



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000

Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## AGENDA

<b>Committee</b>	ENVIRONMENTAL SCRUTINY COMMITTEE
<b>Date and Time of Meeting</b>	TUESDAY, 13 OCTOBER 2015, 4.30 PM
<b>Venue</b>	COURTYARD MEETING ROOM, COUNTY HALL, ATLANTIC WHARF, CARDIFF
<b>Membership</b>	Councillor Mitchell (Chairperson) Councillors Aubrey, Clark, Chris Davis, Hill-John, Keith Jones, Lomax and Darren Williams

*Time approx.*

- 1 Apologies for Absence** 4.30 pm  
To receive apologies for absence.
- 2 Declarations of Interest**  
To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.
- 3 Minutes (Pages 1 - 10)**  
To approve as a correct record the minutes of the meeting held on 15 September 2015.
- 4 Recycling & Waste Restricting Programme - Update on Implementation of Phase 1 (Pages 11 - 214)** 4.40 pm
  - (a) Councillor Bob Derbyshire, Cabinet Member for the Environment to make a statement if he wishes on the 'Recycling & Waste Restricting Programme – Update on Implementation of Phase 1'.
  - (b) As a part of a pilot of public questions for scrutiny a representative of a group of residents from Penylan has been invited to the meeting to ask a question and make a statement on the 'Recycling & Waste Restricting Programme – Update on Implementation of Phase 1'.
  - (c) Councillor Bob Derbyshire will have the opportunity to respond to the public question and statement made on behalf of the group of Penylan residents.

- (d) An officer from the City Operations Directorate to deliver a brief presentation based on the 'Recycling & Waste Restricting Programme – Update on Implementation of Phase 1'.
- (e) Councillor Derbyshire and officers from the City Operations Directorate will be available to answer Member questions.

**5 Planning Service - Member Update** (*Pages 215 - 220*)

5.40 pm

- (a) Councillor Ramesh Patel, Cabinet Member for Transport, Planning & Sustainability to make a statement if he wishes on the 'Planning Service – Member Update'.
- (b) An officer from the City Operations Directorate to deliver a brief presentation based the 'Planning Service – Member Update'.
- (c) Councillor Ramesh Patel, Cabinet Member for Transport, Planning & Sustainability and officers from the City Operations Directorate will be available to answer Member questions.

**6 Environmental Scrutiny Committee - Work Programme Item**  
(*Pages 221 - 228*)

6.30 pm

- Principal Scrutiny Officer to discuss the Environmental Scrutiny Committee Work Programme for 2015/16.
- Members to discuss the Environmental Scrutiny Committee Work Programme for 2015/16 and the task & finish exercises being proposed.

**7 Correspondence Report** (*Pages 229 - 304*)

Members to comment on the recent correspondence sent and received by the Chair on behalf of the Committee.

**8 Date of next meeting**

The next meeting is scheduled for Tuesday 10th November, 2015 at 4.30 pm in Committee Room 4.

**Marie Rosenthal**

**Director Governance and Legal Services**

Date: Wednesday, 7 October 2015

Contact: Graham Porter Tel: 029 2087 3401 Email: [g.porter@cardiff.gov.uk](mailto:g.porter@cardiff.gov.uk)

## ENVIRONMENTAL SCRUTINY COMMITTEE

15 SEPTEMBER 2015

Present: County Councillors Aubrey, Clark, Chris Davis, Lomax, Hill-John, Mitchell and Darren Williams

## 24 : APPOINTMENT OF CHAIRPERSON

Councillor Paul Mitchell was appointed as Chairperson for the meeting.

## 25 : APOLOGIES FOR ABSENCE

No apologies for absence were received. Members were asked to note the resignations of Councillors Gordon and Marshall from the Committee.

## 26 : DECLARATIONS OF INTEREST

No declarations of interest were received.

## 27 : MINUTES

The minutes of the meetings held on 14 July and 29 August 2015 were approved by the Committee as a correct record and were signed by the Chairperson.

## 28 : DRAFT PARKING STRATEGY

The Committee received a report on the Draft Parking Strategy 2015 prior to the strategy being received by the Cabinet on 17 September 2015. Members were also asked to consider the draft Cabinet response to the recommendations of the Environmental Scrutiny Committee report titled 'Problem and Nuisance Parking in Cardiff (November 2013). The scrutiny report was appended to the report.

Members were advised that the former Integrated Parking Strategy 2008 was no longer considered to reflect parking in the city. There was also a view that there is a need for an updated single document that presents Cardiff's parking strategy in a unified form which supports the aspirations of Cardiff's Local Development Plan. The new strategy would form the basis for decisions and ensure a consistent approach and clarity to decision making. It was anticipated that the new parking strategy will build on the key actions and recommendations from the Scrutiny Committee report.

The supply, location and cost of parking was said to have a major influence on travel behaviour. Provision of cheap and accessible parking at or near major travel destinations can stimulate demand for car travel and generate more traffic on the highway network. Greater volumes can then lead to congestion which results in delays and less efficient public transport. This is why effective management of parking can make an important contribution to the Council's efforts to increase efforts to travel by sustainable modes. It was therefore important that the Council's policy and decision-making was transparent and consistent.

The Council's 'Draft Parking Strategy' aimed to encourage people to adopt more sustainable means of transport. Long-term City Centre parking by commuters was to

be discouraged and realigned to prioritise short-term parking for shoppers and visitors – blue badge holders would be given priority. The report set out a summary of the contents of the draft strategy and an outline of the new strategic direction of the document, namely, an area based approach to parking management; the use of innovation and technology and transforming enforcement.

Members were advised that consultation on the new 'Draft Parking Strategy' has commenced and would include consultation with Members, public consultation and Environmental Scrutiny.

Members received details of the terms of reference for the Committee's task and finish inquiry entitled 'Problem and Nuisance Parking in Cardiff'. The task and finish report made 17 recommendations to the Cabinet. Of these, 9 were accepted, 7 were partially accepted and 1 was rejected. A copy of the Cabinet response to the report was appended.

Councillor Ramesh Patel, Cabinet Member for Transport, Planning and Sustainability was invited to make a statement. Councillor Patel thanked the Committee for the opportunity to address this item. Members were advised that the existing strategy was in need of updating. The Cabinet was seeking to put the draft strategy out to consultation. Councillor Patel considered that since the existing strategy was agreed in 2008 there had been an increase in the number of cars in the city, which has led to increased congestion. Therefore, a review of the existing strategy was overdue.

The Committee received a presentation on the Draft Parking Strategy from Paul Carter, Operational Manager, Transportation and Matt Price, Section Leader, Transport Vision, Policy and Strategy. The presentation set out how the Draft Parking Strategy would contribute to the authority's Liveable City Vision. Members received details of the scope of the strategy, its structure and the challenges and opportunities facing the authority.

The Chairperson thanked the officers for their presentation. Members were invited to make comments, raised question or seek clarification on the information received. Those discussions are summarised as follows:

- Members asked for further clarification of the 'ward based approach'. The Cabinet Member stated that, in terms of residential parking schemes, in streets which met the criteria for 50% residents parking and where residential parking schemes have been established, then the draft parking strategy will propose that Ward Members can decide whether or not to adopt 75% residents parking – Ward Members will take ownership and decide what sort of scheme best suits their residents.

Experience has demonstrated that where a street adopts a residents parking scheme, problem parking moves on to adjacent streets. An area based approach would help to address this. Adopting an area based approach would also have less impact on available resources.

Members asked whether there was an initiative to move towards 75% residential parking generally. The Cabinet Member advised that under the revised parking strategy the onus would be on Ward Members to suggest areas within their wards where they believe 75% residential parking is appropriate.

Responding to a question raised on whether parking permits would allow residents to park in more than one street, the Cabinet Member stated that if this were permitted it would be a move toward Controlled Parking Zones. Councillor Patel felt that whilst there were some disadvantages to this, he would consider the suggestion.

- Members requested the Cabinet Member to note that residents did not understand why parking surveys were undertaken during the hours of 1000 and 1800 hours, when there was more pressure on the available parking during the evenings. Officers stated that surveys were resource intensive. The strategy would aim to allocate more parking to residents in order to encourage commuters to adopt a modal shift towards more sustainable transport.
- Members asked whether the proposal to allow shoppers to adopt 'short stay' parking in residents parking areas had been successful elsewhere. Officers stated that the draft policy would attempt to protect residents and accommodate businesses. The Cabinet Member welcomed the feedback and invited Members to respond during the consultation phase.
- Responding to a question, officers indicated that presently only half the surveys undertaken reach the criteria for 75% residential parking. As part of the review of the strategy has been agreed to relax the criteria, so that 75% residential parking can be accommodated in streets where there is sufficient support from residents and local members.
- The Cabinet Member was asked to comment on business rates being applied to car parks. The Cabinet Member stated that business rates did not come within his portfolio.
- Members noted that footfall in district shopping areas was falling. Officers stated that the fall in footfall was a UK-wide pattern and suggested this was a result of an increase in the preference for online shopping. Attempts were being made to make the city centre and districts more accessible by sustainable transport. For example, footfall in Canton was stimulated by reducing the number of long-stay parking space and increasing the number of short-stay parking spaces. Feedback from local businesses and residents was positive. It was recognised that parking policy also needs to support local businesses, which is why Recommendation 17 of the Task and Finish Group report was rejected.
- Officers were asked to clarify whether parking enforcement brought in a net income or net loss for the authority. Members were advised that parking enforcement in the city provides in a small net income which is reinvested in transport infrastructure.
- Members noted the introduction of more short-stay parking in the City Centre. Members asked what more could be done to assist those commuters who need to bring their cars into the city. Officers said that the authority was aiming to get more people to use public transport. Offers such as the 'early bird' scheme at Pentwyn Park and Ride provided cheap long stay parking and helped to reduce congestion in the city centre. However, the need for some long-stay parking in

the city centre was also recognised.

- Officers were asked to update Members on any progress made with regard to a new park and ride site on the A470. Officers stated that RCT have indicated that they would wish to provide such a facility. Cardiff would support any application made to the Welsh Government for funding. Furthermore, there was a possibility that a future planning application would be made for a park and ride facility at Junction 33.
- Members asked what steps were being taken to address 'urban parking hotspots' such as Cardiff Metropolitan University campuses, the University Hospital of Wales and around local railway stations. Officers advised that collaborative efforts were being made with the bodies referred with a view to formulating travel plans and providing sustainable transport alternatives. This would form part of the Transport Strategy and investment in infrastructure would be required.

The Cabinet Members indicated that the 75% residential parking proposal referred to previously would play its part in encouraging modal shift towards sustainable transport solutions. People would need to think twice about using the car.

*At this point in the meeting Councillor Hill-John declared a personal interest under the Members Code of Conduct. Councillor Hill-John did not withdraw from the meeting and continued to take part in the debate.*

- Members were concerned at the effect the authority's parking strategy would have on local businesses in areas where there was little parking available. Members asked what more could be done to support such businesses. The Cabinet Member emphasised the need to balance the needs of local business with the views of local residents. It may be possible to introduce limited waiting times which would allow a degree of flexibility. The feedback from the consultation exercise on this particular point would need to be carefully considered.
- Officer stated that consultation on the draft Parking Strategy would be undertaken between 1 October and 1 November 2015. Officers suggested that it may be useful to establish focus groups of Members as part of the consultation process.
- Members asked whether the impact of online shopping has been factored into the strategy. Officers advised that there has been no analysis of the levels of online shopping and its associated impact on footfall.
- Members asked whether it was possible that a scheme which rewarded customers for using sustainable transport could be considered. Officers welcomed the suggestion.
- Members asked whether it was possible to promote the use of the car park at Sophia Gardens, as this was often under-used. Officers stated that new technologies would now allow commuters to use smart 'apps' to locate available parking spaces.

Officer also stated that parking sensors, based on GPS can also be used to monitor cars parked illegally, such as car parked in disabled parking bays.

- The Committee discussed the recent increase in parking charges. Officers advised that the cost of all day parking in the City Centre was still cheaper than in many equivalent cities. Furthermore, there was a lack of any negative feedback following the introduction of the parking fees increase. Most available parking spaces were occupied by 9.30am. The Cabinet Member considered that the cost would also reasonable when compared to the prices charged in private car parks. Members suggested that the comparison graph on Page 26 of the draft Parking Strategy document could be made clearer.
- The Committee asked for clarification as to how the draft Parking Strategy would link to the LDP and planning guidance. Officers advised that Supplementary Planning Guidance would be reviewed in tandem with the delivery of the LDP. The guidance would be reviewed within the context of the draft strategy and would be subject to full consultation and engagement.
- Officers confirmed that there were no plans to introduce a workplace parking levy, although such a scheme was being piloted in Nottingham.

AGREED - That the Chairperson writes on behalf of the Committee to the Cabinet Member highlighting the issues raised during the Way Forward discussion (see attached).

## 29 : CITY OPERATIONS - QUARTER 1 PERFORMANCE

The Committee has a role in reviewing the performance of Council services which fall within the terms of reference of the Committee. The Committee received a report on the City Operations Directorate Performance Report for Quarter 1 2015/16. The report examined a wide range of performance areas and provided a wide range of performance information which will enable the Committee to benchmark against Council performance as a whole and with other services areas.

A key number of observations were identified from the report, including:

- For 2015/16 the City Operations Directorate has a budget of £52,546,000 and savings target of £12,058,000. At the end of Quarter 1 of 2015/16 the Directorate had a projected budget outturn of £53,413,000 and a savings projection of £10,378,000. This means that at the end of Quarter 1 the City Operations Directorate has a projected overspend of £867,000 and a projected savings shortfall of £1,680,000.
- That achieving a balanced budget is a core Directorate priority. An in-year mitigation strategy and action plan will be in place during July 2015 to identify the actions necessary to achieve this outcome.
- During Quarter 1 City Operations Directorate staff took an average of 3 full-time equivalent (FTE) sick days. When this figure was projected across the year it produced a forecast of 12.7 FTE sickness absence days. This was below the 13 FTE target set by the Council for the City Operations Directorate.

- Overall staff costs came in at 27.42% of target for Quarter 1. At 10.79% the City Operations Directorate has the second highest agency spend as a percentage of the Quarter 1 staff budget. At 3.33% the service also has the second highest percentage of overtime spend for the same period.
- During Quarter 1 the City Operations Directorate had an 88% Personal Performance & Development Review (PPDR) completion rate. This is below the Council average of 90%.
- The City Operations Directorate has 42 'Corporate Plan Commitment Actions'. 37 (88%) of these are rated as 'Green' and 5 (12%) of these are rated as 'Amber'.
- That the ADM project, consultation, and associated Cabinet report was due to be considered by Cabinet in July 2015. This was the case and the report was considered at the 16 July Cabinet meeting.
- That the Directorate aims to deliver a new Parking Strategy for Cardiff by the end of the summer 2015. They are due to take a paper on Cardiff's new Parking Strategy in September 2015.
- That the Directorate is looking to establish a new strategy for highways and transport asset maintenance & renewal.
- The LED lighting contract has been delayed by three months as the specification has been developed with lower than expected kelvin light levels.
- The £600,000 savings identified for the Neighbourhood Services (Council wide) roll out have been proportioned against the respective teams and a restructure and sign off will take place shortly in order for this to proceed.
- One of the Waste Strategy savings assumptions is that post sort will cease and so an alternative option to assist securing the recycling performance is found.
- The City Operations Directorate was due to put forward a mitigation plan during month four.
- There have been delays in Refuse Collection and Street Cleansing for the provision of data to enable benchmarking of service performance.
- Preparatory work has been undertaken to create a communication plan for interim arrangements around the closure of the bus station during the redevelopment phase. This work has been delivered and the bus station is now closed.

The report also included a table of the main performance indicators used in the directorate; a number of challenges identified during the period; and the actions being taken to address the identified challenges.

Members were advised that the purpose of the Change Challenge Forum was to test, challenges, and provide strategy support and advice on development of the



Organisational Development Programme. The Performance of the City Operations Directorate falls within the potential scope of the 'Challenge Forum' process.

The Committee was reminded that the Welsh Audit Office had released the Corporate Assessment on 1 September 2014. The Assessment concluded that 'performance management has failed to consistently secure improvement in the past' and that 'performance management arrangements in the past had not consistently driven improvement and performance and performance is weak in two of the Council's three priority areas'.

The Committee was requested to consider the City Operations Directorate Performance and feed their observations to the Cabinet for consideration at its meeting of 17 September 2015.

The Chairperson invited Members of the Committee to comment, raise questions or seek clarification on the issues raised in the report. Those discussions are summarised as follows:

- Members requested an update on the bus station redevelopment. The Cabinet Member was asked whether it was still intended that costings for the project be presented to the October meeting of the Cabinet, whether pre-decision scrutiny of the Cabinet report would be undertaken and if so, when. Officers advised that the project was being led by the developers. Proposals, including costings, were anticipated in November.
- Officers stated that further Cabinet decisions and further planning applications were required. A programme was being worked on to this end.
- Referring to the Service Delivery Plan, Members asked for an update on the Welsh Government proposals for an increase in the planning fees. Officers anticipated that Welsh Government would issue guidance on the increase of planning fees in September/October. There may also be a requirement for the authority to issue refunds of planning fees for applications that are non-determined after 13 weeks.
- The Committee was advised that there would be no reduction in the consultation undertaken with local Members or that of the Planning Committee.
- Members asked whether the small number of KPIs measuring planning performance were sufficient. Officers stated that the KPIs were adequate, rigorous indicators.
- Officers were asked to explain the £867k variance figure set out on P315 of the report and how this variance had arisen. Members were advised that the variance had arisen as in order to meet recycling targets it had been necessary to re-introduce 'post sorting'. There was no budget allocation for this.
- The Cabinet Member indicated that post sorting of waste would cease once recycle (fly ash) from the energy from waste facility begins to count towards the authority's recycling target.

- Officers indicated that in terms of the £867k budget deficit, a review of the service area budget was being undertaken. A mitigation plan would be implemented to distribute savings across the service area.
- Members stated that at the Committee meeting in May a request was made to the Cabinet Member for a breakdown of the flytipping/waste presentation figures, following a change in the criteria used to classify each. The Cabinet Member indicated that a response would be released to the Principal Scrutiny Officer shortly.
- Members noted that Wales local data figures indicated that Cardiff had the lowest results for land at high or unacceptable levels of cleanliness. Members asked for an explanation these results. The Cabinet Member accepted that these results were unacceptable. There were demands on Cardiff that other authorities in Wales don't have – such as a large student population. The Cabinet Member considered that Cardiff should only be compared to other cities. Cardiff's comparison with other 'core cities' is more favourable.
- Members also noted that Cardiff has the second lowest results in Wales for fly-tipping. Officer considered that Cardiff was suffering as the city in terms of transportation links. It was suggested that individuals who were known to for fly-tipping come from outside the city to commit fly-tipping here. Fly-tipping incidents were constant but reporting mechanisms had improved. Response times were improving and the tonnages collected had reduced by 23%, with 50% fewer incidences that in 2012.

Officers were able to prosecute for fly-tipping but the process was costly and the fines were not paid to the authority.

AGREED - That the Chairperson writes on behalf of the Committee to the Cabinet Member highlighting the issues raised during the Way Forward discussion (see attached).

### 30 : DRAFT WORK PROGRAMME

The Committee was asked to consider the draft Work Programme for 2015/16. The Principal Scrutiny Officer recounted how the draft Work Programme has been constructed. Members discussed the Work Programme and options for items for forthcoming meetings of the Committee.

AGREED – That the draft Work Programme be approved.

### 31 : CORRESPONDENCE

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

AGREED – That the correspondence report and attached documentation be noted.

### 32 : DATE OF NEXT MEETING

Members were advised that the next Environment Scrutiny Committee is scheduled for 13 October 2015.

*The meeting terminated at 8.00 pm*

This page is intentionally left blank

**CITY & COUNTY OF CARDIFF**  
**DINAS A SIR CAERDYDD**

**ENVIRONMENTAL SCRUTINY COMMITTEE**

**13 OCTOBER 2015**

---

**RECYCLING & WASTE RESTRICTING PROGRAMME – UPDATE ON  
IMPLEMENTATION OF PHASE 1**

---

**Reason for the Report**

1. To provide Members with the opportunity to review the implementation of Phase 1 of the Recycling & Waste Restricting Programme.

**Background**

2. A report titled Recycling & Waste Restriction Programme was received at the 2 April 2015 Cabinet meeting. A copy of this report has been attached as **Appendix 1**.

The reasons for bringing forward the report were:

- To build on the draft Outline Waste Strategy 2015 to 2018 that was approved for consultation in October 2014;
- To seek approval of the Draft Recycling Waste Management Strategy 2015 - the required household recycling and waste collection changes for 2015 (Implementation Phase 1);
- To provide an update on the service provision for the Household Waste Recycling Centres and reuse of unwanted goods (Implementation Phase 2);
- To set out further steps necessary to deliver longer term statutory targets such as amendments to kerbside recycling (Implementation Phase 3);
- To emphasise that the immediate service changes in the Draft Recycling Waste Management Strategy 2015 – Implementation Phase 1: Residual Waste Restriction Programme were required to support achievement of the statutory recycling target of 58% by the end of March 2016 and also to deliver the savings that were approved in the February Budget setting for 2015/16;

- To highlight the importance of the recycling programme as well as the governance arrangements proposed to ensure that the Council meets its obligations under the Waste (England and Wales) (Amendment) regulations 2012 and the subsequent statutory guidance on the separate collection of waste paper, metal, plastic and glass;
- To seek agreement for the partnership with Welsh Government and other local authorities to support the feasibility assessment and potential progression for regional recycling infrastructure.

3. **Appendix 1** sets out the main aims of the Recycling & Waste Restricting Programme, which include:

- Meeting the recycling targets and saving requirements for 2015/16 through restricting general waste and delivering the approved Household Waste Recycling Centre changes;
- Outlining the future position on the recycling collections methodology;
- Seeking cost reductions and delivering the most cost effective recycling approach for Cardiff;
- Securing high quality recycling;
- Securing long term regional working and partnerships for recycling;
- Reducing Cardiff's carbon footprint.

4. The need to drive operational efficiencies and reduce service costs is evident and was captured in the approved budget set by Council in February 2015. Equally critical is the need to increase recycling to avoid fiscal fines, as statutory recycling targets are in place and carry a £200 per tonne penalty for failing to meet target. As a result of Cardiff's recycling performance in 2013/14 the Council could have been fined in excess of £800,000. The outline strategy highlighted that if the Council does not increase its recycling performance year on year then fines could quickly escalate to £2 million by 2015/16 as the recycling target increases from 52% to 58%. Without change fines could potentially grow to £21m by 2020. Staying the same is therefore not an option.

## **Recycling & Waste Restricting Programme – Phase 1**

5. This report focuses on the implementation of Phase 1 of the Residual Waste Restricting Programme which was introduced during the summer of 2015. It aimed to provide an additional 5,000 tonnes of recycling and £622,000 of budget savings. The main drivers for achieving this were:
- A move to smaller capacity for residual waste across the city through smaller wheeled bins (140 litre) or the equivalent volume of bespoke bags;
  - An expansion of the number of properties using wheeled bins to better contain waste;
  - To further control the issuing of green bags and food liners to reduce wastage and to only provide these to Cardiff residents to use for recycling.
6. Since the publication of the 2011 Waste Strategy the need for further restricting residual waste has been highlighted. Analysis of the residual waste clearly shows that a high proportion of recycling and food waste remain in the waste stream. If the Council is to achieve 58% recycling in 2015/16 and change citizens' habits towards waste minimisation and recycling, a consistent restricting programme is required city wide. The Welsh Government's preferred collection blue print sets out the introduction of 140 litre bins as best practice. As the recycling targets increase to 58% next year, more local authorities are changing to smaller wheeled bins or reducing the frequency to three weekly collections, with some considering four weekly collections.
7. Further research and the public consultation have identified that the preferred method of restricting residual waste in Cardiff is moving towards a smaller bin (and the equivalent bag provision in the remaining bag areas).
8. On the whole the kerbside collection services did not change for residents. This broadly means that the level of service from 27 July 2015 remained the same as a result of the implementation of Phase 1 of the Recycling & Waste Restricting Programme. The general collection approach is set out below:
- Weekly dry recycling to continue via the freely provided green bags;
  - Weekly food waste to continue via the kerbside caddies;

- Garden waste collections to remain fortnightly in the summer and monthly over the winter period;
- General waste collections to remain fortnightly;
- Customer supporting services to remain such as the Hygiene Service and Assisted Lifts;
- Green bags and food caddy liners to remain free to Cardiff residents only.

### **Main Areas For Change in Phase 1**

9. The main areas for change under Phase 1 of the Recycling & Waste Restriction Programme are:

- To ensure services remain efficient, the collection days and week of collection were reviewed. To accommodate the service changes and city growth, collection day changes were required in four Wards. Details of these changes are shown in Appendix 2A of Phase 1: Recycling & Restricting Programme (which is contained within **Appendix 1**). The number of vehicles and operatives has been balanced to maximise efficiencies.
- The collection days are to be kept under review and further changes may be implemented, based on operational experience. The aim of any changes will be to create efficiencies and minimise operational costs.
- A wheeled bin expansion programme for suitable households across the city receiving wheeled bins for residual waste has been implemented. A new smaller (140 litre) black wheelie bin will be provided to just over 12,000 households. In addition just over 4,000 of these properties have been provided with 240 litre green garden wheelie bins. There is no planning or legal basis to exclude conservation areas from the expansion programme. Considerations have been made for some conservation areas and an agreed position has been obtained between waste and planning officers, on how the impacts of the expansion programme can be minimised.
- All households that have a standard 240 litre black wheelie bin will have their bin replaced with a 140 litre bin. The exchange programme began in July 2015 and



was continued over the summer period. The old wheelie bins were removed and are due to be recycled into new bins. The new wheeled bin provision will assist in driving up the recycling rate and will also secure the city's wheelie bin assets as they are currently coming towards the end of their natural life expectancy.

- The properties which remain on a bag collection have been provided with a limited number of bespoke bags that are equivalent to three black bags per fortnight. This will bring the bag area households into line with the rest of Cardiff, in that they will only be able to dispose an amount of municipal waste equivalent to the wheelie bin households.
- The bespoke bags will be delivered twice a year.
- Flats with communal bin collections will remain with their current provision. Work will be undertaken on a block by block basis to make specific recycling improvements and review residual waste capacity.
- Waste presented in black bags or shopping bags, etc will not be collected. Those householders presenting non-compliant issued bags will be subject to an £80 fine. Additional education and enforcement resource will support the changes to ensure that residents take responsibility for their waste and recycle as much as possible.
- To improve and make the service more sustainable, households that are not provided with a green garden wheelie bin have been provided with reusable garden sacks to present their garden waste. Provision of the bags will be free and if subsequent sacks are required they can be purchased for a small fee. These sacks will be available via a 'ring and request' service or at nominated Council buildings. The supply of bio-bags for green garden waste will be removed once the reusable garden sacks have been distributed.
- To ensure consistency across the city a charge has been applied to households requiring an extra green garden wheelie bin. In addition, a charge has been introduced for any replacement, lost or stolen black or green wheelie bins.

- Green bags and food liners will continue to be provided freely only to Cardiff residents. These can be accessed through nominated Council buildings, the 'ring and request' service or by online ordering.
  - Existing services such as the hygiene service; assisted lifts to support infirm and unsupported householders; bulky services; Household Waste Recycling Centres; the larger family policy and additional waste collection paid services will remain.
  - The introduction of charges for green garden waste is not currently planned due to the current strong public feedback and potential risk that this will place on recycling performance.
10. As with any change to service provision a period of disruption is to be expected whilst operatives and residents become familiar with the changes. It is anticipated that disruption as a result of changes to residual waste collection will be resolved within three months of the changes (on an area by area basis). Additional resources will be provided to the Council's Connect 2 Cardiff and Waste Management services to support residents through the change. More Waste Officers will be in place to provide education on recycling, support the changes and to provide strong enforcement for those that place their waste incorrectly or in a manner that is non compliant for collection. This principle of providing this additional resource was supported by 73% of the consultation respondents.
11. A communication plan was put in place to support the changes. This is shown in Appendix 2D of Phase 1: Recycling & Restricting Programme (which is contained within **Appendix 1**). This will ensure that residents are made aware of the changes and the support which is available.

### **Stakeholder Engagement**

12. In parallel to the Council's 2015/16 budget stakeholder events and consultation, a separate consultation took place regarding recycling and waste services. The consultation included a number of key stakeholders such as community groups, waste teams and crews, Councillors, contractors and a random postal survey of 3000 residents. A summary of this consultation exercise is shown in Appendix 1E of

Recycling Waste Management Strategy 2015 (contained within **Appendix 1** of this report).

13. The consultation received 1443 responses. The headline results from the consultation were:
- Residents support the need to recycle to reduce costs and avoid fines;
  - Residents support reducing the impacts on our environment through waste minimisation and recycling;
  - Maintaining the same service across the city was important to residents;
  - A smaller bin or bespoke bags was the most popular choice of restricting the general waste;
  - The Council should do more to encourage recycling and take enforcement action against residents who don't recycle;
  - Less than one fifth of respondents used local brings site;
  - There was general support for more wheeled bins, reusable sacks and continuation of the green bag scheme;
  - Having simple schemes that don't cause clutter on the streets was important to residents;
  - The most popular days for using the Household Waste Recycling Centres were Friday to Monday, and predominantly in the evenings;
  - The existing Wedal Road site was the most used by residents that completed the survey.

## **Finances**

14. 'Phase 1' of the 'Recycling & Waste Restricting Programme' was allocated revenue funding of £500,000 for 2015/16 and capital funding of £2.4 million. The bulk of the capital funding was for the provision of new wheelie bins, but the procurement exercise managed to deliver the new bins at a cost of £1.3 million - £1.1 million less than the original amount projected.
15. It is estimated that the proposals will create a recurring saving of £622,000 (including revised bag controls) per annum in 2015/16. Beyond this it is estimated that

additional recurring savings of £318,000 would be generated over the life of the Medium Term Financial Plan.

### **Delivery Timeline & Planned Communications**

16. The anticipated delivery timeline for implementing Phase 1 of the Recycling & Waste Restricting Programme and communications plan was described as:

- Mid June 2015 would be the starting point for a city wide communications exercise;
- 27 July – Full implementation of Phase 1 across the new bin areas and bespoke bag areas. This would cover an additional 26,000 households;
- From 18 August literature was sent out explaining how old and new wheelie bins could be exchanged;
- The reusable sack service started on 7 September - residents were required to call the Council to opt into the scheme;
- The wheelie bin exchange scheme will run from 7 – 30 November – i.e. to exchange 240 litre black wheelie bins for 140 litre black wheelie bins;
- The scheme will impact on approximately 94,000 households in Cardiff.

17. The resident engagement and communication exercise involves a diverse range of activities to promote the waste collection changes. By the end of Phase 1 these will have included:

- Letter and leaflets to all affected households;
- Tidy Text has been replaced with a new Waste App;
- Face to face engagement with residents;
- Promoting the changes internally within the Council, for example, Our News, Your Inbox etc;
- Articles in the Capital Times;
- On the internet, including the Cardiff Council website;
- Promoting the changes to schools;
- Promoting the changes across various Cardiff networks, for example, local universities;

- Communicating the changes via social media;
- Blogs and Twitter interviews;
- Via community leaders and stakeholder groups;
- Press releases;
- Posters & pop-up banners;
- Roadshows;
- Radio advertising;
- Bus stop posters & bus advertising;
- Promoting through student liaison channels and on Cardiff Digs.
- Publishing the changes in alternative language formats;
- Communicating the changes to landlords, tenant associations & letting agents.

### **Previous Scrutiny**

18. The Environmental Scrutiny Committee has followed the development of the new Waste Management Strategy over the last 12 months. On 7 October 2014 the Committee considered an item titled Outline Waste Management Strategy 2015 – 18’ The papers for this meeting and subsequent letter to the Cabinet Member for the Environment have been attached to this report as **Appendices 2 & 3**. In addition to this on 10 March 2015 the Committee considered an item titled Recycling Waste Strategy & Residual Waste Restricting Programme 2015. Once again the papers for this meeting and subsequent letter to the Cabinet Member for the Environment have been attached to this report as **Appendices 4 & 5**.

### **Way Forward**

19. Councillor Bob Derbyshire (Cabinet Member for the Environment) has been invited to attend for this item. He will be supported by officers from the City Operations Directorate.

### **Legal Implications**

20. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal

implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

21. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

### **RECOMMENDATIONS**

The Committee is recommended to:

- i. Note the contents of the attached reports;
- ii. Consider whether they wish to pass on any comments to the Cabinet following scrutiny of the Recycling & Waste Restricting Programme – Implementation of Phase 1 Update.

**MARIE ROSENTHAL**  
**Director of Governance & Legal Services**  
**7 October 2015**

**RECYCLING AND WASTE RESTRICTING PROGRAMME**

**REPORT OF DIRECTOR OF ENVIRONMENT**

**AGENDA ITEM: 7**

---

**PORTFOLIO: ENVIRONMENT (COUNCILLOR BOB DERBYSHIRE)**

**Reason for this Report**

1. The report builds on the draft 'Outline Waste Strategy 2015 to 2018' that was approved for consultation October 2014.
2. This report seeks approval of the Draft Recycling Waste Management Strategy 2015; the required household recycling and waste collection changes for 2015 (Implementation Phase 1,); it updates the service provision for the household waste recycling centres and reuse of unwanted goods (Implementation Phase 2,) and; sets out further steps necessary to deliver longer term statutory targets such as amendments to kerbside recycling (Implementation Phase 3). The immediate service changes in the Draft Recycling Waste Management Strategy 2015 – 'Implementation Phase 1 - Residual Waste Restriction Programme' are required to support achievement of the statutory recycling target of 58% by the end of March 2016 and also to deliver the savings that were approved in the February Budget setting for 2015/16.
3. The report sets out the above recycling programme as well as its governance arrangements that are proposed to ensure that Cardiff Council meets its obligations under the Waste (England and Wales) (Amendment) regulations 2012 and the subsequent statutory guidance on the separate collection of waste paper, metal, plastic and glass.
4. This report also seeks agreement for the partnership with Welsh Government and other local authorities to support the feasibility assessment and potential progression for regional recycling infrastructure.

**Background**

5. The Council is bound by a growing umbrella of recycling, waste treatment and disposal legislation to drive forwards waste minimisation, increase recycling and to meet statutory obligations under:
  - a. Waste (England and Wales) (Amendment) regulations 2012

- b. The Landfill Allowances Scheme (Wales) Regulations 2004 for the disposal of biodegradable waste.
  - c. Waste (Wales) Measure 2010
  - d. Recycling, Preparation for Re-use and Composting Targets (Definitions) (Wales) Order 2011 and Regulations 4 and 5 of The Recycling, Preparation for Re-use and Composting Targets (Monitoring and Penalties) (Wales) Regulations 2011 for recycling performance targets.
6. This means that the Council must continue to take preventative measures to ensure future recycling targets are secured and cost efficiencies maximised. In addition compliance with the duties to collect recyclable materials separately and obtain high quality recycling must be tested. This reports outlines the steps that Council are taking to:
- a. Meet the recycling targets and saving requirements for 15/16 through restricting general waste and delivering the approved Household recycling centre changes
  - b. Outline the future position on the recycling collections methodology.
  - c. Seek cost reductions and deliver the most cost effective recycling approach for Cardiff
  - d. Secure high quality recycling
  - e. Reduce our Carbon footprint
  - f. Secure long term regional working and partnerships for recycling.
7. The Welsh Government is working closely with Cardiff to explore the best solution for the Authority under the Waste (England and Wales) (Amendment) Regulations and the current summary of the Council's position can be found in appendix 1F of the recycling waste Management Strategy.
8. Building on this work and the results of the public consultation on the Outline strategy published in December 2014, the Council has been working with the Welsh Government's (WG) Collaborate Change Programme (CCP). The programme was established to support authorities to ensure legislative compliance and to ensure plans are in place to achieve the Statutory Recycling Target of 70% by 2024/25.
9. The strategic review identifies gaps in the regional recycling infrastructure and also recognises the potential to seek new regional partnerships for dry recycling. The success of joint working infrastructure projects, such as Prosiect Gwyrdd and the Organics procurement have clearly been evidenced as viable and cost effective.
10. In summary, the updated draft Recycling Waste Management Strategy 2015 (attached as appendix 1,) will be broken down into main implementation phases. Each phase will be subject to a detailed business planning and budget approval.



**Phase 1:** Residual waste restriction programme. Summer 2015, provides an additional 5000 tonnes of recycling, £622k savings:

- Move to smaller capacity for residual waste across the City; through smaller wheeled bins (140L) or the equivalent volume of bespoke bags
- Expand the number of properties onto wheeled bins to contain waste better;
- Increase controls on issuing green bag and food liners, to reduce wastage and to only provide them to Cardiff residents for use for recycling.

**Phase 2:** HWRCs, new markets and reuse options, 2015/16, to deliver an additional 5000 tonnes of recycle;

- Implement the two HWRCs sites; with stronger controls for cross boundary visitors; van users and reallocated resource to provide assistance the public to recycle more;
- Increased reuse potential at the HWRCs and across the service;
- Secure new recycling markets such as carpets; mattresses & hygiene waste to recycling.

**Phase 3:** Recycling collections change requirements, 2016/17

- Deliver the outcome of a detailed business case and assessment for dry recycling for potentially kerbside sort; or twin stream and reusable recycling containers to ensure the Council are legally compliant with the new legislation and WG guidance;
- Specific changes to flats and larger multiple occupancy houses;
- This work will be supported by Local Partnerships and funded by WG.

**Phase 4:** Recycling infrastructure; 2016/17

- Commence delivery programme of regional facilities to sort recycling, subject to a feasibility assessment and outline business plan.
- Material Reclamation Facility changes and or inclusion into the regional infrastructure may be required

**Phase 5:** Additional recycling performance; commercial, cleansing 2017/18

- Increasing household performance continued education;
- Looking at the smaller waste streams for recycling potential such as the remaining cleansing waste.

## Issues

11. The need to drive operational efficiencies and reduce service costs is evident and was captured in the approved budget set by Council in February 2015. Equally as critical, is the need to increase recycling to avoid fiscal fines. Statutory recycling targets are in place and each target carries a £200 per tonne penalty for failure. As a result of Cardiff's recycling performance in 2013/14, the Council could still face fines in excess of £800,000. The outline strategy highlighted that if the Council

does not increase the recycling performance year on year, the fines could quickly escalate to excess of £2 million by 2015/16, as the recycling target increases from 52% to 58%, with fines potentially growing to £21m by 2020. Staying the same is not an option and it is imperative that the Council takes steps to improve its recycling performance and meet the minimum target of 58% in 2015/16.

### Stakeholder engagement

12. In parallel to the Council's 2015/16 budget stakeholder events and consultation, a separate consultation took place regarding recycling and waste services. The consultation included a number of key stakeholders such as community groups, waste teams and crews, Councillors, contractors and a random postal survey of 3000 residents.
13. A total number of 1443 responses were received. The headline results are as follows;
  - Residents support the need to recycle in order to reduce costs and avoid fines
  - They support reducing the impacts on our environment through waste minimisation and recycling
  - The same service across the city was important to them
  - A smaller bin or bespoke bags was the most popular choice of restricting the general waste.
  - The council should do more to encourage recycling and take enforcement action where residents don't recycle.
  - Less than one fifth of respondents used local brings sites
  - There was general support for more wheeled bins, reusable sacks and continuation of the green bag scheme.
  - Having simple schemes that don't cause clutter on the streets was important to residents.
  - The most popular days for using the HWRC sites were Friday to Monday and predominantly in the evenings or weekends.
  - The existing Wedal Road site was the most used by residents that completed the survey.
14. A summary of the results can be found in Appendix E of the Recycling Waste Management Strategy, and the full consultation report is attached as Appendix 4.

### Phase 1: Residual waste restricting programme for 2015.

15. Since the publication of the 2011 Waste Strategy the need for further restricting residual waste has been highlighted. Analysis of the residual waste clearly shows that a high proportion of recycling and food waste remain in the waste stream. If the Council is to achieve 58% recycling in 2015/16 and change people's habits towards waste minimisation and recycling, a consistent restricting programme is required city wide
16. The Welsh Government's preferred collection blue print sets out the introduction of 140 litre bins as best practice. As the recycling targets

increase to 58% next year, more Local Authorities are changing to smaller wheeled bins or reducing the frequency to three weekly collections with some considering four weekly collections.

17. Further research and the public consultation conducted have clarified that the preferred method of restricting residual waste in Cardiff is moving towards a smaller bin and the equivalent bag provision in the remaining bag areas. These changes must be implemented as soon as possible in 2015/16 if the Council is to avoid fiscal fines, reduce service costs and drive forward our recycling.
18. On the whole the kerbside collection services will not be changed for residents. Therefore, the service provision from July 2015 will remain as follows
  - Dry recycling will continue to be weekly via the freely provided green bags.
  - Food waste will continue to be weekly via the kerbside caddies.
  - Garden waste collections will remain fortnightly in the summer and monthly over the winter period.
  - General waste collections will remain fortnightly.
  - Customer supporting services will remain such as the Hygiene Service and assisted lifts.
  - Green bags and food caddy liners will remain free to Cardiff residents only
19. Areas of change are:
  - In order to ensure services remain efficient as the city grows, the collection days and week of collection has been reviewed. To accommodate the service changes and city growth collection day changes are required in 4 wards. Details of these changes are attached in Appendix 2A & 2B. The number of vehicles and operatives has been carefully balanced to maximise efficiencies. The collection days will be kept under review and further changes may be implemented in the light of operational experience with the objective of maximising efficiencies and minimising operational costs.
  - A wheeled bin expansion programme for suitable households across the city receiving wheeled bins for residual waste (details in Appendix 2B) will be implemented. A new smaller (140L) black wheeled bin will be provided to just over 12,000 households. In addition just over 4000 of these properties will also be provided with 240L green garden wheeled bin. The expansion programme has primarily given consideration to operational efficiencies; improvements to street litter and also to the conservation areas. There is no planning or legal basis to exclude conservation areas from the expansion programme. Considerations have been made for some conservation areas and an agreed position has been obtained between waste and planning officers, on how the impacts of the expansion programme can be minimised.

- All households that have a standard (240L) black wheeled bin will have their bin replaced with a 140L bin. The exchange programme will begin July 2015 and continue over the summer period. The old wheeled bins will be removed and recycled into new bins. The new wheeled bin provision will assist in driving up recycling rate and will also secure the city's wheeled bin assets as they are currently coming towards the end of their nature life expectancy and will require replacement.
- Those properties that remain on a bag collection will be provided with a limited number of bespoke bags that are equivalent to three black bags per fortnight (Appendix 2C). This will bring the bag area households in line with the rest of the city, so that they can only put out on the pavement an equivalent quantity of waste. These bespoke bags will be delivered twice a year.
- Flats with communal bin collections will remain with their current provision. Work will be undertaken on a block by block basis to make specific recycling improvements and review residual waste capacity.
- Waste presented in black bags or shopping bags etc. will not be collected. Those householders presenting non-compliant issued bags will be subject to an £80 fine. Additional education and enforcement resource will support the changes to ensure that residents take responsibility for their waste and recycle as much as possible.
- To improve and make the service more sustainable, households that are not provided with a green garden wheeled bin will be provided with reusable garden sacks to present their garden waste in. A free provision will be provided and if subsequent sacks are required they can be purchased for a small fee. These sacks will be available via a ring and request service or at bespoke Council buildings only. The supply of bio-bags for green garden waste will be removed once the reusable garden sacks have been distributed.
- To ensure consistency across the city a charge will be applied to households requiring an extra green garden wheeled bin (appendix 2C). In addition, a charge will be introduced for any replacement, lost or stolen black or green wheeled bins.
- Green bags and food liners will continue to be provided freely to Cardiff only residents. These can be accessed through the existing Council outlets, the ring and request service or online ordering.
- Existing services such as the hygiene service, assisted lifts to support infirm and unsupported householders, bulky services; household recycling centres; larger family policy and additional

waste collection paid services will remain. Details of these services are outlined in appendix 2C.

- The introduction of charges for green garden waste is not currently planned due to the current strong public feedback and potential risk of a significant loss of recyclate that such a charge may bring.
20. As with any change to service provision a period of disruption is to be expected whilst operatives and residents become familiar with the changes. It is anticipated that disruption as a result of changes to residual waste collection will be resolved within 3 months of the changes in an area by area basis. Additional resources will be provided to Connect 2 Cardiff as well as within waste management to support residents through the change. More Waste Officers will be in place to provide education on recycling, support the changes and to provide strong enforcement for those that place their waste incorrectly or non-compliantly for collection. This additional resource was supported by 73% of the consultation respondents.
  21. A strong communication plan will support the changes (Appendix 2D) ensuring all residents are made aware of the changes and the support services that are available.
  22. The existing Equality Impact Assessments as well as the statutory screening tool have been reviewed against the consultation comments, to ensure the changes support all residents.

#### Phase 2: Household Waste Recycling Centre (HWRC) and reuse 2015/16

23. In 2014/15 the decision was taken to move from four to two household waste recycling centres, based on usage and the infrastructure space available to service the future recycling needs. This process began with the closure of Waungron road in April 2014 and the site closure has improved recycling performance and diverted costs from waste treatment to deliver savings. The decision to move to two supersites needs to be fully implemented in 2015/16 in order to deliver further savings and also drive up the remaining sites' recycling performance from just below 70% to over 80%.
24. The next phase is to deliver the second super site and close the current Wedal Road site. The current Wedal Road site remains too small for overall demand and future recycling requirements. A full feasibility study is being completed on the current assets, traffic flows, public consultation comments and also the financial profile. Full details of the implementation plan will be presented in a further report.
25. 76% of the consultation respondents supported the need for a reuse facility therefore supporting the proposal to engage a community partner to lease, manage and run a reuse facilities. This social enterprise will accept donations of household items, repair and sell items back to the community. As well as supporting the reuse agenda they will provide local jobs and training. This will continue to build on existing reuse

systems and there is a strong commitment to continue to build on using discarded items as a valuable resource for others throughout the strategy phases.

26. Furthermore an independent study undertaken in 2014 to establish cross boundary movements of the Household waste recycling centre users, found that Cardiff is affected by a cross boundary influx of material from neighbouring authorities. However neighbouring authorities do not receive similar quantities from Cardiff residents. 11% of the material received through Cardiff's HWRC sites is from outside our borders, with 17% of the tonnages received at Bessemer Close being from elsewhere. The compound impact of tonnages on our recycling performance of residual waste received and the operational processing cost burden of both recycling and waste received equates to an additional estimated £430,000 each year.
27. Following discussions with regional colleagues the preferred solution is for each authority to control their own waste flows directly, rather than a partnership or recharging approach. The proposed solution is to provide the service for Cardiff residents only through household confirmation checks and where a Cardiff address cannot be evidenced the customer will be directed to the chargeable weighbridge. This approach was supported through the consultation exercise as only 25% of respondents supported Cardiff facilities being free for all users, regardless of where they came from. Full proposals will be provided in the Implementation Phase 2 delivery plans.

### Phase 3: Dry Recycling Collection Change 2016/17

28. Although work to date has made significant progress on future kerbside recycling collection methods, a number of aspects remain that need to be finalised before a full business case can be developed for any kerbside recycling collection changes. The final dry recycling solution for Cardiff will be greatly influenced by the impacts of the restricting of general waste in 2015 and data from the newly introduced materials recycling facility regulations (more details can be found in appendix 1F).
29. Cardiff recognises the importance of delivering cost effective recycling collections that yield high quality materials, based on robust evidence. Therefore over the next year, in partnership with Welsh Government and support from Local Partnership (funded by Welsh Government) the following work will be undertaken:
  - Assessment of necessity to change – following evidence from the data collection from MRF regulations; from data collection from the restricting project and further processing and market income potential.
  - Finalising the cost of options for collections, and detailed long term financial profile to proceed to full business case.
  - Timeline for change, considering vehicle changes and existing infrastructure requirements and lifespans.

30. A programme board has been established, supported by Cardiff's Chief Executive, corporate governance and assurance processes and consists of Cardiff Officers and Welsh Government with support from Local Partnerships. The programme is overseeing the development of options and proposals for the future recycling collection method which will be presented in 2016 once the detailed analysis has been completed.

#### Phase 4: Recycling infrastructure; 2016/17

31. The benefits to Cardiff through regional working and joint procurements have been well evidenced with the success of projects such as the Project Gwyrdd, the Cardiff and Vale organics procurement and regional procurement contracts such as electrical items, wood, textiles and sweepings. By combining resource costs will be shared and better gates fees can be secured through economies of scale. Equally Welsh Government is keen to see more regional working to secure longer term cost savings.
32. Regional approaches have been tried and tested for residual waste, food and green waste facilities across Wales, however there remains a gap in the market for recyclable materials. To varying degrees all local authorities' process paper, card, plastics, glass, and metals from the kerbside as well as larger materials such as furniture, wood, rubble, oils, batteries, textiles and other bulkier items from household waste collections.
33. Regardless of the collection method for dry recycling it is clear that the best market prices and quality can be obtained by further sorting materials ready for market (e.g glass into different colours, plastics into different types,; metals into steel and aluminium and also depending on market condition paper into different grades). There are a range of small local facilities across Wales, including our own Materials Recycling Facility, but no large scale facilities exist in Wales and a proportion of Wales' recycling is processed across the UK.
34. It is proposed, through partnerships with Welsh Government and with support from Local Partnerships (funded by Welsh Government), that Cardiff with other local authorities will explore the feasibility of a regional recycling facility. The programme will initially seek expressions of interest from surrounding and regional Authorities, test the market appetite for such a facility and most importantly the type of materials end processes require in order to scope the facility requirements. The initial scope of materials under consideration will remain wide in order to maximise the potential of any such venture.
35. The main objectives of the facility will initially be:
- Secure future recycling capacity for the region
  - Delivery high quality materials to the market place
  - Provide a flexible processing facility for dry recycling materials
  - Provide economies of scale to deliver cost effective processing and maximise income potential for the region.

## **Scrutiny Consideration**

36. The Environmental Scrutiny Committee considered this issues on 10 March 2015. The Chair of Environmental Scrutiny has since written and sought further clarification on: authorities quoted for improved recycling waste restriction performance, the criteria by which charging for stolen bins would be applied and how enforcement action would be applied to bags/waste that is incorrectly presented for collection. The response to the committee's letter is attached as part of appendix 3.

## **Local Member consultation**

37. City wide consultation has been undertaken as referred above.
38. Extensive engagement with local ward councillors that are impacted by the proposals in this paper will commence following approval of this report. These discussions will continue until the proposals are fully implemented.

## **Reason for Recommendations**

39. The report seeks approval for the recycling waste management strategy 2015 and the required household residual waste collection changes for restriction 2015. These service changes and governance arrangements are required to support achievement of the statutory recycling target of 58% by March 2016 and also the savings that were agreed in the February Budget setting for 2015/16.
40. To acknowledge and support the recycling programme and governance arrangements that are proposed to ensure Cardiff meets its obligations under the Waste (England and Wales) (Amendment) regulations 2012 and the subsequent statutory guidance on the separate collection of paper, metal, plastic and glass.
41. To seek support to explore the feasibility study for regional recycling infrastructure with the Welsh Government

## **Financial Implications**

42. This report outlines the specific phases and initiatives underpinning the Directorate's approach to increasing recycling. The statutory recycling target for 2015/16 will increase to 58%, up from 52% this year. Non-achievement of this target represents a significant financial and reputational risk to the Council. With potential fines of £200 per tonne no improvement in the Council's recycling performance could result in a potential fine of the order of £2 million. In this context the measures to improve recycling highlighted in this report will require intensive monitoring to identify that the required recycling improvement is being achieved within the available budget. Given the known risk in relation to fines as a result of not achieving the increased recycling target, the financial implications of phases 1 and 2 were a significant element of the 2015/16 Budget approved by Council on 26<sup>th</sup> February 2015.



43. Phase 1, the initiative to restrict residual waste, has been allocated 2015/16 revenue funding of £500,000 and capital funding of £2.4 million but would release a total of recurring savings of £622,000 including revised bag controls, in 2015/16 and additional recurring savings of £318,000 over the life of the Medium Term Financial Plan.
44. Phase 2, HWRC and additional recycling materials, has received revenue funding of £890,000 in 2015/16 and capital funding of £1.562 million with revenue savings of £42,000 each year from 2015/16. Both these initiatives will be key in driving up the Council's recycling performance.
45. The financial implications for phase 3 and onwards will need to be addressed as part of the process for the preparation of the 2016/17 Budget. Given the likely resource requirement for Regional Recycling Infrastructure, both for its procurement and its operation, it is anticipated that a further report to Cabinet will be required before the Council commits to establishing any potential regional facility.

### **Legal Implications**

46. It is noted that the report makes reference to charging. The client department needs to satisfy itself as to making a charge, any amount to be charged (including any limitation) and how the proceeds can be used. In general the Environmental protection Act 1990 allows the Authority to specify receptacles for use and charge a fixed penalty of up to £100 (it can be lower) if residents are not using the right ones. In addition the Council may propose that receptacles be provided, if the occupier agrees, upon payment. The controlled waste regulations allow charges to be made for collection of green waste. With respect of the green waste the report sets out charges for replacement/additional sacks or green wheeled bins and replacement black wheeled bins.
47. Attached to this report are details of the consultation undertaken. Members should pay due regard to the results of that consultation in making their decision.
48. The Council has to satisfy its public sector duties under the Equalities Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties Councils must in making decisions have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics
49. The report identifies that the existing Equality Impact Assessments have been reviewed and it is understood no changes are necessary. The purpose of the Equality Impact Assessment is to ensure that the Council has understood the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty.  
Protected characteristics are:

- i. Age
- ii. Gender reassignment
- iii. Sex
- iv. Race – including ethnic or national origin, colour or nationality
- v. Disability
- vi. Pregnancy and maternity
- vii. Marriage and civil partnership
- viii. Sexual orientation
- ix. Religion or belief – including lack of belief

As such the decisions recommended in this report have to be made in the context of the Council's equality act public sector duties.

50. The decision maker must have due regard to the Equality Impact Assessment in making its decision.
51. The decision maker must also have regard to certain other matters when making its decision as outlined in the Statutory Screening tool. The decision maker is therefore referred to the Screening Tool attached to this report.

### **HR Implications**

52. The detail within the report identifies that a number of new posts will be required to deliver these plans. The process of Trade Union consultation and approvals within Finance and HR for post creations will be required subsequent to agreement by Cabinet of the recommendations.

### **RECOMMENDATIONS**

Cabinet is recommended to:

1. approve the Recycling Waste Management Strategy 2015 in light of the consultation responses, detailed plans for the household waste collections and subsequent proposed implementation phases in order to increase recycling performance to the required targets and deliver the accepted savings required for 2015/16.
2. agree the separate recycling collections and infrastructure programmes and governance arrangements that are proposed to ensure Cardiff meet their obligations under the Waste (England and Wales) (Amendment) regulations 2012 and the subsequent statutory guidance on the separate collection of waste paper, metal, plastic and glass.
3. agree the partnership proposed with Welsh Government to explore appropriate regional recycling infrastructure and explore the appetite of other authorities to jointly invest in appropriate recycling infrastructure.

**JANE FORSHAW**

Director

27 March 2015

*The following appendices are attached:*

Appendix 1- Recycling Waste Management strategy 2015

- A – Waste Management Strategy 2011, gap analysis
- B – Best Practise Review
- C – Collection options considered through KAT models
- D – Summary of the high level cost models
- E – Recycling Waste Management Strategy: consultation results summary
- F – Cardiff Councils position on compliance with the separate collections guidance and TEEP

Appendix 2 - Phase 1: recycling and restricting programme

- A: - Collection changes
- B: - Expansion and bin changes
- C: - Service Rules and Support Assistance
- D: - Education, Communications and Enforcement Plan
- E: - Financial Plans

Appendix 3 - Letter from Environmental Scrutiny and Response

Appendix 4 - Cardiff Recycling Waste Strategy Consultation

*The following background papers have been taken into account*

1. Statutory Guidance on the Separate Collections of Waste Paper, Metals, Plastics and Glass
2. October 2014, Cabinet Report “Waste Strategy Outline 2015 to 2018”
3. Regional HWRC survey

# **The City of Cardiff Council**

## **Recycling Waste Management Strategy – 2015**

## Index

### Abbreviations

### Executive summary

1. Background
2. Recycling Potential
3. Headline Policy & aims
4. Achieving high quality reuse, recycling & composting
5. Finance
6. Risk Management
7. Stakeholder Engagement

### Recycling Waste Management Strategy

1. Introduction
2. Legal Overview and update
3. Waste Management in Cardiff
4. Headline Policy & aims
5. Achieving high quality reuse, recycling & composting
6. Finance
7. Risk Management
8. Stakeholder Engagement

**Appendix A** – Waste Management Strategy 2011, gap analysis

**Appendix B** – Best Practise Review

**Appendix C** – Collection options considered through KAT models

**Appendix D** – Summary of the high level cost models

**Appendix E** – Recycling Waste Management Strategy: consultation results summary

**Appendix F** – Cardiff Councils position on compliance with the separate collections guidance and TEEP

## ABBREVIATIONS

Term	Meaning / Definition
ACORN	A Classification of Residential Neighbourhoods
BAU	Business As Usual
BMW	Biodegradable Municipal Waste
C2C	Connect to Cardiff
CCP	Collaborative Change Programme
CO <sub>2</sub>	Carbon Dioxide
CO <sub>2</sub> EQ	Carbon Dioxide Equivalent
CRR	Campaign for Real Recycling
DEFRA	Department of Environment, Food and Rural Affairs
DIY	Do It Yourself
EfW	Energy from Waste
EU	European Union
FYE	Full Year Effect
HH	Household
HH Waste	Household Waste
HMO	Houses of Multiple Occupancy
HWRC	Household Waste Recycling Centre
IVC	In Vessel Composting
KAT	Kerbside analysis tool
KSV	Kerbside Sort Vehicle
LA	Local Authority
LART	Local Authority Recycling Target
LAS	Landfill Allowance Scheme
MPG	Miles per Gallon
MRF	Material Recycling Facility
MSW	Municipal Solid Waste
NRW	Natural Resources Wales (previously Environment Agency)
Prosiect Gwyrdd	(Project Green) - Residual Waste Treatment Partnership
RCV	Refuse Collection Vehicle
rWFD	Revised Waste Framework Directive

<b>Term</b>	<b>Meaning / Definition</b>
SWOT Analysis	Strengths Weaknesses Opportunities Threats Analysis
SWMG	Sustainable Waste Management Grant
TAN21	Technical Advice Note 21
TEEP	Technically, Environmental and Economically Practicable
tpa	Tonne per annum
TSO	Third Sector Organisation
TZW	Towards Zero Waste
UK	United Kingdom
WG	Welsh Government
WDF	Waste Data Flow
WEEE	Waste Electrical and Electronic Equipment
WMT	Waste Management Target
WRAP	Waste and Resources Action Programme
WRATE	Waste Resources Assessment Tool for the Environment

## Executive Summary

### 1. Background

The Council is bound by a growing umbrella of recycling, waste treatment and disposal legislation; to drive forwards waste minimisation, increase recycling and to meet statutory obligations under:

- Waste (England and Wales) (Amendment) regulations 2012
- The Landfill Allowances Scheme (Wales) Regulations 2004 for the disposal of biodegradable waste.
- Waste (Wales) Measure 2010
- Recycling, Preparation for Re-use and Composting Targets (Definitions) (Wales) Order 2011 and Regulations 4 and 5 of The Recycling, Preparation for Re-use and Composting Targets (Monitoring and Penalties) (Wales) Regulations 2011 for recycling performance targets.

Cardiff's Waste Management Strategy 2011 the resulted overall recycling, re-use and composting rate rise from 39% in 2009/10 to 52% in 2012/13. However, the 2013/14 period saw the city only achieving 50% due to delays in processing contracts and required operational services. It is predicted that this will be above 52% for 2014/15.

This means that the Council must continue to take preventative measures to ensure future recycling targets are secured and cost efficiencies maximised. In addition we must test our compliance with the duties to collect recyclable materials separately and obtain high quality recycling.

The WG has imposed statutory targets for the recycling and diversion of waste from landfill and failure to achieve these carries a £200 per tonne penalty. The statutory targets for Cardiff are;

Target on waste collected by Local Authorities	2014/15	2015/16	2019/20	2024/25
Minimum overall recycling	52%	58%	64%	70%
Maximum level of landfill	-	-	10%	5%
Maximum level of energy from waste	-	42%	36%	30%
Biodegradable Landfill Allowance	43729t	41692t	33557t	-

As targets were not met(circa £800,000 for 2013/14); this exposes the Council to the risk of fines more importantly performance needs to improve year on year in order to avoid the risk of larger fines up to the year 2019/20 and beyond. The fines could quickly escalate to excess of £2 million by 2016 and grows to £21m by 2020. Staying the same is not an option, it is imperative that the council takes steps to improve its recycling performance and meet a minimum of 58% in 2015/16 and up to 70% by 2024/25.



In addition to statutory targets, there has been a change to EU legislation that impacts the way recycled materials should be collected with the aim of improving the quality of the material recycled and as a consequence its market value. The Waste (England and Wales) (Amendment) Regulations 2012 requires the separate collection of waste paper, metal, plastic or glass, by January 2015. Councils who seek an alternative system must have a robust evidence base to demonstrate their collection methods can achieve high quality recycling, whilst also being the best technical, environmental and economically practicable solution (TEEP) compared to separate collection.

The Welsh Government supports the new legislation and have also set out their preferred approaches in the “collections blue print”. Failure to adhere to this blueprint could result in loss of grant funding worth currently just over £7.2m per annum.

This means that the Council continue to take preventative measures to ensure future recycling targets are secured and cost efficiencies maximised. In addition we must test our compliance with the duties to collect recyclable materials separately and obtain high quality recycling. This report outlines the steps that Council are taking to;

- a. Meet the recycling targets for 15/16 and up to 70% by 2024/25.
- b. Outline the future position on the recycling collections methodology.
- c. Seek cost reductions and deliver the most cost effective recycling approach for Cardiff
- d. Secure high quality recycling
- e. Reduce our Carbon footprint
- f. Secure long term regional working and partnerships for recycling
- g. All of the above are under pinned with waste minimisation, education and enforcement activities

## 2. Recycling potential

A review of our current recycling rates and how each element of the waste could, and do performance, shows that there is more we can do across all areas of the waste streams.

### **Operational Area waste arising & recycling rate 2013/14**

Operational Area	Tonnes of waste collected	Proportion of the total waste arising	Current recycling rates (%)	Recycling potential
Household kerbside collections & bring sites	111593	64%	56%	+70%
Household Waste Recycling Centres	30429	18%	60%	+85%
Commercial waste collections	15905	9%	33%	+60%
Street cleansing (incl. sweepings, fly-tipping and litter)	9527	5%	< 1%	+60%
Other (parks/highways)	6074	4%	99%	100%

### 3. Headline Policy & aims

The fundamental aims from the previous the waste management strategy 2011 have been updated and summaries in seven core objectives that underline all decisions and service changes. These are;

Headline Policy	Aim
Waste Minimisation	To inhibit the growth of MSW per capita by promoting waste minimisation initiatives with a long term aim of reducing growth to zero
Underpinning Awareness and Education	To raise awareness with the public and the Council of the need to enhance re-use, high quality recycling and composting throughout the city through comprehensive stakeholder engagement
Maximise high quality Reuse, Recycling and Recovery	To ensure compliance with all legislation and guidance produced, with the ultimate aim of achieving 70% re-use/recycling/compositing rate by 2024/25
Minimising Waste to Disposal	To minimise the amount of MSW sent for disposal, by not exceeding the maximum amount of waste to landfill/energy from waste facility targets set by Welsh Government
Partnering	To work with local partner organisations, where practicable, to deliver local, regional and national benefits.
Cost Efficient Service	To provide a value for money waste management service which is cost effective and efficient
Sustainable Management	To offer waste management services that offer substantially improved sustainability and much reduced carbon emissions

### 4. Achieving high quality reuse, recycling & composting

To deliver the aims of the strategy and provide steps changes to our recycling performance the Recycling Waste Management Strategy 2015 will be broken down into implementation phases. Each phase will be subject to a detailed business planning and budget approval.

**Phase 1:** Residual waste restriction programme. Summer 2015, provides an additional 5000 tonnes of recycling, £622k savings;

- move to smaller capacity for residual waste across the City; through smaller wheeled bins (140L) or the equivalent volume of bespoke bags
- Expand the number of properties onto wheeled bins ;
- Increase controls on issuing green bag and food liners, to reduce wastage and to only provide them to Cardiff residents for use for recycling.

**Phase 2:** HWRCs, new markets and reuse options, 2015/16, to deliver an additional 5000 tonnes of recyclate;

- implement the two HWRCs sites; with stronger controls for cross boundary visitors; van users and reallocated resource to provide assistance the public to recycle more
- increased reuse potential at the HWRCs and across the service
- secure new recycling markets such as carpets; mattresses & hygiene waste to recycling

**Phase 3:** Recycling collections change requirements, 2016/17

- Deliver the outcome of a detailed business case and assessment for dry recycling for potentially kerbside sort; or twin stream and reusable recycling containers to ensure the Council are legally compliant with the new legislation and WG guidance
- specific changes to flats and larger multiple occupancy houses
- This work will be supported by Local Partnerships and funded by WG

**Phase 4:** Recycling infrastructure; 2016/17

- Commence delivery programme of regional facilities to sort recycling, subject to a feasibility assessment and outline business plan.
- Material Reclamation Facility changes and or inclusion into the regional infrastructure may be required

**Phase 5:** Additional recycling performance; commercial, cleansing 2017/18

- increasing household performance continued education,
- looking at the smaller waste streams for recycling potential such as the remaining cleansing waste

Each one of these phases will be presented in a detailed business implementation plan.

5. Finance

All financial decisions relating to recycling and waste must be carefully considered and balanced against the consequences to the statutory fines or loss of the sustainable waste management grant.

**Do nothing option from 50% performance**

Do Nothing option based on 13/14 performance	LART Target	Recycling Tonnage defecate	Annual Fine value
2014/15	52%	4365t	£0.8m
2015/16	58%	15,900t	£3.2m
2016/17	58%	17,113t	£3.4m
2017/18	58%	18,341t	£3.7m
2018/19	58%	19,584t	£3.9m
2019/20	64%	31,812t	£6.4m
		Total	£21.4m

We must recognise the importance of the synergy that should exist between directorate priorities and service and financial planning, along with timely performance management that will integrate financial and service performance.

## 6. Risk Management

The recycling waste management strategy 2015 is required to mitigate significant risks that the Council face if we fail to deliver the required steps changes;

Funding:

- The SWMG funding may be at risk for schemes that do not adopt their preferred methodology.
- Obtaining high quality recycling markets will increase the income to the council and secures the best market prices.

Failure to reach targets:

- If unchecked the fines could potential equate to more than £21m by 2020.

Public participation:

- Without support from the public costs will increase and recycling performance will reduce.

Future changes to legislation:

- Legislative change is always a risk, and will always need to be taken into consideration; hence this strategy focuses on the next three years only.

Risk of Change

- Recycling markets and how they change on a global scale, needs to be considered
- The asset value of the MRF must be fully understood and considered in any change.
- The risk of public participation is not a defence under the legislation, but the costs of such potential change in participation will be fully considered through the modelling.
- Government research shows that for any recycling scheme to be successful for public buy-in, it must be simple and easy to use.
- The National recycling trend is seeing more local authorities move away from kerbside to comingled collections

## 7. Stakeholder Engagement

The full results of “Outline Waste Management Strategy- 2015-2018” consultation (a summary can be found in appendix E) and “The Future of Waste and Recycling- a 2025 vision for Cardiff” are available on the Councils web page but in summary identify:

- Residents support the need to recycle in order to reduce costs and avoid fines
- They support reducing the impacts on our environment through waste minimisation and recycling
- The same service across the city was important to them
- A smaller bin or bespoke bags was the most popular choice of restricting the general waste.
- The council should do more to encourage recycling and take enforcement action where residents don't recycle.
- Less than one fifth used local brings sites
- There was general support for more wheeled bins, reusable sacks and continuation of the green bag scheme.
- Having simple schemes that don't cause clutter on the streets was important to residents.
- People support the need to recycle and be more suitable, they are also interested in what happens to their recycling

# Recycling Waste Management Strategy – 2015

## 1. Introduction

1.1. Cardiff's waste management strategy 2011, resulted in a significant change to the way recycling and waste is collected in Cardiff, with a move to a fortnightly collection of residual waste, and separate weekly collections of food waste and recycling. This change in kerbside collection method, along with adopting many other recommendations from the previous waste strategy, has seen Cardiff's overall recycling, re-use and composting rate rise from 39% in 2009/10 (prior to changes being introduced) to 52% in 2012/13. The City of Cardiff Council achieved its first statutory reuse/recycling & composting target of 52% in 2012/13. However, the 2013/14 period saw the city only achieving 50%. The reasons for this were a reduction in post sorting of material, as a result of ever reducing budgets; no further increase on the amount of recyclables being presented from domestic properties and under performance of the household waste recycling centres. All these factors demonstrate that the Council must keep recycling and waste management as a high priority and further step changes are required in the way we deal with waste across Cardiff.

1.2. The world of waste management is ever changing and since the last strategy was published, we have seen significant changes in legislation which need to be considered. In addition, the current financial climate has never been so challenging, with call for further collaborative working in the "Williams Commission", and a greater emphasis on providing the most cost effective services. These changes need to be reviewed, along with changing attitudes and behaviour of residents, alongside an ever growing City which creates its own individual challenges.

1.1. In summary, now is the time to consider all options and approaches within an updated waste strategy, to ensure we are on track to meet our statutory obligations, delivering high quality and cost effective services to residents and businesses of Cardiff.

