

# Future Household Waste Recycling Centre Services Provision - joint procurement with Conwy Council

## 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:	821
Brief description:	To jointly procure the operators for Denbighshire and Conwy recycling parcs - three of which currently serve the county of Denbighshire, situated in Rhyl, Denbigh and Ruthin. The joint procurement requires the alignment between the two councils of a range of policies that govern access to the facility, waste streams accepted and any charges and restrictions associated with the use of the facilities. It is the impact of any changes to Denbighshire's current "service offer" that will be assessed.
Date Completed:	25/08/2020 14:10:05 Version: 1
Completed by:	Tara Dumas
Responsible Service:	Highways & Environmental Services
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	All adult householders residing in Denbighshire. Charitable bodies with charity shops in the Denbighshire area. Current operators of the HWRCs in Denbighshire.
Was this impact assessment completed as a group?	No

# **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 : 23 / 30.

## **Implications of the score**

### **Involvement:**

This score is lower because we intend only to consult a small section of stakeholders who are impacted by the changes. We are proposing to implement charges for some waste streams currently accepted for free (some in limited quantities) and do not intend to consult the wider public on these changes as the intention to do so has already been agreed in the last budget setting cabinet (in accepting a £100K savings proposal to review waste charges). Currently we do not allow charities to use the facilities to dispose of unsuitable donated waste. However, we do intend to consult with charity shops operating in Denbighshire to review our current position.

### **Collaboration/ Long Term**

The joint procurement is proposed to be carried out through a concessions based contract of a minimum of 5 years, giving medium term confidence that benefits will be realised through a contract specification designed to optimise environmental benefits (through waste diversion from Energy to Waste to recycling and re-use , carbon reduction through less road mileage as residents across the two counties can access any of the 5 sites, and economic benefits - through income share arrangements and economies of scale). The terms will also provide flexibility to expand the collaborative approach regionally if successful to realise economies of scale and best practice learning across the region.

### **Prevention**

Plans include proposals to provide on-site re-use outlets at least 1 Denbighshire HWRC (potential 2 by the end of the contract term) to ensure good quality items brought to the HWRC's are kept within our circular economy and not wasted, is a key additional benefit of this proposal, working with the operator and a charitable / third sector body). The new approach will also permanently adopt a booking system now trialling to prevent illegal use of the sites by traders, and the provision of an additional part time enforcement officer will ensure any illegal waste deposits are thoroughly investigated and suitable preventative measures are put in place (e.g. additional CCTV at known hot spot locations).

### **Integration**

This proposal provides opportunities for greater integration between ourselves, the future operator and emerging re-use organisations within the county, as we aspire to focus on moving potential waste up the waste hierarchy through adoption of the circular economy principals.

## **Summary of impact**

## Well-being Goals

A prosperous Denbighshire

A resilient Denbighshire

A healthier Denbighshire

A more equal Denbighshire

A Denbighshire of cohesive communities

A Denbighshire of vibrant culture and thriving Welsh language

A globally responsible Denbighshire

Positive

Positive

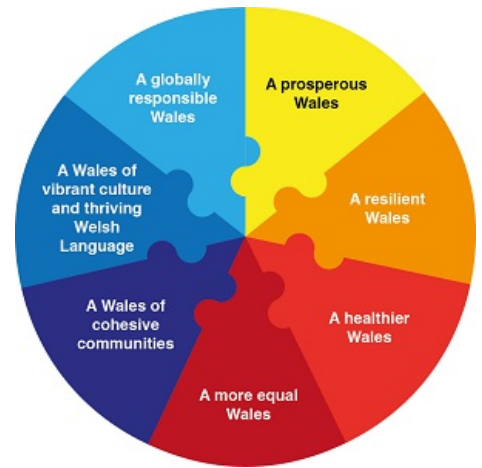
Neutral

Neutral

Neutral

Neutral

Positive



## Main conclusions

It will be necessary to update the well being impact assessment once policies and charging structures have been agreed between both Councils. Overall the collaborative procurement and alignment of services has a positive impact across the Well Being Goals, providing opportunities to enhance the customer experience through access to more facilities, improve the waste re-use infrastructure for household waste arisings, optimise community benefits and deliver efficiencies arising from economies of scale and a more data led / evidenced based approach to our service provision through the use of a booking system currently under trial.

## 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

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Increased carbon benefits through reduced car journeys and application of the waste hierarchy
<b>Further actions required</b>	Residents without access to the online booking system will be able to book a slot by telephoning the contact centre. DCC to provide information to residents to help them make sensible choices when engaging private waste collection firms to remove large amounts of DIY/Construction waste.

