the greatest efficiencies.

27 new 240 litre wheelie bin housing's have been strategically placed around the centre of Newmarket as a result of the Newmarket audit which was carried out in 2011. These bins have replaced 40 old bins and all incorporate automatic ashtrays. In addition they have significantly reduced the amount of emptying required. Newmarket has also gained its first 'recycle on the go' unit as part of an ongoing trial looking at the feasibility of on street recycling. Early results are extremely encouraging.

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 Suffolk Waste Partnership new textiles recycling scheme was successfully launched on the 23 July with the aim of reducing the 7,000 tonnes of clothes and textiles being sent to landfill in Suffolk each year. Two specially designed textile recycling bags, with instructional guides, were delivered via the Royal Mail to all Suffolk homes.

The success of the scheme is highlighted by the 223 tonnes of textiles that has already been collected Suffolk wide. Of this, West Suffolk has collected 60 tonnes - with approximately 12,000 replacement textile bags issued. We have only received 22 calls from West Suffolk residents who have not received a replacement bag.

The MRF has raised concerns about the increased levels of contamination from loose duvets, pillows and soiled items. The interim "whoops" textile advisory stickers - used to provide a gentle reminder to residents about how to use the scheme - will be replaced with a revised SWP enforcement policy on blue bin contamination.

SWP refresher textile communications are planned to be launched before Christmas to ensure that residents who may not have received an initial

bag pack or a replacement bag are made aware of the scheme and how to get the bags.

Members of public can collect replacement bags at in Brandon, Mildenhall Newmarket, West Suffolk House, Haverhill House and Bury St Edmunds Tourist Information Centre.

e. Transfer Station Infrastructure Project

Work is progressing to identify the options available to West Suffolk and the risks attached. A separate report is to be presented on this project.

Performance against the national performance indicators and agreed targets

- 4.6 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 2012 to 31 June 2012 inclusive. The targets for 2012/13 are listed along with the data outturn for 2011/12 to compare the current performance with that of the previous year.
- 4.7 Appendix 1 (Charts 1 and 2) details the current profiled waste recycling progress against the same period in 2011/12 for both councils.

Table 2: Service Indicators 2012/13

DESCRIPTION		2011/12		2012/13	2011/12	2012/13	COMMENT
		ACTUAL	TARGET	TARGET	QTR 1	QTR 1	
Residual waste per household	FHDC	450kg	460kg	440kg	105kg	108kg	Review required
	SEBC	464kg	473kg	473kg	119kg	116kg	On Target
Percentage of household waste recycled and composted	FHDC	48.09%	47.00%	49.00%	52.68%	53.29%	On Target
	SEBC	52.30%	53.00%	53.00%	53.94%	55.40%	On Target
Percentage of municipal waste landfilled	FHDC	52.24%	56.00%	53.00%	52.09%	49.21%	On Target
	SEBC	51.50%	52.00%	N/A	50.00%	N/A	N/A
Improved street and environmental cleanliness – litter	FHDC	9%	8%	8%	7%	16%	Review required
	SEBC	ND	N/A	8%	ND	9%	Review required
Improved street and environmental cleanliness – detritus	FHDC	17%	25%	20%	13%	31%	Review required
	SEBC	ND	N/A	20%	ND	26%	Review required
Improved street and environmental cleanliness – graffiti	FHDC	0%	1%	0%	0%	0%	On Target
	SEBC	ND	N/A	3%	ND	0%	On Target
Improved street and environmental cleanliness – fly-tipping	FHDC	Effective	Very Effective	Very Effective	Effective	Effective	On Target
	SEBC	Very Effective	Very Effective	Effective	Effective	Not Effective	Review required

The comment relates to the 2012/13 performance.

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

4.8 The key trends to note are:

(b) In terms of municipal waste management:

- The trend for the generation of household waste between April and June 2012/13 in comparison with the same period last year has changed. In FHDC, 430 tonnes of additional household waste have been collected and SEBC has experienced an increase of 116 tonnes.
- The reasons are as follows:
 - FHDC:
 - an increase of 231 tonnes of material collected from the brown bin scheme, blue bin scheme, recycling sites and composted street sweepings.
 - an increase of 199 tonnes of residual household waste collected.
 - SEBC:
 - an increase of 270 tonnes of material collected from the brown bin scheme, blue bin scheme, recycling sites and the collection household batteries, Waste Electrical and Electronic Equipment (WEEE), white metals and composted street sweepings.
 - a decrease of 154 tonnes of residual household waste collected.
- These changes have had a positive impact on the percentage of household waste recycled and composted in comparison to the same period of the previous year.

(b) In terms of street scene:

- FHDC:
 - With regard to fly tipping, there were 88 incidents in Quarter 1 compared with 113 incidents for the same period last year. This followed continued targeted enforcement in 'hotspot' areas and a successful prosecution.
 - With regard to street cleansing, this is the second year of using the new LEQS monitoring system and the result for Quarter 2012/13 is 16% for litter and 31% for detritus, which is significantly under target.
 - 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, both staff and vehicular, at certain times during the year. The weather also played a significant role in impacting on cleansing operations.
- SEBC:
 - With regard to fly tipping, there was an increase of five fly tipping incidents, compared to the same period last year. Despite a consistent approach to enforcement actions, an

increase in fly tipping will always result in a “not effective” classification.

- In terms of detritus, both housing with on and off street parking had significant failures. Littering was also significant in housing locations with on street parking, whilst industrial areas had similarly high failure rates for both litter and detritus.
- The litter standards on roads and housing areas with off street parking locations were good and there were no significant amounts of graffiti.