## 2. Legal Overview and Update

2.1. Although there have been no changes to the overarching policy documents at EU level: Waste Framework Directive, or at national level: Towards Zero Waste since the waste management strategy of 2011, there has been changes within those elements with much discussion, and updated guidance in relation to the collection of recyclable items at source. The below information will give some background context, and Cardiff's current position in relation to complying with legislation.

### 2.2. EU Policy Context

## Revised Waste Framework Directive (rWFD)

2.2.1. Key EU legislation implemented for waste is Directive 2008/98/EC, or the Waste Framework Directive (European Commission, 2012). This legislation outlines high level principles and approaches to the management of waste which are to be implemented by the EU's member states. The high level principles within the document allow for flexible adaptations by member states.

2.2.2. Within managing waste, the directive introduces the waste hierarchy. This identifies the best and preferred method of waste management practices among EU Member States, whilst setting targets for the re-use and recycling of waste. Key requirements for member states are to establish waste management plans that not only aim to maximise reuse and recycling (with materials such as paper, metal, plastic and glass being a compulsory material), but also deliver a network of waste treatment and disposal infrastructure (European Commission, 2012) so that its impact on the environment is reduced and recycling quality is maximised. There has been much argument as to the interpretation of "separate collection of paper, metal, plastic or glass" as referred to in Article 10 & 11 of the Directive, discussed in more detail below.

### *2.3. UK policy context*

#### The Waste (England and Wales) (Amendment) Regulations 2012

2.3.1. The requirement for member states to establish waste management plans resulted in The Waste (England and Wales) Regulations 2011 being produced to transpose their interpretation of the key requirements within the rWFD. This was amended in 2012, forming The Waste (England and Wales) (Amendment) Regulations 2012.

#### Judicial review- Is "co-mingled" a form of separate collection?

2.3.2. The 2011 document was subject to a judicial review challenge by six member companies of the Campaign for Real Recycling (CRR), due to the following statement under regulation 13, part 2: duties in relation to collection of waste:

2.3.3. *"For the avoidance of doubt, co-mingled collection (being the collection together with each other but separately from other waste of waste streams intended for recycling with a view to subsequent separation by type and nature) is a form of separate collection."*

2.3.4. They argued that the way in which the regulations had been interpreted were faulty and failed to address the provision of

separate waste collections, to ensure maximised quality & recovery of material and recycling.

2.3.5. Following a 6 month consultation period, in which Defra and the Welsh Government considered the wording of the regulation, The Waste (England and Wales) (Amendment) 2012 was produced, with the need to establish a separate collection of waste paper, metal, plastic or glass by January 2015 made clear on the provisions that:

- It is necessary to ensure that waste undergoes recovery operations in accordance with Articles 4 & 13 of the rWFD and to facilitate or improve recovery
- Is technically, environmentally and economically practicable (TEEP)

2.3.6. The CRR continued with their request for judicial review, which was dismissed on 6<sup>th</sup> March 2013. In summary, the outcome was that co-mingled collections of dry recyclable material will remain legal after January 2015 where the local council has decided this is the collection method best suited to local circumstances (provided that provisions A & B have been explored).

#### 2.4. National Policy Context

##### “Towards Zero Waste (TZW)” strategy

2.4.1. Towards Zero Waste is the overarching waste strategy for Wales and describes a framework for resource efficiency and waste management between now and 2050. The strategy outlines the actions that need to be taken if Wales is to reach its ambition of becoming a high recycling nation by 2025, and a zero waste nation by 2050.

2.4.2. TZW outlines challenging targets that all local authorities must achieve which not only focus on achieving high levels of recycling, but also exceed the European Union (EU) landfill diversion rates. The strategy also outlines preferred methods of collection and treatment of waste and recycling, and seeks to stem the growth of waste.

**Table 1 – Statutory targets**

Target on waste collected by	2014/15	2015/16	2019/20	2024/25
------------------------------	---------	---------	---------	---------



Local Authorities				
Minimum overall recycling	52%	58%	64%	70%
Maximum level of landfill	-	-	10%	5%
Maximum level of energy from waste	-	42%	36%	30%
Biodegradable Landfill Allowance	43729t	41692t	33557t	-

2.4.3. The above targets are now statutory under the Waste (Wales) Measure 2010 and if not met, will carry a £200 per tonne fiscal fine. This is in addition to the existing landfill allowance penalties, which also carry a £200 levy for each tonne over the set individual allowance.

2.4.4. TZW identifies throughout that in order to meet the outcomes and milestones to become a zero waste nation by 2050, that the core principles of “reduce, re-use and recycle” must be a key focus for each industry sector in Wales. The below sector plans have been produced, to compliment TZW:

- Food, manufacture, service and retail
- Construction and demolition
- Commercial and Industrial
- Collection, infrastructure and markets
- Municipal waste

#### Municipal Sector Plan- Part 1 “Collections Blueprint”

2.4.5. This collections blueprint describes the Welsh Government’s recommended service profile for the collection of waste from households. It is anticipated that the recommended service would result in high rates of high quality recycling, significant long term cost saving and improved sustainable development outcomes.

2.4.6. The key emphasis throughout the document is to achieve “closed loop” recycling, the basis of which requires high quality material.

2.4.7. The Welsh Government have suggested that this is best achieved by collecting recyclate at source (kerbside sort), thus reducing the risk of contamination. It is also suggested that there is a limited market for poor quality recyclate in Wales and the UK, therefore significantly reducing the likelihood of additional green jobs to the economy in Wales.

2.4.8. The blueprint also identifies a number of other service requirements that local authorities should adopt, in order to meet the objectives within Towards Zero Waste. Currently, Cardiff council meet the majority of the requirements, e.g. separate weekly food collections, fortnightly residual collections, weekly

recycling, seasonal green waste and charging for bulky collections.

2.4.9. It is acknowledged within the blueprint that local authorities not currently complying with all requirements will need phased change, supported by a long term business plan (covering at least 10 years). It is specified that to determine this business plan, comparative studies of service delivery options (which must include the Welsh government's preferred approach as identified in the collections blueprint), are carried out to identify the best options in terms of cost, sustainability, legality and achieving the ultimate objectives of increasing high quality recycling and reducing waste to landfill.

2.4.10. Those Authorities that do not comply with the collection blue print may risk their Sustainable Waste Management Grant (SWMG) support, Cardiff this currently has a value of around £7.2 million. WG have clearly state that financial support in the future will only be in line with WG policy. On the whole Cardiff does comply with the blueprint, except for the current variants which are that Cardiff continues to use the co-mingled green bag recycling scheme, does not currently restrict residual waste to smaller 140L bins, does not charge for green waste collections and are yet to deliver 80% recycling on the HWRCs through via direct recycling on site by the public, some sorting takes place after delivery by the public.

## 2.5. Recycling Collections justification

2.5.1. Welsh Government are produced their own guidance on the rWFD and what will contribute as justification for a recycling collection method that is not kerbside.

2.5.2. The guidance in relation to The Waste (England and Wales) (Amendment) Regulations 2012's requirement of separate collections of waste paper, metal, plastic or glass, by January 2015 has been published in Wales, which state that:

- Kerbside sort is to be used as the benchmark
- Any collection scheme should meet the same high quality closed loop recycling markets as kerbside sort.
- If not delivering kerbside sort, there must be a robust business case that evidences there is excessive costs in delivering the service.
- Variation from kerbside sort is acceptable if there are excessive costs of change or a robust financial case on why a change should be delayed.
- Risk to public participation and opinion is not classed as a defence against change.

2.5.3. As a comingled authority the Council must therefore develop a robust evidence base around its decision process and present data modelling on the council chosen collection method. This work will be undertaken in support with Local Partnerships, which are funded by Welsh Government. The detail behind any required change will be brought forward in future detailed implementation plans and be subject to budget approval.

2.5.4. The main areas the council need to consider in this evidence base are;

- **High Quality Recycling.** What is high quality recycling? How does the council's current end markets compare with that of kerbside recycling systems e.g. do we supply the same closed loop markets. There is a potential legal argument that as long as the material is recycled, then this meets the definition of high recycling within the rWFD. WG have taken this meaning to be closed loop only as kerbside sort is perceived to provide higher quality markets.
- **Technically practicable** – is there any reason why kerbside sort cannot be undertaken. This can be taken down to a very small localised area e.g. flats
- **Environmentally practicable**, it is more damaging to the environment to undertake kerbside sort than the current method e.g. carbon footprint.
- **Economically practicable**, the service costs from collections through to reprocessing should be compared against the default kerbside collection and reprocessing systems. The economic case can only be defended if the cost of change is prohibitive. Current contractual arrangements and infrastructure can be considered as natural constraints that may delay a change in collection method.

2.5.5. Although WG guidance does say negative public opinion is not a legal defence, this can be considered in cost terms due to reduced recycling participation. However, the rWFD does require the Council to consider impact on human health, and social impacts are also key.

Therefore, the council should also consider;

- **Human Health**, which could be the impacts of increased traffic congestion from slower kerbside collections and/or having to transport product to further distances to ensure they are processed through a closed loop processors
- **Social Impacts**, can also cover the impacts above, but also the number of people employed, the street scene and quality for residents.

Cardiff's recycling collections current position

- 2.5.6. **High Quality Recycling** – Cardiff does achieve high quality recycling and supplies many of the same markets as kerbside sort systems. Where the markets differ are for glass and some paper streams. The comparison between kerbside sort and Cardiff's markets needs review as higher quality recycling could be achieved for paper and glass if they were collected separately.
- 2.5.7. **Technically practicable** – Kerbside sort collection method and bulky operations are well established and proven in the recycling industry. There are not technical reasons why a kerbside sort method could not be adopted in a city environment. Although the council should consider the best approach to certain property types such as flats. This will be explored through collections modelling.
- 2.5.8. **Environmentally practicable**, this will have to be explored as kerbside sort requires more vehicles on the road, but a simple bulking operation requires less electricity than a full Materials Recycling Facility. However to achieve full market potential, paper and plastic separation are also needed, therefore a kerbside sort needs to be backed up by more than a simple bulking station.
- 2.5.9. **Economically practicable**, this is where the most focus is required. The costs of collections should not be considered in isolation; the whole life costs of providing the service, processing and end market income, capital investment, costs of change etc must be considered. They also need profiling for the current, but also future recycling rates.
- 2.5.10. **Human Health** – the impacts of traffic congestion should be considered as kerbside collections tend to be two to three times slower and for a city with narrow streets and high volumes of traffic, it is without a doubt that a kerbside collection method will impact on traffic congestion and air pollution across the city.
- 2.5.11. **Social Impacts**, - differing collection options will impact on jobs. Some collection options may require more operatives, but less people to process the materials. Therefore again, the whole change impacts on jobs should be considered as retaining local jobs is an important consideration for the Council.
- 2.5.12. The Welsh Government recognises that developing business cases and exploring the change process is a complicated and lengthy challenge. Therefore, in 2012, they introduced the Collaborative Change Programme (CCP) to provide assistance to local authorities with the modelling of waste services. In 2013 Cardiff were accepted on to the programme and have been allocated technical support from WRAP (Waste Resource Action Programme) to undertake kerbside sort and waste restriction modelling to compare to the current methods.

This high level modelling has been undertaken to assist the council to explore and narrow the range of options available for detailed modelling and decision.

2.5.13. Although a change of service is not required by January 2015, plans of change or evidence bases to remain co-mingled should be being formulated, which the Council are, in collaboration with Welsh Government complying with these changes.

2.5.14. The Council continues work with Welsh Government explore the best future recycling option for Cardiff in light of the new legislation. The detailed implementation phase will be subject to future approval once the detailed modelling is complete.

## *2.6. Local policy context*

### Technical Advice Notes (TAN 21): South East Wales Regional Waste Group

2.6.1. Whilst the waste industry is ever changing, planning for waste is a much more long term process. Within Wales, TAN's are used in conjunction with Wales the Spatial Plan and together they comprise the overarching National Planning Policy Wales (Welsh Assembly Government, 2010). In being able to achieve recycling and waste reduction targets outlined within Towards Zero waste, the TAN recognises that individual authorities must adopt sound and realistic strategies, and have the appropriate infrastructure in which to deliver those targets.

2.6.2. Regional waste groups were formed as a result of TAN to take control of the "strategic overview" of sustainable waste management at a regional level. The regional waste group for South East Wales later became recognised as Prosiect Gwyrdd ('Project Green'). It now consists of a partnership between five local authorities (Cardiff, Caerphilly, Monmouthshire, Vale of Glamorgan and Newport) to find a solution to residual waste treatment for the region. The Prosiect Gwyrdd procurement exercise was compiled in 2013, and will fully commence on 1<sup>st</sup> April 2016. The Viridor, Energy from Waste (EfW) facility at Trident Park, Cardiff began commissioning in Autumn 2014.

### Local Development Plan (LDP)

2.6.3. When adopted, the new Local Development Plan (LDP) for Cardiff will provide a planning policy framework to help facilitate the move to more sustainable waste management methods, such as re-use and recycling over the next 15 years to 2026. The LDP will need to take into account the proposals of this Strategy and enable the identification of suitable locations or types of locations that may be acceptable for waste management facilities arising out of the Strategy.

2.6.4. In order to help comply with WG targets the City Council has formulated supplementary planning guidance (SPG) on waste for Cardiff.

### Corporate Plan

2.6.5. It is important to embed the core priorities of City of Cardiff Council, as identified within the corporate plan, within the development of the Recycling Waste Management Strategy.

2.6.6. The corporate plan is very much set within the context of financial pressures being faced by the City Council, and recognises the continued increase in demand for services. The administration's three key priorities can be summarised as;

- economic development
- education and skills for people of all ages, to enable future employment in Cardiff economy and beyond
- Support the vulnerable.

2.6.7. Recycling and waste management services are reflected within all of these priorities.

2.6.8. Attracting further economy and business to the City will result in increased opportunity for our commercial waste team; poor local environmental quality may deter economic development. In terms of education and skills, there is much potential to develop skills throughout the waste management service, in particular working in partnership with social enterprises, to increase the re-use of items otherwise destined for landfill. In addition, we must consider the impact any changes to recycling and waste collections will have on the vulnerable.

2.6.9. The waste management and street cleansing service also have a vital role to play in achieving the leader's vision; for Cardiff: "to be Europe's most liveable capital city".

## **3. Waste Management in Cardiff**

### Progress since the Waste Management Strategy 2011

3.1. Cardiff's reuse/recycling/composting performance has increased from 39% in 2009/10 to 50% in 2013/14. A summary of Cardiff's performance throughout these years can be seen in the table below and the summary of deliverables from the strategy is attached in appendix A.

**Table 2 - Cardiff's reuse/recycling & composting rate 2009-2014**

	%
--	---

Year	Dry recycling	Composting	Re-use	Total	% change from previous year
2009/10	22.29	16.90	0.00	39.19	-
2010/11	23.12	18.82	0.06	42.00	2.8
2011/12	28.39	20.99	0.14	49.51	7.5
2012/13	34.41	17.67	0.15	52.24	2.7
2013/14	31.79	17.79	0.21	49.67	-4.9

- The reuse rate continues to grow each year
- Composting recycling continues to vary as the green waste element intrinsically linked to the weather
- Dry recycling has increased year on year, but financial pressures in 13/14 have seen a decline in operations processing that supported recycling.

The amount of Municipal Solid Waste (MSW) managed by The City of Cardiff Council has fluctuated somewhat during the past 5 years. Many external, and often uncontrollable factors, can contribute to this including population, economic climate & behavioural change.

**Table 3 - MSW managed by the Council 2009 to 2014, including population and household growth**

Year	Total MSW managed (T)	Change from previous year (T)	Population	No. of households
2009/10	181057	-	337,656	139,028
2010/11	172874	- 8183	341,402	140,898
2011/12	169241	- 3633	345,442	143,777
2012/13	174102	+4861	349,074	145,818
2013/14	173529	- 573	352,604	147,866

3.1.1. In 2013/14, 173,529 tonnes of waste was collected by the City of Cardiff Council. The breakdown of waste arising, by operational area is below:

**Table 4 - Operational Area waste arising & recycling rate 2013/2014**

Operational Area	Tonnes of waste collected	proportion of the total waste arising	Current recycling rates (%)	Recycling potential
Household kerbside collections & bring sites	111593	64%	56%	+70%
Household Waste Recycling	30429	18%	60%	+85%

Centres				
Commercial waste collections	15905	9%	33%	+60%
Street cleansing (incl. sweepings, fly-tipping and litter)	9527	5%	< 1%	+60%
Other (parks/highways)	6074	4%	99%	100%

The table above identifies the operational areas that contribute the greatest to the total MSW managed by the City of Cardiff Council. Although it is clear from the offset that we need to focus our main resources into increasing recycling within the main sources of MSW, we must not discount opportunities to increase recycling in all operational areas.

### 3.2. Current service provision

3.2.1. All services detailed below are provided “in house” by a team of approximately 550 employees.

3.2.2. Every household in Cardiff has a weekly collection of recycling and food waste, and a fortnightly collection of residual waste. Garden waste is collected fortnightly from March-October, on the alternate week to residual waste. From November 2013-March 2014, garden waste was collected once a month, to accommodate the reduced demand for service.

3.2.3. Residents also have the opportunity to apply for the “hygiene collection service” if they are unable to manage large amount of nappies and incontinence waste with a fortnightly residual waste collection. Those signed up to the service receive a collection of “tiger bags” on the alternate week to their residual waste collection.

3.2.4. Almost 28% of households in Cardiff are flats; although the majority of flats conform to the collection frequencies listed above, where storage space is limited property managers may arrange additional collections as required, with additional cost to their residents.

3.2.5. Bulky waste collections are provided at a charge, with over 14,000 users of the service each year. There is currently limited recycling of bulky waste items (with the exception of hazardous white goods), which will be addressed within this updated waste management strategy.

3.2.6. In 2014 the council supported 3 Household Waste Recycling Centres (HWRC) located at Lamby Way, Bessemer Close and Wedal Road. Recycling facilities for various materials are available



at all our HWRC sites which include cardboard, electrical goods, wood, garden waste, metal and much more. Sites are currently open seven days a week. Following a review of services, including public consultation, a decision was made to move to a two site model. It is anticipated that this will be implemented during 2015.

3.2.7. There are currently 17 “Bring Sites”; local drop off points located around the City, to enable residents to recycle household items such as mixed recycling, batteries and textiles.

3.2.8. The council operates commercial recycling & waste collections, currently servicing approximately 3300 customers. Customers are able to recycle the same range of dry recyclable material as householders in Cardiff. Various collection arrangements are available, changeable to the customer’s individual needs. Waste audits are arranged to assist in determining the most appropriate arrangements. In addition, a commercial waste recycling centre has recently been opened at the Bessemer Road site, to enable commercial customers to drop recycling and waste off at site.

3.2.9. The street cleansing service has been recently re-designed – with the new operating model for street cleansing across the city changing to a ‘needs based service’ that focuses resources efficiently upon the areas that require the most cleaning. In addition to using the latest mechanical sweepers, both community sweepers and service personnel are responsible for clearing litter by manual means. Responsibilities include; ensuring that roads and pavements are kept clean and tidy, emptying litter bins on a regular basis, and cleaning busy highways (e.g. town centres).

3.2.10. The descriptions provided above are of the main public facing services, accessed by our customers. Other services not listed above may be referred to in more detail throughout the recycling waste strategy.

#### 4. **Headline Policy and Aims**

4.1. Although the basic principles of the 2011 strategy objectives are still valid, there is a requirement for these to be updated to reflect the current priorities.

4.2. To provide a framework for the development and delivery of the Recycling Waste Strategy 2015 to meet new challenges, the following headline policies & aims have been identified.

**Table 5 Headline Policy & Aims**

<b>Headline Policy</b>	<b>Aim</b>
Waste Minimisation	To inhibit the growth of MSW per capita by promoting waste minimisation initiatives with a long

	term aim of reducing growth to zero
Underpinning Awareness and Education	To raise awareness with the public and the Council of the need to enhance re-use, high quality recycling and composting throughout the city through comprehensive stakeholder engagement
Maximise high quality Reuse, Recycling and Recovery	To ensure compliance with all legislation and guidance produced, with the ultimate aim of achieving 70% re-use/recycling/compositing rate by 2024/25
Minimising Waste to Disposal	To minimise the amount of MSW sent for disposal, by not exceeding the maximum amount of waste to landfill/energy from waste facility targets set by Welsh Government
Partnering	To work with local partner organisations, where practicable, to deliver local, regional and national benefits.
Cost Efficient Service	To provide a value for money waste management service which is cost effective and efficient
Sustainable Management	To offer waste management services that offer substantially improved sustainability and much reduced carbon emissions

#### 4.3. Waste Minimisation

4.3.1. The recycling waste strategy will seek to explore and enact approaches aimed at limiting the growth of waste collected by the Council. It will analyse data available, in respect of waste streams, and controllable and uncontrollable pressures, and create a plan founded on this analysis. Equally the recent public consultation results continued to support and recognise that waste minimisation is an important part of managing waste and recycling in Cardiff.

4.3.2. It must be recognised that the main factors influencing consumer behaviour, and reducing waste at a producer level, are out of the control of the City of Cardiff Council. Wider issues surrounding these challenges are being addressed within Welsh Government's Waste Prevention Programme for Wales and associated sector plans.

4.3.3. The recycling waste strategy will consider all recommendations for local authorities, as identified within the Waste Prevention

Programme, in particular the need to locally promote strategies devised at a national level.

4.3.4. The Council will seek to drive down the growth of waste so that by the year 2024/25, growth will be static. This will be achieved by further enhancing the waste minimisation and education initiatives already in place, exploring the notion of items currently classed as “waste” as being considered a “resource” by customers. Awareness will be raised through a variety of forms, with messages and communication methods being tailored to target audiences. In addition, we will commit to support minimisation activities such as reusable products, home composting bins and wormeries.

4.3.5. The Council will also take the opportunity to stimulate people’s awareness and buying habits throughout any key collection change material.

#### 4.4. Underpinning Awareness and Education

4.4.1. The Environment Directorate, particularly Waste Management & Street Cleansing is a key frontline Council Service which can shape citizens perceptions of the Council as a whole.

4.4.2. It is important to acknowledge the role of the public in raising levels of high quality re-use, recycling and composting. The council can undertake detailed waste flow modelling, analyse collection data, research best practice and initiate improvements to infrastructure and recycling and waste schemes, but none of that practice is worthwhile without the full support and participation of the public.

4.4.3. As strategic changes are implemented, full communication plans will be drafted with the support of the council’s communication team. A range of methods will be employed to communicate with all customers, both internal and external. These will embrace all available media formats, and recognise the social and demographic variations across Cardiff. Once these demographics have been identified, the council will provide targeted educational messages specific to the areas, using all data available to identify the message required.

4.4.4. Full consideration will be given to Ethnic and Minority Ethnic groups, with multi lingual information available where needed. In addition, the council will consider preferred communication formats for these specific groups, seeking advice from neighbourhood management and community groups. The council is also committed to the Equal Opportunities Policy, offering material in formats such as large print, Braille and audio formats.

Planned operational changes would be subject to the Equality Impact Assessment.

4.4.5. The council will make full use of communication material that is available from partner organisations. For example, fly-tipping publicity material from Natural Resources Wales. In addition, it will draw on best practice communication activities and case studies provided by Waste and Resources Action Programme Wales (WRAP), as well as utilising existing research undertaken by partner organisations into behavioural change, demographics and preferred communication methods.

4.4.6. Education will be supported by the “Zero Tolerance” enforcement approach towards environmental crime, for those in the community who do not take responsibility for their own waste. Enforcement will only be an option in cases where legislation, and political direction, is available to support it.

#### 4.5. Maximise high quality re-use, recycling and composting

4.5.1. All waste service elements have been analysed to bench mark our current position against potential best practise, recycling performance and waste minimisation activities (these are outlined in Appendix B). This helps to identify how each area can increase their recycling potential and assist in developing action plans and projecting the councils overall projection against statutory targets.

4.5.2. The future recycling target of 58% can be achieved, but steps have to be taken now to ensure this target is met. The success of achieving the future target of 64% by 2019/20 will be challenging based on initiatives identified to date.

#### 4.6. Minimising Waste to Disposal

4.6.1. Minimising waste to disposal is a key priority, and will fundamentally be achieved by ensuring increased levels of high quality re-use, recycling and recovery.

4.6.2. The through the Prosiect Gwyrdd Contracted regional partnership, which has concluded its long term project aim of securing an alternative treatment for residual waste, has resulted in the Viridor Energy from Waste (EFW) plant being built. The EFW plant processes Cardiff’s residual waste, it will not be treating any waste over and above the maximum amount of waste permitted to treat targets, as set out in the Welsh Governments Towards Zero Waste strategy and the contracted arrangements.

4.6.3. The council are committed to reducing waste to disposal or treatment, through increased quantity and quality of re-use & recycling. This can be achieved by improving infrastructure, public

accessibility and behaviour with a view to achieving national targets and avoiding financial penalties (for exceeding maximum disposal and/or treatment targets).

#### 4.7. Partnering

4.7.1. The Council will examine ways to deliver improved performance, in the most cost effective manner, by maintaining and exploring new partnership opportunities.

4.7.2. Further regional working with neighbouring authorities will be actively explored, taking into consideration any experiences as learnt from the Prosiect Gwyrdd partnership. Additional partnerships already exist following the Waste Management Strategy 2011-15 including the Cardiff Organic Waste Treatment programme, with the Vale of Glamorgan Council, and the South East Regional working group for procurements of recyclates. New areas will be explored such as recycling processing, shared resources for procurements and service delivery, plus education and enforcement activities.

4.7.3. Work is currently under way with the support of Welsh Government and Local Partnerships to explore the feasibility of a regional recycling facility that will deliver cost effective processing and maximise income for the region.

4.7.4. Both the Welsh Government's Waste Prevention Programme and Towards Zero Waste strategy put great emphasis on increasing re-use, recognising both the environmental benefits and social benefits it can bring. The Council will continue to maintain existing partnerships with third sector organisations, as well as seek new partnerships to create additional re-use opportunities.

#### 4.8. Cost Efficient Services

4.8.1. The need to provide the most cost efficient services has never been more important, with savings of £50 million required in 2014/15 in the Council. The following service changes have already been, or are in the process of, being implemented;

- seasonal garden waste collections
- no further deliveries of black bags to those without a wheeled bin
- wheeled bin expansion to drive recycling and waste minimisation
- review of the green bags and food liner distribution process
- reusable green waste bags and opt in garden waste services for the inner city areas

- continuing use of technology to ensure round & crew efficiencies
- HWRC rationalisation and considering cross boarder traffic by residents

4.8.2. Cost effectiveness will form a key part of the criteria for identifying preferred options throughout the waste flow modelling. The Council will consider any “invest to save” options, taking into account long term financial benefits and will be a priority of each detailed implementation plan.

4.8.3. In general terms, cost effectiveness will also be exercised through;

- compliance with the re-use, recycling and composting targets to generate revenue to help offset costs, and the avoidance of financial penalties
- improving the quality of recyclable material, to ensure best market values are obtained
- enhancing waste minimisation initiatives, to reduce waste going to landfill/ energy to waste plants at a cost
- Investing in joint public procurement partnerships where economies of scale are a clear benefit
- Engaging appropriately with the third sector and other partnerships to exploit greater, long term financial efficiencies.
- Considering a charge for those services that are not statutorily required to be provided for free
- Seeking opportunities for revenue in all aspects of operations

4.8.4. Detailed financial modelling will be brought forwards in each detailed implementation plan, as the delivery of the recycling waste strategy is broken down into implementation phases.

#### 4.9. Sustainable Management

4.9.1. In 2006 the Council joined the Carbon Trust’s Local Authority Carbon Management Programme and in 2007 set a 60% reduction target for CO<sub>2</sub> emissions by 2018. Cardiff Council, in partnership with other major employers and organisations in the city, is committed to implementing its Carbon Lite Cardiff Action Plan, with the aspiration of becoming a Carbon Lite City.

4.9.2. Cardiff will significantly improve the sustainability of its waste management service by adopting a high quality and quantity recycling, composting and landfill diversion strategy. Throughout the implementation of this Strategy the Council will need to investigate the potential for reducing the carbon impacts of all its activities and end markets.

4.9.3. As part of the development of the Recycling Waste Strategy a carbon analysis of the various collection options will be modelled to establish the comparative benefits & impacts on global warming and the environment.

## **5. Achieving High Quality Re-use, Recycling and Composting**

5.1. Previous waste flow modelling, detailed within the Waste Management Strategy 2011, concluded with indications on the level of waste that should be captured within each operational area, to ensure that the long term 2025 Welsh Government re-use, recycling and composting targets were achieved. The long term recycling targets will require an additional recycling tonnage excess of 30,000 tonnes at the current growth rates. The maximum level of recycling required for each operational area will be referenced below, further details on best practise can be found in Appendix B. Achieving the 2020 target of 64% is achievable based on the tonnage assumptions and initiatives outlined below. Additional waste flow modelling will be completed within each implementation plan of the main recycling waste strategy, so these figures may differ slightly. However, the potential strategies will remain as options, regardless of any change in statistics.

5.2. The Recycling waste management strategy 2015 will be broken down into implementation phases. Each phase will be subject to a detailed business planning and budget approval.

- Phase 1: Residual waste restricting programme
- Phase 2: HWRCs, new markets and reuse options
- Phase 3: Recycling collections change requirements
- Phase 4: Regional recycling infrastructure
- Phase 5: Additional recycling performance; commercial, cleansing

5.3. Phase 1: Residual waste restriction programme. Summer 2015, provides an additional 5000 tonnes of recycling

### Household Kerbside Collections

5.3.1.1. The re-use, recycling and composting performance of kerbside collections will need to increase to excess of 70% in order to achieve the 64% statutory recycling target by 2020. However, as well as recycling targets, the council must also consider if the current service provision is recycling collections compliant and fit for local needs in order to remain legally compliant. The review undertaken to date considered the following through a detailed implementation plan;

- Restricting residual waste is the only option to drive recycling out of the domestic waste stream. Restricting can be

- implemented through replacing the existing 240l wheeled bin with 140l wheeled bins, or retaining the 240l wheeled bin and changing the residual collection frequency to 3 or 4 weekly.
- Monthly residual waste collections are less expensive than restricting the wheeled bin size and keeping the frequency to fortnightly, but the impacts on the public's recycling habits, fly-tipping and health concerns are unknown.
- Cardiff's vehicles and operative costs are higher than the industry norm.
- Wheeled bins for recycling would move the council further away from the legal guidance and could actually limit the quantities recycled by residents.
- Food waste should continue to be collected weekly
- Recycling should continue to be collected weekly; although fortnightly recycling reduces costs, it may significantly reduce the quantities of recycling presented by resident.

5.3.1.2. The main conclusions that have been explored in detail, through the detailed business case design are;

- **Weekly food waste collections** remain with the kerbside caddy system
- **Recycling will weekly** and currently via green papers as the detailed implementation plan is reviewed.
- **Seasonal Green waste**, fortnightly collections in the summer, with reusable garden sack to replace the biobag scheme. Charging for green waste will not be progressed currently due to lack of public support and the risk to recycling if this material is lost.
- **Residual waste collections will remain fortnightly**, but **restricting of residual waste** is required; as supported by the consultation the preferred method is through the exchange of the current 240l wheeled bin for a 140l wheeled bin, following expansion of wheeled bins to further suitable areas. The remaining bag areas will be provided with a comparable limit of bespoke waste bags.

5.4. Phase 2: HWRCs, new markets and reuse options, 2015/16, to deliver an additional 5000 tonnes of recyclate.

#### Household Waste Recycling Centres (HWRC)

- 5.4.1.1. The Welsh Government's "collections blueprint" suggests that HWRC must achieve an 80% recycling rate if we are to achieve the statutory recycling targets of 64% by 2020. The HWRCs achieved 65% recycling in 13/14 and above 70% in 14/15, so there is potentially a large proportion of material (up to 5000 tonnes, with a further 1000 tonnes from new markets) that could be captured. Recycling over 80% is achievable and some high performing sites achieve over 85% recycling.



5.4.1.2. To achieve high recycling on our HWRC sites the following steps must be initiated:

- Considering best practice design and layout, including split-level sites and efficient traffic management systems, when planning the development of the new site
- As a result of the HWRC 2 site” re-design, it is anticipated that there will be a higher staffing levels per site. The council will dedicate resources to ensure that site operatives are proactive in diverting waste from landfill, directing materials into the correct skips, as well as providing helpful and useful knowledge to the site users.
- Adapting to recycling markets, and providing recycling facilities for a range of bulky items and materials not currently recycled e.g mattresses and carpets
- It has been identified that 5% of all site users are trader (businesses) that should not be using the sites and also 17% of all users do not live in Cardiff. The council must reconsider the current vehicle access policy, to ensure that only domestic site users from Cardiff are accessing the site and external users are charged appropriately.
- Alternatively, consider the introduction of a “permit scheme” to ensure only Cardiff residents benefit from the HWRC.
- Invest in comprehensive training and up skilling programme for the site operatives so they can assist the customers to reuse and recycle as much as possible, plus identify and turn away those not entitled to use the sites.
- Considering a “no bag” policy at the HWRC, to encourage users to segregate material prior to entering the site, as well as reducing contamination of mixed recycling skips.
- Progress a re-use shop run entirely by a third party organisation, with conditions to ensure that any items deemed unsuitable for re-use are recycled.
- Improving signage around site, and on containers, to improve capture rates and reduce contamination levels.
- Educate residents on the facilities available to them and how best to present and prepare their waste and recycling before coming to site.

#### Bring Sites

5.4.1.3. The popularity for bring sites reduced when weekly recycling was introduced in 2011. This was supported by the consultation results with 72% of respondents stating they no longer use bring sites. The number of sites provided by the council has reduced in recent years due to abuse or under use. However, they still provide certain communities with an alternative recycling option and are part of the WG preferred waste collections blueprint.

- Review existing bring site provision to ensure its suitable for user needs
- Evaluate current usage, satisfaction and contamination levels of existing bring sites, and adapt as appropriate
- Upgrade or adapt existing bring side provision to compliment any future change to kerbside recycling collections
- Work with partners to consider opportunities to place recycling banks in alternative locations, accessed by a large footfall e.g. schools, community halls

#### Bulky waste collection/Fly-tipping clearance

5.4.1.4. The household kerbside collection scheme will re-use, recycle or compost excess 70% of its waste arisings by 2020. Increased re-use and recycling of bulky waste items, both from arranged collection, and fly-tipping, is integral. Excess of 500 tonnes of material could be diverted to from disposal with a change to collection methods. Potential strategies to achieve this include:

- Utilising available facilities at HWRC's, to either recycle or re-use items collected, diverting increasing amounts of materials from collection as the sites expand the types of materials accepted
- Investigating the benefits, or otherwise, of introducing a credit scheme, inviting organisations that currently accept items for re-use an incentive, in return for obtaining their re-use data. Work with these organisations to divert re-useable items for the bulky collection scheme, and into their organisations
- Initiating a project team, to investigate current bulky waste, and fly-tipping collection arrangements, and identify any improvements necessary.
- Increasing understanding of the composition of fly-tipped, and bulky collected waste, to identify common materials and the need to implement new recycling streams.
- Considering all potential options to improve the bulky waste collection service, taking into account best practice examples of an in house run service, a partly outsourced service, and a service ran entirely by third sector organisations.
- Working with Welsh Government to implement a re-use network, consisting of third sector organisations that have the ability and relevant processes in place, to re-use and recycle collected bulky waste.

5.5. Phase 3: Recycling collections change requirements, detailed plans will be presented 15/16 to ensure Cardiff remains legally complaint and deliveries cost effective and high quality recycling

5.5.1.1. The next step is to undertake detailed business planning with support of the CCP, based on the preferred option and

benchmarking against kerbside sort methodologies. Any change in service must consider the timings; ability to meet LARTs; capital investment requirements; cost of change; the current MRF asset value and the current contract arrangements such as the refuse collection fleet which has a three year life span remaining.

5.5.1.2. The following need exploring in more detail, prior to a final decision;

- Efficiencies can be found by combining the food and recycling collections on one vehicle.
- Efficiencies could be found by reviewing the working time and crews levels on each round.
- The quality and market price obtained by Cardiff for paper and glass could be improved by separating these materials prior to collection, as cross contamination in the green bags reduces the quality slightly.
- Processing through a bulking station reduces the operating costs. However, the sorting of some recyclable streams such as cans, plastics, fibre and even glass can increase the market value obtained, compared to just bulking materials
- The restricting changes will change the dynamic of the recycling and waste collected, so this changed position needs to be fully understood before the final models can be run.

5.5.1.3. Alternative recycling collections should be considered to obtain higher glass and paper recycling markets. The options open for further exploration remain a 'twin stream' approach that requires the public to present paper and card in one container and cans, glass and plastics in another container or the full kerbside sort option with containers for paper, glass, cans, card and plastics collected separately at the kerbside. Continuing with the co-mingled green bag system may not be the best recycling collection method or cost effective method for Cardiff.

5.5.1.4. Further details of the recycling collections considerations against the legislation can be found in appendix F

5.5.1.5. A range of options available to the Council when considering the best solution for Cardiff were outlined in Appendix C and possible high level costs in appendix D. Through the support of the CCP and WRAP, modelling of kerbside collection options was undertaken to assist in narrowing down the options. The final solution will be presented through detailed business planning later in 2015. Sensitivities are also required on the base model to explore the financial costs of factors such as;

- Public participation

- Market prices
- Recycling capacity e.g. what if residents require an additional container?

5.6.Phase 4: Recycling infrastructure, further feasibility study to be presented 15/16. To secure recycling infrastructure and obtain high quality recycling and optimum market income.

### Regional Recycling Infrastructure

5.6.1.1. The benefits to Cardiff through regional working and joint procurements have been well evidenced with the success of projects such as the Project Gwyrdd; the Cardiff and Vale organics procurement and also regional procurement contracts such as electrical items; wood; textiles and sweepings. By combining together, we share the resource costs and secure better gates fees through economies of scale. Equally Welsh Government is keen to see more regional working to secure longer term cost savings.

5.6.1.2. Regional approaches have been tried and tested for residual waste, food and green waste facilities across Wales, yet there remains a gap in the market for recyclable materials. All local authorities process to varying degrees: paper; card; plastics; glass; metals, from the kerbside but also larger materials such as furniture; wood; rubble; oils; batteries; textiles and other bulkier items from household waste collections.

5.6.1.3. Regardless of the collection method for dry recycling it is clear that the best market prices and quality can be obtained by further sorting materials ready for market, for example glass into different colours; plastics into different types; metals into steel and aluminium and also depending on market condition paper into different grades. There are a range of local facilities across Wales, including our own Materials Recycling Facility, but no large scale facilities exist in Wales.

5.6.1.4. It is proposed, through partnership with Welsh Government and support from Local Partnerships (funded by Welsh Government), Cardiff will explore the feasibility of a regional recycling facility. The programme will initially seek expressions of interest from surrounding and regional Authorities; test the market appetite for such a facility and most importantly what materials do the end processes seek in order to scope the facility requirements. The initial scope of materials under consideration will remain wide in order to maximise the potential of any such venture.

5.6.1.5. A feasibility study will be completed based on the main objectives of the facility;

- Secure future recycling capacity for the region
- Delivery high quality materials to the market place
- Provide a flexible processing facility for all dry recycling materials
- Provide economies of scale to deliver cost effective processing and maximise income potential for the region.

5.6.1.6. In addition, working with other local authorities to develop regional solutions, to expand the range of materials that can be recycled from the kerbside e.g. nappies

5.7. Phase 5: additional household recycling performance; commercial & cleansing. This will be tabled for 2016 and beyond to obtain to secure the further 12,000 tonnes.

### Commercial Waste

5.7.1.1. The commercial recycling and waste collection team will re-use, recycle or compost 59% of their waste arisings by 2020. Currently only 38% of the commercial material is recycled as the priority has been to secure income for the service. The balance between income and recycling performance are closely linked, with the higher commercial incomes being related to residual waste collections, rather than recyclables. Based on compositional analysis, excess of 3000 tonnes of the existing waste stream could be converted from waste to recycling. Potential strategies to achieve this include:

- Investigating the benefits, or otherwise, of procuring on board weighing equipment. This will allow for more accurate recording of customer's individual recycling performance, and will allow the team to target low performing customers to encourage increased recycling contracts
- In depth waste audits to be arranged for all new potential customers, to ensure that their waste contracts allow for maximum levels of recycling
- Increasing our understanding of customer's needs, including customer consultation/feedback, and analysis of residual waste collected, with a view to introducing collections of additional material (should recycling

markets, and user need allow), with possible support from third sector organisations

- Introducing case studies of successful recycling schemes within existing customer contracts, focusing on both environmental & financial benefits. These personalised case studies can be complimented with Welsh Government's commercial sector plans
- Investigating the potential of a commercial waste re-use area within the commercial waste recycling centre, or any other re-use potential.
- Working closely with the Bessemer Close Commercial Recycling Centre, diverting customers that do not produce a large amount of waste (therefore not warranting a recycling and waste collection) to the site.
- Continuing, and further developing, education and enforcement activity across the commercial sector to improve presentation of waste with the view of improving overall local environmental quality.
- Where education does not bring about the desired improvement in recycling, considering the use of a formal enforcement notice prescribing and enforcing the manner in which recycling and food waste must be separated from residual waste receptacles. This will be considered as a last resort, with sensitivity to contractual agreements.

### Street cleansing

5.7.1.2. Street cleansing operations (litter bins and street sweepings) will recycle or compost 60% of their waste arisings by 2020. Potential strategies to achieve this include:

- Continuing to procure a suitable contract, with the ability to recycle and/or compost street sweepings and leaf fall. This makes up over 50% of the street cleansing material and potentially can all be recycled.
- Investigating new recycling markets and technologies with the ability to improve recycling in street cleansing operations.
- Considering an improved design litter bin, within the standardised litter bin policy, with specific material receptacles, in order to reduce contamination and improve recycling potential
- Investigating how litter segregated for recycling at events and within the City Centre is currently collected, processed and recorded for recycling.

- Updating, and further developing, the Local Environmental Quality strategy, with key recycling educational messages throughout.
- Considering the potential for split collection vehicles, in order to be able to efficiently collect and segregate recyclable items during cleansing operations.

#### 5.8. Summary of the recycling target requirements

5.8.1. As previously, mentioned the Council must take steps to ensure they avoid fiscal penalties from the LART and LAS schemes, but also provide a collection service which remains compliant with the rWFD. The latter can be a change in service or a robust recycling collections evidence base to remain as we are. The table below determines when step changes in performance should be made, in order to avoid fiscal fines. The need to implement general waste restrictions in 2015 should be the key driver when considering the required changes to the collection service and associated timings of any change for the rWFD.

**Table 7 – summary of steps required to achieve LART**

<b>Scheme</b>	<b>Target year</b>	<b>Target %</b>
Sweepings recycling	2014/15	52%
HWRCs 80% recycling	2015/16	58%
Reuse shop	2015/16	58%
Restricting residual waste	2015/16	58%
Carpet recycling	2015/16	58%
Mattress recycling	2015/16	58%
Bulky/flytipping recycling	2015/16	58%
Commercial 60% recycling	2016/17	58%
Hygiene recycling	2016/17	58%
PG 5% recycling contribution	2016/17	58%
Cleansing 60% recycling	2017/18	58%
Domestic collections to achieve 70%	2019/20	64%

## 6. Finance

6.1. Welsh Local Government Association's (WLGA) waste finance project 2012-13, released individual local authority bulletins, detailing overall net expenditure of household waste collection services. An overview of the results are below:

- Cardiff's overall net expenditure on household waste services (Residual, Dry recycling, Organic, HWRC and Bring sites) for 2012/13 was **£23,468,844**.
- This represents an expenditure of **£157 per** household per annum (£3.01 per household per week).
- When compared with the other local authorities in Wales on a per household basis, Cardiff are ranked as **7<sup>th</sup>** lowest cost authority

(median expenditure per household is £181, lowest expenditure £120)

- Overall expenditure on household waste services has **fallen by 1.5%** when compared to 2011/12.

## 6.2. Financial challenges

6.2.1. The 2015-16 corporate budget report, approved by Cabinet in February 2015, identified savings of £50 million to be made. Environment Directorate is required to deliver savings excess of £7m over the next three years. This is in addition the SWMG is expected to reduce at least by 3% each year, which will add an additional £1m pressure to recycling services over the next three years.

6.2.2. In 2013/14 the Council failed the LART by over 4000 tonnes. If the full fine is imposed this would equate to £800,000. To do nothing is not an option.

**Table 8 – do nothing option**

Do Nothing option based on 13/14 performance	LART Target	Recycling Tonnage defecate	Annual Fine value
2014/15	52%	4365t	£0.8m
2015/16	58%	15,900t	£3.2m
2016/17	58%	17,113t	£3.4m
2017/18	58%	18,341t	£3.7m
2018/19	58%	19,584t	£3.9m
2019/20	64%	31,812t	£6.4m
		Total	£21.4m

6.2.3. However, any short term and long term financial decisions will need to be considered in conjunction with the aims and objectives of the Recycling Waste Management Strategy, loss of grant support and the risk of LART fines. For example, the £2m capital investment in restricting wheeled bins, could protect against an annual fines of the same magnitude.

6.2.4. We must recognise the importance of the synergy that should exist between directorate priorities and service and financial planning, along with timely performance management that will integrate financial and service performance.

## 7. Risk Management

7.1. There are numerous risks associated with the recycling waste strategy. Principally these are summarised in five key areas; funding,



failure to meet statutory targets, public participation, future change to legislation and the risk of change.

## 7.2. Funding:

7.2.1. The Welsh Government have outlined their preferred collection and processing methods within the collections blueprint. The SWMG funding may be at risk for schemes that do not adopt their preferred methodology. It is unclear at this moment in time if the whole £7.2m is at risk or the parts that only fund activities that are not directly linked with the blueprint. In addition there are pressures on revenue budgets to deliver the increased service provision and these must be balanced with corporate needs to deliver savings. The council must deliver affordable services and manage the growth pressures, particularly as the long standing future of the SWM grant is unclear.

7.2.2. Obtaining high quality recycling markets will increase the income to the council and also reduce the risks if markets become unstable or market prices drop. Closed loop recycling products consistently secure the best market prices. Any future collection method must incorporate and minimise the impacts of future markets and income that can be secured.

7.2.3. If the council continues with the co-mingled recycling collection service without a robust business case then the council will be open to legal challenge from National Resources Wales, although the penalties are unclear at this time. Equally, the Council may face expensive legal challenge from third parties that supported the judicial review of the original directive.

7.2.4. Welsh Government has outlined that there will be some capital funding available to support Local Authorities with the cost of change, but the level of support needs to be fully explored as it may not be sufficient to fund the level of change Cardiff require. Nor may it be available when the council require the funding for the final scheme that the council adopts. Any change will be financially modelled on an invest to save principle.

## 7.3. Failure to reach targets:

7.3.1. Failure to meet the Landfill Allowances scheme carries a £200 per tonne fine. In addition the new statutory recycling targets also incur an additional £200 fine if the targets are not met. These costs would be placed on the Authority and would be of a significant magnitude each year. As highlighted previously the risk of fiscal penalties is real and potentially severe. If unchecked the fines could potential equate to more than £21m by 2020.

7.3.2. As well as the financial consequences of not meeting national targets, the impact in terms of public reputation would also be significant and this could further undermine public participation in recycling efforts.

#### 7.4. Public participation:

7.4.1. The public will have to be fully engaged with principles of waste minimisation, reuse and recycling. Without high public participation rates, the later targets beyond 2016 will be difficult to achieve. By delivering the required service infrastructure the Council will be well placed to engage with the public in a timely manner to deliver increased capture and recycling rates.

#### 7.5. Future changes to legislation:

7.5.1. An amendment to national legislation, along with development of new guidance has been significant since the waste management strategy 2011-15. Legislative change is always a risk, and will always need to be taken into consideration; hence this strategy focuses on the next three years only.

#### 7.6. Risk of Change

7.6.1. The market is still developing modern kerbside sort vehicles, and as such the lease market is not currently available, so the vehicles must be purchased out right. A recent visit to Belfast confirmed that the confirmation of the vehicles is imperative to suit your needs. Once the first compartment on the six compartment vehicle is full the vehicle must return to the depot to off load. This can rapidly increase costs if the waste composition changes over the 5-7year life span of the vehicle. Equally due to long procurement periods of 12-24 months it is vital to ensure the right number of vehicles are procured, or the service will have to support too many or too few vehicles.

7.6.2. The current refuse collection vehicle contract will have to be considered for any change. The current contract has a three year life remaining. Significant changes to the fleet in this period will incur financial penalties.

7.6.3. The asset value of the MRF must be fully understood and considered in any change. In addition what would be the cost of change to reconfigure the MRF building into a bulking station suitable for kerbside collection? The foot print may not be sufficient to be safely adapted to offer load kerbside sort vehicles.

7.6.4. Less than 4% of the public supported kerbside boxes in the recent consultation survey (November 2013) and the risk of the public rejecting a change to kerbside sort must be fully considered as this would increase waste to landfill and reduce recycling performance. This risk is not a defence under the legislation, but the costs of such potential change in participation will be fully considered through the modelling. Only two local authorities have made the change from co-mingled to kerbside boxes (Chester and Torbay) to date; both saw a reduction in their recycling performance.

7.6.5. Government research shows that for any recycling scheme to be successful for public buy-in, it must be simple and easy to use. The National recycling trend is seeing more local authorities move away from kerbside to comingled collections.

## 8. Stakeholder Engagement

8.1. A new organisation model has been identified for the City of Cardiff Council, in which the fundamental qualities of being a “co-operative” council are being introduced. The City Council will create services **with** people, creating a city **for** people with a strong commitment to openness and engagement.

8.2. The achievement of high recycling and composting rates relies upon strong support from the public. The Council can provide appropriate infrastructure, but without the residents of Cardiff fully participating in the initiatives, the targets set out by WG will not be reached. It is therefore critical that the public are fully informed about the national and local objectives, how they are to be fulfilled and the important role that they will play in securing high recycling rates.

8.3. The City of Cardiff Council already undertakes a programme of public awareness and education. These activities will be continued, reinforced and enhanced to ensure that the public are consulted, and fully engaged with any change process. Concerns and comments will be actively encouraged and considered before final decisions are made.

8.4. Questions in relation to the services that waste management and street cleansing provide are featured within the annual “Ask Cardiff” surveys. Additional surveys and consultations are also initiated by the service area, including most recently the community litter plan consultation, and “The Future of Waste and Recycling- a 2025 vision for Cardiff”. The latter survey confirmed that the residents of Cardiff consider environmental matters and recycling to be a priority.

8.5. The full results of “Outline Waste Management Strategy- 2015-2018” consultation (a summary can be found in appendix E) and “The Future of Waste and Recycling- a 2025 vision for Cardiff” are available on the councils web page but in summary identify:

- Residents support the need to recycle in order to reduce costs and avoid fines
- They support reducing the impacts on our environment through waste minimisation and recycling
- The same service across the city was important to them
- A smaller bin or bespoke bags was the most popular choice of restricting the general waste.
- The council should do more to encourage recycling and take enforcement action where residents don't recycle.

- Less than one fifth used local brings sites
- There was general support for more wheeled bins, reusable sacks and continuation of the green bag scheme.
- Having simple schemes that don't cause clutter on the streets was important to residents.
- People support the need to recycle and be more suitable, they are also interested in what happens to their recycling

Appendix A – Waste Management Strategy 2011, Gap analysis

**MSW Gap analysis from 2011-16 Strategy**

Area	Action point	Status	Comments
<b>Waste Minimisation</b>	Continue to promote waste minimisation	<input type="checkbox"/>	Ongoing
<b>Education and Awareness</b>	Targeted education campaigns	<input type="checkbox"/>	Ongoing
	Promote new items that can be collected for re-use or recycling	<input type="checkbox"/>	Ongoing
	Student campaign	<input type="checkbox"/>	Ongoing
	Use waste analysis and compositional analysis to provide intelligent and targeted educational campaigns	<input type="checkbox"/>	Ongoing
	Schools education campaign	<input type="checkbox"/>	Ongoing
<b>Waste Collections</b>	Maximise the distribution of green bags, bio-bags and liners	<input type="checkbox"/>	needs to be reviewed
	rebalancing of collection days and a strong supporting education campaign	<input type="checkbox"/>	completed 2011
	Weekly green bag recycling	<input type="checkbox"/>	completed 2011
	Fortnightly residual collections	<input type="checkbox"/>	completed 2011
	Fortnightly green waste collections	<input type="checkbox"/>	completed 2011
	No side waste policy	<input type="checkbox"/>	completed 2011
	Expand wheeled bins to all areas suitable	<b>partial</b>	partially completed
	Separate food waste kerbside caddies to all households	<input type="checkbox"/>	completed 2011
	Consider hygiene collections	<input type="checkbox"/>	completed 2011
	Realign collections and cleansing	<input type="checkbox"/>	completed 2011
	Seasonal green waste	<input type="checkbox"/>	completed 2011
	Review waste presentation times in city centre	<input type="checkbox"/>	completed 2011
	Limit the number of black bags presented for collections	<b>x</b>	areas remain unlimited
	Consider reducing the volume of residual wheeled bins from 240l to 140l prior to 2020	<b>x</b>	Grant funding reliant - not delivered
	Consider the impacts of black bags to be collected in advance of green bags	<input type="checkbox"/>	completed 2011
Utilise the bar-coding system to report issues	<b>x</b>		
<b>Bulky Waste Collections</b>	Change bulky collections to maximise reuse and recycling, esp WEEE & furniture	<b>partial</b>	electrical and white goods only
	Continue to promote the bulky service and the alternatives as a re-use and	<input type="checkbox"/>	Ongoing

	recycling option and encourage the public to pre sort their materials for recycling		
	Working and promoting appropriately, relationships with the 3 <sup>rd</sup> sector and small to medium enterprises to identify opportunities for assisting in the collection on bulky household waste and support the council with the collection of a wider variety of materials.	<input type="checkbox"/>	Ongoing
	Consider charging for bulky collections	<input type="checkbox"/>	completed 2013
HWRCs	Investigate the benefits of introducing a permit system	<input checked="" type="checkbox"/>	
	Consider post sort arrangement of residual skips.	<input type="checkbox"/>	
	Develop a 4 <sup>th</sup> or 5 <sup>th</sup> site	<input checked="" type="checkbox"/>	Business case not supported
	Consider providing an interim commercial recycling centre	<input type="checkbox"/>	completed 2014
	Recycle the soil and rubble collected at HWRCs.	<input type="checkbox"/>	completed 2013
	Working with HWRC operatives to ensure commercial customers are not illegally disposing of waste at the HWRC	<b>partial</b>	training undertaken
	Refocus the current operatives into a new role that supports the public to maximise recycling, in a meet and greet manner.	<b>partial</b>	proposed for 2014/15
	robust van policies to HWRCs	<input type="checkbox"/>	completed 2012
	Explore methods for the collection and recording of tonnage data by material stream, collected for each individual site.	<input type="checkbox"/>	completed 2012
	Expand recyclable material streams to include additional recyclable material that is currently not included within the residual household waste collection	<input type="checkbox"/>	on going
	Consider expanding the community sector involvement for the collection of materials that are not suitable for processing through the MRF e.g. textiles, CD's, books	<input checked="" type="checkbox"/>	no suitable contract arrangements identified
	Identify patterns into why residents choose which HWRC to visit and where they come from.	<input type="checkbox"/>	on going surveys

	Improve signage at all sites	<input type="checkbox"/>	completed 2012
<b>Bring Sites</b>	Expand the existing bring site provision	×	expansion has not been required
	Undertake a survey of current bring sites to ensure they are of a good quality, accessible and well maintained. Identify any needs for further provision	<input type="checkbox"/>	completed 2012
	Consider increasing the number of bring sites that are close to flats and multi occupancy dwellings.	<input type="checkbox"/>	Ongoing
	Review the materials collected and potential to expand the range, to support the kerbside collection scheme.	<input type="checkbox"/>	Ongoing
	Expand the online resources and promotional materials for businesses with specific sector information on how to recycle your waste	<input type="checkbox"/>	Ongoing
<b>Commercial</b>	Continue to use the two tier pricing structure to drive customers to recycling.	<input type="checkbox"/>	Ongoing
	Consider enforcing recycling only contracts for all customers and remove waste only contracts by 2012.	<input type="checkbox"/>	started 2014
	Continue to target specific material streams to increase capture rates for food, paper and glass.	<input type="checkbox"/>	Ongoing
	Investigate partnerships with not for profit organisations to promote recycling initiatives	×	
	Explore collection methods or partnerships for cooking oil and shredded paper.	×	
	Implementing the results of a comprehensive review of commercial recycling operations in order to deliver long term business expansion, increased customer care and higher recycling.	<input type="checkbox"/>	Ongoing
	Undertake waste audits for customers to allow for the calculation of suitable containers and collection frequency	<input type="checkbox"/>	Ongoing
	Improve commercial recycling	<input type="checkbox"/>	Ongoing
	Continuing and further developing education and enforcement activity across the commercial sector to improve the presentation of waste, and to increase recycling and local	<input type="checkbox"/>	Ongoing

	environmental quality issues.		
<b>Organics</b>	Procure an organics facility	<input type="checkbox"/>	
<b>Disposal</b>	Complete the PG partnership	<input type="checkbox"/>	On track to be delivered
<b>Flytipping</b>	Provide strong enforcement action to tackle and deter further fly-tipping	<input type="checkbox"/>	Ongoing
	Provide strong education activities to prevent fly-tipping by continuing to support awareness campaigns on reporting fly-tipping and promote prosecution success through the Keep Cardiff Tidy and neighbourhood partnerships.	<input type="checkbox"/>	Ongoing
	Identify fly-tipping hot spots and implement preventative measures to prevent waste deposits.	<input type="checkbox"/>	Ongoing
	Consider the most appropriate pre or post sort methods for collecting fly-tipped materials to maximise recycling.	<input type="checkbox"/>	Ongoing
	Introduce a wet waste recycling centre to de-water street sweeping and maximise the recycling and composting potential of the materials processed	<b>partial</b>	planned 2014/15
<b>Cleansing</b>	Expand the network of recycling litter bins across the city and support operational changes to deliver maximum recycling while carrying out cleansing activities	<input type="checkbox"/>	Ongoing subject to Grant funding
	Continue to seasonally compost the leaf fall where possible.	<input type="checkbox"/>	on going
	Consider embedding recycling in all cleansing activities	<b>x</b>	no progress to date
	Explore the possibility of "parking day" restrictions to allow cleansing on streets that are heavily parked.	<input type="checkbox"/>	completed 2013
	Ensure standard signage across litter bin suite so that message is consistent.	<input type="checkbox"/>	completed 2013
	Provide a clear process for establishing new litter bin locations, in conjunction with GIS mapping of all existing sites.	<input type="checkbox"/>	completed 2013
	Ensure adequate litter bin provision and appropriate design.	<input type="checkbox"/>	completed 2013



	Promote strong enforcement of offenders that drop litter and incorrectly present waste, through the use of section 46 and 47 notices, frontage controls, litter control notices, fixed penalty notices for littering and fly-tipping prosecutions.	<input type="checkbox"/>	Ongoing
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------	---------

## **Household Collections**

### ***Kerbside Sort***



As part of the collaborative change programme, in March 2014 Cardiff was invited to meet with officers of Castlereagh and Belfast City Council. Belfast City Council, with a population of 334000, currently offers a kerbside sort collection to 53% of their households, with the rest being serviced by a co-mingled collection. In addition, they have trialled a “trolley box”, which resulted in a 10% increase in participation rate with each unit costing £40 to supply.

Main findings from the visit were:

- Compartment size and vehicle configuration is critical. Vehicle procurement is a very high risk area to ensuring correct specifications and long lead times of capital purchase.
- MRF/Bulking reconfiguration, do we have sufficient space for a safe layout
- A trial/phased approach will be essential to establish round sizes.
- H&S concerns in relation the increased manual handling, noise, crossing and vehicle reversing movements
- Crews do not return to the depot for breaks
- Public satisfaction and capacity are significant factors
- Belfast and Castlereagh have lower recycling and participation rates than Cardiff.

### ***Restricted residual waste capacity***

The below 2 examples identify local authorities which have “restricted” their residual waste collections; 1 by reducing the available capacity of their residual waste receptacles, and 1 by reducing the frequency of collections.

#### ***Restricted capacity***



Monmouthshire County Council, a semi rural area of approximately 38,500 properties, provide a roll of bespoke, grey bags to each property. The number of bags on the roll allow for each property to present 2 bags per collection (fortnightly) equating to approximately 120L of capacity. Additional bags are supplied on request for households of 5+, and those which produce large quantities of ash are allowed an additional collection of an ash bin.

To compliment the service, residents can apply for a weekly collection of hygiene waste. This scheme took 5 months to implement, from cabinet decision to first collection. A summary of the key results is below:

- 32% increase in food waste participation
- 4.5% average increase in recycling performance across 2 recycling collections
- Reduction in kerbside collected residual waste per/household per/collection 5.2Kg to 2.3KG
- Total Municipal Sector Waste tonnages (includes kerbside, HRC's & commercial): 15% reduction in residual, 30% increase in recycling (+4000T)
- 2013/14: overall re-use, recycling and composting rate of 62.9%
- 30% increase in residual waste to HRC
- Over 2000 requests for food caddies over 2 months
- 1500 additional requests for hygiene service; additional collection had to be put on at additional cost

However, it is important to remember that local authorities have a duty to collect waste presented on the highway. Monmouthshire strategy officers confirmed that they are reliant on residents' good will to conform; additional waste is inevitably collected when it impacts the local environmental quality.

### ***3 weekly collections***

## **Falkirk Council**

There is limited data available as to the success or otherwise of implementing 3 weekly collections of residual waste. However, it is a method that we will see being rolled out more frequently in the coming years, with Gwynedd Council implementing the change Autumn 2014, after which further examples can be gained.

Falkirk Council made the decision to implement 3 weekly collections in December 2013. A phased approach to implementation was undertaken firstly to 18,000 properties, after an analysis of material within resident's residual waste bins proved 60% recyclable content.

Early results are positive and have shown a 30% increase in food waste collected during Apr'-Jun 2014 in comparison with the same period in 2013, along with 5.5KG of residual waste collected per/household per/week in comparison with 7.62KG before the change was implemented.

### ***Charging for green waste***



Along with restricting residual waste capacity, Monmouthshire County Council also made the decision to implement a charge for garden waste. The charge is £10 a year for a permit, which allows residents a weekly collection of 1

garden waste bag. Garden waste can be taken to the HRC's free of charge. A summary of results is below:

- -27% reduction in garden waste participation
- -3.9KG collected per/household per/collection
- 15% decrease in total Municipal Sector Waste garden waste collected tonnage(includes kerbside, HRC's & commercial): -1000T
- Increase in garden waste tonnage through HRC's



Wirral Borough Council implemented a £35 per/annum charge for a fortnightly collection of garden waste. A £5 discount is applied if residents sign up for the service online, 82% of residents which did so. If households require an additional garden waste bin, a one off charge of £37 will be applied to buy a bin, along with an additional £20 per/annum charge. A summary of results is below:

- 51% of residents said it was an unacceptable change
- Initially just 35.5K (out of 144K) households signed up, equating to 24%
- Garden waste bins were brought back in after 6 months of the service beginning if residents had not signed up to the service
- 6 months implementation period
- Total tonnage of organic waste collected down 18% overall
- HWRC garden waste tonnage up 64%
- Kerbside tonnage down 44%
- Residual overall up 1%
- October 2013/14- composting tonnage down 20% in comparison to Oct 2012/13

### ***Re-useable Garden Waste Sacks***

There are many examples of Welsh local authorities that already use re-useable sacks for garden waste, where bins are not provided. These include Monmouthshire, Blaenau Gwent, Bridgend and The Vale of Glamorgan. Costs and ways of accessing bags differ, with The Vale of Glamorgan charging £1 per bag, with no limit on the number of bags that can be bought. They also apply a “no excuse” policy to replacement bags; if bags are lost or damaged, despite the reason, a charge will be applied for a new one. Officers from these local authorities have suggested that bags are no bigger than 90L for health and safety issues, and advised that it would be worth procuring weighted bags at the offset, to minimise the risk of bags blowing away. A visit to the Vale of Glamorgan took place in August 2014 to determine any operational differences or risks e.g. an open back vehicle will be required for re-useable bags, different to the vehicles currently used in Cardiff.



## ***Bulky Waste Collections***



In 2000, Bulky Bob's was awarded a contract to collect all bulky household waste from households in Liverpool, saving Liverpool Council £145,000 in disposal costs. Bulky Bob's collects all bulky household waste and provides training, employment and wider community benefits to those on low incomes in the city. Full time, trainee, volunteer and placement employment opportunities have increased as the social enterprise has developed new reuse and recycling activities. New activities include cable stripping and microwave oven recycling, to which disabled placements and their key workers are assigned. Between 2000-2010, Bulky Bob's:

- made over 450,000 collections of bulky household waste;
- diverted over 275,000 individual furniture items and white goods from landfill (60%+ of this material is recycled/reused);
- collected more than 35,000 tonnes of waste furniture and white goods; and

- employed 238 people from the long-term unemployed. 93% of the trainees who finish the Bulky Bob's year long fully salaried training programme move in to full-time employment.

## **Household Waste Recycling Centres**

### *Shared HWRC facilities*



Although not currently a practice adopted within Wales, there are many examples whereby English local authorities, more often than not who cover a significantly large geographical area, share facilities. This includes Suffolk and Hampshire, who charge each other for cross border usage. Limited data is available as to the success of these shared agreements. However, a recent story published within the waste industry suggests that local authorities are moving away from this practice. During March 2014, Essex Council terminated an agreement which allowed Southend residents to use their HWRC's for a £30,000 a year payment from the local authority, due to "financial restrictions".

Similarly, Bradford Council has implemented a resident's permit scheme, whereby users have to prove they are residents of Bradford to use the site. They have estimated a crack down on cross border usage will make savings of up to £160,000.

A recent study undertaken by Resource Futures, with support of WRAP Cymru, into cross border usage in Cardiff has suggested that 11% of users are from outside Cardiff, with potential additional costs of £430,000 per annum.

### ***Carpet Recycling at HWRC's***



The introduction of carpet recycling at Nottingham's HRC's has increased their HWRC diversion from landfill by 4% bringing it up to 94%.

A trial undertaken during Winter 2013 in Cardiff, whereby site operatives diverted all carpets out of the residual waste skips, resulted in 500T of carpet being collected in just one month.

### ***Re-use Centres at HWRC's***



Swansea Council have a re-use “corner shop” on site at their HWRC, which is run by 2 members of staff. Residents are invited to take items that can be re-used to the shop which are displayed in 2 storage containers. In addition, site operatives intercept users if they feel that their items can be re-used. Any items that are deemed to be of significant value are sold on Ebay using a council account, and any profit made is reinvested into a waste educational programme. The shop is currently achieving an income of approximately £130 a day, as well as re-use data. In addition, the HWRC site has a reduced disposal cost as a result of waste diversion.



Warwickshire County Council (WCC) have been recognised as the “best practice” example of developing a re-use shop by WRAP. Re-use shops are available at 3 sites, each ran by a different charity; Age Concern, Action 21 and The Shakespeare Hospice. The shops carry out 120-150 transactions per day, with Action 21 diverting approximately 10 tonnes of items per month from landfill. WCC charge a rental fee of £5000 p/annum, or 5% of the gross annual income should this be higher than £5000. 3.5 tonnes of items were diverted from landfill and re-used in 2011-12.

### **Commercial Waste**



Limited data is available as to recycling and re-use incentives, due to the competitive nature of commercial waste collections (often run through the private sector.) Cardiff is very much at the fore front of providing an established recycling and waste collection service “in house”.

However, on board weighing technology is commonplace in the US and throughout Europe and has been found to incentivise waste reduction, with businesses (& householders!) charged by the weight of waste thrown away.

This is seen as being a fair solution, with customers only paying for what is produced.

The waste prevention programme for Wales has suggested a non-statutory waste reduction target of -1.2% a year across the commercial sector, and suggests that this is to be achieved by using economic drivers to encourage resource efficiency. Waste audits are imperative to be able to apply a figure on potential savings businesses can achieve, by improving their recycling and waste management.

During the Christmas period of 2013, Cardiff's waste education and enforcement officers, in collaboration with the commercial waste team, launched the "Operation 8" campaign. This consisted of a trial within the City Centre to 1) reduce the collection window time, to ensure waste was not on the street for an unreasonable length of time 2) regular monitoring of incorrect waste presentation 3) a requirement to lock bins at all times 4) a requirement to separate food waste. The above requirements were prescribed by issuing a formal Section 47 Notice to all businesses affected, and resulted in improved street scene during the busy christmas shopping period, with praise from visitors and the managing director of St Davids 2 received.

### **Bring Site Update**

Cardiff currently has 13 bring sites across the city, they vary in size, type and waste stream collected. The number has significantly reduced during the past two years due to issues surrounding contamination, commercial abuse and ;lack of funding available to upgrade facilities.

Bring Sites are defined as '*any area (usually unstaffed) where members of the public can visit to deposit recyclable materials such as glass, cans, plastics, paper, textiles, shoes etc.*'.

Larger sites, for example, at supermarkets, have rear end loader skips for mixed recycling, while smaller sites (in car parks for example) simply have a number (between 1 and 4) of 1100 litre bins.

