

20 January 2020

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **COUNCIL CHAMBER** at these offices on **TUESDAY, 28TH JANUARY, 2020 at 7.00 pm** when your attendance is requested.

Yours sincerely,
KATHRYN HALL
Chief Executive

A G E N D A

Pages

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|----|--|----------------|
| 1. | To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc. | |
| 2. | To receive apologies for absence. | |
| 3. | To receive Declarations of Interests from Members in respect of any matter on the Agenda. | |
| 4. | To confirm the Minutes of the meeting of the Committee held on 13 November 2019 | 3 - 8 |
| 5. | To consider any items that the Chairman agrees to take as urgent business. | |
| 6. | Food Waste and Absorbent Hygiene Products - Collection Trial | 9 - 18 |
| 7. | Scrutiny Committee for Community, Customer Services and Service Delivery Work Programme 2019/20 | 19 - 20 |
| 8. | Questions pursuant to Council Procedure Rule 10 due notice of which has been given. | |

To: **Members of Scrutiny Committee for Community, Customer Services and Service Delivery:** Councillors A Boutrup (Chair), Anthea Lea (Vice-Chair), L Bennett, P Chapman, R Clarke, B Dempsey, S Ellis, I Gibson, J Henwood, T Hussain, J Mockford, M Pulfer, S Smith, A Sparasci and D Sweatman

**Minutes of a meeting of Scrutiny Committee for Community,
Customer Services and Service Delivery
held on Wednesday, 13th November, 2019
from 7.00 - 7.49 pm**

Present: A Boutrup (Chair)
Anthea Lea (Vice-Chair)

P Chapman
R Clarke
B Dempsey

I Gibson
J Henwood
T Hussain

S Smith
A Sparasci

Absent: Councillors L Bennett, S Ellis, J Mockford, M Pulfer and
D Sweatman.

Also Present: Councillor Bates.

**1 TO NOTE SUBSTITUTES IN ACCORDANCE WITH COUNCIL PROCEDURE
RULE 4 -SUBSTITUTES AT MEETINGS OF COMMITTEES ETC.**

Councillor Stockwell substituted for Councillor Ellis. Councillor Dabell substituted for
Cllr Sweatman.

2 TO RECEIVE APOLOGIES FOR ABSENCE.

Apologies were received from Councillors Bennett, Sweatman, Mockford and Ellis.

**3 TO RECEIVE DECLARATION OF INTERESTS FROM MEMBERS IN RESPECT OF
ANY MATTER ON THE AGENDA.**

Councillor Smith declared a personal interest in Item 7: Waste Management,
Recycling and Street Cleansing Services – Annual Report For 2018-19 as her son
works for Serco, the Council's waste collection contractor.

**4 TO CONFIRM THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON
18 SEPTEMBER 2019**

The Minutes of the meeting of the Committee held on 18 September 2019 were
agreed as a correct record and signed by the Chairman.

**5 TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS
URGENT BUSINESS.**

The Chairman had no urgent business.

**6 IMPLEMENTATION OF A PUBLIC SPACE PROTECTION ORDER (PSPO) FOR
THE ANTI-SOCIAL USE OF VEHICLES IN BURGESS HILL**

Mandy Cunningham, Community Safety and Safeguarding Manager, introduced the
report which sought to inform the Committee on the proposals to implement a Public

Space Protection Order (PSPO) for the anti-social use of vehicles in Burgess Hill (also known as car cruising). On 11 February 2019, Cabinet agreed to expand the use of these powers to help tackle persistent anti-social behaviour through the use of Community Protection Notices and the use of PSPOs to address on-going issues in public spaces such as the anti-social use of vehicles. The Council has worked closely with Sussex Police in managing issues to date and in developing the PSPO and will continue to work in partnership in identifying and acting against offenders. A recent public consultation showed that 91% of respondents supported the proposal to implement the PSPO.

A Member referenced Item H, Paragraph 2.2 of Appendix A and noted that, while it is unacceptable, the use of threatening, intimidating or anti-social behaviour is subjective. He enquired whether there are guidelines on how particular behaviour is viewed.

The Community Safety and Safeguarding Manager confirmed that the reporting method is through the Police who will take a consistent view in issuing a fixed penalty notice to anyone they have reason to believe has committed an offence under the Order.

