

To: Members of the Communities
Scrutiny Committee

Date: 7 May 2021

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Dear Councillor

You are invited to attend a meeting of the **COMMUNITIES SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 13 MAY 2021** by **VIDEO CONFERENCE**.

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

1 APOLOGIES

2 DECLARATION OF INTERESTS (Pages 3 - 4)

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES (Pages 5 - 8)

To receive the minutes of the Communities Scrutiny Committee held on 11 March 2021 (copy enclosed).

10.05 – 10.10 a.m.

5 NEW WASTE & RECYCLING OPERATING MODEL PROGRESS UPDATE
(Pages 9 - 84)

To consider a report by the Head of Highways, Facilities and Environmental Services (copy enclosed) which provides the committee an update report, Benefits Realisation Plan and an update on the communications approaches on the new Waste and Recycling service.

10.10 – 10.50 a.m.

6 GYPSY & TRAVELLER ACCOMMODATION ASSESSMENT - PROPOSAL TO ESTABLISH A TASK & FINISH GROUP (Pages 85 - 94)

To consider a report by the Strategic Planning and Housing Manager (copy enclosed) which seeks the Committee's approval to establish, and agree the terms of reference, of a Task and Finish Group to support work on the Council's new Gypsy and Traveller Accommodation Assessment.

10.50 – 11.30 a.m.

BREAK 11.30 - 11.45 a.m.

7 SCRUTINY WORK PROGRAMME (Pages 95 - 116)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

11.45 – 12 noon.

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

To receive any updates from Committee representatives on various Council Boards and Groups

MEMBERSHIP

Councillors

Councillor Huw Williams (Chair)

Councillor Graham Timms (Vice-Chair)

Mabon ap Gwynfor
Brian Blakeley
Rachel Flynn
Tina Jones
Merfyn Parry

Anton Sampson
Peter Scott
Glenn Swingler
Cheryl Williams

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LOCAL GOVERNMENT ACT 2000

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, (<i>name</i>)	<input type="text"/>
a *member/co-opted member of <i>(*please delete as appropriate)</i>	Denbighshire County Council
CONFIRM that I have declared a *personal / personal and prejudicial interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:- <i>(*please delete as appropriate)</i>	
Date of Disclosure:	<input type="text"/>
Committee (<i>please specify</i>):	<input type="text"/>
Agenda Item No.	<input type="text"/>
Subject Matter:	<input type="text"/>
Nature of Interest: <i>(See the note below)*</i>	<input type="text"/>
Signed	<input type="text"/>
Date	<input type="text"/>

*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

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Public Document Pack Agenda Item 4

COMMUNITIES SCRUTINY COMMITTEE

Minutes of a meeting of the Communities Scrutiny Committee held via video conference on Thursday, 11 March 2021 at 10.00 am.

PRESENT

Councillors Brian Blakeley, Rachel Flynn, Tina Jones, Merfyn Parry, Anton Sampson, Peter Scott, Graham Timms (Vice-Chair) and Huw Williams (Chair)

Cabinet Members- Councillor Julian Thompson-Hill Lead Member for Finance Performance and Strategic Assets and Councillor Mark Young Lead Member for Planning, Public Protection and Safer Communities.

Observers - Councillor Barry Mellor, Rhys Thomas and Emrys Wynne

ALSO PRESENT

Corporate Director: Economy and Public Realm (GB), Head of Finance and Property (SG), Head of Customers, Communications & Marketing (LG), Head of Planning, Public Protection and Countryside Services (EJ), Lead Officer – Strategic Asset Management (TB), Senior Practitioner (LA), Scrutiny Coordinator (RE) and Committee Administrators (SJ and SLW).

1 APOLOGIES

Apologies were received from Councillor Cheryl Williams.

2 DECLARATION OF INTERESTS

None.

3 URGENT MATTERS AS AGREED BY THE CHAIR

None.

4 MINUTES

The minutes of the Communities Scrutiny Committee held on 21 January 2021 were submitted.

RESOLVED that – *The minutes of the meeting held on the 21 January 2021 be received and approved as a correct record.*

5 GYPSY AND TRAVELLER - RESOURCE IMPLICATIONS AND UNOFFICIAL ENCAMPMENTS DRAFT PROCEDURES

The Lead Member for Finance, Performance and Strategic Assets explained to members that the report (previously circulated) was a joint report with Lead Member for Planning, Public Protection and Safer Communities.

It was highlighted to members the report illustrated how best to improve the process when having to attend unauthorised encampments. The Lead Member for Finance, Performance and Strategic Assets explained a regional North Wales Joint Protocol on Managing Unauthorised Encampments was agreed in 2015. Following this a report had been submitted to the Senior Leadership Team (SLT) that had summarised the current arrangements in place. SLT had since provided recommendations to progress and update procedures.

Members were provided with the legal arrangements and powers that Denbighshire County Council had in place. During the Covid 19 pandemic guidance from Welsh Government (WG) had been issued regarding relocating and evicting encampments stating local authorities should not evict, relocate or disperse unauthorised encampments unless there were immediate and substantial risks to public safety and public health arising from continued occupation.

It was explained that each case was treated as an individual case and WG Guidance was followed accordingly. An initial welfare assessment to obtain the best method of intervention had been adopted. Within the guidance it was stressed a single point of contact would be the best practice. That individual would be the first point of contact for any questions or queries regarding gypsies and travellers. It was recommended that option B of the proposals put forward was taken forward. This option had already received the support of SLT and Cabinet Briefing. Members heard that option incorporated the Single Point of Contact role which would eventually be part of be in Liz Grieve's Customers, Communications and Marketing Service.

The Lead Member for Planning, Public Protection and Safer Communities explained the difference between encampments on non-Council land and land owned by Denbighshire County Council. Members were guided through the procedure for both.

It was confirmed that a lot of cross service work had been undertaken to collate information, with a lot of officer time involved. This work had highlighted the benefits and importance of cross-service work in relation to dealing with unofficial encampments involving the gypsy and traveller community, and how the adoption of a corporate approach to the work in future would deliver a better service for all involved. The Lead Members stressed the importance of the single point of contact individual in delivering this corporate approach. Regional working and working cross county may develop over time and the new post holder would work closely with other local authorities.

The Chair thanked the officers for the detailed introduction and report. During the discussions, officers and Lead Members expanded on the following:

- The nature and number of unofficial encampments that occurred in Denbighshire were explained. Members were informed that even a couple nights caused a great deal of disruption. It was hard to provide accurate figures for the number of encampments that took place on non-Denbighshire County Council owned land as often officers were not informed. It was hoped that the new point of contact would improve the connection with the community, providing a contact to inform the Council.
- The potential new post would be working closely with temporary encampments. Engagement and communication with officers from different sectors of the Council would continue and the potential new post would be key in supporting and strengthening communication between all stakeholders involved and affected by unofficial encampments. The creation of the post would also provide a clear separation of responsibilities between the welfare aspects, which would be instigated and supported by the officer, and any legal eviction work which would be contracted out to external bailiffs to undertake.
- During the Covid-19 pandemic there had been 3 unofficial encampment incidents of which the Council had been notified. 2 of these had been on council land and one on private land. Due to the travel restrictions it was observed that the numbers had been lower. One of the observations that was noted within the Welsh Government guidelines had been that gypsies and travellers should not be issued with an eviction notices unless an alternative location was available.
- The intention of the post holder was to raise awareness and build resilience in the community, within Denbighshire County Council and within the gypsy and traveller community. The officer would work with all stakeholders to obtain a better outcome. It was confirmed that SLT had concluded the post would sit best with Community Housing Section of the Customers, Communication and Marketing Service as unofficial encampments was a community housing related matter and being within that Service would enable the officer to engage with all parties.
- Confirmation was provided that open communication existed between the Council and the Police and the gypsy and traveller community had continued.
- The Head of Finance and Property informed members that officer time was the most significant indirect cost to the authority arising from unofficial encampments. The majority of costs were contained within existing resources; however, a central code had been set up with a budget of £20k a year for any additional costs that may occur.
- Confirmation was provided that a welfare visit had taken place at the 3 encampments reported to the Council in recent months. All visits had been in line with the Social Services and Wellbeing Act. The visits were non-intrusive and offered support to all parties. The visits had been received well.

The Chair thanked all officers for the work that had been involved on the proposed way forward for dealing with unofficial encampments and the procedure for doing so.

It was therefore;

RESOLVED that members support the recent developments and decisions relating to the way the Council responds to unofficial encampments by Gypsy and Travellers.

6 SCRUTINY WORK PROGRAMME

The Scrutiny Coordinator submitted a report (previously circulated) seeking members' review of the Committee's work programme and provided an update on relevant issues.

Discussion focused on the following –

- The items listed on the forward work programme for the next meeting on 13 May 2021 were reaffirmed. Confirmation from Officers and Natural Resource Wales representatives that the agenda items would be available had been sought.
- The COVID-19 Recovery Theme – Council Buildings update report had been deferred until July 2021 with the Chair's agreement due to the ongoing pandemic situation.
- Members were asked to submit any proposal forms regarding topics for scrutiny.
- The Information Brief document had been circulated to members prior to the meeting including 3 information reports.
- The Task and Finish Group to look at Flood Risk Management and Riparian Land Ownership, hoped to first meet in April.

RESOLVED that, subject to the amendments and inclusions to the draft forward work programme proposed during the meeting to confirm the Committee's Forward Work Programme.

7 FEEDBACK FROM COMMITTEE REPRESENTATIVES

No reports from committee representatives had been received.

The meeting concluded at 10.55 a.m.

Report to	Communities Scrutiny Committee
Date of meeting	13 May 2021
Lead Member / Officer	Cllr Brian Jones: Lead Member for Waste, Transport and the Environment / Tony Ward: Head of Highways, Facilities and Environmental Services
Report author	Tara Dumas, Waste and Recycling Service Manager
Title	New Waste & Recycling Operating Model Progress Update: Communications, Service Design and Benefits Realisation

1. What is the report about?

- 1.1. On 18th December 2018, Cabinet approved a new operating model for the collection of household residual waste and recycling, i.e. a segregated kerbside weekly recycling service, along with a four weekly residual waste collection. This report details the latest Communication Plan for the roll out of the new service, a Benefits Realisation Plan, outlining a suite of financial, environmental, employee and customer benefits that the new service will bring, and also provides members with an update on the Service Design.

2. What is the reason for making this report?

- 2.1. At the Communities Scrutiny Committee meeting on 24th October, 2019 (Minute 7) refers), Members requested that an update report and Benefits Realisation Plan be brought back to the Committee as well as an update on communications approaches.

3. What are the Recommendations?

- 3.1. That Members comment on the progress made within this report by the Project Team delivering the new Waste and Recycling Service to residents by Summer 2023.
- 3.2. That Members consider and endorse the Benefits Realisation Plan (Appendix II) and request that the Head of Highways, Facilities and Environmental Services track the achievement of the Benefits through the Annual Service Plan from 2023/24 onwards.
- 3.3. That the Head of Highways, Facilities and Environmental Services brings a future report to the Communities Scrutiny Committee on the pilot project outcomes in

West Rhyl (use of microchips in waste containers) and Bron y Crest (Communal bin service change).

- 3.4. That Members confirm that they have read, understood and taken account of the Well-being Impact Assessment (Appendix VII) as part of their consideration.

4. Report details

4.1. General project update

The mobilisation of this Service Change is complex, consisting of a number of “work streams”. The timing of the main roll out to households of the new source segregated recycling service is dependent on the completion date of the new centralised depot, to be located on the edge of the Colomendy Industrial Estate in Denbigh. Since the last report to this Committee, the land purchase (by DCC and a consortium of local businesses) has been completed, and planning consent for the site layout and buildings has been granted. After frustrating but inevitable delays due to the Covid Pandemic, and the added complexity of working as part of a consortium, good progress is now being made with this development. The Phase 1 groundworks Contract has been recently awarded and is due to commence this summer. On current projections, the depot will be able to receive all waste streams by early summer 2023. An outline of all work streams and key milestones are illustrated in the infographic in Appendix I.

4.2. Benefits Realisation Plan

It is important to remind Members that the Cabinet decision on 18th December 2018 was predominantly based on environmental and wider economic benefits including:

- Increased recycling performance to meet the 2024/25 70% target; Future proofing the service against policy change and waste related legislation; Optimising the value and quality of the recyclate to meet the requirements of the Circular Economy; Modernisation of the service and tired depot infrastructure; Increased employment opportunities both through the service and wider business community.

Appendix II details 11 key benefits of the Service Change and how they will be measured. Originally, recycling performance arising from the service change was predicted to increase from 64% to around 68%. Key developments in technology, and additional support from Welsh Government through Circular Economy funding, now mean that we will be on track to meet the challenging 70% target following the Service Change. These developments include:

- Modernising the waste service through the implementation of In-Cab Technology to improve the reliability of the service (Service Reliability and good customer satisfaction is considered one of the most important factors in encouraging compliance with kerbside recycling schemes);

- Use of microchips in residual bins to target interventions where they are needed most;
- Formation of a “Behaviour Change Unit” within the service, in order to optimise the effectiveness of engagement, education and enforcement (the 3 E’s);
- Potential treatment facilities for the recycling of the Absorbent Hygiene Products (AHP) waste stream (nappies and incontinence waste) to be collected separately from April 2023. We are working with other Local Authorities and Welsh Government to procure a North and South AHP treatment facility. The outcome of the project, and viability of the proposed solutions being put forward by bidders, will be known by July 2021. If successful, the project would provide a local solution for this very difficult, but carbon rich, waste stream. It is proposed that DCC would be the operators of the facility, if it is located in Denbighshire;
- Increased containerised capacity overall to contain waste awaiting collection, to reduce waste escaping into environment. (Additional 618L every 4 weeks on the standard service, excluding new waste stream collections.).

The Service Change date provides us with the opportunity to explore a significant switch to Ultra Low Emission Vehicles. Trial data from Welsh Government will be available later this year, just in time to inform our fleet procurement from January 2022.

The UK Government has recently launched a second consultation on Extended Producer Responsibility (EPR). This proposed legislation will ensure producers, manufacturers and key suppliers (including large online merchants) are financially obligated to the recovery cost of their packaging, and also incentivise them to make recyclable products, and products with more recycled content. A key driver for this scheme is to ensure the quality of the recyclables we collect. Funding will be withheld if quality standards are not met. Payments are proposed to start from October 2023, soon after DCC has completed the service change to a source segregated service. Denbighshire will therefore be best placed to realise the financial benefits of this new legislation. Initial talks with Welsh Government about how Denbighshire’s service change may incorporate new material streams, such as plastic film, as a result of the EPR requirements to recover this waste in future years have been scheduled. The new timing of our service change could enable trials to be carried out to assist the waste industry in developing its treatment infrastructure.

4.3 Service Design Update

The standard service design was approved by Cabinet on 18th December, 2018. An updated service design is detailed in Appendix III reflecting the needs of different property types. All residents will be entitled to a weekly recycling service (including food waste). The frequency of the residual waste collection will vary depending on the type of residual container they have, with all those using a 2-wheeled bin receiving a 4 weekly residual waste service. Additional recyclable

waste streams will also be collected (batteries, small electrical and electronic items and textiles) and AHP (optional).

There have been a number of updates and improvements made since the last report as follows:

- The middle container of the “standard service” Trolley Box (for the collection of cans and plastic) has been increased from 55l to 70l;
- The Trolley Box for residents will be black, with coloured flaps to help differentiate which materials go in each box. Boxes will be embossed with sorting instructions. Up to half of the Council’s commercial waste customers will have the option of using a trolley box. These will be differentiated from household containers by colour;
- Communal bins will be black, with corresponding coloured lids. A trial site has been identified (Bron y Crest, Denbigh, managed by DCC Housing) and the source segregated service will be launched there later this year;
- The continued sudden rise in brown card packaging due to the pandemic has created significant industry shifts in the “pulpables” market (paper and card). The service is awaiting the outcome of a WRAP report (commissioned by Welsh Government) on paper and card but it is likely that paper and grey card will be collected together, with brown card kept separate. This is similar to neighbouring authority practice. Sack size has been increased to 120l and will support a fixing to be attached to Trolleybox system after emptying.

4.4 Communications Update: Preparing our residents for change

The Project Board recognise the importance of preparing residents and employees for the new operating model. Appendix IV outlines the communication plan to date. The plan will continue to evolve as the service change gets closer and as support through working in partnership with other organisations develops.

The area of West Rhyl is subject to a specific work stream within the Waste Project. The high density of HMOs (Houses of multiple occupation) and tenanted properties, as well as social challenges typical in an area of high deprivation require the service to approach the move to a source segregated recycling service with greater consideration. The service change is also an opportunity to tackle some of the historical issues affecting the Local Environmental Quality of the area, such as seagulls attacking waste bags left out and lack of storage for householder waste containers. Appendix V details an up to date Mobilisation Plan for West Rhyl and the progress made to date. The Service has been supported by WRAP over the last 6 months to produce a range of communication materials (Appendix VI), in order to encourage compliance with the current service and prepare residents for the service changes. The first two phases of the service change (to be completed by March 2021) seek to achieve the following outcomes:

- Formalised arrangements with licenced landlords and housing providers;

- Increased compliance of Households using the current sack service to recycle more and present their waste in a seagull proof sack and use the pink/clear disposable sack service correctly (i.e. reduce black bag usage);
- Microchipping containers (wheeled bins and gull proof sacks) – A trial to evaluate the benefits in regards to reducing escaped waste, abandoned bins/bins left out/ stolen, contamination of recycling, recycle rates.

5. How does the decision contribute to the Corporate Priorities?

- 5.1. As detailed in the Cabinet Report 18th December 2018. In addition, this project contributes significantly to the council's ambition to become Carbon neutral by 2030.

6. What will it cost and how will it affect other services?

- 6.1. The Council is still operating within the affordability window set by Cabinet on 18 December 2018 to reduce the cost annual cost of the service by at least £500K. The total cost of delivering the new waste operating model stands at £17.5M including a risk allocation of £1.9M and a Welsh Government Grant contribution £9.38M.

7. What are the main conclusions of the Well-being Impact Assessment (WBIA)?

- 7.1. The original WBIA carried out in 2018 has been updated, taking account of these findings of a Welsh Audit Office review (2019) of how the council have applied the five ways of working (Appendix VII). Actions taken by the service since the project started has resulted in even more positive outcomes.