The table below identifies existing sites and the materials currently collected

<b>Location</b>	<b>Ward</b>	<b>Facility</b>	<b>Materials</b>
Western Leisure Centre, Caerau Lane	Caerau	Street Unit	Mixed recycling*
Albert Street Car Park	Canton	Rescape	Mixed recycling*
Asda, Leckwith Road	Canton	RO/RO's	Mixed recycling*
Maindy Leisure Centre	Cathays	Rescape	Mixed recycling*
Asda Cardiff Bay, Ferry Road	Grangetown	RO/RO's	Mixed recycling*



IKEA, Ferry Road	Grangetown	Rescape	Mixed recycling*
Morrisons, International Way	Grangetown	RO/RO's	Mixed recycling*
Car park behind High Street	Llandaff		Mixed recycling*
Sainsbury's, Excalibur Drive	Llanishen		Mixed recycling*
Llanrumney Library, Countisbury Avenue	Llanrumney	Street Unit	Mixed recycling*
Asda, Deering Road	Pontprennau	RO/RO's	Mixed recycling*
Rumney Community Centre, Llanstephan Road	Rumney		Mixed recycling*
Asda, Longwood Drive	Whitchurch	RO/RO's	Mixed recycling*

\*Mixed recycling – items that are currently collected in the green bag domestic collection, paper, cans, glass, cardboard, plastic.

The Waste Strategy (2011-2016) stipulated that:

- *We will investigate the possible expansion of the existing network and range of facilities*
- *Work with the third sector and small to medium enterprises to provide recycling facilities for materials that are not currently collected by the kerbside scheme*

Recycling banks can also be found on private sites, as a result of agreements with private landowners and a third sector, however, have no connection with the Council. At present we do not receive any weights/information relating to their performance.

In the main, recycling banks are collected as part of the Commercial rounds, as a result, no weights/figures are available to assess their performance.

Recycling banks at supermarkets are collected through HWRC collections. As a result, the containers are weighed at Lamby Way and figures for its contents counted towards recycling figures. Recycling from bring sites at Supermarkets equates to less than 0.2% (255 tonnes) of the overall recycling performance (2012 data).

WRAP do not offer any best practise examples, their most recent report 'Bring Site Recycling' outlines the issues LA's may encounter with Bring Sites and how to overcome them. Welsh Governments 'Municipal Sector Plan, Part 1' (2011) identifies that LA's should provide 'bring site density to reflect the needs of local residents'.

As a result due to ongoing costs of maintenance and repair, and effectiveness of the kerbside collection system it is proposed that the bring site network should not be expanded further.

From experience best practise in Cardiff is to only install bring sites using purpose built facilities. Even then they do not come without their issues, including vandalism, contamination and arson. See pictures below



Where possible the council should work with the third sector to support them with their bring site network in return for data to contribute to the Local Authorities performance. The main concern to overcome here is an incentive – if there is no incentive to the Third Sector, why would they take the time to report performance figures? In England they encourage the use of recycling and reuse credits, unfortunately there is no such scheme in Wales.

At present, the only third sector organisation the Council work with in the Bring Site context is the YMCA. As a long standing partner of the GIOFC Campaign they supply us with bring site weights on a monthly basis which contribute to our reuse performance. During 2012/13 this lead to 42.14 tonnes, and 2013/14 40.37 tonnes.

A considerable number of high density blocks of flats are being developed across the city due to the improved economic/financial position in the housing sector. In order to cope with the high density often bin stores with communal facilities are incorporated into the design of blocks of flats. At present, with the SPG there is only a requirement to segregate waste into three waste streams (residual, recycling, composting). This could be expanded further on large sites to include:

- Textiles
- Electricals
- Segregated cardboard
- Books and other media
- Separate glass collections

In facilitating this collection arrangement with the private sector, an income could be generated for the property management company/residents

association, and in return for facilitating the partnership, could provide Cardiff with some performance data.  
At present, the costs of setting up this arrangement are unknown, and there are no known examples of this being implemented.

Appendix C – Collection options considered through the KAT model

<b>Option</b>	<b>Residual waste</b>	<b>Recycling</b>	<b>Food</b>	<b>Compostable Waste</b>	<b>Processing</b>
0 - BAU	Fortnightly	Weekly – co-mingled bag	Weekly	Fortnightly	MRF (Materials Reclamation Facility)
1	Fortnightly	Weekly – comingled wheeled bin	Weekly	Fortnightly	MRF
2	Fortnightly	Fortnightly – comingled wheeled bin	Weekly	Fortnightly	MRF
3	Fortnightly	Weekly comingled bag and separate box for glass	Weekly	Fortnightly	MRF
4	Fortnightly	Weekly kerbside (2 boxes and a reusable sack for cardboard)	Weekly	Fortnightly	Bulking
5	Fortnightly restricted*	Weekly – co-mingled bag	Weekly	Fortnightly	MRF
6	Fortnightly restricted	Weekly – comingled wheeled bin	Weekly	Fortnightly	MRF
7	Fortnightly restricted	Fortnightly – comingled wheeled bin	Weekly	Fortnightly	MRF
8	Fortnightly restricted	Weekly comingled bag and separate box for glass	Weekly	Fortnightly	MRF
9	Fortnightly restricted	Weekly kerbside (2 boxes and a reusable sack for cardboard)	Weekly	Fortnightly	Bulking
10	Monthly**	Weekly – co-mingled bag	Weekly	Fortnightly	MRF
11	Monthly	Weekly – comingled wheeled bin	Weekly	Fortnightly	MRF
12	Monthly	Fortnightly – comingled wheeled bin	Weekly	Fortnightly	MRF
12	Monthly	Weekly comingled bag and separate box	Weekly	Fortnightly	MRF

		for glass			
13	Monthly	Weekly kerbside (2 boxes and a reusable sack for cardboard)	Weekly	Fortnightly	Bulking

\* the existing 240l wheeled bin areas and the unlimited black bag collections are provided with a 140l wheeled bin or equivalent capacity in all bag areas, that continue to be collected every two weeks.

\*\* 240l wheeled bin (an equivalent capacity for all bag areas) are collected every four weeks

Appendix D – Summary of the high level modelling costs,

These are not final costed options but are indicative of the financial dynamics of each option in year 1.

option	collections costs	supplies costs	treatment & disposal costs	total service costs	Set up costs	Capital	vehicle penalties	Total set up costs	Total first year costs
BAU1 - fortnightly residual, weekly recycling comingled, weekly food, seasonal green, bags & liners free	£6,053,000	£1,095,006	£5,639,104	£12,787,109	£0	£0	tbc	£0	£12,787,109
BAU1a - fortnightly residual, weekly recycling comingled, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£6,385,400	£1,057,686	£5,639,104	£13,082,190	£75,000	£293,250	tbc	£368,250	£13,450,440
BAU2 - fortnightly residual restricted, weekly recycling comingled, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£6,155,900	£1,202,621	£5,430,519	£12,789,040	£435,000	£1,637,714	tbc	£2,072,714	£14,861,754

TWIN2 - fortnightly residual restricted, weekly recycling 2 bags, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£7,675,900	£497,799	£2,877,886	£11,051,585	£435,000	£2,038,293	tbc	£2,473,293	£13,524,878
KERB2 - fortnightly residual restricted, weekly recycling kerbside 2 box & bag, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks, HMOs comingled	£7,249,400	£528,208	£2,717,913	£10,495,521	£435,000	£3,037,426	tbc	£3,472,426	£13,967,947
BAU3 - monthly residual, weekly recycling comingled, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£5,503,900	£1,363,544	£5,430,519	£12,297,962	£435,000	£293,250	tbc	£728,250	£13,026,212
TWIN3 - monthly residual, weekly recycling 2 bags, weekly food, seasonal green, bags & liners free, further wheeled	£7,023,900	£557,410	£2,896,968	£10,478,279	£435,000	£693,829	tbc	£1,128,829	£11,607,108

bin expansion, opt in reusable garden sacks									
KERB3 - monthly residual, weekly recycling kerbside 2 box & bag, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks, HMOs comingled	£6,367,900	£618,227	£3,253,569	£10,239,697	£435,000	£1,692,962	tbc	£2,127,962	£12,367,659
BAU4 - 3 weekly residual, weekly recycling comingled, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£5,446,800	£1,101,310	£5,430,519	£11,978,629	£435,000	£12,000	tbc	£447,000	£12,425,629



## Appendix E: Recycling Waste Management Strategy Consultation results summary

### Results of the Outline Waste Management Strategy- 2015-2018 Consultation

The outline waste management strategy 2015-2018 consultation was available to complete from 21<sup>st</sup> November 2014 -12<sup>th</sup> January 2015, in line with the budget consultation.

Hard copies were distributed to all libraries/leisure centres and hubs.

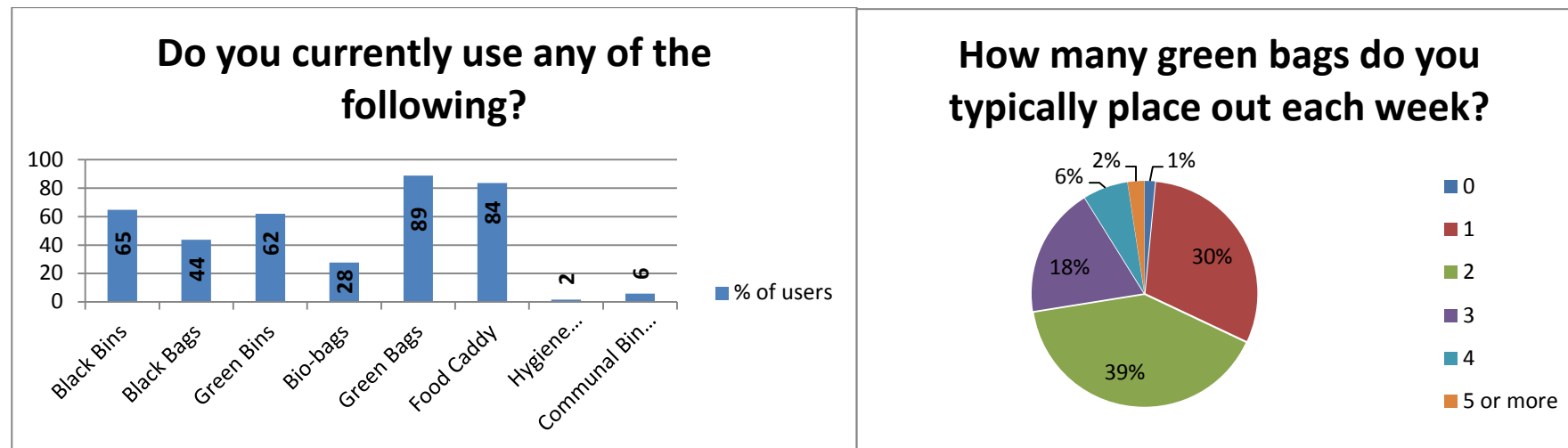
Press releases encouraging members of the public to complete were issued.

The electronic link to complete was widely promoted through social media, along with being circulated to key stakeholder contact lists. Internal communications were also prevalent.

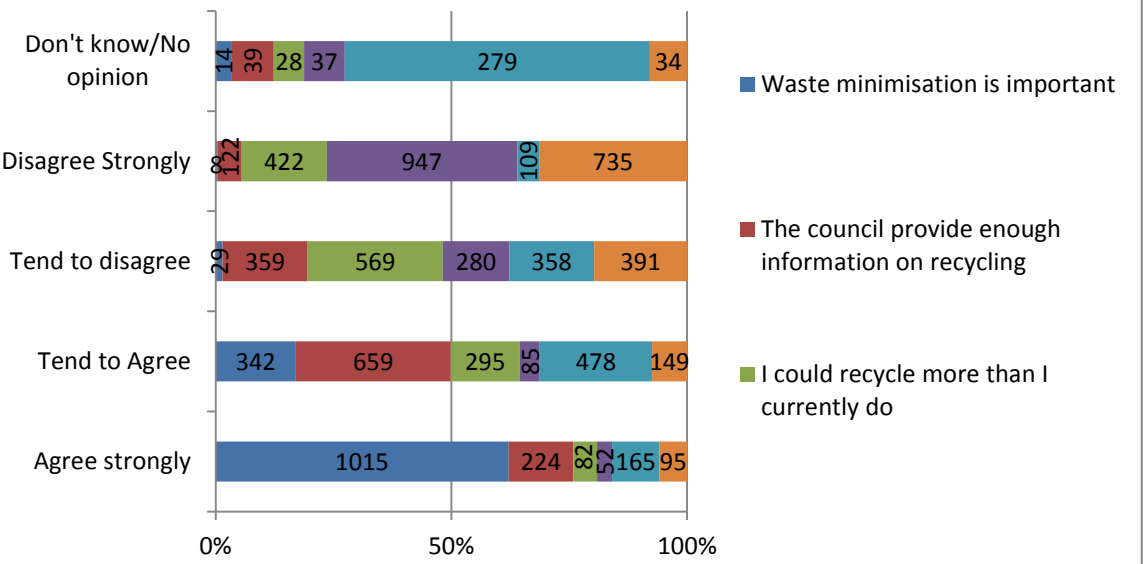
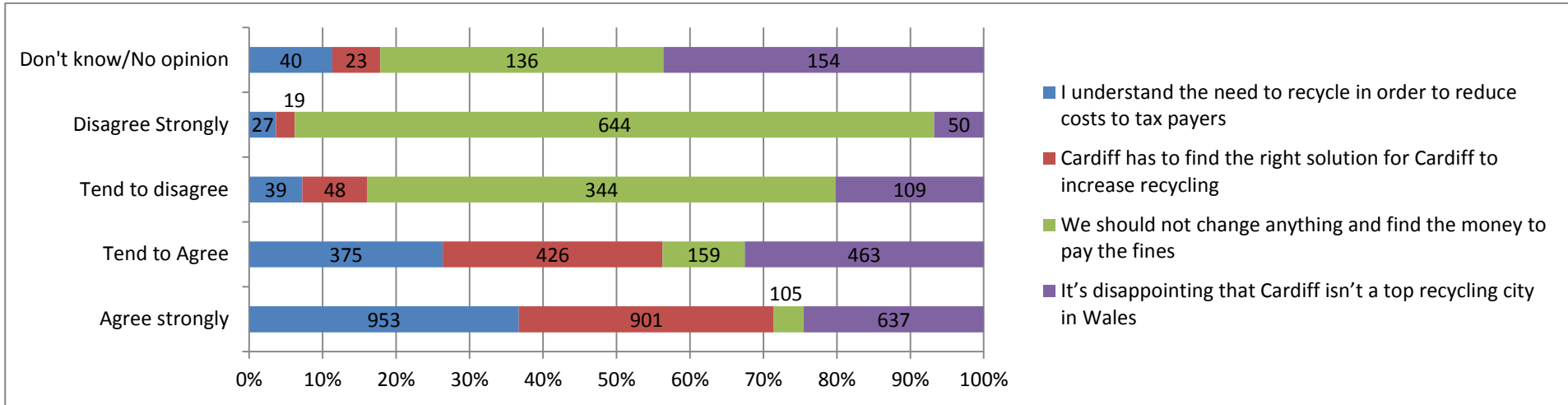
In addition, the internal access officer was informed of the consultation and provided with hard copies to distribute amongst various groups.

There were 1,443 respondents, and the results can be seen below. Where % results do not reach a full %, this suggests no response entries:

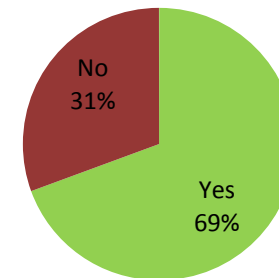
Page 95



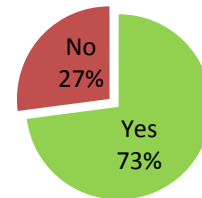
How much do you agree with the following statements?



### Should the Council take action or penalise those that don't recycle?



**Do you think the Council should encourage people to recycle more through service change, supporting them through clear information and enforcing those that don't recycle, even if this costs more to deliver these objectives?**

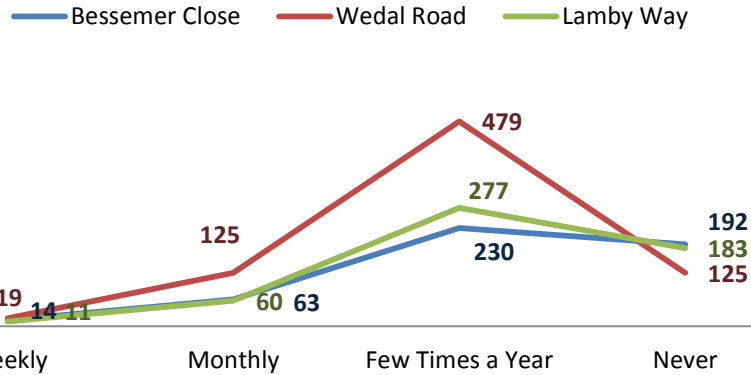


**HOUSEHOLD WASTE RECYCLING CENTRES (HWRC'S)**

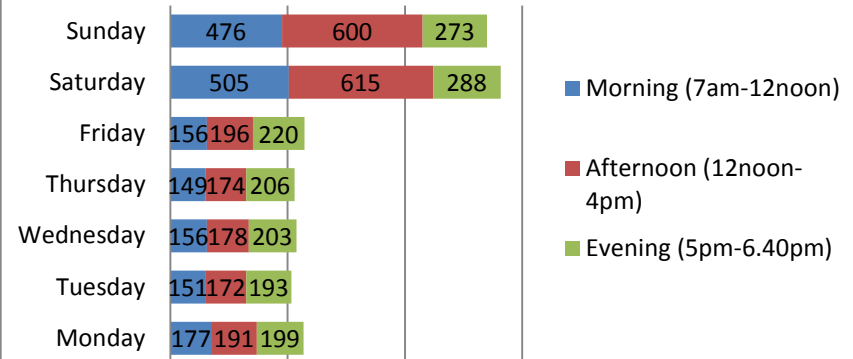
Do you use Household Waste Recycling Centres?

**Yes: 72%**    **NO 28%**

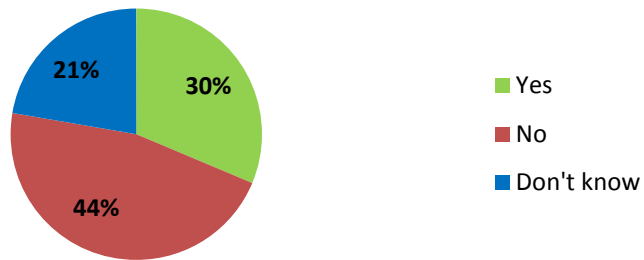
### Which of the following sites do you use?



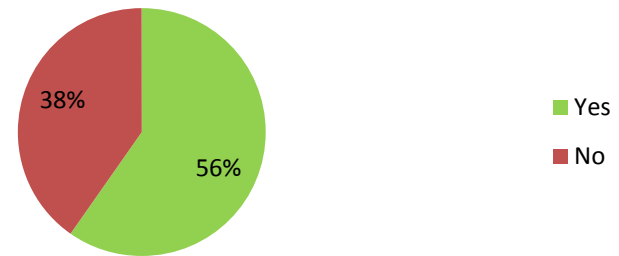
### What days of the week are you most likely to visit and when?

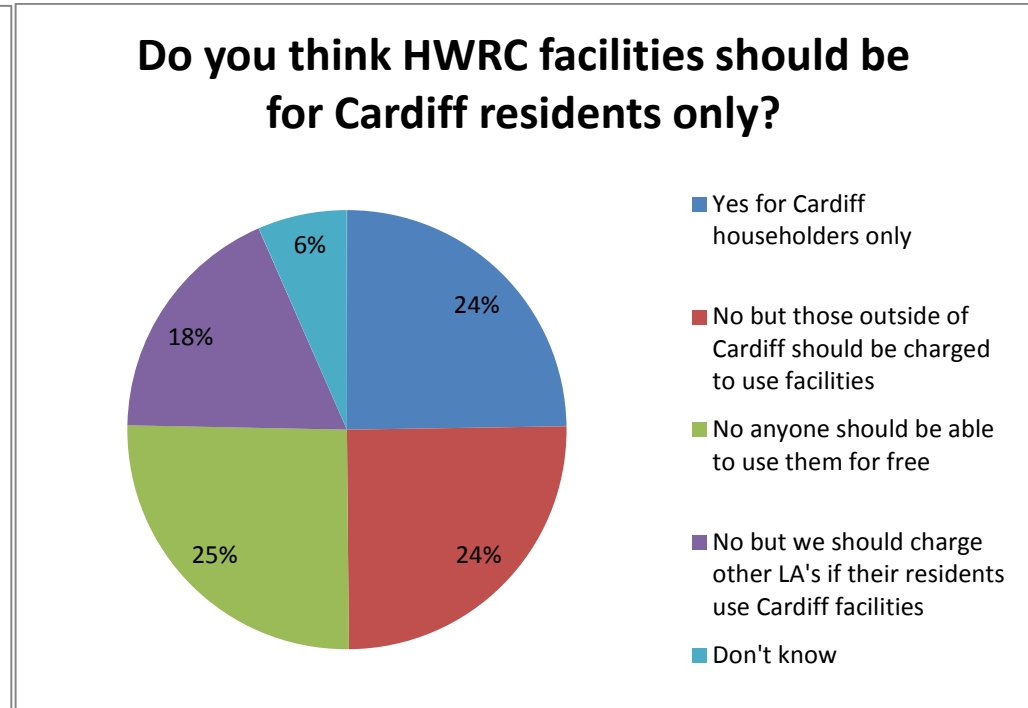
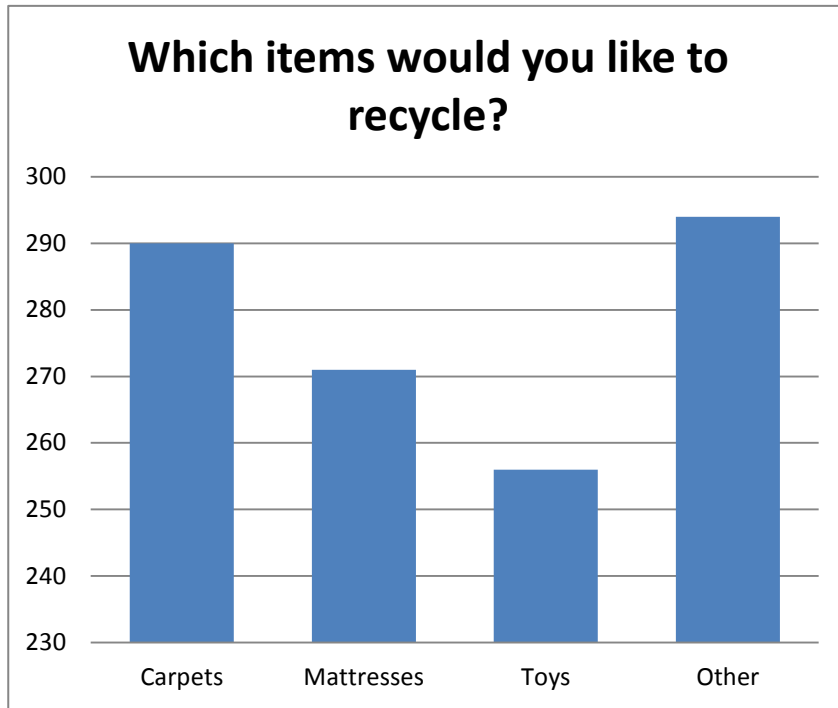


### Could the Council improve the site layout and signage to encourage you to recycle more?



### Would you like to be able to recycle more items when you visit your local HWRC?





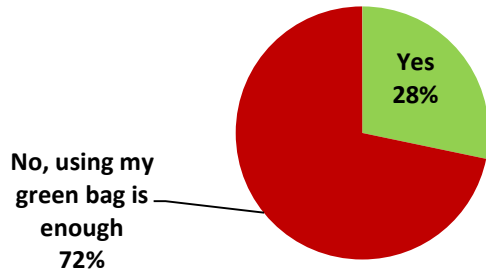
I'd like more help to understand what can be recycled and where to put things at the HWRC's?

**YES 45% NO 52%**

The City of Cardiff Council is looking to have a reuse shop on a HWRC site. If there was a reuse shop would you use it or donate items?

**YES 76% NO 7%**

**Do you think there should be more bring sites or bottle banks across Cardiff?**

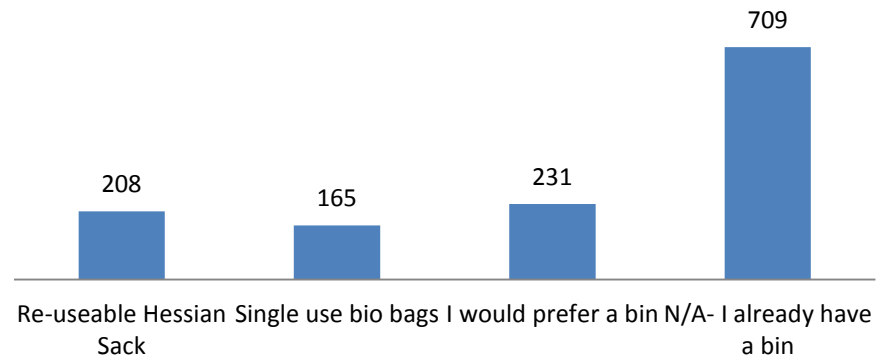


**WASTE RESTRICTIONS**

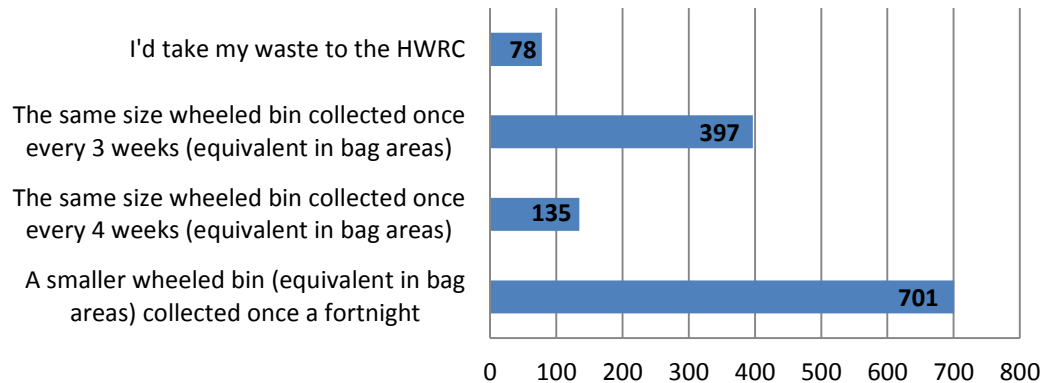
**If green waste collections stopped in the winter, would you consider paying for an 'opt in' service Oct-March**



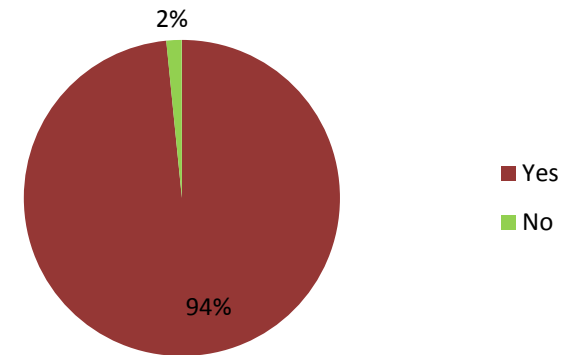
**What is your preferred option for the collection of garden waste?**



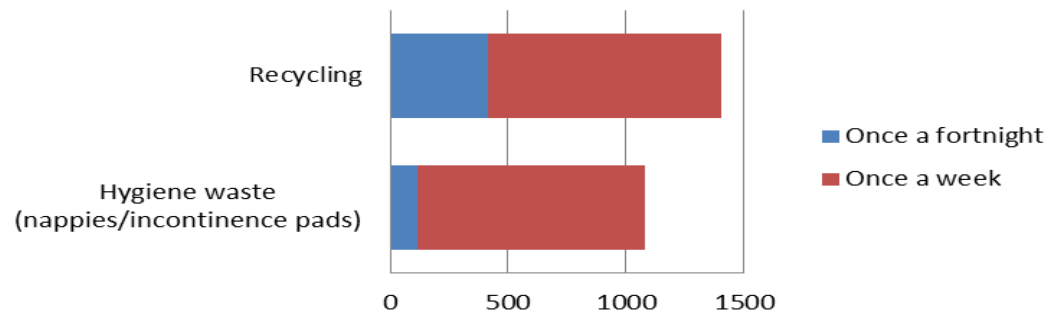
### If the Council has to reduce the amount of general waste they collect from me, I would prefer:



### Do you use the hygiene waste service to dispose of nappies?

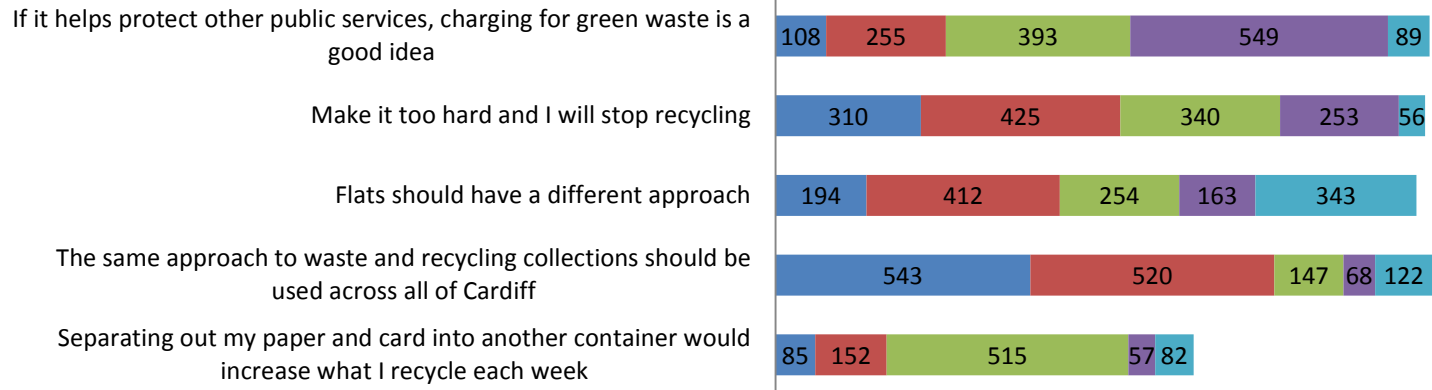


### How often do you think the following should be collected?



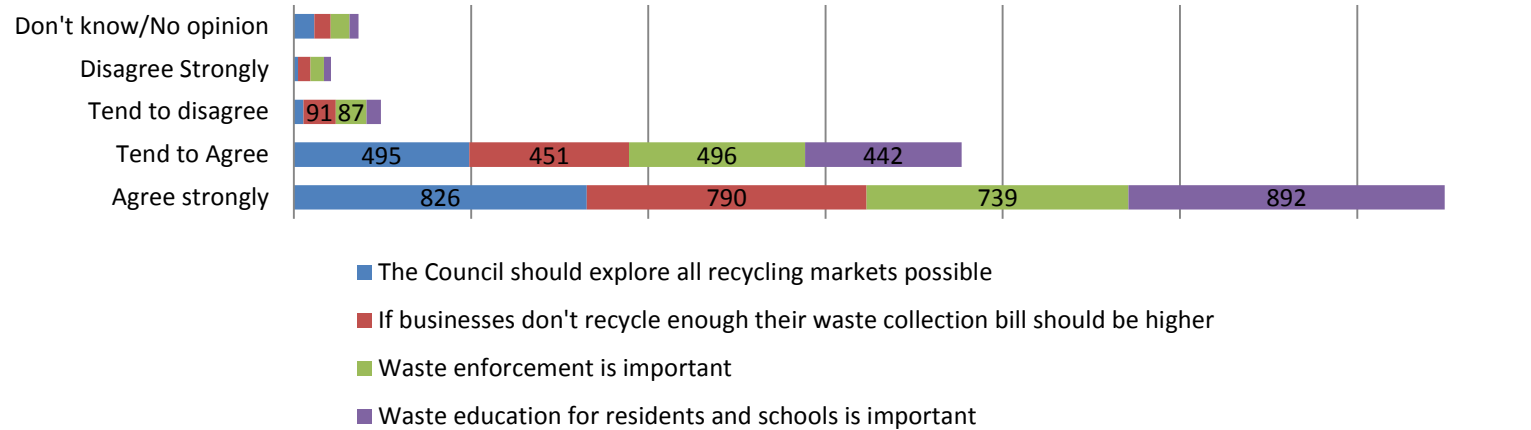
## How much do you agree with the following statements?

■ Agree strongly   
 ■ Tend to Agree   
 ■ Tend to disagree   
 ■ Disagree Strongly   
 ■ Don't know/No opinion





## How much do you agree with the following statements?



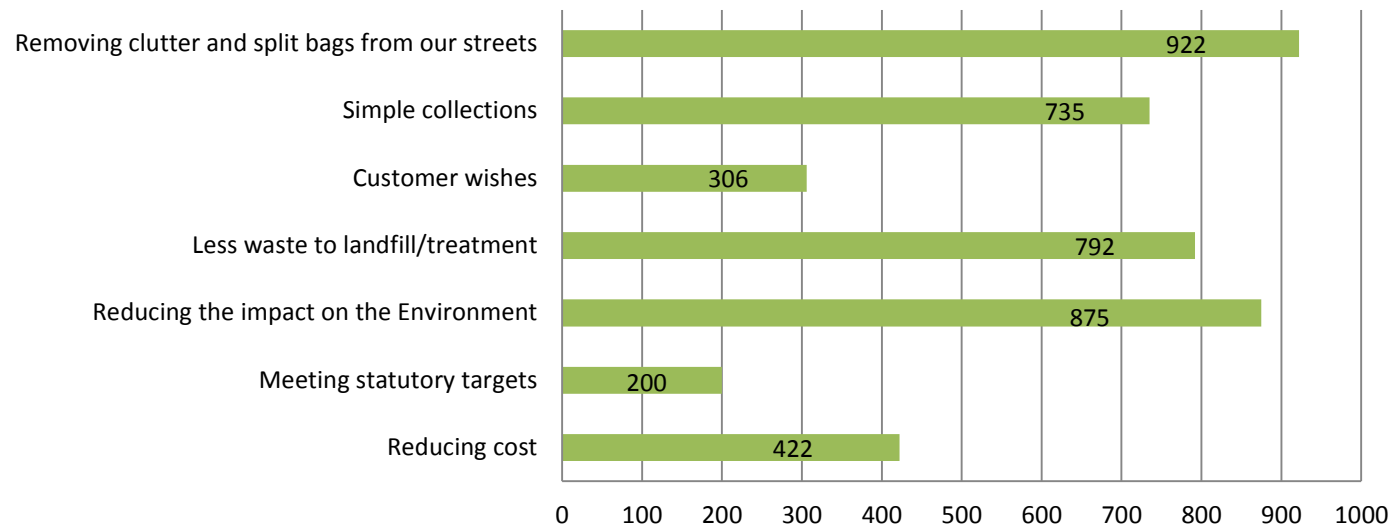
### Which of the following would you prefer to use for your recycling?

RE-USEABLE RECYCLING SACK: 17%

RECYCLING BOXES- 15%

SINGLE USE RECYCLING BAG- 62%

### Please choose your top 3 priorities...



**Appendix F: Cardiff Council position on compliance with the separate collections guidance and TEEP**

For clarity, ‘separate collections’ means the gathering of waste, including the preliminary sorting and preliminary storage of waste for the purposes of transport to a waste treatment facility where a waste stream is kept separately by type and nature so as to facilitate a specific treatment. There is debate over what constitutes ‘separate collection’ that has been the subject of legal argument in the UK and the (England & Wales) Waste Regulations were amended as a result of legal challenge.

The WG guidance on the revised waste framework was only published on 22<sup>nd</sup> December 2014. The guidance aims to clarify key debates around what constitutes high quality and the necessity test and will take time to consider.

Cardiff has always strived for high quality recycling in order to maximise recycling and secure the best market prices. Legal compliance is also an absolute priority. Yet, we have always balanced these needs with local solutions that the residents of Cardiff support.

**Collections Options Modelling and Appraisal**

One of the key consideration of the work to date has been the need to baseline the current kerbside collection service against WG’s preferred ‘collections blueprint’ (kerbside sorting). Equally, the lack of public support identified in the initial December 2013 waste strategy consultation also must be considered in developing future service options. Although under the current WG guidance public opinion is outlined as not a factor, low participation for recycling can significantly increase service cost and increase the risk of failing future recycling statutory targets.

The high level modelling that has been undertaken looks to identify the best options and to explore these in more detail. The work to date has provided a Outline Business Case which is subject to further assessment and market testing. This will be followed by a submission of a Final Business Case before an absolute decision is made on any form of collection change in relation to dry recycling collections.

**High level summary of the modelling sample costs – first year only**

option	Total service costs	Total set up costs	Total first year costs	Achieve future recycling
--------	---------------------	--------------------	------------------------	--------------------------

					targets	
BAU1 - fortnightly residual, weekly recycling comingled, weekly food, seasonal green, bags & liners free	£12,787,109		£0		£12,787,109	NO
BAU2 - fortnightly residual restricted, weekly recycling comingled, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£12,789,040		£2,072,714		£14,861,754	YES
TWIN2 - fortnightly residual restricted, weekly recycling 2 bags, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£11,051,585		£2,473,293		£13,524,878	YES
KERB2 - fortnightly residual restricted, weekly recycling kerbside 2 box & bag, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks, HMOs co-mingled	£10,495,521		£3,472,426		£13,967,947	YES
BAU3 - monthly residual, weekly recycling comingled, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£12,297,962		£728,250		£13,026,212	YES
TWIN3 - monthly residual, weekly recycling 2 bags, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks	£10,478,279		£1,128,829		£11,607,108	YES
KERB3 - monthly residual, weekly recycling kerbside 2 box & bag, weekly food, seasonal green, bags & liners free, further wheeled bin expansion, opt in reusable garden sacks, HMOs co-mingled	£10,239,697		£2,127,962		£12,367,659	YES

The modelling considers 'whole life costs', so treatment costs (the process after collection e.g. composting, anaerobic digestion, energy from waste etc.) have also been determined for each collection option. Additionally, a piece of work was undertaken to determine what affect each collection option would have on the requirements on the Materials Recycling Facility and potential market prices for recycle.

It is a high level model that shows indicative costs based on the vehicles used and method of treatment. They are used to show a comparison between collection methods, rather than determined budgetary values. In terms of the potential material income associated with each collection method and processing costs, average price per tonnes were used. These prices are a guide only and subject to market fluctuation.

Once further work is completed on the current options a range of sensitivities will be explored against the preferred option to fully understand the risks. These sensitivities include;

- *Kerbside sort creates a 10% decrease in participation:* Research has shown that Councils which switched from comingled collections to kerbside sort face a risk of reduced participation. This is due to the highly acknowledged fact that comingled collections collect a higher yield of recyclate from its residents. The most significant costs associated with this are an increase in disposal costs, due to materials being put back in the refuse collection, and the risk of fines should the reduction in tonnage collected result in Cardiff not meeting its targets.
- *Increased participation as we move towards 70% recycling:* any model needs to be tested against current participation of capture of recyclate, but also how a scheme performs if residents recycle more.
- *Changes in market prices:* there is a need to further understand the market prices that can be achieved by the various collection methods. The theory remains that by achieving high quality better market prices can be secured despite the risk of market instability.

#### Sustainability modelling (Carbon footprint)

With support from WRAP, a sustainability model was undertaken on the various high level options. The report made the following recommendations for Cardiff to improve our carbon footprint;

- increasing recycling and avoidance of disposal;
- using collection vehicles with a different fuel source or lower consumption;
- less vehicle movements;
- considering reusable containers instead of the single use green bags;
- high quality recyclables to local markets; and

- reducing the energy consumption to process the recyclables collected.
- Make use of energy from waste instead of landfill disposal.

Many of the points above will be addressed in 2015 through restricting the residual waste to drive up recycling; MRF improvements; continually rebalancing the rounds to drive out efficiencies and diversion of residual waste to the Project Gwyrdd, Viridor energy recovery facility.

### Necessity

WG have determined that LAs should seek to achieve the best overall environmental outcome, and that where possible, should look to achieve 'closed loop' recycling. This for example, would mean to turn a glass bottle back into a glass bottle and not into road aggregate.

Under the necessity test, Cardiff must consider whether it actually needs to separate materials further in order to achieve high quality recycling. A simple benchmark for this test was to compare the quality of our materials, at the point that they are recycled, with 'good' kerbside sort authorities. Unfortunately, terms such as 'high quality' and 'good kerbside sort authority' are not defined by Natural Resources Wales (NRW) and the WG guidance was only provided 22<sup>nd</sup> December 2014. As a starting point waste officers compared the top destinations for Cardiff's recycling in 2012/13, to those used by Welsh kerbside sort authorities in the All Wales End destinations report.

Reviewing the All Wales End destinations report showed that Cardiff achieved the same if not higher standards in recycling than some kerbside sort authorities. Until the guidance is interpreted by the NRW, it could be argued that Cardiff already meets high quality standards when compared to other kerbside sort authorities. Such fundamental points should be considered prior to making changes to a highly effective, high performing, highly efficient service which enjoys high levels of public satisfaction at this time.

In addition the MRF regulations, which came into force in October 2014, will assist with mapping out the various "quality" standards achieved through the different collection methods used across Wales. The regulations require MRFs to undertake detailed sampling on material as it is received, and again after it has been through the sorting process. It will enable Cardiff to ascertain the true quality of our material, and how it is, or isn't, affected by the MRF process. Cardiff will then be in a better position to compare the quality of the material it provides to reprocessors to that of kerbside sort authorities.

Currently, our contamination rate is between 8-10% of inputs, which is below the industry standard. As the MRF regulations only came into effect in October 2014, more data is required across the industry to establish “what is quality”.

### TEEP Test

Cardiff must also consider whether it is TEEP to do so.

- **Technically practicable:** Given that separate collections operate in cities similar to Cardiff – such as Belfast, it is likely to be concluded that such collections are also practicable within Cardiff. Equally, WG recognise that flats may require an alternative approach than kerbside sort.
- **Economically Practicable:** The benchmark for whether collections are economically practicable is that they must not be ‘excessive’ in comparison to non-separate collections. The final whole life costs of the different options will need to be assessed fully to determine this. The Council will also need to consider the “cost of change” in light of other investment priorities that need to be delivered. This also needs to consider current contracts and penalties from changing these procurements early. Far more data is required around the use of reusable containers for dry recycling as the timings of a collection cycle is the most significant factor in the collections modelling. Equally, the authority does not have sufficient data on the current composition of the waste collected or how this may change after the general waste has been restricted. The last compositional waste survey was funded and completed in 2002 by WG. The compositional split of the recycling can hugely influence the future vehicle requirements and configuration and therefore costs.
- **Environmentally Practicable:** Although high level sustainability modelling has been undertaken the final preferred option will need to be modelled as part of the full business case. Various changes such as restricting residual waste, further round balancing and the use of energy from waste will all improve our carbon footprint.

### Local Government Measure 2009

In addition to the necessity and TEEP tests, the Council is subject to the requirements under schedule 2 of the Local Government Measure 2009. Under this, Cardiff must “Make arrangements to secure continuous improvement in the exercise of its functions”. In doing so, the authority must have “regard in particular to the need to improve the exercise of its functions in terms of;

- Strategic effectiveness

- Service quality;
- Service availability;
- Fairness;
- Sustainability;
- Efficiency; and
- Innovation.

Any decision to alter the service must also be justified when considering the above points. Further consideration will need to be given (and will be done so over 2015) to how we apply these 7 requirements to the service, but examples include:

- *Strategic Effectiveness*: where does the service sit within Council priorities and is it currently meeting LA and national performance targets. Is there a major strategic case for investment in change compared to other Council priorities;
- *Service Quality*: does the service meet the needs of its residents, satisfaction ratings, participation ratings etc. The necessity test (quality of materials can also be applied here)



# RECYCLING AND WATSE RESTRICTING PROGRAMME

---

## **Appendix A: Collection changes**

Main collection principles;

- Dry recycling will continue to be weekly via the freely provided green bags
- Food waste will continue to be weekly via the kerbside caddies
- Garden waste collections will remain fortnightly in the summer and monthly over the winter period
- General waste collections will remain fortnightly
- Assisted lifts, hygiene service etc. remain in place.

To ensure a better balance and efficiency across collection days, the following changes will occur:

- a) Moving Tongwynlais from a Friday Week A to a Monday Week B. This involves breaking up the ward into natural communities of Whitchurch and Tongwynlais.
- b) Moving 1424 properties in Whitchurch from a Friday Week A to a Tuesday Week B. This section of Whitchurch will be known as 'Velindre' for the purposes of waste communication material.
- c) Moving Plasnewydd from a Wednesday Week A to a Wednesday Week B.
- d) Moving a small number of properties within Grangetown from a Tuesday Week A to a Tuesday Week B (to be collected within the Canton area)
- e) Moving a small number of properties in Trowbridge to be collected within the Rumney routes.

All other ward collection days will remain unchanged. If there are any subsequent changes required to deliver further efficiencies this will be highlighted to the local ward members prior to implementation.

## **Appendix B: Expansion and bin changes:**

- Bag areas will receive their bespoke bags in June & July and the new service will apply from late July.
- New wheeled bin expansion areas will receive their bin(s) in June & July and the new service will apply from late July.
- For the collection day areas the day change will apply from late July.
- All remaining areas that have existing wheeled bins will see no change to their service but their black bin will be exchanged during the summer months.
- Residents that already have a 140l black bin will see no change their service, unless they live on one of the wards that will have a change of collection day.

		RESIDUAL WASTE RECEPTACLES				GARDEN WASTE RECEPTACLES	
Ward	Properties	Estimated July 2015	No change	August onwards	Estimated July 2015	Estimated July 2015	Estimated July 2015
		Expansion to 140L Residual bins	Properties already on 140L	Exchange 240L for 140L	Bespoke Residual Bags	Green wheeled bin expansion	Re-useable garden sacks
Adamsdown	4603	1191	12	46	2207	0	3398
Butetown	6250	6	150	1004	131	6	131
Caerau	4935	0	28	4113	2	0	2
Canton	6724	2847	77	1817	1250	2847	1250
Cathays	8020	0	451	2348	2282	0	2282
Creigiau & St. Fagans	2076	0	27	2025	0	0	0
Cyncoed	4657	0	45	4128	1	0	1
Ely	6317	0	57	5720	1	0	1
Fairwater	6247	0	70	4820	14	0	14
Gabalfa	2675	161	145	1757	284	161	284
Grangetown	9407	0	326	3301	2216	0	2216
Heath	5614	0	58	4867	7	0	7
Lisvane	1538	0	6	1449	1	0	1
Llan-daff	4053	0	59	2925	378	0	378
Llan-daff North	3529	363	83	2583	65	363	65
Llan-dishen	7558	0	85	6244	1	0	1
Llan-rumney	5249	0	70	4315	4	0	4
Pen-y-wyn	6613	0	87	4947	2	0	2
Pentyrch	1448	0	21	1401	0	0	0
Penylan	5714	890	153	3308	224	711	403
Plasnewydd	8496	2314	365	1845	2316	0	4630
Pontprennau	3756	0	32	3467	0	0	0
Radyr & Morganstown	2772	0	28	2447	1	0	1
Rhiwbina	5147	178	78	4555	1	178	1
Riverside	7145	621	394	1534	2956	0	3577
Rumney	3860	0	28	3490	4	0	4
Splott	6339	1207	36	2378	1755	0	2962
Trowbridge	6904	0	35	6062	1	0	1
Whitchurch & Tongwynlais	7549	0	72	5703	345	0	345
<b>TOTALS:</b>	<b>155195</b>	<b>9778</b>	<b>3078</b>	<b>94599</b>	<b>16449</b>	<b>4266</b>	<b>21961</b>

## **Appendix C: Service Rules and Support Assistance**

### **Residual waste bin provision**

Each household that is deemed operationally suitable will be provided with 1 x 140L residual waste bin as the new standard size, with the following options for larger households:

**Table 1: Bin allocation for larger properties.**

<b>Household size</b>	<b>Bins</b>	<b>Total Residual Waste Capacity</b>
Standard Household, 1-5 people	140 litre bin	140 litre
6 or more people	240L	240 litres
8 or more people	Provision will depend on individual circumstances	

- All requests for additional capacity will be assessed through the completion of an “Additional residual waste capacity” application form with customers to ensure the household is maximising their recycling, and has access to appropriate services. Consideration will be given to medical issues, age and disability etc.
- Any street identified as having large numbers of Households of Multiple Occupancy (HMO)’s/shared households will be assessed before the expansion of the wheeled bins. Face to face engagement and cross referencing of council records, will determine the required number of bins for these properties prior to delivery.
- The justification of table 1 is given as larger households are often shared HMO. Shared HMOs often have residents living independently of each other and as a result, do domestic chores such as shopping and cooking alone. This independent activity can lead to higher levels of waste production and as a result, additional allowances should be made for their residual waste.
- Flats with communal bin arrangements will continue with assisting arrangements and be assessed on a block-by-block basis.
- The above table is a guide and it should be recognised that there may be individual circumstances whereby the above may not be the best solution.

- No additional allowance will be given for properties that have large amounts of animal waste.
- Residents producing nappy/incontinence pad waste will be offered the hygiene service as an alternative, but not additional residual capacity.
- Bins that are overfilled and too heavy to move will not be collected. The lid must be closed in order for collections to be made. As a guide that maximum weight of a bin should be 75 Kg. The residents will be expected to remove some of the contents and represent on the next collection day.
- Properties previously issued with additional residual bin provision, will be brought in line with the allocations in table 1.
- Assisted service is available to residents that qualify.
- Replacement, damaged, lost or stolen bins will be charged at £25 per bin.
- Only wheeled bins with the appropriate barcodes for the property will be collected.
- Deliberate contamination of recycling bags to obtain a weekly service of waste collections will be addressed by Waste Enforcement Officers and fixed penalties will be issued to those who are non-complaint with waste presentation guidelines.

### **Restriction Of residual Waste in the bag areas**

In areas where it is not possible to store wheeled bins, or it is not operationally efficient to collect wheeled bins, the property will remain on a bag collection. A restriction on the number of residual waste bags that will be collected will apply.

- These properties will be provided with a roll of bespoke bags, the equivalent of 3 bags per fortnight.
- Operatives will collect all bespoke bags presented. Black bags will not be collected and subject to enforcement activity.
- Residents will be encouraged to present no more than 3 bespoke bags per fortnight, to ensure their roll of bags lasts the full 6 months. However, operatives will collect all bespoke bags presented. Additional rolls of bespoke bags will not be provided free of charge. Residents who exceed their allowance early on in the 6 month period will be provided with advice on alternative methods to dispose of their residual waste.
- Requests for additional bespoke bags for larger household will be assessed through the completion of an “additional residual waste

capacity” application form to ensure the household is maximising their recycling, and has access to appropriate services.

- Any additional allowance provided will be in line with Table 1, so that the allowance is consistent with the amount of capacity issued if properties are issued with wheeled bins.
- Delivery teams will deliver twice a year (every 6 months) to all households on the bag scheme. This will be reviewed periodically to ensure it is the most appropriate method/frequency. For properties that have restricted access and the delivery crews are unable to obtain access, it may be necessary for those residents to collect their bespoke bags from Lamby Way.
- Replacement bags will not be provided if the roll is lost or stolen.
- Where new residents move into a property and where they request it, we will deliver a new supply of bags on evidencing proof of moving.
- No additional allowance will be given for properties that have large amounts of animal waste.
- Residents producing nappy/incontinence pad waste will be offered the hygiene service as an alternative, but not additional residual capacity.
- Where there exists communal collection arrangements, i.e. bags grouped together around trees/dead end streets, residents will be encouraged to present their waste to the front of their property.
- Deliberate contamination of recycling bags to obtain a weekly service of waste collections will be addressed by Waste Enforcement officers and fixed penalties will be issued to those who are non-complaint with waste presentation guidelines.

### **Reusable garden waste sacks and green wheeled bins.**

- The standard green wheeled bin provision will remain at 240l
- An additional green waste bin can be purchased for £25.
- Replacement, damaged, lost or stolen bins will be charged at £25 per bin. A maximum of two green wheeled bins can be presented on collection day. This limit was previously approved by cabinet in the July 2011 recycling and waste collection changes paper.
- Properties that currently have more than the 2 bin maximum will be reviewed individually. Additional bins may be removed.
- Assisted service is available for residents that qualify.
- Where properties are not issued with a green wheeled bin, they will be able to request reusable garden waste sacks. Residents can request up to 3 sacks be delivered per year.
- Beyond this allowance, reusable garden sacks can be purchased for £2 per sack.
- A maximum of six reusable sacks can be presented on collection day.

- Residents should also clearly mark their address onto the reusable sacks once delivered, to increase the chances of them being returned if the sack goes missing during bad weather.
- Where possible, delivery crews will knock doors and give the re-useable bags directly to residents, to minimise the risk of bags going missing from the pavement or alternatively they can be purchased from Lamby Way.
- Residents will continue to be able to transport any excess garden waste to the Household Recycling Centres free of charge. Alternatively, home composting bins are available to purchase for a subsidised price.

### **Green bags, food liners, kitchen caddies and kerbside caddies**

- Green bags, food liners, kitchen caddies and kerbside caddies will continue to be provided free of charge.
- All items can be ordered for home delivery via the Councils web site, via email [C2C@cardiff.gov.uk](mailto:C2C@cardiff.gov.uk) or by phoning C2C on 029 2087 0287.
- Green bags and food liners will be available from council hubs, but only one roll of each can be collected at any one time with presentation of a Cardiff address.
- Incorrect use of green bags, food liners or the food service can result in a £100 fixed penalty notice being issued

### **Waste Presentation**

- All waste and recycling must be presented by 6am on the correct day of collection and not before 4pm the day before.
- Collections can take place between 6am and 10pm; individual area collection times are not guaranteed to be the same each week. Any recycling or waste missed as it was placed out after 6am on the correct collection day will not be rescheduled for collection. Residents will be asked to present before 6am on the next appropriate collection day.
- The bin lid must be closed in order for collections to be made.
- Missed collections that are a result of service disruption or failure will aim to be rescheduled within 5 working days.
- All wheeled bins and kerbside caddies should be removed from the adopted highway by 9am the day after collections.

Failure to remove containers from the adopted highway before 10am could result in a £100 Fixed Penalty Notice. Incorrect use of green bags, food liners or the food service can result in a £80 fixed penalty notice being issued under S87 of the EPA 1990 or £100 fixed penalty notice being issued under S46 of the EPA 1990.

### **Additional Waste**

#### **Wheeled Bins**

- The lid of the wheeled bin should be closed
- Additional bags of waste alongside bins will not be collected.
- Bins that are overfilled and too heavy to move will not be collected. As a guide that maximum weight of a bin should be 75 Kg. The residents will

be expected to remove some of the contents and represent on the next collection day.

- Waste should not be compacted into the bins, as the waste will not then tip onto the collection vehicle. Where waste is too compacted the bin will not be emptied as it is not safe for operatives to pull the waste from inside the bin. The resident then has responsibility for disposing of any excess waste and representing the wheeled bin correctly at the next appropriate collection day.
- Any additional waste incorrectly presented will lead to enforcement action being taken where appropriate. An £80 Fixed Penalty Notice may be issued. Alternatively, a formal enforcement notice may be served on the property.

### *Bag Areas*

- Only the bespoke residual waste bags provided will be collected by the collection crews.

The equivalent of 3 bespoke bags per fortnight will be provided for the bag areas.

- Additional bags will not be provided if the allocation is used too quickly by residents.
- Replacements will not be provided if lost or stolen.
- Black bags will not be collected.
- Any residual waste presented in black bags will lead to enforcement action being taken where appropriate. An £80 Fixed Penalty Notice may be issued.

### **Alternatives for excess waste**

For residents struggling with the changes, there are numerous services available to assist them to minimise their residual waste;

- Assistance in understanding what can be recycled can be provided.
- Hygiene service for nappy and incontinence waste
- Additional capacity may be provided for larger households
- Bulky item collection service
- Local Charities for reusable goods (Track 2000; British Heart Foundation)
- Household Recycling Centres
- Paid frontage and waste removal service can be accessed through the existing Councils Commercial Waste Services.

### **Assisted Lifts**

The assisted lift service will remain for residents that qualify for the service and require additional support with their waste collection service

- Assisted lifts are provided for residents who have difficulty moving their bins from a storage area on their property to the collection point.



- The collection crew take the residents bins, empty them and then return them to their property.
- This service is offered in the main to elderly and/or disabled residents, but all circumstances are considered.
- The service will not be provided if there is an able bodied individual resident over the age of 16 at the property.
- This service can be requested by contacting C2C. A home visit assessment will take place following request.
- Once accepted on to the service, an annual review will take place to ensure circumstances have not changed. Residents will be asked to complete a re-registration form.
- Should the re-registration form not be returned after a period of three weeks, residents will be notified that they will be removed from the service.
- The service can be withdrawn if evidence of abuse is found.
- Any household being removed from service will be provided notification in writing, unless they are removed at their own request, or because the resident has moved.

### **Hygiene Service**

The Hygiene service will remain unchanged and is provided on a request basis for nappies, incontinence waste and associated changing waste only.

- The hygiene collection service is only intended for those residents who cannot fit this type of waste into their black bin/bespoke bags, with fortnightly general waste collections.
- The hygiene sacks will continue to be collected fortnightly, on the opposite week to your general waste collection.
- The hygiene collection service is not suitable for stoma bags, catheters, disposable bedding, dressings or animal waste. Alternative advice can be provided.
- The hygiene collection service is only available for households. Commercial businesses, such as a child minders or care homes, should contact us to discuss details of our commercial recycling and waste collection service.
- The hygiene bags can be collected from the kerbside or from a stated location on the property. The service can be accessed by contacting C2C or alternatively registering online.
- Four special bags will be provided once registration has been completed. The number of bags presented will be replaced following collection, e.g. if you place out two bags, we will provide a further two bags.

- Residents can stop the service at any point by phoning C2C or writing to the Council. Alternatively, if operatives notice that the hygiene service is being misused or bags are not being placed out, then residents may be written to and advised the service is being removed.

## **Appendix D: Education, Communications and Enforcement Plan**

### **Key Stakeholders**

- All Cardiff residents
- Staff
- Local Councillors
- Community leaders, especially minority groups
- Vulnerable groups
- Students
- Local Media
- Landlords and letting agents
- Current and potential new users of the assisted lift & hygiene service

### **Key messages**

- Changes to waste collections start July 2015, but will be on going for some through the summer.
- What actually needs to go in your black bin?
- What happens to recycling- why do it?
- Recycling and food waste services - free and easy.
- Not achieving our targets means potentially heavy fines
- “Resource” not “waste”- how recycling helps local economy
- How to access services for more green bags, food liners, assisted lift; hygiene services etc.
- Changes will provide a value for money service for customers which helps protect other council services
- Reuse, Reduce, Recycle is how everyone can help us hit 58% WG target
- How to deal with extra waste.

### **Methods of Communications**

- Targeted literature to the households in two phases;
- Staff Intranet; Our News; Message box of payslips; Core brief
- Include information in service area newsletters and email briefings – e.g. Tenant Times, School newsletters
- Cardiff Digs and student forums
- Capital Times advertising with editorial
- Press briefings and releases
- Social media – e.g Twitter, facebook
- Bus stop adverts and other advertising space
- Tidy Text messages through the new Push App messages

- Web pages info and links (including info on the KCT site).
- Radio advertisement
- Specialist press – community papers, websites
- Billboards
- Posters and pop up displays
- Email distribution to all our official external partners Internal staff, union and crews briefings
- Face to Face; outreach, environmental champions and door knocking activities
- Livery branding

### Key dates

- 1st to 5<sup>th</sup> June 2015 Councillor briefing sessions
- 8<sup>th</sup> June City wide communications begin, information provided to all impacted households, specific to their changes.
- 15<sup>th</sup> June to late July 2015 new wheeled bins and bespoke bags will be delivered.
- Late July 2015 the new service starts
- The wheeled bin exchange will occur over a three month period, commencing in July.

### **Education stage** 1<sup>st</sup> April – to throughout July 2015

This will involve engagement with residents and education on the changes ahead by communicating key messages. Specifically;

- The existing bag areas will be targeted and education provided to households that present an above number of black bags
- Target households that currently don't recycle.
- Bin assessments for capacity
- Provide further assistance on what can be recycled will be undertaken during this time.

### **Enforcement stage** July 2015 onwards

Following the education stage, appropriate enforcement action will take place if residents are non-compliant which could result in fines over £80 or more:

- Any residual waste presented in black bags or additional to the wheeled bins or bespoke bags.
- Wheeled bins, bespoke bags, food caddies, green bags and reusable sacks presented incorrectly or not returned to property following collection.
- A build-up of general waste or bulky items within frontage of property.
- Deliberate / excessive contamination of recycling bags to obtain weekly collection service.
- Residents using others bins without permission

## Appendix E: Financial Plans

### Revenue

Current service			difference	New service	
<b>black bags</b>	Bag purchases	£0	<b>£29,479</b>	bespoke bags/roll	£29,479
<b>Hygiene</b>	Current services	£35,395	<b>£9,000</b>	increased service demand	£44,395
<b>Collections</b>	Current services	£7,650,570	<b>-£137,266</b>	New balanced rounds	£7,513,304
<b>Bags, biobags &amp; liners</b>	Bags and Liners	£1400000	<b>-£370,000</b>	Bags, liners, reusable sacks, increase 10% demand	£1,030,000
<b>Disposal</b>	Current services	£2,401,827	<b>-£367,480</b>	Shift in tonnages	£2,034,348
<b>Recycling &amp; Food processing</b>	Current services	0	<b>£210,239</b>	Shift in tonnages	£210,239
		<b>Total annual</b>	<b>-£626,028</b>		
		<b>Target</b>	<b>£622,000</b>		

### Initial support

C2C – customer contact support	£50,000
City Wide Comms	£50,000
Additional education staff	£100,000
Additional enforcement staff	£250,000
Additional support – escalations, deliveries etc	£50,000

### Capital

Wheeled bin expansion and new caddies and food provision	£395,000
Wheeled bin exchange	£2,400,000

Ref: RDB/PM/BD/10.03.15

11<sup>th</sup> March 2015

Councillor Bob Derbyshire,  
Cabinet Member for the Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Derbyshire,

**Environmental Scrutiny Committee – 10<sup>th</sup> March 2015**

On behalf of the Environmental Scrutiny Committee I would like to thank the officers for attending the Committee meeting on Tuesday 10<sup>th</sup> March 2015.

As you are aware the meeting considered items titled 'Environment & Strategic Planning, Highways, Traffic & Transport Directorates – Performance Report Quarter 3 – 2014/15' and 'Recycling & Waste Restricting Programme 2015'. The comments and observations made by Members following these items are set out in this letter.

**Environment Directorates – Performance Report Quarter 3 – 2014/15**

- **WMT/009(b)** - The Committee were informed that a range of recycling initiatives is due to be delivered in Quarter 4 which should produce an outturn for the period of above 60%; this increase should be enough to help the Council reach its 52% recycling target for 2014/15. I would be grateful if you could provide a detailed summary of the work undertaken to produce this improvement, i.e. a shift from 49.47% in Quarter 2 to above 60% in Quarter 4. The response should include the actions taken; the costs of implementing the work and the savings generated by delivering this work.
- **STS/005(b)** – A Member noted that 'the performance indicator for the percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness' was missed by 4.67% in Quarter 3. It was acknowledged that the target of 90% has been missed since the

2014/15 street cleansing budget reduction. The Committee will closely monitor this indicator in future.

### **Recycling & Waste Restricting Programme 2015**

- The Committee were encouraged at the way that you have been working with 'Grangetown Community Concern' to develop a landlord waste information pack. This will provide important information on the management of domestic waste and will be available on request in a wide number of languages. The Committee believe that this type of engagement is a good example of how we should be looking to raise community awareness and ultimately help increase recycling rates.
- Swansea was cited as an example of where the waste restricting approach had delivered 3% increase in their overall MSW recycling rate. Several Members were interested in finding out the impact that this had had on the areas which accommodate Swansea's student population. I would be grateful if you could obtain this information and share it with the Committee.
- The waste presentation stated that Trafford Metropolitan Borough Council and Salford City Council have increased their recycling rate by 10% as a result of waste restricting. I'd be grateful if you could establish what the starting point for this recycling increase was and provide an update on their current recycling performance.
- Members accepted that incidents of theft and arson were minimal; however, they would welcome confirmation as to who would be responsible for the cost of replacing the new wheelie bins if they were stolen. The Committee would appreciate it if you could outline the approach that the Council will take in dealing with such thefts and describe cases where the liability will fall on the Council and when it is the responsibility of the householder.
- The Committee understands the importance of monitoring when householders place additional waste out for collection and when

enforcement action needs to be taken. Members anticipate that accurately monitoring compliance with the new restricting system will be difficult. They would like to know exactly how the process will work, for example, the role that waste collection operatives, the role of education and enforcement officers and the ICT system which will be used to record this data.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink that reads "P. D. Mitchell". The signature is written in a cursive style with a large, stylized 'M'.

Councillor Paul Mitchell  
Chairperson Environmental Scrutiny Committee

Cc to:

Jane Forshaw, Director for the Environment  
Tara King, Assistant Director for the Environment  
Jane Cherrington, Operational Manager – Strategy & Enforcement  
David Lowe, Waste Operations Manager  
Paul Keeping, Operational Manager, Scrutiny Services  
Joanne Watkins, Cabinet Office Manager  
Members of the Environmental Scrutiny Committee





My Ref: CM30413  
Your Ref: RDB/PM/BD/!0.03.15  
Date: 26th March 2015

Councillor Paul Mitchell  
c/o Scrutiny Services  
Cardiff Council  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Dear / Annwyl Paul

**Environmental Scrutiny Committee - 10 March 2015**

Thank you for inviting myself and officers to present the proposals for the Performance Report Quarter 3 – 2014/15 and Recycling & Waste Restricting Programme 2015.

**Environment Directorates – Performance Report Quarter 3 – 2014/15**

**WMT/009(b)**

The sweepings contract has been fully implemented and processed in quarter 4. Over the year, the sweepings material has been stockpiled until the procurement exercise was fully completed. Approximately 8500 tonnes of material has been recycled. Recycling this material instead of landfilling or sending this to energy from waste has saved excess of £100,000 net, in disposal costs. In addition, if this material had not been recycled it would equate to £1.3m of fines from Welsh Government.

Additional post sorting of residual waste has been undertaken as well in quarter 4, to yield a further +2500 tonnes of recycling. This activity has cost an additional £260,000, but if this material had not been recycled it would equate to around £0.5m of fines from Welsh Government.

Other initiatives include recycling metals from the energy recovery plant at Viridor.

**STS/005(b)**

I note the Committee's comments and we are delivering ways to improve our performance through the Neighbourhood Services Project that you are aware of.

**PLEASE REPLY TO:** Cabinet Support Office, Room 514, County Hall, Atlantic Wharf,  
Cardiff CF10 4UW  
Tel (029) 2087 2631 Fax (029) 20872691



## **Recycling & Waste Restricting Programme 2015**

### **Grangetown Community Concern**

The Committees support for the 'Grangetown Community Concern' initiative is welcomed and officers are now looking at how we can expand this initiative wider across our city to raise community engagement with landlords and through the Neighbourhood Services Project and the Landlords licensing scheme.

### **Swansea**

Cardiff officers have been working with Swansea waste officers to capture lessons learned from their bag restricting programme. Equally Swansea officers approached Cardiff last year to adopt our student communications plans. They worked with the University to promote the changes and provided extra resources on the streets to door knock and talk to their students. This mirrors what we already do in Cardiff annually and specifically the Environmental and we still do more with our Student Community Partnership approach which we are invited to present on in April.

### **Trafford Metropolitan Borough Council**

An update has been requested from Trafford waste officers and this will be fed through once received.

### **Replacement Bins**

If a bin is lost, damaged or stolen it is the responsibility of the householder to seek a replacement. If a bin is damaged during our operations, then the Council may show discretion and replace the wheeled bin free of charge. All other circumstances remain the responsibility of the householder or landlord. This practise has been taken from benchmarking of Local Authority waste services across the UK.

### **Tackling Waste Issues**

The service will be providing additional resources to support the changes. Four education officers will be working ahead of the changes to undertake activities such as; outreach and roadshows; student events; hygiene service reviews; assisted lift assessments; education of high presenting households; larger families assessments and bin capacity checks on HMOs. An additional 12 waste officers will be recruited to target waste presentation issues and side waste.

The collection operatives will have clear instructions on the processes to follow and regular cross team reviews will be conducted. As well as proactive patrols, the waste collection and cleansing operatives will feedback via their end of shift reports of any problem areas. Equally in the Neighbourhood Service Trial areas the enforcement teams are embedded in the street scene teams and communicate directly on issues via the radios.

The enforcement teams will be using "fly-mapper" which is a handheld GPS device that allows officers to log the location, date, time and type of issue.

Yours sincerely  
Yn gwyir



**Councillor / Y Cynghorydd Bob Derbyshire**  
**Cabinet Member Environment**  
**Aelod Cabinet Dros Yr Amgylchedd**



# Report

## CONSULTATION REPORT: OUTLINE WASTE MANAGEMENT STRATEGY, 2015-2018 *(Produced February 2015)*





Cardiff Research Centre is part of the Council's Policy, Partnership & Citizen Focus service. We strive to deliver research, information and consultation services for Cardiff Council and its partner organisations.

Our services include:

- Collection, analysis and interpretation of primary survey data;
- Analysis and interpretation of a wide range of secondary demographic and socio-economic data including the Census and all other sources from the wider data environment;
- Specialised studies on a wide range of topics including social, economic and demographic data sources, impact assessments and projections;
- Quantitative and qualitative research and consultation projects;
- The Cardiff Citizens' Panel;
- Focus Group facilitation;
- Advice and support on all aspects of research including survey & questionnaire design, &
- GIS thematic & schematic mapping services.

