

**BRISTOL CITY COUNCIL
QUALITY OF LIFE SCRUTINY COMMISSION
29 MARCH 2010**

**6 MONTHLY PROGRESS REPORT FROM CLLR GARY HOPKINS,
EXECUTIVE MEMBER FOR ENVIRONMENT AND COMMUNITY SAFETY**

1. Introduction

Set out below is my 6 monthly progress report to the commission. As per the remit of the commission, the below report focuses on progress regarding the “waste services” part of my portfolio.

2. Detail of report

Strategic Waste Issues:

- The Options Appraisal for the waste disposal and collection/cleansing contracts was considered by Resources Scrutiny in December last year and approved by Cabinet on January 28 this year. The report recommended that the disposal and collection contracts be let separately to meet the different timescale required for the re tendering of each service.
- Officers are now developing contract specification and terms and conditions for both documents with a view to commencing the procurement process in April/May for the disposal contract and June for the collection/cleansing contract. A Prior Indiction Notice alerting contractors of the Councils intention to let these contracts will be placed on the Official Journal of the EU in early April.

Operational Waste Issues:

HWRCs

- New HWRC signage has been introduced, improving the clarity and visual aesthetics improve customer's experience and to make it easier to recycle their waste.
- Delivered a trial at the HWRCs recycling mattresses, the initial results indicating that as much as 800t can be captured in a year, which is approximately a 0.5% increase to the recycling rate.
- The trial of recycling carpets and mixed plastics has been extended to incorporate the Avonmouth HWRC, which has increased the total output of materials by 50%.
- The policy of having a 'man on the bin' has been implemented, which has increased recycling at the HWRC by 1%.
- The policing of trade waste has increased the recycling rate at the HWRCs by approximately 0.25%.

Waste Contract

- The Waste and Street Contracts Team started a six-month trial in May 2009 to try and respond to Fair Comment Complaints within five working days. 566 complaints were received during the trial period of which 62 were responded to outside the 5 working day deadline, this equates to 11% of complaints responded to over the deadline. This response time has been adoptive as the standard the waste and street scene contracts team.
- Following the first six monthly review of the Waste on Land project, areas are being rearranged to move more resources into the Ashley Neighbourhood Partnership area, utilising the capturing of information of flytipped waste on all land types for the first time.
- Since September 2009 rounds that are missing a high number of collections per month have been identified, which includes Refuse and Organics not Dry Recycling collections. This information will be utilised to improve performance in this area.
- A policy and procedure for the placement of bins on streets is being developed, with equalities consultation taking place in April 2010. This

will seek to prevent bins being left on public highways (pavements and streets).

- **Recycling rate %**

| Year | August | September | October | November | December | January |
|-------------------------------|--------|-----------|---------|----------|----------|---------|
| 08/09 Monthly | 35.81% | 36.78% | 34.94% | 34.05% | 33.82% | 37.63% |
| 09/10 Monthly | 39.13% | 39.34% | 37.49% | 35.96% | 35.20% | 39.78% |
| 08/09 Cumulative | 35.88% | 36.03% | 35.88% | 35.65% | 35.45% | 35.66% |
| 09/10 Cumulative | 36.88% | 37.29% | 37.32% | 37.15% | 36.93% | 37.22% |
| 09/10 Cumulative Target | 38% | 38% | 38% | 38% | 38% | 38% |

October, November and December have followed the historic seasonal downward trend, although higher than last year, but January has successfully peaked with no obvious detrimental effects from the adverse weather conditions.

Residual Household waste per household in kg. (cumulative)

| Year | August | September | October | November | December | January |
|------------------------------|----------|-----------|----------|----------|----------|----------|
| 08/09 Cumulative | 252.58kg | 303.06kg | 354.18kg | 400.12kg | 446.01kg | 495.53kg |
| 09/10 Cumulative | 240.71kg | 287.07kg | 332.28kg | 377.95kg | 421.06kg | 463.02kg |
| Cumulative Target 9/10 | 240kg | 289kg | 337kg | 385kg | 433kg | 481kg |

Since August 2009 we have seen a continual reduction each month on the amount of residual waste being collected per household, resulting in residual household waste totalling being 17.98kg below the set target.