## Positive impacts identified:

<b>A low carbon society</b>	<p>Cross boundary access to all HWRC sites in DCC and CBCC available to site users should reduce car mileage.</p> <p>Introduction of re-use shops on at least one DCC site prevents wastage.</p> <p>Contractor economies of scale may open up more material markets for gaining better diversion rates for waste materials (e.g. Wood). Contact specification will set out recycling / diversion targets to align with statutory requirements.</p> <p>Residents more likely to hire skips for large DIY projects than make several journeys to the tip - reducing road travel.</p> <p>There s a possibility that the cross boundary use of sites could be enable the rationalisation of provision across the counties - with the relocation of one site to serve the south of the counties - subject to a suitable location being identified and discussion with neighbouring authorities. This would mean shorter journey times for some residents.</p>
<b>Quality communications, infrastructure and transport</b>	<p>Cross boundary working enables most efficient journeys to be planned by residents in Conwy and Denbighshire.</p> <p>Proposal to implement online booking system to monitor usage between LA's and design opening times, and staffing levels around demand.</p>
<b>Economic development</b>	<p>Whilst not developed in thinking yet - there is a clear opportunity to engage and work with the charitable / third sectors to optimise re-use projects, through the supply of good coming into the HWRC's.</p> <p>There is an opportunity to engage with private sector waste companies offering skip hire services - promoting those who are lawfully compliant and apply the waste hierarchy through waste treatment/diversion.</p>
<b>Quality skills for the long term</b>	<p>The successful bidder will be expected to set out their training and development plans for employees in their method statement. The preferred operator will be incentivised to maximise re-use and support the development of reuse projects and initiatives within both counties (e.g. bike and furniture repair, re-use shop volunteers).</p>
<b>Quality jobs for the long term</b>	<p>The preferred operator will be bound to providing Opportunities for apprentices and involvement in the Working in Denbighshire programmes through community benefit obligations, although it is unlikely that the new contractual arrangement will result in additional employment.</p>
<b>Childcare</b>	not applicable

## Negative impacts identified:

<b>A low carbon society</b>	Residents more likely to hire skips for large DIY projects than make several journeys to the tip - potential for less recycling depending on the private contractor chosen by resident
<b>Quality communications, infrastructure and transport</b>	Use of online booking system may not be accessible to those digitally excluded.
<b>Economic development</b>	Currently there are two different contractors operating DCC and CBCC sites. The procurement could see either or both contractors displaced, one of whom is a Denbigh based company.
<b>Quality skills for the long term</b>	none
<b>Quality jobs for the long term</b>	none
<b>Childcare</b>	not applicable

## A resilient Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Overall environmental impacts are positive - maintaining recycling targets, increasing re-use diversion, and improved air quality through the potential to reduce overall miles driven by residents to use the service (this can be monitored in a basic form through the booking system).
<b>Further actions required</b>	There are no negative impacts. Should the opportunity arise to rationalise sites within Conwy of Denbighshire, then it is possible a new site may have to undergo some development. Such development will be subject to a full sustainability appraisal and new Well being assessment, to take account of all positives and negatives.

### Positive impacts identified:

<b>Biodiversity and the natural environment</b>	Air quality will be reduced through reduced car mileage - as residents have a greater choice of sites to use that they can tie in with journeys to work, visiting family, shopping etc...
<b>Biodiversity in the built environment</b>	Bidders will be expected to enhance and maintain areas on the HWRC sites with regards to biodiversity management at entrances and in unused pockets on site (e.g, provision of wildflower patches and native tree /shrub planting / bird boxes etc...)
<b>Reducing waste, reusing and recycling</b>	The contract specification will have targets set out and terms in place to incentivise waste recycling, reuse and diversion, in alignment with government targets.
<b>Reduced energy/fuel consumption</b>	Air quality will be reduced through reduced car mileage - as residents have a greater choice of sites to use that they can tie in with journeys to work, visiting family, shopping etc...
<b>People's awareness of the environment and biodiversity</b>	Throughout the new contract, environmental awareness of the benefits of recycling and re-use will be promoted on site and during the booking process. In addition, through community benefits, it is expected that the operator will allow a set number of school visits, and promote the annual eco-schools awards. Additional prevention work to raise awareness of residents duty of care and risks of using illegitimate private waste companies will also be undertaken.