The Cabinet Member for Community added that Police Officers would have to view the offence and react appropriately which would create a consistent approach.

A Member commended the report and noted that the PSPO will only be implemented in Burgess Hill. He sought clarification on what would occur if the 'car meets' and associated anti-social behaviour moved elsewhere within the District.

The Community Safety and Safeguarding Manager explained that her team will be working with the Police to identify areas where displacement may occur and to monitor the activity and take a reactive approach.

A Member noted that the concept of PSPOs was originally designed for application across the District, rather than a particular town or area and highlighted anti-social behaviour involving vehicles within his own parish. He appreciated the approach officers had taken however he felt that PSPOs should be implemented district wide.

The Community Safety and Safeguarding Manager recommend that Members report any anti-social behaviour to Officers. She noted that this matter is particular to Burgess Hill however if this becomes a problem elsewhere in the District then the Council can consider implementing the PSPOs in other areas.

The Cabinet Member for Community highlighted that there is a district wide approach to anti-social behaviour. He stated that the problem is particular in Burgess Hill and particular to 'car meets' which results in anti-social behaviour.

A Member expressed sympathy for the residents of those who live around the car park adjacent to McDonalds as she herself feels intimidated when a car blaring music speeds past her.

A Member enquired whether the PSPO will cover the A2300.

The Community Safety and Safeguarding Manager confirmed that the PSPO does not cover the A2300; it covers the 6 wards of Burgess Hill including the Burial Ground which has become a hotspot for 'car meets' when they have been asked to move on by the Police.

The Member then enquired whether the Council has engaged with the colleagues in East Sussex to see the potential impact on them following this policy.

The Community Safety and Safeguarding Manager confirmed that they had not liaised with East Sussex County Council, but officers had liaised with neighbouring councils in West Sussex.

A Member noted that after the PSPO has been made, the public has six weeks to appeal the decision and sought reassurances that the Council would be able to defend on appeal.

The Community Safety and Safeguarding Manager explained that the six weeks is a requirement of the Anti-Social Behaviour, Crime and Policing Act. She believed the Council would be in a good position if an appeal against the PSPO were to be made.

The Cabinet Member for Community highlighted the importance of consistency in the application of the PSPO.

Tom Clark, Head of Regulatory Services and Solicitor to the Council, stated that the Council has the power to make the Order and also highlighted the importance of a consistent application of the PSPO. He added that it is usual for the Council to make an appeal available on the policies it implements.

Emma Sheridan, Business Unit Leader for Community Services, Policy and Performance, added that the Police had been consulted.

A Member noted that the A2300 is due to become a dual carriageway and believed that it could become a racetrack.

The Community Safety and Safeguarding Manager said that should this activity occur on the A2300 then the Council would ask the observer to report it to the Police as speeding is a motoring offence.

The Chairman noted that no Member wished to speak so moved to the recommendation which was agreed unanimously.

RESOLVED

Scrutiny Committee for Community, Customer Services and Service Delivery recommend to Council that it:

- (i) Note the contents of the report and agree to implement the PSPO under the ASBCP Act 2014 for the prohibited activities outlined in Appendix A within the area defined on the map at Appendix B;
- (ii) Approve the delegation of authority to specified officers to use those powers.

7 WASTE MANAGEMENT, RECYCLING AND STREET CLEANSING SERVICES – ANNUAL REPORT FOR 2018-19

Rob Anderton, Divisional Leader for Commercial Services and Contracts, introduced the report which sought to provide the Committee with a review of the activity of waste management, recycling and street cleansing services from April 2018 to

Marc2019. He highlighted the progress of projects that had occurred within the year, drawing attention to the success of the British Heart Foundation pilot and expansion of the Garden Waste collection service. He noted that among the key priorities for 2019/20 are; the expansion of the textiles and small WEEE kerbside collection service, continued work to improve to the quality of recycling; and preparing for the potential implementation of a food waste collection trial.

A Member noted that West Sussex County Council (WSSC) compost the garden waste that Mid Sussex collects and enquired whether the Council receive any monetary reimbursement for this.

