

Members Workshop

Waste Collection Changes Project

November 2023



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BOROUGH COUNCIL

- ❖ **Welcome to this workshop**

- ❖ **Introduction to team**

- ❖ **Structure of today's meeting:-**

Presentation on Waste Collection Changes (WCC) - 35 minutes

Open forum and discussion - 20 minutes

Market Engagement update - New Waste Contract 2026 - 5 minutes

- ❖ **Next Steps**

 To become one of the top performing Councils for recycling in the country 



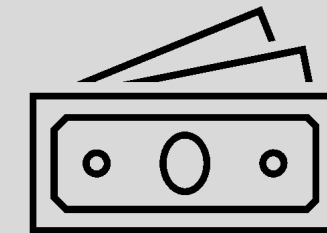
**Reduction in
landfill
tonnages**



**Carbon saving
of 2,400t CO₂**



**Recycling rate
increase from
54% to 64%**



**Circa £1 million
revenue
savings per
annum**

❖ Collection of waste and recycling changing to fortnightly alternating weeks:

	Container	Week 1	Week 2	Week 3	Week 4
Rubbish (new container and schedule)	Black wheeled bin	✓	not collected	✓	not collected
Recycling (new schedule)	Green bag(s)	not collected	✓	not collected	✓
Food waste (no changes)	Food bin	✓	✓	✓	✓
Garden waste (no changes)	Brown wheeled bin	✓	not collected	✓	not collected

Get ready for a greener future

- ❖ What we are telling people and why
 - ❖ These changes can help us be one of the top places for recycling
 - ❖ Wheeled bins and collection changes are coming in summer 2024
- ❖ Who are we telling and trying to reach
 - ❖ All residents
 - ❖ Partners – TPC, schools, housing associations, CLASP, Veolia etc
 - ❖ Internal – members and colleagues
- ❖ How we will tell it
 - ❖ Digital channels – website, media releases, e-newsletters, social media, emails, partners
 - ❖ Non-digital channels – postcard to all households, collection calendar
 - ❖ Outreach – community events, roadshows, door knocking, telephone assistance

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GET READY FOR A GREENER FUTURE

GENERAL RUBBISH (WHEELED BIN) ON ONE WEEK...

...RECYCLING (GREEN SACKS) THE WEEK AFTER

PLUS WEEKLY FOOD WASTE COLLECTIONS

Change is coming next summer
Visit www.wokingham.gov.uk

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[View the household rubbish and recycling collections changes coming in summer 2024](#)

Last updated: 31st October 2023

Waste collection changes: coming in summer 2024

Introduction

[What's going to change](#)

[Could you recycle more?](#)

[Why we need these changes](#)

[Frequently Asked Questions](#)

Your household [rubbish and recycling](#) collections are changing in summer 2024, so we want to make sure you're prepared well in advance.

These changes are an exciting opportunity for us all to play our part in [increasing the borough's recycling rates](#) and become one of the nation's top performers, setting an example for other areas to follow.

Example collection schedule (from August 2024)

	Container	Week 1	Week 2	Week 3	Week 4
Rubbish (new container and schedule)	Black wheeled bin	Collected	Not collected	Collected	Not collected
Recycling (new schedule)	Green bag(s)	Not collected	Collected	Not collected	Collected
Food waste (no changes)	Food bin	Collected	Collected	Collected	Collected
Garden waste (no changes)	Brown wheeled bin	Collected	Not collected	Collected	Not collected

What your weekly bins will look like



❖ **Support for members and residents:**

- ❖ Two full time recycling engagement officers – to support residents face to face (one year)
- ❖ Two customer service officers – support residents via phone/e-mail (six months)

❖ **Equipment:**

- ❖ Recycling bags at hubs in the borough (schools, T&P Council's leisure/community centres, Councillors)
- ❖ Food waste containers
- ❖ Wheeled bins – Contract awarded
- ❖ Wheeled bins distribution from June to end of July circa 65,000 households

❖ **Customer contact:**

- ❖ Dedicated webpages and social media
- ❖ FAQ's
- ❖ Assisted collections/larger families contacted prior to launch
- ❖ Customer Services team prepared for changes

Assisted collections and property surveys

❖ Assisted collections:

- ❖ We have reviewed all assisted collections to see if they are still required/eligible
- ❖ As before, residents can request an assisted collection on the website or by phone
- ❖ We will provide support to those who need assisted collections, including helping them adjust to the changes
- ❖ We will notify residents by February 2024 and inform ward members

❖ Property surveys:

- ❖ We have surveyed all properties to determine if the property is suitable for a wheeled bin
- ❖ Properties are considered suitable if they have a place to store the wheeled bin, either in a front garden or if there is no front garden, access through a garage or side gate to a back garden
- ❖ Those properties that cannot accommodate a wheeled bin will remain on a weekly bag collection, with one blue rubbish bag collected per week and unlimited green recycling bags
- ❖ We will notify residents by February 2024 and inform ward members

❖ Mitigations:

- ❖ Robust communications campaign
- ❖ Recycling Engagement Officers to support residents, especially vulnerable
- ❖ Additional Customer Services Officers to support with resident enquiry volumes