For further information please contact:

Claire Griffiths , Principal Consultation & Engagement Officer

☎ 029 2087 3217

✉ [c.griffiths@cardiff.gov.uk](mailto:c.griffiths@cardiff.gov.uk)

✉ [research@cardiff.gov.uk](mailto:research@cardiff.gov.uk)

✉ [consultation@cardiff.gov.uk](mailto:consultation@cardiff.gov.uk)

[www.askcardiff.com](http://www.askcardiff.com)

# CONSULTATION REPORT: OUTLINE WASTE MANAGEMENT STRATEGY, 2015–2018

## INTRODUCTION

The City of Cardiff Council is working with the Welsh Government to model the whole service impacts for waste minimisation, reuse, recycling and diversion from landfill for the next 25 years. This work will also help to inform the next waste strategy as it will give us robust data on the cost of providing services, the likely recycling performance and also tell us how sustainable our future services will be.

Cardiff has made massive leaps forwards in our recycling performance over the past ten years, but now we need to review how we will achieve the very challenging legal targets of 70% by 2025. Failing to meet these targets could cost the city £21m in fines if we do nothing and don't change our recycling performance.

The Welsh Government set out their vision for zero waste by 2050. This also included the introduction of statutory recycling targets for all Local Authorities in Wales.

- 58% by 2015/16
- 64% by 2019/20
- 70% by 2024/25

Unfortunately, in 2013/14 the Council failed to achieve the required recycling performance (we achieved 49.9% recycling and composting, the target was 52%) and could face significant fines if we don't turn this position around. During 2012/13 the cost of waste to landfill could have paid for over 450 additional Police Officers, or nearly 40 ambulances (*source: Waste Awareness Wales*).

The Welsh Government have firmly outlined their preferred collection blueprint for councils to follow in order to achieve high quality recycling, cost effective services and the most sustainable approach to waste and recycling. It is clear that the Councils waste and recycling collections cannot remain as they are and we must make improvements to drive up the recycling.

Consequently, the City of Cardiff council now must explore all future collection and recycling options to test what is the best solution for Cardiff. The public's views on the options available to us are important and will help inform the decision making process.

## METHODOLOGY

A paper version of the waste management questionnaire was sent to 3,000 Cardiff addresses. This comprised a random sample of 2,500 Cardiff addresses, as well as a 'boost' sample of 500 surveys targeted at bag areas. Both of these were stratified by electoral division so as to reflect the distribution of Cardiff's population across the city. In addition, an electronic version of the survey was made available online and highlighted on the front of the paper survey. This was also linked to in the main council budget consultation, as well as being circulated to the Ask Cardiff online group and key stakeholder contacts held by waste management.

## RESPONDENTS

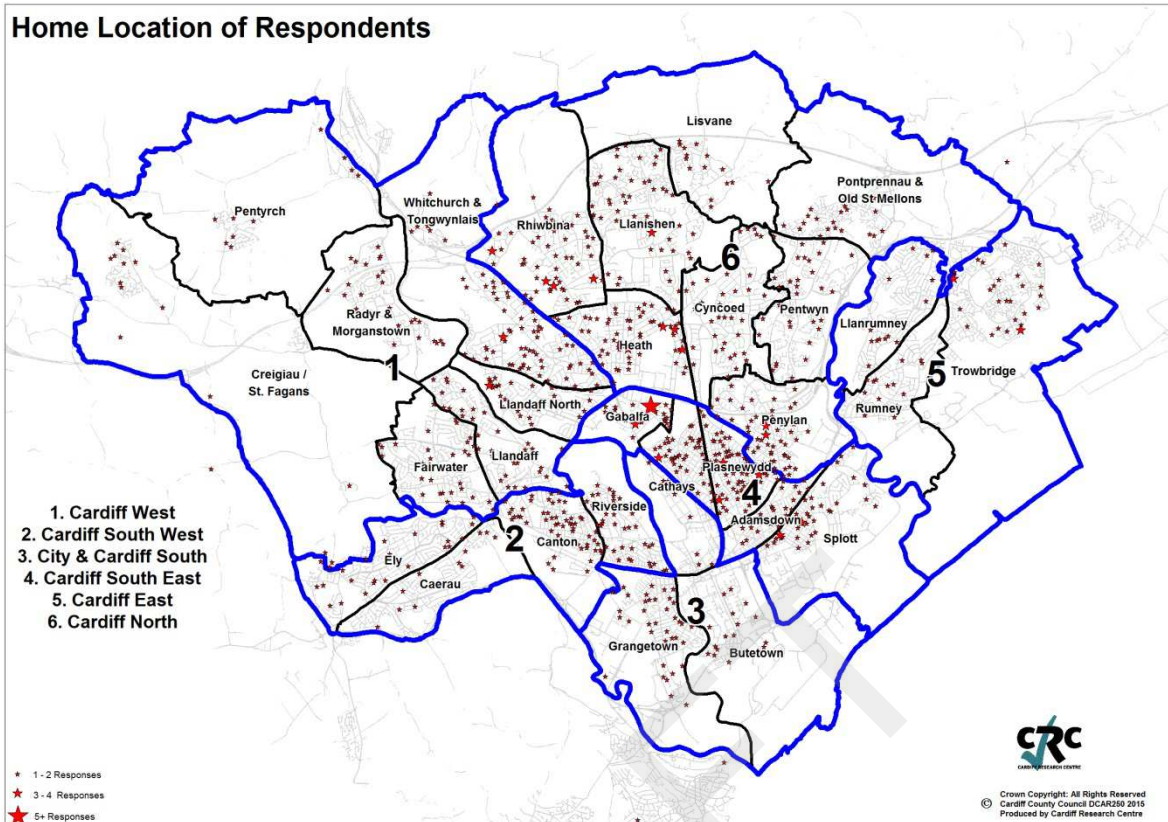
There were 1,443 responses to the survey with around a quarter of these coming from Cardiff North (25.2%). In contrast, City & Cardiff South and Cardiff East accounted for just 5.1% and 4.6% of responses, respectively, compared to around a tenth of Cardiff's total population. Therefore, due to the low response rates, figures for these two areas should be treated with caution throughout the report.

Place of Residence	No.	%
Cardiff North	363	25.2
Cardiff West	246	17.0
Cardiff South East	227	15.7
Cardiff South West	148	10.3
City & Cardiff South	74	5.1
Cardiff East	67	4.6
Outside Cardiff	10	0.7
Unknown	308	21.3
<b>TOTAL RESPONDENTS</b>	<b>1,443</b>	<b>100.0</b>

NB. The 'unknown' category includes respondents whose exact location could not be identified due to missing, incomplete, or incorrect postcode information.

The map overleaf shows the distribution of respondents in Cardiff by neighbourhood partnership area (NPA) and electoral division.





## RESULTS

### Q1. Do you currently use any of the following?

#### Overall

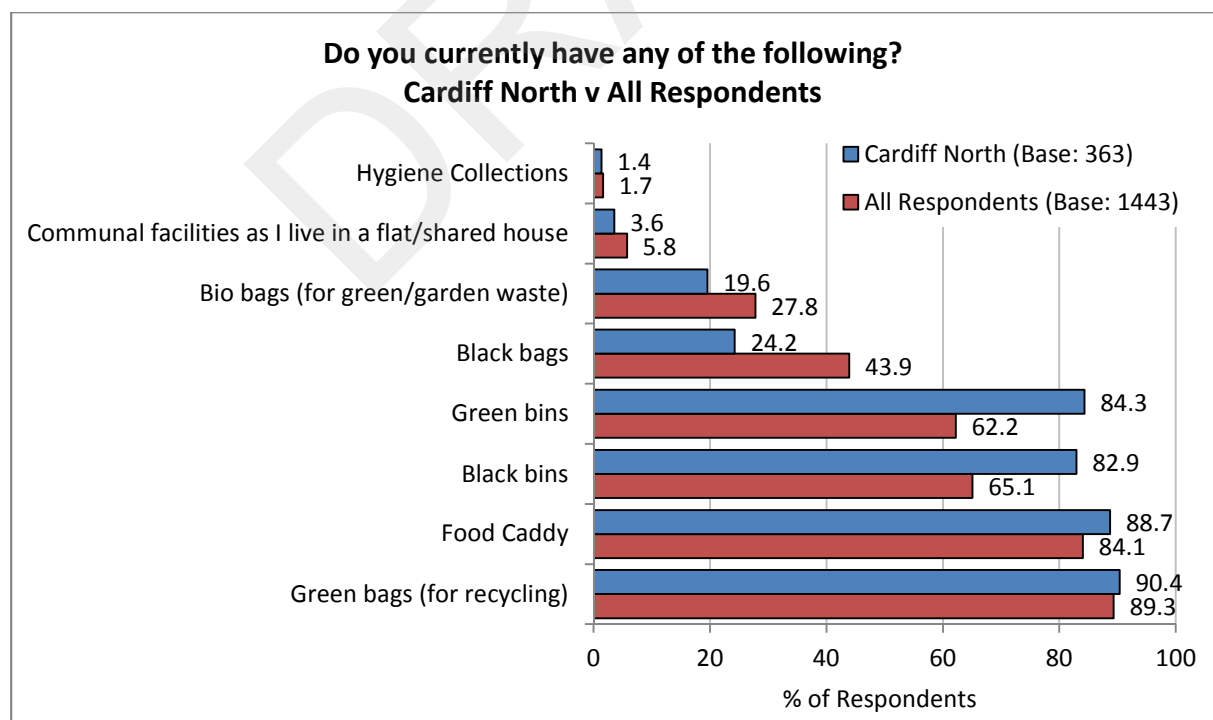
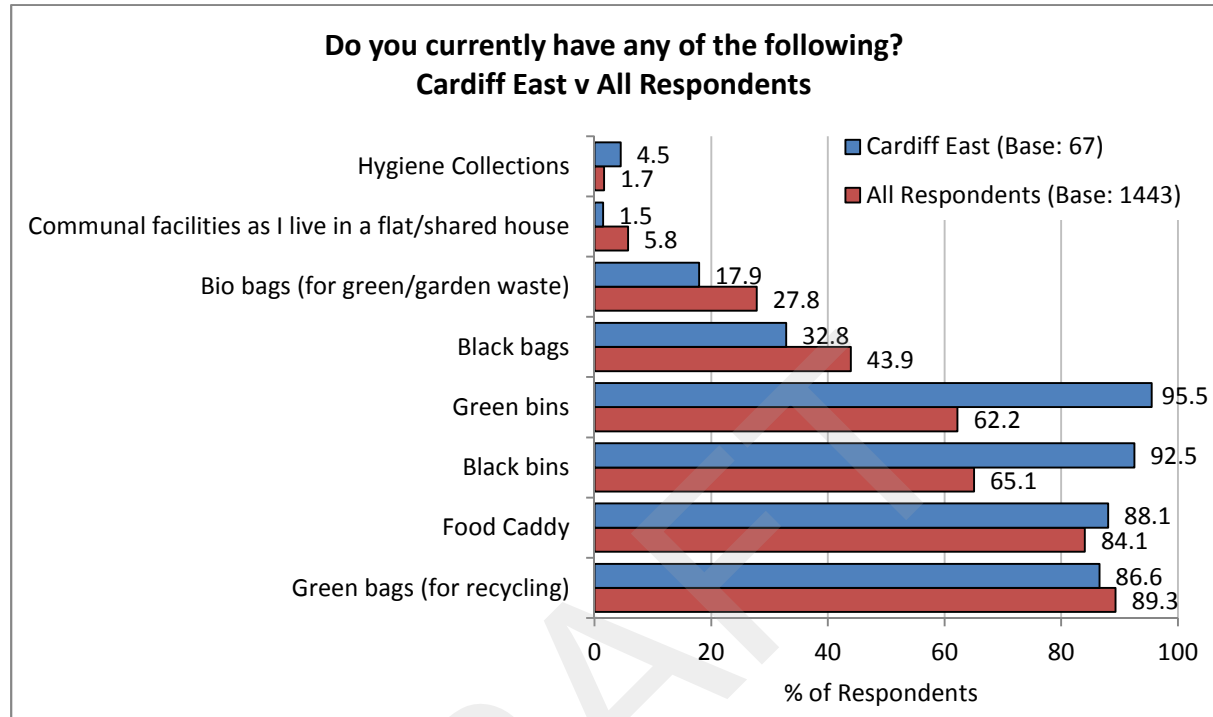
Green bags (for recycling) were most commonly used by respondents (89.3%), just above food caddies (84.1%). In addition, over three-fifths used black bins (65.1%) and green bins (62.2%). In contrast, just 1.7% used the hygiene collections.

Currently Use	No.	%
Green bags (for recycling)	1,289	89.3
Food caddy	1,213	84.1
Black bins	939	65.1
Green bins	898	62.2
Black bags	634	43.9
Bio bags (for green/garden waste)	401	27.8
Communal facilities as I live in a flat/shared house	83	5.8
Hygiene collections	24	1.7
<b>TOTAL RESPONDENTS</b>	<b>1,443</b>	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

## Neighbourhood Partnership Area

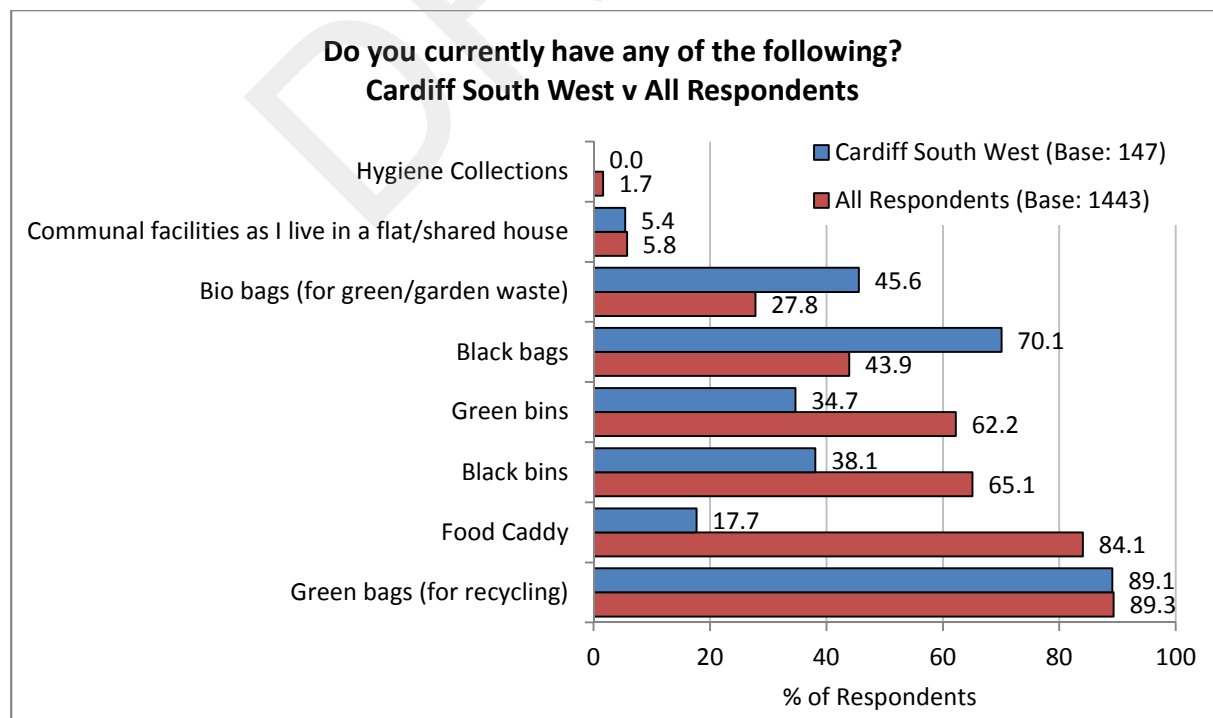
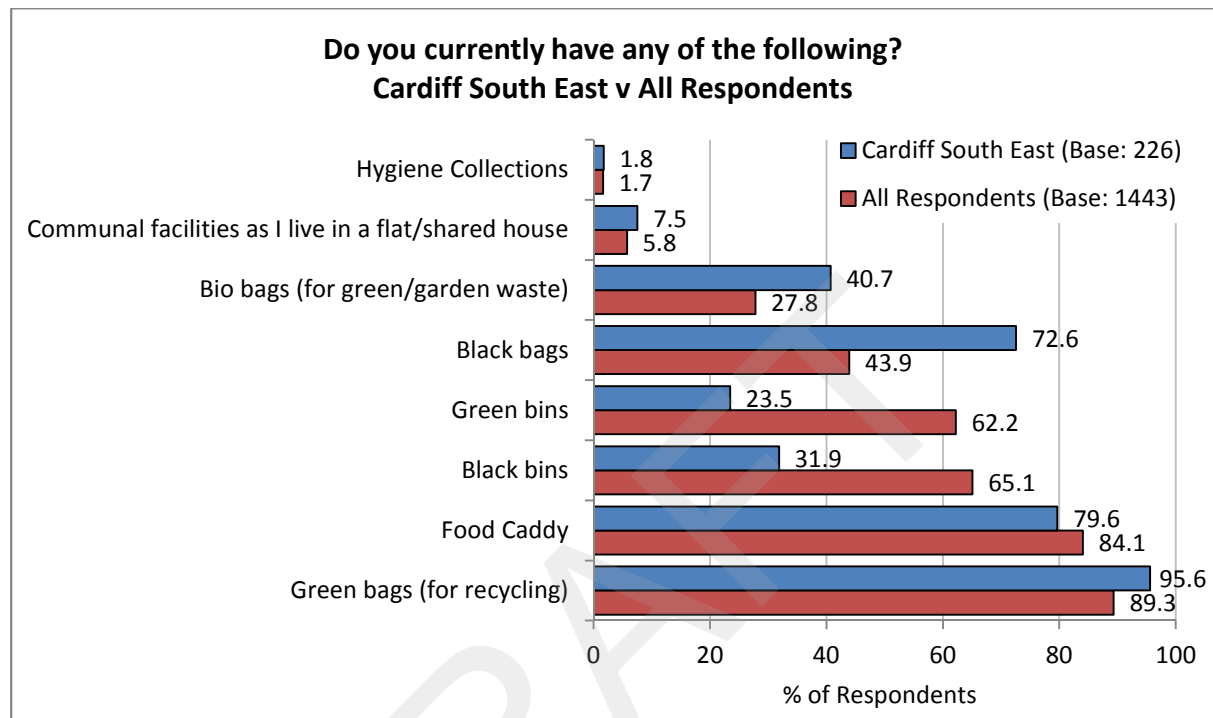
Respondents from Cardiff East were most likely to use green bins (95.5%) and black bins (92.5%); well above the equivalent proportions for all respondents. They also had above average use of hygiene collections (4.5%) and food caddies (88.1%).



As for all respondents, residents of Cardiff North were most likely to use green bags (90.4%) and food caddies (88.7%). More than four-fifths also used green bins

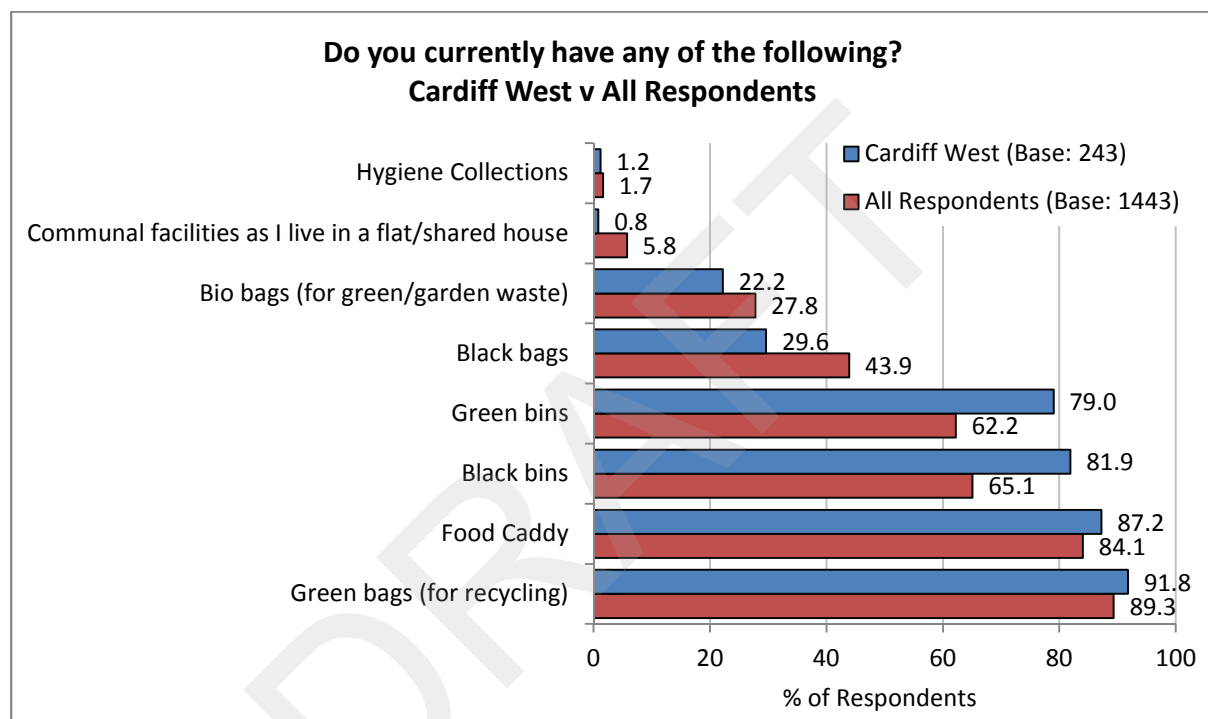
(84.3%) and black bins (82.9%): well above the equivalent proportions for all respondents.

Green bags were also the most commonly used item in Cardiff South East (95.6%), followed by food caddies (79.6%). Meanwhile, black bags (72.6%) and bio bags (40.7%) were much more likely to be used in the NPA than by all respondents.

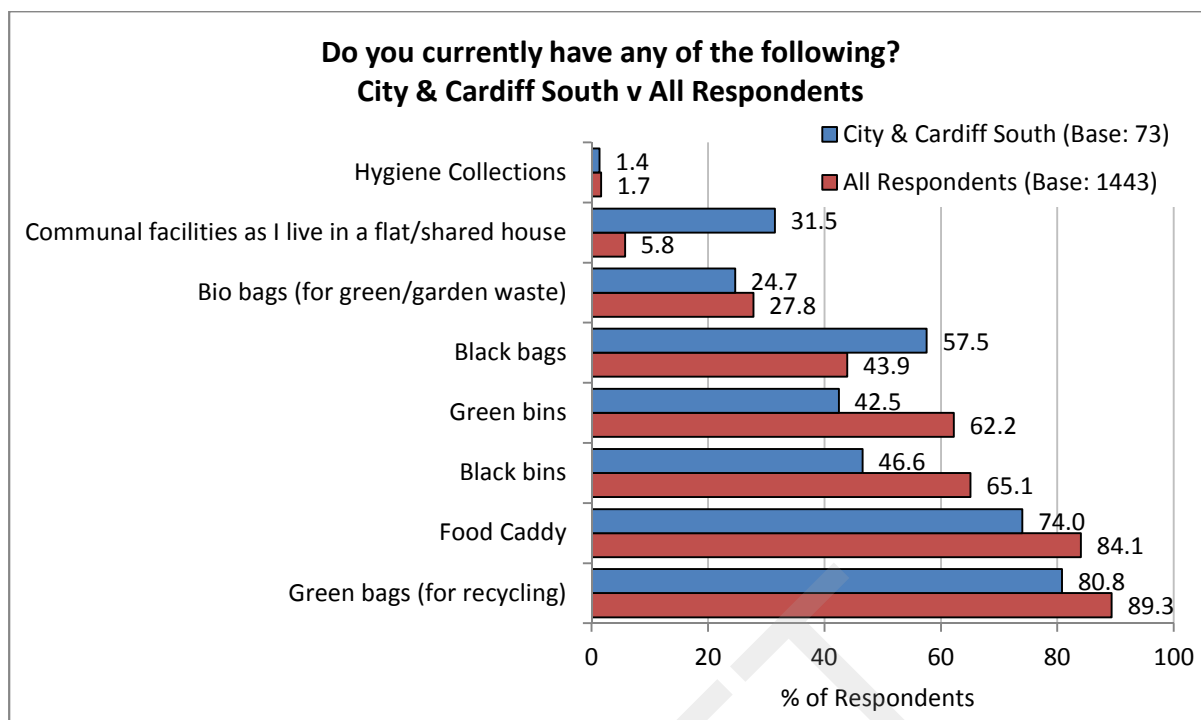


In Cardiff South West, green bags (89.1%) were again the most prevalent item. However, food caddies were only used by 17.7% of residents; less than a quarter of the figure for all respondents. Use of green bins (34.7%) and black bins (38.1%) was also less common in the NPA. However, black bags (70.1%) and bio bags (45.6%) were much more widely utilised within the NPA.

Green bags (91.8%) and food caddies (87.2%) were the most commonly used items in Cardiff West, and exceeded the levels seen across all respondents. This was also the case for black bins (81.9%) and green bins (79.0%). However, black bag use (29.6%) was around a third lower in the NPA.



In City & Cardiff South, green bags (80.8%) and food caddies (74.0%) again saw the most widespread use. Black bags (57.5%) were much more commonly used in the NPA, while almost a third of respondents utilised communal facilities (31.5%).



## Q2. How many green bags do you typically place out each week?

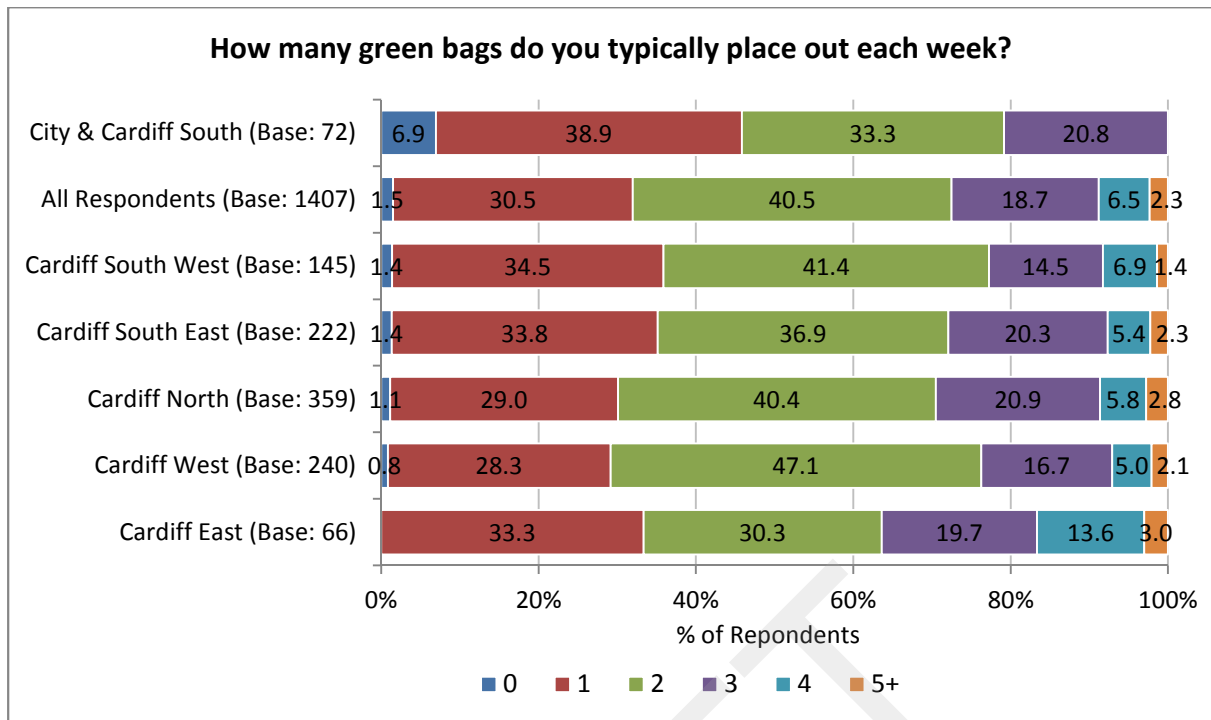
### Overall

Two-fifths (40.5%) typically put out two green bags a week, while a further three-tenths (30.5%) put out just one bag.

No. Green Bags	No.	%
0	21	1.5
1	429	30.5
2	570	40.5
3	263	18.7
4	91	6.5
5+	33	2.3
<b>TOTAL RESPONDENTS</b>	<b>1,407</b>	<b>100.0</b>

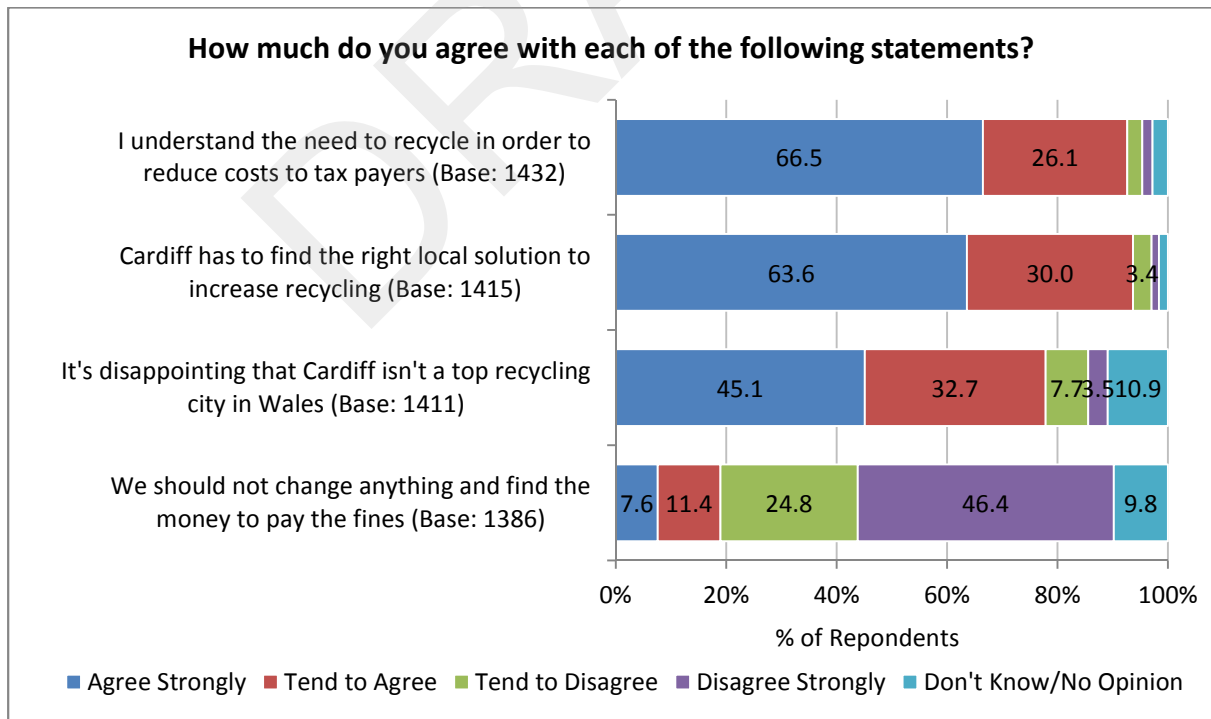
### Neighbourhood Partnership Area

Residents of Cardiff East appear to put out the highest number of green bags each week with 13.6% of their respondents putting out 4 bags and 3.0% putting out 5+. In contrast, 6.9% of respondents from City & Cardiff South did not put out any bags; more than four times the figure for all respondents, and none put out more than 3 bags.



### Q3. How much do you agree with each of the following statements?

#### Overall



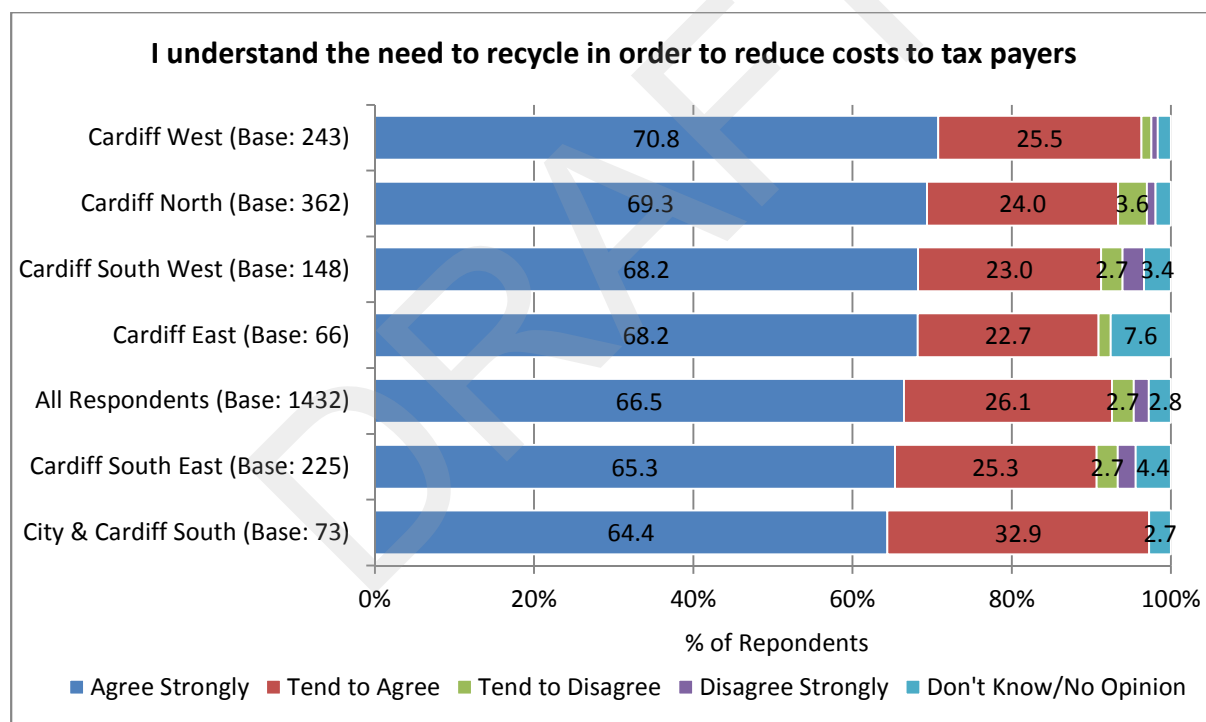
Over nine-tenths (92.6%) of respondents agreed that they understood the need to recycle in order to reduce costs to tax payers, including 66.5% that strongly agreed.

Similarly, more than nine-tenths (93.6%) agreed that Cardiff had to find the right local solution to increase recycling, including 63.6% that strongly agreed.

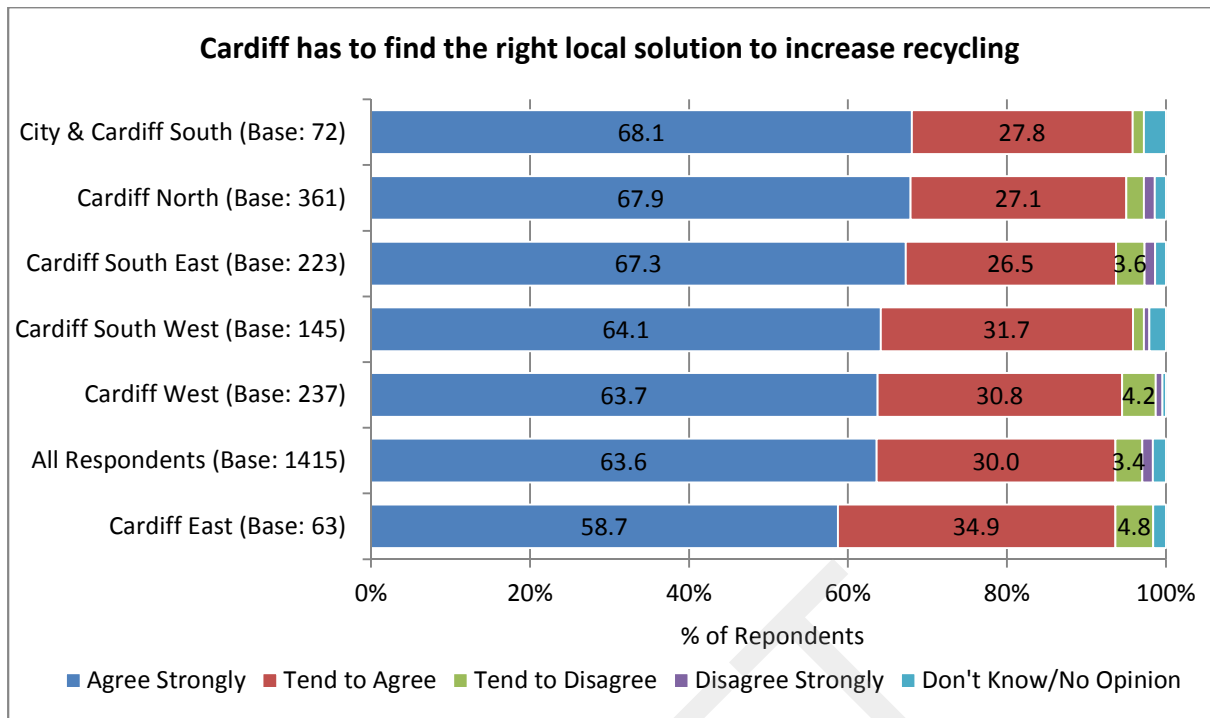
Around three-quarters (77.8%) agreed that it was disappointing that Cardiff isn't a top recycling city in Wales, with 45.1% strongly agreeing. In contrast, almost three-quarters (71.2%) disagreed with the idea that we should not charge anything and find the money to pay the fines, including 46.4% that strongly disagree.

### Neighbourhood Partnership Area

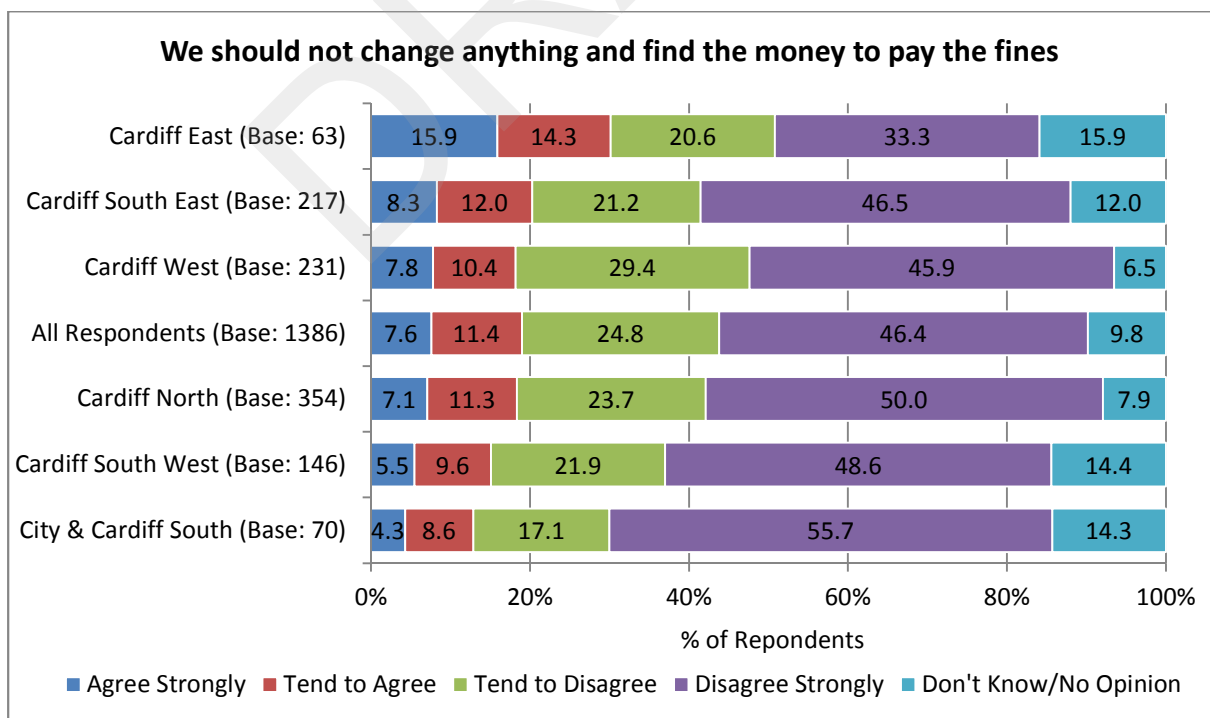
Over nine-tenths of respondents from each NPA agreed that they understood the need to recycle in order to reduce cost to tax payers. City & Cardiff South (97.3%) had the highest proportion of respondents that agreed, despite having the lowest percentage that strongly agreed (64.4%). In fact, none of their respondents disagreed with the statement. Residents of Cardiff West (70.8%), meanwhile, were most likely to strongly agree.



Again, more than nine-tenths of respondents from each of the NPAs agreed that Cardiff has to find the right solution to increase recycling. The proportion that strongly agreed ranged from 58.7% in Cardiff East to 68.1% in City & Cardiff South.

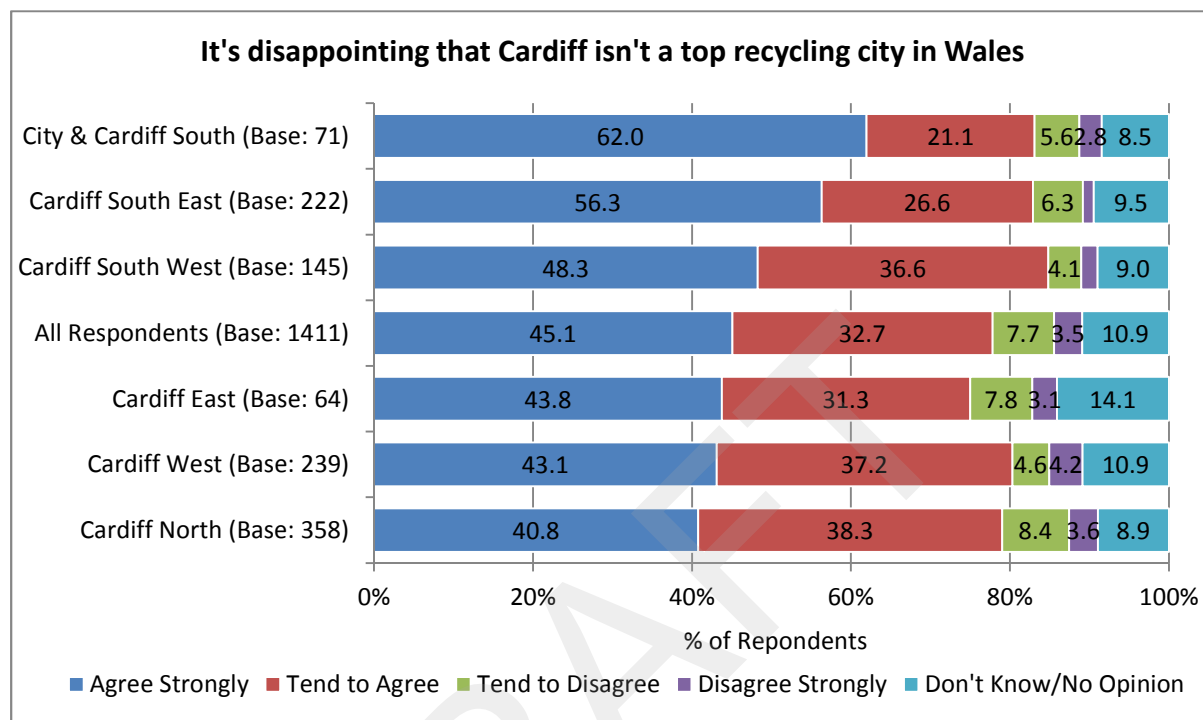


The majority of respondents in each NPA disagreed that we should not change anything and find the money to pay the fines. This was highest in Cardiff West where 75.3% disagreed, although residents of City & Cardiff South were most likely to strongly disagree (55.7%). In contrast, Cardiff East residents (30.2%) were most likely to support the statement.





At least three-quarters of respondents from each of the NPAs agreed that it was disappointing that Cardiff isn't a top recycling city in Wales, with this figure highest in Cardiff South West (84.8%). City & Cardiff South were most likely to strongly agree (62.0%). In contrast, more than a tenth of respondents from Cardiff North (12.0%) and Cardiff East (10.9%) disagreed with the statement.



#### Q4. How much do you agree with each of the following statements?

##### Overall

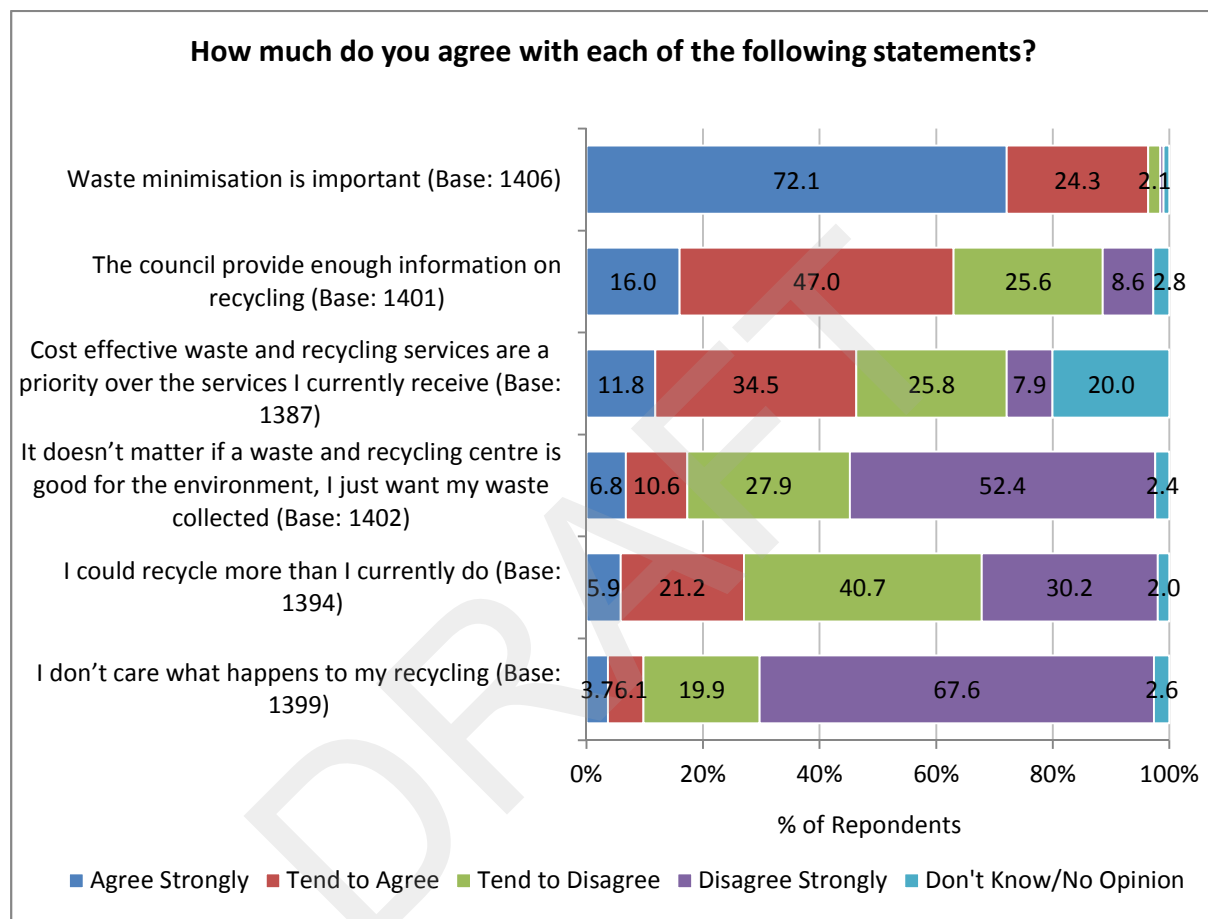
More than nine-tenths of respondents agreed that waste minimisation is important (96.4%), including 72.1% that strongly agreed. The only other statement that was agreed with by more than half of the respondents was that the council provide enough information on recycling (63.0%), although just 16.0% strongly agreed.

Over two-fifths (46.3%) agreed that cost effective waste and recycling services are a priority over other services they receive, although a third (33.7%) also disagreed, while a fifth (20.0%) didn't know or had no opinion.

More than half (52.4%) strongly disagreed with the statement "it doesn't matter if a waste and recycling centre is good for the environment, I just want my waste collected", while four-fifths (80.2%) disagreed to some extent.

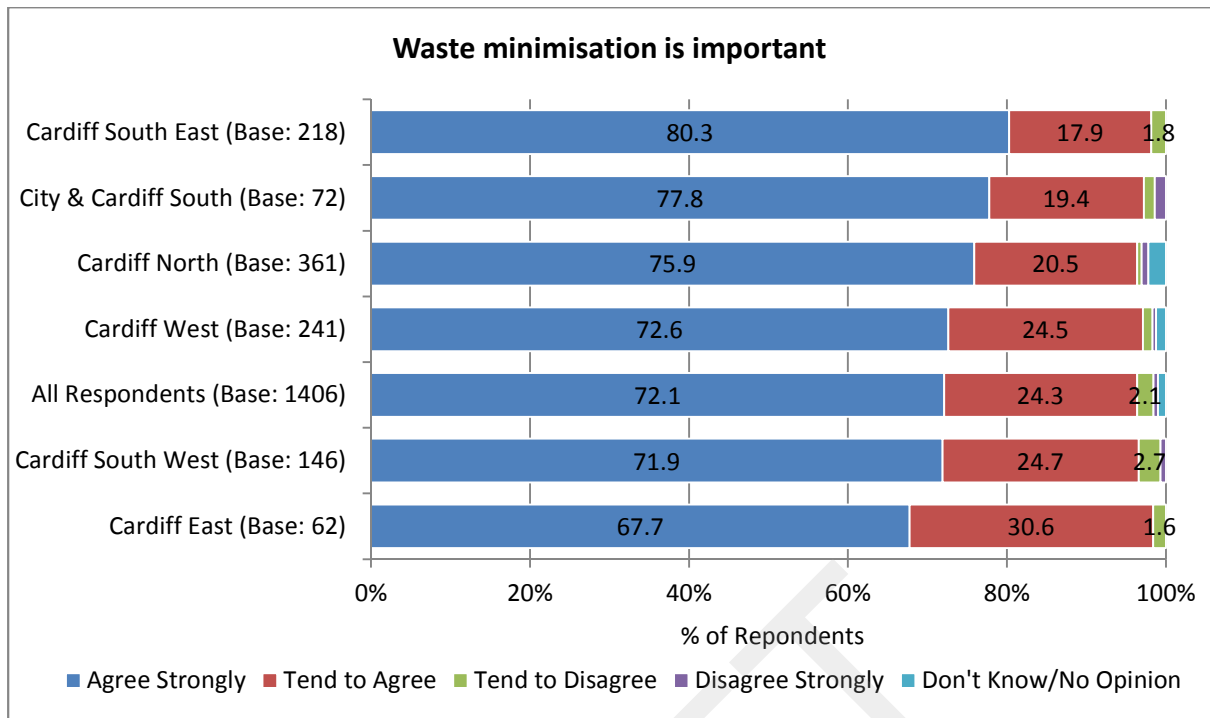
Seven-tenths (70.9%) disagreed that they could recycle more than they currently do, including 30.2% that strongly disagreed. However, over a quarter (27.0%) agreed that they could recycle more.

The statement that received the greatest level of disagreement was “I don’t care what happens to my recycling”, with 87.6% disagreeing to some degree, including two-thirds that strongly disagreed (67.6%).

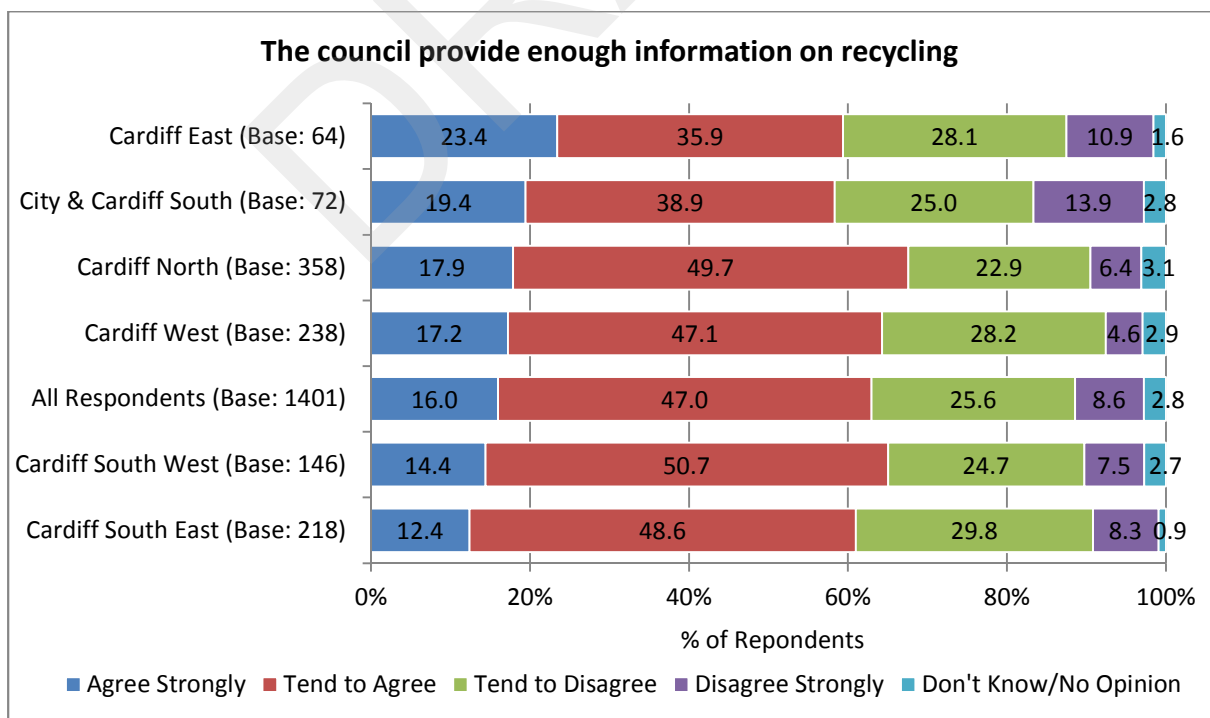


### Neighbourhood Partnership Area

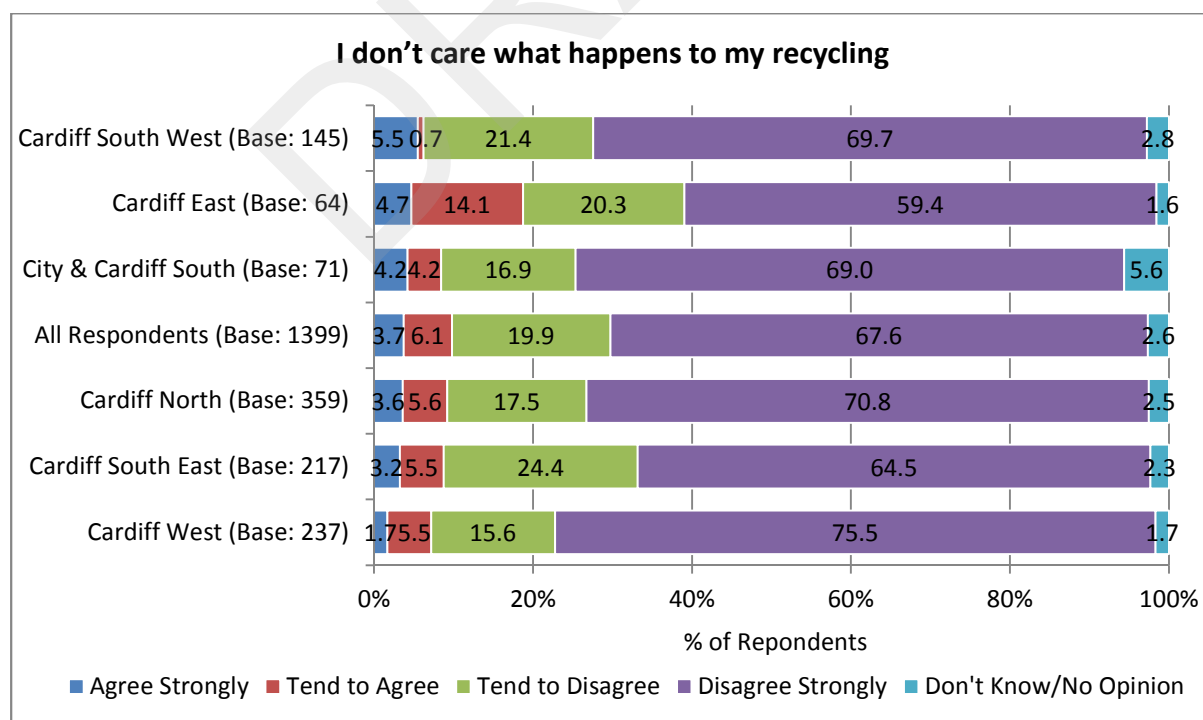
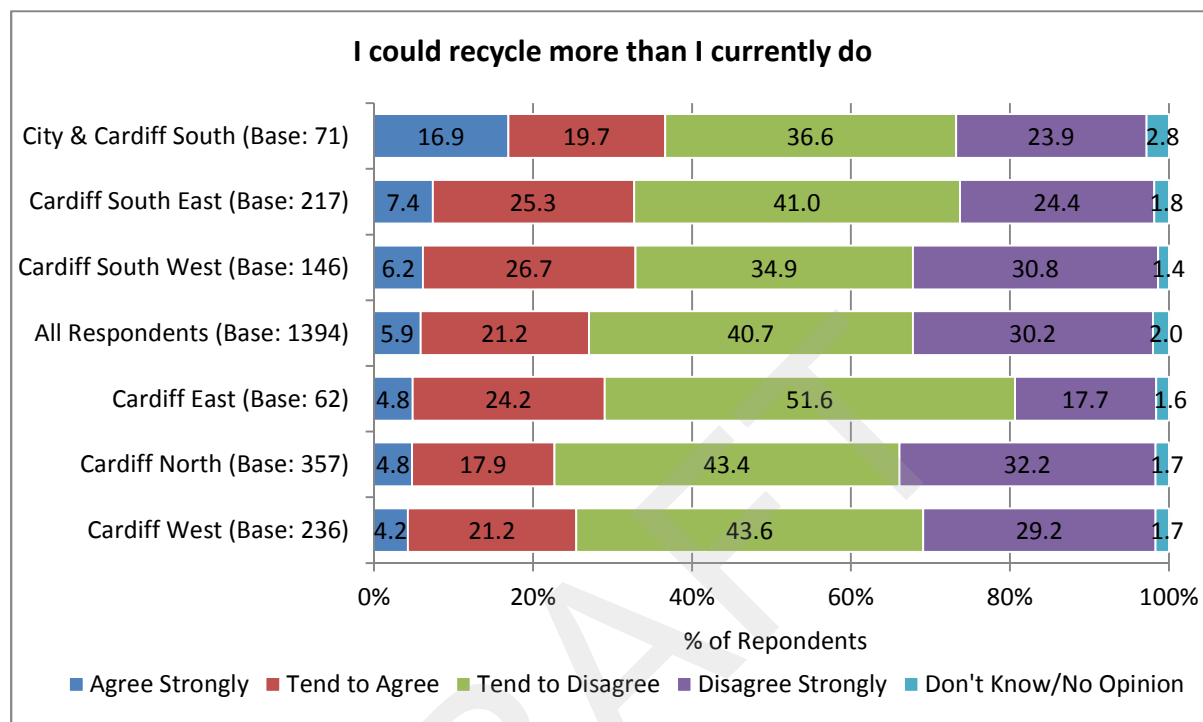
Over nine-tenths of respondents from each of the areas supported the idea that waste minimisation is important, with Cardiff East (98.4%) residents most likely to concur, even though they had the smallest proportion of respondents that strongly agreed (67.7%). The area with the largest proportion that strongly agreed was Cardiff South East (80.3%).



More than half of respondents from each NPA agreed that the council provided enough information on recycling, with Cardiff North (67.6%) having the greatest proportion that agreed to some degree. Cardiff East residents were most likely to strongly agree (23.4%). However, they were also most likely to disagree to some extent (39.1%).

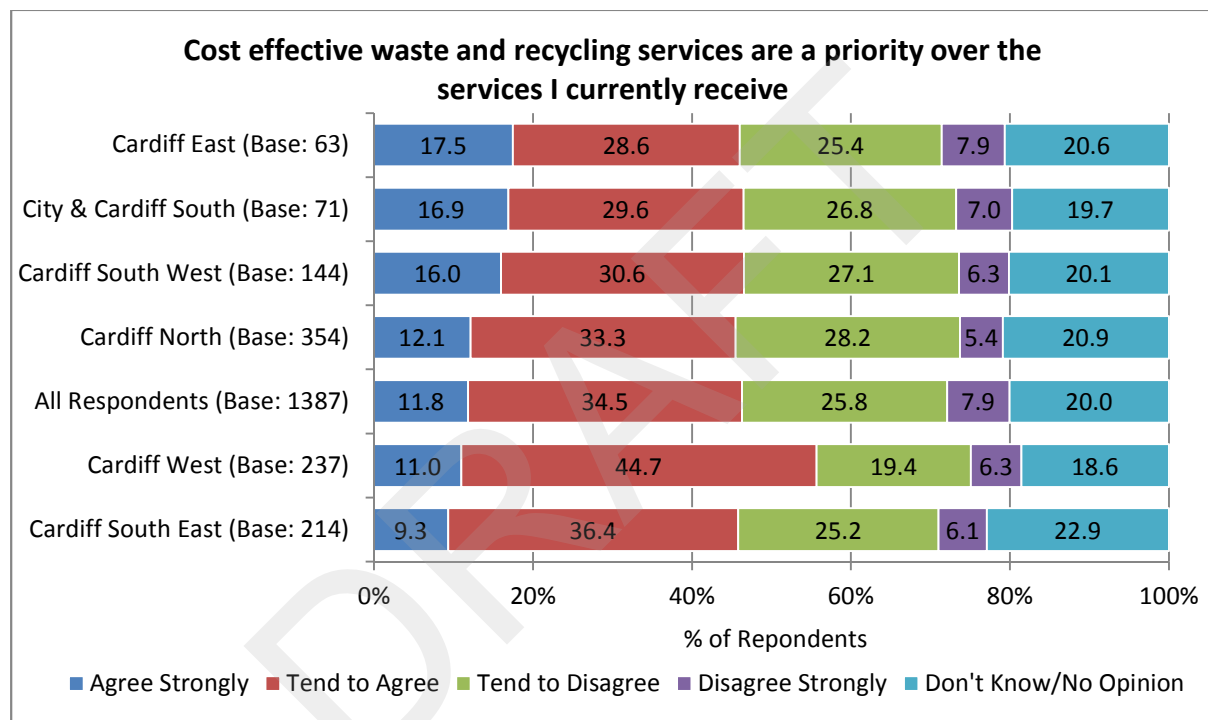


Over a third (36.6%) of residents from City & Cardiff South felt that they could recycle more than they currently do, including 16.9% that strongly agreed. In contrast, three-quarters (75.6%) of Cardiff North's respondents felt that they already recycled what they could, with almost a third (32.2%) strongly disagreeing with the statement.

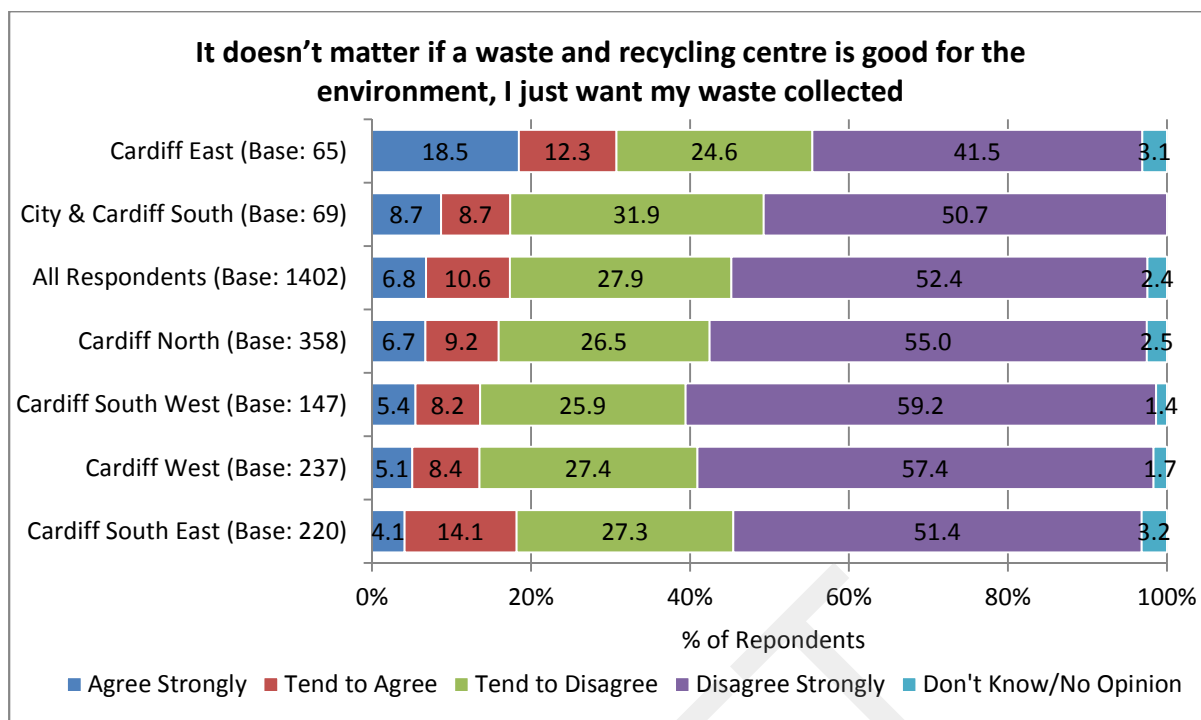


In excess of three-quarters of respondents from each of the NPAs disagreed with the statement “I don’t care what happens to my recycling”. This rose to more than nine-tenths in both Cardiff West (91.1%) and Cardiff South West (91.0%). However, almost a fifth (18.8%) of Cardiff East’s respondents agreed with the statement.

Cardiff West (55.7%) was the only NPA where more than half of their respondents agreed that cost effective and recycling services are a priority over the services they currently receive. In each of the other five NPAs around a third disagreed with the statement to some extent. Meanwhile, approximately a fifth of those completing the questionnaire in each of the NPAs indicated that they did not know or had no opinion.



Three-tenths (30.8%) of respondents from Cardiff East agreed that “it doesn’t matter if a waste and recycling centre is good for the environment, I just want my waste collected”. However, more than three-quarters of respondents from the other five NPAs disagreed with the statement, with a high of 85.0% in Cardiff South West, including 59.2% that strongly disagreed.



**Q5. Do you think the Council should encourage people to recycle more through service charges, supporting them through information and enforcing those that don't recycle, even if it costs more to deliver these objectives?**

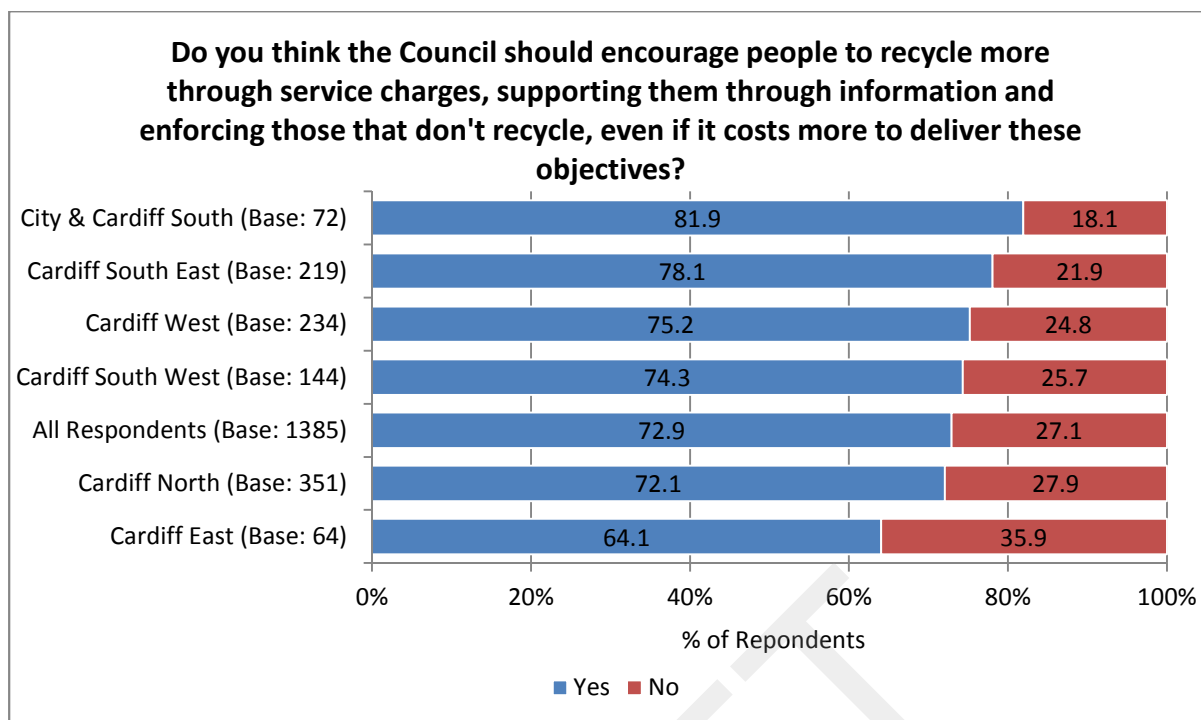
### Overall

Almost three-quarters (72.9%) of respondents thought that the Council should encourage people to recycle more through service charges, supporting them through information and enforcing those that don't recycle, even if it costs more to deliver these objectives.

Response	No.	%
Yes	1,010	72.9
No	375	27.1
<b>TOTAL RESPONDENTS</b>	<b>1,385</b>	<b>100.0</b>

### Neighbourhood Partnership Area

Across the NPAs this proportion ranged from less than two-thirds in Cardiff East (64.1%) to more than four-fifths in City & Cardiff South (81.9%).