8. What consultations have been carried out with Scrutiny and others?

- 8.1. A Recycle More Residents' Survey was carried out in 2018. In addition to those groups consulted up to and included in the Communities Scrutiny report 24th October 2019, the service has also reported to: Cabinet Briefing (depot update) October 2020 and April 2021; Performance Scrutiny (Trade Waste element) March 2021; and SIG (Microchipping and In-Cab technology) March 2021.

9. Chief Finance Officer Statement

- 9.1.1 The report clearly sets out how the project will monitor the benefits realisation. There are no direct costs related to this report but it is important that the project continues to operate within the affordability window set by Cabinet on 18 December 2018 to reduce the cost annual cost of the service by at least £500K as set out in section 6. The position will continue to be monitored closely.

10. What risks are there and is there anything we can do to reduce them?

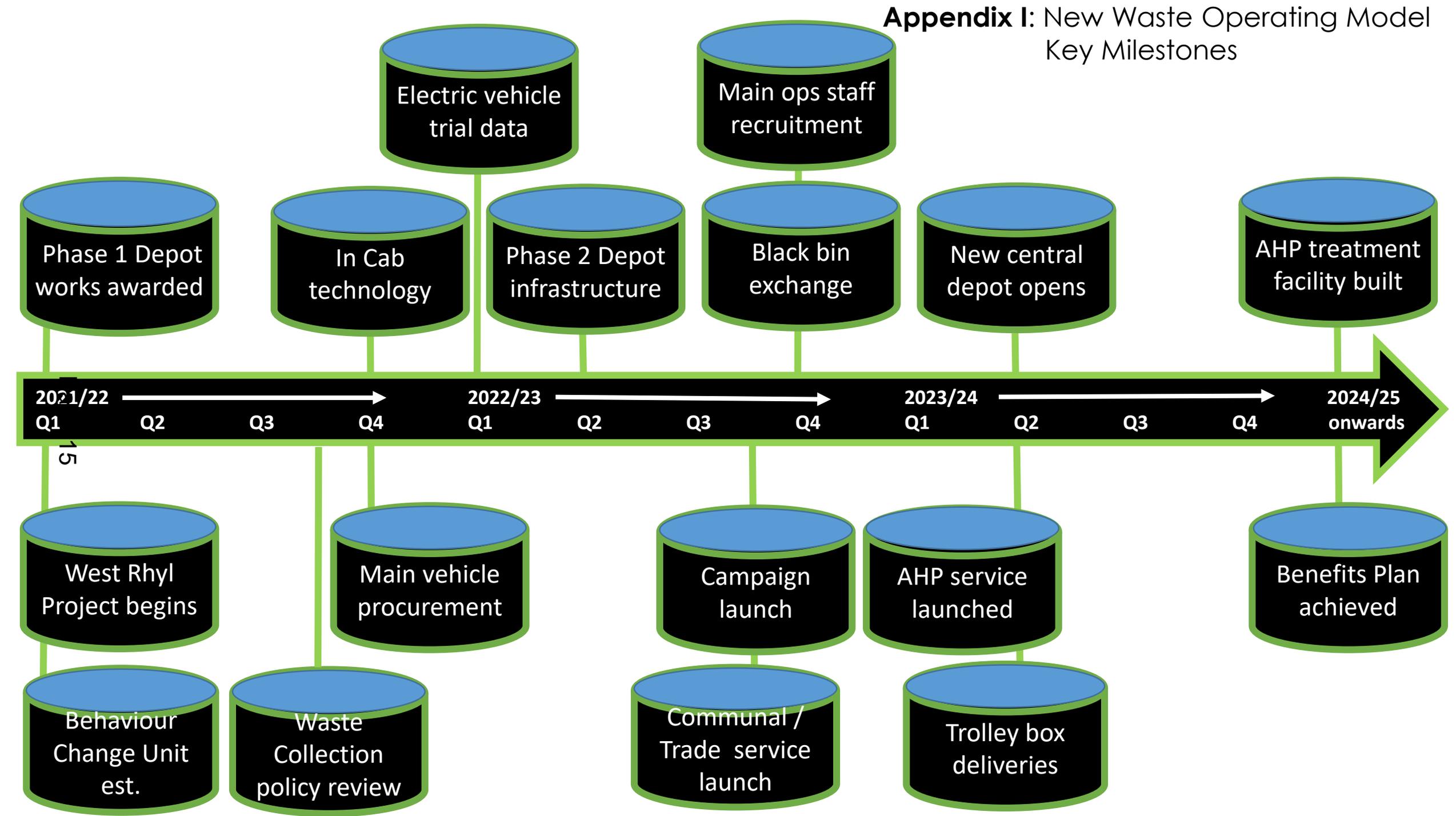
- 10.1. A comprehensive risk register is maintained on the Council's Verto system and monitored by the Project Board.

11. Power to make the decision

11.1 Section 21 of the Local Government Act 2000

11.2 Section 7.4 of the Council's Constitution

Appendix I: New Waste Operating Model Key Milestones



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Appendix II: Benefits Realisation Plan, New Waste Operating Model

ID	Benefit to be Delivered	Period over which benefits will be realised	Milestones	Key Dates for specific outcomes	Lead Officer(s)	Dependencies
BEN.4703.01	Annual Saving in costs to deliver Waste Service against current Service Baseline (£500K min)	Financial Year following implementation of new Service Model	Review progress against savings target quarterly following implementation	From June 2023	Tara Dumas	Full roll out and bedding in of new Service Model
BEN.4703.02	Extended Producer Responsibility Scheme ready - providing high quality materials to market to optimise collection scheme support from producers (£)	Scheme starts October 2023	Annually from Q3 2023	From Q3 2023 onwards	Tara Dumas	EPR consultation (Phase 2) currently live. Funding levels/criteria and dates yet to be finalised by UK Government. Source segregated service guarantees optimal income for recycling packaging collected.
BEN.4703.03	Achieve 2024/25 statutory 70% recycling target	2024/25	Statutory quarterly Waste Data Flow submissions -ongoing	May 2025 for unverified data/Sept 2025 for verified data	Tara Dumas	See below
BEN.4703.03a	Improved Recycling Performance through reduced residual waste capacity (increasing capture of recyclable materials currently collected)	Ongoing	Quarterly & Annual waste data flow	From June 2023	Tara Dumas	Full roll out and bedding in of new Service Model

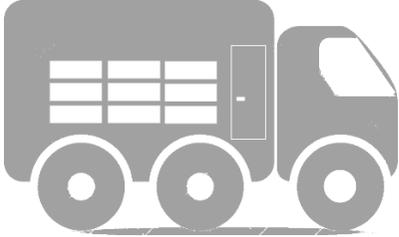
ID	Benefit to be Delivered	Period over which benefits will be realised	Milestones	Key Dates for specific outcomes	Lead Officer(s)	Dependencies
BEN.4703.03b	Absorbent Hygiene Product (AHP) waste collected from Spring 2023 to be recycled from 2024/25	2024/25 onwards	Quarterly & Annual waste data flow	2024/25 full year effect of AHP treatment	Tara Dumas	Fully dependant of successful procurement of AHP Treatment technology provider (known Summer 2021)
BEN.4703.03c	Improved Recycling Performance through introduction of microchipped containers for residual waste	2023/24 onwards	All gull proof sacks chipped and issued by September 2021. Bins chipped March 2021. Roll out of new chipped bins 2023.	Part year effect on recycling performance felt 2023/24 (known April 2024) Full year effect 2024/25 known April 2025.	Tara Dumas	Full roll out and bedding in of new Service Model
BEN.4703.03d	Improved Recycling Performance through introduction of new WEEE (Waste Electronic and Electrical Equipment) kerbside service and batteries plus full coverage for textile service	2023/24 onwards	Textile expansion to 70% of county by March 2022. remainder during full service roll out 23/24	Part year effect on recycling performance felt 2023/24 (known April 2024) Full year effect 2024/25 known April 2025.	Tara Dumas	Full roll out and bedding in of new Service Model. Linked to Circular Economy Funding bid secured Jan 2021.
BEN.4703.04	Facilitation of option for neighbouring Businesses in Colomendy Estate to expand	July 2022 onwards	Delivery of Phase 1 Enabling Contract - July 2022	From July 2022	Peter Clayton	Completion of Phase 1 Enabling Contract

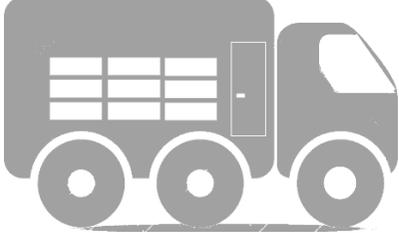
ID	Benefit to be Delivered	Period over which benefits will be realised	Milestones	Key Dates for specific outcomes	Lead Officer(s)	Dependencies
BEN.4703.06	Improved kerbside service reliability through implementation of in Cab technology.	September 2023 onwards	KPI suit established April 2021 onwards to measure missed bin , bin delivery issues and customer complaints on a quarterly basis.	Annual report 21/22. 22/23, 23/24.	Jamie Lees / Jane Williams	Procurement of In Cab technology provider 2021/22 and fully integrated by March 2022
BEN.4703.07	Reduced mileage and associated carbon emissions (6% target) through improved service reliability	To be proved Q1 2023 before re-routing	Baseline established from 2021/22 data Q1	Q1 2022/23 (before routing changes)	Jamie Lees	Procurement of In Cab technology provider 2021/22 and fully integrated by March 2022.
BEN.4703.08	Low Carbon Technology - Photovoltaics, Air Source Heat Pump, EV Charge Points, Rainwater Harvesting to new Depot Building	Following completion of Phase 2 Depot Development - July 2022 - May 2023	Quarterly & Annual running costs / energy usage stats reviews	Annual building performance from May 2023 onwards	Rob Jones / Dan Owens	Phase 2 Depot Development
BEN.4703.09	Reduced carbon emissions from waste collection fleet due to introduction of ULEV's	TBC - Jan 2022 orders for new Fleet to be placed following WG trials to prove concepts - will determine number ordered	Roll out of ULEV's in support of new model from June 2023 onwards	Annual fleet performance reviews following roll out of ULEV fleet in support of new model	Chris Brown	Operational use of ULEV Fleet out of new Depot

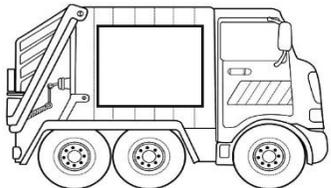
ID	Benefit to be Delivered	Period over which benefits will be realised	Milestones	Key Dates for specific outcomes	Lead Officer(s)	Dependencies
BEN.4703.10	Increased employment associated with new Team structure to support new Waste Model - 20+ FTE	From July 2023	Roll Out of new Service Model	April to July 2023 Increase in FTE's recruited and increase in agency hours to be monitored against KAT model projections.	Tara Dumas	Operational set up of new staffing model to support new Service model
BEN.4703.11	Customer benefit: Greater containerised capacity to store and present segregated waste streams (600L+ every four weeks) has potential to reduce littering from overflowing bin.	From July 2023	Procurement of containers. Roll out of new Service Model	July 2023 Regular Keep Wales Tidy / DCC litter surveys will identify impacts to cleanliness standards (local environmental quality)	Tara Dumas	Full roll out and bedding in of new service model.

Appendix III: Container and Service Design

TABLE 1: STANDARD SERVICE PROVISION

Household Waste Type	Container Provision	Frequency	Collection method (New Service)	Weekly Capacity	Regulation
Food Waste	5l Silver kitchen caddy, 23l orange kerbside caddy and supply of compostable liners 	Weekly	Kerbside Source Segregated – single pass (DCC)	23L	Mandatory requirement that will be strictly enforced All food waste presented is only accepted in the orange collection bin Participation will be monitored.
Dry recyclables: Top box: Paper (with or without grey card) 40l Middle Box cans/tins, plastic bottles and containers, cartons 70l Bottom box: Glass bottles and jars 55l	Trolliboc stackable boxes Black with coloured flaps to match Recycle Now Iconography. 	Weekly		165L	All recyclable items presented are not allowed in the black residual bin. Incorrect items will be left in the Trolliboc so households can dispose of correctly. Brown card to be presented in a re-useable sack, attached to the Trolliboc.

Cardboard (Mixed or brown tbd)	<p>1 x 120l re-useable blue sack</p> 	Weekly		120l	
Small electrical devices (WEEE e.g. toasters, kettles, shavers)	<p>Householders present in own disposable carrier bag or cardboard box to keep dry</p>	Weekly		Max 25l	<p>Electrical items must be small enough to fit in a carrier bag, due to limited space on collection vehicle. Larger items will be rejected and residents advised to take to nearest Household Recycling Centre.</p>
Household Batteries	<p>Small reusable clip that clips onto the food waste caddy handle</p> 	Weekly		0.2l	<p>Residents may take batteries to a range of outlets or present kerbside. Batteries are not allowed in any other container due to fire risk.</p>

Textiles/shoes	<p>Red charity DCC/ logo disposable sack(s) (replacement left at time of collection or can be requested from charity.</p> 	Every two weeks	<p>Co-Options (DCC based charity)- same day of the week as DCC Recycling service</p> 	35l	<p>Optional service as residents may send textiles to range of charities Textiles are not allowed in the black bin. Textiles must be kept dry. May present more than one bag.</p>
Residual Waste (Non-recyclable waste)	<p>Black wheeled bin (Up to 240l)</p> 	Every 4 weeks	Refuse Collection Vehicle 	60L	<p>All residual waste must be fully contained within the allocated receptacles. Side waste is not permitted and will not be taken. Households failing to separate recyclables from the residual stream will be subject to a 4 stage advisory/enforcement procedure. Bins to be microchipped in order to monitor compliance and carry out targeted intervention work to optimise pro-recycling behaviours</p>
Garden Waste	<p>Green Wheeled bin (140l)</p> 	Every 2 weeks		Unlimited capacity may be purchased	Opt-In chargeable service Garden waste is not allowed in the black residual bin.
Nappy/Incontinence waste (AHP –	Sack collection (from curtilage of property where possible)	Every two weeks	Specialised 7.5t vehicle	Capacity agreed on Application	Opt-in free service with annual renewal requirement

Absorbent (Human) Hygiene products)	40l kerbside caddy (purple/optional) plus disposable translucent sacks (purple) 			AHP waste is also allowed in the black bin. Service optional.
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TABLE 2: COMMUNAL BIN STORE AREAS

Household Waste Type	Container Provision	Frequency of collection (New Service)	Collection method (New Service)	Regulation
Food Waste	Individual silver kitchen caddy and liners/ 120l brown kerbside collection bin(s) – lined weekly 	Weekly	Vehicle 1: Food Waste Pod/ single bodied RCV with food waste pod. (Same vehicles also service large TRADE customers)	Mandatory requirement that will be strictly enforced All food waste presented is only accepted in the Orange Collection bin Participation will be monitored.
Dry recyclables: Glass bottles and jars	1100 or 660 4 x wheeled bin Black with Dark Aqua lid and Recycle Now Iconography	Bespoke frequency depending on rate of fill and no. containers		Containers will have specially modified lids (restricted apertures) and see through side panels to discourage contamination. Contaminated bins will not be emptied on collection day.

				All households sharing the bin store will be issued with guidance and legal notice setting out the Council's requirements. Council will liaise with property management companies over compliance issues, including charging structures for contaminated recycling removal.
Dry Recyclables: Plastic / meal containers and cartons	1100l or 660l Black 4 wheeled bin with red lid and material stream specific Recycle Now Iconography 			
Dry Recyclables: Mixed Paper and Card	1100l or 660l Black 4 wheeled bin with Blue lid and Blue Recycle Now Iconography 			
Household Batteries / Small WEEE	Not accepted	N/A	N/A	Residents may take batteries to a range of outlets countywide. Small WEEE can be taken to HWRC's

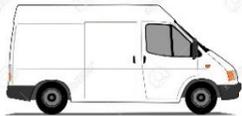
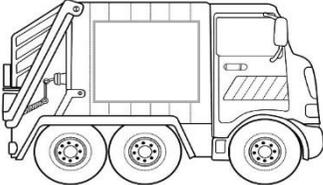
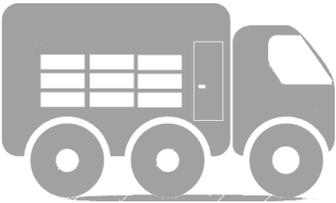
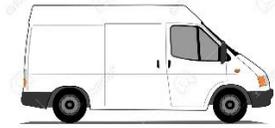
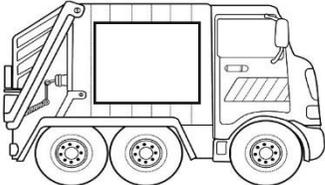
<p>Textiles/shoes</p>	 <p>Red charity DCC/ logo disposable sack(s) (replacement left at time of collection is property address displayed on bag or can be requested from charity.)</p>	<p>Every two weeks placed out in bin store area</p>	<p>Co-Options Local Charity partner</p> 	<p>Optional service as residents may send textiles to range of charities. Textiles are not allowed in the black bin. Textiles must be kept dry.</p>
<p>Residual Waste (Non-recyclable waste), including AHP waste</p>	<p>1100l or 660l or 4 wheeled bins</p> 	<p>Bespoke frequency per location dependant on bin store size (Minimum frequency fortnightly, maximum frequency 4 weekly)</p>	<p>Refuse Collection Vehicle</p> 	<p>All residual waste must be fully contained within the allocated receptacles. Side waste is not permitted and will not be taken. Containers will have specially modified lids (restricted apertures) to prevent deposit of bulky items. Council will liaise with property management companies over compliance issues, including charging structures for excess waste removal due to non-compliance.</p>
<p>Garden Waste</p>	<p>Green Wheeled bin (140l)</p> 	<p>Every 2 weeks</p>		<p>Opt-In chargeable service Service can be arranged by property managing agent. Garden Waste is not allowed in the black residual bin.</p>

TABLE 3: HOUSEHOLDS ON SACK COLLECTIONS DUE TO STORAGE/ACCESS ISSUES

Household Waste Type	Container Provision	Frequency of collection	Collection method	Weekly Capacity	Regulation
Food Waste	7l Silver kitchen caddy OR 5l silver kitchen caddy + 23l orange kerbside caddy and supply of compostable liners 	Weekly	Kerbside Sort (DCC) 	23L	Mandatory requirement that will be strictly enforced All food waste presented is only accepted in the Orange Collection bin Participation will be monitored.
Dry recyclables: Box/bag 1: Paper (with or without grey card tbd) Box/bag 2: cans/tins, plastic bottles and containers, cartons Box/ bag 3: Glass bottles and jars Bag 4: 120l large blue bag for Brown Card or mixed card	Bag system (4 bags) or Box System (plus cardboard sack)  Plus microchipped gull proof sack to contain smaller bags kerbside (large enough to fit large flattened card OR 120l Blue card sack  plus 	Weekly		Bespoke	Separate bags and boxes for each material stream All recyclable items collected kerbside are not allowed in the black residual bin. Non-recyclable items presented will be return to resident. Boxes presented with lids, bags presented sealed. Microchipped Gull proof sacks to be provided to present bags in (subject to outcome of West Rhyll trials in 2021)
Household Batteries	Small reusable clip that clips onto the food waste caddy handle	Weekly		0.2L	Residents may take batteries to a range of outlets or present

					kerbside. Batteries are not allowed in the black residual sacks.
Small electrical devices (WEEE e.g. toasters, kettles, shavers)	Householders present in own disposable carrier bag or cardboard box to keep dry	Weekly		Max 25l	Electrical items must be small enough to fit in a carrier bag, due to limited space on collection vehicle. Larger items will be rejected and residents advised to take to nearest Household Recycling Centre.
Textiles/shoes	Red disposable sack (replacement left at time of collection if property address displayed on bag) 	Every two weeks	Co-Options (same day as Kerbside Sort) 	35L	Optional service as residents may send textiles to range of charities Textiles are not allowed in the black bin. Textiles must be kept dry Replacement sacks can be requested on demand, as well as replenished at the point of collection.

