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To: Councillor Jean Morrison MBE, Convener; and Councillors Cooney, Corall, Jackie Dunbar, Delaney, Donnelly and Finlayson.

Town House,
ABERDEEN 22 June 2016

ZERO WASTE MANAGEMENT SUB COMMITTEE

The Members of the **ZERO WASTE MANAGEMENT SUB COMMITTEE** are requested to meet in the **TOWN HOUSE RECEPTION at 1.00PM** for a site visit to the Altens East Facility and to then return to Committee Room 4 - Town House on **THURSDAY, 30 JUNE 2016.**

FRASER BELL
HEAD OF LEGAL AND DEMOCRATIC SERVICES

B U S I N E S S

- 1 Minute of Previous Meeting of 12 May 2016 - for approval (Pages 3 - 10)
- 2 Zero Waste Project - Energy from Waste Update (Pages 11 - 14)
- 3 Update on New Recycling Services (Pages 15 - 22)
- 4 Excess Waste Policy (Pages 23 - 40)
- 5 Date of Next Meeting
4 October 2016 at 2.00pm.

Website Address: www.aberdeencity.gov.uk

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ZERO WASTE MANAGEMENT SUB COMMITTEE

ABERDEEN, 12 May 2016 - Minute of Meeting of the ZERO WASTE MANAGEMENT SUB COMMITTEE. Present:- Councillor Jean Morrison MBE, Convener; and Councillors Cooney, Corall, Delaney, Donnelly, Jackie Dunbar and Finlayson.

The agenda and reports associated with this minute can be located at the following link:

<http://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=439&MIId=3838&Ver=4>

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

MINUTE OF PREVIOUS MEETING

1. The Sub Committee had before it the minute of the previous meeting of 23 February 2016.

The Sub Committee resolved:

- (i) to note the proposed video was in progress and the recycling team would incorporate it into school visits and a further update would be provided at the next meeting;
- (ii) to request that officers contact the Work Experience Placement Officer to offer a placement with the Waste Team; and
- (iii) to otherwise approve the minute as a correct record.

COMMUNAL MIXED RECYCLING PROJECT UPDATE - ZWM/16/7647

2. The Sub Committee had before it a report by the Director of Communities, Housing and Infrastructure which provided an update on the progress of the Communal Mixed Recycling project.

Ms Ros Baxter, Waste Collection Services Manager, spoke to the report and advised that property management agencies had been consulted for private and public developments with regard to bin provision and locations. The city had been surveyed with regards to suitable locations for communal recycling and that installation of the new bins had started in February with Phase 2 to be implemented shortly. The project was running to plan and feedback received from residents had been positive to date. The aim was to have full implementation by the end of March 2017 with final rollout to be Phase 5; incorporating the city centre and rural properties on a date to be advised.

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In regards to the Tenement Infrastructure Fund, the Sub Committee was advised that the funding received had been used to convert individual bin provision to communal recycling and waste provision.

The Sub Committee discussed proposals in regards to Recycling Points and the proposed removal of some public recycling facilities. Pete Lawrence, Waste and Recycling Manager, advised that all recycling facilities were monitored for use on a fill level and frequency of emptying basis. There was currently no facility to individually weigh recycling containers. The Sub Committee felt it was important to monitor the existing recycling points for up to a year following the rollout of the new communal recycling and waste facilities to ensure full provision was still provided and to monitor uptake of the new scheme and continue the usage of existing recycling points before facilities were removed. It was highlighted that at certain sites commercial waste recycling may not change following the full implementation of the doorstep scheme. Mr Lawrence confirmed that the only recycling which wouldn't be included in the new doorstep facilities would be clothing and fabric recycling as these were operated by independent companies.

Councillor Corall enquired whether pavements and road surfaces could be reinstated to their original state when bins are removed. Councillor Corall highlighted concerns in regards to Richmond Street. Mr Lawrence intimated that this would be investigated.

The report recommended:

that the Sub Committee note the contents of the report.

The Sub Committee resolved:

- (i) to request that following the rollout of doorstep recycling and monitoring of current public recycling facilities that current community facilities are retained for six months;
- (ii) to request that following the completion of Phase 5 a report regarding the potential reduction of Recycling Points be brought back to the Sub Committee;
- (iii) to request that where possible, one community recycling facility per area be retained and these facilities to be maintained to a high standard of presentation;
- (iv) to request that officers investigate whether pavements and road surfaces could be reinstated to their original state; and
- (v) to otherwise note the content of the report.

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COMMUNAL FOOD WASTE PROJECT UPDATE - ZWM/16/7648

3. The Sub Committee had before it a report by the Director of Communities, Housing and Infrastructure which provided an update on the Communal Food Waste Project.

The report recommended:

that the Sub Committee note the report.

Ros Baxter, Waste Collection Services Manager, spoke to the report during which she gave a background to the food recycling scheme and advised that outstanding properties would be included in the final stages of the Communal Mixed Recycling Scheme by the end of 2016.

Ms Baxter highlighted several key highlights of the scheme including the 'Love Your Caddy' campaign which had been run in during February 2016 to raise awareness of the food caddy scheme and target certain areas where uptake was low, such as student accommodation. The use of social media was highlighted as a particularly successful means to improving uptake of the scheme with residents being invited to enter a competition and posting 'selfies' using their caddies and dressing their caddies up. A screening of the film 'Just East It – A Food Waste Story' had been held at the Belmont Filmhouse with a presentation of awards to prize winners which had been well attended.

Ms Baxter advised that during February 2016 Nicki Souter Associates had been contracted to carry out a door to door campaign and survey to cover the most recent areas to be included in the food waste recycling scheme and provided a breakdown of the survey results which would be used to form an action plan to increase awareness and participation in the scheme where uptake was low.