The Divisional Leader for Commercial Services and Contracts confirmed that the Council does not receive an income for the provision of garden waste it collects to WSSC. He added that WSSC pay a contractor to turn the garden waste into reusable compost.

The Member noted that residents are now asked to prove that they live in West Sussex when attending the Waste & Recycling Sites however there are some residents of Burgess Hill that reside within East Sussex. She enquired whether this change would encourage more fly-tipping and therefore whether the Council is expecting an increase in fly-tipping.

The Divisional Leader for Commercial Services and Contracts explained that there is no suggestion or evidence that the requirement to pay or provide ID to enter a Waste & Recycling Site would result in an increase of fly-tipping.

The Member questioned when the food waste collection scheme pilot will be brought forward.

Judy Holmes, Assistant Chief Executive, confirmed that a report will be presented to this Scrutiny Committee which will detail the proposal timeline and provide information on the proposed locations for the trial.

A Member referenced Item B, Paragraph 7 and queried whether the number was correct as it had seemed considerably different to that in Item A.

The Divisional Leader for Commercial Services and Contracts noted that the figure was in fact incorrect and should read 23,800.

A Member asked when the next stage of the textiles and small WEEE kerbside collection service would occur.

Jo Reid, Business Unit Leader for Waste, Landscapes & Leisure, confirmed that a report was presented at the previous Committee Meeting which detailed the progression of a kerbside collection service provided through the Council's existing waste and recycling collection contractor, for recycling and the introduction of a collection of textiles and small WEEE, for resale in partnership with a charity.

A Member enquired if there is any relationship with this work and that of the Sustainability Strategy and the Sustainability and Climate Change Advisory Panel.

The Assistant Chief Executive explained that sustainability is embedded in all the Council's work. She highlighted that the expansion of the garden waste service and the implementation of a food waste collection will further improve the sustainability of the Council's Services.

The Member believed that there should be an interrogation of how the Council connects its strategies together and sought reassurances that officers are actively managing the links between the strategies, to ensure they complement each other.

The Assistant Chief Executive stated that the Council is well aware and highlighted the need to be aware of the economic development strategy which is also embedded in all the Council's work. She added that the Council works corporately across all workstreams to ensure they are cognisant of one another. Performance indicators on sustainability are reviewed by the Scrutiny Committee for leader finance and performance and other such work that the Council is involved in.

A Member noted that it is almost impossible to obtain clean recycling from flats. She understood that a piece of work was carried out to address the issue however she has not heard of any recent work taking place. She enquired what the Council is doing to address the issue of contaminated recycling in flats.

The Business Unit Leader for Waste, Landscapes & Leisure explained that the Council offers a Champion Scheme which is currently active and available for members to join. She encouraged Members to promote the scheme. WSCC employ waste prevention advisors and suggested that they contact them in order to become a Champion.

The Member questioned whether it would be possible to use Mid Sussex Matters to feature photographs of rubbish at landfill disposal sites to further publicise the reality of what occurs with waste. She encouraged all councillors, especially new councillors to visit to view the Mechanical Biological Treatment plant in Horsham.

The Divisional Leader for Commercial Services and Contracts stated that there is a regularly dedicated communications budget between Mid Sussex District Council and WSCC and a range of targeted campaigns are run every year. He did however understand that there is always room for improvement in communication.

The Chairman suggested that the Member pursue any further questions relating to communication outside of the meeting.

A Member referenced Paragraph 29, P.25 and noted that if a serious service performance failure were to occur then the Council would be able to make financial deductions from the contractor. She enquired whether the deduction is equivalent to the 1% the contractor receives if they exceed their performance targets.

The Divisional Leader for Commercial Services and Contracts replied that there are separate mechanisms within the contract that enable the Council to assess the level of time depending on the significance of the service failure. He added that there are more severe consequences for not providing a service as specified than the 1% award.

The Cabinet Member for Environment and Service Delivery added that he has posted on social media to encourage the public to visit the Mechanical Biological Treatment Plant. He outlined that those who engaged with the information are usually members of the public who already actively participate in recycling and the challenge was to convert the more 'hard to reach' residents; however, he committed to working with the team to encourage greater participation in recycling.

The Chairman noted that no Member wished to speak so moved to the recommendation to note the contents of the report which was agreed unanimously.

RESOLVED

The Committee noted the contents of the report.