<p>Residual Waste (Non-recyclable waste) including AHP</p>	<p>Pink see through disposable sack.</p>  <p>120l Microchipped Gull proof re-usable sack in which to present pink sacks – design tbc</p> 	<p>Weekly in high density areas (West Rhyl, high streets, secondary retail areas)</p>	<p>Refuse Collection Vehicle</p> 	<p>Up to 3 x 35l sacks</p>	<p>All residual waste must be fully contained within the sealed disposable sack Side waste is not permitted and will not be taken. Households failing to separate recyclables from the residual stream will be subject to a 4 stage advisory/enforcement procedure.</p>
<p>Garden Waste</p>	<p>Green dumpy sack x 3</p> 	<p>Every 2 weeks</p>		<p>Unlimited capacity may be purchased</p>	<p>Opt-In chargeable service Garden waste is not allowed in the black residual bin.</p>

Households in rural areas currently on the disposable sacks service (because we are unable to access their collection point with an RCV) will be provided with the full recycling solution as per the standard service (trolley box etc...) and a fortnightly residual waste collection of pink disposable sacks. Gull proof sacks will be provided on request.

Please note that households receiving a weekly or fortnightly or communal bin collection service will not be eligible to join the AHP service at the point of service change. DCC is working with Welsh Government to provide recycling facilities for AHP waste. Once a recycling

facility is available the AHP service will be expanded to all households (Likely to be 2024 onwards) in order to optimise recycling performance and comply with Welsh Government grant funding conditions.

Table 4: DCC Trade Customers

Household Waste Type	Container Provision	Frequency of collection	Collection method
<p>Large customers:</p> <p>Dry recyclables: Glass bottles and jars</p>	<p>Large customers</p> <p>1100 or 660 4 x wheeled bin DCC Blue with Dark Aqua lid and Recycle Now Iconography</p> 	<p>Bespoke frequency depending on rate of fill and no. containers</p>	<p>Bespoke RCV - weekly pass with pod for food</p> 
<p>Large Customers</p> <p>Dry Recyclables: Plastic / meal containers and cartons</p>			
<p>Dry Recyclables: Mixed Paper and Card</p>			

<p>Large Customers Food Waste</p>	<p>140l 2 x wheeled bin</p> 	<p>Weekly</p>	
<p>Large Customers Residual Waste</p>	<p>1100l or 660l or 4 wheeled bins</p> 	<p>Bespoke frequencies available</p>	<p>Outsourced RCV Collections to at least 2025 (Currently Veolia)</p>
<p>Dry recyclables: Top box: Paper (with or without grey card) 40l Middle Box cans/tins, plastic bottles and containers, cartons 70l Bottom box: Glass bottles and jars 55l</p>	<p>Trolliboc stackable boxes DCC colours with coloured flaps to match Recycle Now Iconography.</p> 	<p>Weekly</p>	<p>Co-collected on RRV household service Larger SME card producers to be schedule on RCV service.</p>

	Plus labels can be purchased for brown card.		
Food Waste	23l Caddy or max 140l bin depending on needs of business 	Weekly	Co-collected on household Recycling service (caddy) or bespoke trade service (bin)
Garden Waste (Any business)	140l 2 x Wheeled Bin service 	Fortnightly	Co-collected on household service
Small customers (SME's) residual waste	140l/240l/360l 2 x Wheeled Bin service or disposable sacks 		Outsourced RCV Collections to at least 2025 (Currently Veolia)

Figure 1: Source Segregated See Bins (1100l) to be trialled at Bron Y Crest. Denbigh communal collection points 2021 onwards (colours / branding as above in Table 2). Clear panels to enable quality inspections prior to emptying. Restricted lids designed to discourage bagged waste being deposited and other non-target items.



Figure 2: Examples of a typical source segregated recycling collection vehicles, to service smaller trade recycling customers (microsites) on the domestic rounds and SMEs (Small and medium enterprises)



Report to	Waste and Recycling Project Board
Date of meeting	April 28th 2021
Lead Member / Officer	Liz Grieve, Head of Customers and Communications
Report author	Sian Owen Principal Officer – Communications, Marketing and Engagement
Title	Draft Communications Plan – Waste and Recycling Changes

1. What is the report about?

1.1. The report outlines communications around the forthcoming changes in our waste and recycling services in Denbighshire. This includes

1.1.1. General Recycling Behaviours. May 2021 –April 2022

1.1.2. West Rhyl Phase 1 Service Change. Feb 2021 –September 2021

1.1.3. Trade Waste and Communal Bin Service Change. Launch Autumn 2021

1.1.4. Denbigh Waste Transfer Station

1.1.5. General changes to the service. March 2022 – November 2023

2. What is the reason for making this report?

2.1. Approval is required on the proposed communications plan for the forthcoming changes in service provision.

3. What are the Recommendations?

- 3.1. To approve the outlined communications plan, subject to full costing and resource allocation.

4. Report details

- 4.1. This report outlines communications activities to promote changes in the waste and recycling service. The activity would provide residents with clear, accurate and timely information about the changes and ensure that our communications assist the community to be ready for the changes and understand how to use the new system.

- 4.2. The communications plan is split into four main parts.

- 4.2.1. **Section A** is around **general promotion of recycling** and behaviour change that is needed ahead of the service changes. This is business as usual activity, but critical to ensure that we continue to encourage more recycling. We will be utilising national assets produced by

- 4.2.2. **Section B** focusses on activity in **West Rhyl** where a new weekly sack collection will be introduced to try and reduce problems with littering and to encourage residents to use the facilities provided to them. The WRAP 'Keeping Up with the Joneses' branding will be used on literature to communicate with residents about the specific changes.

- 4.2.3. **Section C** focusses on the **waste transfer station development in Denbigh**. These proposed activities aim to keep relevant stakeholders informed of key milestones around the project development, and to ensure that any negative coverage is minimised.

- 4.2.4. **Section D** is around the **main changes to the waste and recycling services**. These communications activities are high level, with a detailed communications plan listing all the activities to be undertaken to be developed by the Council and WRAP. The proposed activities have been categorised into 'essential' activity, 'optional' activity and 'nice to have' actions for discussion purposes. The activities include direct marketing,

media relations, social media, advertising, community events and internal communications. These activities, if approved, will be carried out by the Council's Communications team, WRAP and external designers/printers/producers.

- 4.3. The activity will be managed on a day-to-day basis by the Council's Communications team and WRAP, with significant input from Environmental Services. The Board will be updated with regular progress reports. Once service changes are implemented, there will be daily meetings between operations, communications and customer service teams, to react to any issues, feedback or changes necessary to the communications. There will also be regular updates for the Lead Member and input into the communications activity.
- 4.4. This communications plan will be aligned with the Mobilisation Plan to assist in managing the activity, for monitoring progress and to ensure that all deadlines are met within the timescales.

5. What will it cost and how will it affect other services?

- 5.1 The cost of the activity will be absorbed through the project budget, as well as through WRAP's local authority funding support. These costs are still to be established and allocated to either the project or WRAP funding, a costing exercise is included in the plan.

Communications and Engagement Plan (DRAFT)

Colour coding grid

Green	Essential activity
Orange	Optional activity
Yellow	Not a necessity, but nice to have

SECTION A: General recycling promotion May 2021 onwards

ACTION	TARGET AUDIENCE	PERSON RESPONSIBLE	WHEN
Agree communications plan/approach	Board	Board MSO	May 2021
Review and revise text for the corporate website	All	Lead James Gillet information provided by TD Environmental Services / Corporate Comms	May 2021
Social media schedule - focus on enforcement process in problematic areas	Public	Corporate Comms	May 2021
Use 'Be Mighty' national campaign assets	Public	Council/WRAP	Underway

from WRAP on social media and other key channels			
Establish regular meetings with WRAP to discuss assets and funding	Nicola Peake nicola@thevynes.com Emma Hallett: Emma.Hallett@wrap.org.uk Lisa Chilcott: lisa.chilcott@wrap.org.uk	Sian Owen	Underway and quarterly
Produce JD for part time resource to support Waste and Recycling Communications	Board	Lead MSO TD	September 2021
Costing for all activity including WRAP contributions	Board and WRAP	MSO and TD	May/ June 2021
Work with Caru Cymru on a campaign around dog foul waste	Public		Autumn 2021

SECTION B: West Rhyl Phase 1 Service Change (Enhance engagement / weekly Sack collections and microchipping trials) February 2021 to September 2021

ACTION	TARGET AUDIENCE	PERSON RESPONSIBLE	WHEN

Promotion of Bulky Waste Service via leaflet drop	Residents / landlords	WRAP/Council	Completes February 2021
Production of 'Keeping Up with the Joneses' leaflet For residents of West Rhyl	Residents Tenants Landlords	Council/WRAP	Complete in distribution
Translation of the above leaflet into non-English or Welsh languages spoken amongst the residents, to produce a basic Word document version	Residents Tenants Landlords	Council/WRAP	April 2021 (currently with WRAP)
Poster – for communal areas, such as on noticeboards and bin store areas	Residents Tenants Landlords	Council/WRAP	Complete – in distribution
Container contamination sticker – to be placed by collections crews	Residents	Council/WRAP	Complete – in circulation
Info stickers for communal bins (contamination etc...)	Residents of shared bin stores	Council/ WRAP	Complete – awaiting refurb bin delivery (April 2021)
Internal Engagement activity	Frontline staff, including Customer Contact Centre staff, collection crews and Members, including West	Tara Dumas and Jane Williams	February 2021 to September 2022

	Rhyl Ward members		
External Engagement activity to prepare for service change	Landlords/RSLs	West Rhyl Project Officer	March 2021 to June 2021
Develop comms plan around microchipping project to be launched in May 2021 (Post Communities Scrutiny)	Members Residents Media	Matthew Jones Comms team/ Waste Service Manager	May – June 2021
Develop and print leaflets to accompany new sack system (gull proof sacks) to be launched July 2021	Residents Landlords	Alan Roberts WRAP	May 2021-June 2021
Press Release to be issued on the day scrutiny papers are released for May Communities Scrutiny report including briefing spokesperson for media interview	Residents	Matthew Jones (paper provided by TD in advance)	Scrutiny meeting on the 13 th May Papers due to be published on the 6 th May
Engagement with Councillors on Communities Scrutiny in advance of the meeting	Councillors on scrutiny	Tony Ward	Before 13 th May

SECTION C: Trade Waste and Communal Bin Service Change (Launch Autumn 2022)

ACTION	AUDIENCE	PERSON RESPONSIBLE	WHEN

Consult trade customers on the Environment Act requirements Develop questionnaire and information leaflet	Trade Waste customers (approx. 600)	Alan Roberts / Comms	April to June 2021
Expand and improve trade waste content on Council's website	Public / new and existing customers	Corporate Comms/ Alan Roberts	April-June 2021
Direct marketing to Promote food waste recycling and offer free trials to existing customers (SME's)	SME customers and new all customers	Alan Roberts	TBC as awaiting delivery of new food waste vehicles (June to August 2021)
Develop branding for trade waste service (ensure on all correspondence)	Potential new customers	Comms/ Alan Roberts	
Design Trade Waste vehicle wraps x 2	New Customers	Comms/Fleet/ Waste Service	Expected delivery of vehicles July 2022
Agree bin colours and branding for trade waste containers and develop refurb programme	Existing Customers	COMMS/ Alan Roberts	April to June 2021
Develop landlord / property management engagement packs	Property management companies and/or landlords with	Waste Team / COMMS	September 2021

for all bin store locations	communal bin stores.		
Develop bin store signage for source segregated	Aimed at residents/tenants using bin stores	WRAP?	April 2022 onwards
Develop instructional leaflets for residents sharing communal bin stores	Aimed at residents/tenants using bin stores	Alan Roberts in conjunction with Comms	April 2022 – June 2022
Bron y Crest Source Segregated Bin store Trial	Residents	DCC housing/ Comms/ Waste Team (Abi Chadwick)	April 2021- December 2021

SECTION C: Denbigh Waste Transfer Station

ACTION	AUDIENCE	PERSON RESPONSIBLE	WHEN
Update to Member Area Group on the current position	Denbigh MAG	Board via PM	Standing Item on every Denbigh MAG Agenda
Briefing for wider Members	Members	Board / Corporate Comms	May 2021 – as part of wider attendance updated on overall Service Change proposals to Communities Scrutiny

			Further attendance at Cabinet and Scrutiny at key stages in run up to Service Change as required
Briefing for Town Council following appointment of Phase 1 Contractor	Denbigh Town Council	Environmental Services / Corporate Comms/ Contractor	Early June 2021
Work with appointed contractor to agree comms protocol	Contractor	Comms/ Peter Clayton	June 2021
Update content on Council's website following appointment of Phase 1 Contractor	Public	Environmental Services / Corporate Comms/ JG	Early June 2021
Update for businesses on the Colomendy site and nearby residents following appointment of Phase 1 Contractor (via newsletter) – timescales etc.	Local businesses and residents	Environmental Services	Early June 2021

<p>Comms around the commencement of Phase 1 enabling works</p> <p>(NOTE: Phase 1 Enabling Works Contract will see DCC leading a collaboration with 4 businesses looking to extend their current sites on the Estate in order to deliver initial earthworks, drainage works, servicing and access to the site with each member then able to go on and develop out their sites according to their own Planning Permissions and at their own timescales to suit individual requirements following completion of Phase 1)</p>	<p>Members</p> <p>Town Council</p> <p>Local businesses/ residents</p> <p>Media</p> <p>The public</p> <p>Staff</p>	<p>Corporate Comms</p>	<p>Late June 2021</p>
<p>Comms around the completion of Phase 1 enabling works</p>	<p>Members</p> <p>Town Council</p>	<p>Corporate Comms</p>	<p>Spring 2022 – exact date TBC</p>

	Local businesses/ residents Media The public Staff		
Update content on Council's website following appointment of Phase 2 Contractor	Public	Environmental Services / Corporate Comms/ JG	Spring 2022 – exact date TBC
Update for businesses on the Colomendy site and nearby residents following appointment of Phase 2 Contractor (via newsletter) – timescales etc	Local businesses and residents	Environmental Services	Spring 2022 – exact date TBC
Comms around the commencement of Phase 2 building works for proposed DCC Waste Transfer Station	Members Town Council Local businesses/ residents Media The public	Corporate Comms	Late Spring 2022 – exact date TBC

	Staff		
Key milestone in the project – six months to go	Members Town Council Local businesses/ residents Media The public Staff	Corporate Comms	October 2022 – exact date TBC
Key milestone in the project – projected date of completion	Members Town Council Local businesses/ residents Media The public Staff	Corporate Comms	March 2023 – exact date TBC
Announcement of site becoming operational (briefing, news release, social media)	Members Town Council	Corporate Comms	Anticipated May 2023 – exact date TBC

	Local businesses/ residents Media The public Staff		
Media opportunity – briefing / photos	Media	Corporate Comms	Completion of new Depot – May 2023 – exact date TBC

SECTION D: General changes to the service

ACTION	AUDIENCE	PERSON RESPONSIBLE	WHEN
Production of schedule and content for web/ social media/ press releases	Members Staff Public Media Key stakeholders	Council/WRAP	March-May 2022
Articles for Council publications	Residents	Council/WRAP	March 2022 onwards

Production of a poster to be placed at Council-managed outlets such as community centres and libraries	Residents	Council/ WRAP	March 2022 onwards
Internal Communications activity (briefing of frontline staff, Denbighshire Today, Intranet, team briefings, Member briefings)	Frontline staff, including Customer Contact Centre staff, collection crews and Waste Wardens General DCC staff Members	Council/WRAP	March 2022 onwards
Sign-up leaflets (nappies and incontinence service)	Residents	Council/WRAP	April 2022 – October 2022
Production of householder packs	Residents	Council/WRAP	September 2022- April 2023
New containers leaflet (draft text, design and translate)	Residents	Council/WRAP	November 2022 – April 2023
Production of contamination stickers – use those produced for	Residents	Council/WRAP	November 2022 – April 2023

the West Rhyll project			
Production of collections calendars	Residents	Council/WRAP	April 2023
Production of 'Sorry We Missed You' calling cards	Residents	Council/WRAP	November 2022 – April 2023
Production of RRV livery	Council	COMMS/WRAP/FLEET	November 2022 – April 2023
Production of FAQs which will be regularly updated before and after the service change is implemented (in light of customer feedback)	Residents	Council/WRAP	Continually updated
Production of animation	Residents	Council/WRAP	June 2022 – March 2023
Production of pull-ups for roadshows	Residents	Council/WRAP	June 2022 – March 2023
Publish FAQs on the Council's website	Residents	Council/WRAP	June 2023
Issue householder packs to residents	Residents	Council/WRAP	April 2023
Release animation	Residents	Council/WRAP	June 2023
Bus stop advertising	Residents	Council/WRAP	June 2023

Production of leaflet dispensers	Residents	Council/WRAP	June 2023
Advertising screens	Residents	Council/WRAP	June 2023
Cinema adverts	Residents	Council/WRAP	June 2023
<p>Launch of a Coming Soon campaign:</p> <p>What are the main changes?</p> <p>Estimated timescale.</p> <p>Countdown how many days until delivery</p>	All stakeholders	Council/WRAP	March2023
Attendance at Denbigh and Flint Show marquee	All stakeholders	Comms Sub Group	August 2023
Drop-in sessions in the county's libraries	Residents	Comms Sub Group	March onwards 2022
Eco schools campaigns	<p>Teachers and pupils</p> <p>Residents/ Parents and Carers</p>	Comms Sub group	October 22 – April 23
Paid for advert in local press – Journal and Free Press	Residents	Comms Sub Group	May/June 2023

