

Progress Towards Zero Waste – Updated Action Plan

<u>Rec No</u>	<u>Action</u>	<u>Level &amp; agreed completion date</u>	<u>Responsible Officer</u>	<u>Comments</u>	<u>Update July 2015</u>	<u>Update March 2016</u>
1	Progress against recycling targets will need to be monitored regularly by management and reported at least twice per year to concurrently to the Communities and Scrutiny and Audit committees.	1  31/12/14	G Dailly	Information submitted would be provisional and subject to SEPA verification (SEPA verify data months after submission). Members should therefore be aware that reported figures may be subject to some minor variation.	The Council's recycling rate is a key performance indicator that is reported in the Communities Directorate's Annual Report. The levels of reporting fluctuate in-year taking account of green waste recycling meaning the trend rather than the actual is the key area to look at in-year. It is proposed that the in-year reporting is managed through the Corporate SPI/KPI dashboard which will be reported at regular intervals to EMT and S&A. S&A are asked to note that the recycling rate for the year ending 31 March 2015 was 52% and it is forecasted that the rate for 2015 calendar year will be somewhere between 55% and 60%.	<b>As detailed in the July 2015, progress against recycling targets will now be managed through the Corporate SPI/KPI dashboard which will be reported at regular intervals to EMT and S&amp;A. This action is therefore completed.</b>

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2	<p>Following the completion of the roll-out of kerbside recycling, a cost efficiency exercise should be completed. This exercise should address the cost of collection compared to the income generated from selling material for recycling and the cost avoidance related to the reduced use of landfill.</p> <p>The report from this exercise should be submitted to the Communities and Scrutiny and Audit Committees.</p>	<p>1</p> <p>30/06/15</p>	G Dailly	<p>Sufficient time will be required for the new recycling service to bed in before costs and performance can be accurately evaluated. This is to avoid any spikes experienced following implementation of the service. Members should note the cost per tonne of recycling is also subject to regular and often sudden change due to external market conditions. For this reason direct like for like comparisons may be difficult to achieve with any certainty.</p>	<p><b>A report will be submitted to the Communities Committee on 18 August 2015 updating members on the success of the roll out of the kerbside recycling service but also seeking approval to carry out reviews of food and garden waste collection services in order to identify efficiency savings.</b></p> <p><b>The results of these reviews and subsequent recommendations may be brought back before both Communities and Scrutiny and Audit Committees.</b></p> <p><b>Completed</b></p>	

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3	<p>A service review of recycling centres should be undertaken.</p> <p>This review should be timed to allow the kerbside roll-out to be completed and embedded. It should consider the need for the current number of recycling centres; assess the fitness for purpose of each centre; look at options for extending the range of materials that can be recycled at the centres; and highlight investment needed to create an appropriate number of centres to complement the kerbside recycling service.</p> <p>The report from this service review should be submitted to the Communities and Scrutiny and Audit Committees.</p>	<p>2</p> <p>31/03/15</p>	G Dailly	<p>Angus currently enjoys a Burgh by Burgh provision. As budget positions evolve the outcome of recycling will remain a key objective, but the means of achieving that may have to be varied. Members are asked to note this review will be taken on an Angus wide level and the options for a more regional approach will also be explored. Finally Members are ask to note that waste management budgets are subject to the same scrutiny as all other budgets and it is expected that budget reductions will be unavoidable in this area as in others.</p>	<p>A service review of recycling centres has been undertaken and it is anticipated that a report will be submitted to Communities Committee later this year.</p> <p>In progress</p>	<p><b>A report on the outcome of the strategic review of recycling centres will be submitted to Communities Committee on 12 April 2016 and Scrutiny and Audit Committee on 26 April 2016.</b></p> <p><b>(see report XXX-16)</b></p> <p><b>Completed</b></p>

