

Meeting: EXECUTIVE

Portfolio Area: Environment and Regeneration

Date: 12 February 2020

HOUSEHOLD WASTE MANAGEMENT POLICY

KEY DECISION

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1 PURPOSE

- 1.1 This report seeks approval of a Household Waste Management Policy, which sets out how waste and recycling services will operate in Stevenage.

2 RECOMMENDATIONS

- 2.1 That the draft Household Waste Management Policy, attached as Appendix A to the report, be approved.
- 2.2 That authority to amend the policy be delegated to the Strategic Director (RP), after consultation with the Portfolio Holder for Environment and Regeneration.

3 BACKGROUND

- 3.1 Stevenage Borough Council is committed to supporting resident's efforts to minimise the generation of waste and maximise re-use and recycling. The council has to meet targets that are set in law for diverting biodegradable waste from landfill.
- 3.2 The policy document, service standards and parameters detailed within it will be reflected in the configuration of the new operations management system due to go live from end of March 2020.
- 3.3 The Portfolio Holder for Environment and Regeneration and the Portfolio Holder Advisory Group (PHAG) have been consulted on the policy. The importance of waste minimisation, behavioural change and the need for communications with residents were noted.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

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| 4.1 | The council currently has no policy that sets out the specification of our services or acts as the approved foundation for the decisions that are made regarding their delivery. The proposed policy will help residents to understand what they can expect from the service. |
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4.2	The objectives of the policy are to improve recycling rates, contribute to the council's wider environmental objectives around climate change, future proof the service with regard to the Government's emerging Resources and Waste Strategy and contribute to the council's financial security programme.
4.3	Changes to Existing Practice
4.3.1	Residual Household Waste Collections - 180 litre wheeled bins will be provided as standard for refuse containment to all low rise households. Current practice is a 240 litre wheeled bin. Exceptions will continue to apply for certain situations (e.g. clinical and larger households).
4.3.2	Replacement Waste Receptacles - A charge will be applied for replacement refuse containers, where the loss is not due to reported theft or damage caused by the council. The charge will not apply to recycling containers.
4.3.3	Larger Waste Receptacles - The qualifying threshold will be increased from five or more persons in the household to six. Households of six to seven can request a 240 litre refuse container and households of eight or more can request a 360 litre refuse container. This is a pro rata decrease in line with decreasing the size overall, to encourage recycling and reduce general waste.
4.3.4	Bins Not Put Out For Collection – If a resident reports a missed bin that has been recorded by the collection team as not being presented, their waste will be collected on the next scheduled collection day. Information will also be provided regarding the use of the Household Waste Recycling Centre (HWRC). Future consideration may be given to a chargeable service to collect bins in these circumstances.
4.3.5	Missed Collections <ul style="list-style-type: none">a. Missed collections reported before 12:00 will be collected on the same day. This is an enhancement of the service. If collected on the same day it will not be considered a missed collection for reporting purposes.b. Reports received after 12:00 on the scheduled collection day will be collected by 16:00 hours the following day.c. Reports received after 16:00 on the day following the scheduled collection day, will not be considered a missed bin. Residents will be advised that their refuse will be collected on the next scheduled collection day.
4.3.6	Excess Waste & Overloaded Bins - Two additional black bags of side waste will be taken after the Christmas period. This is a reduction of one black bag to existing practice and is to reduce the amount of general waste generated and encourage recycling. Side waste will not be removed at any other time in line with current practice.

5 IMPLICATIONS

5.1 Financial Implications

- 5.1.1 Charges for replacement bins have been approved as part of the council's financial security programme. This is expected to deliver a saving of £20k per annum as a result of reduced demand and additional cost recovery.
- 5.1.2 180 litre bins will be provided as replacements for damaged or lost 240 litre bins, therefore there will be no additional costs. An accelerated replacement programme to increased recycling rates may be considered at a future date, but this option would have to be costed and appraised through a business case.

5.2 Legal Implications

Under the Environmental Protection Act 1990, councils have a duty to collect household waste free of charge. However, they can impose conditions such as the type and size of bins used, what can be put in them and where they must be placed.

5.3 Equalities and Diversity Implications

- 5.3.1 The policy has taken account of the needs of disabled residents. Residents who are unable to safely manoeuvre a waste receptacle to the required collection point due to infirmity or ill health can request an assisted collection service.

5.4 Risk Implications

- 5.4.1 Some of the proposed changes to current practices may be unpopular with some residents. A communications strategy will be prepared to ensure that there is a clear and consistent message regarding the implementation of the policy.
- 5.4.2 Experience elsewhere does not suggest that there is a significant risk of increased fly tipping. However, trends will be closely monitored as the policy is implemented. Where appropriate additional capacity will be provided (see 4.3.3 above).
- 5.4.3 Efforts have been made to align the policy with the proposals within the Government's emerging Resources and Waste Strategy. However, it should be noted that this strategy has not been finalised.
- 5.4.4 If approved, this policy will support the council's climate change pledge by encouraging residents to reduce general waste and increase recycling.

5.5 Environmental and Climate Change Implications

- 5.5.1 The policy will contribute towards minimising waste and increasing recycling, which will contribute to the Council's efforts to tackle climate change. The Council currently has a recycling rate of 40% (2018/19) and has aspirations to increase this.

5.6 Service Delivery Implications

- 5.6.1 One of the objectives of the policy is to set out clear service delivery standards.

5.7 Information Technology Implications

- 5.7.1 The policy document, service standards and parameters detailed within it will be reflected in the configuration of the new operations management system (Collective) due to go live from the end of March 2020.
- 5.7.2 Collective will integrate with the new CRM system being implemented by the council. This will increase the amount of information available to Customer Service Centre advisors and in turn residents. With real time information it will reduce avoidable contact and allow residents to self-serve.

BACKGROUND PAPERS

None.

APPENDICES

Appendix A – Draft Household Waste Management Policy