4.9 For noting, the fly tipping and litter/detritus performance indicators are cumulative and the current position may change throughout the year.

5. Other options considered

5.1 Not Applicable

6. Community Impact

6.1 **Crime and Disorder Impact** *(including Section 17 of the Crime and Disorder Act 1998)*

6.1.1 There are no crime and disorder implications identified in this report.

6.2 **Diversity and Equality Impact** *(including the findings of the Equality Impact Assessment)*

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

6.3 **Sustainability Impact** *(including completing a Sustainability Impact Assessment)*

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

6.3.2 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.

6.4 **Other Impact** *(any other impacts affecting this report)*

6.4.1 There are no other impacts affecting this report.

7. **Consultation** *(what consultation has been undertaken, and what were the outcomes?)*

7.1 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.

8. **Financial and resource implications** *(including asset management implications)*

- 8.1 To date there have been no financial or resource implications as all the key tasks have been delivered within existing budgets.
- 8.2 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.
- 8.3 The successful completion of the service plan actions was dependant on support from other council services.

9. Risk/Opportunity Assessment *(potential hazards or opportunities affecting corporate, service or project objectives)*

Risk area	Inherent level of Risk (before controls)	Controls	Residual Risk (after controls)
	High/Medium/Low		High/Medium/Low
Adequacy of targets set	Low	The targets for 2012/13 were set following consideration by Officers and received Member approval.	Low
Failure to achieve targets	Low	Performance is reported quarterly to the Joint Committee to monitor progress and ensure that targets are being achieved.	Low

10. Legal and policy implications

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

11. Wards affected

- 11.1 All wards across both councils.

12. Background papers

12.1 Waste and Street Scene Services Service Plan 2012/13

13. Documents attached

13.1 Appendix 1: Trend in Household Waste Generation and Recycling

Chart 1: FHDC Household Waste Data

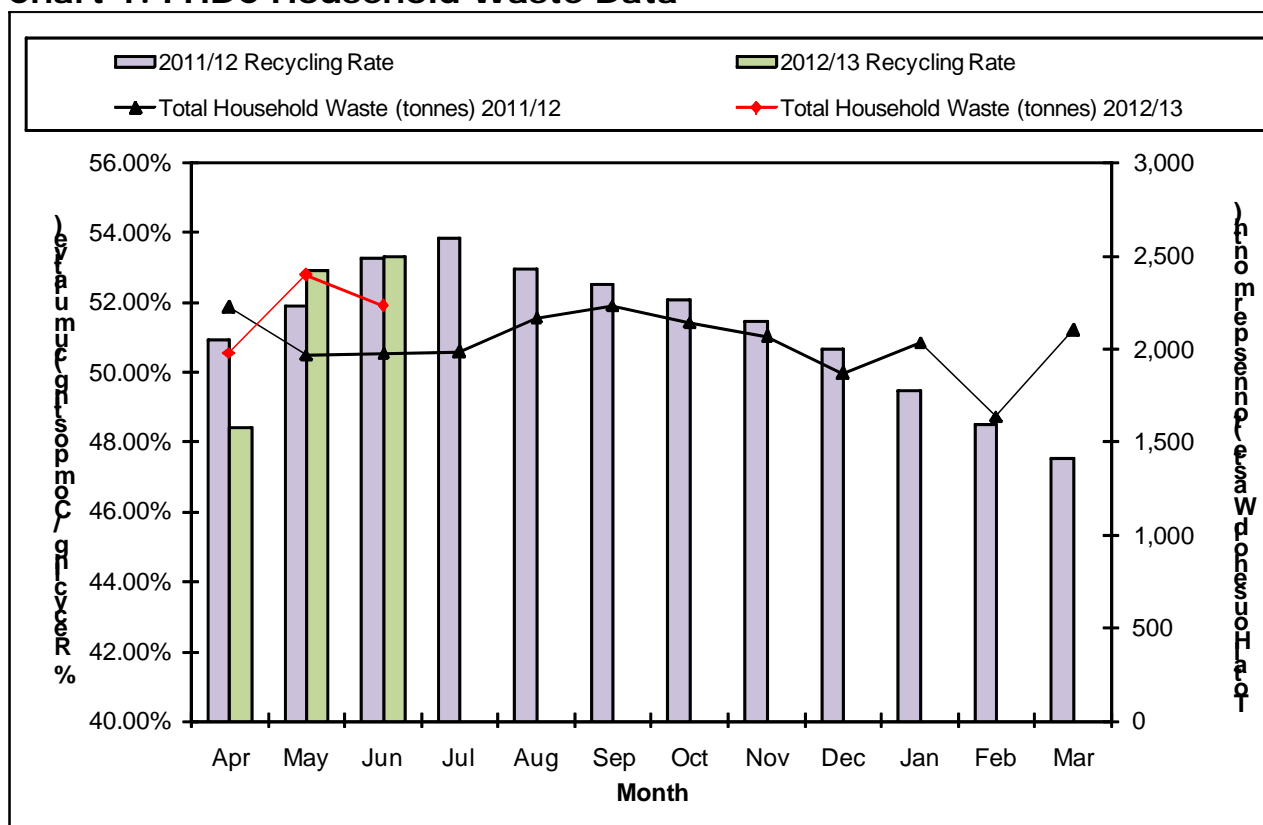


Chart 2: SEBC Household Waste Data