8 SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2019/20

Tom Clark, Head of Regulatory Services and Solicitor to the Council, introduced the Work Programme which presented the future reports for the final meeting of the Committee for the municipal year. He highlighted the Equalities and Diversity Scheme Annual Progress Report not only looks back at equality and diversity this past year but will also set the policy going forward.

A Member sought clarification on the timetable for the report on the Sustainability Strategy.

The Head of Regulatory Services and Solicitor to the Council stated that the Committee is waiting for the Climate Change and Sustainability Working Group to progress work before a report can be brought forward to the Committee.

Judy Holmes, Assistant Chief Executive, noted that the report on the Sustainability Strategy will be coming before the Committee but noted that it is specific to the strategy and will report on the work of the of the Working Group.

The Chairman noted that no Member wish to speak so moved to the recommendation to note the contents of the Committee's Work Programme for 2019/20 which was agreed unanimously.

RESOLVED

The Committee noted the Committee's Work Programme as set out at paragraph 5 of the report.

9 QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10 DUE NOTICE OF WHICH HAS BEEN GIVEN.

No questions were received.

The meeting finished at 7.49 pm

Chairman

FOOD WASTE AND ABSORBENT HYGIENE PRODUCTS- COLLECTION TRIAL

REPORT OF: Assistant Chief Executive
Contact Officer: Rob Anderton, Divisional Leader – Commercial Services and Contracts
Email: robert.anderton@midsussex.gov.uk Tel: 01444 477374
Jo Reid, Business Unit Leader- Waste, Landscapes and Leisure
Email: jo.reid@midsussex.gov.uk Tel: 01444 477374
Wards Affected: All
Key Decision: No
Report to: Scrutiny for Community, Customer Services & Service Delivery
Tuesday 28th January 2020

Purpose of Report

1. To set out proposals for and to seek approval to work in partnership with WSCC to trial a weekly food waste and absorbent hygiene product collection alongside a restructured residual waste collection frequency across approximately 3,000 properties in Mid Sussex.

Recommendations

2. Scrutiny Committee are asked to recommend to Cabinet that the Council, in partnership with WSCC trial a food waste and absorbent hygiene products collection in three areas in Mid Sussex.
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Background

3. The Waste (England and Wales) Regulations 2011 requires all local authorities to meet recycling targets of 50% by 2020.
4. The costs of residual waste treatment are increasing; and therefore the Council needs to find ways to remove more waste from the residual stream.
5. A residual waste composition analysis carried out in Mid Sussex in November 2018 demonstrated that food waste is by far the biggest element in the residual waste bin, constituting over 41% of the contents, by weight.
6. Food waste that is disposed of to landfill generates methane, a greenhouse gas far more powerful than carbon dioxide. Not wasting food and drink would have the same positive environmental impact as taking 1 in 4 cars off UK roads.
7. When waste food is collected separately, it can be put into an anaerobic digester, a tank in which the food breaks down into sludge, carbon dioxide (CO₂) and methane, which can be used for generating energy. The residual material is used as a soil fertiliser. There is a significant performance gap between the best and worst performers across the region; with the authorities in Surrey achieving an average recycling rate of over 54% and those in Kent achieving 44%, compared with 37% in West Sussex, and 31% in Hampshire.
8. This performance gap is almost entirely due to the significantly higher volumes of biodegradable waste (garden and food) being captured by the higher performing authorities.

9. In December 2018 the Government published its Resources and Waste Strategy for England.
10. Among the key themes within the strategy is a commitment to eliminating all food and bio waste to landfill by 2030. The strategy also proposes introducing new statutory responsibilities for Councils to have weekly separate food waste collections in place by 2023. Therefore, it is very likely that all waste collection authorities will be statutorily required to separately collect food waste within the next three years.

Mid Sussex Customer Consultation

11. Customer consultation carried out in October 2018 demonstrates that, after general waste electricals, batteries and textiles (separate collections of which are being introduced in 2020 following last year's trial), the largest number of respondents (just over 55%) said they would like to be able to recycle food waste.