The issue of contamination of food waste was raised, with areas within the city centre being highlighted as key areas to target. Ms Baxter advised that the recycling operatives were asked to check the food bins and pick out general waste where possible. Residents within the areas prone to contamination, usually caused by passing footfall have been issued with keys to allow the food bins to be locked and this had reduced the issue considerably within areas of high pedestrian traffic. Pete Lawrence advised that the use of banners or bright signage had been avoided where possible to match the streetscape although some bins had been fitted with clearer signage and that the locked bins had not seen a reduction in use by residents but had seen a reduction in contamination. He further advised that the city centre areas would be targeted in the next few years to improve awareness of the different types of bin and to target businesses using the food recycling bins illegally. Mr Lawrence also advised that whilst the general layout of the mixed recycling, food waste and general waste collection points would for a 3 bin 'pod' that due to the smaller size of the food bins there would be areas where the food waste bins may be closer to the properties which

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may help to further reduce the likelihood of contamination by separating them from the other bins.

Councillor Cooney congratulated the team on the success of the Love Your Caddy Campaign. Councillor Jean Morrison, MBE concurred with his remarks.

The Sub Committee resolved:

- (i) to congratulate officers on the success of the Love Your Caddy campaign; and
- (ii) to otherwise note the content of the report and updates provided.

ZERO WASTE PROJECT: ENERGY FROM WASTE UPDATE

4. The Sub Committee had before it a report by the Director of Communities, Housing and Infrastructure which provided an update on the Energy from Waste Project.

The report recommended:

- (a) that the Committee notes the report; and
- (b) invites the Project Director to attend the next Zero Waste Sub Committee meeting.

The Convener introduced Councillor Yvonne Allan to the meeting as a local member.

Mr Lawrence spoke in furtherance of the report and advised that a Project Director had now been appointed to take forward the inter authority agreement (IAA) and that the procurement process was still in progress with a preferred provider having been identified and that details would be circulated to members once the legal standstill period had been completed.

The next stage in the process would involve procurement and the three local authorities committing to the IAA. The IAA would include cost implications should one of the local authorities choose to withdraw from the project at any stage. Part of the procurement process would be to investigate the most appropriate form of delivery of the service, namely whether to build and operate the facility and retain full control of the operation, or to build the facility and then appoint a contractor to run the facility and the aim would be for a better quality facility which would give best value for money in the longterm rather than the cheapest option. A report would be submitted to the Joint Member Working Group prior to a decision being taken and a subsequent report would to be submitted to full Council in October 2016.

Mr Lawrence further advised that consultation with stakeholders had been undertaken, including a site visit to a similar facility in Lincoln and a visit to Lerwick to see the district heating system in operation in the town. One Community Council member had attended the Lerwick visit, and Community Council responses at the stakeholder

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meeting had been positive. Responses by statutory consultees to the proposed application had also been favourable although there had also been a number of objections including a leaflet which had been circulated within the local community by an individual resident and responses to all comments contained within the leaflet were appended to the report and the responses would be uploaded to the Council website as well as being circulated to all Councillors. The Sub Committee were advised that the facility in Lerwick had recently featured on a television series covering the Shetland Isles and it was proposed that a DVD be obtained for viewing.

Councillor Allan spoke to the Sub Committee and indicated that the leaflet being circulated had been produced by one person and it had not been issued with the agreement of the Community Council. It did not reflect the overall views of the Community Council. Councillor Allan also advised that residents had not been consulted by the Community Council for their views.

In response to concerns about smells and emissions and complaints from residents concerning the waste water site operated by SEPA, Mr Lawrence advised that unlike the waste water site, the energy from waste plant could be switched off for maintenance and that all emissions from combustion were tightly regulated with regular testing. Funds would also be ring fenced for the maintenance of the plant to ensure long term compliance which would have not been the case for incinerators installed in the UK during the 1970's and 80's and which had fed the public perception that incinerators polluted the local atmosphere.

The liaison group which had visited the Lincoln facility had spoken to local residents and had received responses that had been very positive with no complaints about smells and emissions over the two years the plant had been in operation. The proposed facility at Altens East would also benefit residents in terms of the heat and/ or energy transfer facility to residents and businesses which the Lincoln facility does not provide. The visit to Lincoln had provided an excellent opportunity to better understand the design and operation of such plants and had resulted in alleviating concerns about the proposed facility at Altens.

With respect to the local heat network, Mr Lawrence advised that the system being supplied by the Altens East facility would differ from the current city centre network as it is intended that it could connect into individual homes as well as communal blocks in the future and may be able to provide power to properties at times when there was no heating requirement. In the long term, the system could connect in to the wider network with additional plant such as biomass boilers being used at times of high demand if required. The initial connections would incorporate the school, swimming pool and council owned properties and the long term aspiration was to roll out the network from Torry to join with other heat systems such as that supplying Foresterhill, although no specific plans are in place for this.

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The Sub Committee resolved:

- (i) to request that details of the preferred provider be circulated once the legal standstill period had passed;
- (ii) to request that a DVD of the Lerwick plant be made available for viewing;
- (iii) to request that responses to the leaflet distributed to the residents be published on the Council's website and that it be circulated to all councillors;
- (iv) to thank Councillor Allan for attending the Sub Committee; and
- (v) to otherwise note the updates contained within the report.

ZERO WASTE PROJECT: ALTENS EAST UPDATE

5. The Sub Committee had before it a report by the Director of Communities, Housing and Infrastructure which provided an update on the Altens East facility.

The report recommended:

that the sub Committee notes the report.

Pete Lawrence spoke to the report and advised that the project was progressing well and a good working relationship had been established with the neighbouring Doonies Farm which was instrumental in achieving the progress to date. Mr Lawrence further advised that despite poor weather conditions causing surface water flooding from a neighbouring site early on in the project, the facility was on target for completion to allow the scheduled changeover to kerbside recycling in March 2017 and that permanent surface water flood mitigation had been developed by Morrison Construction which would not affect the scheduled completion date.

Mark Reilly advised of operational changes for vehicle operator licences and that the process to obtain the necessary permissions was in progress.

Mr Lawrence suggested that a site visit to the facility might be of interest and beneficial to the members of the Sub Committee and that an appropriate date might be the next meeting.

