

JOINT WASTE TEAM BUSINESS AND ACTION PLAN UPDATE APRIL 2019**TEWKESBURY BOROUGH COUNCIL FOCUS****CONTRACT PROCUREMENT AND MANAGEMENT**

The Joint Waste Team is responsible for managing and monitoring waste contracts for contract compliance, performance and health and safety compliance on behalf of Tewkesbury Borough Council. This is achieved through regular contract meetings, health and safety crew checks and investigations, attendance at monthly material sample test and site visits. The team report back to the Council regularly and to the Keep Safe Stay Healthy Group with quarterly updates and inputting into the annual health and safety reports. Contracts include Suez Materials Recycling contract, Ubico Waste and Recycling Collection and Street Cleansing Contract and the Ubico Transfer Station contract.

- At the start of the year the focus of the team was working with Ubico to implement an improvement plan following poor levels of service delivery the previous year. The team has worked with Ubico to develop new KPIs for the Ubico waste and recycling collections to enable better performance monitoring of the contract.
- The Ubico Transfer station contract extension is complete. Improvements are underway at the transfer station to extend opening hours and introduce booking in processes. This will ensure that hauliers who transport the recycling to Suez MRF will not experience delays in loading.
- Information gathered at Suez batch tests has been used to inform this year's communications campaigns as officers can clearly see items that are contaminating the recycling loads and so are able to provide targeted information to residents to do the right thing which should help to maintain TBC recycling rate.
- Financial monitoring and payment mechanism processing for the Suez contract, data collection, administration and payments and invoice checking and processing.
- Emergency collections protocol for inclement weather. This document is regularly reviewed and updated by the team to ensure the relevant members of staff at the council, JWT, collections and reproprocessors all know their responsibilities in the decision making process should the weather impact the waste collection services. This was completed prior to the snow impacted collections in January / February resulting in a well organised and structured decision making process when the collections were impacted by heavy snowfall.

COMMUNICATIONS

The annual collection calendar was distributed to all residents in April. The leaflet including information on all kerbside services to help people recycle more and know how to manage their bins and containers on and after collection day.

Seasonal communications campaigns this year have included:

- Waste reduction at Easter by recycling foil and cardboard and avoiding unnecessary plastic packaging
- From early May to mid-June #WasteFreeWednesday social media based campaign which offered tips to reduce plastic consumption.
- In June the World Cup Recycling Campaign focused on encouraging residents to recycle all their drinks containers (i.e. glass bottles, plastic bottles and metal cans). Activities included point of sale 'shelf wobblers' at local Coop stores, hangers on refuse bins to try to divert recycling from the refuse bin, posters at the Household Recycling Centres, information on the Recycle for Gloucestershire website and a range of social media posts.
- A social media campaign which focused on 'social norming' messages was delivered in September to support Recycle week
- Pumpkin waste reduction and recycling in October
- Food waste was the focus of the Joint Waste Team's Christmas campaign – in particular the amount of food wasted on Christmas Day itself (4.2m dinners). Promotional activities included radio adverts on Heart FM, a press release, social media posts and press adverts in the Gloucestershire Echo and the Wilts & Glos Standard. The campaign ran from Monday 10 until Sunday 23 December.
- School and community group visits – several community groups have received presentations from the team, including Sandhurst WI, local scouts and beaver groups and also primary schools.

Clean recycling is good recycling project – crew briefing to all the recycling staff at Ubico and taking feedback from the crews on what they see on the ground, day to day. Combining this with the material tests from Suez we can build a picture on how we can improve the quality of our recycling. This also included stickers the crews can use if the wrong items are in the bins, and also, leave a message for the resident in case they didn't know something was not supposed to go in the bin. This started in the run up to Christmas when contamination in the recycling can increase.

Borough News articles have included recycling and food waste seasonal campaign messages, with several focusing on food waste.

Christmas Tree Recycling Scheme – Treecycle. Very successful and good participation reported from the residents with the help of local garden centres and the GL3 Community Hub.

RECYCLING AND RESIDUAL HOUSEHOLD WASTE PERFORMANCE

The table below shows the 2016/17 and 2017/18 residual household waste per household (kg/per year) and the % of household waste reused, recycled and composted outturn figures and the quarter 3 position for 2017/18 and 2018/19 to enable comparison.

At Q3 there has been a small increase in kilograms per household of residual household waste this year and the percentage of household waste reused, recycled and composted is slightly down. The amount of refuse, garden waste and recycling collected has increased but the amount of food waste being collected has reduced this year which may be as a result of residents wasting less.

	2016/17	2017/18	2017/18 (Q1,2 & 3)	2018/19 (Q1, 2 & 3)
Residual Household Waste per household (kg/hh)	411	380	283	298
Percentage of household waste reused, recycled and composted.	53.29%	54.55%	55.97%	54.15%

POLICY AND STRATEGY

In December 2018 the Government launched the new Resources and Waste Strategy. The Government has now launched a series of consultations which build on the commitments made in the Resources and Waste Strategy.

