

## **Corporate and Public Services Overview and Scrutiny Committee**

**Agenda Item  
No. 8**

**8 March 2016**

### **Alternative weekly collections of residual household waste – Implementation and Communication Plan**

**Ward(s)** All

**Portfolio:** Councillor L Harrison – Clean and Green

#### **Summary of report:**

At the Cabinet meeting on the 16 December 2015 it was agreed to implement Alternate Weekly Collections (AWC) with residual waste collected alternate weekly in 140 litre wheeled bins (with larger bins provided for larger families) with a scheduled commencement date of 3 October 2016.

Cabinet agreed for the Corporate and Public Services Overview and Scrutiny Committee to review and comment on the Implementation Plan and Communication Plan prior to the launch of the new service.

This report details the proposed timeline for the implementation of the new service and communication arrangements to residents.

#### **Background papers:**

- Cabinet 16 December 2015: Agreement to introduce Alternate Weekly Collections for residual waste

#### **Reason for scrutiny:**

To enable the Panel to review the implementation timeline, and comment on the communication arrangements, in order that any recommendations can be considered by the Portfolio Holder for Clean and Green services, prior to final approval in April 2016.

#### **Resource and legal considerations:**

The additional implementation and communication budget approved by Cabinet on 16 December 2015 was £171,600

There are no legal implications with this report

**Citizen impact:**

The new changes in the collection service are borough wide and will have an impact on larger families. This will be mitigated by households of 4 or more receiving a larger bin, 3 or more will receive a larger bin, subject to a waste audit.

A full communication campaign will be launched to advise all residents of the new collection service, asking them to apply for larger bins if appropriate and increase awareness of the dry recycling arrangements to maximise the materials collected and minimise contamination.

**Environmental impact:**

There is no environmental impact as a result of the communication.

**Performance management:**

There is no direct impact on performance management as a result of the communication process.

**Equality Implications:**


An Equality Impact Assessment for service change has been carried out and was attached to the December 2015 Cabinet Report.

**Consultation:**

Consultation on communication arrangements has taken place previously with focus groups and service users

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## **1. Report Detail**

- 1.1 This report details the proposed timeline for the implementation of the new AWC collection service and communication arrangements to residents.

## **2.0 Implementation Timeline**

- 2.1 The table below sets out the key dates in the implementation of the AWC service, scheduled to commence 3 October 2016

<b>Activity</b>	<b>Date</b>
Round re Design / Route Optimisation	Jan - Mar 2016
Procurement of Additional Bins	April 2016
Launch Publicity for new Service / Request Applications for larger Bins	w/c 9 May 2016
Provision of additional Contact Centre Resource to assist with customer enquiries	May - November 2016
Main Communication to Residents	August - September 2016
Carry out Waste Audits / Education	May - December 2016
Deliver larger bins where necessary	July - September 2016
Implement new Service (including day change)	3 October 2016
Ongoing support to residents	October - December 2016

- 2.2 The above activities are subject to change by agreement with the Executive Director, Economy and Environment in consultation with the Portfolio Holder Clean and Green.

### 3.0 Communications Plan

- 3.1 The table below sets out the key dates and activities in the communication arrangements of the AWC service, scheduled to commence 3 October.

<b>Communication Activity</b>	<b>Aim of Communication</b>	<b>Method</b>	<b>Planned Date</b>
New service launch	Advise all residents of the changes to waste collection service	Press release Leaflet (to all residents) Social Media Web Site Side of 10 RCV's	w/c 9 May 2016
Seek applications for larger bins	Advise residents of opportunity to apply for larger bin	Leaflet Social Media Web Site Press Communication	w/c 9 May 2016
Answer Frequently Asked Questions	Answer residents' questions and concerns on new service	Web Site Contact Centre	w/c 9 May 2016 onwards
Promote changes to service	Promote and advise residents of the changes to waste collection service via key events eg Environment Day and at key sites eg Town and District Centres	Roadshows	w/c 16 May 2016 onwards
Updates on Implementation	Keep residents fully informed of new service implementation	Web Site	June 2016 onwards
Approve larger bins and carry out education / waste audits	Advise residents how to minimise waste and address concerns with the new service	Additional physical resource on site	Mid May to Mid June 2016 – 12 weeks
Launch new service / Deliver larger bins	Advise residents about changes to their waste collection service and give collection dates and	Leaflet / Information pack / calendar	July - September 2016

	details		
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3.2 The above activities are subject to change by agreement with the Executive Director, Economy and Environment in consultation with the Portfolio Holder Clean and Green.