The Sub Committee resolved:

- (i) to thank Doonies Farm for their excellent neighbour relationship with contractors working on the project;
- (ii) to note that Fleet Services were progressing the change of operator licences with VOSA;
- (iii) to agree that a site visit to the facility would be arranged for the meeting in June 2016 with full details to be circulated in due course;
- (iv) and to otherwise note the updates contained in the report.

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12 May 2016

DATE OF NEXT MEETING

6. In accordance with decision (iii) of item 5 of this minute, the Sub Committee noted that the next meeting of the Sub Committee would be Thursday, 30 June 2016 to incorporate a site visit and that further details would be circulated in due course.

- **Councillor Jean Morrison, MBE, Convener.**

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ABERDEEN CITY COUNCIL

COMMITTEE	Zero Waste Management Sub Committee
DATE	30 June 2016
DIRECTOR	Pete Leonard
TITLE OF REPORT	Zero Waste Project – Energy from Waste Update
REPORT NUMBER	ZWM/16/7658
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to update the Committee on the progress of the Energy from Waste element of the Zero Waste Project.

2. RECOMMENDATION

1. The Zero Waste Management Sub-Committee notes the report.

3. FINANCIAL IMPLICATIONS

No new financial implications arise from this report.

4. OTHER IMPLICATIONS

Legal. The Council has a legal duty to make provision for the management of municipal waste under the Waste (Scotland) Regulations 2012.

Personnel. The project is supported by a dedicated Project Director working on behalf of the three authorities. Aberdeen City Council provides a part-time interim Project Manager and officers from the waste and recycling, asset management, finance and legal services support the project delivery.

Sustainability and environmental. The development of an Energy from Waste facility in the city will substantially reduce the environmental impact of landfilling waste and provide a secure and long-lasting renewable energy source for the benefit of the city, its residents and businesses.

5. BACKGROUND/ MAIN ISSUES

5.1 Joint Working with Aberdeenshire and the Moray Councils

5.1.1 Since the last report, officers have continued to contribute to the development of a further Inter-authority Agreement between the three Councils. A series of workshops are underway to determine key matters relating to the procurement and operation of the Energy from Waste (EfW) facility. These workshops are focussing on:

1. Contracting and Delivery Models. This workshop (held on 1 June 2016) considered the benefits, risks and opportunities of different contracting options. The primary distinction is between managing the operation of the new facility through a contract with a specialist operator or developing an arm's length organisation that operates the facility itself.
2. Contract Cost and Income Share. This workshop (held on 8 June) considered options for sharing the capital and revenue costs of building, operating and maintaining the facility as well as how any incomes arising from energy generation are to be divided between the parties. The workshop also considered models for the procurement and management of the contract.
3. Waste Data Management. This workshop will address the projected tonnages and waste characteristics arising from the three authorities and how these will be incorporated into the design on the facility, the distribution of waste inputs and mechanisms for managing inputs throughout the contract.

5.1.2 The workshops are providing the basis for establishing a detailed Inter-Authority Agreement between the three authorities that clearly establishes the relationships, obligations and common objectives for the project. The Inter-Authority Agreement (IAA) will provide a clear structure for taking the project forward into the procurement phase and ensure that all parties are fully committed to a successful outcome.

5.1.3 Over the next two months, the principles agreed through the workshops will be developed into a comprehensive IAA led by the legal advisors to the project; it is anticipated that that agreement will be put to the three Councils in October 2016.

5.2 Planning Application

5.2.1 The Waste and Recycling Service, through its planning consultants AMEC Foster Wheeler, have been working with the Planning department to provide clarifications and responses to submissions from statutory consultees. These responses will require to be published and further public representation will be sought.

5.2.2 The Planning Development Management Committee heard a pre-determination report on 1 June 2016 in relation to the application. The Committee resolved to approve that a public hearing be held in relation to the application on the basis that the Council has a direct interest in the application and that there have been a significant number of representations and thereafter that the application be referred back to full Council for consideration.

5.2.3 The Council continues to facilitate an active Stakeholder Group that meets on a monthly basis. In addition, a study visit was arranged for members of the Stakeholder Group to Lerwick on 26 April 2016. A verbal update was provided on the visit to the last Sub-committee meeting. Those attending were impressed with the extent of the District Heating system and noted that most of the network has successfully been retro-fitted into the existing housing stock.

5.2.4 A further visit is being arranged to Dundee to visit the Baldovie energy from waste facility, which has had many operational issues during its lifetime. The purpose is to investigate the impact this has had on the local community.

6. IMPACT

Improving Customer Experience –

A key customer benefit of the joint working will be the provision of the most cost-effective waste management solution for city residents. In addition, the development will facilitate the provision of low and stable cost heat and power to up to 25,000 households.

Improving Staff Experience –

The proposal will provide clean, spacious and indoor disposal facilities for Council refuse collection crews. The Council's contractor will also benefit from improved office and welfare facilities compared to those currently in place.

Improving our use of Resources –

Development of the East Tullos EfW facility will enable the Council minimize the amount of waste sent to landfill, thereby reducing costs and mitigating the cost pressures on the service.

Corporate -

Corporate -

This project links to the Smarter Environment theme of Aberdeen – the Smarter City vision and is a key outcome from the Aberdeen City Waste Strategy. The project enables the Council to comply with its statutory obligations to collect recycling from all households.

Public –

AN EHRIA has been completed during the formulation of the Aberdeen City Waste Strategy. The recycling service that will be enabled by the Altens East facility will ensure that all households across the city get equal access to recycling services, addressing the current inequitable level of service delivery.

7. MANAGEMENT OF RISK

No new risks have emerged in relation to this update report

8. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Zero Waste Management Sub Committee
DATE	30 June 2016
DIRECTOR	Pete Leonard
TITLE OF REPORT	Update on new Recycling Services
REPORT NUMBER	ZWM/16/7655
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to update the Committee on the progress with the roll out of the communal mixed recycling service and the planning for the changes to the kerbside recycling service in 2017.