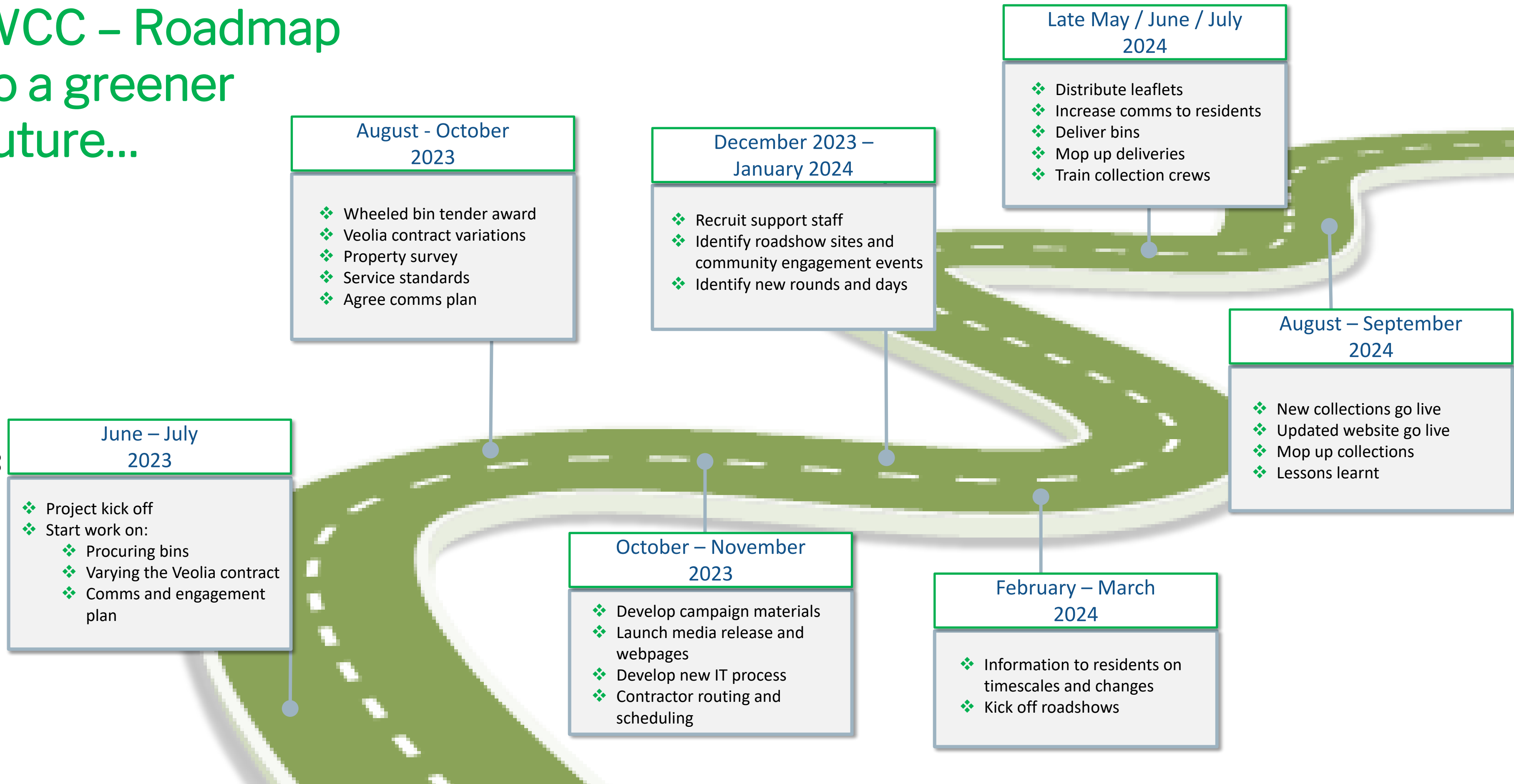
37 ❖ Key risks to project outcomes are:

- ❖ Residents not putting correct waste in the right container (maximise recycling - minimise rubbish)
- ❖ Additional waste being presented by bin
- ❖ Not putting out containers on right collection day
- ❖ Residents not having enough recycling containers (these can easily be collected)
- ❖ Residents not participating in food waste
- ❖ Residents not being aware of and understanding changes



WCC – Roadmap to a greener future...

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- ❖ A new Household Waste Service Standard will be reviewed at Overview and Scrutiny (15th November) which will set out:
 - ❖ Bin provision at properties
 - ❖ What goes in each bin/container
 - ❖ Where to present bins/containers
 - ❖ Assisted collections
 - ❖ Missed collections
 - ❖ Communal properties (i.e. flats and HMO's)
 - ❖ Other waste streams – Garden, clinical, bulky waste

Fortnightly:
Individual Workstream
Meetings

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Monthly:
Heads of Workstreams
Meeting

Monthly:
Steering Group

Monthly:
CLT Reporting
Members Engagement
Programme Board



Any Questions?

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Market Engagement update

New Waste Contract 2026

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- ❖ Waste contract is due to be reprocured in 2026.
- ❖ The expectation is that due to inflation and the current market demands, the new contract will cost us more money to achieve the same service standards.
- ❖ Market engagement completed in September 2023. Has highlighted the following questions:
 - ❖ Can we achieve delivery of the service for the same or reduced cost?
 - ❖ How will we fund the mobilisation costs – IT, vehicles?
 - ❖ What carbon reduction actions do we take, when for example, electric waste vehicles are three times the cost of diesel?
 - ❖ What price/quality percentages will we apply to the new contract?
 - ❖ What contract model is best for us? Is it in house, a joint contract with another authority, a combined contract with another service?
 - ❖ Environment Act - several impacts including the requirement to collect glass from the kerbside

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