## Q6. Should the Council take action or penalise those that don't recycle?

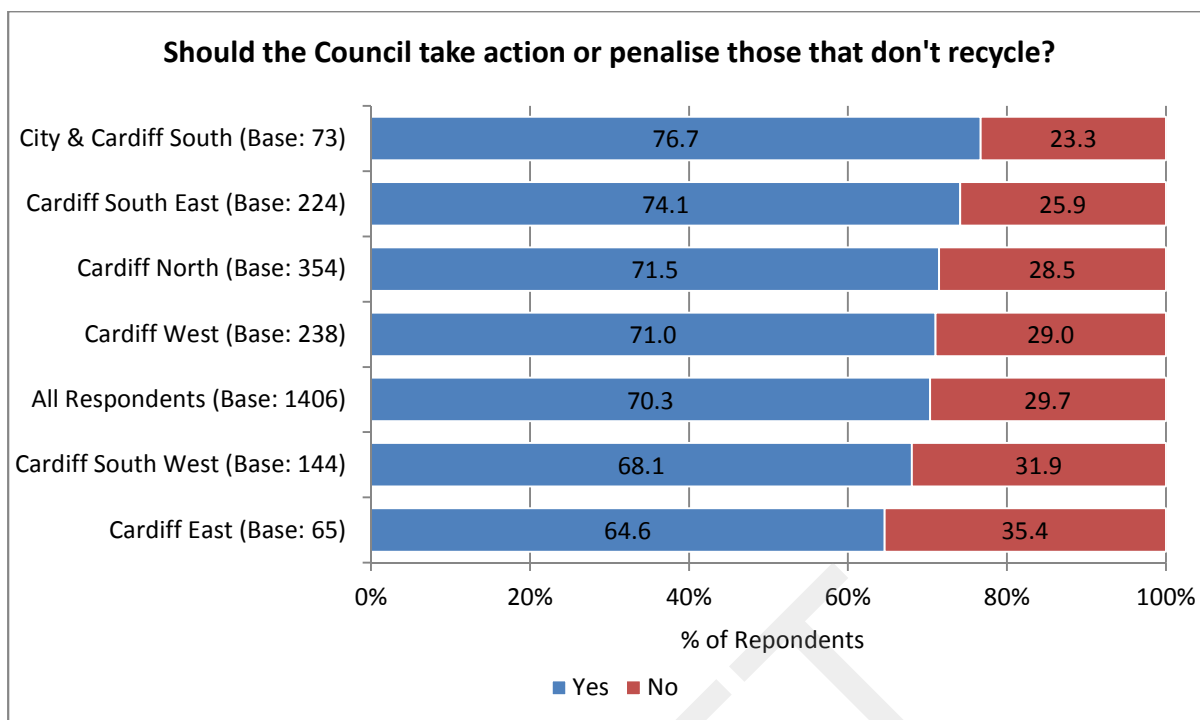
### Overall

Seven-tenths (70.3%) of respondents felt that the Council should take action or penalise those that don't recycle.

Response	No.	%
Yes	989	70.3
No	417	29.7
<b>TOTAL RESPONDENTS</b>	<b>1,406</b>	<b>100.0</b>

### Neighbourhood Partnership Area

The proportion that believed the Council should take action or penalise those that don't recycle varied from 64.6% in Cardiff East to 76.7% in City & Cardiff South.



## HOUSEHOLD WASTE RECYCLING CENTRES (HWRCs)

### Q7. Do you use Household Waste & Recycling Centres?

#### Overall

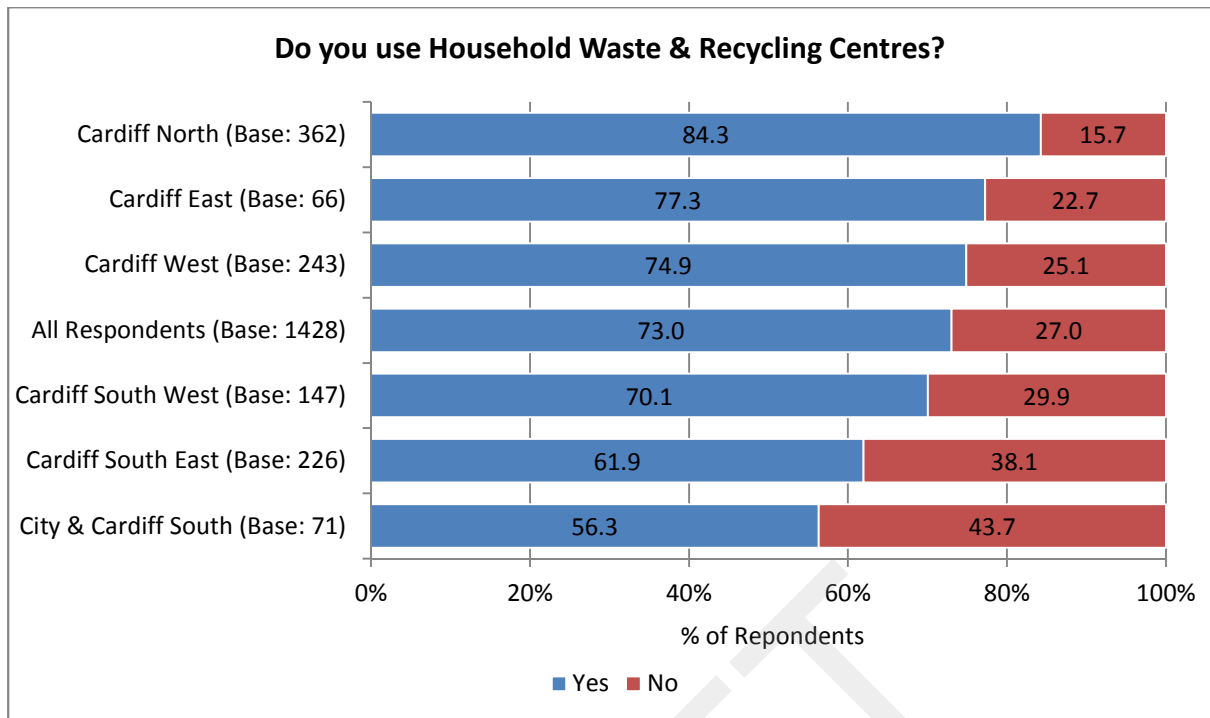
Just under three-quarters (73.0%) of those completing the survey said that they used the Household Waste & Recycling Centres (HWRCs).

Response	No.	%
Yes	1,043	73.0
No	385	27.0
<b>TOTAL RESPONDENTS</b>	<b>1,428</b>	<b>100.0</b>

#### Neighbourhood Partnership Area

More than four-fifths (84.3%) of respondents from Cardiff North use the HWRCs. However, this figure fell to just 56.3% for City & Cardiff South.





### Q8. Which of the following sites do you use?

#### Overall

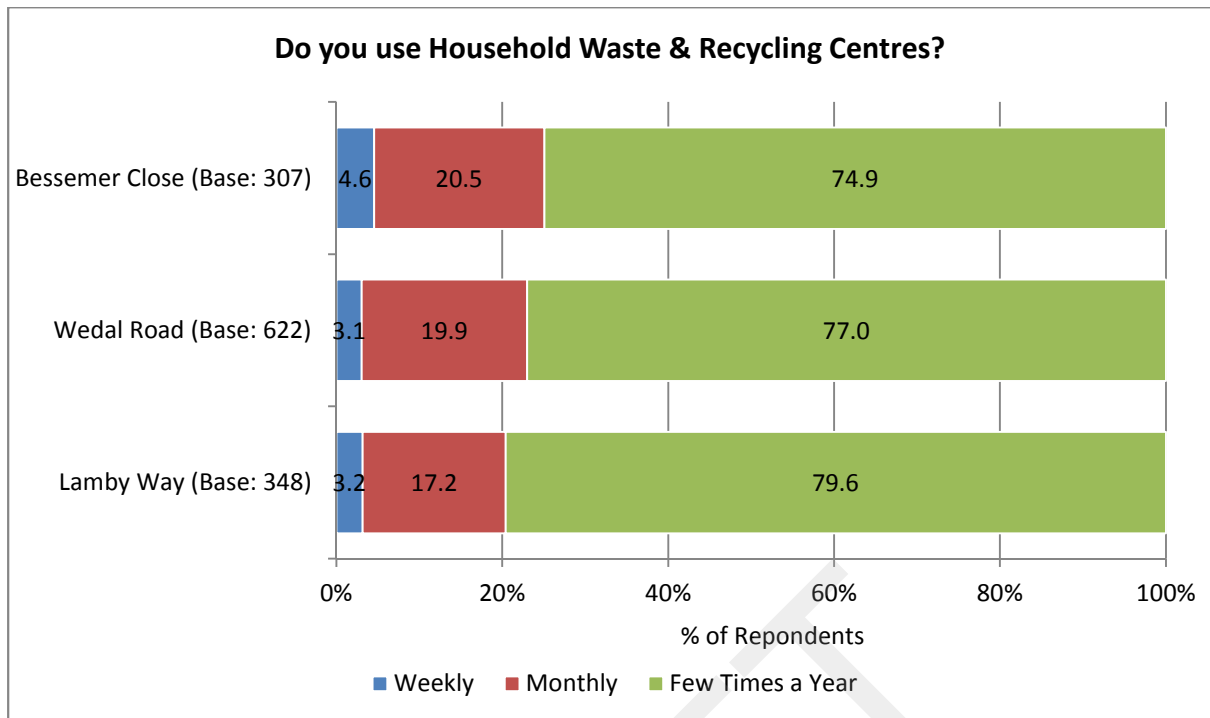
Of the 1,026 respondents who indicated they used one or more of the three sites at least a few times a year, three-fifths said that they used Wedal Road (60.6%), a third used Lamby Way (33.9%), and three-tenths used Bessemer Close (29.9%).

HWRC Site	No.	%
Wedal Road	622	60.6
Lamby Way	348	33.9
Bessemer Close	307	29.9
<b>TOTAL RESPONDENTS</b>	<b>1,026</b>	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

#### Frequency of Use

A quarter (25.1%) of respondents that used Bessemer Close at least a few times a year stated that they used it weekly (4.6%) or monthly (20.5%). This figure was slightly lower (23.0%) for Wedal Road, and dropped to around a fifth (20.4%) for Lamby Way.



NB. Chart above excludes those respondents who stated they never used the site – Lamby Way (174 respondents never used the site), Wedal Road (116), Bessemer Close (183).

**Q9. In order to reduce operating costs, the Council need to explore the reduction in opening hours. What days of the week are you most likely to visit and when?**

**Overall**

Just over two-fifths of the respondents who said that they used the HWRCs are likely to visit them on each of the weekdays; ranging from 41.2% for Tuesday to 44.2% for both Monday and Friday. Evenings (5pm-6.40pm) is the most common time on each of these days, with around a fifth of respondents choosing this time on each of the weekdays, although the proportions do not differ greatly from those of the earlier two timeslots.

Usage rates nearly double at the weekend, with almost four-fifths indicating that they are likely to visit the HWRCs on a Saturday (79.2%) and a Sunday (76.3%). For both of these days the PM (12pm-4pm) timeslot is the most common with around three-fifths selecting this option: 61.2% for Saturday, 59.9% for Sunday. This is followed by the AM (7am-12pm) slot which approximately half of respondents selected: 50.4% for Saturday, 47.4% for Sunday. The least popular timeslot at weekends is the Evening (5pm-6.40pm): 28.5% for Saturday, 27.1% for Sunday.

Timeslot	No. Respondents	%
<b>Monday:</b>	<b>440</b>	<b>44.2</b>
AM (7am-12pm)	176	17.7
PM (12pm-4pm)	189	19.0
Evening (5pm-6.40pm)	198	19.9
<b>Tuesday:</b>	<b>410</b>	<b>41.2</b>
AM (7am-12pm)	150	15.1
PM (12pm-4pm)	170	17.1
Evening (5pm-6.40pm)	192	19.3
<b>Wednesday:</b>	<b>419</b>	<b>42.1</b>
AM (7am-12pm)	155	15.6
PM (12pm-4pm)	175	17.6
Evening (5pm-6.40pm)	201	20.2
<b>Thursday:</b>	<b>420</b>	<b>42.2</b>
AM (7am-12pm)	148	14.9
PM (12pm-4pm)	172	17.3
Evening (5pm-6.40pm)	205	20.6
<b>Friday:</b>	<b>440</b>	<b>44.2</b>
AM (7am-12pm)	155	15.6
PM (12pm-4pm)	193	19.4
Evening (5pm-6.40pm)	217	21.8
<b>Saturday:</b>	<b>788</b>	<b>79.2</b>
AM (7am-12pm)	501	50.4
PM (12pm-4pm)	609	61.2
Evening (5pm-6.40pm)	284	28.5
<b>Sunday:</b>	<b>759</b>	<b>76.3</b>
AM (7am-12pm)	472	47.4
PM (12pm-4pm)	596	59.9
Evening (5pm-6.40pm)	270	27.1
<b>TOTAL RESPONDENTS</b>	<b>995</b>	<b>-</b>

NB. Daily totals may not equal the sum of the three timeslots, as respondents could select more than one timeslot per day. Similarly, the totals for each of the seven days do not sum to the number of total respondents to the question.

## **Q10. Could the Council improve the site layout and signage to encourage you to recycle more?**

### **Overall**

Almost a third (31.5%) of respondents that use the HWRCs said that the site layout and signage could be improved to encourage them to recycle more, while 46.8% disagreed and 21.7% did not know.

Response	No.	%
Yes	317	31.5
No	471	46.8
Don't Know	219	21.7
<b>TOTAL RESPONDENTS</b>	<b>1,017</b>	<b>100.0</b>

### If Yes:

### Overall

The site respondents were most likely to say needed improvement in this way was Wedal Road (61.8%). This was well above the equivalent proportions for Lamby Way (31.5%) and Bessemer Close (25.5%). However, these figures could be influenced by the number of people that use each site, with Wedal Way around twice as likely to be visited than the other two locations (see responses to Q8 on p21).

HWRC Site	No.	%
Wedal Road	194	61.8
Lamby Way	99	31.5
Bessemer Close	80	25.5
<b>TOTAL RESPONDENTS</b>	<b>314</b>	<b>-</b>

NB. Percentages do not sum to 100% because respondents could give more than one answer

### Q11. Would you like to be able to recycle more items when you visit your local HWRC?

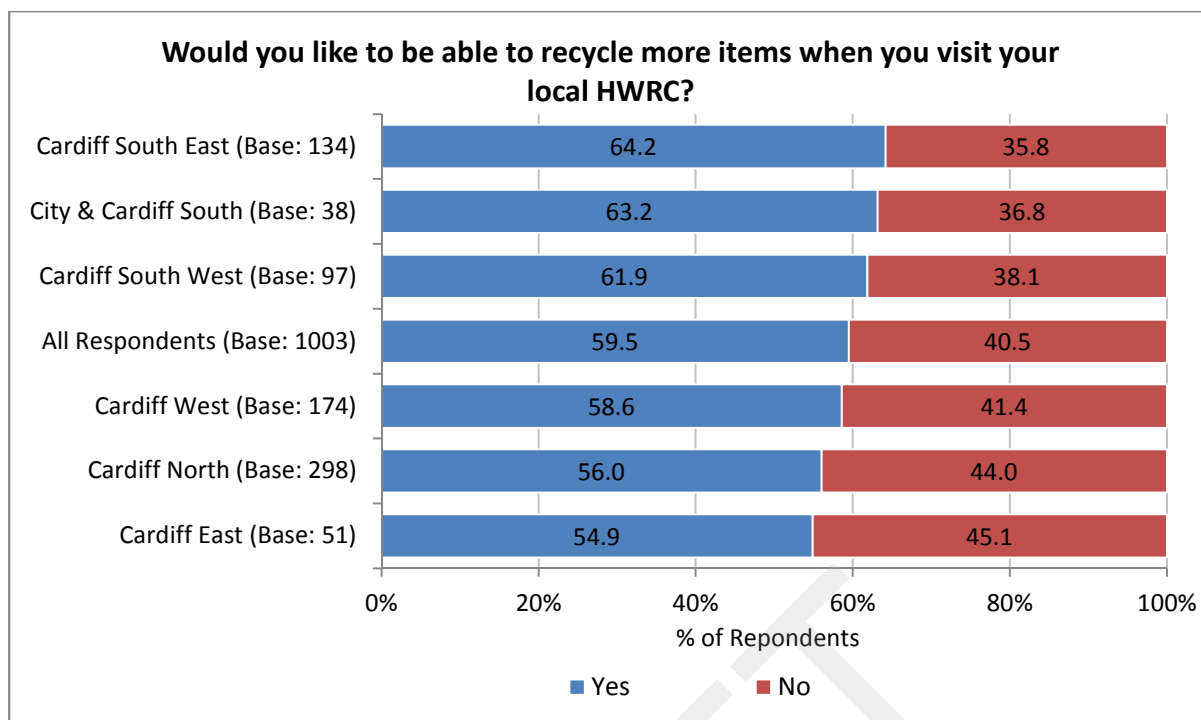
### Overall

Three-fifths (59.5%) of respondents that use the HWRCs would like to be able to recycle more items at their local site.

Response	No.	%
Yes	597	59.5
No	406	40.5
<b>TOTAL RESPONDENTS</b>	<b>1,003</b>	<b>100.0</b>

### Neighbourhood Partnership Area

Respondents from Cardiff South East (64.2%) would most like to be able to recycle more items at their local HWRC. This compared with a low of 54.9% in Cardiff East.



### If 'Yes', which items?

#### Overall

Just over half of respondents would that use HWRCs like to be able to recycle carpets (53.0%), compared to 49.4% for mattresses and 47.0% for toys. More than half would also like to recycle other items (53.5%).

Item	No.	%
Carpets	286	53.0
Mattresses	267	49.4
Toys	254	47.0
Other	289	53.5
<b>TOTAL RESPONDENTS</b>	<b>540</b>	–

NB. Percentages do not sum to 100% because respondents could give more than one answer

### Q12. Do you think Cardiff HWRC facilities should be for Cardiff residents only?

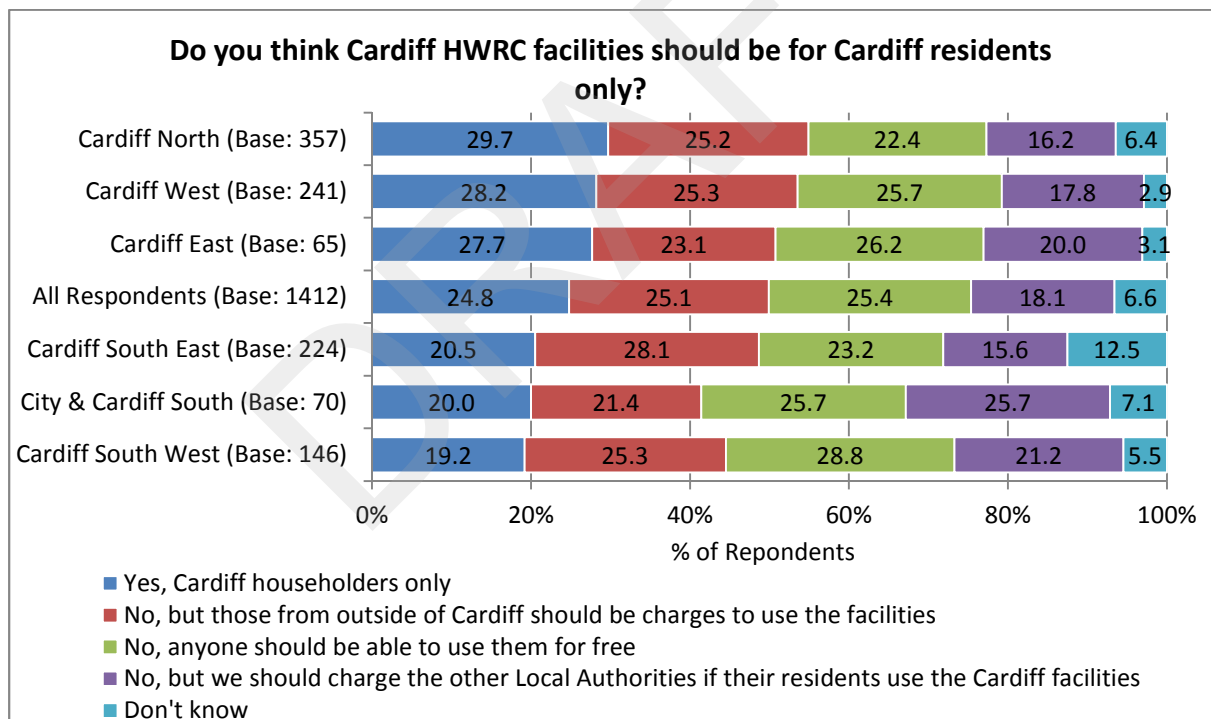
#### Overall

A quarter of respondents felt that Cardiff HWRC facilities should be for Cardiff householders only (24.8%), while similar proportions thought that anyone should be able to use them (25.4%) or that those from outside the city should be charged to use them (25.1%). Less than a fifth would like other local authorities to be charged if their residents use the facilities (18.1%).

HWRC Use Response	No.	%
No, anyone should be able to use them for free	359	25.4
No, but those from outside of Cardiff should be charged to use the facilities	355	25.1
Yes, Cardiff householders only	350	24.8
No, but we should charge the other Local Authorities if their residents use the Cardiff facilities	255	18.1
Don't know	93	6.6
<b>TOTAL RESPONDENTS</b>	<b>1,412</b>	<b>100.0</b>

### Neighbourhood Partnership Area

Cardiff North respondents were most likely to think that the HWRCs should be for Cardiff householders only (29.7%). Cardiff South East respondents were most in favour of charging those from outside the city to use them (28.1%). Cardiff South West had the highest proportion that felt they should be free for anyone to use (28.8%). Respondents from City & Cardiff South were most likely to want to charge other local authorities for their residents using the facilities (25.7%).



### Q13. I'd like more help to understand what can be recycled and where to put things at the HWRCs?

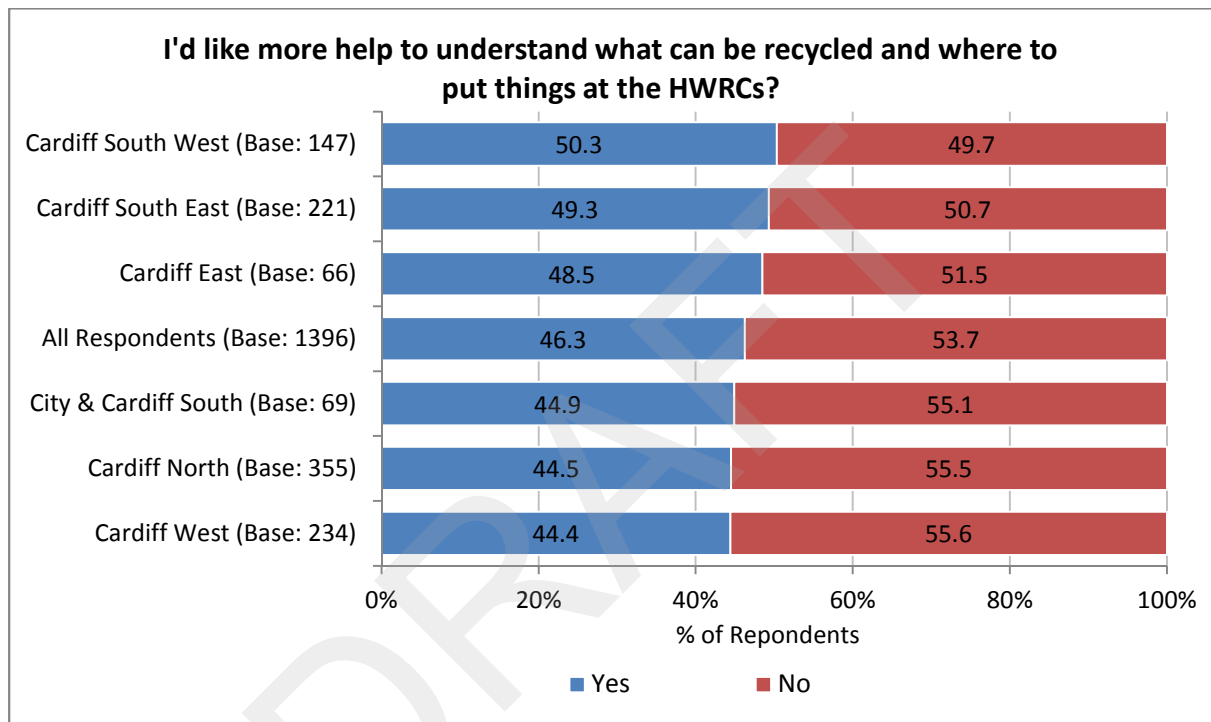
#### Overall

Almost half (46.3%) of respondents would like more help to understand what can be recycled and where to put things at HWRCs.

Response	No.	%
Yes	646	46.3
No	750	53.7
<b>TOTAL RESPONDENTS</b>	<b>1,396</b>	<b>100.0</b>

### Neighbourhood Partnership Area

Respondents from Cardiff South West (50.3%) were most likely to want more help, compared to 44.4% for Cardiff West.



### Q14. Cardiff Council are looking to have a reuse shop on a HWRC site. If there was a reuse shop would you use it or donate items?

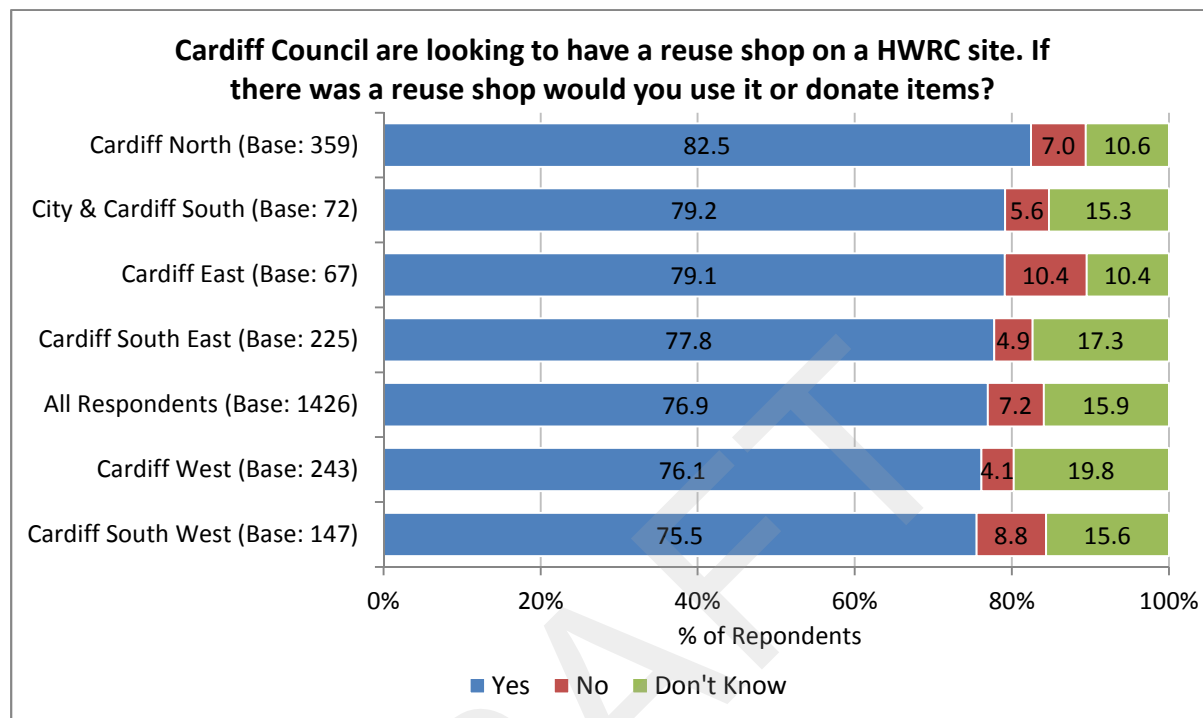
#### Overall

More than three-quarters (76.9%) of respondents would use a reuse shop on a HWRC site or donate items.

Response	No.	%
Yes	1,097	76.9
No	102	7.2
Don't Know	227	15.9
<b>TOTAL RESPONDENTS</b>	<b>1,426</b>	<b>100.0</b>

## Neighbourhood Partnership Area

Over three-quarters of respondents from each of the NPAs said they would use or donate to a reuse shop on a HWRC site, with this figure reaching 82.5% in Cardiff North. Cardiff East residents were most likely to say they would not use it (10.4%).



## BRING SITES

### Q15. Do you use local bring site/bottle banks?

#### Overall

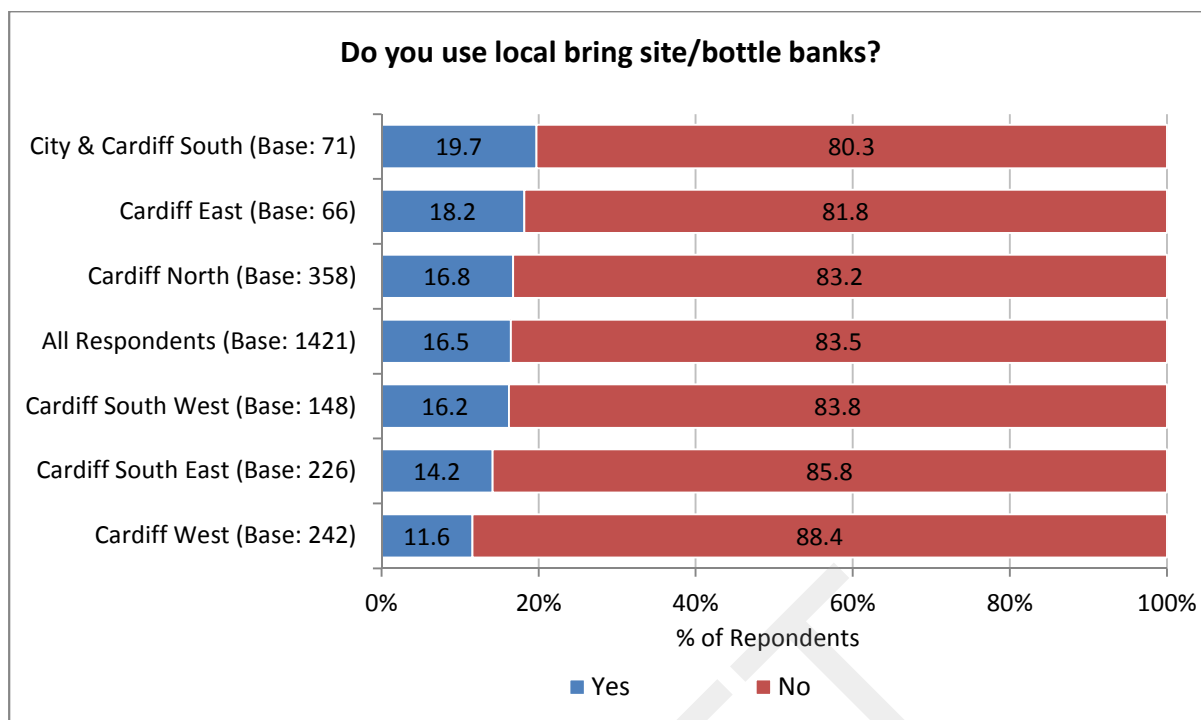
Only around a sixth (16.5%) of those completing the questionnaire indicated that they use local bring site/bottle banks.

Response	No.	%
Yes	234	16.5
No	1,187	83.5
<b>TOTAL RESPONDENTS</b>	<b>1,421</b>	<b>100.0</b>

## Neighbourhood Partnership Area

Less than a fifth of respondents in each of the NPAs use a bring site/bottle bank, with this proportion ranging from 11.6% in Cardiff West to 19.7% in City & Cardiff South.





**Q16. Do you think there should be more bring sites or bottle banks across Cardiff?**

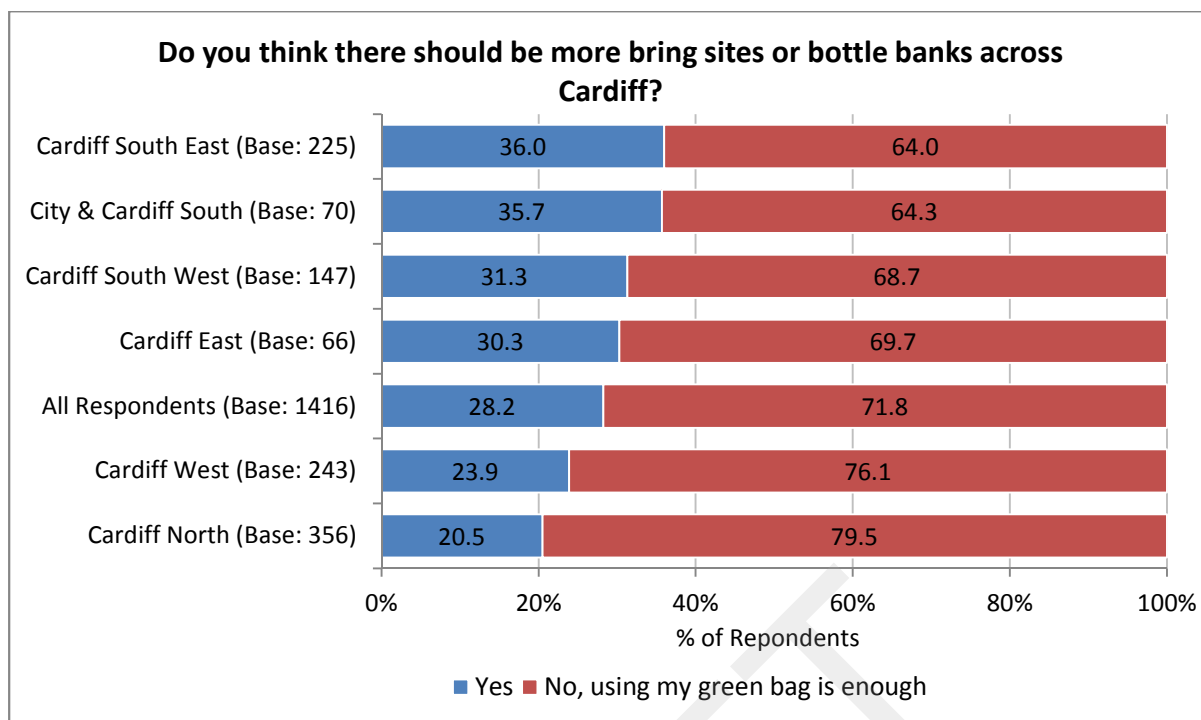
**Overall**

Less than three-tenths (28.2%) of respondents felt that there should be more bring sites or bottle banks across Cardiff.

Response	No.	%
Yes	400	28.2
No, using my green bag is enough	1,016	71.8
<b>TOTAL RESPONDENTS</b>	<b>1,416</b>	<b>100.0</b>

**Neighbourhood Partnership Area**

Cardiff South East residents (36.0%) were most likely to want more bring sites/bottle banks across the city, compared with just 20.5% in Cardiff North.



## WASTE RESTRICTIONS

**Q17. If the green waste collections stopped in the winter months, would you consider paying for the 'opt in' service during the winter months (end of October until end of March)?**

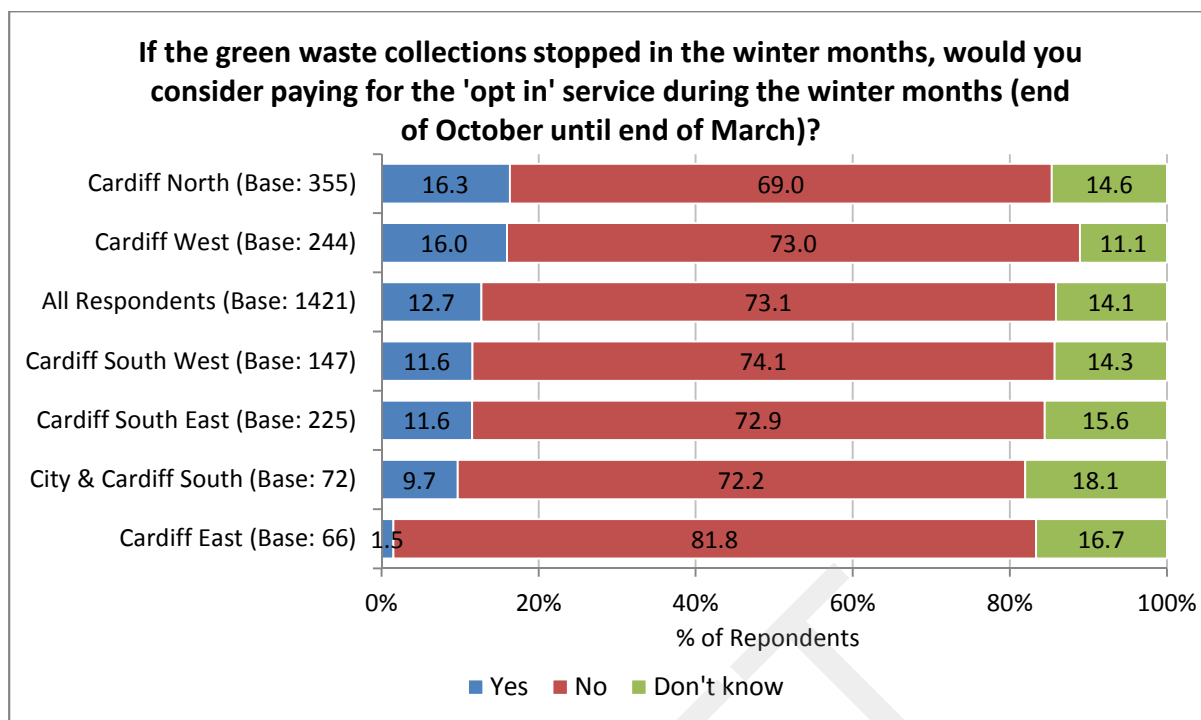
### Overall

Only 12.7% would consider paying for the 'opt in' service for green waste collections, while around three-quarters (73.1) would not pay and 14.1% did not know.

Response	No.	%
Yes	181	12.7
No	1,039	73.1
Don't Know	201	14.1
<b>TOTAL RESPONDENTS</b>	<b>1,421</b>	<b>100.0</b>

### Neighbourhood Partnership Area

Only 1.5% of respondents from Cardiff East would consider paying for the service, rising to 16.3% for Cardiff North.



## HESSIAN SACKS IN TRI-BAG AREAS

### Q18. Which is your preferred option for the collection of garden waste?

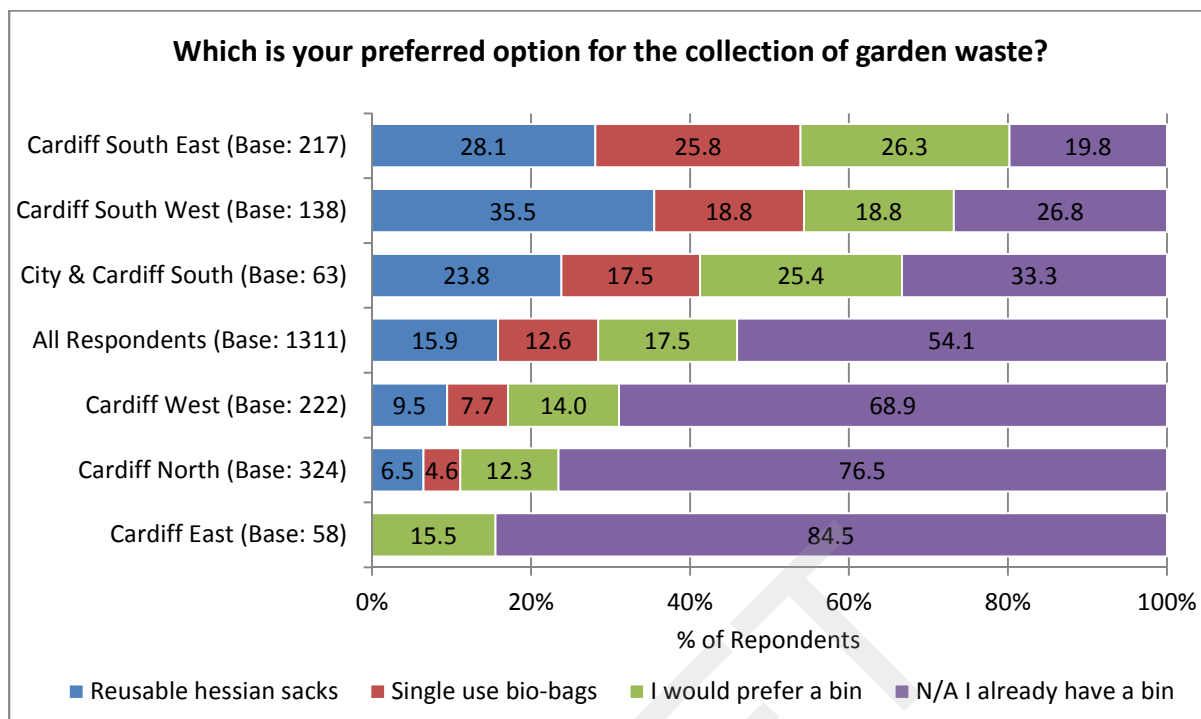
#### Overall

When asked to indicate their preferred option for the collection of garden waste, more than half stated that it was not applicable as they already had a bin (54.1%). Of the other three options, a bin (17.5%) was the popular choice, followed by reusable hessian sacks (15.9%) and single use bio-bags (12.6%).

Preferred Option	No.	%
N/A I already have a bin	709	54.1
I would prefer a bin	229	17.5
Reusable hessian sacks	208	15.9
Single use bio-bags	165	12.6
<b>TOTAL RESPONDENTS</b>	<b>1,311</b>	<b>100.0</b>

#### Neighbourhood Partnership Area

The proportion of residents that already had a garden waste bin varied greatly across the NPAs, ranging from just 19.8% in Cardiff South East to 84.5% in Cardiff East. Reusable hessian bags were most likely to be the preference by residents of Cardiff South West (35.5%), whereas no one in Cardiff East chose this option. Meanwhile, single use bio-bags and bins were most likely to be selected by those living in Cardiff South East: 25.8% and 26.3% of respondents respectively.



## HOUSEHOLD KERBSIDE COLLECTIONS

**Q19. If the council has to reduce the amount of general wastes they collect from me, I would prefer:**

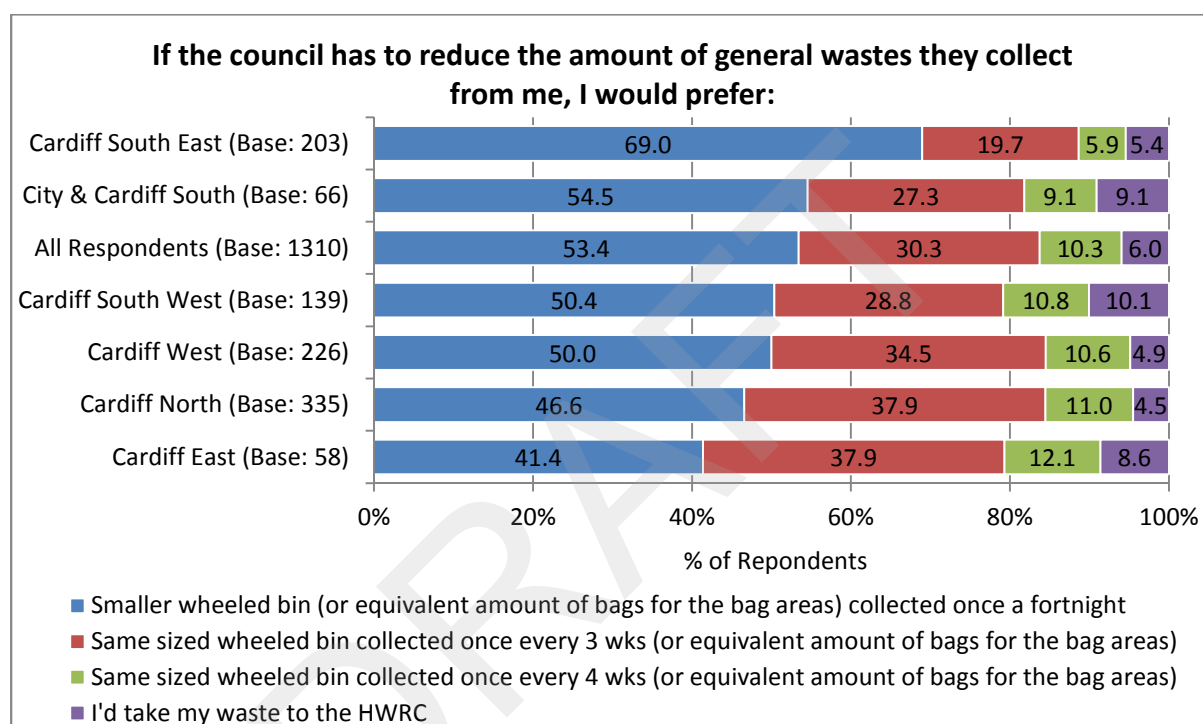
### Overall

More than half of respondents (53.4%) stated that they would prefer a smaller wheeled bin (or equivalent amount of bags for bag areas) to be collected fortnightly if the council has to reduce the amount of general wastes collected. Three-tenths (30.3%) opted for the same sized bin/number of bags collected every three weeks, while a tenth (10.3%) chose the same sized bin/number of bags collected every four weeks. Just 6.0% would take their waste to the HWRC.

Preference	No.	%
A smaller wheeled bin (or equivalent amount of bags for the bag areas) collected once a fortnight	700	53.4
The same sized wheeled bin collected once every three weeks (or equivalent amount of bags for the bag areas)	397	30.3
The same sized wheeled bin collected once every four weeks (or equivalent amount of bags for the bag areas)	135	10.3
I'd take my waste to the HWRC	78	6.0
<b>TOTAL RESPONDENTS</b>	<b>1,310</b>	<b>100.0</b>

## Neighbourhood Partnership Area

A smaller wheeled bin (or the equivalent amount of bags) was the option most selected in each of the NPAs, although this proportion ranged from 41.4% in Cardiff East to 69.0% in Cardiff South East. The percentage preferring the same sized wheeled bin/number of bags collected every three weeks varied from 19.7% in Cardiff South East to 37.9% in both Cardiff North and Cardiff East. Cardiff East (12.1%) was also the NPA most likely to prefer the same sized wheeled bin/number of bags collected every four weeks. Respondents from Cardiff South West (10.1%) were most likely to take their waste to the HWRC.



## Q20. Do you currently use the hygienic waste service to dispose of nappies?

### Overall

Only 1.6% said that they currently use the hygienic waste service to dispose of nappies.

Response	No.	%
Yes	22	1.6
No	1,371	98.4
<b>TOTAL RESPONDENTS</b>	<b>1,393</b>	<b>100.0</b>

**Q21. Do you think the Hygiene service for nappy and incontinence waste should be collected:**

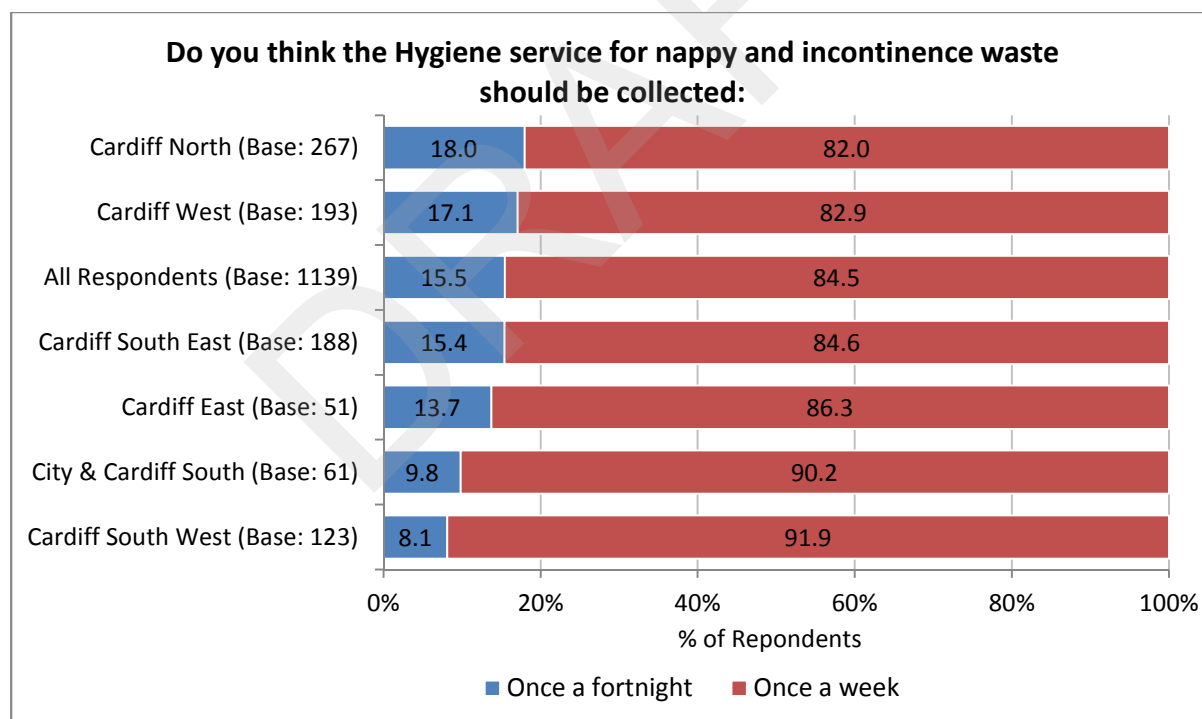
**Overall**

In terms of the frequency of hygiene waste collections, more than four-fifths (84.5%) believe that it should be collected weekly, compared with 15.5% that feel it should be collected fortnightly.

Frequency of Collection	No.	%
Once a fortnight	176	15.5
Once a week	963	84.5
<b>TOTAL RESPONDENTS</b>	<b>1,139</b>	<b>100.0</b>

**Neighbourhood Partnership Area**

Over four-fifths of respondents in each of the NPAs thought that the hygiene waste collections should be weekly and not fortnightly; ranging from 82.0% in Cardiff North to 91.9% in Cardiff South West.



**Q22. The collection frequency for recycling (cans, glass, plastics, card & paper) should be:**

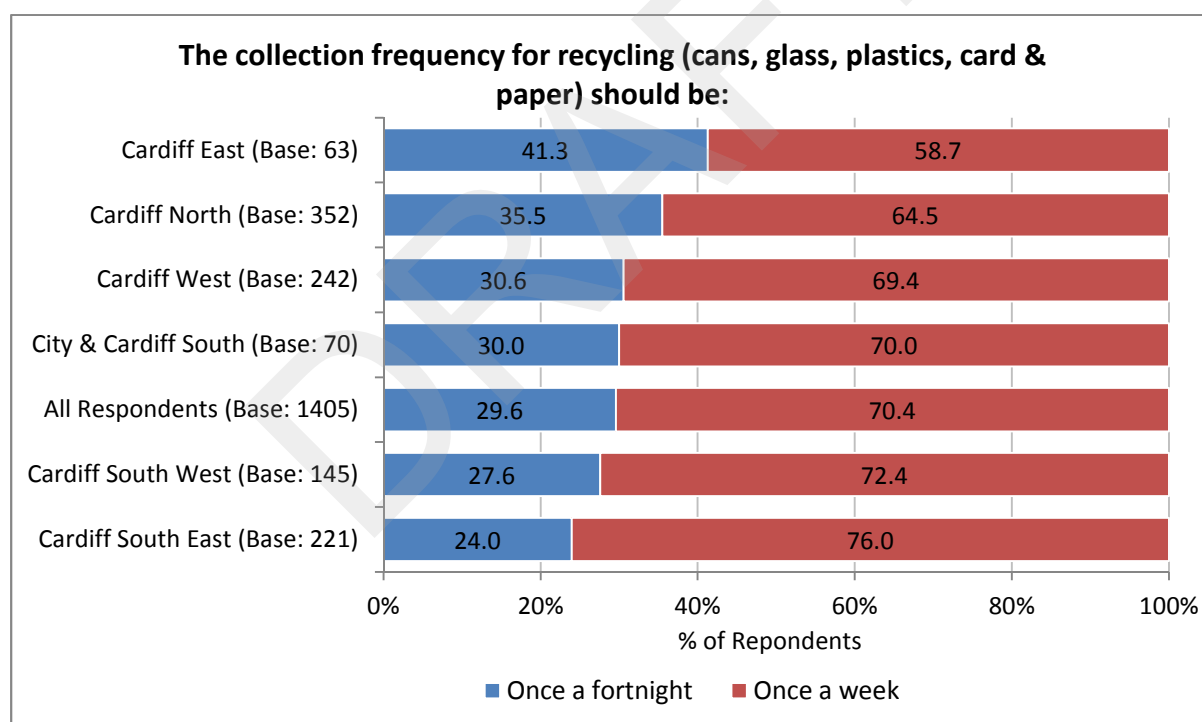
**Overall**

Seven-tenths (70.4%) of respondents thought that recycling should be collected weekly, while three-tenths (29.6%) chose fortnightly.

Frequency of Collection	No.	%
Once a fortnight	416	29.6
Once a week	989	70.4
<b>TOTAL RESPONDENTS</b>	<b>1,405</b>	<b>100.0</b>

**Neighbourhood Partnership Area**

Weekly recycling collections were the preferred option in each of the NPAs, although the proportion selecting this option ranged from 58.7% in Cardiff East to 76.0% in Cardiff South East.



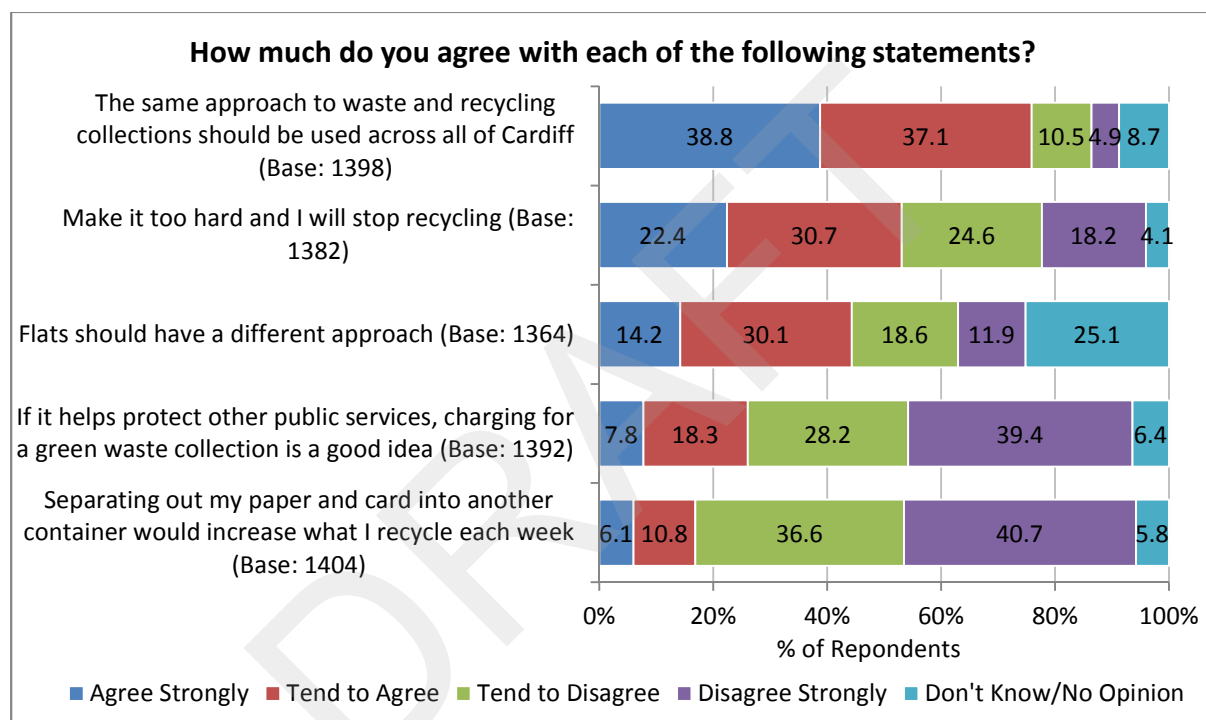
**Q23. How much do you agree with each of the following statements?**

**Overall**

Over three-quarters (75.9%) of respondents agreed that the same approach to waste and recycling should be used across all of Cardiff, including 38.8% that strongly agreed. The only other statement to be supported by more than half of the

respondents was that they would stop recycling if it was made too hard: 53.1%, including 22.4% that strongly agree. Meanwhile, more than two-fifths (44.4%) agreed that flats should have a different approach, although a quarter did not know or had no opinion (25.1%).

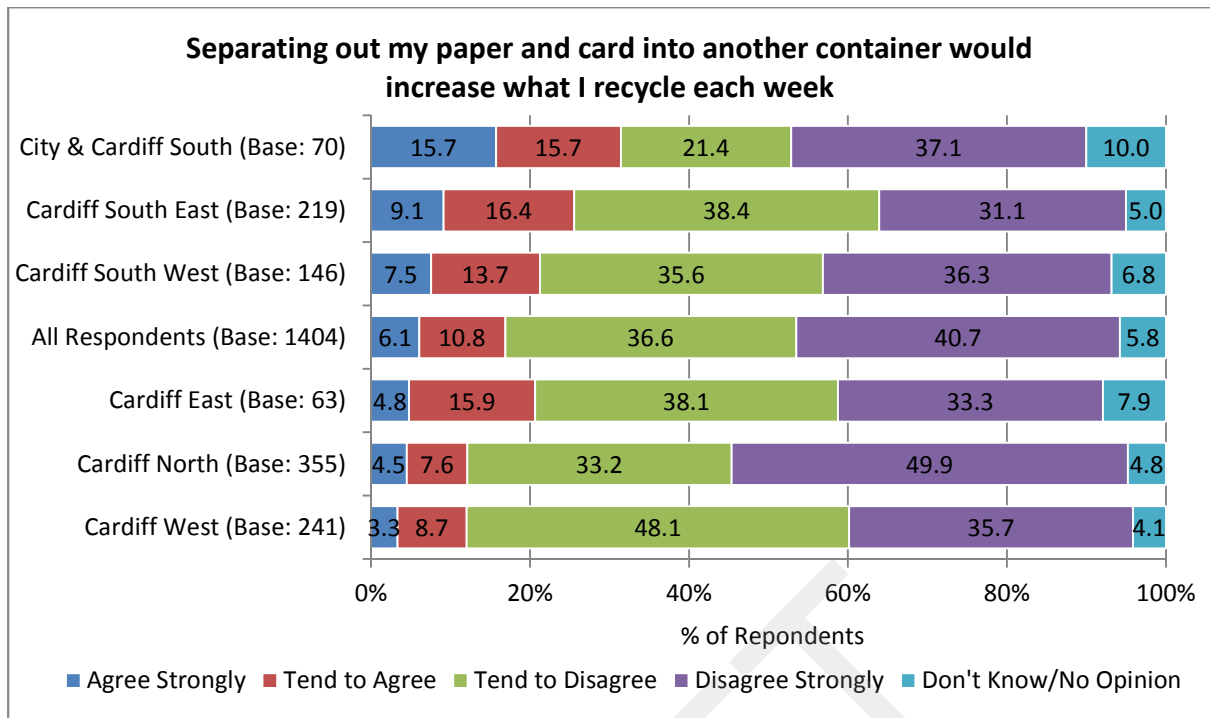
Around two-thirds (67.5%) disagreed that charging for a green waste collection is a good idea if it helps to protect other public services, with two-fifths (39.4%) strongly disagreeing. Similarly, more than three-quarters (77.4%) did not agree that separating out their paper and card into another container would increase their weekly recycling, including two-fifths (40.7%) that strongly disagreed with the statement.



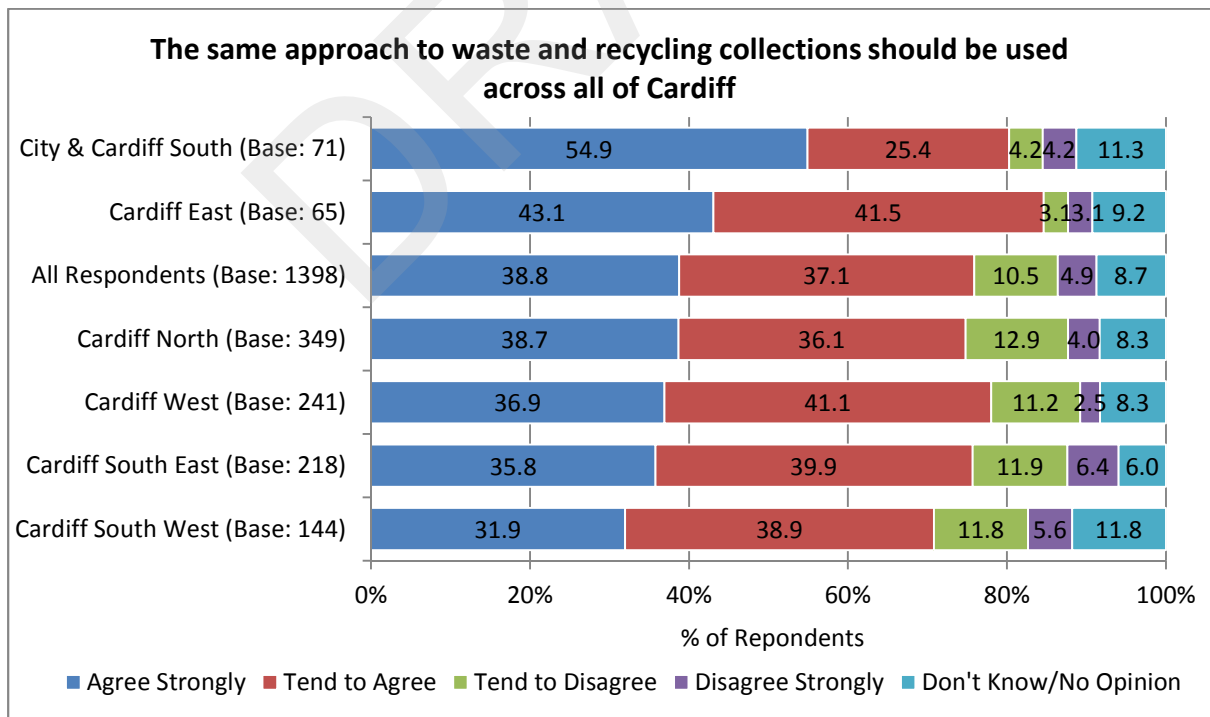
### Neighbourhood Partnership Area

More than half of respondents from each of the NPAs disagreed that separating out their paper and card into another container would increase their weekly recycling, with disagreement highest in Cardiff West (83.8%) and Cardiff North (83.1%). In the latter this included 49.9% that strongly disagreed. In contrast, those from City & Cardiff South (31.4%) were most likely to agree.



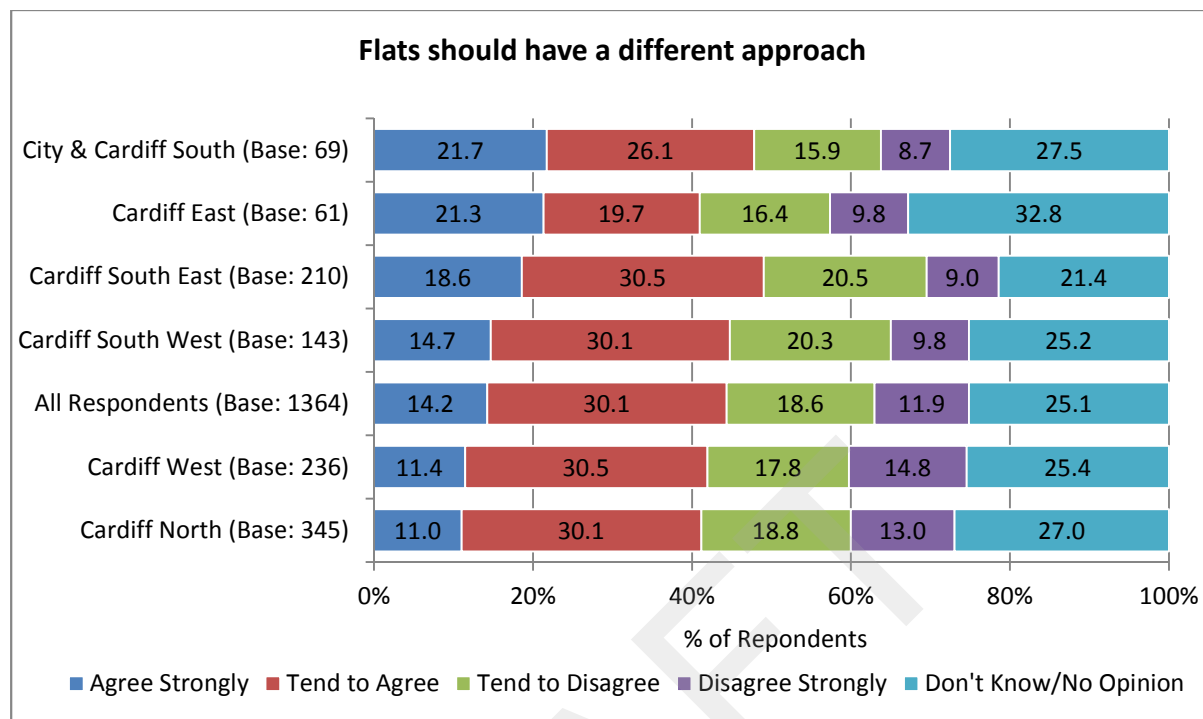


At least seven-tenths of respondents in each of the NPAs agreed that the same approach to waste and recycling should be used across all of Cardiff. This agreement was most prevalent in Cardiff East (84.6%), although City & Cardiff South had the largest proportion that strongly agreed (54.9%).

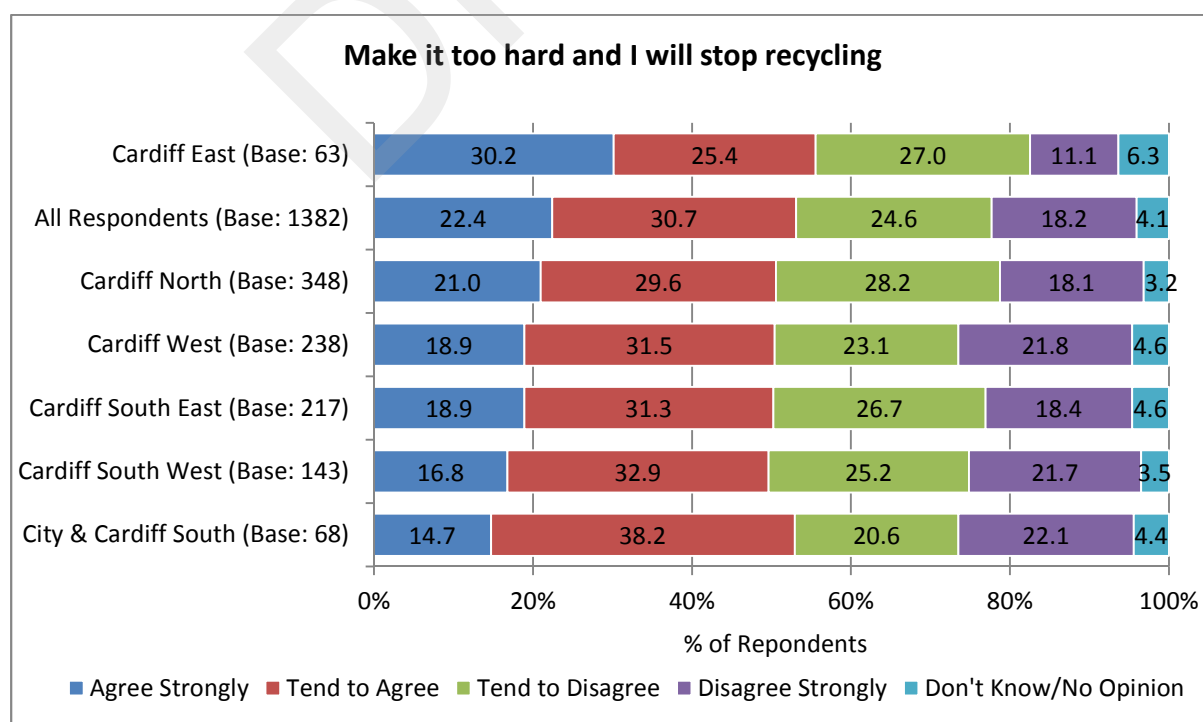


When asked whether flats should have a different approach, less than half of respondents from each NPA agreed to some extent, with Cardiff South East (49.0%)

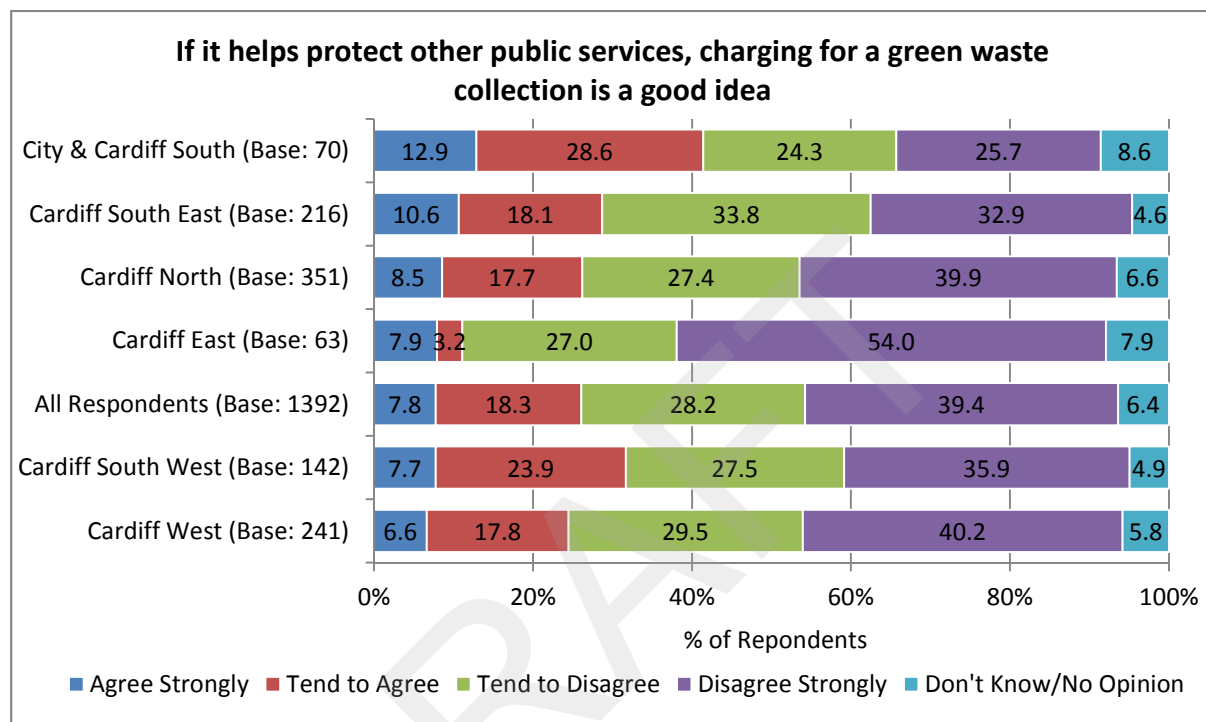
most likely to concur. However, at least a fifth in each area said that they did not know or had no opinion, with this figure reaching 32.8% in Cardiff East.