2. RECOMMENDATION

1. The Zero Waste Management Sub-Committee notes the report.

3. FINANCIAL IMPLICATIONS

No new financial implications arise from this report.

4. OTHER IMPLICATIONS

Legal. The Council has a legal duty to provide recycling collections for all households under the Waste Scotland Regulations 2012.

Personnel. 4 additional mixed recycling collection crews will be put in place for these new collections. Additional temporary staff will also be required to assist with the roll out of the changes to the kerbside recycling collections.

Sustainability and environmental. The implementation of the new recycling services will help increase the city's recycling rate and help the Council meet its obligation to ensure that all households are provided with a minimum recycling service.

5. BACKGROUND/ MAIN ISSUES

5.1 Communal Mixed Recycling Project roll out update

5.1.1 Throughout the course of 2016/17 the new communal mixed recycling service will be rolled out to a total of 47,000 flats, tenements and multi storey properties across Aberdeen City. The communal mixed recycling service will enable residents to recycle the following materials in **one** bin:

- Paper and cardboard
- Plastic bottles and containers
- Metal tins and cans, foil and trays
- Glass bottles and jars

Among other benefits, this new system will be easier and more convenient for residents to use.

5.1.2 The service is being rolled out to residents in communal properties in 5 phases, with the first collections already taking place and the remaining planned for roll out during 2016/17 as follows:

Phase 1 started in February 2016 covering *Bridge of Don, Seaton, Hannover and Torry*.

Phase 2 started in May 2016 covering *Cove, Kincorth, Garthdee, Braeside, Cults, Peterculter, Ferryhill, Westend, Hazlehead and Kingswells*

Phase 3 July - September 2016 and will cover *Rosemount, Mastrick, Northfield Summerhill, Bucksburn and Dyce*

Phase 4 October - December 2016 *Ashgrove, Froghall, George Street, Hilton, Old Aberdeen, Tillydrone, Woodside*

Phase 5 from February 2017 *and will include the city centre and any remaining areas*

5.1.3 So far, during **phase 1** we have successfully installed around **509 mixed recycling bins** providing the new recycling service to **7,691 properties** in the following areas:

- Bridge of Don
- Torry
- Seaton
- Hanover

5.1.4 During **Phase 2** we have installed around **175 mixed recycling bins** delivering service to **3,388 properties** and we are still planning to install another **78 mixed recycling bins** delivering service to **1,397 properties** in the following areas:

- Ferryhill
- Westend
- Cults
- Braeside
- Garthdee
- Culter
- Kincorth
- Hazlehead

5.2 Recycling services at Universities in Aberdeen

5.2.1 Over the course of the summer the team plans to install mixed recycling containers at all University and student accommodation residences across Aberdeen in time for the new academic year beginning in September. This will involve surveying all of the residence locations, putting proposals together and consulting the universities before communicating with the students and installing the new bins.

5.3 Planning for the changes to the kerbside recycling collections

5.3.1 The Waste and Recycling team are currently planning the roll out of new 180 litre containers to 70,000 properties that have individual wheeled bins. The 180 litre bins will be the household's new general waste container and the old 240 litre containers will become the new mixed recycling container. Not only will this increase the capacity that each household has to recycle more but also the types of materials will increase as the new Materials Recycling Facility will be able to accept a greater range of materials (plastic pots, tubs and trays and waxed beverage containers).

5.3.2 In addition, there are currently around 2000 properties that currently do not have access to a kerbside recycling service and have weekly general waste collections. During this roll out these properties will be switched to fortnightly residual waste collections and will receive the kerbside recycling service and a garden and food waste service. This change will bring them in line with the rest of the individual properties in Aberdeen.

5.3.3 The roll out of the new bins is due to start in March 2017 and will take approximately 10-12 weeks to deliver. Planning for this roll out has already started and has been split into the following workstreams:

1. **Procurement** – a procurement process is underway and an Invitation to Mini Competition has been issued to all providers on the Scotland Excel framework. The requirement for the supplier is to provide 70,000 180 litre containers and to run the logistical exercise of delivering them to the households at the same as stickering up the old bins as recycling containers and putting information leaflets through doorways. The contract is due to commence in October 2016 which is when the Council will start to work with the Supplier. In addition to this procurement process, orders will be placed in July 2017 for additional Refuse Collection Vehicles (RCVs) that are required to complete the new collections. Once the new service commences the old kerbside vehicles will no longer be required and will be disposed of. The new service will see a reduction in the collection routes as the mixed recycling is a more efficient collection method.
2. **Routing** – a lengthy re-routing process for all of the waste collection routes will take place and the planning for this has already started. New routes are required due to the planned move to the new depot and the new collection services. In order to make the new routes as efficient as possible some collection days may change during this process.
3. **Communications** – a full communications campaign will take place commencing with a campaign to reduce the unauthorised additional bins in the Summer of 2016. The draft communications programme can be found at appendix one.
4. **Staffing/ resources** – additional temporary resources will be required to deliver this project including additional Recycling Advisers during the roll out to engage with the public, a Project Lead to oversee the project and manage the contract and an assist collection crew to ensure the smooth implementation of the new routes.
5. **Policy review** – in order to assist with the smooth implementation of the project the following policies will be reviewed or written; missed bins, excess waste, assisted collections and contamination.

6. IMPACT

Improving Customer Experience –

A key customer benefit of the communal mixed recycling project is that all households will have access to mixed recycling collections close to their property either via their own individual kerbside collections or communal mixed recycling collections. In addition the kerbside bins roll out will provide residents with a much increased recycling capacity.

Improving Staff Experience –

Dedicated mixed recycling collection rounds have been created to collect the new communal mixed recycling and new vehicles have been purchased to service these rounds. The new kerbside collection rounds will improve the staff experience for health and safety grounds as they will no longer be required to manually handle the recycling in bags and boxes.