<b>Flood risk management</b>	The bidder for the new contract will be invited to set out additional community benefits when submitting tenders and the option to support tree planning in the Counties will be suggested.
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### Negative impacts identified:

<b>Biodiversity and the natural environment</b>	This would only be an issue if a new site was identified in the longer term through site rationalisation - however, development would have to undergo a sustainability impact assessment and land would have to be already designated in the local development plans for the development of a waste facility.
<b>Biodiversity in the built environment</b>	This would only be an issue if a new site was identified in the longer term through site rationalisation - however, development would have to undergo a sustainability impact assessment and land would have to be already designated in the local development plans for the development of a waste facility.
<b>Reducing waste, reusing and recycling</b>	none
<b>Reduced energy/fuel consumption</b>	none
<b>People's awareness of the environment and biodiversity</b>	none
<b>Flood risk management</b>	none

### A healthier Denbighshire

<b>Overall Impact</b>	Neutral
<b>Justification for impact</b>	Greater choice and accessibility to services
<b>Further actions required</b>	As detailed above - ensure contract terms include providing support to elderly and disabled residents accessing facilities. We know from reports from the existing contractor, that some elderly people (who may be isolated) enjoy visiting the HWRC sites on a weekly basis to talk to staff. It should be possible to promote local activities to our elderly site users on site free of charge, and also consider a pensioners only slot - this is something we could explore as part of the enhancement to the project.

### Positive impacts identified:

<b>A social and physical environment that encourage and support health and well-being</b>	The new operator will be expected to develop a safe working system to assist elderly residents, should access to some skips on site be challenging (due to steps, for example).
<b>Access to good quality, healthy food</b>	n/a
<b>People's emotional and mental well-being</b>	residents will have a greater choice of facilities to access

<b>Access to healthcare</b>	n/a
<b>Participation in leisure opportunities</b>	All bidders will be invited to submit community benefit proposals - It will be suggested that sponsorship of a community based sports team or regular activity throughout the duration of the contract would be a suitable commitment.

### Negative impacts identified:

<b>A social and physical environment that encourage and support health and well-being</b>	n/a
<b>Access to good quality, healthy food</b>	n/a
<b>People's emotional and mental well-being</b>	n/a
<b>Access to healthcare</b>	n/a
<b>Participation in leisure opportunities</b>	n/a

### A more equal Denbighshire

<b>Overall Impact</b>	Neutral
<b>Justification for impact</b>	Charging for some waste streams brings both positive and negative benefits, depending on choices made by residents as to whether to use the sites or opt for private waste removal, depending on the size of their project. Many of the negative impacts listed above are already being experienced through existing service provision. The potential to review the geographical spread of all sites between both counties is a very positive opportunity/potential benefit, as is the opportunity to address access for the elderly and inform through the contract specification - making this way of working a neutral impact overall.
<b>Further actions required</b>	Charging policies will be kept under review, and lessons learned from CBCC's existing charging schedules will be taken into account in the setting of charges. It is possible that residents will be allow to bring in limited amounts of some chargeable waste streams before charges apply - yet to be determined and to be reflected in the final WIA once the charging schedule and associated policies has been agreed between the two LA's.

### Positive impacts identified:

<p><b>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</b></p>	<p>The new operator will be expected to develop a safe working system to assist elderly residents , should access to some skips and site be challenging (due to steps, for example).</p>
<p><b>People who suffer discrimination or disadvantage</b></p>	<p>none</p>
<p><b>Areas with poor economic, health or educational outcomes</b></p>	<p>The collaboration with Conwy enables both counties to rationalise provision in the geographical area, which could enhance access to facilities towards the south of both counties (subject to future separate business case).</p>
<p><b>People in poverty</b></p>	<p>The introduction of charges for DIY /construction type waste would result in DCC removing a restriction on the amount of rubble that can be deposited at the HWRC's and provide a cost effective way of disposing of larger quantities, compared to private skip hire.</p>

**Negative impacts identified:**

<p><b>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</b></p>	<p>none</p>
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<p><b>People who suffer discrimination or disadvantage</b></p>	<p>It will be necessary to have a permanent DCC or CBCC address (and proof of address) to use the site. Travellers passing through the site will not be able to use the facilities. This is the status quo now so the new proposal does not introduce a new negative impact.</p> <p>Site users usually access the HWRC sites in a vehicle. Access by foot to non-car owners is not available at some locations for health and safety reasons, therefore as many people who are likely to suffer discrimination or disadvantage are less likely to have access to a vehicle, there could be some adverse discrimination in who can access some facilities. Again this is the status quo to current service provision so the new service will not provide any further negative impact.</p>
<p><b>Areas with poor economic, health or educational outcomes</b></p>	
<p><b>People in poverty</b></p>	<p>The proposal to introduce charges on several waste streams we currently accept for free (Tyres, asbestos, gas bottles, DIY/construction waste). This could put additional pressures on low income families.</p> <p>Site users usually access the HWRC sites in a vehicle. Access by foot to non-car owners is not available at some locations for health and safety reasons, therefore as many people who are likely to suffer discrimination or disadvantage are less likely to have access to a vehicle, there could be some adverse discrimination in who can access some facilities. Again this is the status quo to current service provision so the new service will not provide any further negative impact.</p>