Around half of respondents from each NPA said they would stop recycling if it was made too hard, with residents of Cardiff East (30.2%) most likely to strongly agree. In contrast, more than a fifth in City & Cardiff South (22.1%), Cardiff West (21.8%) and Cardiff South West (21.7%) strongly disagreed with the statement.



The proportion of respondents who agreed that charging for a green waste collection is a good idea if it helps protect other public services ranged from a ninth in Cardiff East (11.1%) to around two-fifths in City & Cardiff South (41.4%). In contrast, at least half disagreed, and more than a quarter strongly disagreed, with the statement in each NPA. The percentage that strongly disagreed was highest in Cardiff East (54.0%), with more than half selecting this option.



**Q24. Which of the following would you prefer to use for your recycling?**

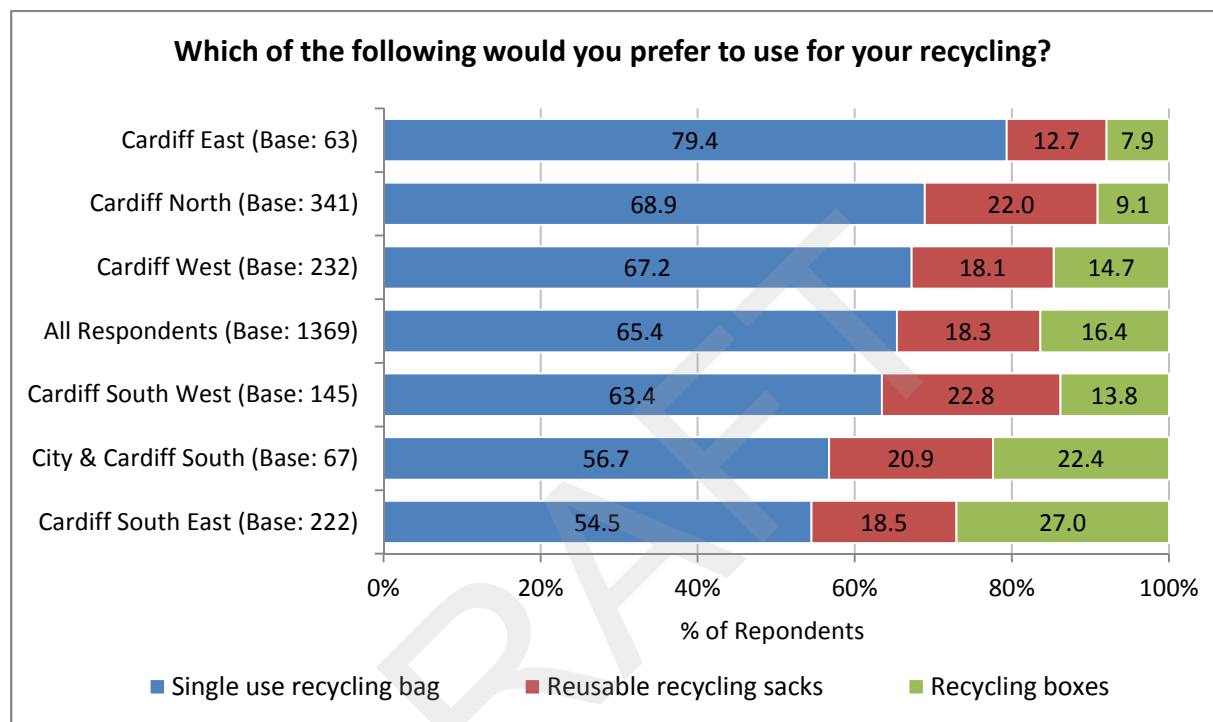
**Overall**

A single use recycling bag was the preferred choice for almost two-thirds (65.4%) of respondents; more than three times as popular as reusable sacks (18.3%) and around four times the figure for recycling boxes (16.4%).

Recycling Preference	No.	%
Single use recycling bag	895	65.4
Reusable recycling sacks	250	18.3
Recycling boxes	224	16.4
<b>TOTAL RESPONDENTS</b>	<b>1,369</b>	<b>100.0</b>

## Neighbourhood Partnership Area

Single use bags was also the preferred option in each NPA; ranging from 54.5% in Cardiff South East to 79.4% in Cardiff East. Reusable sacks were most likely to be selected in Cardiff South West (22.8%) while recycling boxes were most popular in Cardiff South East (27.0%). Cardiff South East and City & Cardiff South were the only two NPAs where recycling boxes were more popular than reusable recycling sacks.



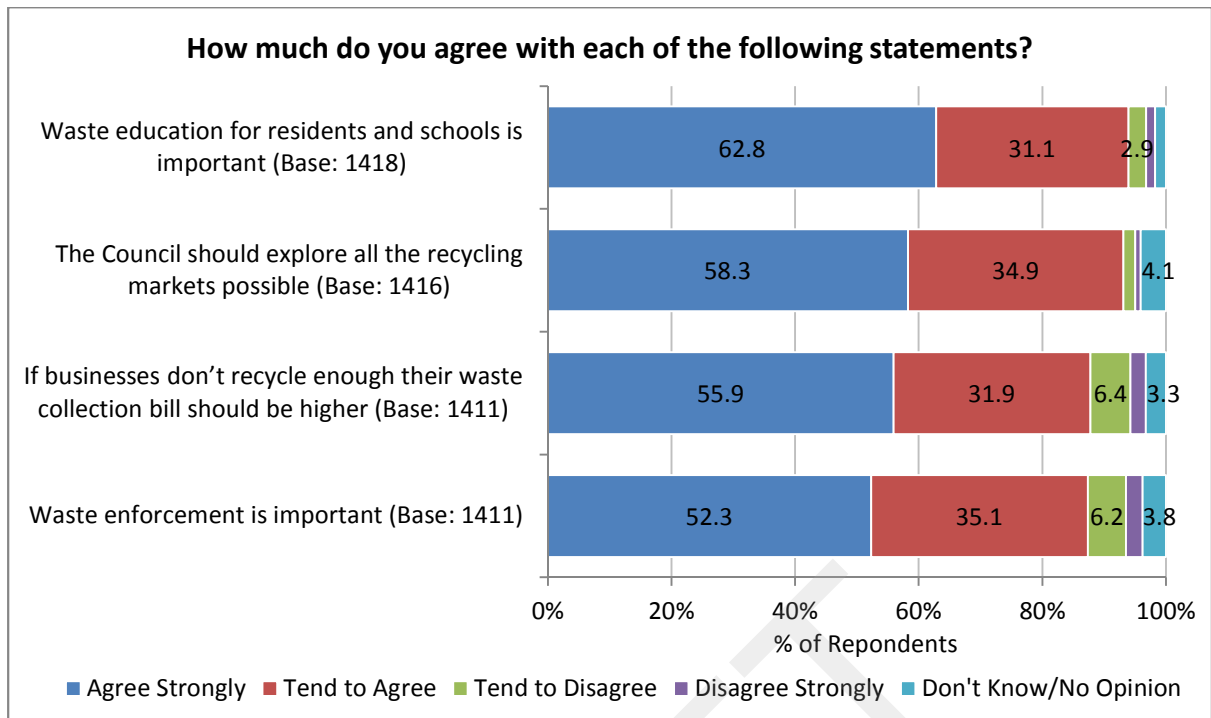
## OTHER AREAS FOR RECYCLING

### Q25. How much do you agree with the following statements?

#### Overall

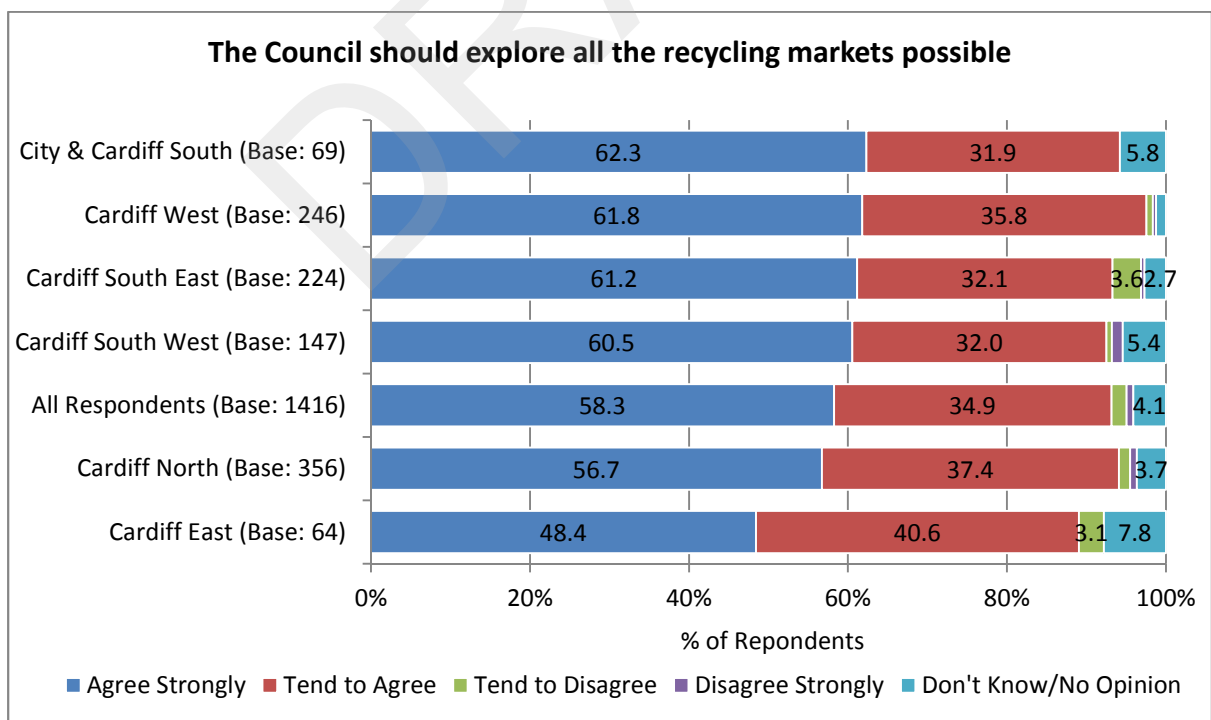
More than four-fifths of respondents concurred with each of the statements, while over half strongly agreed. However, support (93.9%) was greatest with regards to waste education being important for residents and schools, including 62.8% that strongly agreed. More than nine-tenths (93.1%) also agreed that the Council should explore all the recycling markets possible with 58.3% strongly agreeing.

If businesses don't recycle enough their waste collection bill should be higher was agreed with by 87.8%, including 55.9% that strongly agreed. Similarly, 87.4% thought that waste enforcement is important, with 52.3% strongly agreeing.



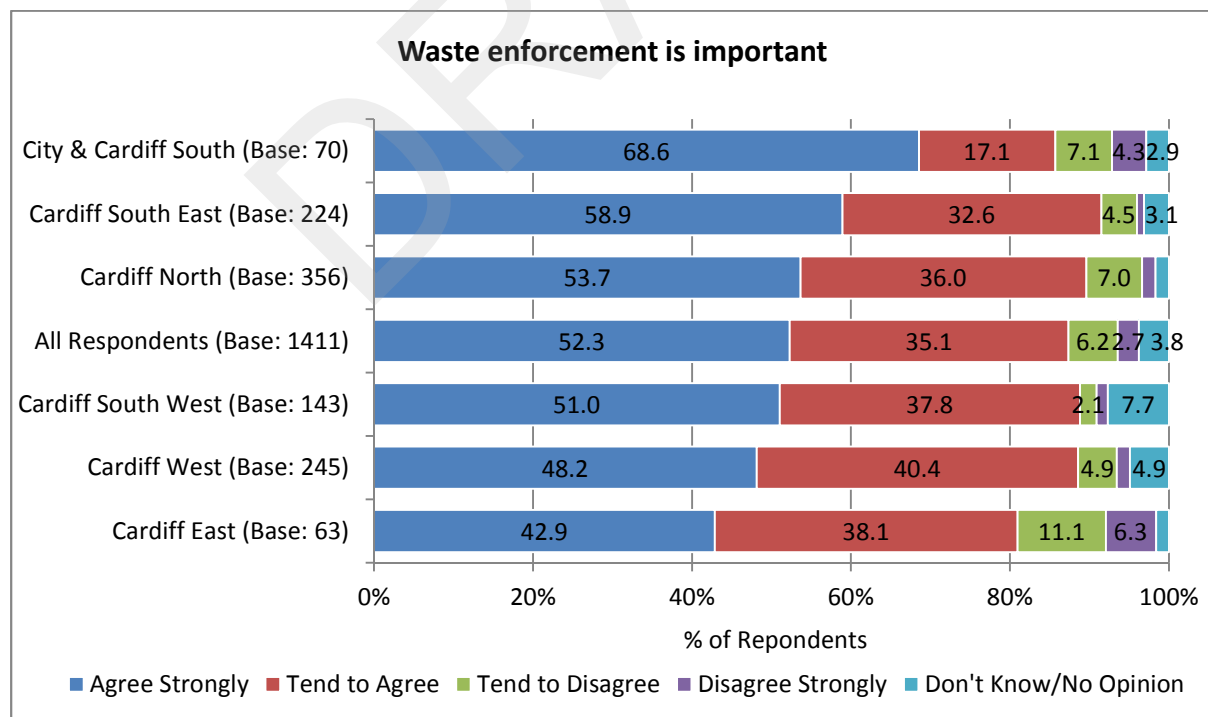
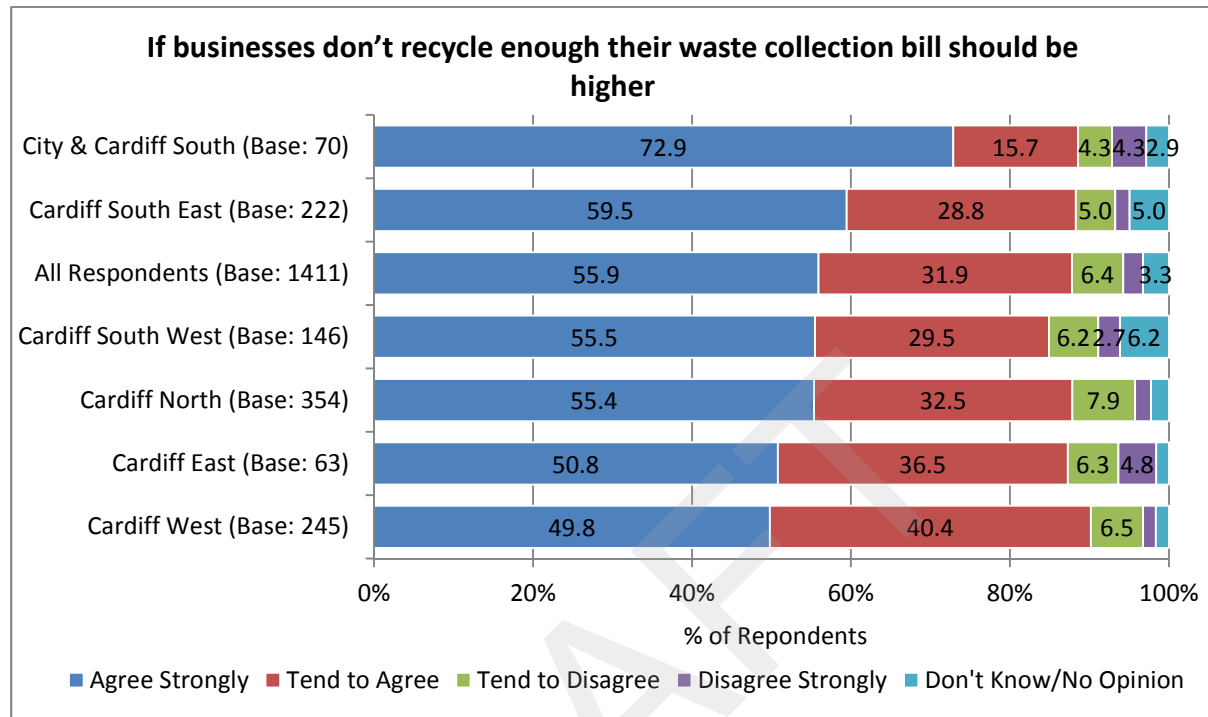
### Neighbourhood Partnership Area

The proportion of respondents that agreed with the idea that the Council should explore all the recycling markets possible ranged from 89.1% in Cardiff East to 97.6% in Cardiff West. None of the respondents from City & Cardiff South disagreed.



Agreement levels were again high across the NPAs with regards to businesses facing a higher waste collection bill if they do not recycle enough, ranging from

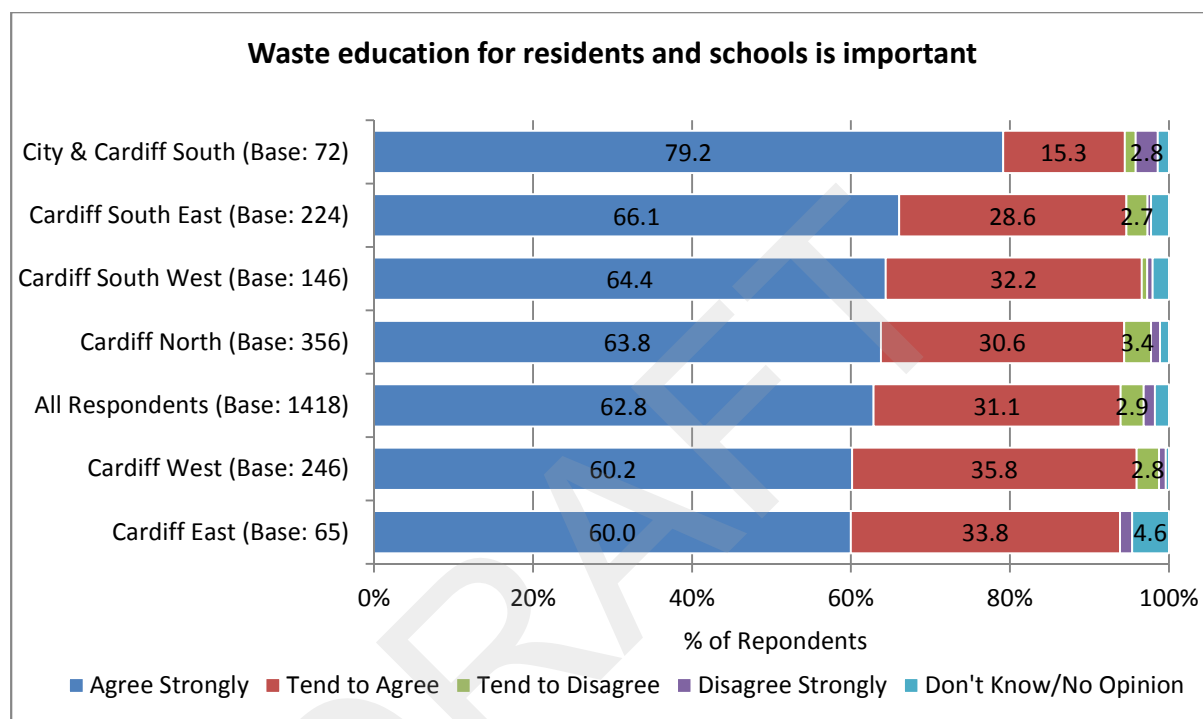
84.9% in Cardiff South West to 90.2% in Cardiff West. However, Cardiff West also had the smallest proportion strongly agreeing (49.8%) with the statement, compared with 72.9% in City & Cardiff South. Meanwhile, more than a tenth (11.1%) of respondents from Cardiff East disagreed with the proposal.



Over four-fifths of respondents in each of the NPAs agreed that waste enforcement is important, varying from a low of 81.0% in Cardiff East to a high of 91.5% in Cardiff

South East. However, more than a tenth disagreed in both Cardiff East (17.5%) and City & Cardiff South (11.4%).

Over nine-tenths of respondents agreed, and at least three-fifths strongly agreed, that waste education for residents and schools is important in each of the NPAs. City & Cardiff South (79.2%) had the greatest proportion strongly agreeing, although Cardiff South West (96.6%) saw the highest percentage supporting the statement to some extent.



## OVERALL STRATEGY

### Q26. Please choose the top three that are a priority to you:

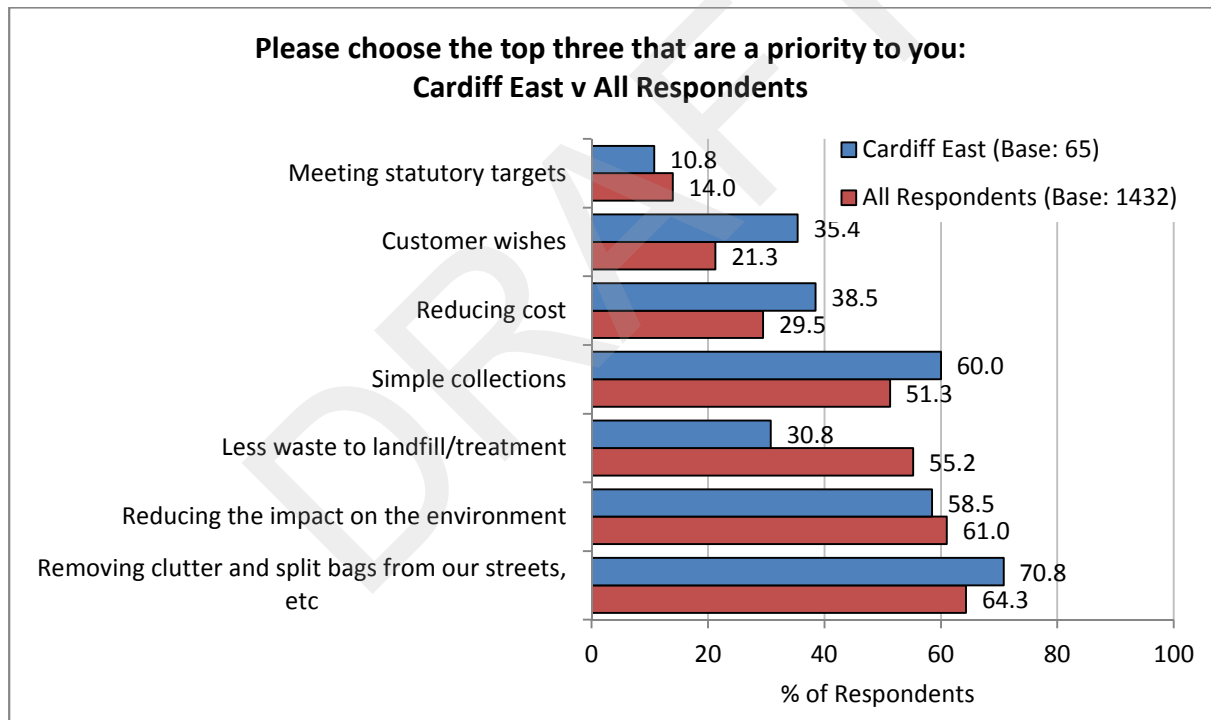
#### Overall

When asked to choose their top three priorities for the overall strategy, more than three-fifths selected the removal of clutter and split bags from the streets (64.3%) and reducing the impact on the environment (61.0%). Over half also highlighted sending less waste to landfill/treatment (55.2%) and simple collections (51.3%) as priorities. In contrast, reducing cost (29.5%), customer wishes (21.3%) and meeting statutory targets (14.0%) were deemed to be much less important.

Priority	No.	%
Removing clutter and split bags from our streets, etc	921	64.3
Reducing the impact on the environment	874	61.0
Less waste to landfill/treatment	791	55.2
Simple collections	734	51.3
Reducing cost	422	29.5
Customer wishes	305	21.3
Meeting statutory targets	200	14.0
<b>TOTAL RESPONDENTS</b>	<b>1,432</b>	<b>-</b>

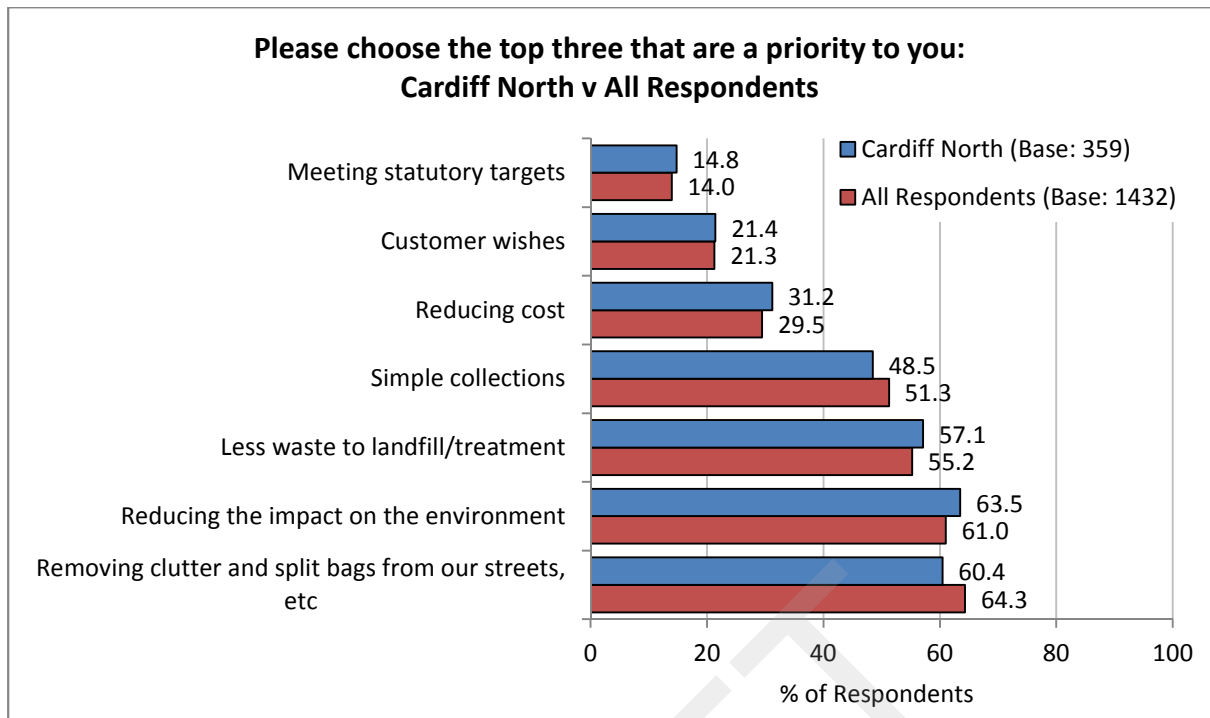
### Neighbourhood Partnership Area

As with all respondents, the main priority in Cardiff East was removing clutter and split bags from the streets (70.8%). However, simple collections (60.0%) was identified as the second highest concern in the NPA. Meanwhile, sending less waste to landfill/treatment (30.8%) was deemed much less of an issue.

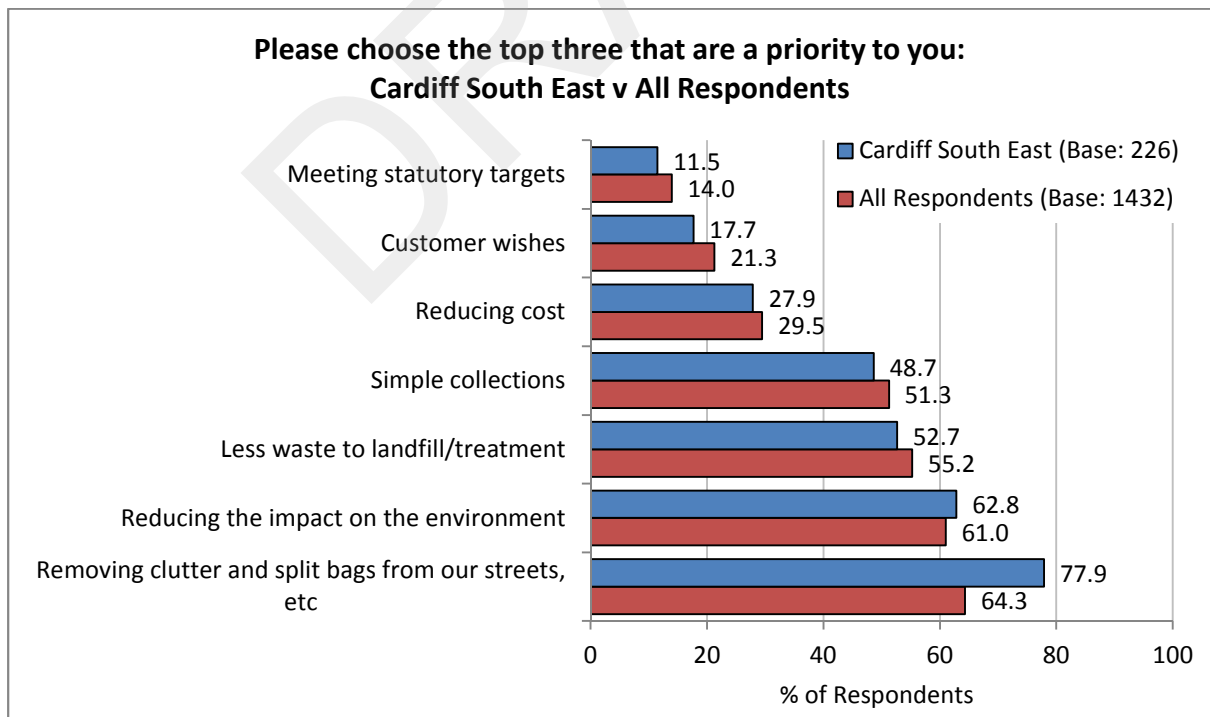


The priorities in Cardiff North were very similar to those of all respondents. However, whereas reducing the impact on the environment was the second biggest concern for all respondents, this was considered the main priority in the NPA (63.5%).



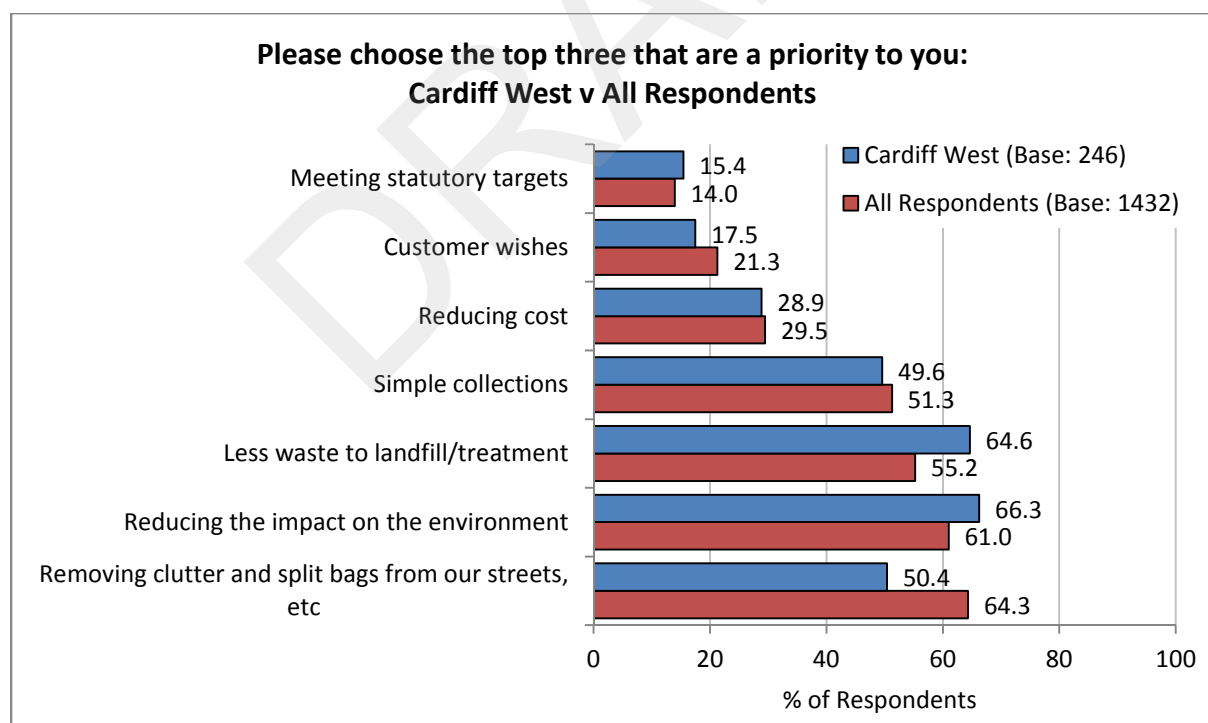
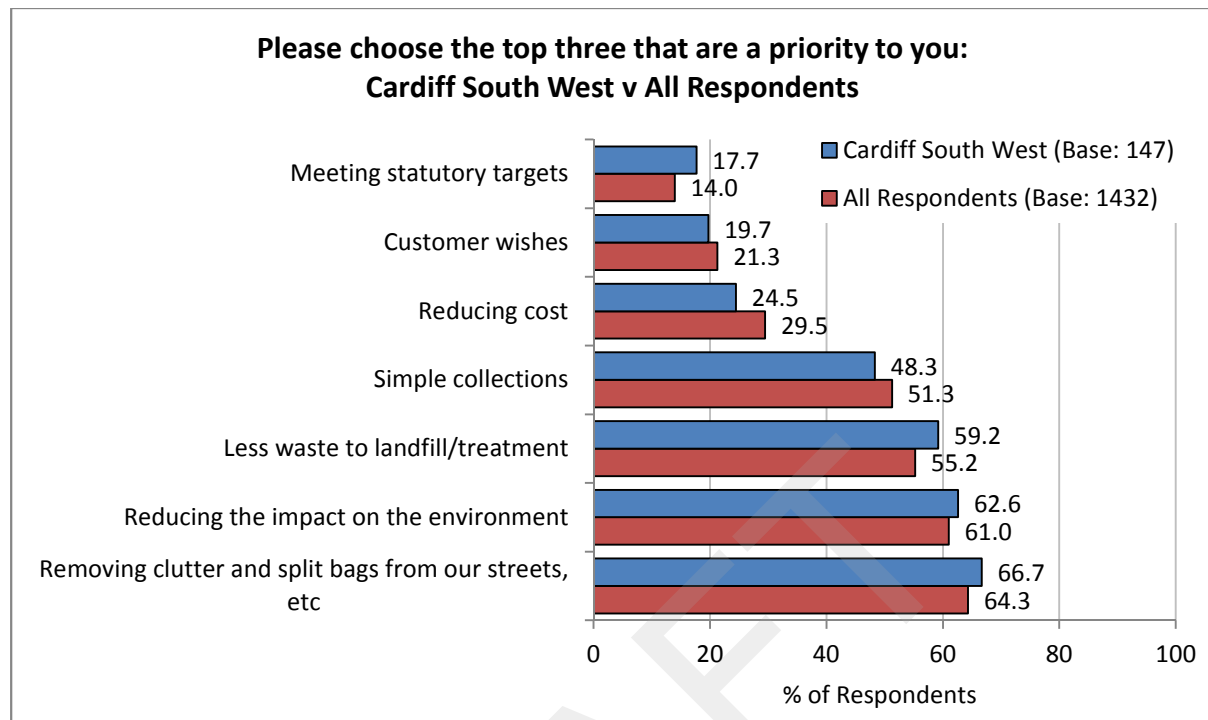


Cardiff South East's priorities were again very similar to those of all respondents, including the removal of clutter and split bags from the streets being deemed the main concern, although the proportion selecting this was higher in the NPA (77.9%) than the survey average (64.3%).



The priorities in Cardiff South West were also very similar to all respondents with removing clutter and split bags from the streets (66.7%), reducing the impact on the

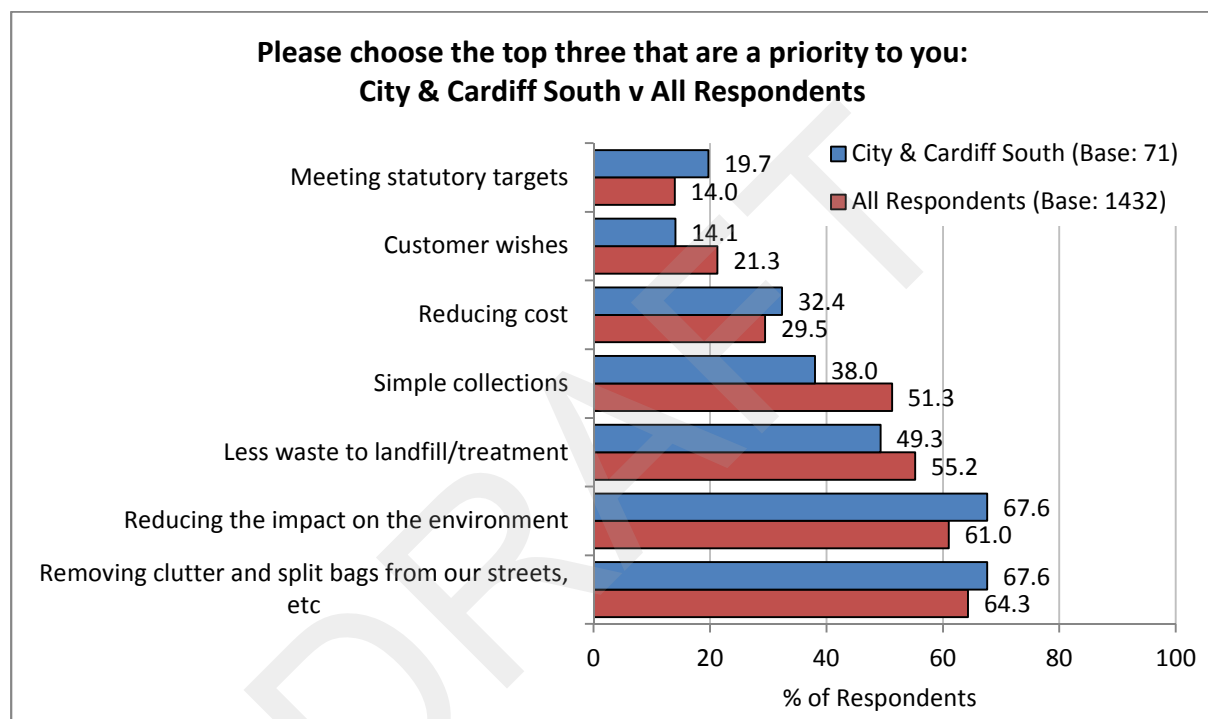
environment (62.6%) and less waste to landfill/treatment (59.2%) being the top three issues.



The three main priorities in Cardiff West were the same as for all respondents although they ranked in a different order. Reducing the impact on the environment (66.3%) was the biggest issue in the NPA, followed by sending less waste to landfill/treatment (64.6%), whereas these ranked second and third, respectively, for

all respondents. Removing clutter and split bags from the streets; the greatest concern for all respondents, was only deemed the third highest priority in the NPA (50.4%).

The joint-highest concerns in City & Cardiff South were removing clutter and split bags from the streets, and reducing the impact on the environment. Both were highlighted by around two-thirds (67.6%) of the NPAs respondents; above the comparative proportions for all respondents. Meanwhile, sending less waste to landfill/treatment (49.3%), simple collections (38.0%), and customer wishes (14.1%) were all seen as less of an issue in the NPA.



**Q27. Do you have any other comments you'd like to make about these proposals?**

**Overall**

When asked if they had any other comments to make about the proposals, the most common remarks were against 4 week collections and other proposals due to their negative impact, which was highlighted by almost two-fifths (39.2%) of respondents. This was followed by proposing ideas (22.5%) and improvements needed to support the general public (19.1%). More than a tenth also related to negative comments about the current waste service (14.4%) and penalties and fines enforcement (10.3%).

Comment	No.	%
Against 4 week collections and other proposals due to negative impact	248	39.2
Ideas	142	22.5
Improvements needed to support general public	121	19.1
Negative comments about current waste service	91	14.4
Miscellaneous	81	12.8
Penalties and fines enforcement	65	10.3
Reinstate closed recycling centres	51	8.1
Negative feeling towards consultation	41	6.5
Issues with rubbish in specific areas	37	5.9
Businesses to support recycling	37	5.9
Same rules for everyone	35	5.5
Against increased cost for waste collections	34	5.4
Negative feeling towards waste policy and ideas	32	5.1
Positive comments about current waste service	22	3.5
Support recycling ideas	20	3.2
Political, Council and management	19	3.0
Unfair penalties	14	2.2
<b>TOTAL RESPONDENTS</b>	<b>632</b>	<b>–</b>

NB. Percentages do not sum to 100% because some responses covered more than one category

## RESPONDENT PROFILE

### Q28. Gender: Are you?

There was a relatively even split between males (48.9%) and females (51.0%), while 0.1% identified themselves as transgender.

Gender	No.	%
Male	684	48.9
Female	713	51.0
Transgender	2	0.1
<b>TOTAL RESPONDENTS</b>	<b>1,399</b>	<b>100.0</b>

### Q29. What was your age on your last birthday?

The most common age of the respondent was 45-54 (19.2%), although there was a fairly even split from between the 25-34 and 55-64 age groups. However, only 5.9% were aged 16-24, while none were under 16.

Age Group	No.	%
Under 16	0	0.0
16-24	83	5.9
25-34	247	17.4
35-44	262	18.5
45-54	272	19.2
55-64	254	17.9
65-74	186	13.1
75+	113	8.0
<b>TOTAL RESPONDENTS</b>	<b>1,417</b>	<b>100.0</b>

**Q30. Including yourself, how many adults (aged 16 and over) live in your household?**

More than half of the respondents lived in a household with two adults (54.4%), while around a quarter (24.0%) were the only person aged 16 and over.

No. Adults	No.	%
1	334	24.0
2	758	54.4
3	174	12.5
4	81	5.8
5+	46	3.3
<b>TOTAL RESPONDENTS</b>	<b>1,393</b>	<b>100.0</b>

**Q31. And how many children (aged under 16) live in your household?**

Just over three-quarters (76.6%) had no children in their household, whereas around a tenth had one child (11.1%) or two children (9.8%).

No. Children	No.	%
0	1,039	76.6
1	150	11.1
2	133	9.8
3	27	2.0
4	6	0.4
5+	1	0.1
<b>TOTAL RESPONDENTS</b>	<b>1,356</b>	<b>100.0</b>

### Q32. Do you identify as a disabled person?

Around a tenth (10.8%) identified themselves as a disabled person.

Response	No.	%
Yes	150	10.8
No	1,200	86.6
Prefer not to say	36	2.6
<b>TOTAL RESPONDENTS</b>	<b>1,386</b>	<b>100.0</b>

### Q33. Which of the following apply to you:

Over two-fifths of those that completed the question stated they had a long-standing illness or health condition (41.1%), while more than a quarter highlighted a mobility impairment (27.5%), and around a fifth were deaf/deafened/hard of hearing (19.0%).

Condition	No.	%
Long-standing illness or health condition (eg cancer, HIV, diabetes, asthma)	136	41.1
Mobility impairment	91	27.5
Prefer not to say	67	20.2
Deaf/Deafened/Hard of hearing	63	19.0
Mental Health difficulties	29	8.8
Visual impairment	20	6.0
Wheelchair user	15	4.5
Learning impairment/difficulties	4	1.2
Other	23	6.9
<b>TOTAL RESPONDENTS</b>	<b>331</b>	<b>-</b>

NB. Percentages do not sum to 100% because respondents could give more than one answer

### Q34. Which of the following describes your household type?

Household Type	No.	%
Semi-detached	445	31.6
Mid-terrace	422	30.0
Detached	225	16.0
Flat	167	11.9
End-terrace	101	7.2
Bungalow	38	2.7
Other	10	0.7
<b>TOTAL RESPONDENTS</b>	<b>1,408</b>	<b>100.0</b>

The most common dwelling type of respondents was semi-detached (31.6%), followed by mid-terrace (30.0%). Meanwhile, 16.0% lived in a detached abode and 11.9% in a flat.

### Q35. What is your ethnic group?

More than nine-tenths (93.5%) of respondents stated that they belonged to a white ethnic group, while 4.1% preferred not to say.

<b>Ethnic Group</b>	<b>No.</b>	<b>%</b>
<b>White:</b>	<b>1,288</b>	<b>93.5</b>
Welsh/English/Scottish/Northern Irish/British	1,239	90.0
Irish	9	0.7
Gypsy or Irish Traveller	0	0.0
Other	40	2.9
<b>Mixed/Multiple Ethnic Groups:</b>	<b>13</b>	<b>0.9</b>
White & Black Caribbean	4	0.3
White & Black African	2	0.1
White & Asian	3	0.2
Other	4	0.3
<b>Asian/Asian British:</b>	<b>9</b>	<b>0.7</b>
Indian	9	0.7
Pakistani	2	0.1
Bangladeshi	6	0.4
Chinese	1	0.1
Other	2	0.1
<b>Black/African/Caribbean/Black British:</b>	<b>4</b>	<b>0.3</b>
African	1	0.1
Caribbean	3	0.2
Other	0	0.0
Arab	3	0.2
Any other ethnic group	4	0.3
Prefer not to say	56	4.1
<b>TOTAL RESPONDENTS</b>	<b>1,377</b>	<b>100.0</b>

This page is intentionally left blank



---

**OUTLINE WASTE MANAGEMENT STRATEGY 2015 - 2018**

---

**Purpose of Report**

1. To provide Members with a summary of the Outline Waste Management Strategy for 2015 to 2018. Following the October Cabinet meeting the Draft Waste Management Strategy 2015 to 2018 will be put out for consultation. It is anticipated that the Waste Management Strategy 2015 to 2018 will be in place by April 2015.

**Background**

2. The council has to comply with the following waste legalisation in relation to waste performance and recycling.
  - The Landfill Allowances Scheme (Wales) Regulations 2004 for the disposal of biodegradable waste.
  - Recycling, Preparation for Re-use and Composting Targets (Definitions) (Wales) Order 2011 and Regulations 4 and 5 of The Recycling, Preparation for Re-use and Composting Targets (Monitoring and Penalties) (Wales) Regulations 2011 for recycling performance targets.
3. Cardiff's Waste Management Strategy 2011-2015 was published in 2011 and resulted in a significant change to the way recycling and waste is collected in Cardiff. It moved the city to a fortnightly collection of residual waste, and separate weekly collections of food waste and recycling. This change in kerbside collection method, along with adopting many other recommendations from the previous waste strategy has seen Cardiff's overall recycling, re-use and composting rate rise from 39% in 2009/10 to 52% in 2012/13. The City of Cardiff Council achieved its first statutory reuse/recycling & composting target of 52% in 2012/13. However, the 2013/14 period saw the city only achieving 50%.

4. The following statutory targets are in place and each carries a £200 per tonne penalty for failure. As a result of Cardiff's recycling performance in 2013/14 the Council could face fines in excess of £800,000. Therefore, it is imperative that the Council takes steps to improve its recycling performance.

### Cardiff's Statutory Targets

- **Table 1 - Targets on waste collected by Local Authorities**

Targets on waste collected by Local Authorities	2014/15	2015/16	2019/20	2024/25
Minimum overall recycling	52%	58%	64%	70%
Maximum level of landfill	-	-	10%	5%
Maximum level of energy from waste	-	42%	36%	30%
Biodegradable Landfill Allowance	43729t	41692t	33557t	-

- **Table 1 - Targets on waste collected by Local Authorities**

5. **Table 1** illustrates the waste targets that have been allocated to Welsh Local Authorities. It should be noted that the 2014/15 target for minimum overall recycling is 52%; this will increase to 58% in 2015/16, 64% in 2019/20 and 70% by 2024/25.
6. In addition to statutory targets, there has been a change to the fundamental EU legislation that relates to recycling and waste collections. This is set out in the revised Waste Framework Directive 2012 and subsequently the Waste (England and Wales) (Amendment) Regulations 2012. These regulations outline the need for separate collections of waste paper, metal, plastic or glass by January 2015 or a robust evidence based defence to demonstrate that the current collection methods used can achieve high quality recycling, whilst also being the best technical, environmental and economically practicable solution (TEEP).
7. Absolute change is not required by 1st January 2015, but the Council must be working towards a business case for change or a TEEP evidence base. Any business case must be benchmarked against a kerbside sort box solution as the EU and Welsh Government determine this method to be to optimum solution for low cost, sustainable and high quality recycling services.

8. Therefore, as a comingled authority, the Council must develop a robust evidence base around its decision process and present data modelling on the Council's chosen collection method. The main areas that the Council needs to consider in this evidence base are:

- **High Quality Recycling** - How do the councils current end markets compare with that of kerbside recycling systems, for example, do we supply the same closed loop markets. There is a potential legal argument that as long as the material is recycled then this meets the definition of high quality recycling. Welsh Government has taken this meaning to be closed loop only as kerbside sort is perceived to provide higher quality outputs.
- **Technically Practicable** – Is there any reason why kerbside sort cannot be undertaken. This can be taken down to a very small localised area, for example, flats.
- **Environmentally Practicable** – Is it more damaging to the environment to undertake kerbside sort than the current method, for example, an increased carbon footprint.
- **Economically Practicable** - The service costs from collections through to reprocessing should be compared against the default kerbside collection and reprocessing systems.

The council should also consider:

- **Human Health** - This could be the impacts of increased traffic congestion from slower kerbside collections and/or having to transport product to further distances to ensure they are processed through a closed loop processors.
- **Social Impacts** – This could cover a wide number of impacts and include the number of people employed in the street scene and quality impact on residents.

### **Waste Strategy & Recycling Performance**

9. The majority of the initiatives identified to take the council to 52% have been delivered. A revised strategy is now required to deliver the next step changes in recycling performance and take the council to over 64% by 2020. This in effect means that after taking into consideration waste and population growth we have to recycle approximately 32,000 tonnes of additional waste in Cardiff each year; the current recycling volume is currently 85,578 tonnes per annum.

10. In 2013/14 the Council failed to reach the recycling targets by over 4000 tonnes. If the full fine is imposed, this would equate to a fiscal penalty of over £800,000. The “do nothing option” is not an option for Cardiff; if no further changes are made to the council recycling services delivery the fines between now and 2020 could equate to over £21m. As a consequence the Council has undertaken a review of each service section to establish the required actions to deliver step changes in recycling.

### **Household Waste Recycling Centres**

11. The Household Waste Recycling Centres achieved 65% recycling in 2013/14. A series of proposed improvements are being implemented in 2014/15 with a need to reach the 80% recycling target for the sites.

### **Street Cleansing**

12. Street Cleansing is seen as a difficult area in which to make recycling improvements, however, it is felt that the currently low recycling rate can be improved and that a 60% recycling rate is achievable. The recycling of sweepings is currently under a regional procurement exercise for 2014/15 and will provide the greatest proportion of recycling for this waste stream. Other initiatives need to be more recycling litter bins, more recycling of bulky and fly tipped materials and recycling of the litter collected by operatives and from waste litter bins.

### **Commercial Waste**

13. The core infrastructure is in place for commercial recycling with the Commercial Waste Service (currently recycling 37%) and the trade facility at Bessemer Close. Further marketing of the new commercial trade site is required . A balance will need to be achieved between income and recycling performance in order to achieve the required recycling levels. A commercial business plan is in place to grow the service for income and also to encourage recycling.

### **Project Gwyrdd**

14. Project Gwyrdd has been developed as an alternative waste treatment solution to landfill, for waste not recycled at the kerbside or through commercial, House Waste Recycling

Centres, i.e. waste which cannot be recycled. However some outputs for recycling are guaranteed. From April 2016, not before, the facility is guaranteed to provide a 5% contribution to recycling from the proportion of Council waste processed and will be an assistance to the council in moving towards higher recycling, but will not offer the full solution.

### **Domestic collections**

15. Since the 2011 service change, the recycling from the households has increased has now plateaued and is unlikely to change without a service change to drive recycling out of the residual waste bins and bags.
16. The Council provides a weekly recycling and food collection service; currently 64% of households regularly use these services. This percentage needs to increase to achieve the higher recycling targets. The top performing Local Authorities, such as Monmouthshire, have one factor in common; they have recently introduced a strict limit on how much general waste can be presented for collections. This can be achieved by providing a smaller wheeled bin (exchange the current 240 litre capacity to a 140 litres), or a bespoke number of bags or changing the frequency of general waste collections to three or four weekly.
17. Analysis of the remaining general waste in Cardiff shows that almost half of what is thrown away could be easily recycled. This is even higher in the bag areas of the city where they have no restriction on the number of black bags households can present. The domestic waste stream is two thirds of the waste that the Council processes – i.e. this represents the most significant proportion of the waste stream. The focus must be on driving this recycling out of the general waste; it is felt that education and persuasion will be insufficient to drive recycling. Restricting the quantities of general waste that people can present is required.
18. In November 2013 a consultation paper was produced “Waste Strategy Survey - A 2025 vision for Cardiff”. The consultation made some important conclusions, these included:
  - Over 70% supported co-mingled recycling collection methods;
  - 74% supported simple collection methods;

- 54% agreed that restricting waste would make them recycle more. With 67% supporting that restricting waste should be applied to the bag areas;
  - 54% of people saying they had spare capacity in their wheeled bins on collection day;
  - 76% supported equally or the same services across the city, and any changes should apply to flats as well as households.
19. In summary, to achieve the long term recycling targets, Cardiff will be required to recycle at least an additional 30,000 tonnes.
20. The Welsh Government, through the Collaborative Change Programme, has supported Cardiff to undertake service modelling in order to determine the best TEEP option for Cardiff. Numerous collection methods were explored and narrowed down using the Kerbside Analysis Tool. The options are:
- To continue with the current collection method;
  - Kerbside sort (the required benchmark);
  - A twin stream collection method where glass and paper are kept separate.
21. A full business case is required to assess these options however a consultation on the strategy is a very important step that the Council are proposing to commence in the Cabinet report.
22. The risks of change need to be fully considered and afforded. There are numerous risks associated with the waste strategy. Principally these are:

### **Funding**

- Since 2012 the Sustainable Waste Management Grant has reduced by over £500,000 and the Regional Capital Access Funds from Welsh Government has been removed altogether. The Regional Capital Access Fund historically ranged from £200,000 to £300,000 per year. It is also anticipated that the Sustainable Waste Management Grant will continue to reduce by 3% each year; it is anticipated that by 2018 the Sustainable Waste Management Grant support will reduce by a further £1million.
- The Welsh Government has outlined their preferred collection and processing methods within the collections blueprint; this mirrors the requirements of the Revised

Waste Framework Directive. The Sustainable Waste Management Grant funding may be at risk for schemes that do not adopt their preferred methodology. In addition to this there are pressures on revenue budgets to deliver increased service provision; these must be balanced with corporate needs to deliver savings.

- Obtaining high quality recycling markets will increase the income to the council and also reduce the risks if markets become unstable or market prices drop. Closed loop recycling products consistently secure the best market prices. Any future collection method must incorporate and minimise the impacts of future markets and the income that can be secured and maintained.
- Welsh Government has outlined that there will be some capital funding available to support Local Authorities to deliver the cost of change, but the level of support needs to be fully explored as it may not be sufficient to fund the level of change that Cardiff requires.

### **Public Participation**

The Welsh Government guidance states that public opinion is not a factor to be considered in the TEEP evidence; however, in the “Waste Strategy Survey - A 2025 vision for Cardiff” consultation exercise undertaken in 2013 at that time fewer than 4% of residents supported a kerbside box solution for Cardiff. The Council needs to consider the costs of delivering any future service if residents are not fully engaged or supportive of the change. Without full public participation in future recycling schemes the higher targets of 64% and beyond will be difficult to achieve.

### **The Cost of Change**

Robust detailed modelling and business planning is required to ensure that any future investment in vehicles or infrastructure is sound. There are a number of factors that could impact on the financial position, these include:

- Public participation;
- Market prices;
- Recycling capacity, what if residents use an additional container;
- Remaining asset value of the MRF;

- Vehicle contract penalties for premature changes to the current collection vehicle fleet;
- These may not be limiting factors, but may strongly influence the timings of any changes.

### **Issues**

23. Councillor Bob Derbyshire, Cabinet Member for the Environment and officers from the Environment Directorate have been invited to attend to give a presentation and to answer Members' questions on the proposed consultation document.

### **Way Forward**

24. The meeting will provide the Environmental Scrutiny Committee with the opportunity to scrutinise and comment on the consultation proposals for the Outline Waste Management Strategy 2015 to 2018. Any comments and observations made should be sent to the Cabinet Member for the Environment for his consideration as part of that consultation.

### **Legal Implications**

25. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.



## **Financial Implications**

26. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATIONS**

The Committee is recommended to:

- Consider the information in the report;
- Decide whether they would like to make any comments to the Cabinet;
- Decide the way forward for any future scrutiny of the issues discussed.

**MARIE ROSENTHAL**

**County Clerk and Monitoring Officer**

**1<sup>st</sup> October 2014**

This page is intentionally left blank

Ref: RDB/PM/BD/07.10.14

22nd October 2014

Councillor Bob Derbyshire,  
Cabinet Member for the Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Derbyshire,

**Environmental Scrutiny Committee – 7<sup>th</sup> October 2014**

On behalf of the Environmental Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Tuesday 7<sup>th</sup> October 2014. As you are aware the meeting considered items titled 'Outline Waste Management Strategy 2015 - 2018' and 'Organic Waste Treatment Solution – Procurement Update'. The comments and observations made by Members following this item are set out in this letter.

**Outline Waste Management Strategy 2015 – 2018**

The Committee are very concerned at the very high recycling and compost targets set by the Welsh Government. The long term target of 70% for 2024/25 and short term target of 58% for 2015/16 are exceptionally high and pose significant challenges for the Council; particularly in light of the current financial challenges. Members described the predicament that the Council faces as “being stuck between a rock and a hard place”. Solving such a challenge will be exceptionally expensive at a time when the Environment budget faces significant cuts. The prospect of £200 per tonne fines for failure to meet recycling targets and potential loss of the waste management grant merely add to the headache.

The Members pointed out that such targets could be achieved in the more affluent areas of Cardiff; however, they were completely unrealistic for the inner city areas. They found it frustrating that we are trying to recycle things like road sweepings and litter bins which contain dog waste just to meet

targets. Members would, therefore, ask you to pass on the comments of the Committee to the Welsh Government, i.e. that they believe that the exceptionally high targets set by the Welsh Government cannot be achieved in Cardiff.

Members agreed that in theory the move to a kerbside sort strategy was a good idea; however, Cardiff is far from an ideal place to implement such an approach. They cited a number of reasons for this view, these included:

- Cardiff has the most transient population in Wales. Implementing a more complicated kerbside sort system will mean that increased resources would need to be put into ongoing waste education and enforcement - without any guarantee of increased recycling rates.
- Kerbside sort vehicles take longer to load than traditional waste refuse lorries and are, therefore, more likely to create traffic congestion on the streets of Cardiff. The vehicles also create health and safety issues for staff who have to load recycled materials into the various compartments – the risk applies to both single and double side loading.
- Much of the housing stock in central Cardiff consists of flats and on street terraced housing. Both types of housing stock make the kerbside sort system difficult to implement as the collection and storage of boxes takes up more floor space than the comingled alternative.
- The areas with the highest recycling rates are in the north of Cardiff when the bulking stations for storage of recyclate are in the south of the city; the south of the city has the lowest recycling rates. Members are concerned that the new kerbside sort vehicles will have smaller compactors than the traditional waste refuse lorries and; therefore, will fill up far quicker. This will mean that more journeys will be required across the city which will contribute to traffic congestion; Cardiff's carbon footprint will increase and collection times will be longer making the system more inefficient. Such factors should be built into the evaluation model when determining the best way forward for the Waste Management Strategy.

The Committee were disappointed that 70% of residents who took part in the consultation exercise were in favour of a comingled system; only 4% were in favour of kerbside sort using separate boxes. This worried Members as a key element of getting a kerbside sort system to work correctly is the willingness of residents to participate properly. The consultation data suggests that many of Cardiff's residents would be reluctant participants, however, other cities have implemented such schemes and residents have adapted to the change over time.

Members noted that the introduction of smaller bins had managed to increase recycling rates in some local authority areas (for example, Monmouthshire), however, the Committee were not convinced that such a change would necessarily work in Cardiff. The examples cited are often for more affluent rural areas which are very different from Cardiff's urban setting.

The Committee were very concerned that approximately a third of Cardiff's households were not effectively engaging in the recycling process. Members felt that targeted action should be directed at this group to help increase Cardiff's recycling rate. Education and support should be the basis of the initial efforts to increase the recycling rate of this group; however, if this approach fails then it should be followed by enforcement action.

Members felt that having one standardised waste collection scheme for Cardiff was not the best way forward. They understood that having a simple system that was easy for everyone to follow was important (74% of the consultation participants agreed with this), however, the recycling differences between certain areas are so significant that tailored solutions to meet specific needs are essential. The Committee feel that there is merit in building this type of approach into the Waste Management Strategy.

The Welsh Government has requested a copy of the draft Outline Waste Management Strategy 2015 – 2018 by January 2015. Members are puzzled at this as the Welsh Government has yet to disclose how it plans to operate the TEEP (Technically, Environmentally, Economically, Practicable) criteria. The way in which TEEP is operated will ultimately impact on how waste

management strategies are constructed – the prospect of not having this information makes it difficult for the Council to develop an appropriate waste management strategy.

Members fear that any future changes to the Waste Management Strategy could have a negative impact on any potential contractual arrangements with an alternative delivery model provider. For example, if a service specification, contract or service level agreement is agreed with a third party to provide waste management then a forced change of delivery model could potentially compromise such agreements. Ultimately such contractual arrangements could be very expensive to adjust. The Committee feel that agreeing the Outline Waste Management Strategy 2015 to 2018 in advance of developing a specification with an alternative delivery model provider was essential. If this is not possible then the Council should consider some kind of interim contract for waste collection services to cover the period of uncertainty.

The Committee were told that some comparative analysis has been carried on how other local authorities undertake green waste recycling; this included looking at fees charged for taking away green waste. Members would be grateful if you could arrange for a copy of this analysis to be provided to the Committee.

The Committee noted that other local authorities have used reusable bags for the collection of recycled materials, for example, the Vale of Glamorgan has a blue reusable bag system which works well. The Council should review the option of using such a scheme; however, in doing this it should consider how well it might work in all areas. Members felt that such a system might work well in rural areas but not as well in urban areas.

During the meeting Members were told that taking a new kerbside sort approach would involve replacing the existing refuse lorries with new kerbside sort vehicles. The Committee were told that the kerbside sort vehicles are very expensive (approximately £110,000 each) and that it isn't currently possible to acquire them on a lease hire basis. This means that obtaining a new kerbside sort vehicle fleet would require a significant capital investment.

Officers explained that potentially capital funding could be available from the Welsh Government in the form of a grant for such an investment. Members would encourage you to obtain some form of agreement in principle from the Welsh Government that sets out the level of financial support that they are willing to provide. This could help in terms of modelling waste management systems and in planning the Council's finances.

At the meeting it was mentioned that the Council is currently exploring a range of hybrid waste collection schemes which were in effect a combination of kerbside sort and comingling; a favoured example seemed to be a comingled approach with cardboard and glass being separated from the rest of the recycle. The Committee felt that there were clear advantages in taking a flexible approach to modelling waste management systems, particularly in uncertain times. Looking at such hybrid solutions was an example of a sensible and flexible approach.

A Member was concerned that the Council no longer distributes the waste collection schedules to residents on a regular basis; she explained that the Capital Times and posting local waste collection schedules had been used in the past. She felt that it would be useful to put something in the Capital Times which would let all residents know when they could expect to have their waste collected. She suggested that perhaps the Council could look to publish something in the next edition of the Capital Times.

The Committee feel that more work needs to be undertaken with students to encourage them to use the waste collection services properly. It was explained that students often abuse the green bag allocation system and that more work is needed to stop this from happening. The Council should continue to work with the Universities to address the issue.

The Committee were displeased that there is currently a one month wait for the collection of bulky waste in Cardiff; particularly as other local Welsh authorities are able to collect bulky waste within a few days of the request. I would be grateful if you could look into the matter with a view to speeding up the process. It was noted that some housing associations in Cardiff have been

successful in running their own bulky item collection services. Members felt that that there might be some merit in the Council talking to the housing associations to explore if there is any potential for expanding the service for council tenants to help manage demand.

The Committee believe that the development of an effective Waste Management Strategy is vitally important for Cardiff. They are interested in adding future contributions during the development of the strategy and will in the coming weeks evaluate how this could be done. I will keep you updated.

### **Organic Waste Treatment Solution – Procurement Update**

- Members were pleased with the progress made in procuring a partner for the Organic Waste Treatment Solution. They were particularly happy that the new gate fees will be significantly lower than the existing contract rates for dealing with the organic waste. They would like to thank you and the project team for the work that has been undertaken to deliver this positive outcome.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink that reads "P. D. Mitchell". The signature is written in a cursive, slightly slanted style.

Councillor Paul Mitchell  
Chairperson Environmental Scrutiny Committee

Cc to:

Jane Forshaw, Director for the Environment  
Tara King, Assistant Director for the Environment  
David Lowe, Waste Operations Manager  
Jane Cherrington, Operational Manager – Strategy & Enforcement  
James Buckingham, Organics Project Manager



Paul Keeping, Operational Manager, Scrutiny Services

Joanne Watkins, Cabinet Office Manager

Members of the Environmental Scrutiny Committee

This page is intentionally left blank

---

**RECYCLING WASTE STRATEGY & RESIDUAL WASTE RESTRICTING  
PROGRAMME 2015**

---

**Purpose of Report**

1. To provide Members with a summary of the Recycling Waste Strategy and Residual Waste Restricting Programme that is due to be considered at Cabinet on the 2<sup>nd</sup> April 2015. A report titled 'Recycling Waste Strategy and Residual Waste Restricting Programme' will highlight the changes required in 2015; comment on the business planning for 2016-18; look at the regional recycling infrastructure required and the Council's position on meeting targets and the Waste (England and Wales) (Amendment) regulations 2012 for kerbside dry recycling.

**Background**

2. The Cabinet report will be supported by the Draft Recycling Waste Management Strategy 2015. It will set out the required household recycling and waste collection changes for 2015 (Implementation Phase 1), updates to the service provision for the household waste recycling centres, reuse of unwanted goods (Implementation Phase 2) and identify any further steps necessary to deliver longer term statutory targets such as amendments to kerbside recycling (Implementation Phase 3). The immediate service changes in the Draft Recycling Waste Management Strategy 2015 – 'Implementation Phase 1 - Residual Waste Restriction Programme' are required to support achievement of the statutory recycling target of 58% by the end of March 2016. They will also help address the savings which were approved in the 2015/16 budget setting process.
3. In addition the recycling programme and governance arrangements that are proposed to ensure Cardiff meets its obligations under the Waste (England and Wales) (Amendment) regulations 2012 and the subsequent statutory guidance on the separate collection of

waste paper, metal, plastic and glass will be provided. The Recycling & Waste Restricting Programme would also support the partnership with Welsh Government to explore the feasibility study for regional recycling infrastructure in Wales.

4. The Council has to comply with the following waste legalisation in relation to waste performance and recycling:
  - Waste (England and Wales) (Amendment) regulations 2012;
  - The Landfill Allowances Scheme (Wales) Regulations 2004 for the disposal of biodegradable waste;
  - Waste (Wales) Measure 2010;
  - Recycling, Preparation for Re-use and Composting Targets (Definitions) (Wales) Order 2011 and Regulations 4 and 5 of The Recycling, Preparation for Re-use and Composting Targets (Monitoring and Penalties) (Wales) Regulations 2011 for recycling performance targets.

## **Issues**

5. Cardiff's existing Waste Management Strategy 2011-2015 was published in 2011 and resulted in a significant change to the way recycling and waste is collected in the city. It moved the city to a fortnightly collection of residual waste and separate weekly collections for food waste and recycling. This change in kerbside collection method, along with adopting many other recommendations from the previous waste strategy has seen Cardiff's overall recycling, re-use and composting rate rise from 39% in 2009/10 to 52% in 2012/13. The City of Cardiff Council achieved its first statutory reuse/recycling & composting target of 52% in 2012/13. However, the 2013/14 period saw the city only achieving 50%.
6. The following statutory targets are in place and each carries a £200 per tonne penalty for failure. As a result of Cardiff's recycling performance in 2013/14 the Council could face fines in excess of £800,000. Therefore, it is imperative that the Council takes steps to improve its recycling performance.