Improving our use of Resources –

Increasing the amount of mixed recycling collected allows us to make better use of our resources in general. It is also cheaper for the Council to send our waste for recycling than to send it to landfill. The new kerbside collections will be a much more efficient way to collect an increased tonnage of recycling and will result in a reduction of 4 vehicles which will be used for the new communal mixed recycling collections.

Corporate -

This project is a key outcome from the Aberdeen City Waste Strategy. The project enables the Council to comply with its statutory obligations to provide all households with a recycling service.

Public –

An EHRIA was completed for the Communal Mixed Recycling project on 27/08/15. The mixed recycling service will ensure that all households across the city get equal access to recycling services addressing the current inequitable level of service delivery.

7. MANAGEMENT OF RISK

No new risks have emerged in relation to this update report

8. REPORT AUTHOR DETAILS

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Communications Overview – Rollout of Kerbside Mixed Recycling Service

Background

In 2017, the kerbside waste and recycling service in Aberdeen will be changing. The changes will affect around 80,000 properties across the city. The changes are:

- Each household will receive waste and recycling collections on the same day on a two week cycle, e.g Tuesday Week 1 – Recycling Collection, Tuesday Week 2 – Waste Collection. This means that collection days will change for some householders.
- The 240L black wheeled bin will switch to become a container for mixed recycling. The box and bag will no longer be used to collect recycling.
- Householders will be able to recycle a wider range of materials at the kerbside than they can at present, including plastic pots, tubs and trays and food and drink cartons.
- Householders will receive a new smaller wheeled bin (180L) for their general waste.

Audiences

A stakeholder analysis identified key audience groups who will require different levels and types of communication, including:

Residents

Community Councils

Residents' groups and community groups

Elected Members

Media

Council staff – Waste Collection Crews, Housing Teams, City Wardens, Customer Service

Key Messages

How the service will be changing and when – smaller waste bin, more capacity to recycle etc.

What can and cannot be recycled using the mixed recycling service.

Why the Council is making these changes: environmental benefits, practical and financial reasons, to meet legislative targets.

What will happen to the materials – new MRF at Altens East and other new facilities.

Where to get more information and who to contact for advice.

Date	Activity	Audience	Message
January 2017	Teaser mailing	Residents	Service will be changing. Web link for more details.
Jan 2017 and ongoing	Briefings	Elected Members Community Councils Council Staff	Overview of service changes and how to deal with queries.
Feb 2017	Direct mail to residents.	Residents	Information about new collection days/ collection calendar and timescale for other changes.
Feb / Mar 2017	Advertising and PR	Residents Media	Overview of service changes and promotion of recycling.
Ongoing	Website and social media	All	Overview of service changes and promotion of recycling.
March 2017 and ongoing	Delivery of new waste bins, recycling bin stickers and service information leaflets.	Residents	Information about how to use the new service, what can and cannot be recycled, where to get more information.
March 2017 and ongoing	Banners and displays in community venues.	Residents Residents and Community Groups	Overview of service changes. Details of what can be recycled. Where to get more information.
March 2017 and ongoing	Community events	Residents Residents and Community Groups	Promote new service and the benefits.
October 2017	Doorknocking campaign	Residents	Promote use of recycling bin and seek feedback on new service.

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ABERDEEN CITY COUNCIL

COMMITTEE	Zero Waste Management Sub Committee
DATE	30 June 2016
DIRECTOR	Pete Leonard
TITLE OF REPORT	Excess Waste Policy
REPORT NUMBER	ZWM/16/7656
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to establish an approved 'Excess Waste Policy' which ensures that only waste or recyclables presented in authorised containers is collected. This will help to ensure the collection service is safe and efficient and that householders are encouraged to manage their waste and recyclables appropriately and correctly.

This report also outlines a proposal for communicating and implementing this policy with specific reference to identifying and addressing those households who are currently in possession of bins that are not authorised.

2. RECOMMENDATION

The Zero Waste Management Sub-Committee approves:

1. The proposed Excess Waste Policy included at Appendix 1.
2. The planned campaign for addressing unauthorised additional bins in autumn 2016.

3. FINANCIAL IMPLICATIONS

It is not possible to accurately quantify the potential savings that could be made as a result of this policy. However, in general terms it is expected that by reducing the number of unauthorised additional bins this will result in less residual waste and increased recycling.

Currently, the cost of disposing of a tonne of residual waste is significantly higher than the cost of sending a tonne of waste for recycling. This can vary depending on how the markets are for sale of

materials but as a guide there is around a 50% saving for every tonne of waste that can be sent for recycling instead of disposal. This is assuming little or no income from sale of recyclable materials, therefore this is a conservative estimate at this time.

4. OTHER IMPLICATIONS

The adoption of this policy will result in a decrease in excess waste and unauthorised bins being used for waste. This will encourage participation in recycling schemes and ultimately result in reduced residual waste production and increased recycling.

For those households who are using additional bins and require the extra capacity (e.g. large families, medical needs), there will be the opportunity to apply to retain the additional bin.

5. BACKGROUND/ MAIN ISSUES

5.1 Introduction

5.1.1 A policy for additional bins was approved at Zero Waste Management Sub-Committee in October 2014. This policy formalised the procedure for applying for additional bin capacity and applying for assisted collections. The policy contained within this report replaces the additional bin policy outlined in that document. The assisted collection process remains as per that report. Notwithstanding the successful introduction of this policy, it is evident that there are a significant number of unauthorised second refuse bins in use arising from the lack of control exercised prior to 2014.

5.1.2 The report in October 2014 also highlighted the need for a high-profile communication exercise ahead of the planned change to reduced capacity refuse containers which is due to roll out in Spring 2017. This means all households will be delivered a new 180 litre bin for residual waste. Their existing 240 litre waste bin will become their mixed recycling container thereby offering smaller capacity for waste but much increased capacity for recycling. The reduced refuse capacity will have a greater impact on those households with additional unauthorised refuse bins and it is for this reason that it is proposed the Excess Waste Policy is adopted now and that an extensive campaign is undertaken this autumn to remove any unauthorised refuse bins. This will allow affected households time to adjust their waste management practices in advance of the reduction in capacity that will occur in early 2017.