Food Waste Feasibility Study

12. A modelling exercise carried out in 2018 suggests that the introduction of a food waste collection service and a reduction of residual waste collection frequency would deliver a significant increase in the amount of waste recycled, a reduction in residual waste, and could be delivered at no additional cost to the Council Tax payer.
13. In light of this, West Sussex County Council (WSCC) secured the funding to work with district and borough partners to trial food waste collection; and through the West Sussex Waste Partnership (WSWP) WSCC has sought volunteer Councils to work with them.
14. It is proposed that the trials would provide to 3,000 households a weekly food waste and Absorbent Hygiene Products (AHP) collection alongside a reduction in residual waste collection frequency. This has been termed a '1-2-3 +' system, and works as follows:

1	Weekly food waste collections (and opt-in weekly AHP collections)
2	Fortnightly (commingled) dry recycling collections
3	Three-weekly residual waste collections
+	Fortnightly opt-in subscription garden waste service

15. This approach would result in households experiencing a significant increase in the number of waste and recycling collections they receive- from a minimum of 52 per annum (for a non-garden waste customer) to a minimum of 95 collections per annum (for those not subscribed to garden waste or AHP collections).

Food Waste Collection Trial

16. Mid Sussex District Council, as one of the higher-performing Waste Collection Authorities in West Sussex, and one of only two with a long-established fortnightly collection system is well placed to carry out a trial of the 1-2-3 system.
17. Aside from the very strong likelihood that the provision of food waste collections will soon become a statutory requirement, the local benefits for participating in the trial can be summarised as follows:
 - The introduction of weekly collections of food waste and AHP would be a service improvement for the residents of Mid Sussex.

- With fortnightly dry recycling collections, a popular green waste subscription service, and weekly collection of food waste and AHP, the residual waste stream would consist of only inert non-recyclable waste such as rigid plastics, plastic film and polystyrene; and so three-weekly collections would be sufficient.
 - Based on the initial modelling, a district-wide service could enable Mid Sussex to drive its recycling rates up by almost 15%.
 - The current approach to managing food waste in West Sussex is becoming increasingly outmoded; and is both financially and environmentally unsustainable.
 - The modelling indicates that the service can be delivered at no additional cost to the Council Tax payer.
18. A number of districts and boroughs in West Sussex are actively considering their position with regards to the trial, and the longer-term introduction of a food waste service; however, at this time, only MSDC has indicated a firm interest in carrying out a trial.
 19. In the absence of any other volunteers it is proposed that the Mid Sussex trial will cover approximately 3,000 households, will commence in April/ May 2020, and will run for between 6 and 9 months.
 20. In partnership with Serco, three potential collection rounds have been identified for the trial.
 21. These have been selected in partnership with Serco to provide the most optimal opportunities to test the services. These are existing rounds which, when combined, provide:
 - I. Approximately 3,000 properties;
 - II. A good geographical spread across the district;
 - III. A good mix of rural and urban properties;
 - IV. A representative cross-section of housing types; and
 - V. A representative sample of demographics

This is important to ensure the trials deliver a truly representative set of findings, which can be used, with confidence, to inform a wider roll-out.

The details of these rounds will be communicated to all key stakeholders and residents prior to the formal decision to proceed with the trial.

Headline Principles

22. The following headline principles have been agreed for the trial:
 - a. There will be no cost to individual district and borough Councils who chose to participate in the trial; and mechanisms will be put in place to ensure that no participants are worse-off as a result of the change and that (where possible) all parties will benefit.