Delivery of bins to depot (photo opportunity)	Media	Comms Sub Group	May 2023
Paid for advertising on social media	Residents	Comms Sub Group	June 2023
First bins being delivered to residents. (Video and vox pop)	All stakeholders	Comms sub Group	June 2023

Appendix V: West Rhyl Delivery Plan

ACTION TRACKER as of 28/04/2021					
	Total	complete	green	amber	red
Phase 1	44	17	11	8	8
Phase 1	45	1	25	10	9
Phase 3	0	2022			
PROGRESS TRACKER					
Phase 1	56% (Increased from 34% Feb 2021)				
Phase 2	7% (increased from 3% Feb 2021)				
Overall project Status Amber					

Task Name	Start	Finish	% Complete	Status
WRAP KERBSIDE COMPLIANCE (PHASE 1)				
GOVERNANCE AND MANAGEMENT				
Set up project meetings and project team	12/01/2021	12/12/2021	100%	complete
Sign partnership agreement	01/12/2020	05/02/2021	100%	complete
Agree monitoring plan and PIs	01/01/2021	31/01/2021	90%	green
Determine strategy for engaging landlords (private/licenced and Social landlords)	05/02/2021	31/05/2021	20%	amber
Produce Project Board updates - monthly February to September 2021	08/02/2021	30/09/2021	12%	green
Develop residual and recycling policy for flats and HMOs to include use of microchipping	01/12/2021	31/06/2021	20%	amber
Identify opportunities for Safer Streets Project 2020	01/10/2020	Ongoing	100%	complete
Identify opportunities for Safer Streets Project 2021	01/04/2021	31/12/2021	0%	green
Policy sign off on frequency/ container type and replacement charges / licenced landlord responsibilities - Scrutiny/ delegated decision reports	01/04/2021	31/05/2021	50%	green

Task Name	Start	Finish	% Complete	Status
process grant claim forms (KUWTJ)	12/02/2021	31/03/2022	50%	green
Recruit West Rhyl Project Officer and Recycling advisor resource	28/04/2021	07/06/2021	20%	green
Agree Phase 2 support from WRAP	28/04/2021	07/05/2021	40%	green
Identify grants to support project work	01/01/2021	Ongoing	100%	complete
DATA COLLATION				
Identify and record West Rhyl Landlords on refuse database	01/02/2021	28/02/2021	50%	amber
Identify property management companies/letting agents for all 4 wheeled bin communal areas	01/02/2021	28/02/2021	0%	amber
Identify sack property addresses and update Webaspx and refuse database	01/01/2021	22/02/2021	100%	green
determine sack property collection points for each address and update Webaspx and refuse database	01/02/2021	28/02/2021	20%	amber
Communal Bin Audit (4 wheeled bins and update Webaspx)	01/01/2021	31/01/2021	100%	complete
Communal Bin Audit (2 wheeled bins and update Webaspx) Intel for Phase 2 use	08/02/2021	30/04/2021	0%	amber
Produce street list with postcodes and no. hh data	05/02/2021	15/02/2021	100%	complete
Populate monitoring plan with baseline data	05/02/2021	15/02/2021	50%	green
Populate PI data weekly	01/02/2021	30/04/2021	0%	red
Weekly analysis of track U compliance data and visits to non-compliant properties	22/02/2021	30/04/2021	20%	red

Task Name	Start	Finish	% Complete	Status
Compliance check on landlords regarding erection of posters/frames in communal areas	01/04/2021	30/04/2021	0%	red
Ensure adequate stocks of sacks/caddies / liners for campaign period	08/02/2021	12/02/2021	80%	amber
COMMUNICATIONS / OTHER				
Prepare / sign off comms leaflets (bulky waste)	01/12/2021	31/01/2021	100%	complete
prepare / sign off comms leaflets (sack properties) and poster	01/12/2021	31/01/2021	100%	complete
prepare / sign off comms leaflets (bin properties) and poster	01/12/2021	31/01/2021	100%	complete
prepare / sign off comms leaflets (communal properties) and bin stickers	01/12/2021	31/01/2021	100%	complete
prepare and sign off recycling contamination tag	01/12/2021	31/01/2021	100%	complete
Deliver comms leaflets (bulky waste)	11/02/2021	17/02/2021	100%	complete
Deliver comms leaflets (bin properties)	22/02/2021	24/02/2021	50%	red
Deliver comms leaflets (sack properties)	01/03/2021	03/03/2021	50%	red
Deliver comms leaflets (communal properties) and bin stickers	01/03/2021	03/03/2021	0%	red
Review/develop the 3-stage correspondence letters to issue alongside follow up visits	08/02/2021	15/02/2021	100%	complete
Engage landlords around licencing conditions to erect posters/frames in communal areas (or individual flats)	22/02/2021	22/03/2021	20%	red

Task Name	Start	Finish	% Complete	Status
Write to property management companies/agents responsible for communal bin stores about the changes/campaign	01/03/2021	15/03/2021	0%	red
Weekly proactive engagement with residents by recycling advisors	15/02/2021	31/03/2022	15%	amber
Initiate formal weekly collections of recycling and residual for all sack properties	22/02/2021	ongoing	100%	complete
Purchase WCCTV camera with safer streets funding	01/02/2021	31/03/2021	100%	complete
Tool box talk with operational crews/ supervisors regarding data collation requirements and campaign overview	08/02/2021	08/02/2021	100%	complete
Operational crew feedback session and tool box talk reinforcement	26/02/2021	26/02/2021	100%	complete
Operational crew feedback session and tool box talk reinforcement	12/03/2021	12/03/2021	0%	green
Contact Centre briefing on Phase 1 WRAP enforcement campaign	12/02/2021	07/05//2021	20%	green
CONTAINER ROLL OUT PHASE 2				
PROCUREMENT				
order and exchange all blue 4 wheeled residual containers for black (Order via STORM)	25/01/2021	03/03/2021	100%	complete
Agree the specification / quantities for gull proof sacks	01/02/2021	28/02/2021	20%	red
Procure gull-proof sacks for delivery by July 2021	01/03/2021	30/06/2021	0%	red

Task Name	Start	Finish	% Complete	Status
Agree specification for microchip tags for gull proof sacks with Humphrey signs	01/04/2021	12/06/2021	0%	green
direct Award gull proof tags to Humphrey signs	13/04/2021	16/06/2021	0%	red
Deliver Gull proof sacks to Humphrey sign for fitting tags	01/06/2021	05/07/2021	0%	red
Arrange meetings with Schaefer regarding microchipping technology wristband trials	01/01/2021	31/05/2021	50%	amber
Procure all microchips required for bins and gull proof sacks	01/03/2021	31/03/2021	50%	amber
Procure hand held chip readers for enforcement /wardens/ sack collection crews	01/03/2021	31/05/2021	0%	green
procure and install chip readers for RCV's	01/03/2021	31/05/2021	0%	amber
Identify fly tipping hotspots and develop a schedule for locating re-deployable CCTV camera	01/03/2021	31/08/2021	20%	green
Implement CCTC surveillance	05/04/2021	ongoing	15%	green
OPERATIONAL				
return points for all gull proof sacks to be identified	01/04/2021	30/06/2021	0%	red
Fixing points for gull proof sacks to be agreed with landlords/ RSLs and waivers signed for works	01/05/2021	30/05/2021	0%	red
Contractor to be procured to install fixings and signage at identified fixing points	01/05/2021	30/06/2021	0%	red
Fixings and signage for gull proof sacks to be installed	15/06/2021	30/06/2021	0%	red
routing for gull proof sack round Webaspx	01/05/2021	30/06/2021	0%	amber

Task Name	Start	Finish	% Complete	Status
deliver gull proof sacks to residents/landlords - door step engagement	01/07/2021	31/07/2021	0%	amber
Microchip all residual bins (and allocate correct size bin)	10/05/2021	31/06/2021	0%	amber
identify potential LASISSTS properties with shared 2-wheeled bins and update Webaspx / refuse database	01/02/2021	31/07/2021	0%	amber
Liaise with landlords to agree collection arrangements / access of LASSISTS and communicate policy	01/03/2021	31/08/2021	0%	green
Explore options paid for top up collection services for social landlords	01/04/2021	30/06/2021	20%	green
Routing of West Rhyl bin rounds to include LASSISTS	01/06/2021	30/09/2021	0%	green
DATA COLLATION				
Determine PI's for phase 2 monitoring	01/04/2021	30/06/2021	0%	green
confirm all households on 2 wheeled bins and update Webaspx/refuse database	01/02/2021	31/03/2021	50%	red
implement phase 2 baseline monitoring on bin round	01/04/2021	30/06/2021	0%	green
Implement phase 2 post roll out monitoring (sacks)	31/07/2021	ongoing	0%	green
Implement phase 2 post roll out monitoring (bins)	01/06/2021	ongoing	0%	green
implement GDPR compliance process for managing microchip data	01/05/2021	30/06/2021	0%	green
Identify data controllers for microchip data	01/05/2021	08/06/2021	0%	green
Arrange and deliver training on data management and system for data controllers	01/05/2021	15/06/2021	0%	green
Monthly data report produced for Waste team meetings	01/06/2021	ongoing	0%	green

Task Name	Start	Finish	% Complete	Status
COMMUNICATIONS/OTHER				
design and print pre-notification of microchipping bin tags / leaflets	15/03/2021	31/05/2021	0%	amber
Produce Address labels for all bins	15/03/2021	30/05/2021	0%	amber
Design and print post notification microchipping bin tags / leaflets	15/03/2021	31/05/2021	0%	amber
Deliver pre-notification bin tags to all 2 wheeled bin households	19/04/2021	03/05/2021	0%	green
Deliver post microchip bin tags to all 2 wheeled bin households (at point of chipping)	10/05/2021	30/06/2021	0%	green
Prepare / print Instructional leaflets for gull proof sacks	01/05/2021	30/06/2021	0%	green
Prepare / print signage requirements for fixing points where required	15/05/2021	15/07/2021	0%	green
prepare / print temporary awareness signage for collection point removal where required	01/06/2021	30/07/2021	0%	green
Targeted door step engagement to embed gull proof sack service based on chip data	01/08/2021	ongoing	0%	green
Organise Street level roadshows to issue gull proof sacks (missed on doorstep) and engage with residents	08/07/2021	31/07/2021	0%	green
develop resource pack for housing associations, landlords and letting agents regarding microchipping and bin policies	01/06/2021	30/07/2021	0%	green
Landlord / letting agent engagement regarding gull proof sacks	01/06/2021	ongoing	0%	green

Task Name	Start	Finish	% Complete	Status
Targeted Door stepping engagement to embed chipped black bin processes and recycling behaviours based on chip data	01/08/2021	ongoing	0%	green

Atodiad VI Deunydd Cyfathrebu Gorllewin y Rhyl

Appendix VI West Rhyl Communications Material

Delwedd 1a. Taflen Gymraeg A5 yn hyrwyddo gwastraff Swmpus

Ydych chi am glirio a chael gwared ar eitemau mawr di-angen o'ch cartref?
Os oes gennych chi eitemau ac offer mawr yn eich cartref nad ydych chi eu heisiau mwyach, gallwch drefnu casgliad gwastraff swmpus o'r cartref.

Gallwn gasglu'r eitemau canlynol:

- ✓ Gwelyau a soffas
- ✓ Matresi
- ✓ Byrddau a chadeiriau
- ✓ Wardrobau
- ✓ Poptai a pheiriannau golchi llestri
- ✓ Oergelloedd, rhewgelloedd a pheiriannau golchi a sychu dillad
- ✓ Carpedit ac isgarpedi

Mae'r gost yn rhad:

- £11 am un eitem,
- £14 am ddwy eitem,
- £17 am dair eitem,
- £20 am bedair eitem,
- £23 am bump eitem, neu
- £26 am chwe eitem.

I drefnu casgliad neu i gael mwy o wybodaeth, cysylltwch â ni.

Costau yn ddilys hyd at 31 Mawrth 2021

DIRWY

Os byddwch chi'n dymio gwastraff o'r cartref neu wastraff masnachol ar ffyrdd, mewn cartau, mewn afonydd neu ar dir preifat heb ganiatâd, yr enw ar hys yw 'tipio anghyfreithlon'. Mae hys yn erbyn y gyfraith. Os byddwch chi'n tipio'n anghyfreithlon, fe allwch chi orfad talu casb benodedig o £250 neu orfad mynd i'r llys a chael darwy a hyd at £5,000.

Ewch i www.sirddinbych.gov.uk/aigyltchu i ddarganfod mwy.

Sir Ddinbych yn ailgyltchu
Denbighshire recycles

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Delwedd 2a. Enghraifft Gymraeg o bosteri cyntedd cymunedol A4 ar gyfer llety a rennir (fersiwn bin ar gael hefyd)

Caiff eich ailgyltchu o'ch gwastraff na ellir ei ailgyltchu ei gasglu ar:

Dydd Llun

Collection Point location here

Beth sy'n mynd i ble?

Pob wythnos

Cadi llŵ arfan Gwastraff bwyd

Sach glir Ailgyltchi sych
- cardfwrdd, papur, gwydd, plastig, caniau, a charionau bwyd a diod Ffai Tetra Pak

Os g'och chi'n rhoi ddiwedd i'w gwydd plastig

Broedau neu sychwrdd

Roll glas ynnwng

Sach blaen Gwastraff na ellir ei ailgyltchu

Cofiwch bod angen:

- ✓ cau'r casod ar eich codi gwastraff bwyd
- ✓ ysgifennu rhif eich siddo ar eich codi gwastraff bwyd
- ✓ clymwrch eich sachau'n ddiogel
- ✓ gosod eich codi o'ch sachau allan i'w casglu cyn 7yb ar eich diwrnod casglu, a dim cyn machlud y noson cynnt. Mae'n anghyfreithlon i chi roi gwastraff allan ar unrhyw adeg arall, ac efallai y bydd rhaid i chi dalu darwy casb benodedig o £100 os gwnawch chi hynny
- ✓ casglu eich codi o ymyl y ffordd ar ôl i'w dalu gael ei waglio

Os nad oes gennych chi'r sachau, codi neu'r bagiau gwastraff bwyd compostadwy y mae eu hangen arnoch chi
Ewch i'r wefan www.sirddinbych.gov.uk/aigyltchu neu gallwch eiddo ffônio ar 01824 706000. Peidwch â defnyddio bagiau du.

Agafwydd ar bobwrddi ailgyltchi 100%

Sir Ddinbych
denbighshire
County Council

Sir Ddinbych yn ailgyltchu
Denbighshire recycles

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Delwedd 3a. Ochr Gymraeg o'r tag bin glas dwyieithog (halogiad)



Diolch i chi am ailgyltchu!

Fodd bynnag, nid oeddiem yn gallu casglu'ch ailgyltchu oherwydd mae'n cynnwys un neu fwy o'r eitemau canlynol:

- Bag plastig
- Deunyddiau pacio plastig amlybycyn
- Hoeson blaenig
- Pecyn creidiol
- Cwpan teacoffwrto ar gyfer diod
- Polystyren
- Cebyn
- Baw anffellid
- Gwastraff bwyd
- Eitem arall na ellir ei hailgyltchu

Cofiwch roi eitemau i mewn yn rhydd! Peidwch â'u bagio!

Os gwelwch yn dda:

- ✓ ynnwng yr eitem (au) halogedig a'i roi yn eich bin du neu'ch codi gwastraff bwyd
- ✓ rhwng eich bin glas allan eiddo cyn 7yb ar eich diwrnod casglu nesaf

Am fwy o wybodaeth am yr hys y gallwch ac na allwch ei ailgyltchu, cysylltwch â ni.

Figure 1b. English Bulky Waste Service promotion

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Looking to clear out your unwanted large household items?

If you have large household items and appliances you no longer want, you may book a bulky household waste collection.

We're able to collect the following items:

- ✓ Beds and sofas
- ✓ Mattresses
- ✓ Tables and chairs
- ✓ Wardrobes
- ✓ Cookers and dishwashers
- ✓ Fridge freezers, washing machines and tumble dryers
- ✓ Carpet and carpet underlay



It costs just:

- £11 for one item,
- £14 for two items,
- £17 for three items,
- £20 for four items,
- £23 for five items, or
- £26 for six items.

Costs valid until 31 March 2021

To book a collection or find out more, contact us.

If you dump household or trade waste on roads, in fields, in rivers, or on private land without permission, this is known as 'fly-tipping'. It is illegal. If you fly-tip, you could end up paying a fixed penalty of £250 or end up in court and fined up to £50,000.

FINE

Visit www.denbighshire.gov.uk/recycling to find out more.



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Figure 2b. English Example of communal hallway posters for shared accommodation (bin version also available)

Your recycling and non-recyclable waste is collected on a:

Monday

Collection Point location here

What goes where?

Every week



Silver caddy
Food waste



Please remember to:

- ✓ close the lid on your food waste caddy
- ✓ write your property number on your food waste caddy
- ✓ tie your sacks securely
- ✓ place your caddy and sacks at your collection point before 7am on your collection day, and no earlier than sunset the evening before. It is illegal to put out waste at any other time and you may have to pay a fixed penalty fine of £100 if you do this
- ✓ collect your caddy from the kerbside once it's been emptied



Clear sack
Dry recycling

- cardboard, paper, glass, plastics, cans, and food and drink cans (such as Tetra Pak)



Empty and clean glass and plastic bottles

Empty cans only

Glass full only



Pink sack
Non-recyclable waste



Visit www.denbighshire.gov.uk/recycling or call us on 01824 706000. Do not use black bags.



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Figure 3b. English side bilingual blue bin tag (contamination)





Thank you for recycling!

However we were unable to collect your recycling because it contains one or more of the following items:

- Plastic bag
- Plastic multipack packaging
- Plastic film
- Crisps packet
- Single-use takeaway drink cup
- Polystyrene
- Nappy
- Animal faeces
- Food waste
- Other non-recyclable items

Remember to place items loosely, don't bag them!

Please

- ✓ remove the contaminating item(s) and place it in your black bin or food waste caddy
- ✓ put out your blue bin again before 7am on your next collection day

For more information about what you can and can't recycle, please contact us.