5.2 Excess Waste Policy

5.2.1 The proposed excess waste policy states the Council's position for dealing with situations where householders are presenting excess waste – this may be in additional unauthorised bins or as “side waste” left outwith bins.

5.2.2 The full policy is attached as Appendix A. In summary, additional bins will be granted where one or more of the following criteria are met and the householder has been assessed (usually by telephone) by an Officer:

- Five or more permanent resident(s) in the household
- One or more resident(s) in the household that has a medical condition which results in additional production of non-clinical waste
- Two or more residents in the household in nappies under the age of 3 years old

Additional refuse bins will be subject to a delivery fee. Additional recycling bins will be issued free of charge with no criteria or assessment required.

Additional food/garden waste bins (brown bins) will also be available and will also be subject to a delivery fee. Households will be limited to a maximum of one additional brown bin only. This is intended to encourage home composting or other garden waste reduction activities.

5.3 “One Household, One Bin” Campaign

5.3.1 It is proposed that a high profile campaign that raises awareness of the one bin per household policy is delivered in autumn 2016. This campaign will result in the removal of many unauthorised additional bins prior to the new services being introduced in early 2017.

5.3.2 The campaign will include publicity of the policy by using social media, press advertising, on-vehicle advertising and use of the Council website.

5.3.3 The following is an outline of the process that will be followed for dealing with unauthorised additional bins:

- (a) Collection crews will be issued with bin hangers (these are “tags” that can be attached to the handle of the bins which contain important information for the householder) or other form of identifying marker. Where the collection crew believe there is an unauthorised additional bin being presented on collection day, they

will attach a bin hanger that explains to the householder that the bin has been identified as possibly being unauthorised.

- (b) In situations where it is difficult to identify who the additional bin belongs to (e.g. in blocks of flats), the area will be targeted with leaflets and doorstepping to help identify which bins are unauthorised. The leaflets will give similar information to the bin hangers.
- (c) Householders will then be given the opportunity to contact the Council if they believe the bin is authorised, or, if they wish to apply for it to become authorised.
- (d) If no contact is made before a given date, the collection crews will issue a second bin hanger (or leaflet/letter for flats) which informs the householder that the bin will be removed.
- (e) Collection crews will then place an identifying mark (sticker or similar) on the bin to ensure that the crew only uplift the correct bins.
- (f) Bins will be uplifted and returned to stock where they can be cleaned and re-issued as required.

Draft text for the proposed bin hangers/leaflets is attached as Appendix B.

5.3 Benefits

5.3.1 The Excess Waste Policy will ensure there is clarity and equality over additional bin collection services and will update the existing policy to take account of changes in services, such as the new mixed recycling service.

5.3.2 Improved recycling and waste collection service in terms of:

- Promotes and encourages participation in recycling services and waste reduction activities
- Reduced volume of residual waste
- Reduced number of bins out for collection contributing to improved collection efficiency
- Increased public awareness of waste and recycling issues

5.3.3 The proposed policy is in line with the guidance contained within the recently produced Code of Practice for Household Recycling in Scotland.

6. IMPACT

Improving Customer Experience –

This policy will provide clear guidelines for householders in Aberdeen regarding their entitlement to additional waste and recycling capacity and ensure that the Council is being open and transparent and fair and consistent in its approach.

Improving Staff Experience –

This policy will also give clarity to staff including collection crews, contact centre staff, waste management staff and the wider Council team with respect to this issue.

Improving our use of Resources –

This policy will improve the efficiency the service by helping to reduce the number of unauthorised bins that are presented which will improve the efficiency of the collection service. It will also encourage participation in recycling services and heighten awareness of waste issues generally.

Corporate -

This policy helps us to work towards achieving the Smarter Environment (natural resources) element of the Smarter City vision by helping to manage waste effectively and in line with UK and European legislative requirements by improving the efficiency of our collections thereby reducing our costs and carbon footprint.

Public –

To publicise the service change there will be a high profile advertising campaign in the local press and there will be additional advertising on the refuse vehicles themselves. The policy will be made available online in the waste section of Council website and publicised via social media. Households directly affected by the policy will be informed using the bin hangers referred to in paragraph 5.3.3.

An EHRIA has been completed and is attached. There are no significant equalities impacts, those householders who find they have difficulty will be able to apply for an assisted collection service which is available for those people who fall under the protected characteristics categories as defined by the Equalities Act 2010. A PIA is not required for this report.

7. MANAGEMENT OF RISK

Risk	Mitigating action
Public acceptability of policy content leading to changes in service	Communication campaign consisting of advertising and other publicity on Council website and social media and direct contact with households prior to removal of any bins.
Increased fly-tipping as a result of new charge for additional garden waste bin.	Monitoring of fly-tipping reports with respect to garden waste.

8. BACKGROUND PAPERS

Appendix 1. Excess Waste Policy

Appendix 2. Draft copies of proposed bin hanger text.

9. REPORT AUTHOR DETAILS

Pam Walker

Waste Strategy Manager

PWalker@aberdeencity.gov.uk

01224 489344

Appendix 1.

Policy Name	Excess Waste Policy
Committee Date/Name	Zero Waste Sub-Committee, 30 June 2016
Review Frequency	2 years
Next Review Due	August 2018
Implementation Date	1 August 2016

1.0 Purpose of Policy

1.1 To establish a policy which ensures that only waste or recyclables presented in authorised containers is collected.

1.2 This policy does not apply to commercial properties.

2.0 Standard Service Provision

2.1 For householders using the wheeled bin service the Council's standard service provision is:

- 1 x 180 litre general waste wheeled bin (from March 2017)
- 1 x 240 litre mixed recycling bin (from March 2017)
- 1 x 240 litre garden and food waste bin

2.2 All of these containers are collected fortnightly.

3.0 Receiving an Authorised Additional Bin

3.1 Additional Refuse Bins

This criteria below only applies to the general waste bin collection service. A household can request an additional recycling or garden waste bin without having to meet the criteria in paragraph 3.2.