- b. Any food waste collected through the trial will be treated separately via Anaerobic Digestion and will contribute to the Waste Collection Authority's recycling rate. WSCC have an 'in principle' agreement to bulk all food waste collected in-County, at Ford, before onward shipping for processing in Basingstoke. WSCC will also explore the possibility of bulking the waste at Burgess Hill.
- c. WSCC have provided a longer-term commitment to develop a facility within the County, at the MBT in Warnham, when there is a wider roll-out of the service. However, WSCC cannot currently provide a timeline for when this is likely to happen as it is dependent on the scale and speed of the wider roll-out of collections.
- d. If the trials are successful then they will continue uninterrupted beyond the initial trial period for up to a year at no additional cost to the Council, and wider roll out will take place within a timescale agreed with MSDC.
- e. The apportionment of the cost of rolling out and running the service beyond the trial is yet to be determined and agreed. Some, if not all, of this cost could fall to the collection authorities. However, the modelling suggests that the 1-2-3 approach can be delivered at no additional cost across the system. It is therefore recognised that the principle of cost and benefit sharing established for the trial would need to apply to any wider roll-out, and would be subject to agreement via a newly-established Joint Committee.
- f. The MSDC trial, and any wider roll-out of the service, would be best delivered by varying the Council's current contract with Serco. Officers are now working with them to fully understand the operational and financial implications of both the trial and any wider roll-out.
- g. It is proposed that a separate vehicle will be used for the trial, but it is likely that it would be more financially, operationally, and environmentally efficient to provide a district-wide service via a new fleet of 'split-bodied' or 'podded' refuse vehicles that would collect the full range of materials from the kerbside. In anticipation of a wider roll-out in due course, work is underway to identify the likely costs of this approach, and to consider funding options.
- h. Future Government funding may be available. The Government, in its Resources and Waste Strategy sets out its aspiration to ensure that any funding required to enable the local implementation of the strategy (which includes the introduction of food waste collections where they are not currently in place) will be made available. Further information on the details and mechanisms for this is awaited.

Operational considerations

- 23. The Council currently provides a very popular, and simple 'alternate weekly' waste and recycling service. It has been in place and remained largely unchanged for over ten years, and there will therefore inevitably be some concerns about changing the status quo.
- 24. A '1-2-3 +' service introduces a level of complexity, both in terms of the operational requirements, and how the collection regime is communicated and managed for residents.

25. In light of this, Officers recently visited Daventry District Council, who successfully introduced a '1-2-3 +' service in June 2018, and were recently shortlisted for a national award for the related communications campaign.
26. A summary of the key findings from this visit is provided at [Appendix 1](#)

Governance

27. WSCC has secured the funding for a temporary Project Manager on a 2-year Fixed Term Contract to oversee the implementation of this project, with additional support to be provided on communications and project management. The Project Team (comprising a Project Manager, Projects Officer and Communications Officer) is now in place.
28. Whilst this project is to be funded and led by WSCC, MSDC will be heavily involved in service design, and ensuring there are robust arrangements for managing the trial; as well as ensuring that the approach to project governance is clearly defined and understood by both parties. A project team and oversight group has been set up to manage this.
29. In order to share the benefit of the 1-2-3 collection system, to cover any extra costs incurred by either partner, and to ensure any financial benefits are properly shared post roll out, a formal Joint WSCC and MSDC Waste Committee will be formed. This formal Committee will provide oversight and transparency around how the service will be governed and funded. Final decisions relating to the service will be made by the Committee, which will comprise two Cabinet Members from each authority.
30. The Joint Waste Committee will be governed via an Inter Authority Agreement (IAA) which both Councils will formally agree to and incorporate in to their own constitutions.

Deliverables

31. It is proposed that the success of the trial will be measured against the following key deliverables:
 - I. Reduce the amount of food waste in the residual waste stream from 166 kg/hh to 83 kg/hh;
 - II. Reduce the amount of residual waste collected from 428 kg/hh to 346 kg/hh;
 - III. Improve recycling performance by at least 8% in the trial area;
 - IV. Capture at least 50% of food waste in the trial area;
 - V. Achieve a participation rate of at least 50% for weekly food waste collections;
 - VI. Positive customer feedback including a satisfaction measure benchmarked against current levels of satisfaction;
 - VII. Reduced dry recycling contamination rates including an indicator to measure the maintenance of recycling quality whilst increasing quantity.

Timeline

32. A detailed timeline has been developed for the trial, highlighting key milestones and deliverables. A high level summary is provided below:

Date	Activity
December 2020	<ul style="list-style-type: none">Identify potential trial area(s)Determine operational collection methodology
January – April 2020	<ul style="list-style-type: none">MSDC formal decision to proceed with trialProcure collection vehicle(s) as required

	<ul style="list-style-type: none"> • Procure food waste containers • Design communications and engagement strategy • Procure treatment / disposal options – recognising food waste collected in the trials must be recycled
March 2020	<ul style="list-style-type: none"> • Commence communications and engagement activities
April – Sept 2020	<ul style="list-style-type: none"> • Commence trial 1-2-3 collections (Phase 1) • Door-stepping to collect data on the trial
Oct- Dec 2020	<ul style="list-style-type: none"> • Analyse and evaluate trial 1-2-3 collections • Make recommendations and gain approval for wider roll-out
January 2021	<ul style="list-style-type: none"> • Continue trial 1-2-3 collections (Phase 2) until decision on roll-out is determined, scoped and implemented.