## Cardiff's Statutory Targets

- **Table 1 - Targets on waste collected by Local Authorities**

Targets on waste collected by Local Authorities	2014/15	2015/16	2019/20	2024/25
Minimum overall recycling	52%	58%	64%	70%
Maximum level of landfill	-	-	10%	5%
Maximum level of energy from waste	-	42%	36%	30%
Cardiff's Biodegradable Landfill Allowance	43729t	41692t	33557t	-

7. **Table 1** illustrates the waste targets that have been allocated to Welsh Local Authorities. It should be noted that the 2014/15 target for minimum overall recycling is 52%; this will increase to 58% in 2015/16, 64% in 2019/20 and 70% by 2024/25.
8. In addition to statutory targets, there has been a change to the fundamental EU legislation that relates to recycling and waste collections. This is set out in the revised Waste Framework Directive 2012 and subsequently the Waste (England and Wales) (Amendment) Regulations 2012. These regulations outline the need for separate collections of waste paper, metal, plastic or glass by January 2015 or a robust evidence based defence to demonstrate that the current collection methods used can achieve high quality recycling, whilst also being the best Technical, Environmental and Economically Practicable solution (TEEP).
9. Absolute change was not required by 1st January 2015, however, the Council has to develop a business case for any proposed changes or create a TEEP evidence base. Any business case must be benchmarked against a kerbside sort box solution as the EU and Welsh Government determine this method to be to the optimum solution for low cost, sustainable and high quality recycling services.
10. The majority of the initiatives identified in the old strategy 2011-2015 to take the Council to 52% have been delivered. The revised strategy is required to deliver the next step changes in recycling performance and take the council to over 64% by 2020. This in effect means that after taking into consideration waste and population growth we have to

recycle approximately an additional 32,000 tonnes of waste in Cardiff each year; the current recycling volume is currently 85,578 tonnes per annum. In 2013/14 the Council failed to reach the recycling targets by over 4000 tonnes. The “do nothing option” is not an option for Cardiff; if no further changes are made to the council recycling waste collection service delivery, the fines between now and 2020 could equate to over £21m.

11. Therefore, as a comingled authority, the Council is developing a robust evidence base around its decision process and present data modelling on the Councils current chosen collection methods. The main areas that the Council needs to consider in this evidence base are:

- **High Quality Recycling** - How do the councils current end markets compare with that of kerbside recycling systems, for example, do we supply the same closed loop markets. There is a potential legal argument that as long as the material is recycled then this meets the definition of high quality recycling. Welsh Government has taken this meaning to be closed loop only as kerbside sort is perceived to provide higher quality outputs;
- **Technically Practicable** – Is there any reason why kerbside sort cannot be undertaken. This can be taken down to a very small localised area, for example, flats;
- **Environmentally Practicable** – Is it more damaging to the environment to undertake kerbside sort than the current method, for example, an increased carbon footprint;
- **Economically Practicable** - The service costs from collections through to reprocessing should be compared against the default kerbside collection and reprocessing systems.

12. The Council should also consider:

- **Human Health** - This could be the impacts of increased traffic congestion from slower kerbside collections and/or having to transport product to further distances to ensure they are processed through a closed loop processors;
- **Social Impacts** – This could cover a wide number of impacts and include the number of people employed in the street scene and quality impact on residents.

13. A report titled 'Draft Outline Waste Strategy 2015 – 2018' was considered at scrutiny in October 2014 before being approved by Cabinet later in the same month. The item provided Members with a summary of the Outline Waste Management Strategy for 2015 to 2018.
14. Copies of the papers for the item and the letter sent from the Chair of the Environmental Scrutiny Committee to the Cabinet Member for the Environment following scrutiny on the 7<sup>th</sup> October 2014 have been attached as **Appendices 1 & 2**.
15. The October 2014 Cabinet report titled 'Outline Waste Strategy 2015 - 2018' summarised the work undertaken to explore the various restricting collection models for Cardiff. These included alternatives such as three and four weekly residual waste collections; sustainability impacts of those models and the cost impacts on service delivery including the effect on the Materials Recycling Facility and the market income achievable. The report also approved the commencement of the stakeholder consultation which took place alongside the wider Council budget consultation (November 21<sup>st</sup> 2014 to January 12<sup>th</sup> 2015).
16. Since October 2014 the draft 'Outline Recycling Waste Strategy 2015 – 18' has been further developed to reflect the outcome of the public consultation exercise. In doing this the Council has been working with the Welsh Government's Collaborate Change Programme which was established to support authorities to ensure legislative compliance and have plans in place to achieve the Statutory Recycling Target of 70% by 2024/25.
17. The Council now needs to take preventative measures to ensure future recycling targets are secured and cost efficiencies maximised. In addition we must test our compliance with the duties to collect recyclate separately and obtain high quality recycling the outcome of which will be the subject of future reports. This report mainly considers the Implementation Phase 1 - Residual Waste Restriction Programme and the steps that the Council is taking to:
  - Meet the recycling targets and saving requirements for 2015/16 through restricting general waste and delivering the approved Household recycling centre changes;
  - Outline the future position on the recycling collections methodology;

- Seek cost reductions and deliver the most cost effective recycling approach for Cardiff;
- Maintain existing and secure future high quality recycling markets;
- Reduce our Carbon footprint;
- Secure long term regional working and partnerships for recycling.

18. In parallel to the Councils 2015/16 budget stakeholder events and consultation, a separate consultation was run to consider recycling and waste services. The consultation was shared with a number of key stakeholders including residents, community groups, front line staff, Councillors, contractors, and a random postal survey of 3000 residents. A total number of 1443 responses were received. The results will be discussed at the meeting.

### **Household Waste Collection Changes for Restriction in 2015**

19. Since the publication of the 2011 Waste Strategy the need for further restricting residual waste has been highlighted. Analysis of the residual waste clearly shows that a high proportion of recycling and food waste remains in the waste stream. If the Council is to achieve 58% recycling in 2015/16 and change people's habits towards waste minimisation and recycling, a consistent restricting programme is required city wide.
20. The Welsh Government's preferred collection blue print sets out the introduction of 140 litre bins as best practice. As the recycling targets increase to 58% next year, more Local Authorities are changing to smaller wheeled bins or reducing the frequency to three weekly, some are considering four weekly collections.
21. Any change in service provision which might occur would create a period of disruption whilst the operatives and residents become familiar with the changes. It is anticipated that any period of disruption would be resolved within 3 months. In the event of any change additional resources would be provided to Connect 2 Cardiff as well as Waste Management to support the transition. Following any potential change extra Waste Officers would be put in place to provide education on recycling support and enforcement.
22. A strong communication plan would be proposed to support any potential change as all communities would need to be made aware of alterations to the waste collection system. Existing Equality Impact Assessments' would be completed and the consultation



feedback would need to be built into any proposals. A statutory screening tool would need to be completed to ensure that the changes support all residents.

### **Recycling Infrastructure Project**

23. The benefits to Cardiff through regional working and joint procurements have been well evidenced with the success of projects such as the Project Gwyrdd Residual Waste Treatment Contract and the Cardiff Organic Waste Treatment Contract. In addition to these Cardiff participates in and manages a number of regional procurement contracts, for example, electrical items, wood, textiles and street cleansing sweepings. By combining together we share the resource costs and secure better gates fees through economies of scale. The Welsh Government is keen to support more regional working to secure longer term cost savings.
24. Regional approaches have been tried and tested for residual waste, food and green waste facilities across Wales; however, there remains a gap in the market for recyclable materials. All local authorities' process to varying degrees the same type of materials, for example, paper, card, plastics, glass and metals from the kerbside. They also collect a large volume of other materials, for example, furniture, wood, rubble, oils, batteries, textiles and other bulkier items from household waste collections.
25. Regardless of the collection method for dry recycling it is clear that the best market prices and quality can be obtained by further sorting materials ready for market, for example, glass into different colours; plastics into different types; metals into steel and aluminium and also depending on market condition paper into different grades. There are a few local, small scale facilities across Wales, including our own Materials Recycling Facility, but no large scale facilities exist in Wales and much of Wales' recyclate is processed across the UK.
26. It is proposed, through partnership with Welsh Government and support from Local Partnerships (funded by Welsh Government) that Cardiff will explore the feasibility of a regional recycling facility. The programme will initially seek expressions of interest from surrounding and regional local authorities; test the market appetite for such a facility and most importantly establish the materials required to match any facility requirements. The initial scope of materials under consideration will remain wide in order to maximise the potential of any such venture. The main objectives of the facility will initially be:

- To secure future recycling capacity for the region;
- To deliver high quality materials to the market place;
- To provide a flexible processing facility for all dry recycling materials;
- To provide economies of scale to deliver cost effective processing and maximise income potential for the region.

27. Cardiff recognises the importance of delivering cost effective recycling solutions that yield high quality materials, based on robust evidence. Therefore over the next year, in partnership with Welsh Government and support from Local Partnership (funded by Welsh Government) the following work will be undertaken:

- Assessment of necessity to change – following evidence from the data collection from Material Recycling Facility (MRF) regulations; from data collection to the restricting project and further processing and market income potential.
- Finalising the cost of options for collections, and detailed long term financial profile to proceed to full business case.
- Timeline for change, considering vehicle changes and existing infrastructure requirements and lifespans.

28. A programme board would be established, chaired by Cardiff's Chief Executive that will consist of Cardiff Officers and Welsh Government with support from Local Partnerships. The programme will oversee the development of options and proposals for the future Implementation Phases recycling collection method which will be presented in 2016 once the detailed analysis has been completed.

### **Issues**

29. Councillor Bob Derbyshire, Cabinet Member for the Environment and officers from the Environment Directorate have been invited to attend to give a presentation and to answer Members' questions on the 'Recycling Waste Strategy & Residual Waste Restricting Programme 2015'.

## **Way Forward**

30. The meeting will provide the Environmental Scrutiny Committee with the opportunity to scrutinise and comment on the 'Recycling Waste Strategy & Residual Waste Restricting Programme 2015'. Any comments and observations made should be sent to the Cabinet Member for the Environment for his consideration.

## **Legal Implications**

31. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

32. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATIONS**

The Committee is recommended to:

- Consider the information in the report, appendices and provided at the meeting;
- Decide whether they would like to make any comments to the Cabinet;
- Decide the way forward for any future scrutiny of the issues discussed.

**MARIE ROSENTHAL**

**County Clerk and Monitoring Officer**

**6<sup>th</sup> March 2015**

Ref: RDB/PM/BD/10.03.15

11<sup>th</sup> March 2015

Councillor Bob Derbyshire,  
Cabinet Member for the Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Derbyshire,

**Environmental Scrutiny Committee – 10<sup>th</sup> March 2015**

On behalf of the Environmental Scrutiny Committee I would like to thank the officers for attending the Committee meeting on Tuesday 10<sup>th</sup> March 2015. As you are aware the meeting considered items titled 'Environment & Strategic Planning, Highways, Traffic & Transport Directorates – Performance Report Quarter 3 – 2014/15' and 'Recycling & Waste Restricting Programme 2015'. The comments and observations made by Members following these items are set out in this letter.

**Environment Directorates – Performance Report Quarter 3 – 2014/15**

- **WMT/009(b)** - The Committee were informed that a range of recycling initiatives is due to be delivered in Quarter 4 which should produce an outturn for the period of above 60%; this increase should be enough to help the Council reach its 52% recycling target for 2014/15. I would be grateful if you could provide a detailed summary of the work undertaken to produce this improvement, i.e. a shift from 49.47% in Quarter 2 to above 60% in Quarter 4. The response should include the actions taken; the costs of implementing the work and the savings generated by delivering this work.
- **STS/005(b)** – A Member noted that 'the performance indicator for the percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness' was missed by 4.67% in Quarter 3. It was acknowledged that the target of 90% has been missed since the

2014/15 street cleansing budget reduction. The Committee will closely monitor this indicator in future.

### **Recycling & Waste Restricting Programme 2015**

- The Committee were encouraged at the way that you have been working with 'Grangetown Community Concern' to develop a landlord waste information pack. This will provide important information on the management of domestic waste and will be available on request in a wide number of languages. The Committee believe that this type of engagement is a good example of how we should be looking to raise community awareness and ultimately help increase recycling rates.
- Swansea was cited as an example of where the waste restricting approach had delivered 3% increase in their overall MSW recycling rate. Several Members were interested in finding out the impact that this had had on the areas which accommodate Swansea's student population. I would be grateful if you could obtain this information and share it with the Committee.
- The waste presentation stated that Trafford Metropolitan Borough Council and Salford City Council have increased their recycling rate by 10% as a result of waste restricting. I'd be grateful if you could establish what the starting point for this recycling increase was and provide an update on their current recycling performance.
- Members accepted that incidents of theft and arson were minimal; however, they would welcome confirmation as to who would be responsible for the cost of replacing the new wheelie bins if they were stolen. The Committee would appreciate it if you could outline the approach that the Council will take in dealing with such thefts and describe cases where the liability will fall on the Council and when it is the responsibility of the householder.
- The Committee understands the importance of monitoring when householders place additional waste out for collection and when

enforcement action needs to be taken. Members anticipate that accurately monitoring compliance with the new restricting system will be difficult. They would like to know exactly how the process will work, for example, the role that waste collection operatives, the role of education and enforcement officers and the ICT system which will be used to record this data.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink that reads "P. D. Mitchell". The signature is written in a cursive style with a large, stylized "M" and a prominent underline under the "l" in "Mitchell".

Councillor Paul Mitchell  
Chairperson Environmental Scrutiny Committee

Cc to:

Jane Forshaw, Director for the Environment  
Tara King, Assistant Director for the Environment  
Jane Cherrington, Operational Manager – Strategy & Enforcement  
David Lowe, Waste Operations Manager  
Paul Keeping, Operational Manager, Scrutiny Services  
Joanne Watkins, Cabinet Office Manager  
Members of the Environmental Scrutiny Committee

This page is intentionally left blank



**CITY & COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**ENVIRONMENTAL SCRUTINY COMMITTEE**

**13 OCTOBER 2015**

---

**PLANNING SERVICE – MEMBER UPDATE**

---

**Reason for the Report**

1. To provide Members with the opportunity to consider the current challenges being placed on Cardiff's Planning Service and review the work being undertaken to address these challenges. In particular the scrutiny will look at the impact of:
  - The recently introduced Planning Wales Act 2015;
  - The Town and Country Planning (Fees for Applications, Deemed Applications and Site Visits) (Wales) Regulations 2015.

**Background**

2. The Planning Wales Act 2015 became law in Wales on 6 July 2015. It aims to deliver a planning system which is fair; resilient and enables development; which helps to create sustainable places where citizens have improved access to quality homes, jobs and infrastructure; which protects our most important built and natural environments and supports the use of the Welsh language. The Welsh Government explains that the new Act 'puts in place delivery structures, processes and procedures to make Wales' planning system fit for the 21st century'.
3. It is anticipated that the Planning Wales Act 2015 will create a series of changes for Wales, these include:
  - Providing a modern delivery framework for the preparation of development plans and planning decisions. This will include allowing Welsh Ministers to decide a limited number of planning applications in defined circumstances;

- Strengthening the plan-led approach to decisions on planning applications by providing a legal framework for the preparation of a National Development Framework and Strategic Development Plans;
  - Improving collaboration by allowing the Welsh Ministers to direct local planning authorities to work together and for local planning authorities to be merged;
  - Improving engagement with communities by introducing a statutory pre-application consultation process for significant planning applications;
  - Modernising the planning enforcement system so that breaches of planning control can be dealt with quickly.
4. The implementation of 'The Planning (Wales) Act 2015' has resulted in changes to other pieces planning legislation. In particular changes have been applied to the planning fees which can be levied by local authorities in Wales.
5. From the 1<sup>st</sup> October 2015 the new legislation will in effect consolidate parts of the Town and Country Planning (Fees for Applications, Deemed Applications and Site Visits) (Wales) Regulations 2015; the Town and Country Planning (Fees for Applications and Deemed Applications) Regulations 1989 and the Town and Country Planning (Fees for Non-Material Changes) (Wales) Regulations 2014. These Regulations provide for the payment of fees to local planning authorities in respect of:
- Applications made under the Town and Country Planning Act 1990 ("the 1990 Act") for planning permission for development or for approval of matters reserved by an outline planning permission;
  - Deemed applications for planning permission under section 177(5) of the 1990 Act;
  - Applications for a certificate of lawful use or development;
  - Applications for consent for the display of advertisements;
  - Certain applications under the Town and Country Planning (General Permitted Development Order) 1995;
  - Applications for non-material changes to planning permission; and

- Site visits to mining and landfill sites.

6. The main changes introduced by the legislation are:

- That planning fees may be increased by approximately 15%;
- That fees paid in respect of applications for planning permission or for approval of reserved matters are refunded if the local planning authority fails to determine the application within specified times (Regulation 9);
- That fees in respect of deemed applications are paid to the local planning authority rather than half to the local planning authority and half to the Welsh Ministers (Regulation 10);
- That fees paid in respect of a deemed application in relation to the use of the land as a caravan site are to be treated the same as other applications for the purposes of refunds (Regulation 10(12)). Under the 1989 Regulations, such a deemed application was excluded from the provisions for refunds;
- That fees are payable in respect of applications for consent, agreement or approval required by any planning condition or limitation, and any such fee is refunded if the local planning authority fail to determine the application within specified times (Regulation 15);
- That a fee is payable to the local planning authority on a revised application for approval of reserved matters where those reserved matters have previously been approved. Under the 1989 Regulations such an application was exempt from payment of a fee where conditions were met;
- Where applications are made for planning permission, for approval of reserved matters or for certificates of lawful use or development which relate to land in the area of two or more local planning authorities, a fee is payable to each local planning authority (paragraph 8 of Schedule 1). Under the 1989 Regulations the fee was payable to the local planning authority in whose area the largest part of the land was situated.

7. At the meeting the recently appointed Head of Planning will deliver a presentation which will set out a wide range of performance improvements for the Planning

Service which are currently being developed to respond to changes in the Planning system and also address other challenges to the Council's Planning Service. In doing this he will comment on:

- The main impacts of current changes to the Planning System in Wales;
- Planning Policy overview;
- Infrastructure provision overview – Community Infrastructure Levy & Section 106 Funding;
- Placemaking overview;
- Development Management overview;
- Overview of main challenges facing the Planning Service; and
- Performance improvement measures currently being developed in response to above.

### **Way Forward**

8. Councillor Ramesh Patel (Cabinet Member for Transport, Planning & Sustainability) and Councillor Michael Michael (Chair of Cardiff's Planning Committee) have been invited to attend for this item. They will be supported by officers from the City Operations Directorate.

### **Legal Implications**

9. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the

Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

10. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

### **RECOMMENDATIONS**

The Committee is recommended to:

- i. Note the contents of the attached reports;
- ii. Consider whether they wish to pass on any comments to the Cabinet following scrutiny of the Planning Service – Member Update.

**MARIE ROSENTHAL**  
**Director of Governance & Legal Services**  
**7 October 2015**

This page is intentionally left blank

**CITY & COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**ENVIRONMENTAL SCRUTINY COMMITTEE:**

**13 OCTOBER 2015**

---

**ENVIRONMENTAL SCRUTINY COMMITTEE WORK PROGRAMME 2015/16**

---

**Background**

1. The Constitution states that each Scrutiny Committee will set their own work programme. This is undertaken at the beginning of a municipal year and updated as the work progresses. The work programme needs to be carefully constructed so that the time available to the Committee is used most effectively.
2. The Environmental Scrutiny Committee's Terms of Reference provide the Committee with the responsibility for the scrutiny of a number of specific service areas. A copy of the terms of reference has been attached to this document as **Appendix 1**. This will remind Members of the scope of ideas that could be considered.
3. The Committee is responsible for the scrutiny of a number of policies and strategies that affect the sustainability and environment of Cardiff. It can also undertake investigations into any of these areas.
4. The construction of a work programme involves obtaining information from a range of sources, these include:
  - Information from the relevant Directorate;
  - Relevant extracts from the current Corporate Plan;
  - Suggestions and ideas put forward by the previous Environmental Scrutiny Committee;
  - Member suggestions and observations;
  - Citizen and third party comments and observations;
  - Performance Information.

5. The topics gathered from the sources identified above were recorded in a document titled 'Environmental Scrutiny Committee Work Programme – Potential Items 2015/16'. This document was considered at the meeting on the 2<sup>nd</sup> September 2015 prior to Members completing a scoring matrix to identify their individual priorities. Once the individual scoring matrices were completed they were summarised to create an overall list of Member priorities. The Principal Scrutiny Officer took the priority topics and placed them into a 'Draft Environmental Scrutiny Committee Work Programme - 2015/16' which was received and considered at the Environmental Scrutiny Committee meeting on the 15<sup>th</sup> September. Following discussion and some changes a finalised 'Environmental Scrutiny Committee – Work Programme 2015/16' has been created and is attached to this report as **Appendix 2**.
  
6. In addition to the work scheduled for the monthly committee meetings Members need to consider potential task & finish exercises. During this item Members will have the opportunity to consider planned and potential task & finish exercises, these include:
  - Future management of section 106 funding for the development of community projects;
  - Cardiff Central Transport Hub – Joint scrutiny with the Economy & Culture scrutiny committee;
  - Implementation of the Community Infrastructure Levy in Cardiff – Cross committee task & finish exercise.

### **Way Forward**

7. Members should note the 'Environmental Scrutiny Committee Work Programme - 2015/16' and consider future task & finish exercise options for the Environmental Scrutiny Committee Work Programme for 2015/16.

### **Legal Implications**

8. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations.



All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

9. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

### **RECOMMENDATIONS**

The Committee is recommended to:

- i. Consider the contents of this report; and
- ii. Agree a way forward for the work programme.

**MARIE ROSENTHAL**

**Director of Governance & Legal Services**

**7<sup>th</sup> October 2015**

This page is intentionally left blank

## **Environmental Scrutiny Committee – Terms of Reference**

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of environmental sustainability, including:

- Strategic Planning Policy
- Sustainability Policy
- Environmental Health Policy
- Public Protection Policy
- Licensing Policy
- Waste Management
- Strategic Waste Projects
- Street Cleansing
- Cycling and Walking
- Streetscape
- Strategic Transportation Partnership
- South East Wales Transport Alliance
- Transport Policy and Development
- Intelligent Transport Solutions
- Public Transport
- Parking Management

To assess the impact of external organisations including the Welsh Government, Welsh Government Sponsored Public Bodies and quasi departmental non-governmental bodies on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures, which may enhance Council performance in this area.

This page is intentionally left blank

	9th June 2015	14th July 2015	Aug-15	15th September 2015	13th October 2015	10th November 2015	8th December 2015	19th January 2016	9th February 2016	15th March 2016	19th April 2016	17th May 2016	14th June 2016
<b>Corporate items</b>	Draft City Operations Directorate Delivery Plan			City Operations - Quarter 1 Performance 2015/16			City Operations - Quarter 2 Performance 2015/16		Budget & Corporate Plan Scrutiny	City Operations - Quarter 3 Performance 2015/16	City Operations Directory Draft Delivery Plan	City Operations - Quarter 4 Performance 2015/16	
<b>Information reports</b>	Household Waste Recycling Centres - Proposed Changes	Member Update: Council Energy Projects & Proposals for the Route to Market		Draft Parking Strategy	Recycling & Waste Restricting Programme - Implementation of Phase 1 - Update	Assessment & implementation of the 'Neighbourhood Services' delivery model	Future management & funding of Cardiff's Highway Asset (including pavement maintenance)	Infrastructure Services - Pre Decision of Full Business Case		Household Waste Recycling Centres - Update	New city regional planning arrangements with regional partners and the Welsh Government	Regulatory Services Collaboration Draft Delivery Plan	Cardiff's Energy Prospectus - Update
	Draft Infrastructure Business Model & Alternative Delivery Options Task & Finish Report	Implications of the Well - being of Future Generations (Wales) Act 2015		Environmental Scrutiny Committee - Draft Work Programme	Planning Service - Member Update	Managing Litter in Cardiff	Environmental Scrutiny Committee - Work Programme Item	Cardiff's Draft Transport Strategy		Environmental Scrutiny Committee - Work Programme Item			Highways Street Lighting - Dimming of street lights & LED conversion
	Environmental Scrutiny Committee - Work Programme Item	Environmental Scrutiny Committee - Work Programme Item			Environmental Scrutiny Committee - Work Programme Item	Future Waste Facilities							Environmental Scrutiny Committee - Draft Annual Report
<b>Cabinet responses</b>				Draft Cabinet Response to 'Problem & Nuisance Parking'									

This page is intentionally left blank

**CITY & COUNTY OF CARDIFF  
DINAS A SIR CAERDYDD**

**ENVIRONMENTAL SCRUTINY COMMITTEE:**

**13 OCTOBER 2015**

---

**CORRESPONDENCE UPDATE – INFORMATION REPORT**

---

**Background**

1. Following most Committee meetings, the Chair writes a letter to the relevant Cabinet Member or officer, summing up the Committee's comments and recommendations regarding the issues considered during that meeting. This cover report provides a record of those letters and any other correspondence received since the previous Committee meeting.

**Issues**

2. At the Committee meetings on the 15 September Members considered the following items:
  - Draft Parking Strategy 2015 & Cabinet Response to the Environmental Scrutiny Committee Report Titled 'Problem & Nuisance Parking in Cardiff';
  - City Operations – Quarter 1 Performance.
3. After the meeting the following letters were sent by the Acting Chair of the Environmental Scrutiny Committee:
  - A letter to Councillor Bob Derbyshire, Cabinet Member for the Environment following the meeting on the 15 September – attached as **Appendix 1**;
  - A letter to Councillor Ramesh Patel, Cabinet Member Transport, Planning & Sustainability following the meeting on the 15 September – attached as **Appendix 2**.
4. In addition to this the following letters were sent by the Committee following meetings on the 14 July and 26 August:

- A letter to Councillor Ramesh Patel, Cabinet Member for Transport, Planning & Sustainability from the Acting Chair of the Environmental Scrutiny Committee to following the meeting on the 14 July – attached as **Appendix 3**;
- A letter to Councillor Bob Derbyshire, Cabinet Member for the Environment from Councillor Nigel Howells, Chair of the Policy Review & Performance Scrutiny Committee. This was in response to the Joint Committee call in meeting with the Environmental Scrutiny Committee on the 26 August which considered 'Infrastructure Services – Alternative Delivery Models – Consideration of Called – In Cabinet Decision CAB/15/24 – 26th August 2015' – attached as **Appendix 4**.

5. Since the last correspondence report the following replies have been provided to letters written on behalf of the Environmental Scrutiny Committee. These are listed below:

- A reply to the letter sent to Councillor Bob Derbyshire, Cabinet Member for the Environment following the Environmental Scrutiny Committee meeting on 19 May – attached as **Appendix 5**;
- A reply to the letter sent to Councillor Bob Derbyshire, Cabinet Member for the Environment following the Environmental Scrutiny Committee item on 26 August titled 'New Household Waste Recycling Centre & Reuse Facility – Consideration of Call in Cabinet Decision Cab/15/25' – attached as **Appendix 6**.

### **Legal Implications**

6. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in



accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

7. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

### **RECOMMENDATIONS**

8. The Committee is recommended to note the content of the letter contained in **Appendices 1, 2, 3, 4, 5 & 6.**

**Marie Rosenthal**

**Director of Governance & Legal Services**

**7 October 2015**

This page is intentionally left blank

Ref: RDB/PM/BD/15.09.15

17<sup>th</sup> September 2015

Councillor Bob Derbyshire,  
Cabinet Member for the Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Derbyshire,

**Environmental Scrutiny Committee – 15<sup>th</sup> September 2015**

On behalf of the Environmental Scrutiny Committee I would like to thank the officers for attending the Committee meeting on Tuesday 15<sup>th</sup> September 2015. As you are aware the meeting considered an item titled 'City Operations – Quarter 1 Performance'. The comments and observations made by Members following this item are set out in this letter.

**City Operations – Quarter 1 Performance**

At the meeting the Director for City Operations mentioned that a mitigation plan has been put in place to ensure that the 2015/16 budget challenges are properly managed. I would be grateful if you could provide the Committee with a copy of this mitigation plan.

At several points during the meeting the Director for City Operations made reference to restructures and refreshes which are taking place in the City Operations Directorate. The Committee understand that the council is entering a phase of constant review under extreme financial pressures but it would like some assurance that this is part of a structured process rather than reactive fire-fighting in service areas and departments. I would therefore be grateful if a list of all current restructures and refreshes which are taking place within the City Operations Directorate could be provided to the Committee. This, in deference to limited resources need not be excessively detailed but it should include a description of the restructure or refresh, the aims and objectives of the work and a delivery timeline. Members feel that such a list

would provide a clearer view of the changes currently taking place within the City Operations Directorate which in turn would assist with future scrutiny. I will be asking the same question to the Cabinet Member for Transport, Planning & Sustainability so a combined response would seem sensible.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink that reads "P. D. Mitchell". The signature is written in a cursive style with a large, stylized 'M'.

Councillor Paul Mitchell  
Acting Chairperson Environmental Scrutiny Committee

Cc to:

Andrew Gregory, Director for City Operations  
Tara King, Assistant Director for the Environment  
Jane Cherrington, Operational Manager, Strategy & Enforcement  
Paul Keeping, Operational Manager, Scrutiny Services  
Joanne Watkins, Cabinet Office Manager  
Members of the Environmental Scrutiny Committee

Ref: RDB/PM/RP/15.09.15

17<sup>th</sup> September 2015

Councillor Ramesh Patel,  
Cabinet Member for Transport, Planning & Sustainability,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Patel,

**Environmental Scrutiny Committee – 15<sup>th</sup> September 2015**

On behalf of the Environmental Scrutiny Committee I would like to thank the officers for attending the Committee meeting on Tuesday 15<sup>th</sup> September 2015. As you are aware the meeting considered items titled 'Draft Parking Strategy 2015 & Cabinet Response to the Environmental Scrutiny Committee report titled 'Problem & Nuisance Parking in Cardiff' and 'City Operations – Quarter 1 Performance'. The comments and observations made by Members following this item are set out in this letter.

**'Draft Parking Strategy 2015 & Cabinet response to the Environmental Scrutiny Committee report titled 'Problem & Nuisance Parking in Cardiff'**

At the meeting you explained the idea of creating parking buffer zones in the areas around the city centre. The aim of this would be to encourage transport modal shift and to support local residents who regularly experience parking problems; this could be achieved by introducing or increasing residential parking schemes. You then explained that now would be an excellent time to discuss this issue in Grangetown as the Council is in the process of implementing the Greener Grangetown project which will have an impact on parking in the area. During the way forward the Committee and in particular a local Member for Grangetown felt now would seem like a good opportunity to raise the issue with local residents – i.e. consult with local Members and residents on the future parking options for the area. Should you decide to

promote this approach in Grangetown then the Committee would provide its support.

At the meeting a Member asked for a detailed breakdown of income generated by Civil Parking Enforcement, Moving Traffic Offences and all other parking revenue. I would be grateful if you could provide a detailed summary of these revenue streams, the associated costs for generating this revenue and comment on how this income feeds into the parking revenue account. In addition to this the Committee would like a breakdown of all the schemes and projects which are funded from the income in the parking revenue account. Committee members appreciated and welcomed this ring-fencing but felt that more scrutiny and publicity of this dedicated spend would alleviate some of the negative media comments about bus lane fines for example.

Members also noted the increasing of technology in parking enforcement such as the somewhat-delayed camera car and would welcome timely updates as to potential future applications of this technology.

Members were comfortable with the idea of relaxing the survey requirements for the creation or extension of residential parking schemes. They would, however, like to stress the importance of involving Members in the development of the criteria through vehicles like the focus groups which you mentioned at the meeting. In addition to this, once a new approach is agreed then it is vitally important to provide Member briefing sessions to explain exactly how the new surveys and consultation work will be delivered.

The Committee were supportive of the requirement to address the parking needs of both local residents and businesses. They stress that during the development of the new parking strategy you ensure that a sensible balance is maintained so that new scheme doesn't positively impact one of these stakeholders to the detriment of the other.

At the meeting I suggested that the Council should approach Cardiff Bus and other bus and rail operators to see if the advertising I implemented on the back of bus tickets at Cardiff Bus in 1993 could be further enhanced to offer

promotions with businesses based in Cardiff. This would enable retail businesses to champion themselves as environmentally responsible as well as attracting customers. Therefore it could provide an additional incentive for people to use the bus and train and hopefully encourage modal transfer. It could even be marketed as a '50-50 deal' to further highlight the council's modal shift target. I'd be grateful if you and the officers could look into this idea and whether it could stretch to other modes such as cycling.

The Committee noted your positive response to the Environmental Scrutiny Committee report titled 'Problem & Nuisance Parking in Cardiff'. They are pleased that you have already implemented many of the recommendations and that it has made such a major and positive contribution to the development of Cardiff's Draft Parking Strategy.

### **City Operations – Quarter 1 Performance**

A Member asked about the future scrutiny of the Bus Station. The Committee notes your response and will work with you and officers to ensure that scrutiny of the proposals will take place in advance of any decisions being taken.

When discussing the 2015/16 work programme item Members decided to scrutinise the changes taking place in the planning service at the meeting on the 13<sup>th</sup> October. In particular they would like this to focus on the new Welsh Government planning fee proposals and the potential risks that these could place on the Council.

At the meeting the Director for City Operations mentioned that a mitigation plan has been put in place to ensure that the 2015/16 budget challenges are properly managed. I would be grateful if you could provide the Committee with a copy of this mitigation plan.

At several points during the meeting the Director for City Operations made reference to several restructures and refreshes which are taking place in the City Operations Directorate. The Committee understand that the council is entering a phase of constant review under extreme financial pressures but it would like some assurance that this is part of a structured process rather than

reactive fire-fighting in service areas and departments. I would therefore be grateful if a list of all current restructures and refreshes which are taking place within the City Operations Directorate could be provided to the Committee. This, in deference to limited resources need not be excessively detailed but it should include a description of the restructure or refresh, the aims and objectives of the work and a delivery timeline. Members feel that such a list would provide a clearer view of the changes currently taking place within the City Operations Directorate which in turn would assist with future scrutiny. I will be asking the same question to the Cabinet Member for the Environment so a combined response would seem sensible.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink that reads "P. D. Mitchell". The signature is written in a cursive, slightly slanted style.

Councillor Paul Mitchell  
Acting Chairperson Environmental Scrutiny Committee

Cc to:

Andrew Gregory, Director for City Operations  
Tara King, Assistant Director for the Environment  
Paul Carter, Head of Transport  
Matthew Price, Section Leader - Transport Vision, Policy and Strategy  
Paul Keeping, Operational Manager, Scrutiny Services  
Joanne Watkins, Cabinet Office Manager  
Members of the Environmental Scrutiny Committee



Ref: RDB/PM/RP/14.07.15

7<sup>th</sup> October 2015

Councillor Ramesh Patel,  
Cabinet Member for Transport, Planning & Sustainability,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Patel,

### **Environmental Scrutiny Committee – 14<sup>th</sup> July 2015**

On behalf of the Environmental Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Tuesday 14<sup>th</sup> July 2015. As you are aware the meeting considered items titled 'Council Energy Projects & Proposals for the Route to Market' and 'Implications of the Well-being of Future Generations (Wales) Act'. The comments and observations made by Members following this item are set out in this letter.

#### **Council Energy Projects & Proposals for the Route to Market**

- Members of the Committee note the progress made in terms of the Council's contribution to increasing renewable energy production in Cardiff. An officer explained that Cardiff would soon be able to produce 40 Mega Watts (MW) of electricity per annum and that 30 MW of this would be provided by the Viridor energy from waste facility. With this in mind I would be grateful if you could confirm:
  - By when it is anticipated that Cardiff will be able to produce 40 MW per annum of renewable electricity;
  - An estimate of total annual electricity consumption in Cardiff (with residential and industrial values to be illustrated);
  - A breakdown of how much of the estimated 40 MW of electricity produced in Cardiff will be generated by Cardiff Council and other local partners respectively.

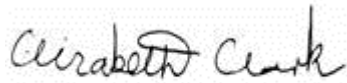
#### **Implications of the Well-being of Future Generations (Wales) Act**

- Members appreciate the goals of the new legislation and note the lack of clarity which they hope will be addressed by the Welsh Government guidance notes due to be published in the autumn. The Committee stressed the importance of the Council reviewing the guidance in detail and the impact that this will have on the provision of services in Cardiff. It was felt at the meeting that any future guidance needs to be crisp and clear with quantifiable expectations.

- The Committee are concerned that the new legislation could be bureaucratic and expensive to implement. They would like assurance that the Council will look to minimise bureaucracy around applying the new legislation and to stress that implementation costs need to be kept to a minimum.
- The Committee feel that the new legislation will have a Council wide impact and should, therefore, be considered by the Policy Review & Performance Scrutiny Committee. I will forward a copy of this letter onto the Chair of the Policy Review & Performance Scrutiny Committee so that he can review the appropriateness of including the Well-being of Future Generations (Wales) Act on their work programme.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,



Councillor Elizabeth Clark  
Acting Chairperson Environmental Scrutiny Committee

Cc to:

Andrew Gregory, Director for City Operations  
Tara King, Assistant Director for the Environment  
Gareth Harcombe, Operational Manager – Energy & Sustainability  
Paul Keeping, Operational Manager, Scrutiny Services  
Joanne Watkins, Cabinet Office Manager  
Members of the Environmental Scrutiny Committee

Ref: RDB/NH/BD/26.08.15

1<sup>st</sup> September 2015

Councillor Bob Derbyshire,  
Cabinet Member for the Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Derbyshire,

**Joint Environmental and Policy Review & Performance Scrutiny  
Committee – Infrastructure Services – Alternative Delivery Models –  
Consideration of Called – In Cabinet Decision CAB/15/24 – 26<sup>th</sup> August  
2015**

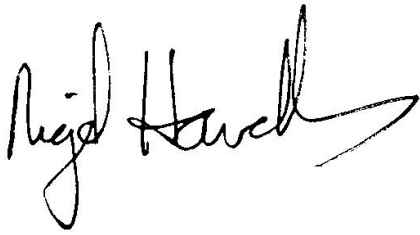
On behalf of the Environmental Scrutiny Committee and Policy Review & Performance Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Wednesday 26<sup>th</sup> August 2015. The meeting considered 'Infrastructure Services – Alternative Delivery Models – Consideration of Called – In Cabinet Decision CAB/15/24'.

As you will be aware at the end of the meeting the Committee were asked to vote on whether or not to refer the decision back to Cabinet. I can confirm that having considered the evidence Members voted unanimously not to refer the matter back to Cabinet and, therefore, the decision taken by Cabinet on the 16<sup>th</sup> July 2015 now stands.

In addition to supporting the Cabinet decision Members stressed the importance of ensuring that detailed consultation and engagement with staff and trade unions is undertaken on a regular basis during the development of the Full Business Case. This will help ensure that all parties remain in an informed position during this very important process. We look forward to pre decision scrutiny of the Full Business Case proposals in early 2016.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink, appearing to read 'Nigel Howells', with a stylized flourish at the end.

Councillor Nigel Howells

Chairperson Policy Review & Performance Scrutiny Committee

Cc to:

Andrew Gregory, Director for City Operations

Tara King, Assistant Director for the Environment

David Lowe, Waste Operations Manager, City Operations

Christine Salter, Corporate Director, Resources

Marc Falconer, Operational Manager, Projects Accountancy (Major Projects)

Tracey Thomas, Operational Manager, HR People Partner

Paul Keeping, Operational Manager, Scrutiny Services

Joanne Watkins, Cabinet Office Manager

Members of the Environmental Scrutiny Committee

Members of the Policy Review & Performance

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref : CM31091  
Eich Cyf / Your Ref : RDB/PM/BD/19.05.15  
Dyddiad / Date: 15th September 2015



County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087

Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088

Chairperson Environmental Scrutiny Committee  
c/o Scrutiny Services  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl / Dear Chairperson

**Environmental Scrutiny Committee 19 May 2015**

Thank you for your contact of 29 May 2015 following the Environmental Scrutiny Committee on 19 May 2015. I will address each point in turn:-

C2C can handle over 4000 contacts per day and to handle these high call volumes and ensure excellent service standards we provide a dedicated environment service. During the month of July C2C handled 14,235 calls on its dedicated environment line and I can confirm that the average time for calls to be answered was 23 seconds which is within our industry standard target of 30 seconds. I can also reassure you that C2C have not received any complaints regarding prolonged wait times for this service and when we do have busy periods we actively promote the use of emails and online forms to help alleviate even the shortest of wait times for our customers. We encourage Customer Feedback, and carry out monthly Customer Satisfaction Surveys. One of the questions asked is 'How satisfied were you with the time you waited before we answered your call', 89 customers were surveyed in the month of July and the satisfaction rate was 97%.

Local authority performance is measured using two sets of indicators – the National Strategic Indicators (set by Welsh Government) and the Public Accountability Measures (set by local government).

Public Accountability Measures (PAMs) are a small set of "outcome focused" indicators. They reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability.

PPN/009 - The percentage of food establishments which are 'broadly compliant' with food hygiene standards is a national PAM.

This provides the percentage of businesses that have been deemed to comply with food law following an assessment based on the risk rating system set out in Annex 5 of the Food Law Code of Practice (Wales 2008). The assessment of

**PLEASE REPLY TO / ATEBWCH I :** Cabinet Support Office / Swyddfa Cymorth Y Cabinet,  
Room 243, County Hall / Neuadd y Sir,  
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd,  
CF10 4UW



any individual premises may or may not have been completed during that reporting year. The descriptions in relation to this indicator cannot therefore be formally changed but further explanation can be given in the reporting arrangements locally.

Indicators reference PPN/001 were removed from the national dataset a few years ago, but remain important as a local performance indicator to monitor in-year progress against the planned inspection programme set out by requirements of the Food Standards Agency (FSA). This information is also collected and published annually by the FSA. The expectation is always that the performance of each local authority is 100%. There is more scope to clarify the descriptions for these indicators locally and further explanation can also be given in the local reporting arrangements.

Please see response below on two issues for HRPeople Services. It is however worth giving some context in relation to sickness absence, notably the views of Policy Review & Performance Scrutiny Committee (PRAP) who scrutinised the review of the Attendance and Wellbeing Policy at their meeting on 2 June 2015 -extract below:

*"Overall the Committee considers that the direction of travel of sickness absence is clearly in the right direction, however we feel that there is still some way to go on the journey. We suggest that, to have a more dramatic impact on the figures, greater urgency is required. Members were encouraged to hear that you will continue reviewing the policy, and when sickness absence reaches a plateau you will consider further measures. However it is Members' view that at some point the Council should consider setting harder targets and timescales, and if these are not achieved then the Council should consider revising the policy. Members feel this view is justified given the significant cost of high sickness levels in services where agency staff are brought in to cover. The Committee would urge it is important that the Trade Unions continue to be a part of this journey"*

In response to the two specific points you have asked HR to clarify, please see below:

### **1. Calculation of Sickness**

The report in question was an adhoc report requested from HRPS relating to the Collections area within the Environment Directorate. The report calculates the % days lost (e.g. Collections = 9.45%) and to get the full time equivalent (FTE) days lost the system times this by 224 \* and divides by 100 = 21.18. This is an approximate figure. (\* 224 equates to 365 days minus 104 weekends/8 bank holidays/29 days leave.)

We are exploring options for all data reports to be in accordance with Welsh Government guidelines which is basically FTE days lost divided by average FTE staff numbers..

However, when data is provided in regular reports eg quarterly and annual figures, figures submitted to PRAP, Cabinet etc the Welsh Government guidelines are used. In future, if we are asked to provide these adhoc reports, we will ensure that it is made clear that figures are approximate.

## 2. Employment Tribunal (ET) Issues

*Why it was lost?* - Whilst the Council won part of the case, it lost on two process issues. The case was mainly related to the redeployment process and particularly changes agreed by Cabinet which were to take effect from 1 January 2014. The key change made was that that time available for employees seeking redeployment should be reduced from 6 months to 12 weeks on the register. The timing of the change caused confusion with this particular case and there were delays in putting the individual on the register. There was also no formal dismissal hearing for the employee, although a dismissal letter was generated.

*What has been learnt?* - Whilst the Redeployment Policy has worked successfully since its introduction, it is currently under review in the light of operational experience following the last change which took effect from 1 January 2014. Additionally, learning from this ET case will be used to strengthen the scheme and tighten up some of the procedural issues. Discussions have already been held with the sickness team within HRPS to ensure that a dismissal hearing is held with the relevant Directorate before the person is placed on the redeployment register. We will also be producing a guidance note on statutory dismissals for managers.

*Any changes implemented to the sickness absence process?* - the Attendance and Wellbeing Policy has been reviewed and tightened up with proposed changes agreed by Cabinet at its meeting on 11 June 2015. The redeployment policy will be kept under review.

Cost of dealing with the industrial tribunal? the Tribunal awarded the sum of £20,000 which includes both compensation and legal costs.

Please note a confidentiality clause was signed as part of the ET case, therefore, we must ensure that the individual cannot be identified from the information provided.

The Council has 2 Additional Licensing Schemes for Houses in Multiple Occupation in Cardiff.

The Cathays Additional Licensing Scheme 2010 expired on 30 June 2015. The Housing Act 2004 stipulates that schemes shall not last for more than 5 years. We are in the process of re-designating the scheme for a further 5 years. Officers carried out an extensive consultation process throughout April this year with tenants, residents, local businesses, landlords and managing agents. A report will go to Cabinet on 17 September 2015 giving the results of the consultation and making the case for re-declaration for a further 5 years. There must, in law, be a 3 month period between designation and commencement of the scheme, so if Cabinet decides to re-declare the scheme it will go live on 1 January 2016.

The only performance indicator in relation to the scheme has been the number of HMOs licenced compared to the original estimate of 1400 HMOs requiring to be licenced. The final result was 1664 HMOs licensed which, when combined with the 510 HMOs licensed in Cathays under the mandatory HMO licensing provisions (applying to 3 storey HMOs having 5 or more occupiers throughout all England and Wales), gives a total number of HMOs licenced in Cathays of 2,174.

However, the progress of the Cathays scheme has been the subject of intense scrutiny, with much interest from the Cardiff Landlord Forum, and an additional licensing working group chaired by the relevant cabinet member and attended by ward members and operational managers from relevant service areas, particularly Planning and Waste Management. I attach a copy of the evaluation document for the Cathays scheme, which can also be found at <https://www.cardiff.gov.uk/ENG/Business/Licences-and-permits/Houses-in-multiple-occupancy/Documents/Evaluati.pdf>

This document gives a lot of detail on the impact of the scheme particularly in relation to the improvement of properties, complimentary initiatives, partnership working and key service delivery improvements made during the course of the scheme.

The Plasnewydd Additional HMO Licensing Scheme commenced on 3 November 2014 so has now been in operation for 9 months. The team is currently dealing with 485 cases. The rate of applications has been slower than experienced than when Cathays was declared.

The team has licensed 130 HMOs and is processing a further 95 applications. The remaining 260 cases represent incomplete applications or cases identified during door to door surveys in the northern part of the Plasnewydd Ward.

It would appear that promotional work and publicity has been of limited success in Plasnewydd Ward. Cathays is predominantly a student area so it is possible the Council's requirements have spread more readily within the student housing market, but Plasnewydd presents a more diverse market that is harder to engage.

The Council has carried out the statutory publicity in 2 local newspapers and advertises the scheme on the Council website. We have written to every Managing and Letting Agent in Cardiff and have engaged fully with the Cardiff Landlord forum. We have issued a recent press release and used the Council's communications team and social media to publicise.

The Student Liaison Officer has issued two issues of Unity News majoring on the Additional Licensing Scheme in Plasnewydd. Unity news is our magazine highlighting the joint work done by the Council, the Universities, the Student Unions and our partners to improve communities and neighbourhoods having large student populations. The magazine is issued in hard copy at PACT meetings and electronically to over 2000 people, including over 1,500 landlords and agents. The newsletters are attached.

The Housing Enforcement team has also attended the Cardiff Met housing fayre to raise awareness of the scheme. Plasnewydd has a high proportion of Cardiff Met students. We have also agreed with Cardiff Met that they will only advertise HMOs on their Housing lists where the landlord has applied for a licence.

These steps have yielded disappointing results, so more formal, concerted effort is required. The Council has recently employed a Licensing Support Officer with the sole brief of chasing incomplete licence applications and identifying unlicensed HMOs. During July 2015, using intelligence gleaned from the Housing Enforcement database and Council Tax records, HMO licensing officers conducted door to door enquires in the streets north of Albany Road spanning from Mackintosh Place to Angus Street. They identified over 150 unlicensed



HMOs, with application packs being sent to each landlord. These will be vigorously pursued by the Licensing Support Officer and subject to prosecution if not received within a reasonable period of time.

The response from Enforcement regarding the fly capture report is attached. This data is broken down by ward and month for the number of queries sent to enforcement which also includes waste presentation matters and also the fly tipping incidents recorded by the teams by load type.

We anticipate the new Customer Relationship Management System to be operational by Christmas. The new system will provide the customer with an end to end self-service experience. They will be able to log issues, such as missed collections or delivery orders, track their query and see when it has been actioned. Providing direct feedback to and from the operatives on the ground will be a later phase of the project. A timeline for this work has yet to be set corporately, although waste management are keen to be front runners in any new system.

Thank you once again for providing your constructive challenges.

Yn gwyir  
Yours sincerely

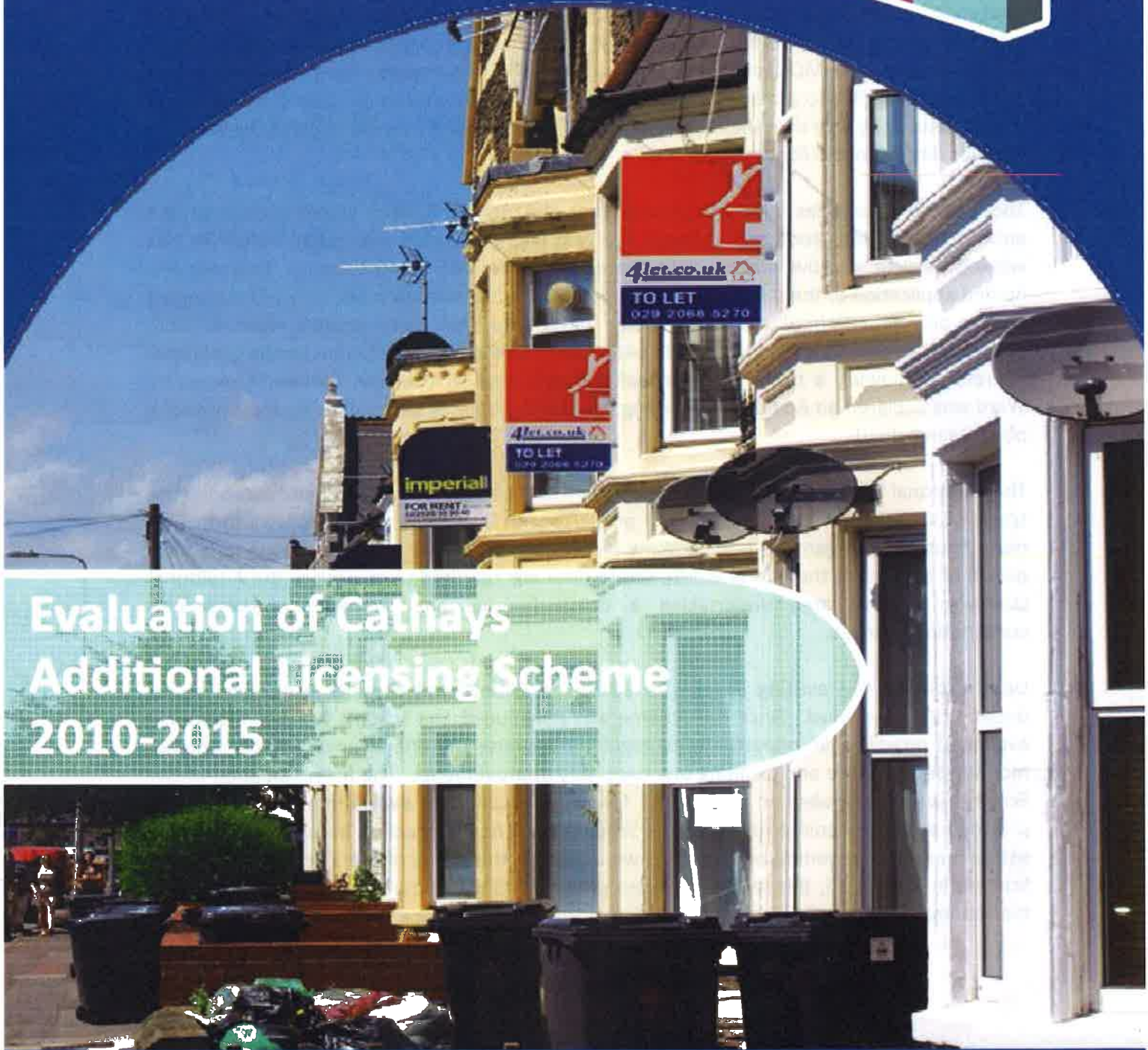


**Councillor / Y Cynghorydd Bob Derbyshire**  
**Cabinet Member for Environment**  
**Aelod Cabinet Dros Yr Amgylchedd**

**Enc:** Evaluation Document for Cathays  
Unity Newsletters  
Fly Capture Report



# Housing Enforcement



## Evaluation of Cathays Additional Licensing Scheme 2010-2015

# Introduction

Cardiff Council has a duty to enforce Part 2 of the Housing Act 2004 which regulates standards in private sector rented accommodation and has, since its implementation in 2006 undertaken a Mandatory Licensing Scheme for all HMOs with 5 or more people in properties with 3 or more storeys. The aim of the legislation is to improve management, amenity, safety standards of HMOs and tackle anti social behaviour to improve living standards within the community. It also gives local authorities discretionary powers to extend the scope of HMO Licensing by way of implementing an Additional Licensing Scheme to meet the needs of their locality if there is considered a need.

The Council recognises the contribution that the private rented sector makes to the authority's housing stock and through the Mandatory Scheme and other initiatives has worked hard to improve standards in those properties with some success. However the limited application of the scheme to houses with 3 or more storeys, made only a small impact in any one geographical area and it was recognised that extra powers were needed, particularly in certain wards, to provide better and more effective solutions to the problems. Therefore following a thorough appraisal and consultation exercise, Cathays Community Ward was declared an Additional Licensing Area at the Council's Executive Business Meeting on 4<sup>th</sup> March 2010.

The Additional Licensing Scheme in Cathays came into effect on 1 July 2010 and extended the scope of licensing to cover most rented property with 3 or more occupiers who form 2 or more households regardless of how many storeys the property has. The Scheme runs for a period of 5 years, at the end of which, the Council are required to re-declare the Additional Licensing Scheme area undertaking a comprehensive and thorough appraisal and consultation exercise.

Upon expiry of the existing Scheme in 2015, the Council will consider proposals for re-declaring Cathays ward. Since the Scheme was introduced, the Scheme has been routinely evaluated providing an opportunity to regularly appraise the effectiveness of the Scheme, monitor performance and facilitate any necessary improvements. The first evaluation of the Scheme was undertaken in April 2012 followed by another evaluation in 2013, which provided a comprehensive review of the Scheme since its introduction in July 2010 together with a number of recommendations. As we approach the expiry of the 5 year period of the Scheme in June 2015, this report has been prepared to provide a concluding evaluation of the Scheme to inform the possible extension of the Scheme for another 5 year period.

# Contents

## Introduction

### **1. Background**

- 1.1 Legislative context
- 1.2 Profile of Cathays
- 1.3 Links to Policies, Plans and Strategies
- 1.4 Aims and objectives

### **2. Delivering the Scheme**

- 2.1 Scope of Additional Licensing Scheme
- 2.2 Introducing the scheme
- 2.3 Complementary initiatives
- 2.4 Partnership working
- 2.5 Enforcement Policy

### **3. Evaluation of Additional Licensing Scheme**

- 3.1 Purpose of Evaluation of Scheme
- 3.2 Methodology and Scope
- 3.3 Analysis of impact of Scheme.
- 3.4 Improvements

### **4. Conclusions and Recommendation**

- 4.1 Key points and conclusions
- 4.2 Recommendations

# 1

## Background

### 1.1 Legislative context

Part 2 of the Housing Act 2004 introduced the licensing of houses in multiple occupation (HMO) requiring that HMOs consisting of three or more storeys AND five or more persons living as two or more single households and sharing some amenities are licensed. Known as Mandatory Licensing, the term applies to those properties in the private rented sector.

Physical and management standards in HMOs can often be low and the aim of the licensing regime is to ensure that the poorest and highest risk properties in the private rental market meet the legal standards and are properly managed to provide greater protection to the health, safety and welfare of the occupants of this type of property.

In Cardiff, a large number of requests/complaints about the condition of private properties in the City relate to HMOs. They are also associated with issues that affect the neighbourhood such as rubbish and anti-social behaviour which can occur because of poor management of the property. HMOs can also change the nature of an area and result in reduced community cohesion.

Whilst the Mandatory licensing regime captures a number of properties, it cannot deal with all the problems highlighted in the private rented sector because it applies to only a small proportion of the stock and makes little visible impact in an area, particularly one with significant issues associated with a high density of HMOs.

Under the Housing Act 2004, additional powers are available to local authorities to extend the licensing regime to other categories of property, namely:-

- Additional licensing powers enabling the Council to extend the scope of its HMO Licensing to other descriptions of HMO either in all or in part of its district.
- Selective licensing powers enabling the Council to extend licensing to other types of properties other than just HMO's in an area of the City where there may be issues relating to low housing demand or anti social behaviour.

Despite the good work undertaken to improve properties throughout the City, it was evident that certain areas in the City were not adequately protected by the existing licensing regime and were displaying a range of common problems such as rubbish accumulation, parking stress, street scene decay and poor housing. The Authority therefore recognised that the extra powers available through the introduction of an Additional Licensing would provide better and more effective solutions.

On 10 September 2009, the Executive resolved to undertake internal and external consultation on the proposal to introduce an Additional Licensing Scheme within the Cathays Community Ward of Cardiff. Following this thorough appraisal and consultation exercise, the area was formally declared an Additional Licensing Scheme area at the Executive Business Meeting on 4<sup>th</sup> March 2010 with an implementation date of 1 July 2010.

## 1.2 Profile of Cathays

Cardiff is a university city with approximately 36,000 full time students over the age of 18 in residence. These students comprise approximately 10% of Cardiff's population, many of whom live in the Cathays and Plasnewydd areas, typically in shared terraced pre 1919 houses.

Cathays is an attractive area of the City for students because of its close proximity to campus and the city centre. The area contains a large number of private rented housing (64% of households in Cathays live in privately rented housing -2011 census) and over 64% of Cathays residents are full time students. This high demand for properties allows some landlords and agents to advertise and let poor quality properties in Cathays.

In 2006 a strategic partnership was established between the Council and the City's Universities through the adoption of the Cardiff Student Community Plan which addressed the "studentification" of certain areas of the city housing high numbers of students. Typically these areas displayed a range of problems such as rubbish accumulation, parking stress, street scene decay and poor housing. This partnership was supported by a jointly funded co-ordinator to lead on the implementation of a student community plan but despite this, student unions continue to report that student housing is the single most important issue they have to deal with and community dissatisfaction continues.

This dissatisfaction culminated in a motion being put to Council on 20 November 2008 highlighting the impact of a high student population in certain areas of the City calling for officers to explore how the provisions of the Housing Act 2004 for extending the licensing of HMO's might be applied to Cardiff. The Group established that Additional Licensing of HMOs could provide part of an effective solution and considered which areas of the City would benefit most.

In establishing appropriate areas for declaration, the Council considered a number of additional factors which led to the selection of Cathays as an Additional Licensing Scheme area:-

- That Cathays had the highest rate of Housing Enforcement complaints per property in the City. ( 14.83% of all Housing Enforcement service requests were made about properties located in Cathays).
- The Private Sector Housing Stock Condition Survey 2005 showed that the highest levels of unfitness in Cardiff were found in Area 5 (Cathays and Gabalfa combined) with 8.9% of dwellings in the area being unfit.
- The 2005 survey also identified Area 5 (Cathays and Gabalfa) as having the highest repair cost per dwelling in Cardiff.
- The Survey also showed Area 5 (Cathays and Gabalfa) as having by far the highest levels of fuel poverty with 19.4% of households living in fuel poverty compared to the second highest of 10.1%.
- During 2008/09, 118 (22.78% of Cardiff total) of Housing Enforcement Accumulation Service requests were received in respect of the Cathays area.

- During 2008/09, 195 (11.74% of Cardiff total) of Private Sector Housing Noise nuisance complaints were received in respect of the Cathays area.
- During 2008/09, 274 burglaries were recorded in the Cathays Community Ward area, representing 12.09% of all burglaries in Cardiff.
- Tenant responses to the Stakeholder questionnaires indicating high levels of concerns about their accommodation and area.

### 1.3 Links to Policies, Plans and Strategies

**Cardiff Council’s Local Housing Strategy 2012-2017** sets out the vision that Cardiff achieves a housing market that supports the needs and aspirations of its community; a market that enables choice and accessibility by providing quality, affordable and sustainable homes. Each section describes the strategic issues for housing services in Cardiff and the activities being implemented that will assist in addressing the priorities. The Additional Licensing Scheme in Cathays is identified within the Strategy as having significant benefits to securing improved housing accommodation and better management of properties whilst improving safety for the occupiers and bringing improvements to the wider community. Furthermore it acknowledges that the implementation of the Scheme in the Cathays Community Ward has focussed on a student housing area, helping to ensure a supply of good quality, well managed private rented sector accommodation. The regular evaluation of the Scheme in Cathays is identified as an activity that will help deliver objectives that ensure Tenants and residents live in homes that are safe and secure.

**Cardiff’s “What Matters” Strategy 2010-2020** is a ten year strategy that brings together partners from the public, private and voluntary sectors in Cardiff working together across organisational boundaries to share and deliver what matters most to people in the city. The collective vision of the Strategy is that by “2020 Cardiff will be a world class European capital city with an exceptional quality of life at the heart of a thriving city region”. To achieve this, partners agreed 7 outcomes.





The aims of the Cathays Additional Licensing Scheme contribute directly to a number of these key outcomes, by ensuring Cardiff has a **clean, attractive and sustainable environment, is a great place to live, work and play** and has a **fair, just and inclusive society where people are safe and feel safe, and are healthy**.

During the lifetime of the Cathays Additional Licensing Scheme, **Cardiff's Corporate Plan** has annually set out the Council's priorities for the next 3 years towards the delivery of services to the people of Cardiff. The Plans set out the vision for the City highlighting the priorities that will underpin and take forward the Council's ambitions.

Additional Licensing has been one such priority that is frequently represented in Corporate Plans. Sitting under the "People in Cardiff have a clean and attractive and sustainable environment" outcome (*Corporate Plan 2011-2014*), there was a desire to regenerate local neighbourhoods by developing and promoting Cardiff as a social landlord by evaluating the work of the Corporate Working Group on Additional Licensing for Cathays and considering the benefits of extending the scheme in other parts of Cardiff. The Additional Licensing Scheme also played a key contribution to securing safe and warm housing by promotion, partnership working, support for landlords and effective regulation (*Corporate Plan 2013-17*). Furthermore, by investing in a strategic response to reduce the Council's carbon emissions and increase the Council's generation of renewable energy, it was proposed that the improvements to properties achieved through the additional licensing scheme will improve the energy efficiency of rented accommodation. In 2015, **Cardiff's Corporate Plan 2015-17** continues to place access to good quality housing for Cardiff's citizens as a key improvement objective and commits to ensuring the private rented sector is fit for purpose and homes meet legal standards to protect the health of tenants through prioritised investigation of complaints and the proactive delivery of additional licensing schemes in the City.

## 1.4 Aims of the Scheme

The purpose of the Additional Licensing Scheme is to improve the standard of rented property within the Cathays Area. This includes all properties that are considered HMOs. The Scheme also aims to tackle wider community issues such as waste, anti social behaviour, energy efficiency and property security by implementing licence conditions for each property and using the Housing Health and Safety Rating System. When considering the implementation of the Additional Licensing Scheme the Council recognised that any such implementation would form part of a bigger strategy and that only by working in partnership with other Council Services, Universities, the Police, Fire Service and landlords could the challenges and issues be addressed. The following outcomes therefore represent how, by working in partnership, the Additional Licensing Scheme was anticipated to secure real benefits for tenants, the Cathays area in general and other Council services.

- **Improvements to accommodation** by licensing conditions including means of escape from fire, amenities and space standards and by using other methods such as the Housing Health and Safety Rating System to secure improvements in relation to excess cold and security.
- **Improvements to health and safety** by ensuring gas and electrical installations are safe;

- **Sustainable improvements to the Cathays area** through licensing conditions to improve the “street scene” by requiring suitable waste storage facilities;
- **Better value for money secured by a proactive approach in one area.** By making a concerted effort in one area, increasing presence and regularly visiting HMOs, more long term sustained improvement to overall property conditions will occur;
- **Consistent approach to Tenancy Management and Property Conditions** for tenants living within the area. Licensed properties will abide by a common set of conditions controlling property maintenance and tenancy management including:-
  - Fire safety management;
  - Condition and appearance of communal areas, gardens and forecourts;
  - Control of rubbish and waste;
  - Maintenance of gas and electricity installations;
  - Provision of a written tenancy agreement to each tenant.
- **Improvements made through landlord training** – The conditions attached to each licence require that the licence holder attend appropriate training on the legal requirements relating to private renting and tenancy management such as the Landlord Accreditation Wales Course.
- **Eradication of bad landlords** – Those landlords who are not “fit and proper”, e.g. with a criminal record or bad housing track record cannot hold a licence.
- **Reducing anti-social behaviour** by making landlords more accountable for the behaviour of their tenants and tackle anti social behaviour;
- **Availability of information** – Licensing allows the Council to maintain a public register of licensed landlords allowing the Council to share information with other Council services. E.g. waste management with the resulting efficiency in services and enforcement activity. Also members of the public will have access to the information.

In summary, by introducing the Scheme, the Council would:-

- Ensure that effective management arrangements are in place.
- Reduce the risk of fire, excess cold and other hazards in shared HMO’s and poorly converted self contained flats
- Improve the standard of HMO’s relating to amenities and repair
- Improve the standard of HMO’s relating to security
- Support inexperienced landlords and make all landlords / property owners more accountable for the behaviour of their tenants and tackle anti-social behaviour
- Create a fairer and more equitable situation where landlords of all HMO’s invest in better standards
- Improve the quality of housing to benefit both tenants and the wider community.

### 2.1 Scope of Additional Licensing Scheme

Section 254 of the Housing Act 2004, lays down the definition of a House in Multiple Occupation together with appropriate exemptions but in short the Mandatory Licensing of Houses in Multiple Occupation (HMO) requires that HMOs consisting of three or more storeys AND five or more persons living as two or more single households and sharing some amenities are licensed. The Additional Licensing Scheme for Cathays extends the scope of licensing to cover most rented property with 3 or more occupiers who form 2 or more households regardless of how many storeys the property has.

Since introducing the Additional Licensing Scheme, the number of properties licensed has increased from 323 properties to 2174.

### 2.2 Introducing the Scheme

Once the Additional Licensing Scheme was approved on 4<sup>th</sup> March 2010, the necessary publicity was undertaken with the legally required public notices being placed in the Western Mail and South Wales Echo on 11 March 2010 advising of the proposed implementation date of 1 July 2010. Following the public notice process, 4 objections were received, however these were not taken on board, and the scheme implementation date remained the same.

Recognising the need to raise as much awareness as possible amongst landlords, the Scheme was further promoted in the Council's Capital Times, Unity News and the Landlord Accreditation Wales Newsletter with presentations also being made to the Cardiff Landlord Forum and to Universities, Police Officers and relevant Council Officers. Furthermore, the Cardiff Council website and the Student Housing website, [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk) were also updated to carry full details of the scheme. Furthermore all letting agents were informed and landlords were also made aware of the need for a Licence by Officers undertaking their duties within the Cathays area.

The initial response to the Scheme was very good with a number of requests for applications being submitted during the first 2 months. September/October saw the first influx of completed applications being returned in large numbers. It was pleasing to note that landlords and agents were approaching the Council to obtain application forms. As time has progressed, awareness has grown further with the majority of licensable properties being licensed, or awaiting the outcome of their application.

## 2.3 Complementary initiatives

The Council has implemented a number of schemes and initiatives to address the challenges and issues present within the Cathays Community Ward that run alongside the Additional Licensing Scheme as follows:-

- The **Landlord Accreditation Wales (LAW) Scheme** is a national scheme launched in November 2008 that aims to train and support landlords thereby raising standards of knowledge and professionalism in the private rented sector and improving the way landlords deal with their properties and tenants. To date 900 landlords with properties in Cardiff have been trained under the Scheme.

Attendance on a suitable and accredited training course on tenancy management and legal standards in private renting is a condition of the mandatory and additional licensing schemes and incentives have been made available to encourage attendance. Such incentives have included a reduction of £175 in the Additional Licensing fee for each property a landlord owns, and free training to those landlords who became accredited after completing the licensing process.

As an organisation LAW supports landlords with information and guidance on changes in legislation as well as sharing best practice and gives accredited landlords recognition that helps differentiate them from those less reputable landlords who give the rental market a bad name. It is both beneficial to the landlord in terms of business and reputation and to the Council who have less need to intervene when an issue arises.