The additional bin will be another bin of the same size as the standard refuse bin. In exceptional circumstances (e.g. for medical waste), a larger second bin may be granted at the discretion of the Council following assessment.

The householder must meet at least one of the following criteria to receive an additional refuse bin:

- Five or more permanent resident(s) in the household
- One or more resident(s) in the household that has a medical condition which results in additional production of non-clinical waste
- Two or more residents in the household in nappies under the age of 3 years old

The household must also demonstrate that they are making full use of the recycling facilities available. This will include the requirement to complete an assessment form which will be reviewed by an Officer, and in some cases a household visit may be undertaken to assess the needs. Follow-up monitoring visits may be carried out once the bin has been delivered to check that it does not contain recyclable materials (including food or garden waste).

The following terms and conditions will apply to additional refuse bins:

1. A maximum of one additional bin will be available to eligible households.
2. There will be a charge for delivery (details of applicable charges will be available on the Council website).
3. Additional bins will only be delivered once payment has been received.
4. Residents with a medical condition or disability that causes them to produce excess waste, will not be charged.
5. A 50% discount will be available for those in receipt of Council Tax benefit and/or Housing Benefit.
6. Additional bins will be easily identifiable.
7. Additional bins should be used in accordance with the Excess Waste Policy.

3.2 Additional Food & Garden Waste Bin (Brown Bin)

A charge will also be made for an additional 240 litre garden and food waste bin (first bin provided free) to encourage home composting (details of applicable charges will be displayed on the Council website).

Large amounts of garden waste can be taken to a local Household Waste and Recycling Centre (HWRC) and deposited free of charge.

3.3 Additional Recycling Bin

No charge will be made for an additional recycling bin; the additional recycling bin will be the same size as the standard recycling bin.

4.0 Review

Recipients of authorised additional bins (refuse, recycling or food/garden waste) will receive a review letter and form after 2 years to check if the service is still required. The householder must respond within 28 days from the date of the letter.

If the householder responds within 28 days and declares that the additional bin is still required and they still meet the criteria, the additional bin will continue to be collected for another 2 years. If the householder does not respond within 28 days, the additional bin(s) will be removed.

The authority may remove additional bins if it becomes aware of a change in circumstances, for example, fewer people living at a property, the cessation of a temporary medical condition, the bins are no longer required or are not being used for any other reason. These householders will be contacted before removal.

5.0 Excess Waste

5.1 Unauthorised second/ additional bins

Any additional bins over and above the standard service as per paragraph 2.0 will only be emptied if they are authorised as per paragraph 3.2. Only bins supplied under the terms of this policy will be emptied.

Where it has been identified or is suspected that a householder has unauthorised additional bins, the following action will be taken:

- Householder will be notified that the bin appears to be an unauthorised additional bin.
- Householder will be given the opportunity to contact the authority to discuss whether they qualify for the additional bin as per paragraph 3.2
- If the householder does not make contact or does not qualify, they will be notified that the bin will be removed.
- Bin will then be uplifted.

Where there are households with more than 2 brown bins, the following action will be taken:

- Householder will be notified that the Council policy has been amended and that there is a maximum limit of 2 brown bins per household.
- Householder will be given the opportunity to contact the authority for advice and guidance on how to reduce or compost their garden waste.
- If the householder does not make contact, they will be notified that the bin will be removed.
- Additional bin(s) will then be uplifted.

5.2 Black bags or waste presented in other unauthorised containers (not wheeled bins)

Aberdeen City Council will not collect any waste (including garden waste) presented outwith the authorised containers and this will be treated as side waste, fly-tipping or littering and may be subject to enforcement action.

Only waste presented in accordance with this policy will be emptied/uplifted.

5.3 Over-filled bins

Where a wheeled bin is presented and is considered to be overloaded, by weight and/or volume of material, it will not be emptied based on health and safety reasons, at the discretion of the operator's judgement, .

The wheeled bin will be emptied on the next collection cycle provided it is deemed 'manageable' by the collection crews. Householders will be notified of the reason for not emptying the container.

If bins are too heavy to be moved safely by the crew, the resident will be required to reduce the weight of the bin contents before the bin can be emptied on the next collection date.

5.4 Open lids

For safety reasons, and to ensure that wheeled bins and lids are not damaged during the collection and lifting process, bin lids of all wheeled bins presented for collection should be fully closed.

Bin lids should be kept closed at all times when not in use to deter access by flies and vermin and to avoid rainwater entering the bin.

Bins presented with lids open that are considered hazardous by the collection crew will not be emptied. The bin will be emptied on the next collection cycle provided the bin is considered safe to do so (lid closed).

Appendix 2.

One Household, One Bin Campaign – draft text for bin hangers.

HANGER 1

FRONT

One Household, One Bin

We believe that your household put out more than one waste bin today.

Aberdeen City Council will only collect one waste bin per household* each fortnight and no extra bins will be collected after (date tbc). After that, we will take away any unauthorised extra bins that are put out.

Please recycle more.

If you think you need extra bin or recycling container please contact us.

03000 200 292

wasteandrecycling@aberdeencity.gov.uk

www.aberdeencity.gov.uk/wasteandrecycling

*Except where additional bins have been authorised (small text)

REVERSE

Aberdeen City Council only collects one waste bin per fortnight and does not collect excess waste because:

We must meet Scottish and European targets to recycle more and reduce the amount of waste we produce. We currently recycle 38% of our waste but this needs to increase - we can only do this with your help.

The Council must prevent problems caused by waste that is outside the bin. These include littering, manual handling risks for collection crews and vermin being attracted by uncontained waste.

Most households manage with one bin per fortnight if they are recycling their waste. Please play your part and recycle as much as possible using your kerbside box and bag, recycling points and Household Waste Recycling Centres.

Remember to also recycle your food waste, if you need more recycling containers or a food waste caddy or compostable liners please contact us.