Communications

33. A key aspect of the project is the development and implementation of a comprehensive communications plan. This will be designed to ensure that all those taking part in the trial, and other key stakeholders are fully informed and provided with all the support they need to participate in, and get the most out of, the new services they are being offered.

Monitoring and Review

34. As detailed in paragraph 29, above, the success of the trial will be closely monitored against an agreed set of key deliverables, looking at a range of aspects from recycling rates and residual waste reduction, to customer perception/feedback and participation rates.
35. Analysis and evaluation will take place throughout the trial period, culminating in a set of recommendations around options for a wider roll-out of the service in December 2020.

Legislative / Policy Context

36. The requirements for UK local authorities to meet the target of 50% recycling by 2020 are driven by European Legislation. This legislation will remain in place after the UK's exit from the European Union.
37. The recently published Waste and Resources Strategy outlines the Government's intention to legislate further and introduce new statutory responsibilities. Of those items currently being considered, those with the most direct impact to local authority waste collections are:
- (a) separate collections of biodegradable waste (food and green waste) by the end of 2023;
 - (b) separate collections of textiles and hazardous waste by the beginning of 2025;
 - (c) strengthened TEEP (the method by which local authority collection systems are deemed technologically, environmentally and economically practicable) with a view to improving the quality of dry recycling collected;
 - (d) 55% recycling by 2025 and 65% recycling by 2035.
38. It is therefore highly likely, that in line with strengthening national legislation, changes to the way local authorities collect rubbish and recycling will be forthcoming.

Financial Implications

- 39. WSCC have allocated £260k towards the project, and they will fully fund the trials for the first year. There will be no cost to MSDC from participating in the trial.
- 40. The apportionment of the cost of rolling out and running a service beyond the first year is yet to be determined and agreed.
- 41. It is intended that the formal Joint Waste Committee will provide oversight and transparency around the costs for both councils; and will ensure that any costs and savings arising from a wider roll-out are fairly apportioned.
- 42. WSCC propose to ring-fence £2m to support districts and boroughs with the costs of introducing new waste and recycling initiatives in 2020/21, with a particular focus on encouraging a wider roll-out of the 1-2-3 approach.
- 43. As detailed within this report, the modelling suggests that the 1-2-3 approach can be delivered on a cost neutral basis. It is therefore acknowledged that the principle of cost and benefit sharing established for the trial would need to apply to any wider roll-out.

Risk Management Implications

- 44. Key risks and issues have been captured, and are managed through a Project Risk Log Document. This will be reviewed and updated by both the Project Team and Project Board at every meeting.

Appendix 1

Daventry Site Visit- 5/11/19 Introduction of 1-2-3 +

The Place

- Population of 85,000; 37,000 households
- 256 Square miles
- A largely rural district with approximately 1/3 of the population living in the town of Daventry and the remainder living in outlying rural areas (78 villages/ hamlets).
- 100% Parished (73 Town/ Parish Councils)

Previous Service

- Fortnightly recycling (kerbside sort in boxes)
- Fortnightly residual
- Weekly food (with poor take-up)
- Fortnightly free garden waste

Reasons for change

- Services provided through a contract with Amey (2011-2018).
- Daventry needed to plan to provide a new service at contract end in June 2018.
- The main drivers were to mitigate/ avoid the anticipated cost increases arising from re-tendering (expected to be circa £1.25m). The status quo would be unsustainable.
- Engaged with members and carried out a significant public consultation exercise through 2016/17 to inform the design of the new service.

New Service (since June 2018) - 1-2-3 +

The new service was introduced as a 'big bang' in June 2018. The changes were:

- A move from 'kerbside sort' (boxed) recycling to commingled
- A move from fortnightly to three weekly residual waste collections
- The introduction of a £35 charge for garden (previously free) waste collections

The service now looks like this:

1	Weekly food waste collections
2	Fortnightly (commingled) dry recycling
3	Three-weekly residual waste collections
+	Fortnightly opt-in subscription garden waste service

Note- there is no separate provision for the collection of AHP; meaning this is disposed of in the residual bin and collected on a three-weekly basis.

