

Public Document Pack



**WOKINGHAM
BOROUGH COUNCIL**

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To:- All Committee Members

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE - WEDNESDAY, 22ND FEBRUARY, 2023

I am now able to enclose, for consideration at the next Wednesday, 22nd February, 2023 meeting of the Overview and Scrutiny Management Committee, a presentation regarding proposed changes to the Waste Collection Service.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Susan Parsonage', with a stylized flourish at the end.

Susan Parsonage
Chief Executive

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Proposal to change the waste containment and collection methodology in the Borough

3

Overview and Scrutiny - 22 February 2023

Fran Hobson – AD Environment and Safety

Richard Bisset – Head of Public Realm



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Content

1

Background

- Context
- Modelling methodology
- Options development

2

Options considered

- Options & outcomes
- Public consultation
- Proposed preferred option
- Equality Impact Assessment

3

Delivery

- Timeline
- Costs and Savings
- Risks and mitigations

Background

- A Cross-Party Working Group formed in 2021 to review current waste collections, including reducing costs and increasing performance
- Modelling work was carried out by WRAP and Eunomia, over 85% of LA's undertake AWC of some form
- Outcomes were provided to the group and to realise savings and improve performance, waste and recycling collections would need to be changed
- To do nothing and retain weekly collections would bring an additional cost of £500k each year
- There were two options (AWC and three weekly) short-listed that provided savings, could be delivered before contract ends in 2026 and have environmental/financial benefits

Options considered

Option 1:

- Alternate weekly collections of refuse and mixed dry recycling (i.e. refuse one week, recycling the following week)
- Provide a wheeled bin for the containment of refuse (stop blue bags)
- Retaining weekly food collections
- Retaining paid for fortnightly garden waste collection service

Option 2:

- Three-weekly collections of refuse
- Provide a wheeled bin for the containment of refuse (stop blue bags)
- Fortnightly collections for mixed dry recycling
- Retaining weekly food collections
- Retaining paid for fortnightly garden waste collections

Public consultations

- WBC undertook two waste and recycling consultations to understand resident's waste and recycling opinions
 - A rationale outlined the reasons why weekly collections were not included i.e. cost and limited environmental improvement.
 - Respondents could freely 'disagree' on the proposed options
- ✓
- The first consultation in October 2021 showed:
 - 86% of respondents are willing to recycle more.
 - 54% of respondents felt that the environmental benefits are most important.
 - The second consultation in October 2022 showed:
 - 74% were neutral, accepted or liked Alternate Weekly Collections
 - 78% were neutral, accepted or liked wheeled bins for refuse
 - 30% were neutral, accepted or liked three weekly collections

Proposed preferred option

Option 1:

- Alternate weekly collections of refuse and recycling (not flats or narrow access properties)
- Provide a wheeled bin for the containment of refuse
- Retain weekly food collections
- Retain paid for fortnightly garden waste collections

Benefits:

- Save c.£500k 24/25 and c.£1m from 2025 onwards
- Increase recycling rate to c.64% up from c.54% per annum
- Carbon saving of 2,400t of CO₂ per annum

Equality Impact Assessment

A full Equality Impact Assessment undertaken and mitigations for identified groups as below:

- Larger households (5 or more) will receive a larger wheeled bin
- Residents that have clinical waste (not sharps) can put their waste in the wheeled bin, the Council also offers a clinical waste collection service
- WBC offers an assisted collection service which will continue for those residents that cannot bring their containers to the edge of property
- Language translation of information available

Delivery timeline – Key items

Work Area	Date
Executive Decision	March 2023
Variation discussion with Veolia	March 2023
Finalise communications campaign	March 2023
Procure wheeled bins	May 2023
Website and CRM	January to October 2023
Additional WBC temporary staff	Spring to Autumn 2024
Wheeled bin distribution	Summer 2024
Go Live	Summer 2024

Finances – Costs and Savings

Costs (Funded from Waste Equalisation Fund)	Total one-off cost (£)
Wheeled bins purchase and distribution	1.5m
WBC additional staff costs (3 x Outreach offers, 4 x Customer Service officers - Six months)	140k
Veolia rerouting/ project management	50k
Communications – Design, production and distribution	100k
IT and Web design	50k
Site rental and security for wheeled bins	70k
Contingency	30k
Property Survey	15k
TOTAL	1.955m

Savings	Total Saving (£) (Realised from 2025/26)
Veolia Contract efficiencies	290k
Re3 – Diversion of refuse to recycling inc waste minimisation	485k
Ceasing Blue bags	335k
TOTAL	1.11m

Key risks and mitigations

Risk	Mitigation	RAG
ICT – Website and/or new CRM is not ready	Working closely with ICT to develop working plan for development including timelines	Amber
Wheeled bins -Procurement, delivery and distribution issues	Plans in place for procurement and storage. Distribution company pencilled in	Green
Waste diversion – Diversion of refuse to recycling is not realised as per the model	Robust comms and engagement plan to be put in place to realise diversion	Amber
Customer Service – Overwhelmed due to number of calls received	Additional four CS staff (six month contracts) in the budget. Regular briefings to take place. Self serve rather than call.	Green
Operational – Not enough support provided to residents	Additional three ‘outreach officers’ in the budget (six month contract)	Green
Communications campaign – Not effective and under supported	c.£100k put aside in the budget for robust comms and engagement campaign. Support from WRAP.	Green
Rerouting issues – The routing is not properly undertaken	Veolia are well versed in changing routes and there is no real concern	Green

Thank you

Questions and Answers



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