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4	An overall strategy for waste management and recycling should be prepared, which can be updated as regulations change.	1  30/06/15	G Dailly	Members can see the current strategy in action through the roll out of the new kerbside collection system. A more targeted strategy will be developed in 2015 and will be informed by the results of the current roll out of the new system.	Due to other priorities, development of the waste management plan for Angus has been delayed. Initial indications are that the plan may need to undergo a full Strategic Environmental Assessment, which could increase timescale for completion. The completion date should therefore be revised to 31/03/16.	<b>The development of a waste management strategy/plan has been delayed due to the need to evaluate the implications of a major change to national policy. The Scottish Government has agreed a Household Recycling Charter and associated Code of Practice (CoP). All local authorities have been asked to voluntarily sign up to the charter, which would mean a requirement to align services and policies to what has been included in the Charter and CoP. A strategy will be developed further once implications of the Charter and CoP have been fully considered. The target completion date is now 31/12/16.</b>

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5	Recycling levels should be monitored by route to indicate effectiveness and identify any variances that arise.	1  31/12/14	S Austin	Agreed but we will also in time extend this to trends and monitor those by recycle type.	Weights of recycling collected from each collection route are recorded. These are reviewed on a quarterly basis to identify any significant variations or drops in performance. Similarly recycling collected from each collection route is inspected after being tipped and the level of contamination is recorded and if high levels of contamination identified, action will be taken e.g. training for collection staff and door-knocking in the area.  Completed.	

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6	Observations made by citizens about kerbside collection arrangements should be monitored and included in performance reports presented to Communities and Scrutiny and Audit committees.	3  30/06/15	S Austin	Attitudes survey to be undertaken and results to be incorporated into relevant reports	It is proposed that an attitudes survey is carried out once the new service has been in operation in all areas for a full 12 months. This means carrying out a survey after November 2015. Realistic completion date is therefore considered to be 31 March 2016.	<b>Due to the proposed major changes to garden waste and food waste collection service provision this year, it was not considered suitable to carry out any major public survey. However statistics on complaints and compliments regarding waste and recycling services are being compiled and reviewed on a quarterly basis and these can be incorporated into any future reports presented to the Communities and Scrutiny and Audit committees. In addition online surveys will be used as required in the future when more consultation and information may be required. This action is now considered completed.</b>

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7	An ongoing communications and media plan should be developed to highlight the arrangements for, and benefits of, recycling. It is recommended that this includes factors that will resonate with citizens. – e.g. the cost of landfill, the cumulative impact of recycling to date. There needs to be a particular emphasis on food waste, as the pilot study discovered a reluctance to use this facility. It is further recommended that this aspect be addressed by the Pride in Place MOG.	2  31/03/15	S Austin	Communication plan to be developed for post roll-out communications	A number of communication initiatives have been undertaken where specific issues have been highlighted. The full communication plan is in the process of being developed and expected completion date is 30/09/15.	<b>A communications plan for 2016/17 has been completed and will be submitted to the Pride in Place MOG on 14 April 2016.</b>  <b>Completed</b>

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<b>8</b>	Management should consider and address the operational matters raised by frontline staff.	<b>3</b>  <b>31/12/14</b>	<b>G Dailly</b>	Staff forums to be established at all depots where frontline staff can raise matters with management	<b>Staff forums for frontline operational staff have been established and focus group meetings have been getting held since July 2014. A focus group meeting has now been held with staff from each of the main depots/areas and further meetings are being held during 2015.</b>  <b>Completed</b>	
<b>9</b>	A mechanism should be established to enable frontline staff to submit suggested improvements to encourage higher levels of recycling.	<b>2</b>  <b>31/12/14</b>	<b>G Dailly</b>	Staff forums to be established at all depots where frontline staff can put forward suggestions direct to management	<b>There is now the opportunity for staff to submit suggestions at staff focus groups as per above. In addition depot team meetings every 2 months have been established where this also the opportunity for staff to submit ideas and suggestions.</b>  <b>Completed</b>	