

ANGUS COUNCIL

COMMUNITIES COMMITTEE – 18 AUGUST 2015

UPDATE ON ROLL-OUT OF KERBSIDE RECYCLING SERVICES

REPORT BY STRATEGIC DIRECTOR – COMMUNITIES

ABSTRACT

This report updates members on the success of the roll out of kerbside recycling services across Angus and seeks approval to carry out a number of service reviews to ensure that the service continues to deliver best value.

1. RECOMMENDATIONS

It is recommended that the Committee

- (i) Notes the report and;
- (ii) Authorises the Strategic Director - Communities to bring forward the service reviews highlighted in section 5.2 of this report

2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/CORPORATE PLAN

This report contributes to the following local outcomes contained within the Angus Community Plan and Single Outcome Agreement 2013-2016:

- Angus is a good place to live in, work and visit
- Individuals are involved in their communities
- Our communities are safe, secure and vibrant
- Our natural and built environment is protected and enjoyed

3. BACKGROUND

Reference is made to Report 613/13 of this Committee which outlined the timetable for implementing the roll out of recycling services across Angus. The new service was successfully rolled out to approximately 55,000 households between March and November 2014.

4. CURRENT POSITION

- 4.1 The introduction of the Zero Waste Plan for Scotland led to the urgent need for Angus Council to review its existing waste and recycling collection services in order to ensure compliance with new regulations, and to move towards the national target of recycling 60% of all household waste by 2020.
- 4.2 It was agreed by the Neighbourhood Services Committee on 23 February 2012 (Article 27 refers) to trial the collection system outlined below and the trial was commenced September 2012. Following the successful trial of the service, Council agreed to the full roll-out of the service on 14 November 2013, report 613/13 refers.

Waste Stream	Materials accepted	Size & colour of bin	Collection frequency
Residual waste	All non-recyclable wastes	140 litre Purple bin	Fortnightly - alternate week with recycling bin
Dry recyclables	Paper, cardboard,, mixed plastics, cans, tetra-paks, glass bottles and jars	240 litre Grey bin (existing bin for residual waste to be used)	Fortnightly - alternate week with residual bin
Food waste	All cooked and uncooked food waste	23 litre Brown bin + kitchen caddy	Weekly
Garden waste	Compostable garden waste	240 litre Green bin	Fortnightly - change to 4 weekly in winter

4.3 The table below shows how the roll-out was completed in 3 phases between March and November 2014.

Phase	No. of households	Initial letter to households	Distribution of new bins
1	24,000	From 24 Feb 2014	10 March – 18 April 2014
2	17,000	From 2 June 2014	16 June 2014 – 25 July 2014
3	14,000	From 29 Sept 2014	20 Oct – 14 November 2014

4.4 Angus Council's new kerbside recycling service was delivered on budget, on schedule, and has been quickly understood and accepted by the public. The service is currently performing beyond expectations in terms of the amount of recycling collected. The table below summarises current performance.

Waste Stream	Kg per household per year	Kg per household per week
Residual waste	241	4.63
Dry recyclables	199.9	3.84
Food waste	89.4	1.72

4.5 The Council is now collecting approximately 40% less residual household waste at the kerbside than before the roll out, and the average contamination rate for collected co-mingled recycling for the last 3 months was 3%, which is considered one of the lowest in the country. Capture rate for food waste is also known to be one of the highest in Scotland.

4.6 It is considered that the following approaches undertaken by Angus Council were pivotal to the successful implementation and high performance of the new service.

- **Reduced capacity of residual bin** – The existing 240 litre residual bin became the recycling bin and a new 140 litre residual bin was delivered to households. This means households now have 70 litres capacity per week for residual waste instead of 120 litres per week as per the previous service. This is considered to be a significant factor in the high performance of the food and recycling collections.
- **Introduction of a bin policy** – a 'waste and recycling bin policy' was submitted to Council Committee and approved during 2014. This formally set-out Council policies on matters such as acceptance of side waste and criteria for a larger or 2nd bin. This facilitated clearer communication to collection crews and the public on service standards.
- **Emphasis on quality control** – A tagging system and protocol for inspecting recycling bins was agreed with frontline operational staff and a series of briefing sessions were held with all staff. Toolbox talks on the subject are also delivered as a refresher. The emphasis on staff training is considered a major factor why current contamination rates are so low.
- **Use of route planning software** – Route optimisation software (RouteSmart) was used to plan routes and determine the size and number of collection rounds. This led to significant efficiency gains from more effective use of resources and improved balancing of workloads between vehicles/rounds. The new service led to a reduction from 11 RCVs to 8 RCVs dedicated to residual waste collections.
- **Introduction of zonal/team working** – New collection routes/rounds were designed so that each day all vehicles from a depot were working in the same approximate geographic area. This was done to encourage greater team working between crews e.g. when one crew

running late due to breakdown, other crews can easily assist with parts of round. This has proven to work well in practice and has been particularly beneficial.

- **Introduction of road end collections** – Angus Council were servicing an estimated 2,600 households via private access roads, which had previously been excluded from recycling services. Council Committee agreed to the introduction of ‘end of road’ collections from properties currently accessed via private roads, where practicable. This meant a site-by-site assessment and due to collection efficiency gains, recycling services are now provided to these households.
- **Site by site assessment for flatted properties** – 26% of Angus households are flatted properties. Every flatted area in Angus was individually assessed and site inspections carried out as needed to identify the number, location and types of bins needed. This was a time consuming exercise but ultimately paid dividends as it significantly reduced problems after roll-out.
- **Focus on social media and community talks** – The focus of the communications campaign was on the use of social media and community based activity (as opposed to traditional newspaper and radio advertising). A large number of community talks were delivered to a diverse range of groups and extensive use was made of the Council’s facebook and Twitter account. This was considered to be particularly effective and to have reached a wider audience than traditional newspaper advertising – posts were typically being viewed or shared by 4,000 users. These posts were generating a large amount of comments (positive and negative), and where appropriate the Council were responding to specific comments to offer additional advice/support. This required significant staff time but was considered to have been of significant benefit.

5. PROPOSALS

- 5.1 Whilst initial results would suggest that the roll out has been successful, a recent waste compositional analysis carried out in February/March 2015 showed that on average 48% of the contents of a purple residual waste bin are materials that could be recycled in either the grey recycling bin or the brown food caddy. It is therefore essential that an ongoing campaign of education and awareness raising is developed to ensure that performance is maintained and where possible improved, particularly in relation to specific materials such as hard plastics and food, where capture rate has been shown to be lower.
- 5.2 Now that the new service has become embedded and participation rates have normalised, it is essential that a review is carried out to identify how we can maximise the amount we recycle in the most efficient way possible. It is proposed that food waste and garden waste collection routes are prioritised for review as this is where the greatest fluctuation in participation rates occur. Results of these reviews and subsequent recommendations will be brought back before committee in due course.

6. FINANCIAL IMPLICATIONS

There are no financial implications directly associated with this report.

7. CONCLUSION

The roll-out of the new kerbside recycling service during 2014 can be considered a success. The new service has been quickly understood and accepted by the public and the amount of waste collected for recycling has risen substantially. It has been identified however that there is still a large proportion of easily recyclable materials going into the residual household bin and this combined with the need to find significant efficiency savings means there is still the need to carefully review options to maximise efficiencies and increase recycling further.

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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