Delwedd 4a. Ochr Gymraeg o'r llyfryn cyfarwyddiadau dwyieithog A5 (clawr blaen) - taflen dau fin olwyn a sachau hefyd ar gael.

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Eich Casgliadau Gwastraff ac Ailgylchu

Mae'r rhan fwyaf o bobl yn sortio eu
gwastraff ac ailgylchu'n gywir.
Os ydych chi'n gwneud hyn yn anghywir,
gallai gostio hyd at £100 i chi.

Sir Ddinbych yn ailgylchu
Denbighshire recycles

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Delwedd 5a. Ochr Gymraeg o'r clawr cefn dwyieithog (calendr)

Pa bryd gaiff fy ngwastraff ac ailgylchu ei gasglu?

Caiff eich **ailgylchu** a'ch **gwastraff na ellir ei ailgylchu** cymunedol ei gasglu ar:

Dydd Llun

- Caiff eich **gwastraff bwyd** ei gasglu **bob wythnos**.
- Caiff eich **ailgylchu sych** a'ch **gwastraff na ellir ei ailgylchu** ei gasglu **bob pythefnos**.

Eich dyddiadau casglu yw:

	Gwastraff bwyd	Ailgylchu sych	Gwastraff na ellir ei ailgylchu
Ionawr 2021	Pob dydd Llun	11 a 25	4 a 18
Chwefror 2021	Pob dydd Llun	8 a 22	1 a 15
Mawrth 2021	Pob dydd Llun	8 a 22	1, 15 a 29
Ebrill 2021	Pob dydd Llun	5 a 19	12 a 26
Mai 2021	Pob dydd Llun	3, 17 a 31	10 a 24
Mehefin 2021	Pob dydd Llun	14 a 28	7 a 21
Gorffennaf 2021	Pob dydd Llun	12 a 26	5 a 19
Awst 2021	Pob dydd Llun	9 a 23	2, 16 a 30
Medi 2021	Pob dydd Llun	6 a 20	13 a 27
Hydref 2021	Pob dydd Llun	4 a 18	11 a 25
Tachwedd 2021	Pob dydd Llun	1, 15 a 29	8 a 22
Rhagfyr 2021	Pob dydd Llun	13 a 27	6 a 20

Ampfŷfwrdd ar bapur a'r holl ailgylchu 100%

Cofiwch, os gwelwch yn dda, bod angen:

- ✓ cau'r caeadau ar bob bin cymunedol
- ✓ defnyddio'r biniau cywir ar gyfer eich gwastraff ac ailgylchu. Efallai y bydd yn rhaid i chi dalu ein costau i gael gwared ar unrhyw wastraff na ellir ei ailgylchu sydd wedi'i osod y tu mewn i'r biniau gwastraff bwyd neu ailgylchu sych
- ✓ cadw'r lle o amgylch y man storio biniau'n glir

Delwedd 6a. Ochr Gymraeg o'r Tag Bin Du dwyieithog (ailgylchu yn bresennol)

Gellir ailgylchu rhai o'r eitemau hyn!

Fis wranthon ni sylw i eich bod wedi tollu un neu fwy o'r eitemau canlynol a allai fod wedi cael eu hailgylchu:

- gwastraff bwyd
- cerbydau
- papur
- poteli a jariau geydr
- poteli, potiau a ffridiau plastig
- cerbydau, arsedolau a ffôl
- cartonsau bwyd a diod, ffol Tatra Pak
- gwastraff o'r ardd

Os gwelwch yn dda:

- ✓ peidiwch â gwastraffu'r eitemau hyn y gallir eu hailgylchu i greu cynhyrchion newydd
- ✓ yn y dyfodol, rhwng yr eitemau hyn yn eich codi orion ar gyfer gwastraff bwyd, bin glas ar gyfer ailgylchu sych, neu fin geyredd ar gyfer gwastraff o'r ardd
- ✓ rhwng eich bin du allan eto cyn 7yb ar eich diwrnod casglu nawaf

Am fwy o wybodaeth am yr hyn y gallwch ac na allwch ei ailgylchu, cysylltwch â ni.

Figure 4b. A5 English Instructional booklet (front cover)
 – 2 wheeled bin and sack leaflets also available



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Figure 5b. English example of back cover (calendar)

When will my waste and recycling be collected?

Your communal **recycling** and **non-recyclable waste** is collected on a:

Monday

- Your **food waste** is collected **every week**.
- Your **dry recycling** and **non-recyclable waste** are collected **every two weeks**.

Your collection dates:

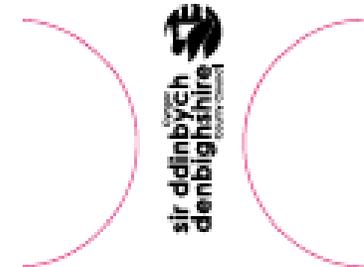
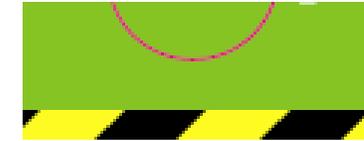
	Food waste	Dry recycling	Non-recyclable waste
January 2021	Every Monday	11 & 25	4 & 18
February 2021	Every Monday	8 & 22	1 & 15
March 2021	Every Monday	8 & 22	1, 15 & 29
April 2021	Every Monday	5 & 19	12 & 26
May 2021	Every Monday	3, 17 & 31	10 & 24
June 2021	Every Monday	14 & 28	7 & 21
July 2021	Every Monday	12 & 26	5 & 19
August 2021	Every Monday	9 & 23	2, 16 & 30
September 2021	Every Monday	6 & 20	13 & 27
October 2021	Every Monday	4 & 18	11 & 25
November 2021	Every Monday	1, 15 & 29	8 & 22
December 2021	Every Monday	13 & 27	6 & 20

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Please remember to:

- ✓ close the lids on all communal bins
- ✓ use the correct bins for your waste and recycling. You may have to pay our costs to get rid of any non-recyclable waste that's been incorrectly placed inside the food waste or dry recycling bins
- ✓ keep the space around the bin storage area clear

Figure 6b. English side bilingual Black Bin Tag (recycling present)



Some of these items can be recycled!

We noticed you threw away one or more of the following items that could have been recycled:

- food waste
- cardboard
- paper
- glass bottles and jars
- plastic bottles, pots, tubs and trays
- cans, aerosols and foil
- food and drink cartons, such as Tetra Pak
- garden waste

Please:

- ✓ do not waste these items that can be recycled to create new products
- ✓ in future, place these items in your orange caddy for food waste, blue bin for dry recycling, or green bin for garden waste
- ✓ put out your black bin again before 7am on your next collection day

For more information about what you can and can't recycle, please contact us.

Beth mae angen imi ei wneud?

1. O **HEDDIW** ymlaen, bydd angen ichi sortio eich gwastraff a rhoi eich eitemau i'w hailgylchu mewn cynwysyddion ar wahân.



2. Defnyddiwch y bin **brown cymunedol ar gyfer eich gwastraff bwyd**, os gwelwch yn dda. Pan fydd eich cadi cegin lliw arian ar gyfer gwastraff bwyd yn llawn, clymchwch dop y bag gwastraff bwyd compostadwy, yna ei roi yn y bin brown cymunedol.



3. Defnyddiwch y bin **glas cymunedol ar gyfer gwastraff sych y gallir ei ailgylchu**, os gwelwch yn dda – **cardfwrdd, papur, gwydr, plastig, caniau, a chartonau bwyd a diod (fel Tetra Pak)**. Peidiwch â rhoi eitemau mewn bagiau plastig cyn eu rhoi yn y bin glas cymunedol; rhowch nhw i mewn yn rhydd.



4. Defnyddiwch y bin **du cymunedol ar gyfer eich gwastraff na ellir ei ailgylchu**, os gwelwch yn dda. Y rhain yw'r eitemau nad oes posibil eu hailgylchu.



Os nad oes cadi cegin gwastraff bwyd neu fagiau gwastraff bwyd compostadwy gennych, cysylltwch â ni, os gwelwch yn dda.

Beth fydd yn digwydd os na fydda i'n sortio fy ngwastraff ac ailgylchu?

Mae'r rhan fwyaf o bobl yn sortio eu gwastraff ac ailgylchu, yna'n ei roi yn y cynwysyddion cywir – diolch i'r rhai ohonoch chi sy'n gwneud hyn yn barod. Ond yn anffodus, mae rhai pobl nad ydyn nhw'n gwneud popeth y gallan nhw, a gall y bobl hyn ofrod talu dirwy cosb benodedig o hyd at £100 neu fynd i'r llys.



Ewch i'r wefan www.sirddinbych.gov.uk/ailgylchu neu gallwch ein ffonio ar **01824 706000**

Beth sy'n mynd i ble?

Pob wythnos



Pob pythefnos



Figure 7b. A5 bilingual Instructional booklet inner English (Communal bin collection points – also 2 x wheeled bin and sack versions)

What do I need to do?

1. From **TODAY**, you'll need to sort your waste and place your recyclable items into separate containers.



2. Please use the **communal brown bin for your food waste**. When your silver food waste kitchen caddy is full, tie the top of your compostable food waste bag, then place the bag inside the communal brown bin.



3. Please use the **communal blue bin for your dry recyclable waste – cardboard, paper, glass, plastics, cans, and food and drink cartons (such as Tetra Pak)**. Please do not place items inside plastic bags before putting them inside the communal blue bin; place items loosely.



4. Please use the **communal black bin for your non-recyclable waste**. These are items that can't be recycled.



What will happen if I don't sort my waste and recycling?

Most people sort their waste and recycling, then put it into the correct containers – thanks to those of you that are doing this already. But sadly, a few people aren't doing all they can and could have to pay a fixed penalty fine of up to £100 or appear in court.



Visit www.denbighshire.gov.uk/recycling or call us on **01824 706000**

What goes where?

Every week



Every two weeks



Delwedd 8. Sticer Bin du gweddilliol dwyieithog A6
Figure 8. A6 bilingual Residual Black bin sticker

DIM gwastraff bwyd NO food waste

Efallai na fyddwn yn gwagio'r cynhwysydd hwn yn y dyfodol os yw wedi'i halogi â gwastraff bwyd.

Mae rhaid i chi ailgylchu'ch gwastraff bwyd. Os nad oes gennych gadi gwastraff bwyd neu unrhyw fapiau gwastraff bwyd compostadwy, cysylltwch â ni.



We may not empty this container in future if it is contaminated with food waste.

You must recycle your food waste. If you don't have a food waste caddy or any compostable food waste bags, contact us.

sir ddinbych
denbighshire
County Council

www.sirddinbych.gov.uk/ailgylchu
www.denbighshire.gov.uk/recycling

Sir Ddinbych yn ailgylchu
Denbighshire recycles

Delwedd 9. Sticer halogi casgliad sach ailgylchu dwyieithog A5
Figure 9. A5 bilingual Recycling sack collection contamination sticker

Diolch i chi am ailgylchu!

Fodd bynnag, nid oeddem yn gallu casglu'ch ailgylchu oherwydd mae'n cynnwys un neu fwy o'r eitemau canlynol:

Thank you for recycling!

However we were unable to collect your recycling because it contains one or more of the following items:



Bag plastig
/ Plastic bag



Deunyddiau pacio plastig aml-becyn
/ Plastic multipack packaging



Haenen blastig
/ Plastic film



Pecyn creision
/ Crisps packet



Cwpan tecawê untro ar gyfer diod
/ Single-use takeaway drink cup



Polystyren
/ Polystyrene



Cewyn
/ Nappy



Baw anifeiliaid
/ Animal faeces



Gwastraff bwyd
/ Food waste



Eitem arall na ellir ei hailgylchu
/ Other non-recyclable items

Os gwelwch yn dda:

- ✓ tynnwch yr eitem(au) halogedig a'i roi mewn sach binc neu'ch cadi gwastraff bwyd
- ✓ rhowch y sach glir hon allan eto cyn 7yb ar eich diwrnod casglu nesaf

Please:

- ✓ remove the contaminating item(s) and place it in a pink sack or your food waste caddy
- ✓ put out this clear sack again before 7am on your next collection day

www.sirddinbych.gov.uk/ailgylchu
www.denbighshire.gov.uk/recycling
01824 706000

sir ddinbych
denbighshire
County Council

Sir Ddinbych yn ailgylchu
Denbighshire recycles

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APPENDIX VII

UPDATE OPTION 5 (Preferred) - Weekly Kerbside Sort (including food waste), 4-weekly residual, AHP service

Well-being Impact Assessment Report

This report summarises the likely impact of the proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

Assessment Number:	407
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Brief description:	<p>This assessment is required as the Council needs to fundamentally change the way we collect household waste to further improve recycling in the County as part of strategy to meet Welsh Government 70% recycling target by 2024/25 and to address on-going budget pressure expected to rise to £900,000 by 2019/20 due to the current cost of sending our mixed blue bin recycling for further separation at a Materials recovery Facility. In Option 5 (preferred) the comingled blue recycling 240l bin would be replaced with a TrolliBocs System, where residents present sorted waste into separate stackable containers. The Trollibocs and the existing food waste caddy would be collected weekly on the same vehicle, resulting in resource revenue savings from the provision of higher quality, pre-sorted recycling. . Residual waste would be collected every 4 weeks in a 240l black bin (as opposed to fortnightly in a 140/180l bin) which is projected to reduce the amount of waste that could have been recycled going in the black bin (currently 51% of items in the black bin could have been recycled on our other kerbside services). An optional human hygiene waste service would be offered to remove "smelly waste" from the residual bin where required. New recycling waste streams would be targeted, including batteries, small electrical, electronic equipment (WEEE) and textiles and collected on the same day as the recycling, but every fortnight. Currently residents put paper, card, wax cartons, plastic containers/bottles, can and glass bottles/jars altogether in a 240litre blue bin which is collected fortnightly.</p>
Date Completed:	19/10/2018 08:29:46 Version: 4
Completed by:	Tara Dumas
Responsible Service:	Highways & Environmental Services
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	All Residents / Households in Denbighshire; Operational Waste Team as new model rolled out, Trade Waste Customers, Landlords/Social landlords, Contact Centre and range of Council departments
Was this impact assessment completed as a group?	Yes

IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Score for the sustainability of the approach


 (3 out of 4 stars) Actual score : 33 / 36.

Summary for each Sustainable Development principle

<p>Long term</p>	<p>The service plans to develop a wider waste strategy and delivery plan that covers the whole waste service, and links to the Welsh Government strategy and the Council's ambition to become carbon neutral by 2030. Awaiting outcome of EPR and DRS consultations. The Service has developed a Benefits Realisation Plan that will be tracked during and beyond project implementation to ensure the project meets its objectives in the longer term. The service change will include modernisation through the use of in cab technology, pioneering of microchipped waste containers and advanced access technology for communal containers in order to to take advantage of worldwide technology advancement in the industry. Application of trial data on emerging advancements of electric vehicles and charging infrastructure usage will be used to inform and optimise green fleet procurement.</p>
<p>Prevention</p>	<p>The Service is developing a suit of key performance indicators to be monitored from 2021/22 in order to understanding the impact of change in services by establishing baselines and measures for service performance. The Service will carry out a back office re-structure to include the formation of a Behaviour Change Unit . The Unit will consist of a Waste Prevention Officer to focus on collaborative initiatives with the third sector and communities, Enforcement Officers, Recycling advisors and specific project officers for West Rhyl where demographics pose a range of additional challenges with compliance and understanding of the kerbside service. The service is now working with the North Wales Regional Waste Treatment Partnership Keep Wales Tidy and WRAP to develop communications materials and education initiatives to promote pro-recycling behaviours. The service will champion wider adoption of use of social norming to community led instruction and messages and nudges, embedded in our behaviour change strategy. Encouraging providers to reduce non-recyclable packaging through our supply chain procurement Improve the identification of non-complaint households through the introduction of microchipped residual waste containers.</p>
<p>Integration</p>	<p>The depot development on the Colomendy Industrial Estate in Denbigh involves a consortium of four other major local businesses, providing a wider commercial industrial development. The initial depot design has now evolved to include the acceptance of waste streams from other services, including highways and Streetscene. The Communications Plan for the roll out of the service has been integrated into the Corporate Communications Plan. The Modernisation of Technology is being led by the ICT business Partner and compliments the wider corporate ambition to digitise and streamline customer channels and processes.</p>

<p>Collaboration</p>	<p>Making waste and recycling part of the HMO licence/agreement making expectations of and responsibilities of tenants clear - collaboration with landlords. Increased recycling of textiles through the third sector through an SLA with Co-Options and greater recovery of textiles for re-use through the formation of a Textile Timebank project, to be delivered by Denbighshire Leisure Limited in 2021/22 and supported by a range of charity shops locally. Working in Partnership with WRAP to evolve the Keep Up With The Joneses kerbside waste enforcement campaign. Working with the Private Sector (Schaffer) to test and develop microchip technology Through the appointment of a Waste Prevention Officer and support of the DCC Carbon Reduction Team, review how collaborative arrangements with the third sector and community groups are effective (longer term). The Service is part of a ground-breaking collaboration to procure, build and operate a treatment facility for the recycling of Absorbent Hygiene Product waste (nappies and incontinence pads), including Welsh Government and other Local Authorities. Working with Streetscene Services and Keep Wales Tidy to deliver local environmental quality projects that support the service change, including the trial of advanced technology access to communal waste containers. Potential to work with the University of Liverpool and North Wales charity - research into safe and effective home composting systems for pet waste (subject to funding).</p>
<p>Involvement</p>	<p>Produced a communication strategy with a focus on a targeted approach, that educates and shares information at the appropriate time. Planned development of community champions in s West Rhyl. – A total of 2,000 questionnaire responses received through the Council’s online residents survey about the service change proposals. – Events and presentations held in various venues and to various groups to explain the need for behaviour changes. To continue when the Covid restrictions are lifted – new Eco Schools Awards to encourage schools to celebrate and share their waste prevention work. Further education materials will be produced in 2022 as school children will become our recycling champions being the first residents in DCC to move to a source segregated service (in school through the trade waste service change) reinforcing accurate messaging in the home. – Various initiatives to get the message across about recycling such as food waste champions, videos and tweets. – the Project Interdependences matrix sets out the need for extra staff to deal with higher numbers of calls at the contact centre during implementation.</p>

Summary of impact

Well-being Goals

A prosperous Denbighshire	Positive
A resilient Denbighshire	Positive
A healthier Denbighshire	Neutral
A more equal Denbighshire	Neutral
A Denbighshire of cohesive communities	Neutral
A Denbighshire of vibrant culture and thriving Welsh language	Neutral
A globally responsible Denbighshire	Positive



Main conclusions

Overall the proposed project to Remodel the Waste Service Collection should have positive impacts in terms of a prosperous and resilient and a globally responsible Denbighshire as the new service will increase recycling performance by at least 3%. The higher quality recyclable stream will support the

adoption of EU Circular Economy measures and the Welsh Economic Action Plan. The model is also the most cost efficient of all options considered, bringing in a new income stream that protects other council services from further resource reductions. There is a neutral impact on equality due to the introduction of a new service to deal with hygiene waste sometimes produced by young families and the elderly. We have reviewed (currently in draft) our waste policies to ensure exemptions can be awarded to households that struggle to participate fully in the recycling service for genuine physical or mental health reasons. There are no health implications for the new service. Residual waste will be collected less frequently but smelly waste such as nappies and food waste will be collected weekly. There is a neutral impact on vibrant culture and Welsh language as all communications will be available in Welsh and English. There will be a significant focus on community engagement throughout and post implementation, encouraging intergenerational learning (young people as ambassadors) and motivational communications material. There is a neutral impact on cohesive communities as the new waste model supports and strengthens a social enterprise operating model for the collection and re-use of textiles, and the service changes are supported through a new (draft) household waste collection policy, to support the regulation of the new operating model.