3.3 A draft of the initial communication literature is attached at **Appendix A**

3.4 A draft of the refuse collection vehicle advertisement is attached at **Appendix B**

3.5 A draft of the Frequently Asked Questions / responses is attached at **Appendix C**

#### **4.0 Next steps**

4.1 Communication literature will be circulated to all Members prior to public circulation at each appropriate stage.

## Initial Communication Leaflet

Address of property
Postcode
Contact telephone number
Email address
Do you have any additional information relevant to your application? Please tell us...

Please detach this part and send in an envelope to:

Clean and Green Services  
200 Felsall Road, Braunhills  
Walsall WS8 7EN

OR save on postage costs and apply on line at  
[www.walsallbins.co.uk/bargerbinapplications](http://www.walsallbins.co.uk/bargerbinapplications)

**Closing date for applications 13<sup>th</sup> JUNE 2016**

### When will I get my new bin?

If you are eligible for a larger bin it will be delivered from mid July 2016 onwards ready for alternate weekly collections to start in October

We will take your old one away when your new bin is delivered and you can start using it straight away. This will normally be on collection day so that your bin will be available to us



We will send every household a new bin collection pack before the new service starts in October. The pack will contain your new calendar explaining which day to put out which type of bin.

FAQs and further information about our new service can be found on our website at [www.walsallbins.co.uk](http://www.walsallbins.co.uk)

### Contact us....

if you need help with any of the information in this leaflet

Telephone: 01922 853344  
Email: [deanandgreen@walsall.gov.uk](mailto:deanandgreen@walsall.gov.uk)  
Website: [www.walsall.gov.uk](http://www.walsall.gov.uk)

Find us  Walsall bins and things. Follow us  @deanandgreenwalsall

 **recycle**  
for Walsall

 **Walsall Council**

Your bin  
collection is  
changing



## Initial Communication Leaflet



### Your bin collection is changing....

During October 2016 your bin collections will change.

Your council will no longer empty your grey rubbish bins weekly, but every other week instead.

Your recycling collections will still be on alternate weeks and your garden waste alternate weeks when in season.

We have to save money on what we spend collecting and disposing of our waste, this will also mean encouraging our residents to recycle more.

During August and September 2015 we consulted on two possible options for alternate weekly collections and found that the majority of people opted to keep the bins they currently have but empty the grey rubbish bin less often.

This may mean that your grey bin won't be big enough for all of the rubbish generated by your household over a two week period, so what are the options?

### Are you recycling as much as you can?

Earlier this year we sent every household a reminder of what we can recycle, the more we recycle in our green bins the more room we keep for rubbish in our grey bins. **Remember! We should wash and squash our recycling to fit more in the bin!** For further information visit [www.walsallbins/recycling](http://www.walsallbins/recycling)

### Is your bin big enough?

If you think your grey bin is big enough for two weeks rubbish then you need take no further action. We will send you your new collection calendar before October to let you know which bins to put out on which days.



There will be no change in bin size for households with 1 or 2 occupants



If there are 3 permanent occupants in your household you may apply for a larger grey bin, however we may need to visit you to assess whether you are attempting to minimise your waste and recycling correctly before we issue one.



If you believe your grey rubbish bin will not be big enough and there are 4 or more permanent occupants in your household you may apply for a larger bin.

Larger families or households where there is already a larger bin will also need to apply if they believe their bin will not be big enough. In the first instance we will offer additional recycling capacity, and only in exceptional circumstances issue a larger 360 litre bin on a case by case basis. To apply please visit [www.walsallbins.co.uk/largerbinapplications](http://www.walsallbins.co.uk/largerbinapplications)

or alternatively complete the attached slip and return it to us. You will only be contacted following your application if you are unsuccessful.

