

A cleaner Bristol – update on response to Scrutiny Inquiry Days on Waste

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Introduction



“Many hearts and minds are needed to create the meaningful and lasting change”
Keep Britain Tidy

What has been done since the scrutiny inquiry days on waste?

- Waste and resources strategy renewal, working with wider partners including public health (recent update provided for scrutiny)
- New campaigns / education work – litter, fly tipping and graffiti campaign starting in March / April
- Sign up to Courtauld agreement and working with supermarkets
- Detailed contract monitoring with the Bristol Waste Company - BWC are providing updates to scrutiny

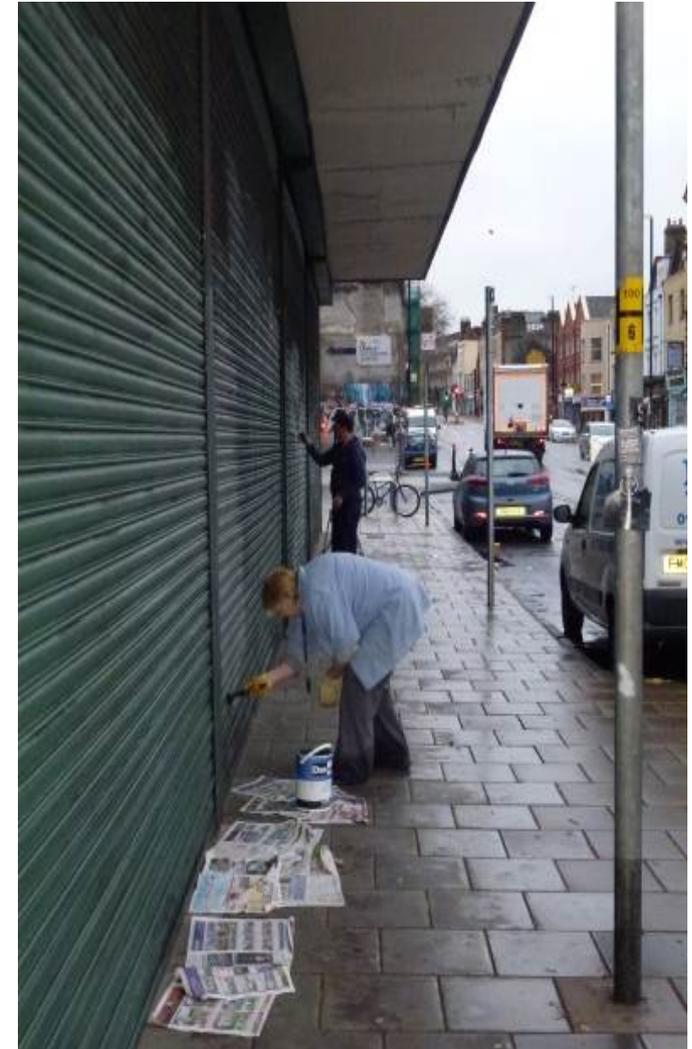


What has been done since the scrutiny inquiry days on waste?

- Trials of co-mingling have taken place
- Feedback on waste disposal taken into account as part of the new waste disposal contract being tendered
- Review of HWRCs factored into actions for strategy review
- New approach to enforcement which combines proactive and reactive work

Campaigns, education and behaviour change

- New campaigns / education work
 - Feed me and win
 - Reuse trial with reuse network
 - Litter, fly tip, graffiti (March)
 - Behaviour food waste trial (soon)
 - Schools recycling competition
 - WRAP recycling vehicle boards
- Encourage people to report via agreed reporting channels
- Work with citizens through neighbourhood partnerships
- Support volunteering and taking pride in local areas



Enforcement



- Bringing together enforcement officers into one team, starting from March.
- Results between April 15 and Jan 16: 145 FPNs (the most ever in Bristol), 413 warnings, 643 notices, 4 prosecutions (with many more prosecution files on the way)

Agenda Item 9 - Appendix

Plan following Waste Enquiry Days			Feb-16		
Item no	Heading	Item raised	Actions required	Action taken	Where this will be taken forward
1	WASTE COLLECTION	Introducing a competitive climate might be an effective way of changing behaviour, for example comparing Neighbourhood Partnerships areas.	Work being done on recycling competition approach within Neighbourhoods linked to schools	Schools recycling competition done and awaiting full results	STRATEGY
2		Charging for waste collection or providing incentives for recycling were options worthy of further consideration but they could be deeply unpopular with some residents and lead to increased fly tipping.	Incentive for food waste starting in May with food waste 'lottery'. Further work needed on assessing other councils who have charged for waste collection, and consider whether we want to ask for powers to charge.	Feed me and win campaign done and assessing results	STRATEGY
3		A renewed marketing campaign with a range of messages in different formats – including social media - should be adopted to remind residents of all the benefits of recycling. Providing details of the financial benefits could be very persuasive.	Work on designing marketing campaigns using different forms of media	Draft of campaign done and awaiting response from corporate comms	CAMPAIGN
4		Green Capital 2015 should be used as a vehicle for education, particularly amongst the young.	Find out from Bristol 2015 what waste can link in to during the year, and then put a plan in place around that	Waste worked alongside Bristol 2015 as part of Resource group and influenced delivery during the year, eg piloting reuse in St Philips	STRATEGY