- **Recycling Banks**

- 5 mixed plastic bank sites have been piloted that have predominantly resulted in increased tonnages. Mixed plastic collections from plastic banks are now being introduced for the entire network.
- A project has been launched to improve the aesthetics of the banks, relationships with site owners, customer satisfaction, flytipping and the recycling rate. These options have been approved by the project board for implementation during the course of 2010.
- A project is considering options to provide residents with further opportunities to recycle their Small Waste Electrical and Electronic Equipment (WEEE) recycling, such as toasters, DVD players and irons, which is currently only available at two sites in the city, the HWRC's. Options include recycling banks and public recycling events. If proven to be value for money these will be delivered in 2010.

- **Other Recycling Improvements**

- A mixed plastic kerbside pilot for approximately 18,000 households is due to launch in April 2010 in two areas of the city; one North and one South. This is in response to a need that has been repeatedly highlighted by residents, Members and officers alike, and is being tested to understand the impact of such changes to assist with the procurement of the 2011 collections contract.
- A project is considering options to improve the textiles recycling service, considering what can be done to assist and encourage residents to recycle more. The finalised options are being agreed on by the project board in March 2010 for implementation during the year.
- The 'Recycling On The Go' project has begun, implementing the first recycling bins for East Street, Bedminster. A list of other appropriate sites is being put together for a citywide rollout for high footfall areas of the city, such as small retail areas and parks (recycling bins are already installed in Broadmead).

- **Flats and Schools**

- The food waste and cardboard collections are being rolled out to blocks of flats. This will be complete by the end of August 2011 and it is estimated that 1500 tonnes per annum will be recycled, which equates to nearly an additional 1% on the recycling rate.
- A new contract for Recycling in Flats Everyday (RIFE) was awarded to Resource Futures and commenced in November 2009. This includes canvassing of flats as well as support to the process of introducing new recycling facilities, such as the food and cardboard waste collections.
- Over 95% of secondary schools, independent schools and special schools have been provided with a food waste and cardboard collection service. Also, a contract has been awarded to Waste Watch to continue the education of children in primary and secondary schools regarding the reduce, reuse, recycle messages.

- **Caddy Liners, canvassing, and incentivising waste reduction**

- The liner distribution and canvassing pilot was completed in the summer of 2009 and the subsequent results in November 2009 show that participation increased in the areas in which liners were provided and canvassing took place. Over 700 recycling containers were also distributed following requests from the public.
- A second phase of the liner distribution is being delivered in April 2010 to approximately 90,000 households, from which it is anticipated that approximately 30,000 will be canvassed (non participants). This combines successful methods from the exploratory pilot in 2009.
- A proposal has been submitted to DEFRA for funding to deliver a 'waste incentive pilot' to an area of approximately 2,300 households for a 6 month period. This will be prior to the commencement of the new waste collection contract that starts November 2011. The incentive scheme is a voluntary scheme for the residents to opt in to, from which they receive a financial incentive if they succeed in reducing the amount of residual waste that they produce. No charge is incurred if they do not reduce their residual waste.

- **Communications**

- Welcome Packs have been delivered since mid November 2009 (nearly 800 in total) to all new residents to Bristol and those who have moved household within Bristol. The pack includes information on Environment and Leisure services, Sustainability, Fire and Rescue Services, and Access to Bristol.
- A visual campaign was launched in January to discourage people from dropping cigarette litter, highlighting the £75 fine that can be incurred for doing so.

- **Customer satisfaction**

- Citizens Panel was completed late 2009 and the results have been utilised to inform the 2011 collections and street cleansing contract options appraisal. It will also be utilised when developing the 2011 contract specification (along with other customer satisfaction information) and to assist the development of the 2010/11 Service Delivery Plan.
- It has been proposed that questions regarding the customer satisfaction of refuse, kerbside recycling, recycling banks, and HWRCs should be included in the Quality of Life survey that is conducted annually.
- A webform has been launched on the council website for Clinical Waste. Agreement has also now been reached to create webforms for the bulky waste and assisted collection services. This allows residents to order on-line at a time convenient to them.
- An Equalities consultation seminar is being planned for a range of waste initiatives; reducing bin size, communal bins, the enforcement process for bins on the street, and for the waste reduction incentive scheme.

- **Reduce and Reuse**

- Compost bin subsidy started in November 2009 to replace the previous WRAP scheme.
- Free compost bin vouchers have been given out with the Welcome Packs and we are recording the number that are being

requested.