### Application for a larger grey bin

What size grey bin do you currently have?



Smaller 140Litre

☐


Larger 240 Litre

☐

How many permanent occupants live at your address? ☐

Please provide details of all permanent occupants and include the ages of any children under 5 years old.

(Walsall Council reserves the right to request proof of occupancy of individuals residing at the address, such as Working Tax Credits or NHS medical cards)

Please list main contact first

Id:	First Name	Surname	Age if under 5



## Refuse Collection Vehicle Advertisement



The advertisement features three wheeled bins on the left: a green 'Recycling' bin filled with plastic bottles and a newspaper, a brown 'Garden Waste' bin overflowing with autumn leaves, and a grey 'Rubbish' bin filled with black trash bags. The background is a solid blue. To the right of the bins, white text reads: 'Your bin collection service is changing this October' and 'You may need to take action - Please look out for your information leaflet'. At the bottom, a light blue banner contains the Walsall Council crest, the text 'Walsall Council', and the website 'www.walsallbins.co.uk'.

**Your bin collection service is changing this October**

**You may need to take action - Please look out for your information leaflet**

 **Walsall Council** [www.walsallbins.co.uk](http://www.walsallbins.co.uk)

### Implementation of alternate weekly waste collections in Walsall

#### Frequently asked questions (FAQs)

##### Theme one- general questions

**1. Why does Walsall Council need to change its waste collection service?**

Financial pressures have led the council to review how it delivers the waste collection service in Walsall. We need to save in excess of £80 million over the next four years and changing the way we collect your waste will save almost £1million pounds each year. As well as financial constraints we need to meet tough government targets We need to reduce the waste we produce and try to recycle more. If we do not meet these targets the council could face tough financial penalties and It's likely these penalties would be passed on to Council Tax payers. The most sustainable way to manage our waste is by operating an Alternate Weekly Collection System, which encourages householders to recycle more.

**2. What will the changes be?**

Every household in Walsall with individual wheeled bins will have their grey rubbish bins emptied every other week instead of every week. Properties with communal waste provision will remain unchanged for the time being.

**3. I live in a flat with communal bins- will my collections change?**

Not for the time being, however if you don't currently separate your waste and recycle you may be asked to do so in the future.

**4. When will the changes happen?**

From the beginning of October 2016. Every household will receive a pack containing a new waste collection calendar and a leaflet explaining the changes.

**5. I pay my council tax, surely I am entitled to a weekly waste collection?**

No. The Environmental Protection Act 1990 states that waste collection authorities have a duty to arrange waste collection, however there is no stated or implied frequency.

**6. What else am I paying Council Tax for?**

An explanation of the council's income and expenditure can be found at [http://cms.walsall.gov.uk/counciltax\\_booklet.pdf](http://cms.walsall.gov.uk/counciltax_booklet.pdf)

**7. Are other local councils doing this?**

Yes. There are many authorities using an alternate weekly collection system and this figure continues to grow. Alternate weekly collections have been in place in some areas for a number of years; in fact some local authorities have reduced the frequency of their waste collections further to three weekly.

**8. Is it not a health hazard to empty my bin every other week?**

The 2007 report *Health Impact Assessment of Alternate Week Waste Collections of Biodegradable Waste* sponsored by Defra's Waste Implementation Programme concluded that fortnightly collections did not pose a threat to human health. The report also states that problems with rats and flies could be eradicated with common sense precautions including keeping waste wrapped.

#### **9. Will my bin smell?**

Follow this simple hygiene checklist to avoid problems:-

- Securely wrap and tie potentially smelly waste
- Ensure the bin lid is always closed
- Try to avoid storing your bin in direct sunlight
- Rinse containers and wrapping if possible
- Occasionally wash out your bin with disinfectant
- Double wrap waste such as cooked or raw meat scraps before putting in the bin
- Double wrap nappies or other hygiene products before putting in the bin

#### **10. Will I get maggots and flies in my bin?**

Flies will only lay eggs onto food if it is unprotected and accessible. Double wrapping or putting food waste into bags before putting into the bin will ensure you don't have a problem with flies and maggots.