5	Excessive and inappropriate food packaging continued to be an issue that was hard to address. 'People power' might be the best way to try to effect change in this area, for example, by launching a campaign to return black (non-recyclable) plastics to supermarkets.	Consider approach required to tackle packaging issue and then plan to deliver it	Discussion within Scrutiny with invited supermarkets	STRATEGY
6	Consideration should be given to solutions to improve recycling that would suit each community. Some households that produced a lot of waste, such as those with caring responsibilities, might need additional flexibility.	Link to 3 above, to tailor where possible, the marketing done	Link to 3 above	CAMPAIGN
7	Incidents of failure to comply with recycling arrangements should be followed up more robustly. Letters to residents had been successful previously and should be targeted at those who did not put bins out.	Establish how data can be obtained to record activity. Then plan process around increasing participation	This is likely to be heavily resource intensive. Currently not provided by the contractor. Likely to involve high data costs or alternatively manually intensive operational costs. Trials in small areas have been done.	STRATEGY
8	It would be useful to develop a strategy for improving recycling by deciding where to target resources i.e. should it be those residents that were hard to reach or at improving rates amongst the majority who were already participating in recycling to a greater or lesser degree? Cost was of course a key consideration and the quality of recycling versus the cost of collection should be weighed up.	Link to 3 and 6 above, and include research to be done on customer behaviours and the best way to assist participation	Behaviour workshop carried out and decision made to work on improving food waste participation. Awaiting initial set up of pilot area	STRATEGY and CAMPAIGN

9		The link to the public health agenda should be promoted, for example, more home cooking could lead to less packaging and food waste minimisation.	Arrange links with public health to help spread the message, and consider more innovative approaches	More needs to be done on this	STRATEGY
10		Better leadership from the Council was required on waste reduction and re-use – and the Council itself needed to recycle more when working items were disposed of. Council staff should lead by example and be used as a test bed for new ideas.	Arrange links with procurement and their council wide contract with Biffa to see what else can be done	Done and more being done as office moves take place too, corporate teams taken responsibility	STRATEGY (for testing new ideas)
11		Bristol City Council should work with our major partners (e.g. the NHS and Universities) to assist with maximising recycling as they were large producers of waste.	Work already ongoing with the university and links with the British Heart Foundation. See what else can be developed connected to this.	Good partnership working already taking place but can be built on	STRATEGY
12		Clarification should be provided regarding the arrangements for reporting waste collection performance and customer satisfaction. Regular updates could be provided to the relevant Scrutiny Commission	Review current data provided and how helpful it is. Get feedback and consider what else may be more helpful and in what format, including who else might benefit from seeing the data	Produced monthly and presented regularly to scrutiny	GENERAL
13		The waste contractors needed to take more responsibility for their role in educating local residents and reporting issues of non-compliance.	Believe this to be related more to recycling so will work with existing contractors and provide feedback for areas needing improvement	Ongoing partnership work which is happening now	STRATEGY
14	DISPOSAL	The option of sorting waste after collection should be investigated as a solution for some areas where recycling rates were poor.	This is done with some waste which goes to the NES MBT plant. We have no more capacity at this plant currently so will review what other options for sorting there may be.	Built in to options for new waste disposal contract	STRATEGY

15		All black bags should be sifted for recyclable waste.	Linked to 14 above	Linked to 14 above	STRATEGY
16		The pros and cons of all waste disposal solutions, including those that were local, should be fully explored. It was important to build an evidence base to inform future decisions.	Options will be considered in the medium term this year and go back to cabinet Sept/Oct. Work will then be done on longer term options	This was done in meetings with scrutiny and fed into the waste disposal contract	STRATEGY
17		The relationship between waste disposal and the creation of energy still requires further debate	Link to 16 above - we will incorporate this issue into reporting back on options	Link to 16 above	STRATEGY
18	HWRC	Does our current HWRC capacity meet demand? More needs to be understood about this as an opportunity to increase recycling and reuse rates and therefore reduce the amount residual waste.	Analysis to be done to see how we meet current demand and what the potential opportunities may be	Recycling rates are increasing steadily. More work needs to be done on this	STRATEGY
19		The option for future HWRCs to be either a commercial venture or social enterprise should be explored	Link to 18 above - we will include this in the report above	Link to 18	STRATEGY
20		We should investigate how the HWRCs could be the basis for a repair/re-use facility	Investigate the feasibility of a reuse centre - review work already done by Resource Futures	Pilot taking place until March this year and findings report will inform the strategy	STRATEGY
21		Residents should be able to take item (reuse/recycle) from HWRCs as well as drop them off.	Link to 20 above	Link to 20 above	STRATEGY
22		Greater clarity was required on measures currently in place to enable surplus /broken items to be diverted from landfill to recovery and re-use.	Link to 20 above	Link to 20 above	Link to 20 above