- Extended Producer Responsibility (EPR) for Packaging
- Deposit Return Scheme (DRS) for (some) drinks packaging
- Consistency of collections and
- The Plastics Packaging Tax

The results of these consultations will have wide-ranging impacts for all local authority waste and recycling services. The team has already responded to the Government call for information request providing detail of Tewkesbury Borough Council services and are now working with the Head of Service to review the consultations and respond before the May 2019 deadline.

The team has also provided information for the GCC consultation on a tipping away payment policy which will be introduced later this year.

PROJECT UPDATES**JAVELIN PARK ENERGY FROM WASTE (EFW) MOBILISATION**

It is anticipated that this spring, all Tewkesbury Borough Council green bin residual waste and street cleansing waste will go to the new Javelin Park Energy from Waste (EFW) plant near Stonehouse to be incinerated to generate energy rather than going to landfill. The exact timing is subject to notice being issued by the contractor when they issue the 20 day notice period. This is beneficial as incineration for energy is higher up the waste hierarchy than landfill. The change to disposal site does have an impact on Tewkesbury Borough Council services as the collection vehicles will no longer tip at Wingmoor Landfill site at Bishops Cleeve or Hempsted Landfill at Gloucester.

The joint waste team worked on a project to determine the one off and ongoing service and capital costs for Tewkesbury Borough Council if all residual waste streams had to be direct delivered to Javelin Park Energy from Waste (EFW) facility. This information enabled an informed cost appraisal to be carried out by Gloucestershire County Council (GCC) as to whether there was a need for to provide a local waste transfer station for residual waste rather than TBC direct delivering all the waste. The project has resulted in GCC providing a local transfer station which will be located near Bishops Cleeve. From the commencement of residual waste treatment at Javelin Park, 70% of Tewkesbury Borough residual waste will be tipped at this site to be bulked and hauled to the EfW plant and the remaining 30% will be direct delivered to Javelin Park. The direct deliver waste will be from collections rounds that are located in the South of the Borough so should not impact on TBC collections.

The team are working with Ubico, GCC and Urbaser Balfour Beatty for the handover and mobilisation of the Javelin Park EFW facility to ensure the suitability and composition of waste from TBC Ubico collections will be collected, delivered and managed in accordance with the contract.

STREET CLEANSING REVIEW

A project has been set up with Ubico to review street cleansing operations to assess current resourcing and schedules, with a view to improve the efficiency of the service and to use the existing resources better, potentially enabling more proactive street cleansing work such as litter picking. The services being reviewed include litter picking, litter and dog bin emptying and the road sweepers. Data gathering and assessment is still the current project status due to the out of date information currently on file. There has been limited resource at Ubico to deliver this element of the project but should be completed by the end of the year.

WASTE COMPOSITION ANALYSIS

A waste compositional analysis is currently in progress to sample residual waste from green bin collections, litter picks and litter bins, bulky and street sweepings. The project samples waste across four seasons. So far three samples have been carried out; the last one is being done in May. The information gathered from these samples will assist in developing future targeted communications with residents as to what could be recycled rather than being put in the residual waste bin. All collection areas have been checked for suitability and access by the JWT officers, making sure no special collections are carried out in the chosen demographics and the bins can easily be identified and collected by the sampling team.

NARROW ACCESS VEHICLE PROCUREMENT

Following the council decision to sell the unsuitable 7.5 tonne narrow access vehicle to Stroud DC in December 2018, the team has been working with Ubico to progress the procurement of the new vehicle required to carry out the narrow access collections. It is paramount a suitable vehicle is procured and the team are making sure that the specification is accurate for the collection rounds needs. This is in the early procurement phase and an update will be provided at the July meeting to give a full progress update.

COMPLAINTS, FREEDOM OF INFORMATION REQUESTS

- The team has investigated and responded to 77 formal complaints relating to waste services and policy and 6 Freedom of Information requests in 2018-19 (at the time of writing this report).

AUDITS

- Support for waste management related internal audits
 - Fleet management
 - Ubico client monitoring
 - Ubico health and safety
 - Production of a draft recycling protocol following the previous recycling credits and payments audit

EXPANDING RECYCLING COLLECTIONS

Investigating the collection of WEEE (Waste Electrical and Electronic Equipment) and other possible recyclables at the kerbside has been initiated and the collection vehicles assessed for suitability to add the necessary compartments on for these collections. Dennis Eagle has provided indicative information for this. Once the vehicles are no longer driving on and tipping at the landfill, this undercarriage compartment can be considered for the collections. As the mobilisation date for the EFW plant and transfer stations has only recently been provided, this project has been on hold until then. From May, and once the new tipping arrangements have bedded in, it can be pursued.