Evidence to support the Well-being Impact Assessment

- We have consulted published research or guides that inform us about the likely impact of the proposal
- We have involved an expert / consulted a group who represent those who may be affected by the proposal
- We have engaged with people who will be affected by the proposal

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire

Overall Impact	Positive
Justification for impact	The new waste service will secure the long term future of the service and associated jobs and importantly contribute to increasing recycling rates in the County which will minimise residual waste generated by the County's residents. There is an overall reduction in the Council's carbon footprint through enhanced capture of recycling, especially food waste. Materials recycled are of higher quality which will help stimulate growth in the manufacturing industry within the UK.
Further actions required	Maximising the positive impacts from higher recycling rates will be dependant on undertaking a comprehensive communication campaign and ongoing education strategy that provides both instructional and motivational information to encourage people to take the extra effort to recycle more and separate their household waste items into various containers. A YouGov Survey stated that 70% of people want to know what happens to their rubbish and 32% would be more likely to separate their materials if they knew what happened to them. the Viridor Recycling Index 2017 (consumer survey) showed that only a quarter of people believed their waste was properly recycled and showed a clear need for better education, with seven in ten (69%) people feeling frustrated about not having enough education materials on recycling. There is an opportunity to re-engage with Denbighshire citizens to provide the information that will inform and influence pro-environmental behaviours. Consideration to reducing manual handling concerns will be given when specifying the new kerbside recycling vehicles, including consultation with Unions and the workforce. W and R team to investigate introduction of a "ready for work" programme to train up new operatives (workforce succession planning) and career pathways opportunities for existing employees to upskill.

Positive impacts identified:

A low carbon society	<p>Application of the waste hierarchy, enhanced opportunity for closed loop recycling, greater quantities of waste recycled, less vehicle passes to each households over a 4 week period, vehicle haulage movements as recycling is bailed locally - so overall greater environmental benefits. Increased in recycling performance of 3.1% projected. There is a wide evidence base to show that Kerbside Sort yields a lower carbon footprint than co-mingled collections. The carbon impacts of different methods of collection and post collection sorting were shown by the ADAS report for London Borough of Camden which stated that: "The carbon footprint of the whole process for the co-mingled collection, transfer and MRF is 77% greater than for the kerbside sorted recyclate collection system."</p> <p>High quality materials are more likely to be used in closed loop recycling where glass bottles and jars are recycled into similar products, paper into paper and so on. The carbon benefits of the closed loop recycling of glass were demonstrated in a 2006 paper "The impact of the carbon agenda on the waste management business", Grant Thornton, Oakdene Hollins. The reduced carbon impact of kerbside sort vehicles compared to large Refuse Collection Vehicles currently used to collect recycling in DCC are considerably lower, as supported by the following paper "Kerbside Recycling in Wales: Environmental Costs, Waste and Resources action Programme (WRAP), March 2009.</p>
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<p>Quality communications, infrastructure and transport</p>	<p>All new waste collection rounds will undertake route optimisation analysis to reduce unnecessary mileage and optimise efficiency, as well as round risk assessments to avoid traffic congestion where practical. The changes will be supported by a communications plan, to include face to face public engagement, a schools education package, and revised instructional material. Option 5 will result in significant capital investment in local authority depots (North Wales) and new waste containers. There may be an opportunity to combine the provision of salt barns with the depot bulking facilities at one of the sites, improving the way we manage winter maintenance resources.</p>
<p>Economic development</p>	<p>Collected recycling will be of adequate quality to be reprocessed in the UK (as opposed to being shipped overseas), encouraging home grown manufacturing industries to develop/expand. Collecting high quality recycling through source segregation is a priority for Welsh Government as they recognise the opportunities the EU "Circular Economy" package brings to helping Wales grow its own economy, and in a more sustainable way (www.gov.wales news article "Wales leading the way towards becoming a circular economy" 28th June 2018. Positive impacts of the circular economy on economic growth are also recognised in the Welsh Government's Economic Action Plan.</p> <p>The paper by the Resources Association "Putting quality recycling at the heart of a circular economy" August 2015 concludes that mandatory source separation of recyclables, including biowaste, would reduce recycling contamination and create new economic opportunity. By example, an article by Simon Weston (LetsRecycle.com 17th July 2017) director of raw materials (Confederation of Paper Industries) states "Recent work conducted by the Confederation of Paper Industries (CPI) estimates that an increase of one percentage point in contamination would increase costs by about £8 million per annum across the entire UK mill system. For a large paper reprocessor this could equate to as much as £1.25 million per percentage point increase for each 100,000 tonnes of raw material procured. These sorts of additional costs undermine the viability of domestic re-processors when compared with foreign competitors using other material streams, and could lead to plant closures and job losses."</p> <p>Kerbside Sort systems yield very low contamination rates (1% Friends of the Earth, compared to Commingled recycling schemes that rarely achieve contamination rates below 5% and often in excess of 10%). Hygiene waste will be collected separately in the Option. It is possible that this waste stream can be recycled and future discussions with Welsh Government are anticipated over the opportunity for this waste to be re-processed in Denbighshire. This would created further jobs through the construction and operation of a new facility.</p>
<p>Quality skills for the long term</p>	<p>Waste operatives will require enhanced manual handling training. In addition, the service will be modernised to closely monitor recycling habits of individuals through enhanced data capture of weight based information. Team members will be trained to use route optimisation software. DCC's waste technical team will be trained to collate and report on a wider range of performance data. The team will be required to deliver behaviour change messages to a wide range of audiences, including to school groups and private/social landlords. Increased procurement skills and experience will also be required. The service change would be supported through the adoption of an environmental enforcement policy which the team will be required to adopt. Whilst the existing enforcement team have all existing knowledge and skills, wider adoption by the rest of the team will be required.</p>

Quality jobs for the long term	<p>All waste operatives will be required to become "recycling ambassadors" as their acceptance/rejection of presented material will be fundamental to providing weekly feedback to the residents about what can and can not be collected on the kerbside sort scheme. Expected that Waste team jobs will be secured, may be need for additional Waste Team members depending on future operational model - to be confirmed as part of further development of Business Case. The baseline is unaffordable and jobs across other council service are at risk should we not change the way we deliver our services.</p> <p>This option will secure at least 9 full time jobs in a local Social Enterprise, and support at least 18 people with learning disabilities, through the collection, sorting , cleaning and resale of textiles.</p>
Childcare	There are no known increased benefits arising from changing from the baseline to Option 5. Working hours are not modelled to change.

Negative impacts identified:

A low carbon society	<p>approx. 35,000 Blue recycling bins and 30,000 grey residual bins will become redundant but recovered bins will be collected and sent for recycling. Recovered plastic is often recycled into new waste containers. procurement of new containers will specify some recycled content (whilst maintaining strength / life expectancy of the container).</p> <p>Option 4 and 5 include the option to direct deliver recycling from the North of the County to a Conwy facility (additional 6-8 miles round trip)increasing the distance travelled by affected vehicles. This is yet to be decided.</p>
Quality communications, infrastructure and transport	Option 4 and 5 include the option to direct deliver recycling from the North of the County to a Conwy facility (additional 6-8 miles round trip)increasing the distance travelled by affected vehicles.
Economic development	None - the current receiver of comingled recycling would prefer source segregated material, due to higher quality of paper.
Quality skills for the long term	It is envisaged that the increased manual handling requirements on the kerbside sort option will lead to a number of operatives seeking redeployment or retirement. This will produce a knowledge gap in the service for which we must prepare over the next 2 years.
Quality jobs for the long term	The manual handling implications of the kerbside sort system may present as a barrier to older operatives or operatives with pre-existing conditions that limit repetitive lifting operations. A key HR work stream has been set up to identify redeployment opportunities for staff who may not be able to carry out the new duties and jobs will be re-evaluated to reflect the change in operations. The Service has already identified the Council's Career Pathways programme as a strategy to deliver succession planning and develop skills of existing employees. They are also proactively engaged in promoting career opportunities externally, such as attending job fairs.
Childcare	There are no known increased implications arising from changing from the baseline to Option 5.

A resilient Denbighshire

Overall Impact	Positive
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Justification for impact	Overall, despite potential for negative consequences due to potential increase in collection vehicle mileage and possible negative behaviour reactions by disgruntled residents who may take against recycling agenda as a consequence overall it is felt the overall message will raise awareness of the importance of recycling and the new model will support the capacity to further increase domestic recycling rates
Further actions required	Negative behaviour issues will be tackled through targeted communications on the benefits of the change to collection model to try to get all residents on board. As far as is possible new collection vehicles will be the most fuel efficient models affordable to reduce fuel consumption and emissions as far as practical to mitigate this issue.

Positive impacts identified:

Biodiversity and the natural environment	This option enables the reprocessing industry to operate closed loop recycling solutions, saving the need to use virgin materials extracted from the natural environment across the world. More recycling will be recovered than the baseline option. Evidence suggest that people adopting pro-recycling behaviours on a kerbside sort system become more supportive of wider environmental issues.
Biodiversity in the built environment	Currently around 10,000 households are receiving a sack collection for residual/recyclable waste. Sacks are ripped open by scavenging animals (seagulls, rats and foxes) providing an unnatural source of food, leading to unhealthy increases in populations of some species that may displace other species. This option will seek to reduce the number of households on a sack collection and provide a more regulated system that will prohibit residents placing food waste into sacks. The Trollibocs system does help contain litter as it must be presented lidded but will require enforcement to ensure boxes are not presented off the trolley and without lids.
Reducing waste, reusing and recycling	Option will improve and increase domestic recycling performance and produce cleaner material more suitable for closed loop recycling.
Reduced energy/fuel consumption	Food waste is co-collected on the same recycling vehicle as dry material and the number of residual collection passes per month are reduced. Overall this results in less vehicle movements.
People's awareness of the environment and biodiversity	New collection model will further raise awareness of need to and issues around recycling. A communications Strategy has been developed and includes an Education Campaign to promote pro-recycling behaviours in young people, and encourage them to take home important messages.
Flood risk management	Any changes in use to the Lon Parcwr depot to receive waste will require enhanced flood mitigation due to proximity of river. This option is still being considered and will be revisited if this depot will be used.

Negative impacts identified:

Biodiversity and the natural environment	Any development at the Lon Parcwr Depot could have an adverse effect on the local environment (Salmon River adjacent) and therefore consultation with NRW and Planning will inform depot options appraisal. As a result of the service change around 35,000 blue wheeled bins and up to 30,000 black wheeled bins will become redundant. These will be collected for recycling into new bins. To partially offset the environmental impact, new containers will contain the optimum recycled content whilst maintaining durability. Residents will be asked to request a larger black bin only if they need it, in order to reduce wastage and cost.
Biodiversity in the built environment	Development of a waste transfer facility could impact, depending on location, yet to be determined.

Reducing waste, reusing and recycling	May encourage negative behaviour from disgruntled Residents who take against new arrangements and deliberately reduce recycling efforts. Many local authorities have restricted residual waste capacity and reduced collections to 3 weekly. there is no evidence to suggest an increase in fly tipping in these authorities. However, it is necessary to support these service changes with fair but firm household waste collection policy and resource enforcement activities adequately to ensure that dumping of rubbish and deliberately cross contaminating waste streams is appropriately regulated.
Reduced energy/fuel consumption	New collection model may generate additional distance travelled that may increase fuel consumption - to be confirmed once new collection model analysed in detail and location of tipping facilities are confirmed. Initially, households may take extra journeys to the household recycling parcs to dispose of excess waste. Overall, capacity for their waste will be increased by 57litres each week. Therefore as long as waste is segregated it should be able to be managed kerbside. The household waste collection policy will specify that households will qualify for additional capacity as long as they can demonstrate they recycle all they can, and capacity is a regular issue. Residents taking "black bag" type waste to the Recycling Parcs will be asked to segregate recyclables or the bags will be rejected. Therefore encouraging the correct behaviours at home, negating the need for additional journeys.
People's awareness of the environment and biodiversity	May encourage negative behaviour from disgruntled Residents who take against new arrangements and deliberately reduce recycling
Flood risk management	

A healthier Denbighshire

Overall Impact	Neutral
Justification for impact	Neutral overall as few relevant impacts, where potential impacts do exist they are likely to be minimal
Further actions required	Positives on engaging people in a positive way will be stressed and highlighted as part of communications during/post implementation

Positive impacts identified:

A social and physical environment that encourage and support health and well-being	This option requires the householder to do more to manage their waste responsibly. More support will be offered to residents to comply and a sustained and focussed environmental campaign will offer opportunities for social norming and intergenerational learning, where schools and their pupils encourage their communities to recycle more.
Access to good quality, healthy food	NONE
People's emotional and mental well-being	Engaging people further in the need and activity of increasing recycling will engage them in a positive activity that can improve their sense of participation and doing good. There is evidence that people using a kerbside sort system are more "bought into" recycling as they believe more strongly the material is going to be made into new products. There is also evidence to suggest engaged recyclers are more likely to engage or be supportive of wider environmental initiatives.
Access to healthcare	NONE
Participation in leisure opportunities	NONE

Negative impacts identified:

A social and physical environment that encourage and support health and well-being	There is a risk that those residents who do not currently engage with DCC's waste collection system will find the new system more challenging, therefore incidents of alleyway dumping may increase if not managed. DCC will introduce a new enforcement policy and increased communications programme to mitigate these risks.
Access to good quality, healthy food	NONE
People's emotional and mental well-being	Possible issues with the change upsetting residents and affecting their well being due to change and the need to adapt to new arrangements which they may feel antagonism towards, or be fearful they will not be able to cope with the new system.
Access to healthcare	NONE
Participation in leisure opportunities	NONE

A more equal Denbighshire

Overall Impact	Neutral
Justification for impact	Most protected groups should be unaffected by the new waste model as households already present and segregate their rubbish. There may be a negative impact on residents with disability or who are elderly/infirm but variants to the main system will be put in place to recognise and manage this.
Further actions required	Recycling rates in areas with poor economic circumstances is often lower than in other areas. More targeted communications, such as roadshows, School visits and door to door support will be required to ensure residents in these areas fully understand the new system and take care to store their waste and recycling containers on their own properties so they are not abused or stolen.

Positive impacts identified:

Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation	The new Service will include a free separate collection of nappy/incontinence waste upon request, helping households with young children, or residents with medical needs cope better with the Waste Collection Service. This is an improvement to the existing service. Where possible discreet but accessible collection points from inside the household property boundary may be requested for those requiring the services due to medical conditions.
People who suffer discrimination or disadvantage	NONE
People affected by socio-economic disadvantage and unequal outcomes	People in poverty often produce more waste - especially food waste and packaging waste. The new model provides greater capacity overall, on a 4 weekly basis to manage and contain waste.