In 2016/17, Daventry's recycling rate was 49%; and by April 2019- as a result of these changes- it had increased to 60%.

Operational Arrangements

The service is delivered via a combination of standard refuse collection vehicles and vehicles with 'pods', as follows:

Week	Refuse Collection Vehicle (with food pod)		Refuse Collection Vehicle
			
1	Dry Recycling	Food Waste	Residual Waste
2	Garden Waste	Food Waste	-
3	Dry Recycling	Food Waste	-
4	Garden waste	Food Waste	Residual Waste
5	Dry Recycling	Food Waste	-
6	Garden Waste	Food Waste	-
7	Dry Recycling	Food Waste	Residual Waste

Communications

A comprehensive Communications Strategy was developed and implemented. This utilised the full range of media channels, and was divided into key 'themes', each of which was underpinned by its own key messages/ FAQ's, etc. These were:

- Theme 1: Why the waste and recycling service is changing
- Theme 2: Three-weekly black bin collections
- Theme 3: Two-weekly recycling collections
- Theme 4: Two-weekly chargeable garden waste service
- Theme 5: Weekly food waste collections
- Theme 6: Changes to collection days

Considerable focus was given to communicating collection days. As well as on-line 'find my collection day' tools, and the provision of a paper collection calendar to every household (as shown below), they also used, and promoted, a bespoke App which residents can use to search their collection day; and which can be configured to send 'push' notifications and reminders

Public reception

Generally, residents have accepted, or even welcomed the changes. Garden waste take-up has been good (over 22,000 subscribers) and there has been very little issue with residents understanding and adjusting to the change to the collection regime.

Example collection calendar

Your new 2018/19 collection calendar

Your collection day is FRIDAY

fri-wk1

F **Food**

Collected every week

R **Recycling**

Collected every 2 weeks

W **Waste**

Collected every 3 weeks

G **Garden Waste**

Collected every 2 weeks

Garden Waste Collections
 You will only receive garden waste collections if you are subscribed to the new service.
 There will be a short break for garden waste collections during the second week of January 2019.

June 2018				July 2018				August 2018			
08	F	R	W	06	F	R		03	F	R	
15	F		G	13	F		G	10	F		W G
22	F	R		20	F	R	W	17	F	R	
29	F		W G	27	F		G	24	F		G
								31	F	R	W

September 2018				October 2018				November 2018			
07	F		G	05	F		G	02	F		W G
14	F	R		12	F	R	W	09	F	R	
21	F		W G	19	F		G	16	F		G
28	F	R		26	F	R		23	F	R	W
								30	F		G

Please put out your bins by 6.30am on your collection day.

To find out more visit www.daventrydc.gov.uk/recycling

SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2019/20

REPORT OF: Tom Clark, Head of Regulatory Services
Contact Officer: Alexander Austin, Democratic Services Officer
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Tel: 01444 477062
Wards Affected: All
Key Decision: No

Purpose of Report

1. For the Scrutiny Committee for Community, Customer Services and Service Delivery to note its Work Programme for 2019/20.

Summary

2. Members are asked to note the attached Work Programme. The Work Programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

Recommendations

3. **The Committee are recommended to note the Committee's Work Programme as set out at paragraph 5 of this report.**
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Background

4. It is usual for Committees to agree their Work Programme at the first meeting of a new Council year and review it at each subsequent meeting to allow for the scrutiny of emerging issues during the year.

The Work Programme

5. The Committee's Work Programme for 2019/20 is set out below:

Meeting Date	Item	Reason for Inclusion
5 Feb 2020	MSDC Complaints Report	Annual Report.
	Air Quality	Annual Report.
	Equalities and Diversity Scheme Annual Progress Report	To update Members on the Council's Equality and Diversity Scheme.

18 March 2020	Building Control Service	To inform Members on the service provided by the Building Control department.
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Policy Context

6. The Work Programme should ideally reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

Financial Implications

7. None.

Risk Management Implications

8. None.

Background Papers

None.