23	ENFORCEMENT	Bristol City Council would use the powers available to take action against landlords but it was recognised that going forward increasingly smart approaches would need to be adopted including additional staff training and evidence gathering. Steps were being taken to improve information sharing across the Council.		Share information via "civica" computer system to ensure that officers can access info from other departments. All processes relating to private landlords mapped to establish who does what and how waste issues are handled and by whom - including evidence gathering.	Done
24		There was an issue around public perception of prosecution of private landlords. Increased communication with Councillors and publication of success stories would assist with this. It would be useful to do some research to assess the impact that prosecutions had on changing behaviour.	Cotham pilot / focussed work. Apart from this focussed work, very little targeted work is done on waste from private landlords. In the pilot the SSE team did not find offences by landlords re waste. National research (eg KBT knowledge bank) shows that enforcement does change behaviour but this is not specific to private landlords.	Joint operations could continue between waste, street scene enforcement and perhaps private housing enforcement.	ENFORCEMENT and STRATEGY
25		Bristol City Council needed to make an example of offenders to send out the right message. A communications strategy should be implemented to ensure regular enforcement issues were reported. Social media could assist with delivery of messages as the press did not always run prosecution stories. This could be particularly effective if messages were sent from the Mayor and/or Green Capital.	Street scene enforcement are putting together a reporting framework to show what action has been carried out each month in each NP area (FPNS, notices, prosecutions). This can be circulated to Cllrs, NPs, press office and used as something to communicate with people. This is done.	Comms strategy to be developed, including how to communicate on social media. This should be balanced with comms around prevention of offences - eg litter campaigns, fly tipping/responsible waste management campaigns etc	CAMPAIGN

26		Councillors would like a more defined process for the resolution of cases where they had submitted evidence regarding breaches as currently they felt they were not always kept fully up to date with outcomes.	Cllrs should be reporting offences via CSC in order to get them logged. There is no established feedback mechanism for most council enquiries, but if evidence is produced then enforcement officers must always contact the person to obtain the evidence.	Explore what a feedback process might look like and how time intensive it would be (a balance needs to be struck between doing the enforcement/investigation work and contacting customers with updates). Perhaps the monthly enforcement action update could cover this?	ENFORCEMENT
27		It was agreed that new landlords should be asked to sign an indemnity form when they were granted a licence which gave permission for graffiti to be removed by Bristol City Council. It was confirmed that this would be raised at the next West of England Landlord panel meeting.	Resolved by waste officers and Tom Gilchrist team	Resolved by waste officers and Tom Gilchrist team	Done
28		Whilst it was accepted that education work was necessary before enforcement could be pursued, in some cases the balance needed to be adjusted so that Bristol City Council developed a reputation for taking a more robust approach.	Within street scene enforcement team, processes are being streamlined to focus on robust enforcement.	A BCC approach to enforcement is needed, with a clear idea of where the priorities are and common processes for all relevant enforcement	ENFORCEMENT and STRATEGY
29		Neighbourhood Partnerships were in the process of agreeing their Neighbourhood Plans. These included targeted waste operations for specific problems.	These have been agreed and info is being pulled together. Street scene enforcement work will be targeted according to these plans. Other enforcement teams in the council will then be approached to scope out possible joint working	This is in hand for any priorities relating to street scene enforcement, any needing other enforcement teams or other teams need negotiating.	STRATEGY

30		In the view of the limited resources available to the Council for enforcement, the options for joint working should be more fully explored, with barriers addressed and all opportunities pursued.	This is contained within the applied programme enforcement new work proposal.	This is contained within the applied programme enforcement new work proposal.	STRATEGY
31		The waste contractors needed to take more responsibility for their role in educating local residents and reporting issues of non-compliance.	The council currently has the role for educating residents in realting to recycling etc and will be planning further work on this	Bristol Waste Company will be briefing staff on aregular basis regarding the need to identify non compliance	CAMPAIGN