<p>Areas affected by socio-economic disadvantage</p>	<p>All trollibocs and new waste containers will be provided free of charge during the service change, even though the Council has a right to charge for them.</p> <p>W and R department will liaise with the Council's troubled families team and other appropriate outreach workers to ensure that waste requirements are understood and passed on to households, should waste issues or questions arise.</p> <p>A schools Education programme will be launched to support the new waste model, and priority focus will be given to schools in derived areas. The new waste model will increase the opportunities for employment and "ready to work" schemes.</p>
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Negative impacts identified:

<p>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</p>	<p>People with some disabilities may find the new way of presenting waste more challenging, due to the need to separate waste into more containers, and due to the fact that they may need a larger residual bin, which could be heavier to manoeuvre. Consultation with disability user group representatives has also identified that the new Trollibocs system requires more "bending" that could prevent or put off some infirm residents from using the service. For this reason a range of container options will be offered to infirm or disabled residents and the Trolliboc design will take account of feedback received through consultations. DCC operate an assisted collection service so if a household find their residual bin too heavy due to size can either be given a smaller bin (subject to having capacity) two smaller bins, or may apply to be on the assist list where we collect the bin from the curtilage of their property.</p> <p>The new DCC waste enforcement policy will allow for households to be listed as exempt from recycling some or all materials if a disability and/or lack of support genuinely prevents them from doing so (e.g. sheltered accommodation with occupants with dementia).</p> <p>Trollibocs can be provided with braille stickers where needed and all associated instructional material will be provided in appropriate mediums for sight impaired occupants.</p> <p>Opportunities for upskilling and redeployment will be provided to employees who are unable to manage the new manual handling requirements of the collection service</p>
<p>People who suffer discrimination or disadvantage</p>	<p>If a household has suffered discrimination from sections of their community in the past, they are more likely to be reported to us if they struggle to comply with the new system.</p> <p>The DCC enforcement policy will always include an initial educational step before enforcement action is taken to help residents to adjust to the new requirements.</p>
<p>People affected by socio-economic disadvantage and unequal outcomes</p>	<p>The Council has the right to issue a fixed penalty to residential occupants for failing to recycle, or dumping black bag waste. In order for the new scheme to work longer term, it will be necessary to monitor activities of non-complimg households more rigorously, that could lead to FPN's being issued. However, the revised Council enforcement procedure will ensure that every household will be given the opportunity to correct behaviours. In addition, an early payment option with a reduced fine level can also be included.</p>
<p>Areas affected by socio-economic disadvantage</p>	<p>Recycling rates in areas with poor economic circumstances is often lower than in other areas.</p>

Overall Impact	Neutral
Justification for impact	<p>Overall positive impact as new collection model offers opportunities to raise awareness of need to and increase ability to recycle for residents and benefit this may bring to engagement and reducing littering but is small risk it may also lead to feeling that change being done to residents and an associated problem of littering and fly tipping may result however this is thought to be low risk. The new system will be better regulated to identify non-compliance quickly and target behaviour change processes efficiently. There will be less (no) abandoned contaminated bins on the streets in the future preferred model.</p> <p>The Recycle More Waste Less Survey showed that households are currently more likely to have space in their residual black bin on collection day than their recycling bins, evidencing that the new model, to increase recycling capacity by 57litres per week and reducing residual capacity by 10litres per week is manageable. This, combined with the fact that on average 51% of the waste in the black bins could be recycled on our existing services supports a move to shift the focus and resources to collecting more recyclable waste.</p>
Further actions required	<p>There is a perception that a reduced residual collection frequency could attract pests. The new model will offer a weekly opt-in service for human hygiene waste and the weekly food waste service will continue and be expanded to all houses, meaning waste most likely to attract pests and vermin should not be in the residual bin. Households remaining on a sack collection will be provided with gull-proof sacks to contain their disposal pink sacks. This will keep waste and odours contained and enable the Council to regulate the capacity given to sack customers so that recycling behaviours are still incentivised.</p>

Positive impacts identified:

Safe communities and individuals	<p>All wheeled bins and Trollibocs will be assigned to individual properties, encouraging ownership so they are not left out on the highway where they pose a fire risk. Currently there are excessive numbers of abandoned blue recycling bins on the public highway due to them becoming contaminated. This will not be an issue in the new model.</p>
Community participation and resilience	<p>All residents have had the opportunity to be surveyed about the changes and will have the opportunity to raise concerns they may have already that can be addressed via the proposed changes or concerns they may have in relation to the new change that can influence its design e.g. frequency of nappy collections.</p> <p>A sustained schools education programme will result in a significant number of young people becoming recycling ambassadors, and offering learning /recycling opportunities within their communities.</p>
The attractiveness of the area	<p>With improved recycling it may be that this leads to a reduction in litter / waste as more recyclable material is captured via the new collection arrangements. Sack collections and on street solutions (currently abused) will be phased out wherever possible. Enhanced consultation with HMOs and private landlords will seek to ensure adequate and appropriate provision is made for tenanted properties.</p>
Connected communities	<p>Intention to use social norming as a way to promote pro-recycling behaviours and identify recycling champions.</p>
Rural resilience	

Negative impacts identified:

Safe communities and individuals	Residents who fail to comply with the new system and dump their waste will lower the environmental quality where they live - leading to the broken windows effect. The new waste model, however, will have boosted resources to target those individuals with appropriate education and enforcement action. It is not envisaged, however that these issues will increase in number from the baseline model. Areas causing issues now will be visited to ensure the optimal system is put in place to prevent waste escaping into the environment.
Community participation and resilience	Many residents will not have actively engaged during the proposal phase and provide resistance as the service is rolled out.
The attractiveness of the area	Residents who fail to comply with the new system and dump their waste will lower the environmental quality where they live - leading to the broken windows effect. The new waste model, however, will have boosted resources to target those individuals with appropriate education and enforcement action. It is not envisaged, however that these issues will increase in number from the baseline model. Areas causing issues now will be visited to ensure the optimal system is put in place to prevent waste escaping into the environment. There is a perception that a reduced residual collection frequency could attract pests.
Connected communities	Initially some recyclers may disengage with the new service if they disagree with the proposals. Mitigate with regular and targeted coms using the Waste Recycling Action Programme's (WRAP's) segmentation research. New scheme must be flexible to address individual needs where appropriate.
Rural resilience	

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Neutral
Justification for impact	There will be a lot of communications material produced to provide instructional and motivational information to target audiences and the public in general. Every opportunity to promote the Welsh Language and cultures will be taken during the development of our campaigns.
Further actions required	There are no identified negatives.

Positive impacts identified:

People using Welsh	The proposed waste collection system is more aligned to those in the other Welsh authorities. This consistency will assist in general understanding in any language as families and friends communicate beyond County boundaries. All communications, including the survey, media releases and instructional information will be produced in Welsh as well as English.
Promoting the Welsh language	There is an opportunity to display bi-lingual advertisements with simple messages/ catch phrases
Culture and heritage	In the longer term, once kerbside capture of materials is maximised, there is an opportunity to promote re-use of kerbside materials and carry out campaigns to extend the life of items through repair. This will encourage people to learn traditional skills, such as sewing. There is also an opportunity to appeal to target audiences through tying together traditional activities and recycling/re-use behaviours (e.g. A rugby player recycling his old shirt, a sheep farmer recycling his working dogs' food packaging etc...)

Negative impacts identified:

People using Welsh	NONE
Promoting the Welsh language	NONE
Culture and heritage	NONE

A globally responsible Denbighshire

Overall Impact	Positive
Justification for impact	Positive overall as aligns with other North Wales LA's - developing common resident experience and producing higher quality resources that can stimulate local and national manufacturing opportunities.
Further actions required	As part of design and communications around collections model change Denbighshire will learn from experience at Conwy CBC and from all previous service changes in Wales and wider afield, through data held by WRAP (Waste Resources Action Programme)

Positive impacts identified:

Local, national, international supply chains	The baseline waste model produces low quality recycling which has limited markets, often overseas. This option produces source segregated material which can be used by local and national manufacturing companies.
Human rights	NONE
Broader service provision in the local area or the region	By making the proposed changes the waste collection model in Denbighshire will more closely align with others across North Wales, including specifically Conwy CBC therefore making any option for Service of Council mergers in future a simpler task
Reducing climate change	

Negative impacts identified:

Local, national, international supply chains	Initially there will be a drop in the volume of some non-target plastic that is currently being marketed but the benefits of producing cleaner material far outweigh this.
Human rights	To support the introduction of the new scheme, the Council will be reviewing its waste enforcement policies to ensure the scheme is regulated. The Council will, in all cases act in accordance with the Regulators Code (2014).
Broader service provision in the local area or the region	NONE
Reducing climate change	

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Report to	Communities Scrutiny Committee
Date of meeting	13th May 2021
Lead Member / Officer	Cllr Mark Young (Lead Member for Planning, Public Protection and Safer Communities)/ Emlyn Jones (Head of Planning, Public Protection and Countryside Services)
Report author	Angela Loftus (Strategic Planning & Housing Manager)
Title	Gypsy & Traveller Accommodation Assessment – proposal to establish a Task & Finish Group

1. What is the report about?

1.1. The Housing (Wales) Act 2014 requires that an assessment of accommodation needs of Gypsies and Travellers must be undertaken and submitted to Welsh Government every 5 years. The Council is now required to undertake a new assessment, as our existing assessment was originally submitted in February 2016. This report proposes the creation of a Scrutiny Task and Finish Group to support work on the new assessment.

2. What is the reason for making this report?

2.1. The purpose of this report is to seek approval from Scrutiny Committee to establish a Task and Finish Group to support work on the Council's new Gypsy and Traveller Accommodation Assessment (GTAA) and agree the draft Terms of Reference for the group.

3. What are the Recommendations?

3.1. That Members agree to establish a Scrutiny Task and Finish Group to assist with and inform work on the new Gypsy and Traveller Accommodation Assessment.

3.2. That Members agree the draft Terms of Reference for the group attached as Appendix 1.

4. Report details

Background

- 4.1. The Housing Act (Wales) 2014 places a legal duty on Local Authorities to assess the accommodation needs of Gypsies and Travellers (Section 101) and subsequently meet those needs (Section 103). There is a legal requirement (Housing (Wales) Act 2014) for GTAAs to be undertaken as a minimum every 5 years and the Council is now required to undertake a new Assessment. The deadline for the GTAA to be submitted to Welsh Government is 24th February 2022.
- 4.2. An up to date GTAA is also a requirement for the replacement Local Development Plan (LDP). Without an up to date robust GTAA the Independent Inspector will not be able to approve a new LDP. The LDP is considered an important planning tool because it sets out local priorities for land allocation across the county and includes land allocations for housing, employment and the protection of green space etc. The LDP also includes local policies e.g. affordable housing, carbon reduction, protection of important environments and species. Without a new GTAA there can be no replacement LDP which would leave the Council in a vulnerable position regarding control/restricting inappropriate developments across the County and risk losing appropriate inward investment due to a lack of certainty in the planning process.
- 4.3. The GTAA identifies need and does not seek to identify specific locations for sites. Therefore, further work around possible sites would be progressed on completion of a new approved GTAA (subject to the identification of need). No work is currently being undertaken to identify sites.
- 4.4. A robust project management approach is being adopted with the establishment of a Member-led Project Board, with the Leader and Lead Member working with Senior Officers to direct this work ensuring Member involvement, openness and transparency throughout the process.
- 4.5. Consultants have been commissioned jointly with Conwy County Borough Council (CCBC) to undertake the new GTAA via a formal tendering process. This procurement approach is to ensure consistency and cost efficiencies but each local authority has a separate contract with the consultants and the consultants will produce individual GTAA reports specific to each county. Work has not yet started on the assessment and it is key that concerns raised around the existing GTAA are incorporated into the

work brief for the consultants and that the new GTAA responds to those perceived gaps in information and process.

- 4.6. Key issues raised by elected Members and Scrutiny Committee previously included a requirement for an increased level of consultation with Gypsy and Traveller communities around Transit provision (raised by all parties including Scrutiny), the need for early engagement with Scrutiny Committee and concerns about the lack of explanation around the recommendations in the GTAA.
- 4.7. In order to help to address these concerns it is proposed by the GTAA Project Board that a Scrutiny Task and Finish Group should be established to provide input and support to inform the development of the new GTAA. The proposal to establish a Task and Finish Group was discussed with Scrutiny Chairs and Vice Chairs Group on 11th March 2021 and they were supportive of the proposal.
- 4.8. The purpose of the Group will be to ensure that the approach taken to deliver the new GTAA complies with the Welsh Government methodology and that previous feedback is taken into account within the new document in line with Scrutiny requirements. In addition, the Group will monitor progress and advise as necessary on the delivery of the Assessment. A key role will be to help to develop a suitable stakeholder engagement plan that will satisfy Scrutiny concerns and requirements. The draft Terms of Reference for the Task and Finish Group are attached as Appendix 1.
- 4.9. This work will be responsible for supporting the delivery of the new GTAA. This work **will not** include any site selection (as no work on site selection is currently being undertaken) or respond to/review other ongoing operational matters around Gypsy and Traveller sites or unauthorised encampments.
- 4.10. It is proposed that the Group should comprise one elected Member appointed by each of the Council's Member Area Groups (MAGs), to ensure geographic spread. In view of timescales, nominations from each Member Area Group are currently being sought. The Group will be supported by the Corporate Director Economy and Public Realm, Head of Planning, Public Protection and Countryside Services, Service representatives and the Corporate Project Manager. Invitations will also be extended to Travelling Ahead (Third Sector Advocacy organisation for Gypsies and Travellers funded by WG), North Wales Police Diversity Team. The company working on behalf

of the Council, Opinion Research Services (ORS) will also be invited to meet the Group members and to attend to present updates as necessary.

4.11. The work of the Group will need to focus on developing the delivery approach and stakeholder engagement plan for the Gypsy and Traveller Accommodation Assessment, with a report to Communities Scrutiny Committee at the end of July, due to timescales a Special meeting would potentially be required.

5. How does the decision contribute to the Corporate Priorities?

Completion of the GTAA will contribute to the Corporate priority: Housing by identifying the accommodation needs of the Gypsy and Traveller community.

6. What will it cost and how will it affect other services?

Consultants have been procured jointly with CCBC to undertake the GTAA. The DCC commitment of £5.5k will be met from the LDP budget. The work of the Task and Finish Group may identify some additional requirements for the consultants which may have an impact on the budget. This will be reviewed as the project progresses.

The controversial nature of this work and the proposal for a more detailed communication and stakeholder engagement plan will place greater demands on the Strategic Planning and Housing Team than other needs assessments required by the LDP. Consultation with Gypsy and Traveller families is an essential aspect of the GTAA process. Education and Social Care services in particular will have a key role in the dissemination of information relating to the consultation and the identification of existing families who may have a need during the consultation stage of the project.

7. What are the main conclusions of the Well-being Impact Assessment?

A Well-being Impact Assessment is being carried out for the project. However, this report seeks approval for the establishment of a Task and Finish Group and an assessment is not required at this stage.

8. What consultations have been carried out with Scrutiny and others?

A comprehensive series of engagement activities has been undertaken with members as set out below:

Meeting	Date
Group Leaders	10/2/21
Strategic Planning Group	17/2/21
Strategic Housing & Homelessness Group	26/2/21
Written Member's Briefing from SPG/Lead Member to all members – general overview prior to Council Briefing	1/3/21
Scrutiny Chairs and Vice-Chairs Group	11/3/21
Council Briefing	15/3/21

9. Chief Finance Officer Statement

As set out in Section 6 there are no direct costs related with the establishment of a Task and Finish Group and it is welcome that the initial costs of consultants have been taken account of within existing budgets. The position will need to be monitored carefully over the coming months.

10. What risks are there and is there anything we can do to reduce them?

There are a significant number of risks to the project that have been identified at this early stage and will feed into the full project business case risk assessment process. The adoption of a project management process to the delivery of a replacement GTAA is one step to reduce the risk. A lack of political support has been identified as a significant risk which has led to the clear need for the Leader and Lead Member to be fully engaged in the development of the project from the start. The establishment of a Task and Finish Group will ensure wider Member involvement in the project from the outset.

11. Power to make the decision

Section 21 of the Local Government Act 2000.

Section 7.4 of the Council's Constitution.

Scrutiny Task & Finish Terms of Reference - DRAFT

Gypsy & Traveller Accommodation Assessment (GTAA)

1. Membership

6 elected members – representatives appointed by each of the Council's Member Area Groups (to ensure geographic spread)

2. Officer Input

- Corporate Director Economy and Public Realm
- Head of Planning, Public Protection and Countryside Services
- Service representatives
- Corporate Project Manager

Invitations will also be extended to Travelling Ahead (Third Sector Advocacy organisation for Gypsies and Travellers funded by WG), North Wales Police Diversity Team.

The consultancy Opinion Research Services (ORS) will also be invited to meet the Task and Finish Group members and to attend to present updates as necessary.

3. Purpose of the Work

To ensure that the approach taken to deliver the new Gypsy and Traveller Accommodation Assessment complies with the Welsh Government methodology and that previous feedback is taken into account within the new document in line with Scrutiny requirements.

To monitor progress and advise as necessary on the delivery of the Assessment. To help to develop a suitable stakeholder engagement plan that will satisfy Scrutiny concerns and requirements.

This work will be responsible for supporting the delivery of the new Gypsy and Traveller Accommodation Assessment document. This work **will not** include any site selection or respond to/review other ongoing operational matters around Gypsy and Traveller sites or encampments.

4. Sphere of Work

For Members to:

- gain an understanding of the work area including the statutory responsibilities for a GTAA
- contribute to the development of the GTAA work brief and monitoring that this will comply with the requirements and methodology set out by Welsh Government (including considerations around consultation with Gypsy and Traveller families) and address the previous recommendations raised through the Scrutiny process
- identify key stakeholders and contribute to the development of a Stakeholder Engagement plan (both for the Gypsy and Traveller

community as part of the GTAA process and the wider stakeholders as part of the project communications plan)

- monitor and advise as necessary on the delivery of the Assessment and subsequent report to ensure compliance with both WG methodology and Scrutiny recommendations

5. Timescales

Due to statutory deadlines for the submission of the GTAA it will be necessary for the Task and Finish group to meet several times over the first few months in order to develop and agree with Scrutiny Committee the delivery approach and stakeholder engagement plan for the work.

The group's focus will then move from assisting the development of the delivery approach to become one around monitoring. Meetings will be set in line with the project delivery plan (currently under development).

The Task and Finish Group meetings are expected to take place as follows:

Meeting 1 – W/C 17 May 2021 (TBC)	
Purpose	Attendees
Develop an understanding of the project, agree terms of reference and tasks required. Identify key stakeholders.	Task and Finish Group members ORS Consultants With invitations to Travelling Ahead & North Wales Police
Meeting 2 – w/c 7 June 2021 (TBC)	
Purpose	Attendees
Review GTAA methodology and consultants work brief. Develop and review draft communications and stakeholder engagement plans.	Task and Finish Group members Lead Member With invitations to Travelling Ahead & North Wales Police
Meeting 3 – w/c 21 June 2021 (TBC)	
Purpose	Attendees
Further review of work brief / stakeholders communication plan Draft and agree report to Scrutiny	Task and Finish Group Members Lead Member With invitations to Travelling Ahead & North Wales Police
Meeting 4 – w/c 1 July 2021 (TBC)	
Purpose	Attendees
Further review of work brief / stakeholders communication plan Draft and agree report to Scrutiny	Task and Finish Group Members Lead Member With invitations to Travelling Ahead & North Wales Police
Meeting 5 – Report to Scrutiny Committee End July 2021 (TBC)	
Purpose	Attendees

Appendix 1

Present report, draft work brief and stakeholder engagement plan to Communities Scrutiny Committee	Task and Finish Group Chair
Meeting 6 – September 2021 *	
Purpose	Attendees
Review progress of the GTAA consultation	Task and Finish Group Members Consultants With invitations to Travelling Ahead & North Wales Police
Meeting 7 – Date TBC*	
Purpose	Attendees
Review draft GTAA report in preparation for Scrutiny meeting in November 2021	Task and Finish Group Members Consultants
Meeting 8 – Report to Scrutiny Committee – Date TBC*	
Purpose	Attendees
Present T&F group update in relation to the GTAA report to Communities Scrutiny Committee	Task and Finish Group Chair
*Dates will be subject to relaxation of WG Covid restrictions around consultation with the Gypsy and Traveller community	

6. Governance

The Task and Finish Group will report its findings, conclusions and any proposed recommendations to Communities Scrutiny Committee.

7. Administration

An officer from Planning, Public Protection and Countryside Services will provide administrative support to the Task and Finish Group. They will be responsible for keeping an appropriate record of the Group's proceedings which shall be made available upon request to elected members and/or Democratic Services staff.