Important message overleaf about your bin

HANGER 2

FRONT

One Household, One Bin

We believe that your household put out more than one waste bin today.

Aberdeen City Council will only collect one bin per household* each fortnight. This bin is not an authorised additional bin and will be removed.

Please recycle more.

If you think you need extra bins please contact us.

03000 200 292

wasteandrecycling@aberdeencity.gov.uk

www.aberdeencity.gov.uk/wasteandrecycling

*Except where additional bins have been authorised. (small text)

REVERSE

See our website for more information on how to reduce waste

www.aberdeencity.gov.uk/wasteandrecycling

- Find out what can be recycled in Aberdeen – it may be more than you'd think.
- Use your black box and white bag for kerbside recycling and brown bin for food and garden waste recycling.
- Locate and use your nearest recycling points and Household Waste Recycling Centre.
- See what happens to your recycling and what it is made into.
- Learn about home composting and order a discounted compost bin.
- Get lots of ideas about reusing and reducing your waste - keep your bin thin!

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7: Action Planning				
As a result of performing this assessment, what actions are proposed to remove or reduce any risks of adverse outcomes identified on employees, service users or other people who share characteristics protected by <i>The Equality Act 2010</i> ?				
Identified Risk and to whom:	Recommended Actions:	Responsible Lead:	Completion Date:	Review Date:
Potential for people who do not speak English as their first language to not understand the policy or process	Translate materials into other languages as required	Pam Walker	31/08/16	
Potential for sensitive information relating to medical and health conditions to be released.	Only required data will be collected and will be managed in accordance with Data Protection Act 1988.	Pam Walker	31/08/16	

8: Sign off	
Completed by (Names and Services) :	Pam Walker, Waste Strategy Manager
Signed off by (Head of Service) :	
<p>Please send an electronic copy of your completed EHRIA - without signatures - together with the proposal document and/or committee report to:</p> <p> Equalities Team Customer Service and Performance Corporate Governance Aberdeen City Council Business Hub 13 Second Floor North Marischal College Broad Street Aberdeen AB10 1AB </p> <p>Telephone 01224 523039 Email sandrab@aberdeencity.gov.uk</p>	

Privacy Impact Assessment Template

This template is an example of how you can record the PIA process and results. You can start to fill in details from the beginning of the project, after the screening questions have identified the need for a PIA. The template follows the process which is used in the code of practice. You can adapt the process and this template to produce something which allows your organisation to conduct effective PIAs integrated with your project management processes.

Step one: Identify the need for a PIA

The aim of the Excess Waste Policy is to ensure that only waste and recyclables presented in the correct and authorised containers is collected. The policy sets out the standard service that will be provided to householders in Aberdeen and also defines the circumstances where additional capacity will be allowed. The policy also sets out the process to be followed when it has been identified that there are unauthorised containers being used.

This policy ensures that there is harmonisation of service provision across service users in Aberdeen. The policy takes account of the needs of those who may have difficulty complying with the Council's standard service through their individual circumstances such as large families or medical needs.

The policy states that additional bin capacity can be provided where the household meets any of the following criteria (and provided they can demonstrate that they are making full use of recycling services where waste containers are being requested):

- Five or more permanent resident(s) in the household
- One or more resident(s) in the household that has a medical condition which results in additional production of non-clinical waste
- Two or more residents in the household in nappies under the age of 3 years old

The need for a PIA was identified because the collection of data relating to individuals will be required as part of the application process for additional bin capacity.

Step two: Describe the information flows

The collection, use and deletion of personal data should be described here and it may also be useful to refer to a flow diagram or another way of explaining data flows. You should also say how many individuals are likely to be affected by the process.

Householders requesting additional bin capacity will be sent a form to complete and return to the Service. The form will be assessed by an Officer and a telephone assessment will be made to verify the information and satisfy the service that the applicant has all of the information and equipment required to ensure that they can recycle as much as possible.

The form is filed and kept for a period of 3 years at which time a review of the requirement will be conducted. If the householder no longer requires the additional capacity the form will be destroyed. If the service is still required it will be kept on file for a further 2 years. The data is not used for any other purpose.

To date, approximately 2000 people have completed this application process.

Consultation requirements

No formal consultation has been conducted. This process is in line with the existing practice and is in keeping with similar processes used by local authorities across Scotland.

The data in the application form is not shared with the wider waste team, e.g. the bin delivery crews are not told the reasons why an individual has been granted an additional bin.

Step three: identify the privacy and related risks

Identify the key privacy risks and the associated compliance and corporate risks. Larger scale PIAs might record this information on a more formal risk register.

Annex three can be used to help identify the DPA related compliance risks.

Privacy issue	Risk to individuals	Compliance risk	Associated organisation / corporate risk
Release of personal information	Their information is shared without consent	Non-compliance with Data Protection Act	Reputation.

Step four: Identify privacy solutions

Describe the actions you could take to reduce the risks, and any future steps which would be necessary (eg the production of new guidance or future security testing for systems).

Risk	Solution(s)	Result: is the risk eliminated, reduced or accepted?	Evaluation: is the final impact on individuals after implementing each solution a justified, compliant and proportionate response to the aims of the project?
Release of personal information	Formal procedure and filing processes established in line with Data Protection requirements.	Reduced.	Yes

Step five: Sign off and record the PIA outcomes

Who has approved the privacy risks involved in the project? What solutions need to be implemented?

Risk	Approved solution	Approved by
Release of personal information	Process and filing procedures in place and training provided to staff.	Pam Walker

Step six: Integrate the PIA outcomes back into the project plan

Who is responsible for integrating the PIA outcomes back into the project plan and updating any project management paperwork? Who is responsible for implementing the solutions that have been approved? Who is the contact for any privacy concerns which may arise in the future?

Action to be taken	Date for completion of actions	Responsibility for action
Ensure procedures are compliant with Data Protection Act and that all staff concerned are appropriately trained in the process.	31/08/16	Pam Walker

Contact point for future privacy concerns

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