

PERTH AND KINROSS COUNCIL**Environment Committee – 26 May 2010****THE WASTE COLLECTION COMMITMENT****Report by the Depute Director (Environment)**

The Waste Collection Commitment produced by the UK Waste and Resources Action Programme, sets out, in plain English, the principles which should underlie domestic waste and recycling collection services. By signing up to this voluntary service Commitment, Perth and Kinross Council will be able to demonstrate that the needs of our customers are central to the design and delivery of the Council's waste and recycling collection services.

RECOMMENDATION

The Committee is asked to agree to signing up to the WRAP Waste Collection Commitment on behalf of Perth and Kinross Council.

BACKGROUND

1. Local authorities have a statutory duty to provide residents with waste collection services but the way in which these services are delivered has changed considerably in recent years, and will continue to evolve. Residents in Perth and Kinross have responded well to these changes. It is important to reassure them that the service they receive is a good one and meets their requirements.
2. Perth and Kinross Council currently provides a range of kerbside collections, including;
 - General Waste (green-lidded wheeled bin) - 95% of households.
 - General Waste (pink sacks) – 1,875 households
 - Dry mixed recyclate (blue-lidded wheeled bin) - currently 52,000 households, with more planned.
 - Mixed food and garden waste (brown-lidded wheeled bin) -currently 46,000 households, with more planned.
 - Assisted lifts – 1,200 households
 - Special uplifts for bulky items.
3. Customer feedback in Perth and Kinross is monitored through refuse collection complaints, bi-monthly customer care surveys, and reports of missed bin collections.
4. In England and Wales, the Communities and Local Government Select Committee's Fifth Report of Session 2006-07 (Refuse Collection) recommended that Government agree a core definition of what householders should expect from their waste collection services.

5. In response to this recommendation, WRAP (Waste & Resources Action Programme) and the Local Government Association were asked to look at what, from the householder perspective, constitutes a good refuse and recycling service, and to work with other appropriate bodies to identify whether some common principles could be developed and communicated to local residents.
6. The Waste Collection Commitment was developed based on the findings of comprehensive market research, undertaken in the autumn of 2008. The research involved a telephone survey of over 2,000 householders, weighted to reflect the national demographic profile, followed by four focus groups that further explored some of the emerging issues.
7. The findings from this market research were shared with local authority representatives by means of two workshops in spring 2009. The key themes that emerged from the market research were developed with local authority involvement into a number of principles that define a good collection service. The principles have been developed in such a way that they can successfully underpin any refuse collection service, regardless of specific scheme design and are relevant and applicable in Scotland. The Commitment is detailed in Appendix 1.

PROPOSALS

8. Perth and Kinross Council already meets many of the requirements outlined in the Waste Collection Commitment. Details of these activities can be seen in Appendix 2. By signing up to the Commitment the Council will:
 - be able to demonstrate our desire to provide an effective service across the areas identified by the public as most important to them
 - provide a focus for prioritising our service improvements
 - make clear our responsibilities in providing an efficient, cost effective and flexible approach to waste and recycling collections.
 - it will also provide a clear and concise statement to residents on the level of service that they can expect to receive.
9. It is expected that this clearer interpretation will further improve customer understanding, which will in turn assist public participation in recycling services. One of the objectives of the Corporate Improvement Plan is to further develop customer service standards, and agreeing to the Commitment will contribute to meeting this objective.
10. Local authorities can register their details or download the Commitment by visiting www.wrap.org.uk/lacommitment. They then inform WRAP of their decision to agree to the Commitment. Thirty one Local Authorities in England have already signed up to the Commitment. Perth and Kinross Council would be the first Scottish Local Authority to do so, if the Committee gives approval to this report.

CONSULTATION

11. The Executive Director (Housing and Community Care) and the Head of Legal Services has been consulted in the preparation of this report.

RESOURCE IMPLICATIONS

12. There are no resource implications, as the principles in the Commitment can be achieved within existing budgets

COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012

13. The Council's Corporate Plan 2009-2012 lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. This report impacts on the following:-
 - (i) A Safe, Secure and Welcoming Environment

EQUALITIES IMPACT ASSESSMENT (EqIA)

14. An equality impact assessment needs to be carried out for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.
15. The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
 - (i) Assessed as **relevant** and the following positive outcomes expected following implementation:
 - Assisted lifts are available to those unable to present their bin and have no-one else living with them that is able to do so.
 - Second general waste bins are available for those service users who generate healthcare waste. This is linked to the draft Perth and Kinross Council Healthcare Procedures which are currently being consulted upon.
 - Service users who have more than five in the household and are in receipt of benefits are can receive a second general waste bin free of charge.
 - The introduction of recycling services to households currently unable to be included on kerbside recycling, is being investigated.