## A Denbighshire of cohesive communities

<p><b>Overall Impact</b></p>	<p>Neutral</p>
<p><b>Justification for impact</b></p>	<p>Whilst there is a slight risk that fly tipping of single items like tyres, gas cylinders and some rubble is possible, we know that people who already take the time to use HWRCs are not likely to turn to criminal behaviours because of charges being introduced. Opportunities to engage more with communities through re-use initiatives and the siting of a re-use shop on at least one DCC site provide benefits that outweigh the risk of a minor increase in fly tipping. It is the officers view that fly tipping is more likely to occur through unscrupulous traders looking for opportunities to deposit commercial waste free of charge.</p>
<p><b>Further actions required</b></p>	<p>It is proposed that the staffing resources allocated to investigating and preventing fly tips is increased by 0.6 FTE, so that sufficient time can be set aside to ensure fly tippers are deterred and residents are educated to discourage use of "Facebook fly tippers".</p>

### Positive impacts identified:

<p><b>Safe communities and individuals</b></p>	<p>HWRC sites in built up conurbations suffer from regular vandalism and theft. Bidders will be expected to put forward a crime prevention strategy to minimise break-ins (currently experienced).</p>
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<b>Community participation and resilience</b>	Future of provision of on-site re-use outlets provides opportunities for volunteering through partner charities. Through community benefit obligations, bidders will set out plans for apprentices, training and work with the council to proactively promote working in the waste sector to school age children through career fairs and work placement opportunities. The Councils and operator will improve links with emerging third sector/community groups to support community grown re-use initiatives (such as bike and furniture repairs).
<b>The attractiveness of the area</b>	The operators will be expected to maintain all HWRC sites and access points and approach road to a minimum grade B (COPLAR street cleanliness standards) standard at all times - though a contract PI, and enhance the attractiveness of the sites through management of biodiversity and grounds maintenance regimes, upkeep of equipment, signage etc..)
<b>Connected communities</b>	The booking system will provide rich data on usage to inform site rationalisation proposals, site opening times etc in order to optimise efficiencies of the overall service.
<b>Rural resilience</b>	The project will open doors to investigating how we provide HWRC services in a more even geographical spread between the North and south of the counties.

### Negative impacts identified:

<b>Safe communities and individuals</b>	It is possible that DCC could see a small increase in fly tipping as a result of introducing a charging policy for some waste streams. However it is important to note that with correct mitigations, the impact could be significantly reduced.
<b>Community participation and resilience</b>	none
<b>The attractiveness of the area</b>	none
<b>Connected communities</b>	none
<b>Rural resilience</b>	none

## A Denbighshire of vibrant culture and thriving Welsh language

<b>Overall Impact</b>	Neutral
<b>Justification for impact</b>	Overall - a neutral rating due to status quo in existence - but these outcomes will be more closely monitored in future through contractual PI's/ benefits realisation (through the procurement process)
<b>Further actions required</b>	Encouraging on site staff to greet site users in Welsh.

### Positive impacts identified:

<b>People using Welsh</b>	The service can be accessed through a Welsh language booking system. All signage on site will be provided in Welsh (first)
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<b>Promoting the Welsh language</b>	The site operator will be expected to offer access to Welsh language courses to its employees and site based staff to be actively encouraged to learn the welsh language (including key greetings and site based instructions).
<b>Culture and heritage</b>	The site operator will be encouraged to use Welsh outlets for material treatments (recycling) and promote this on site for information to residents - ie Wales circular economy

### Negative impacts identified:

<b>People using Welsh</b>	none
<b>Promoting the Welsh language</b>	none
<b>Culture and heritage</b>	none

## A globally responsible Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Many benefits already exist but the collaborative approach provides an overall more positive outcome than the status quo to improve service provision across two counties and potentially, the wider region.
<b>Further actions required</b>	DCC and CBCC actively engaged with Welsh government on provision of waste treatment infrastructure and well placed to ensure waste is diverted to future facilities (as is the status quo now)

### Positive impacts identified:

<b>Local, national, international supply chains</b>	The operator will be encouraged to market the waste materials locally, regionally and within Wales , where opportunities exist to help develop the Welsh Circular Economy.
<b>Human rights</b>	Site operator will be required to accept DCC standard Terms and Conditions relating to employment rights etc. Tupe rights apply to existing HWRC staff, should the operator change as a result of the procurement exercise.
<b>Broader service provision in the local area or the region</b>	The proposal helps Conwy and DCC meet environmental and financial objectives and opens up opportunities for wider collaboration in the region to optimise said benefits.

### Negative impacts identified:

<b>Local, national, international supply chains</b>	none
<b>Human rights</b>	none
<b>Broader service provision in the local area or the region</b>	none