Elected Members:

1 representative from each Member Area Group (MAG)

Dee Valley: to be appointed

Denbigh: to be appointed

Elwy: to be appointed

Prestatyn: to be appointed

Rhyl: to be appointed

Ruthin: to be appointed

Officer Support to the Group:

Graham Boase (Corporate Director Economy and Public Realm), Emlyn Jones (Head of Planning, Public Protection and Countryside Services), Angela Loftus (Strategic Planning and Housing Manager), Kim Waller (Corporate Project Manager)

Appropriate Representative Travelling Ahead : to be appointed

Appropriate Representative North Wales Police: : to be appointed

*Lead Member(s) can be invited as expert witness(es)

DRAFT

Report to	Communities Scrutiny Committee
Date of meeting	13 May 2021
Lead Officer	Rhian Evans, Scrutiny Co-ordinator
Report author	Rhian Evans, Scrutiny Co-ordinator
Title	Scrutiny Work Programme

1. What is the report about?

The report seeks Communities Scrutiny Committee to review its draft forward work programme. In doing so the Committee is asked to reflect on the implications of the focus on business critical operations during the emergency phase of the COVID -19 pandemic and the programmes of work underway or being planned under the recovery phase, whilst also having regard to items of business already on its forward work programme prior to the pandemic.

2. What is the reason for making this report?

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

3. What are the Recommendations?

That the Committee

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate; and
- 3.2 identifies key messages and themes from the current meeting which it wishes to publicise via the press and/or social media.

4. Report details

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly review, a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and Audit Wales (AW) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. From now on scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. AW will measure scrutiny's effectiveness in fulfilling these expectations.
- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
 - achievement of the Corporate Plan objectives (with particular emphasis on their deliverability during a period of financial austerity);
 - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2);

- Urgent, unforeseen or high priority issues; and
- Supporting the Council's recovery work in relation to the effects of the COVID-19 crisis on Council services, the local economy and the county's communities

4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested subjects. No officer proposal forms have been received for consideration at the current meeting.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). No items should be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

'Investigation Report on the February 2020 Floods in Denbighshire' and the item on 'Flood Management Responsibilities in relation to the Rhyl Cut and Prestatyn Gutter'

- 4.8 Both the above items were originally listed for presentation to the current meeting. However, due to delays caused to National Resources Wales' (NRW) work in relation to both reports by the January 2021 floods and the COVID-19 pandemic a request was received that their presentation be deferred until July and September respectively. The Chair agreed to the request and the items' presentation have rescheduled (see Appendix 1).

Cabinet Forward Work Programme

- 4.9 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose, a copy of the Cabinet's forward work programme is attached at Appendix 3.

Progress on Committee Resolutions

- 4.10 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

Scrutiny Chairs and Vice-Chairs Group

- 5.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group met on 29 April 2021. At that meeting it requested this Committee to consider the following reports:
- Feedback Receive in response to the Council Housing Tenants Survey (see Appendix 1 – Committee's meeting on 1 July 2021)
 - Denbighshire County Council's Flood Investigation Report into the January 2021 floods in the county (see Appendix 1 – Committee's meeting on 21 October 2021)
- 5.2 With Scrutiny Committee meetings now being held remotely the Group discussed the benefits as well as the practicalities of holding pre-meeting briefings

immediately prior to formal Committee meetings. It was decided that the Chair and Vice-Chair of each Committee should determine on a meeting by meeting basis whether the business for their next meeting merited the holding of a pre-meeting briefing session for all committee members. These meetings would need to start at 9am and finish by 9.30am on the morning of the meeting in order to ensure sufficient time for all attendees to log in to the formal meeting ahead of the 10am start. They would also need to be hosted from elsewhere in County Hall on the morning of the meeting as Committee Services staff would be in the Council Chamber setting up and testing the webcasting equipment ready for the formal 10am meeting. If individual Committee members feel that the business of a forthcoming meeting would benefit from a pre-meeting briefing session, they should in the first instance approach the Chair or Vice-Chair with a request for a pre-meeting briefing.

The Group's scheduled to hold its next meeting on the 1 July 2021.

- 5.3 With a view to raising Scrutiny's profile and encouraging public engagement the Group recently decided that all three scrutiny committees should, for a trial period, identify key themes or messages arising from their meetings for publication via the Authority's social media pages and the local press. The Committee is therefore asked to identify which themes or messages it wishes to highlight from the current meeting.

6. How does the decision contribute to the Corporate Priorities?

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget and resource pressures.

7. What will it cost and how will it affect other services?

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

8. What are the main conclusions of the Well-being Impact Assessment?

A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny through its work in examining service delivery, policies, procedures and proposals will consider their impact or potential impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

9. What consultations have been carried out with Scrutiny and others?

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

10. What risks are there and is there anything we can do to reduce them?

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

11. Power to make the decision

11.1 Section 21 of the Local Government Act 2000.

11.2 Section 7.11 of the Council's Constitution stipulates that scrutiny committees and/or the Scrutiny Chairs and Vice-Chairs Group will be responsible for setting their own work programmes, taking into account the wishes of Members of the Committee who are not members of the largest political group on the Council.

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Communities Scrutiny Committee Forward Work Plan

Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
1 July	Cllr. Julian Thompson-Hill	1. <i>COVID-19 Recovery Theme – Council Buildings</i> <i>(tbc)</i>	<i>To detail the progress made to date in relation to getting Council buildings back into use, decommissioning temporary use buildings and undertaking maintenance backlogs following the Authority's response to the pandemic</i>	<i>To ensure that all Council buildings are compliant with guidelines and regulations for safe use by staff and the public, and the identification of new ways delivering services from Council buildings which safeguard those who enter them</i>	Steve Gadd	<i>September 2020 (rescheduled February 2021)</i>
	Cllr. Brian Jones	2. <i>Investigation Report on the February 2020 Floods in Denbighshire</i> <i>(tbc)</i>	<i>To present the findings and conclusions of the investigation into the cause and impact of the flooding incidents in Denbighshire</i>	<i>An evaluation of the effectiveness of flood risk mitigation measures and procedures in dealing with the severe weather incidents and identification of areas where further work of more robust measures are required</i>	Tony Ward/Wayne Hope	<i>December 2020 (rescheduled due to delay caused by COVID-19 and the Jan 2021 flooding)</i>
	Cllr. Tony Thomas	3. Council Housing Tenants Survey	To examine the feedback from the STAR survey of Council tenants and the Council's Community	(i) An understanding of tenants views about their homes and neighbourhoods, particularly in the context of the COVID-19 lockdowns and their impact on them.	Geoff Davies/Liz Grieve	By SCVCG April 2021

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
				Housing Service's proposals to respond to the Survey's findings	(ii) Input into the Service's proposed actions to respond to the Survey's findings that will support the delivery of the Council's Housing and Resilient Communities corporate priorities		
9 September	Cllr. Brian Jones Reps from NRW to be invited	1.	<i>Flood Management Responsibilities in relation to the Rhyl Cut and Prestatyn Gutter (tbc)</i>	<i>To present the conclusions of the joint study into whether improvements could be made to the management of the Rhyl Cut and Prestatyn Gutter, adjacent drains and sewers, and to outline each organisation's responsibilities in relation to flood management and flood mitigation</i>	<i>An assessment of whether the Council effectively fulfils its responsibilities in relation to flood management and mitigation and works effectively with partner organisations to reduce the risk of flooding and deliver the Environment and Resilient Communities priorities of the Corporate Plan</i>	<i>Tony Ward/Wayne Hope</i>	<i>March 2018 (rescheduled February 2019, June 2019, November 2020 & March 2021) until conclusion of the Phase 3 study which has been delayed due to COVID-19</i>
21 October	Leader	1.	<i>Draft Tourism Signage Strategy for Denbighshire (tbc)</i>	<i>To examine the draft Tourism Signage Strategy for the county developed by the Working Group including potential</i>	<i>The development of a tourism signage strategy that complements trunk road signage and technological innovations in the field of tourism, takes into account the aims of 'The Wales Way' project, attracts visitors and increases the value of tourism</i>	<i>Mike Jones/Peter McDermott</i>	<i>March 2020 (rescheduled due to COVID-19 (Sept & Dec 20))</i>

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
				<i>funding sources and the anticipated timescale for the Strategy's delivery</i>	<i>spend in the county in line with the corporate priority relating to the Environment, and in-keeping with the outcomes of Denbighshire's Tourism Strategy</i>		
	Cllr. Brian Jones	2.	<i>The Role of Denbighshire in Public Transport and Active Travel Provision (tbc)</i>	<i>To examine the Council's work to date in planning public transport and active travel provision in readiness for the likely growth in demand due to the response to the public's response to climate change and sustainable living requirements</i>	<i>Input into future service provision that will meet residents and businesses' needs and help support the delivery of the Council's corporate priorities and Corporate Plan</i>	<i>Peter Daniels/Mike Jones/Emlyn Jones</i>	<i>By SCVCG March 2020 (rescheduled due to COVID-19 (Sept 20 & Jan 2021))</i>
NRW reps to be invited	Cllr. Brian Jones	3.	Denbighshire County Council's Flood Investigation Report into the January 2021 floods in the county <i>(if report unavailable for 21 Oct item to be rescheduled</i>	To examine the findings, actions and recommendations emanating from the investigation into the flooding incidents that occurred in the county in January 2021	(i) Assurances that the reasons for the flooding are all understood and that all agencies are taking suitable actions to manage the future risk of flooding in these areas (ii) Identification of measures that can be taken to enhance effective partnership working to reduce the risk of future flooding and the damage caused by it and to support the delivery of the	Tony Ward/Wayne Hope	By SCVCG April 2021

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
			<i>for 9 December 2021)</i>		Council's Environment corporate priority		
<i>9 December</i>							
Jan/Feb 2022	Cllr. Mark Young	1.	<i>Planning Compliance Charter (may be presented earlier if other items are not available (tbc))</i>	<i>To examine the effectiveness of the Planning Compliance Charter with the county's city, town and community councils in addressing planning contraventions, non-compliance and enforcement issues across the county</i>	<i>An evaluation of the Charter's effectiveness in order to determine whether recommendations are required to strengthen the Charter or increase resources available for planning enforcement across the county</i>	<i>Emlyn Jones/Adam Turner</i>	<i>By SCVCG October 2020 (rescheduled by Committee January 2021 due to COVID-19)</i>
	Leader	2.	<i>Rhyl Regeneration Programme</i>	<i>To examine the effectiveness of the Programme Board's work in delivering the regeneration programme</i>	<i>Identification of any barriers or slippages and the formulation of recommendations to try and address them and sustain the delivery of the programme to secure the regeneration of Rhyl to benefit the economy and the lives of the town's residents and the county in general</i>	<i>Graham Boase/Nicola Caie</i>	<i>January 2021</i>

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
June/July 2023	Cllr. Brian Jones	1. <i>Llangollen Car Park Tariff Pilot Scheme</i>	<i>To outline the effectiveness of the pilot scheme for varying car park tariffs in Llangollen</i>	<i>Identification of lessons learnt from the pilot scheme's implementation and operation in readiness for the introduction of similar schemes in other areas in future</i>	<i>Emlyn Jones/Mike Jones/Peter Lea</i>	<i>January 2021</i>

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Flood Risk Management and Riparian Land Ownership (late 2021 tbc)	To present the findings and conclusions of the Task and Finish Group established to examine methods of strengthening interaction and working relationships between public flood risk management authorities and riparian landowners across the county	To identify methods and make recommendations in relation to the provision of clear communication channels, building levels of mutual trust, and strengthening working relationships between public flood risk management authorities, riparian landowners and their representatives to ensure effective management of watercourses with a view to reducing the risk of flooding in future	Tony Ward/Wayne Hope	December 2020

For future years

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Communities Scrutiny Committee Forward Work Plan

Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author(s)	Date Entered
INFORMATION (for circulation in September 2021 <i>tbc</i> once COVID-19 restrictions permit the work to take place)	Community Impact Assessment on the communities of Rhewl and Llanynys	To present the findings of the community impact assessment undertaken following the closure of Ysgol Rhewl as agreed as part of the modernising education programme	Geraint Davies/James Curran	December 2020
INFORMATION (for circulation Dec 2021/Jan 2022) (<i>tbc</i>)	Central Rhyl Coastal Defence Scheme & the Central Prestatyn Coastal Defence Schemes	<i>To examine the work undertaken to date, in consultation with the two local Member Area Groups (MAGs), on the design and development phases of both schemes in order to secure effective and efficient use of the substantial funding allocated to both schemes with a view to securing their delivery and realising value for money</i>	Tony Ward/Wayne Hope	December 2020

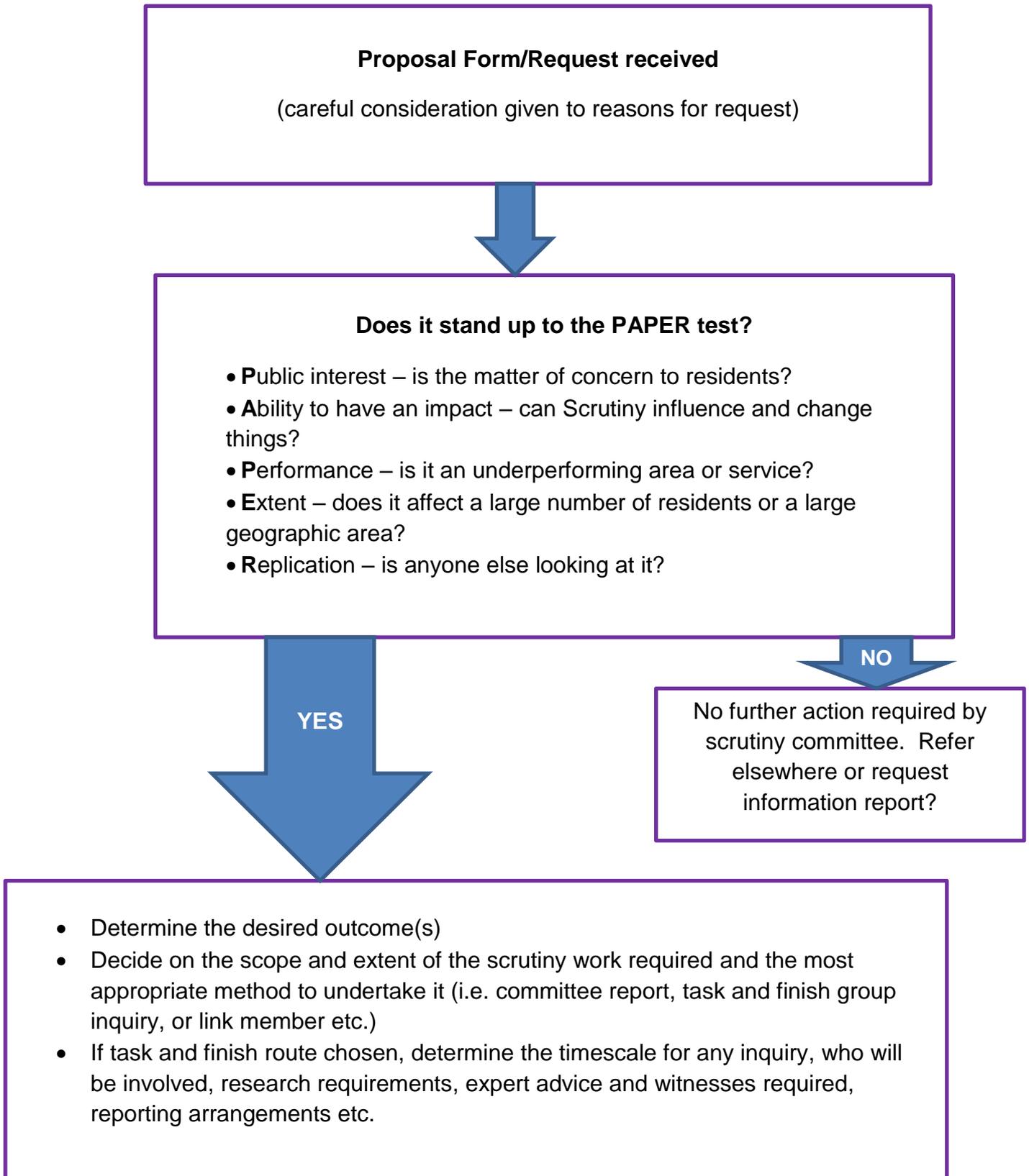
Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
1 July	17 June	9 September	26 August	21 October	7 October

30/04/2021 RhE

Member Proposal Form for Scrutiny Forward Work Programme	
NAME OF SCRUTINY COMMITTEE	
TIMESCALE FOR CONSIDERATION	
TOPIC	
What needs to be scrutinised (and why)?	
Is the matter one of concern to residents/local businesses?	YES/NO
Can Scrutiny influence and change things? (if 'yes' please state how you think scrutiny can influence or change things)	YES/NO
Does the matter relate to an underperforming service or area?	YES/NO
Does the matter affect a large number of residents or a large geographical area of the County (if 'yes' please give an indication of the size of the affected group or area)	YES/NO
Is the matter linked to the Council's Corporate priorities (if 'yes' please state which priority/priorities)	YES/NO
To your knowledge is anyone else looking at this matter? (If 'yes', please say who is looking at it)	YES/NO
If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?	
Name of Councillor/Co-opted Member	
Date	

Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
25 May	1	Reactive Maintenance Framework for Schools and Non-Schools Properties	To seek approval to tender the Framework	Yes	Councillor Julian Thompson-Hill / David Lorey / Mark Cassidy
	2	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
29 June	1	Annual Performance Review	To consider the Annual Performance Review	Tbc	Councillor Julian Thompson-Hill / Iolo McGregor
	2	Replacement LDP revised Delivery Agreement and Covid Impact Assessment	To seek Cabinet approval for revisions to the Replacement LDP Delivery Agreement and accompanying Covid19 impact assessment for submission to Welsh Government	Yes	Councillor Mark Young / Angela Loftus
	3	Replacement LDP - Report back on Preferred Strategy consultation	To report back on the responses to the Replacement LDP Preferred Strategy consultation and seek approval for	Yes	Councillor Mark Young / Angela Loftus

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			subsequent proposed amendments to the Preferred Strategy		
	4	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
27 July	1	Queen's Buildings Rhyl Project	To seek approval to award a contract for the delivery of Phase 1 of the Queens Building Rhyl	Yes	Councillor Hugh Evans / Russell Vaughan
	2	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
21 Sept	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
19 Oct	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>April</i>	<i>13 April</i>	<i>May</i>	<i>11 May</i>	<i>June</i>	<i>15 June</i>

Updated 27/04/2021 - KEJ

Cabinet Forward Work Programme.doc

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Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
11 March 2021	5. Gypsy and Traveller – Resource Implications and Unofficial Encampments Draft Procedures	<i>RESOLVED - that members support the recent developments and decisions relating to the way the Council responds to unofficial encampments by Gypsy and Travellers.</i>	Lead Members and officers advised of the Committee's recommendation

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