- Further research into the available providers is being conducted regarding the provision of a loan scheme for 'real nappies'.
- A new contract has been procured that commenced in November 2009 for Schools Waste Education. This promotes the Reduce, Reuse and Recycle messages in primary and secondary schools and it was awarded to Waste Watch.
- A proposal for funding has been submitted to DEFRA requesting funding for an incentive scheme, which will weigh residents waste and reward them if they produce less. This is proposed as a voluntary opt in scheme. This is at the forefront of innovation regarding waste minimisation initiatives in the UK.

- **Street Cleanliness and Recycling**

- A proposal is being developed to create a 'street rep' scheme that feeds into the Neighbourhood Forums, and therefore the Joint Tasking Process and Neighbourhood Partnerships where appropriate. It is hoped that the launch of this trial will be in May 2010 in one Neighbourhood Partnership area as a trial.
- Communal bins have been installed in 5 streets in the Clifton area and 2 streets in St Paul's. Initial results suggest increased recycling and further research is being conducted to verify these results. Flytip, litter, and recycling will be monitored at these sites. Customer satisfaction door to door surveys have been conducted for all the streets in Clifton and show the scheme to be a resounding success. The streets in St Pauls will test whether this is the case with very different demographics.

- **Miscellaneous**

- Waste Composition Analysis has been procured and commenced in February 2010. This will be conducted quarterly so that we can better understand what residents are throwing away in their residual waste bins. This will provide us with information that will assist service planning and communications.
- ICT equipment is being trialled that is designed to monitor the participation of residents in recycling services. It is being trialled for a round of the organic and black box collections in February-

March 2010.

- **Enforcement**

- **Prosecutions (6 months leading up to 22/2/10)**

- Total Number of Prosecutions = 16

- Total Fines awarded = £3015.00

- Total Costs awarded = £1811.00

- Pending Cases – 24 cases have been filed and are awaiting trial.

- In addition to the above, an Antisocial Behaviour Order, an Antisocial Behaviour Order on Conviction, an Injunction and a further 58 offences were taken into account by the court when sentencing the above perpetrators.

- Fixed Penalty Notices

- Total Number of FPN served = 91

- Total number of FPN paid = 48

- Total number on payment schemes = 3

- Total number passed for prosecution = 4

- Total number pending prosecution = 11

- Total amount of costs recovered = £4425.00

- **Highlight Summary (examples)**

- Case 1 = A man was issued with an Antisocial Behaviour Order for assaulting an officer who was going to issue him with a fixed penalty notice for bird feeding. An injunction was issued by the Crown Court to prevent him from entering certain areas of the city, and the Police issued a Simple Caution for Common Assault.

- Case 2 = An incident of fly-tipping on the side of the Portway was discovered by one of the waste and streetscene enforcement officers during November 2009. The mound of rubbish included builder's rubble, sofas and fridges and had been dumped on a grassy patch next to the

old Bristol and West sports ground.

D Pyle pleaded guilty to six offences of fly-tipping. A further 57 offences of carrying waste without a licence were taken into consideration.

- **Waste on Land** (one-council approach to removing flytipped waste from all land)

This service has now gone live and is performing well. In light of the uncertainty surrounding the expected volumes, the teams have been doing remarkably well with approximately 80% of jobs being completed 'on time'.

Officers from the Streetscene Enforcement Team are now also enforcing against waste on private land.

One of the main improvements realised by the WoL is that evidence is gathered at the source of collection rather than sending an enforcement officer in addition to a collection operative.

In terms of information and performance management, we are now able to determine how long the crews are in attendance for each clearance. During July, the contractor dealt with 339 clearances, completing 67% within time. During August, the contractor cleared 730 incidences, of which 84% were completed within time.

- **Better Enforcement Strategy**

Approximately 100 BCC officers have now received training and contribute to the monthly 'Operation Speak'. This is an anti-littering campaign, which targets areas of concern. To date, the officers have focussed on open spaces such as parks and retail centres.

- **PCSOs**

In addition to the above, Aled Williams and Michael Prince from the enforcement team facilitated the training of 132 Police Community Support Officers during December. 11 Fixed Penalty Notices have been served by the PCSO's since their training and they have also contributed to Operation Speak.

- **Leopard Films**

The Council has been approached by Leopard films as they are making a documentary for the BBC which showcases how the most proactive authorities are tackling fly tipping in their areas. The series consists of 15 programmes of 45 minutes each and 6 local authorities have been asked to contribute. The series is a factual programme that is shown in the weekday 9.30am slot. Crews have been following the progress made on previous fly tipping prosecutions such as the Bryant case and following up on new cases as they arise with the officers.

Councillor Gary Hopkins