STRATEGIC ENVIRONMENTAL ASSESSMENT

16. Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).
17. The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

CONCLUSION

18. Agreeing to Waste Collection Commitment would provide the Council with an opportunity to demonstrate the quality of its waste and recycling services, in comparison to an objective set of standards. It would also provide a basis for continuing to improve waste and recycling services, which represent value for money, and which meet the needs of our residents.

JIM VALENTINE
DEPUTE DIRECTOR (ENVIRONMENT)

No background papers as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

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Date of Report 18 May 2010

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Alma Murray, Equalities Assistant
on
01738 476558 or TESEqualities@pkc.gov.uk



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commitment to a good waste and recycling service

We are committed to providing waste and recycling services which are good value for money and which meet the needs of our residents.

This means we will:

- 1** explain clearly what services you can expect to receive;

- 2** provide regular collections;

- 3** provide a reliable collection service;

- 4** consider any special requests that individual households may have;

- 5** design our services and carry out collections in a way that doesn't produce litter;

- 6** collect as many materials for recycling as we can and explain to you what happens to them;

- 7** explain clearly what our service rules are and the reasons for them;

- 8** tell you in good time if we have to make changes to your services, even temporarily;

- 9** respond to complaints we receive about our services; and

- 10** tell all our residents about this commitment to collecting waste.

Signed Date

Name

Position



Examples of how the 10 Principles are achieved in practice through current actions.

Number	Principle	Examples of current Action(s)
1	Explain clearly what services you can expect to receive	<ul style="list-style-type: none"> • Perth and Kinross Council states what services are available through a range of information source including direct mailings, calendars, information packs, A-Z recycling guidance and information available via the Councils website • Perth & Kinross Council provides householders with the minimum of a general waste collection. Wherever possible, this will be at the kerbside and contained within wheeled bins. Perth & Kinross Council endeavours to collect recyclates from the kerbside – paper, garden waste, food waste, cans, cardboard and plastic bottles. • Perth & Kinross Council provides “bring to” facilities for the disposal of recyclates and excess general waste through a network of Recycling Centres and Points.
2	Provide regular collections	<ul style="list-style-type: none"> • Perth & Kinross Council provides weekly collection services to the vast majority of households, whether it is on an alternate week collection or weekly general waste.
3	Provide a reliable collection service	<ul style="list-style-type: none"> • Number missed bin complaints – are monitored using the FLARE system • Audit Scotland figures (performance indicators) • Bi monthly Customer Care Surveys
4	Consider and special requests that individual households may have	<ul style="list-style-type: none"> • An assisted lift service is available to householders who have a disability or inability to present their waste to the kerbside themselves. • A chargeable special uplift service for bulky household items is available upon request. • Where householders have difficulty presenting their bins to a certain area, arrangements can be made to agree to a more suitable presentation area.
5	Design our services and carry out collections in a way that doesn't produce litter	<ul style="list-style-type: none"> • The majority of householders present their waste in closed lid wheeled bins. They are asked not to overfill their bins thereby bins remain fully closed. • Householders on sack collections are asked to present the sacks on the morning of uplift to avoid damage to sacks that may cause litter to escape. • Vehicles carrying waste in open top container have netted tops to prevent wind blown litter

6	Collect as many materials for recycling as we can and explain what happens to them	<ul style="list-style-type: none"> • In the past 3 years Perth & Kinross Council has increased the number of materials collected at the kerbside from three (general, paper and garden waste) to seven (addition of food, plastic bottles, cans and cardboard). This service is applicable to around 90% of households on Perth and Kinross. • For all households, provision is available for them to use Recycling Centres and Points. • Information on the waste journeys is available through several media including pkc.gov.uk, information booklets and talks/presentations to interested groups.
7	Explain clearly what our service rules are and the reasons for them	<ul style="list-style-type: none"> • Information regarding opening times are displayed on pkc.gov.uk and at sites • Legal requirements (site licence numbers etc) displayed at sites • Waste and Recycling bin policy is on pkc.gov.uk and a hard copy can be provided if requested • Information released via public notices, press adverts and press articles as required
8	Tell you in good time if we have to make changes to your service, even temporarily	<ul style="list-style-type: none"> • Minimum of 28 days notice given to affected householders when required (barring unforeseen circumstances e.g. lorry breakdowns, unsafe weather conditions). Normally in the form of letters supported by public notices in local press and on pkc.gov.uk
9	Respond to complaints received about our services	<ul style="list-style-type: none"> • Council Service Standards for responding to service requests • Monthly performance monitoring • SMT performance monitoring Customer Service • Customer Service monitoring via Contact Centre
10	Tell residents about this commitment to collection waste	<ul style="list-style-type: none"> • None as yet, however if we sign up issue press releases and article on pkc.gov.uk . • Sign and display commitment certificate