#### **11. Will emptying bins less often lead to fly tipping?**

Experience from other local authorities suggests that fly tipping does not increase as a result of alternate weekly collections being introduced. It is the householders duty of care to dispose of their waste correctly. Households generating any additional waste can use either of our household waste recycling centres (tips). For locations and opening times please see our website.

<http://walsallbins.co.uk/rubbish-waste-and-recycling/rubbish-tips-household-waste-and-recycling-centres/>

### **Theme two- getting a bigger bin**

#### **12. Will my bin be big enough for two weeks worth of rubbish?**

We have revised our policies so that new bin sizes should be big enough. We would like residents to try and recycle more and only apply for a bigger bin if absolutely necessary. Households where there are four or more permanent occupants will qualify for a larger bin as long as they can provide evidence of the number of people residing in the property. Households where there are 3 permanent occupants can apply for a bigger bin, however an audit of the family's waste will be carried out to ensure that all possible waste is being recycled.

#### **13. I have young children in nappies, how do I cope with the extra waste and the smell?**

To minimise any odour problems, ensure all used disposable nappies are sealed in a bag such as a nappy sack prior to placing them in the grey bin. If you are struggling to cope due to the quantity of nappies produced, re-usable nappies could be an alternative for you to try. We are currently running a campaign to promote the use of real nappies. For more information please visit

<http://walsallbins.co.uk/rubbish-waste-and-recycling/real-nappy-incentive-scheme>

#### **14. Who will qualify for a larger bin?**

Households where there are four or more permanent occupants will qualify for a larger bin as long as they can provide evidence of the number of people residing in the property. Households where there are 3 permanent occupants can apply for a bigger bin, however ages of occupants will be considered

and an audit of the family's waste will be carried out to ensure that all possible waste is being recycled.

**15. What if I already have a larger bin?**

If you don't think your bin will be big enough you will still need to apply for a larger bin and provide evidence of the permanent occupants residing at the property. In the first instance we will offer you the opportunity to recycle more. In exceptional circumstances a larger 360 litre bin will be provided, however we will need to assess individual requirements on a case by case basis.

If you have a larger bin because someone in your household generates medical waste then we will have to assess your requirements on a case by case basis.

**16. When will my larger bin be delivered?**

Bin deliveries will start mid July 2016 onwards ready for alternate weekly collections to start in October

**17. How will I know whether my application has been successful?**

You will only be contacted if your application is unsuccessful.

**18. What if I am on holiday when my larger bin is due to be delivered?**

We are exchanging your old bin for your new larger one. We will do this on your normal collection day so that your existing bin is already presented for emptying. If your bin is not out then we won't be able to exchange it and will arrange to do it at a later date.

**Theme three- collections**

**19. How will I know which bin to put out on which week?**

Each household will receive a pack which will include an individual calendar before the start of the new service. Alternatively, there is the 'bin collection postcode lookup' on the council's web pages

**20. What will happen if my bin is missed?**

We will only return for missed collection bins in the following circumstances:

- The bin was placed out before 7.00am on the day of collection
- The right collection point was used
- In the case of assisted collections, there was access to get the bin e.g. gate unlocked
- A rejected sticker has not been put on the bin
- A crew report has not been received regarding the bin e.g. heavy, excessive waste, contamination

A missed collection must be reported within 24 hours of your normal day of collection. Any missed collections reported after this time will not be collected until the next scheduled collection day. In this instance if the bin has been genuinely missed and the resident cannot store all their waste, additional side waste will be taken (maximum 5 bags).

Missed collections reported within the timescales above will be collected, whenever possible, the next working day of the report being received.

**21. What will happen with collections over Christmas?**

Christmas arrangements will be reviewed and communicated with residents on an annual basis by leaflet or calendar. A weekly collection service will be introduced for a period around Christmas and New Year for grey and green bins to accommodate extra waste and recyclables generated at this time of year. Residents will also be able to access our household waste and recycling centres at Fryers Road, Leamore and Merchants Way, Aldridge with any additional waste generated.