

Report to	Communities Scrutiny Committee
Date of meeting	9th March 2023
Lead Member / Officer	Cllr Barry Mellor (Lead Member for Highways & Environment) / Tony Ward (Corporate Director for Environment & Economy)
Head of Service	Andy Clark, Interim Head of Service, Highways & Environmental Services
Report author	Lowri Roberts, Project Manager
Title	Update for Waste Service Remodelling Project

1. What is the report about?

- 1.1. This report provides a progress update regarding the planned implementation of the new waste service in March 2024.

2. What is the reason for making this report?

- 2.1. The report is to inform members of progress and of upcoming activities to enable the service change and to seek their views on them. As the implementation date moves closer, it is important that elected Members are fully informed of any key dates, changes and risks.

3. What are the Recommendations?

- 3.1. That the Scrutiny Committee discusses the contents of the report and the appended New Waste Model Strategy (Appendix 1) and provides observations on the planned implementation of the new service model.
- 3.2. That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 2) as part of its consideration.

4. Report details

New Waste Service Implementation (Recycling and Residual)

- 4.1. The new 'kerbside sort' model to collect household recycled waste will commence in **March 2024**. Recycling collections will change from a fortnightly service to a weekly service. This provides households with increased capacity for recycling. Residents will be provided with a new trolley box unit and an additional sack for cardboard. The trolley box unit allows for the sorted collection of household recycling such as glass, plastic, tins / cans, paper and cardboard.
- 4.2. The residual waste change will take place in early **Summer 2024** following the introduction of the kerbside sort system. This will allow residents to become familiar with the new recycling system and demonstrate the impact on reduced residual waste. Residual waste collection will change from a fortnightly collection to a 4-weekly collection. Households will be provided with larger residual waste bins to increase capacity by 33.3%, from 180litre to 240litres.
- 4.3. The existing blue recycling bins are 240litre capacity, and households can retain these as their residual bin and present the smaller 180litre black bin for collection by the council. This enables the existing blue bins to be reused until they need to be replaced due to normal wear and tear. It also reduces the number of container changes required, which saves waste, time and cost.
- 4.4. A robust communication and engagement exercise will support the new service roll out so that all residents are aware of, and understand, the proposed changes.
- 4.5. There are approximately 45,000 households who will require a new trolley box unit in readiness for the switch to 'kerbside sort' in March 2024. Deliveries to households will commence in November 2023, with completion expected in late February 2024 with a two-week period for mop-up activities. Deliveries will take place Monday to Friday (with weekends as a contingency subject to any slippage to schedules) with an average rate of 800 deliveries per day.
- 4.6. The assembly and delivery of the new units is a significant undertaking requiring significant resource. The new service requires an increase in operatives to serve the new rounds. These new operatives will be phased in from September 2023 in tranches to support the roll out activities, such as assembling trolley boxes and

delivering new containers. A high-level plan of the roll out by week is available in Appendix 1. In Summer 2023, a detailed area plan will be available. Members and residents will receive further communication on the area roll outs from late Summer 2023.

- 4.7. Although the new standard service will work for most households, we will not force it upon households where we know it will not work. A minority of properties, e.g. some flats, Houses in Multiple Occupation (HMOs) etc. are currently on bag collections for both recycling and residual. A solution for these properties is to be confirmed, it is likely they will remain on the current sack style but with a source segregated option.

Food, Garden and Absorbent Hygiene Products (AHP) Waste

- 4.8. Food and garden waste collections will remain the same, i.e. food waste will remain as a free weekly collection, and garden waste will still be a fortnightly (paid for) opt-in service. The new model will also include an extended textile collection service and new collections for small electrical items and batteries. Details can be found in the supporting strategy (Appendix 1).
- 4.9. A new AHP service will be introduced from September 2023. As this is a new service, demand is relatively unknown, but it is estimated that approximately 8% of residents are likely to sign up for the AHP service based on rates in other Welsh LA's (please see Appendix 1 for a detailed data breakdown).
- 4.10. The introduction of the new AHP service is being phased in earlier than the main service changes. As AHP waste can be high volume, this will be collected weekly. It will provide those households with additional residual waste capacity.
- 4.11. The AHP service is a sign-up service that will be free of charge. It will be phased in to ensure that the number of households is manageable within the current operations of the service. The first tranche will be capped at 1,500 households, subject to obtaining a permit amendment at our current Lôn Parcwr site. Should the permit amendment not be obtained, the tranche cap will need to be lowered to approximately 1,000 households to allow for travel time to direct tip at Parc Adfer.
- 4.12. AHP customers will be provided with a 40litre caddy which will be collected weekly, although households with a greater need can be provided with a 140litre wheelie bin. The AHP service is for the following types of non-infectious waste only:

disposable nappies; incontinence pads; dressings/swabs and bandages; disposable bedding; used disposable bed pans and liners; wipes and gloves; stoma bags; and empty urine containers (where there is no risk of blood contamination).

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

- 5.1. The key driver for the service change is to increase recycling performance. Welsh Government have introduced a statutory 70% recycling target for all local authorities from 2024/25. For 2021/22, Denbighshire's recycling performance was 64.82%, but it is estimated that the new model will enable us to meet the 70% target. It will also increase the quality of recycling collected from households, enabling generation of income from selling materials, and increase opportunities for closed loop recycling.
- 5.2. In addition, a total of 5 new electric collection vehicles are being introduced as part of the new core fleet. This will assist Denbighshire in becoming more ecologically positive and move toward Carbon Net Zero by 2030.

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

- 6.1. The costs of implementing the new service changes are covered from the mobilisation and container budget allocations within the overall project budget.
- 6.2. Implementation of the new service will impact on various council services, including Customer Services and the Communications Team, and representatives from these service areas are included in the relevant mobilisation work stream project teams.

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

- 7.1. The overall outcome of the Well-being Impact Assessment is positive – see Appendix 2 for further details.

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

- 8.1. The principle of implementing the new waste model, following the Welsh Government Blueprint for waste services, was originally approved at the Strategic Investment Group (SIG) and Cabinet in December 2018. An updated Business Case was also presented to, and approved by, Cabinet in April 2022.

8.2. In December 2021, an update was provided to Communities Scrutiny Committee, and this report also included an updated Waste Collections Policy.

9. Chief Finance Officer Statement

9.1. Although there are no direct financial implications of this report, the business case for the large capital investment in waste over recent years has been based on the revenue implications of the model described in this report.

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

10.1. There are two key risks concerning the implementation of the new service model by March 2024. These are:

- **Permit Approval:** Operations at the new depot are subject to the approval of a bespoke permit which was submitted in January 2023 to Natural Resources Wales (NRW). The permit needs to be approved before the service change can take place. This process can take approximately 12 months, but we are engaging with NRW at an operational and strategic level regarding this issue.
- **Depot Readiness:** The depot is currently schedule for completion in Autumn 2023. This is currently on track, which should allow the depot to be ready for the assembly and delivery of containers in readiness for the roll out to residents from November 2023. However, this risk of the depot not being ready in time has recently increased in likelihood following the news that our main contractor for phase 2 of the depot build (R L Davies) went into administration on 16th February 2023. This situation, which is relatively new at the time of submitting this report, is being managed by the Project Team and Project Board, and options for completing the contract will be considered in due course.

11. Power to make the decision

11.1. Section 21 of the Local Government Act 2000

11.2. Section 7 of the Council's Constitution.