- Cardiff Council and the three Universities jointly fund a Student Liaison Officer to implement Cardiff's Student Community Action Plan. The post strengthens partnership working between the Council and Universities to reduce the negative impacts associated with large student populations in small geographical areas. The Student Liaison Officer also acts as a single point of contact for student housing and lifestyle issues.
- [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk) is a dedicated website for students to access a range of housing and living advice on private rented accommodation including costs, accredited letting agents, landlords, moving from halls etc.
- **Halls to House** annual campaign informs students living in halls of residence about living in the private rented sector. Held before the summer break, partners come together to give advice to students about re-use, sustainable travel, securing valuables and advice about moving from halls to houses.
- **'You're In. Now What?'** annual campaign informs students of their tenant responsibilities in the private rented sector by distributing and displaying information on issues such as community relations, rubbish and recycling, security and health and safety. Moving In and Out checklists have been produced to support the campaign. These are distributed to over 600 landlords and letting agents in Cardiff for inclusion in their student tenancy welcome packs.
- **'Lock it. Hide it. Keep it'** is a joint campaign with the police aimed at students to increase safety and reduce/prevent burglaries. A range of initiatives are in place

including increased police presence, marketing drives including door to door safety and community awareness messages, property registration initiatives, and a team of volunteer student police wardens.

- A voluntary action group **Environmental Champions** has been set up to tackle sustainability and environmental issues in the local area. The group is made up of students and community members who regularly take part in sustainability events and environmental tasks such as waste awareness door knocking exercises, river clean ups, supporting sustainability week, working alongside Fairtrade Cardiff, innovative litter picks and environmental projects.
- **Get it out for Cardiff** is a joint, award winning campaign that helps students to clear out their rubbish at the end of the academic year with the aim of re-using and recycling as much as possible. The scheme is designed to help students across Cardiff plan a stress-free move out of their accommodation, whilst ensuring that the local community is left clean and tidy.

21 Green Zones are set up in halls of residences and Student Unions across the city where students can donate clothing, food (unopened tins, packets, jars etc.), small electrical items, books, CDs, DVDs and kitchen items (plates, mugs, utensils, pans etc.). Also 20 YMCA re-use banks across the city which are in place all year round to collect clothes, shoes, bags, textiles, small electrical items, books, CDs/DVDs.

A number of charities benefit from scheme. Food collected for *FareShare Cymru* - supporting communities to relieve food poverty. Clothing, electrical items, media and bric-a-brac are being collected for the YMCA to directly reinvest in projects and services for homeless people at the Cardiff YMCA Housing Association. Kitchen items are stored over the summer and sold to students at the start of term at heavily discounted prices, with all proceeds going to charity.

The Scheme also aims to encourage and educate students to place waste out for collection on the correct day when moving out of their tenancy. The three week scheme in June each year focuses on ensuring the end of term waste is presented and removed in a controlled manner. The campaign also runs all year round to educate and raise awareness of social responsibility and correct waste presentation in the student and landlord community. Before the campaign was launched in 2004 the area suffered extended period of incorrect waste presentation over a several weeks as the student community departed the area, leading to increased pressure on collection and cleansing services. Plus the daily incorrect presentation of waste had a negative impact on the local environment and communities.

Run in partnership between Cardiff Council; Cardiff University; Students' Union; Cardiff Metropolitan University; University of South Wales; Cardiff Digs; Cardiff YMCA; FareShare Cymru; Cardiff Self Storage and Liberty Living, 18 tonnes of waste was re-used by students donating items to charity during 2014.

## 2.4 Partnership working

The Council firmly believes that securing sustained improvements to the private sector stock in Cardiff can only be achieved through a robust partnership approach involving tenants, landlords, local communities and the voluntary and private sectors and the various council services working collectively. To this end, the authority has a number of arrangements in place, namely:-

- **Licence conditions** - A primary purpose of the scheme is to tackle wider community issues such as waste and anti social behaviour and property security and this is achieved through the implementation of licence conditions that cover these areas. These conditions seek to complement the work carried out by other Council services by raising awareness and educating licence holders and working collectively to address the issues. The following examples demonstrate the scope of the conditions:-
  - All HMO conditions carry requirements relating to noise pollution and waste storage and disposal;
  - Landlords are required to inform their tenants about their responsibilities relating to waste management and recycling, reducing noise and other anti social behaviour. Landlords are issued with a "tenants undertaking" document which explains these responsibilities;
  - Landlords are required to work with waste management to provide suitable and sufficient bins for the size of the household. As well as promoting the retention and use of the kitchen caddies, green bags and food liners.
  - Whilst the first point of enforcement in relation to waste is Waste Management, landlords are requested to remove building waste, redundant furniture and to keep yards and gardens in good order.
  - Landlords are required to notify Pollution Control of alarm keyholders and take reasonable steps to control anti social behaviour.
- Since 2011, Officers from the HMO Licensing Team have worked in conjunction with the Police on the **Cathays Burglary Project** which uses the Additional Licensing Scheme as a tool to minimise burglary primarily, but also wider community issues such as waste, anti social behaviour, energy efficiency and fire safety in HMOs.

Officers visit properties jointly with the Police and check the property against licence and security standards and offer crime prevention advice. Those properties failing to meet standards are served notices to carry out works.

The results evidence that the burglary project is working and improving burglary in the Cathays area and has evidenced an 80% decrease in burglaries during 3 years. (For further information, see Burglaries Section)

- Joint protocols have been established with both Waste Management and Pollution Control for effective joint working. An example of this joint approach is a pilot initiative with Waste Management, HMO Licensing and Pest Control officers who

make joint patrols on Colum Road to address street scene issues using the broader range of powers available to the 3 sections.

- A copy of the HMO Licence register, giving details of ownership and occupancy is circulated on a monthly basis to Pollution Control, Waste Management, The Anti-Social Behaviour Team, the Police, Trading Standards and Council Tax to assist them in carrying out their duties and to respond more quickly to problems and complaints.
- In 2011/12 a series of inspections by Trading Standards Officers were carried out in Cathays relating to the quality and safety of goods supplied with a tenancy including furniture, fire safety and electrical safety. During these inspections, 165 items of furniture, 30 electrical items, 9 gas safety checks, 10 products under general product safety laws and 21 under other safety laws were checked. Of the breaches discovered, 2 were for non-compliant mattresses; 4 sofas and one chair. All suspect non-compliances were due to furniture not being labelled with statutory labels. All landlords were written to and responded by either producing appropriate paperwork or replacing with furniture that is compliant.
- During 2012, the Consumer Services Team completed a working project/partnership with Cardiff University/ Students Union/Housing Enforcement in relation to tenancy agreements and students regarding legal (civil) contractual issues. This resulted in a group leaflet publication that was given to all Cardiff Students providing advice and information.
- Trading Standards also routinely provide officers at a stand at the freshers' fayre at Cardiff University to discuss Trading Standards issues and raise awareness of the department
- The Council has arrangements in place with landlords in which to educate and inform, namely:-
  - The Cardiff Landlord's Forum and ALMA, both supported by the Council but are landlord/agent led organisations providing valuable information to Cardiff landlords.
  - The Council has held a series of Landlord's Open Days, events that regularly attract over 200 delegates.
  - A Landlord's Newsletter is produced on a bi-annual basis providing valuable information and knowledge and is circulated electronically to landlords in Cardiff.
- **Operation Saturn** is a police led operation held annually to coincide with the return of the university students in Cathays after the summer vacation. The initiative aims to deter crime and antisocial behaviour and ensure the safety and security of the community and student population. Increased police resources are provided and Council Noise Officers are available throughout the evenings to respond to noise complaints and improve community responsibilities relating to noise.
- **Cardiff Student Community Action Plan** is a collective strategy between Cardiff Council and the City's Universities for delivering improvements that address housing and lifestyle issues associated with high levels of students living in small geographical

areas of the City. The Plan sets out a number of key actions to address a range of issues that improve the quality and quantity of student accommodation, promote a clean, attractive and sustainable environment, reduce crime against students and encourages neighbourliness and respect.

- On 23 March 2015, Cardiff Council hosted a **student community partnership** stakeholder event to review the achievements of the last 3 years work of the Student Liaison Officer and to inform the action plan for the next 3 years. There were keynote speeches from the relevant cabinet members and presentations from the Police, Waste Management, Student Volunteering Cardiff and Housing Enforcement to raise awareness of all the good partnership working that has already taken place. There were workshops on the key themes of 1)accommodation, 2)neighbourliness and community respect, 3) Environment and 4)Health and Safety to refocus all partners and to generate new ideas for the 2015-18 plan.
- The Manager of the HMO Licensing team has been a member of a **Welsh Government Working Group** to study the impact of large HMO concentrations on 6 key towns across Wales with a view to producing a good practice toolkit and to generate proposals for legislative change in the fields of Housing and Planning Law.

## 2.5 Housing Enforcement - Enforcement Policy

Fair and effective enforcement is essential to protect the economic, environmental and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implications for all involved and for this reason, the Housing Enforcement Team has adopted an Enforcement Policy. The Policy outlines the Council's obligations to comply with legislation in order to improve housing standards in Cardiff ensuring that:-

- Anyone affected by enforcement action understand what principles are applied when such action is considered;
- Decisions about enforcement action are fair, proportionate and consistent;
- Officers apply current government guidance and codes of practice when considering any formal action;
- A proper scheme of accountability is in place.



### 3.1 Purpose of Evaluation of Scheme

The Additional Licensing Scheme for the Cathays Community Ward has been in place since July 2010 and must be re-declared at the end of the 5 year period. The expiry of the 5 year term occurs in 2015 and as a consequence it is necessary to undertake a thorough appraisal of the Scheme to establish its effectiveness and inform any possible extension of the Scheme for a further 5 years.

This document represents an Evaluation of the Scheme and builds upon previous evaluations undertaken during the course of the Scheme following its introduction.

To date, the scheme has resulted in extending the scope of HMO Licensing to capture an additional 1664 properties that otherwise would not have required licensing. When introduced it was estimated that only 1400 properties would require a Licence.

All licensable properties are inspected prior to a Licence being issued and this increase in licensed properties represents a vastly improved level of enforcement activity as a result of the Scheme. In order to establish the effectiveness of the Scheme however, we must explore other activities and measures to establish how well the Scheme has met its key objectives and secured the benefits it originally set out to do. Furthermore, if the Scheme is having a positive impact on the area, then consideration should be given to extending the Scheme for a further 5 years. The purpose therefore of this Evaluation Report is to highlight progress made so far and assess the impact the Scheme has made in a number of key areas.

### 3.2 Methodology and Scope

This evaluation aims to analyse activities and measures held by the Housing Enforcement Team and partners to establish how well the Scheme has met its key objectives and secured the desired improvements.

The primary data source analysed in the production of this assessment is data held on Cardiff's Housing Civica database which holds information relating to licence applications, inspections, compliance and service requests received. This information is supported by additional data provided from services such as Waste Management, South Wales Police and Noise Pollution Teams.

The reporting period used in this analysis is by financial year which enables the report to include recent data and be as up to date as possible.

## Limitations

Due to the 5 year term of a Licence, properties can change hands, or no longer be licensable. As a consequence statistics on the Civica database can change during different reporting periods. For this reason, some results produced in this report for previous years may vary slightly from earlier evaluations.

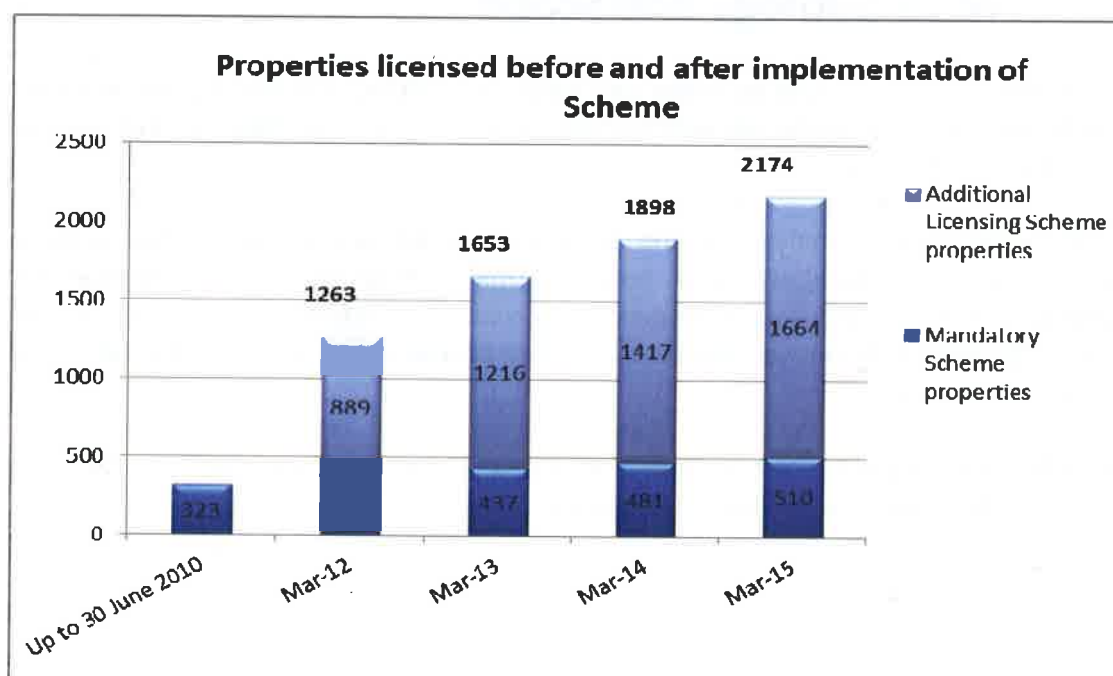
Similarly, at the point in time when reports are produced to inform this evaluation, records may not be 100% up to date, and are subsequently updated after the production of the reports. This too can result in changes to previous results reported in earlier evaluations.

## 3.3 Analysis of impact of Scheme

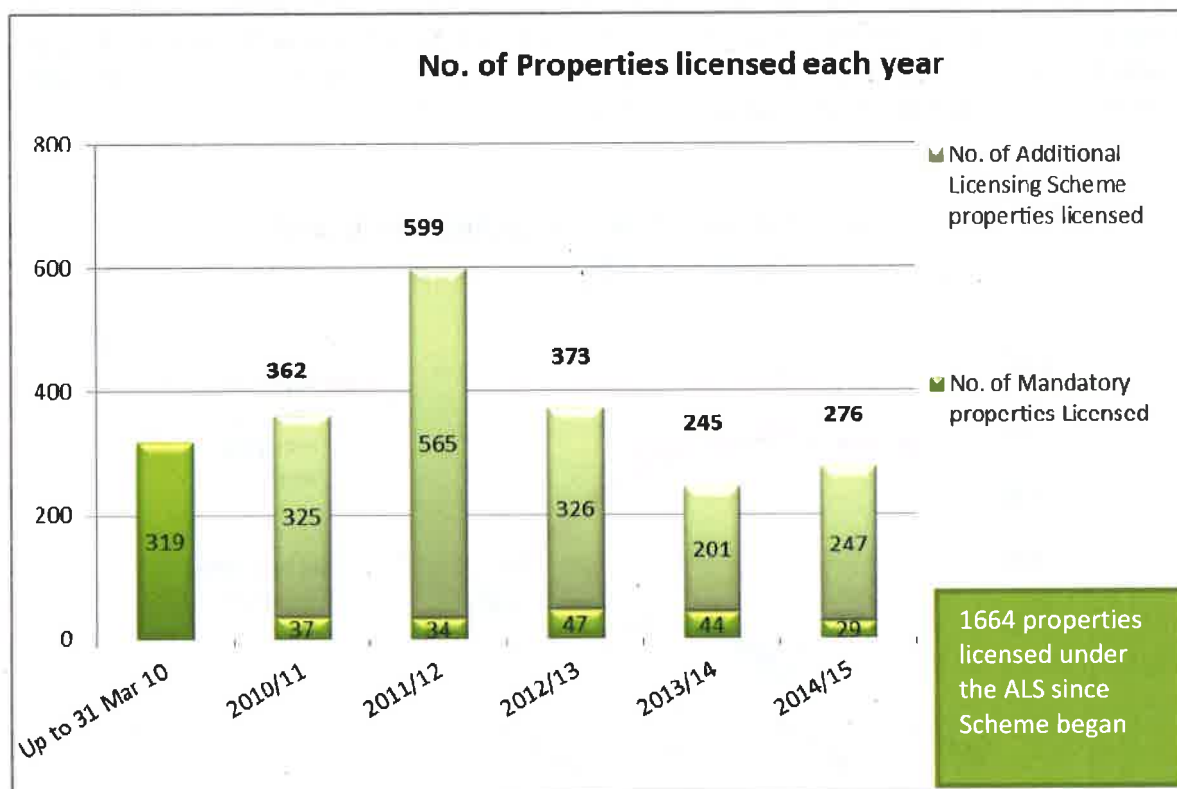
In order to understand and evaluate the impact of the Scheme following its implementation, it is necessary to look at the various statistics and performance measures available to the authority to provide a balanced picture of how the scheme has developed and the impact it has had on the Cathays area. The following measures are therefore presented to highlight the progress made with the scheme following 4 3/4 years of operation, to provide information to inform any future re-declaration of the area.

### Number of properties licensed

The implementation of the Additional Licensing Scheme has ensured that the high proportion of properties otherwise excluded from licensing under the provisions of the Mandatory Scheme are now captured by the Additional Licensing Scheme. Currently, 2174 properties in Cathays have been licensed which is a dramatic increase from the 323 previously licensed prior to the scheme's implementation. This is by no means the final number of properties licensed in the Cathays area. There are presently a number of applications being processed, and a small number that have yet to make an application.



The process of identifying properties for licensing under the Scheme was very much the focus of enforcement activity following the Scheme's implementation in July 2010 and through the following year. The graph below provides a breakdown of licensing activity prior to and since the Scheme's implementation. It can be seen that the number of properties licensed peaked during 2011-12 following the implementation of the Scheme and we are now at a stage where the majority of relevant properties in Cathays are licensed and/or applications submitted.



## Improvement of properties

The principle purpose of the Additional Licensing Scheme is to improve the standard of rented property within the Cathays Area whilst also addressing energy efficiency and property security by implementing licence conditions for each property and using the Housing Health and Safety Rating System. The following results therefore demonstrate the levels of improvement achieved since the Schemes implementation.

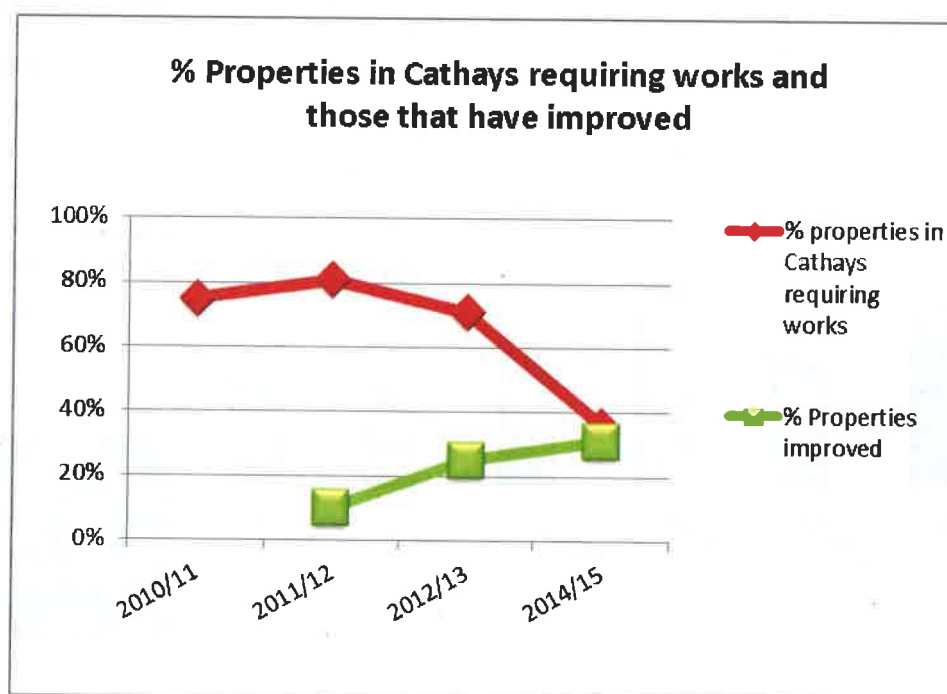
Prior to licensing a property, an inspection is undertaken in order to identify any improvements required to meet licensing standards. The following graph shows the percentage of properties requiring works. It can be seen that after an initial increase in the percentage of properties requiring works following the Scheme's implementation, the percentage has fallen considerably over the period of the Scheme from 81% in 2011/12 to 36% over the last year.

Further examination of the property records of those licensed purely under the Additional Licensing Scheme show that 41% of licensed properties require improvement which is slightly higher than the overall total. Never the less, this is a positive improvement and demonstrates how the identification of required works and the subsequent remedial works

carried out by landlords as a result of licensing requirements has seen a reduction of the number of properties requiring improvement.

Currently 63% of licensed properties in Cathays meet the required standards. This is either through intervention by the Council, or because they were up to standard when first inspected.

The percentage of properties that have been improved through the licensing regime is 31% which shows a marked increase from 10% in 2011/12. The graph below shows that the gap between those that require improvement and those that have improved has significantly reduced as a result of the Additional Licensing Scheme.

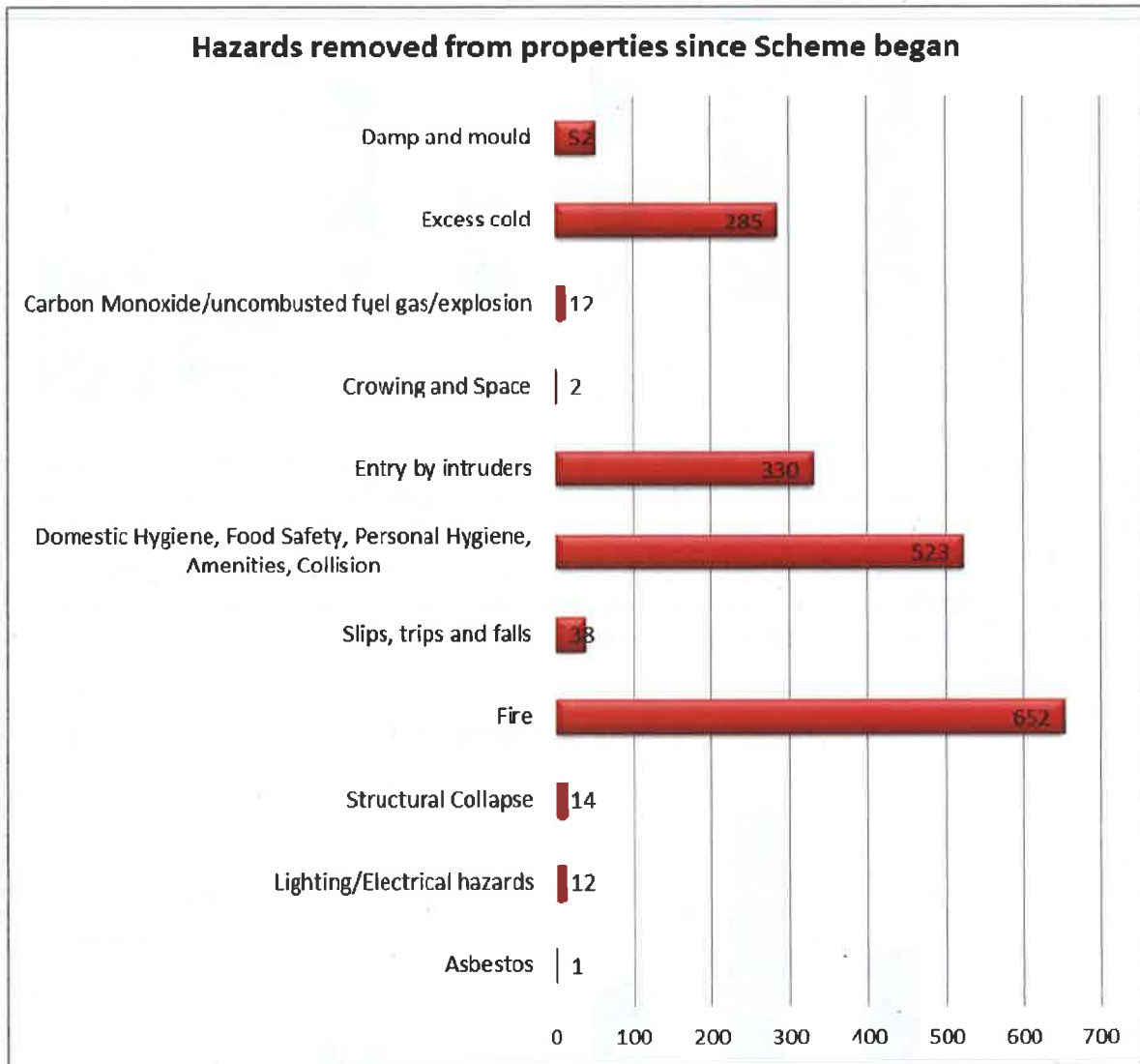


## Housing Health and Safety Rating System

The Housing Health and Safety Rating System is a risk assessment tool used to assess potential risks to the health and safety of occupants in residential properties in England and Wales. The assessment method focuses on the hazards that are present in housing and tackling them to make housing healthier and safer to live in. This method of assessment is undertaken as part of the inspection process following receipt of a valid application. The likelihood and the severity of the outcome combine to generate a hazard score, with hazards falling into Category 1 and Category 2. Each hazard is assessed separately and if judged to be serious with a high score is deemed to be a Category 1 hazard. All other hazards are Category 2 hazards. Where Category 1 hazards are identified, the Council has a duty to take action to remove the risk and at least reduce the risk to a Category 2 and seek further improvements.

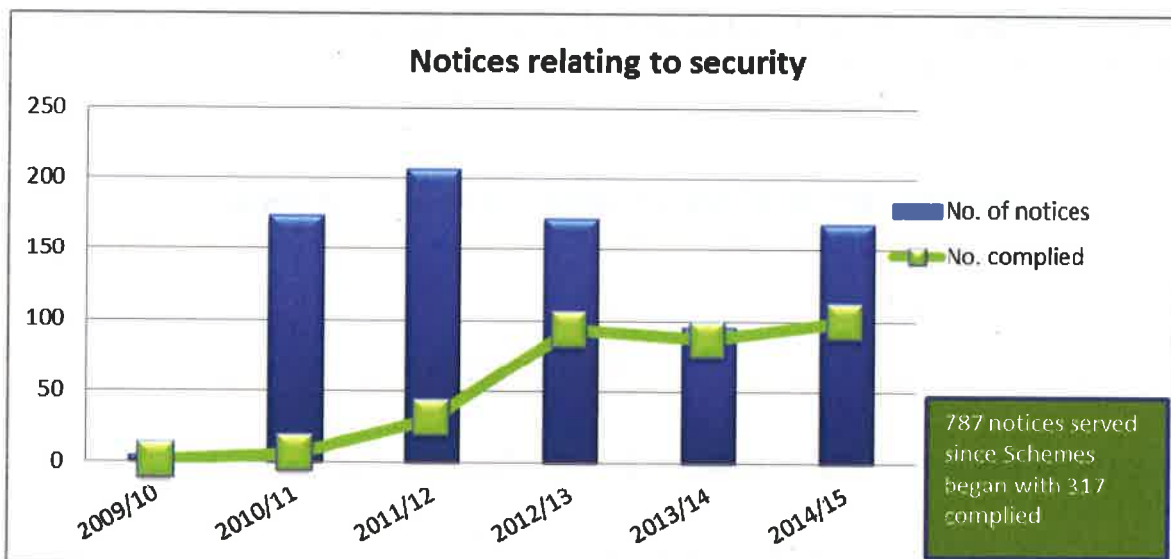
The following graph demonstrates the number of hazards removed from properties in the Cathays area following assessment. Since the Scheme began, 1921 hazards have been

removed consisting of 421 Category 1 hazards reduced to a Category 2, and 1500 Category 2 hazards have been improved.

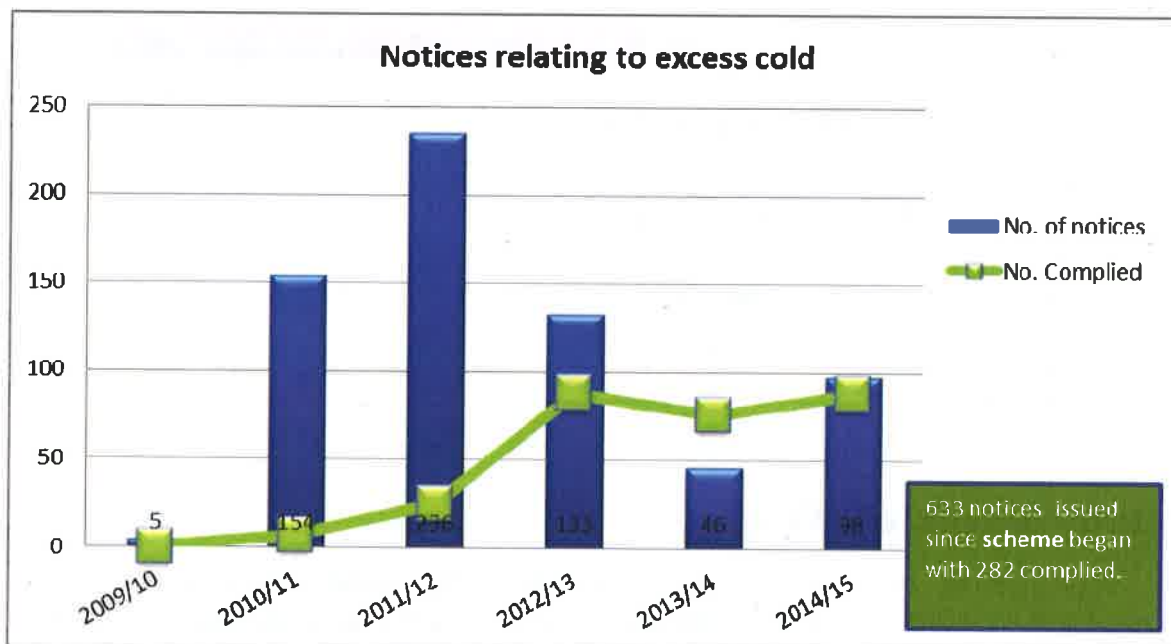


## Security and Excess Cold

Since implementing the Scheme, greater emphasis has been placed on securing improvements to security and excess cold in properties during the inspection process and the following graphs demonstrate the number of notices served and complied with. 787 notices have been served in relation to security since the Scheme was implemented representing 47% of the 'additional' properties licensed. Typical requirements include the provision of window and door locks and improvements to rear gates. Currently 40% of notices have been complied with, which shows a marked improvement from 2012/13 when the figure stood at only 10%.



Similarly the number of notices served in relation to excess cold stands at 633 which represents 38% of the 'additional' properties licensed. Typical requirements in this area include the provision of loft insulation improvements to heating systems, eradicating damp and mold etc. Currently 44% of the notices served have so far complied with the Council's requirements. Again, this is a significant increase compared to the first evaluation where only 8% of notices served had been complied with.

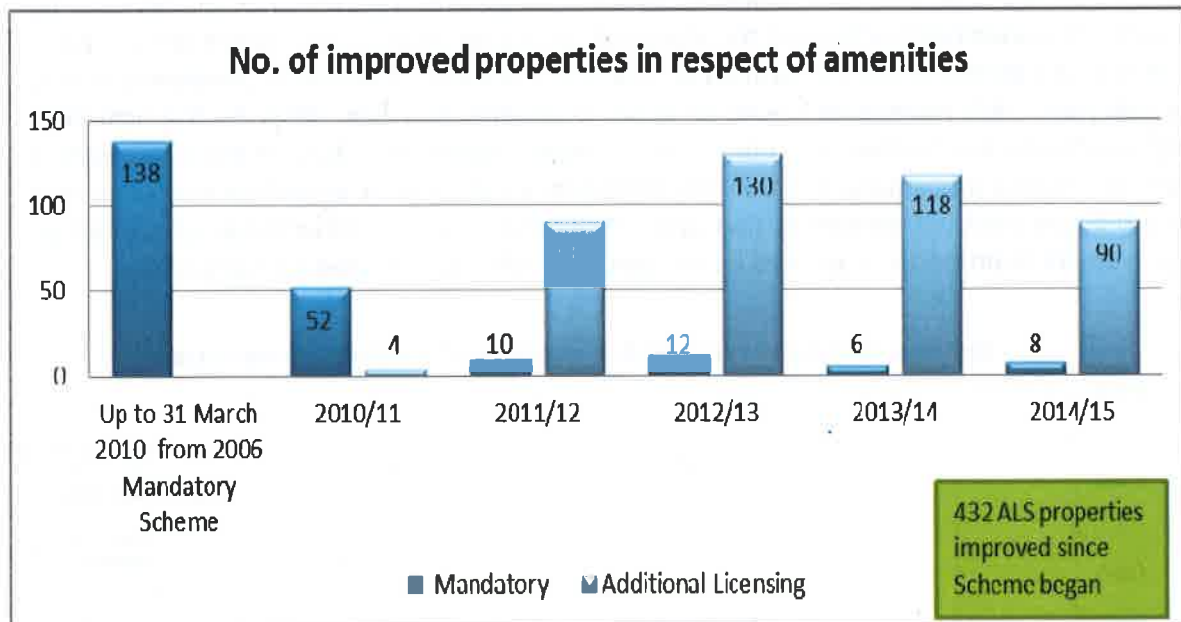
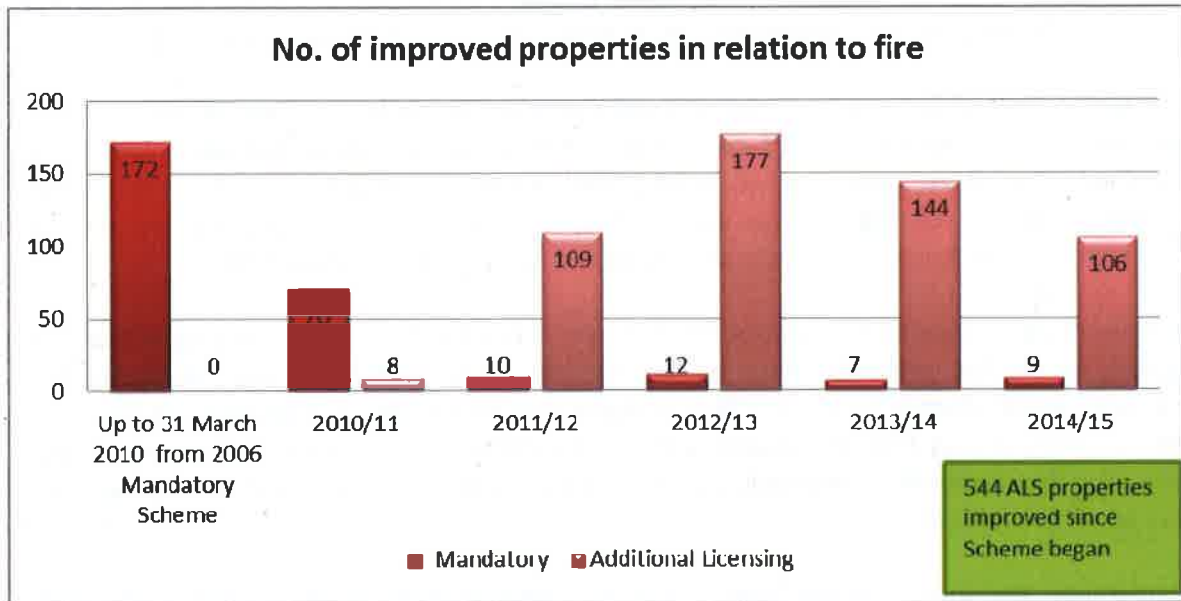


## Fire and Amenities

The Council has, mainly through enforcement of licence conditions, secured improvement to 673 properties in terms of fire and amenities since the Scheme began. The following graphs show the number of properties improved for each category.

Of the 673 improved properties, 652 have been improved in relation to fire hazards since the Scheme began together with 520 being improved in relation to amenities. Typical fire

hazards include the absence of or defective fire alarm systems, absence of structural fire protection, fire doors, upgrading of walls and ceilings where required. Typical improvements to amenities is ensuring kitchen, bathroom and toilet facilities are suitable and provided in sufficient number for the number of occupants.



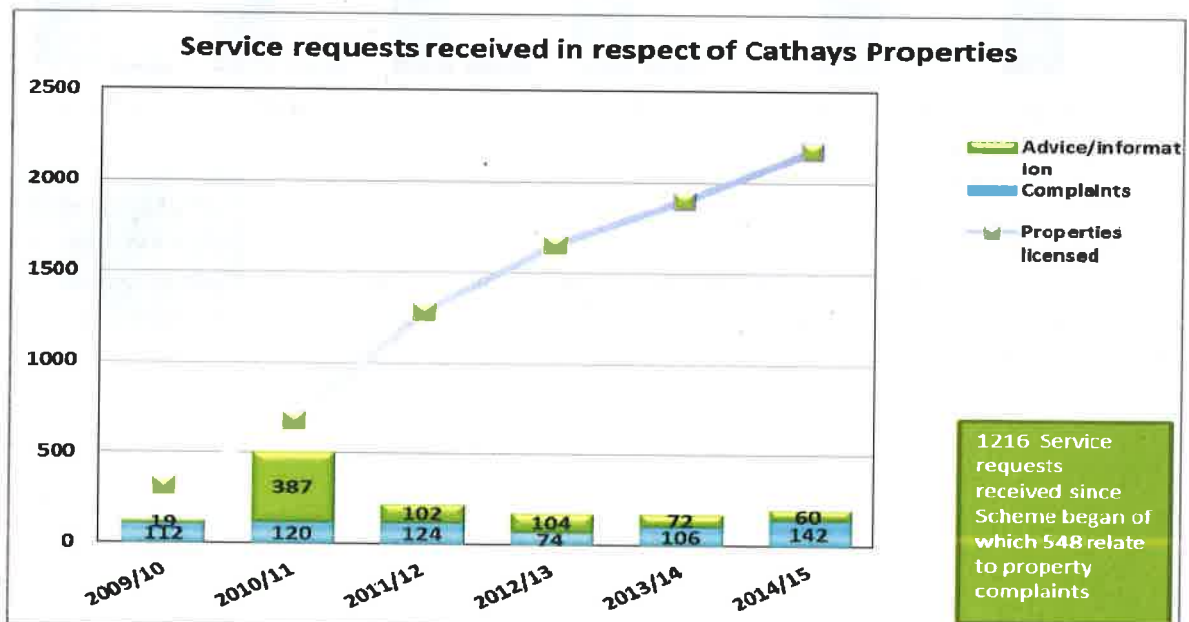
## Service Requests

As well as securing improvements to houses in multiple occupation through the licensing regime, the Housing Enforcement Team also receive requests for service. This covers a wide range of issues but principally these are complaints about properties or requests for information or application forms. The following graph demonstrate the number of service requests received prior to and since the implementation of the Additional Licensing Scheme.

Prior to the Cathays Scheme being introduced, Cathays had the highest rate of complaints in the City with just under 15% of complaints relating to Cathays properties. Examining complaints that have been received during the period of the Scheme this situation has improved slightly. During the 4<sup>3</sup>/<sub>4</sub> year period, Cathays had the second highest rate of complaints next to Plasnewydd representing just under 13% of the whole City.

Looking at those complaints relating to Cathays, it can be seen from the graph that the majority of service requests relate to requests for information/ and that these type of requests peaked during 2010/11. This is likely due to the initial promotion of the new scheme when it was first introduced and the concentration of applications we received during the first 6 months. Inevitably the number has reduced as more and more properties have become licensed.

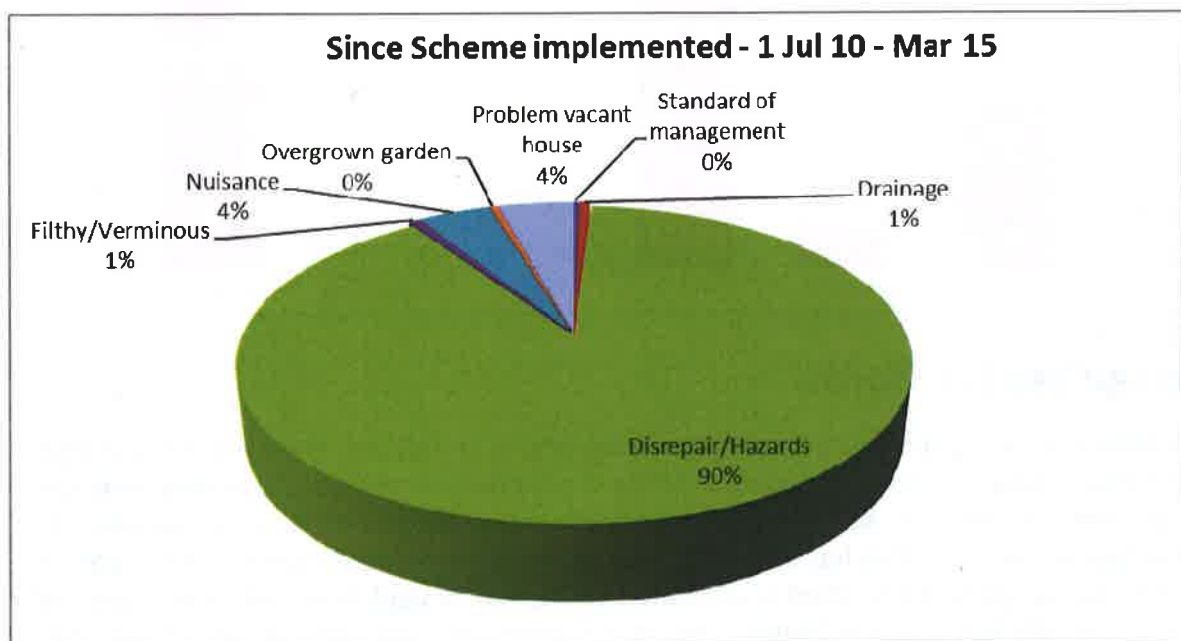
Interestingly, the number of complaints received about property condition has stayed fairly static prior to and through the duration of the Scheme despite the number of licensed properties increasing significantly. One might expect the number of complaints to increase due to such high volumes of licensed properties and greater awareness of the Scheme by tenants and concerned parties but this does not appear to be the case. There are currently 2174 licensed properties in the Cathays area and the number of property complaints during the last year (142) represents 6.53% of those properties licensed. Prior to the Scheme's implementation the number of complaints received represented 35% of those properties licensed. Such a percentage decrease in complaints appears to be a positive indication that the pro-active work undertaken as part of the Additional Licensing Scheme has generated an improvement in properties captured by the Scheme, reducing the need for complaint.





Complaints made about properties fall into several categories, and the graph below demonstrates the main types of complaint received. Prior to and since the Scheme's implementation, the greatest number of complaints received relate to disrepair which can cover a variety of issues that relate to the deterioration in the fabric of a building or lack of attention or investment by a landlord. It also captures all hazards reportable under the Hazard Rating Scheme.

Since the Scheme began in 2010, we have received 1216 Service Requests, 548 of which relate to complaints about property. The following chart summarises the main types of complaints received during this period. As reflected in the graph above, disrepair which covers a wide variety of issues is clearly identified as the main area of concern.



## Problem Vacant Houses

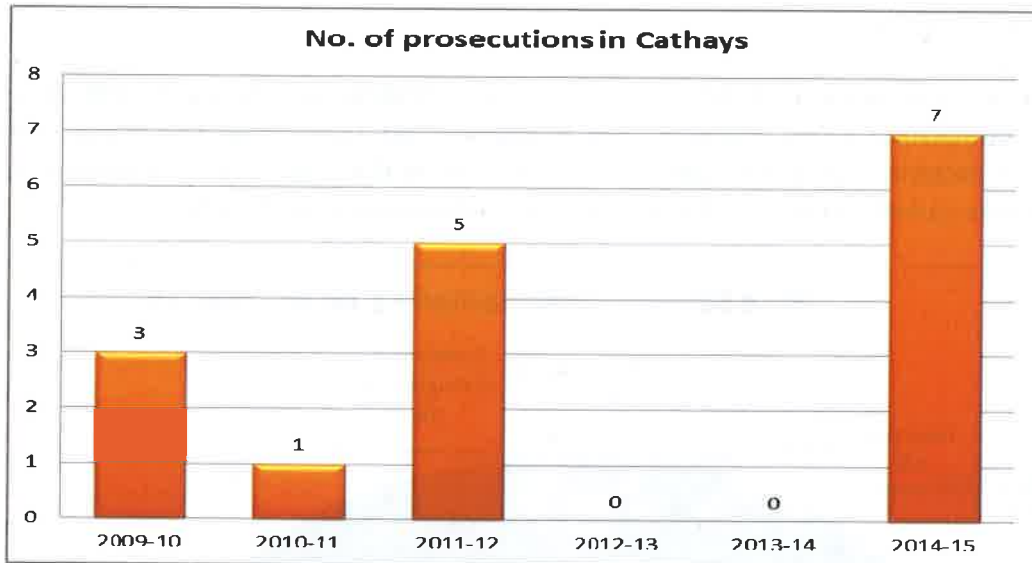
The Council's Empty Property Policy deals with problematic vacant properties that are in poor or deteriorating physical condition causing nuisance to neighbouring properties attracting anti social behaviour or vermin, fly tipping etc, or are subject to unauthorised entry. This active approach has led to over 380 (90 in the last year) vacant houses being returned to use across Cardiff since the Cathays Scheme was introduced, 18 (4 in the last year) of which were in Cathays. Furthermore 20 complaints were received about problem vacant houses in Cathays since the Scheme was implemented.

## Refusals

Prior to the Scheme's implementation, 2 applications for Mandatory licences were refused, however none have been refused since Scheme began.

## Prosecutions

13 prosecutions have been carried out in relation to properties in Cathays since the Scheme began for either failure to license a property or breach of conditions of licence.

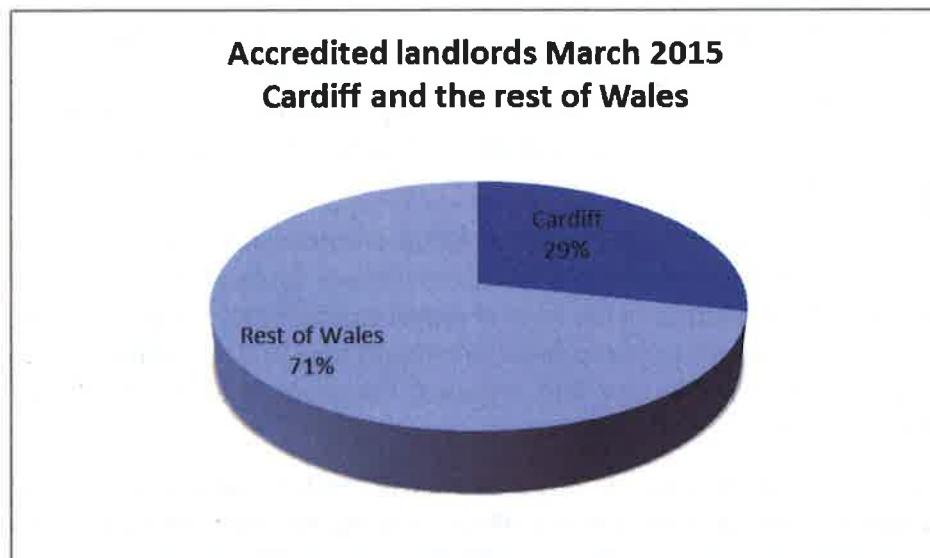


## Accredited Landlords

Attendance on a suitable and accredited training course on tenancy management and legal standards in private renting is a condition of the mandatory and additional licensing schemes. During the term of the Additional Licensing Scheme, incentives have been available to encourage attendance. This has been in the form of an initial reduction of £175 in the licence fee for each property if a landlord is accredited at the time of application which was reduced to £100 in 2013/14, or free training for those landlords who become accredited after completing the licensing process. The free training stopped on the 31 March 2015, however since the Additional Licensing Scheme was implemented in Cathays, 273 landlords have taken up free Landlord Accreditation Wales training.



Cardiff has been leading the way with Landlord Training and has trained over 900 landlords with properties in Cardiff (736 since the Additional Licensing Scheme began). This is a significant proportion of the total of Welsh landlords who have undertaken training and represents a massive 29% of the total of accredited landlords in the whole of Wales.



## Waste Education & Enforcement

As well as improving private rented properties, the Additional Licensing Scheme aims to support the wider community issues such as waste accumulations and 'street scene' improvements by attaching licensing conditions to increase waste control and awareness. Waste management has complemented their existing student communication plan and activities with the information that the HMO licensing database provides to reach a wider community.

Waste management have a range of legal powers available to them to address incorrectly presented waste and accumulations of waste in frontages. Close working with waste management has complemented the licensing scheme to tackle key issues around waste storage that can easily contribute to incorrectly presented waste and accumulations in frontages if insufficient facilities are provided by landlords.

The waste enforcement officers have increased their focus in the student areas of the city over the last four years. Since the introduction of the licensing scheme greater focus has been on working with landlords to ensure the correct waste storage capacity and equally monitoring and report illegal HMOs that are introduced. Furthermore every year from September onwards Waste Management participate in a number of events and campaigns designed to educate students on how to handle and present their waste.

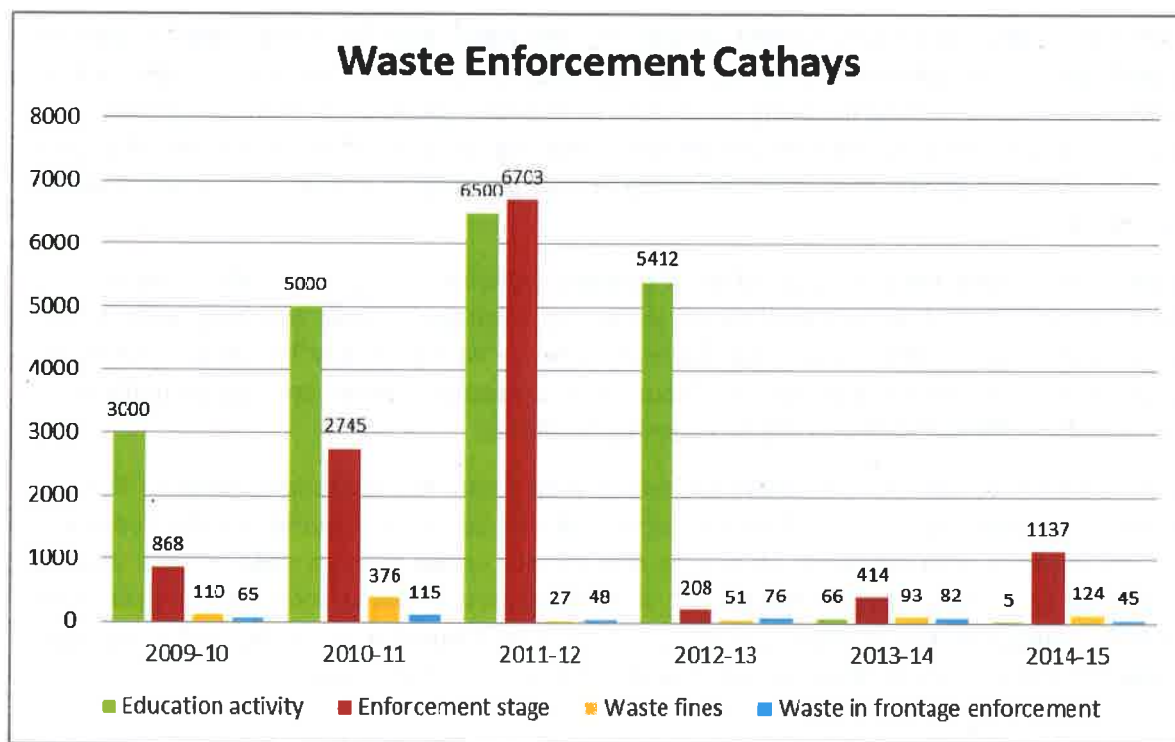
Two Waste Enforcement Officers work within the Cathays ward 5 days a week dealing with all aspects of waste issues both reactively and proactively. They respond to complaints as well as provide on-going education to residents on a daily basis. Education involves face to face contact with residents advising on issues such as frequency of collections, what can and can't be recycled and also promoting recycling. They also do literature drops to properties where residents are not available through door knocking campaigns.

Enforcement action involves, issuing fixed penalty notices for offences such as littering or breach of section 46 notices. They are also involved in issuing section 215 notices for issues such as waste accumulation within property boundaries.

Waste Management indicate this work has seen a reduction in complaints (though no results were available for this evaluation report ) and that a big improvement on previous issues such as bins being left on the highway after collection and wrong waste type out on the wrong week is evident from walking around the area. Recorded Enforcement activity has also dropped as the officers deal with numerous issues proactively before they become logged as official complaints.

The following graph demonstrates the levels of waste enforcement activity in Cathays since 2009 for incorrectly presented waste and waste in frontage issues. The waste enforcement progress shows a funnelling effect as the level of enforcement builds towards the issuing of a fixed penalty notice. The legally required three pre-stages help provide residents opportunity to correct their behaviour before any fine is issued. Education is always the priority, with enforcement a last resort.

In 2010 there was significant focus on ensuring that properties had the correct number of bins for the property in conjunction with the HMO licensing, although the waste enforcement work covered all properties not just those under the scheme. The teams focus was also on ensuring bins were returned to properties after collection and not stored on the adopted highway. This focus was then shifted to support residents through the collection changes in 2011.



The above graph shows a significant drop in enforcement during 2012/13 which is largely due to the greater focus on education within the area. Such activities have contributed to a raising of standards and a reduction in enforcement activity. More recently during the last year, the level of enforcement increased significantly from the year before, but this is largely

due to a Section 46 pilot on problem areas of the ward as a result of concern expressed by enforcement officers and ward members. (See problem areas below).

With the introduction of the new weekly recycling and fortnightly residual collections in September 2011, all enforcement activity was ceased during August to December, whilst the team focused all their resources in supporting residents on the major collection changes. The number of visits and contacts with properties was not recorded in this period. During this period additional monitoring was undertaken to ensure HMO's had the correct waste provision.

During 2012/13 additional information was collated in terms of education and enforcement however it should be noted that during 2014/15 education activities ceased to be recorded which would account for the low numbers shown in the graph.

### Problem areas

On Monday 26<sup>th</sup> January 2015, the Cardiff Council's Waste Management department began a Section 46 pilot on 11 streets in Cathays that had been identified as having persistent problems with waste in the past. The pilot involved delivering Section 46 notices to occupiers on the 11 streets identified. The notice set out the requirements of the waste disposal service that occupiers are required to adhere to. Following receipt of the notice, if occupiers failed to adhere to the service they were presented with a £100 fixed penalty notice.

The number of properties and individuals that have been presented with section 46 notices and warnings is shown in the following table. 770 Section 46 notices were served in total.

Street	No. of Sec 46 notices	Street	No. of Sec 46 notices
Harriett Street	124	Richard Street	131
Wyeverne Road	124	Miskin Street	119
Cogan Terrace	17	Llandough Street	30
Llanbleddian Gardens	74	Glynrhondda Street	80
Llantwit Street	27	Senghenydd Place	5
Ruthin Gardens	39		

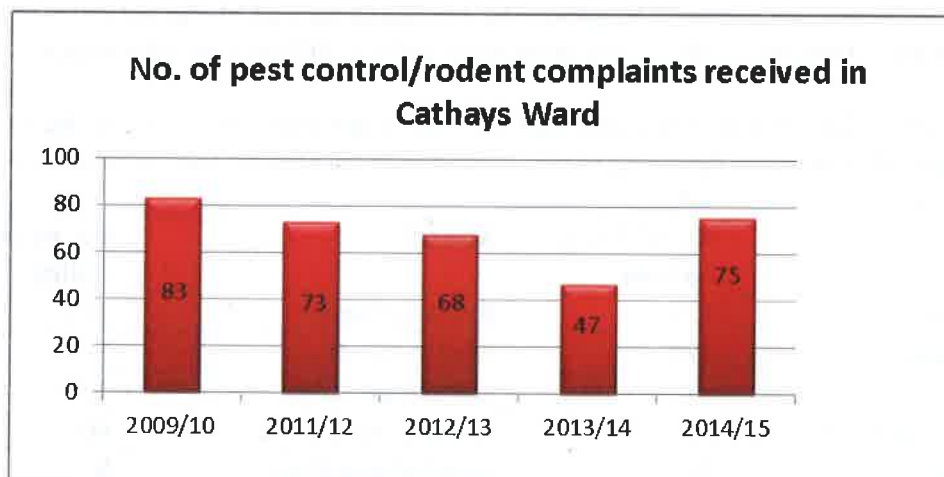
This step of intervention follows continued and focused efforts by the Waste Education and Enforcement teams to educate tenants on the specified streets, and despite these efforts, and the efforts by the Universities and Student Unions to educate students, the problem was apparent. The Universities and Student Unions assisted the Council by ensuring students were aware of the enforcement activity by encouraging students to know their bin days.

In addition to education and enforcement work, the team also undertake complementary initiatives such as improved communication with students via social media and the constant promotion of the free Tidy Text service that sends a reminder text to subscribers the night before their waste collection day to remind them when and what waste should be put out. Furthermore Cardiff Council has won national recognition for its student engagement campaign by being highly commended in the Zero Waste Awards 2012. The campaign aimed to provide students with as much information regarding recycling and waste presentation to help improve the look and feel of the area and increase recycling rates.

## Pest Control

There is an association between multi occupied dwellings and pest infestations, particularly rodent pests. Generally this is caused by inadequately stored or accumulated refuse allowing access to pests and infestation. Using the Housing Health and Safety Rating System to improve properties ensures that issues such as domestic hygiene, pests and refuse are addressed.

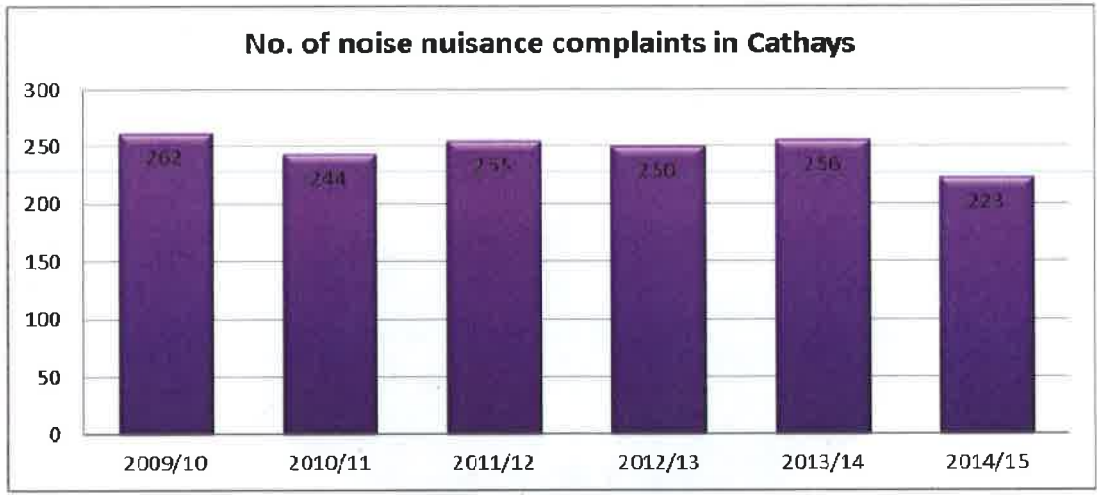
An analysis of the number of rodent/infestation complaints made in the Cathays Ward to the Council's Pest Control Service indicates a downward trend up to April 2014 where the number of complaints was almost halved compared to the number received in 2009/10. The positive trend however appears to have reversed during 2014/15 where complaints rose by 59% in a year. This sharp increase appears to be consistent with the picture across Cardiff where the number of complaints rose significantly from 2013/14, but by only 33%. A possible reason for this increase may be attributable to an advertising campaign that was launched which included bus shelter posters, radio adverts, article in Capital Times and distribution of leaflets. Furthermore a leaflet and poster drop was made to a number of letting agents in the Cathays area. Such publicity may have been successful in raising awareness of the Service which is significantly cheaper than other companies.



## Noise Nuisance

The Scheme aims to tackle a number of community issues such as anti social behaviour and noise nuisance through both its licence conditions and participation in a number of initiatives. Cardiff Digs website provides comprehensive information for students on being good neighbours and joint exercises between the Police and Noise Pollution Officers have been undertaken to pro-actively tackle these issues.

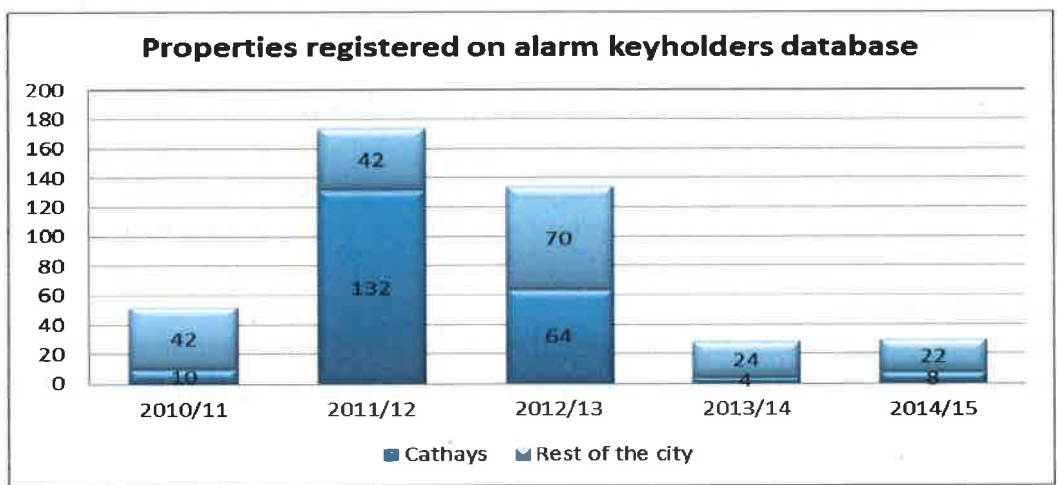
The following graph depicts the number of noise nuisance complaints received by the Council's Noise Pollution Service in respect of the Cathays area. Cathays has the highest proportion of complaints in the City and this can be attributable to lifestyle issues, such as a high proportion of students, younger people and the density of housing stock, e.g. number of flats, proportion of terraced properties. The playing of amplified music is the major cause of noise complaints in the Cathays area and across the City.



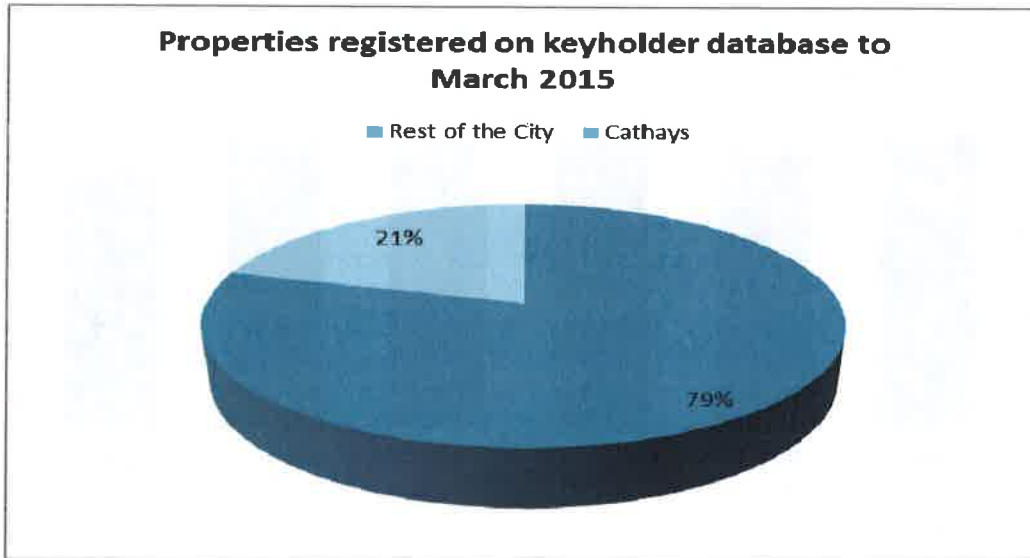
## Alarm Holders

It is a requirement of the Licence that arrangements are in place for an appropriate person, having connection with a property, being available to attend the property at any time in the event of a false alarm to ensure that the fire alarm system is properly re-set and that the contact details for this person will be registered with Cardiff Council's Pollution Control Service.

The following graph depicts the number of properties in Cathays and the rest of the City that have registered on the Keyholders Database since April 2010. The graph shows that a large proportion of those registered are properties within the Cathays area, particularly during 2011/12 where there was a significant increase in Cathays properties. This period is particularly relevant when considering the impact of the Additional Licensing Scheme as this is the same period that the Council licensed the largest number of properties under the Scheme.



Similarly when looking at the overall numbers of properties registered on the Keyholders Database, the number of Cathays properties registered makes up more than a fifth of the total registered across the City indicating a positive response from this area.



## Customer Engagement

Since 2012 a customer satisfaction questionnaire has been sent to HMO licensees in order to gauge customer satisfaction with the HMO Licensing process. Questionnaires are sent out in the post with Licences for both Mandatory and Additional Licensing Schemes. In total 81 responses have been received. Initially it was hoped that results could be separated between Mandatory and Additional Licensing, however in practice this has not been possible. The following information therefore is presented as results for HMO Licensing as a whole.

Results from the survey were very positive and a snapshot of results relevant to this evaluation are presented below.

### Information/Advice

Customers were asked how easy it was to understand the information/advice provided in a number of different circumstances? Of those that responded:-

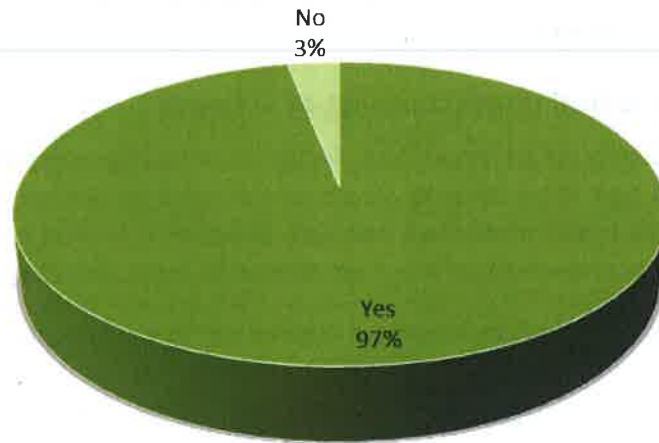
- 90% found it very easy or easy to understand information prior to making application.
- 89% found information very easy or easy to understand at time of inspection.
- 91% found it very easy or easy to understand in correspondence sent out.
- 70% found information on Cardiff Council's website very easy or easy to understand.

### Improving standards

Customers were asked if they thought the Licensing Scheme improved standards in the private rental sector? A positive response was received with 97% saying they thought it did.

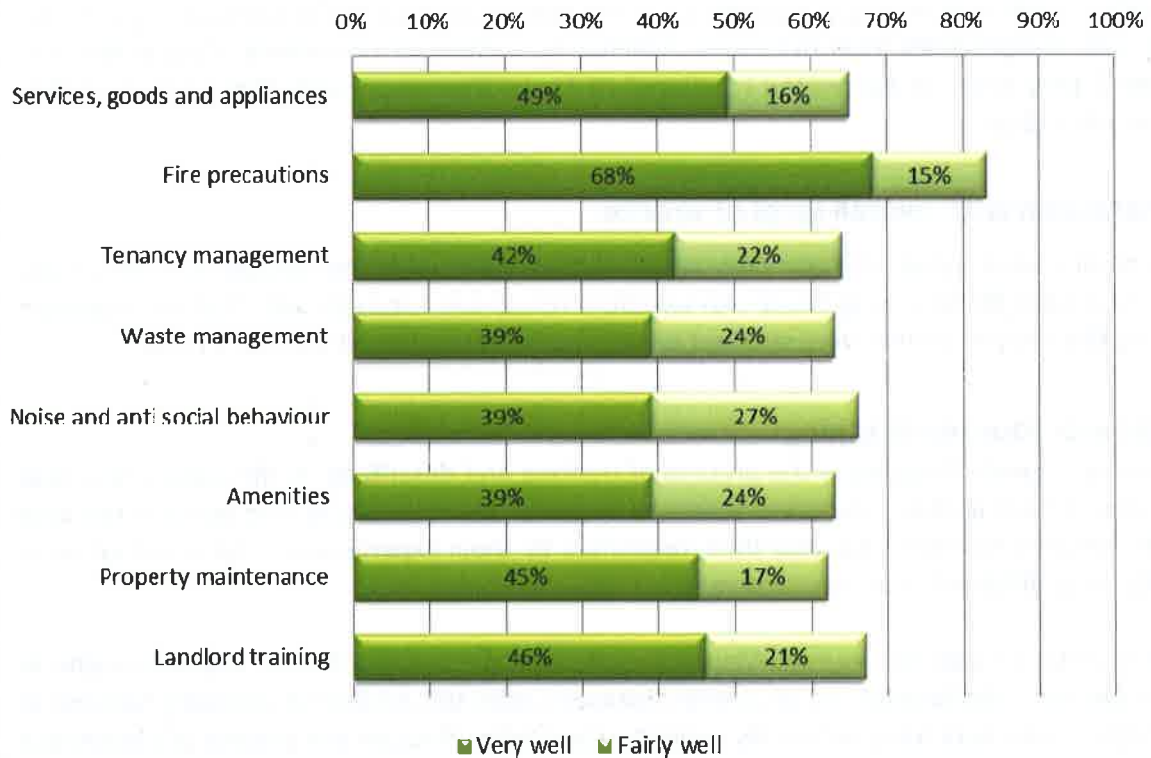


**Does the Licensing Scheme improve standards in the private rented sector?**



Those customers that were required to complete works, were asked how well the process helped them improve standards in relation to a number of areas. When combining the results for very well and fairly well, the following graph shows that customers clearly felt that the process had helped them improve standards in a number of areas. The largest number however felt that the process helped them improve fire precaution standards above other issues with 83% (68% very good) of customers responding favourably in this area.

**% respondents who felt requirements to carry out work helped improve standards in property**

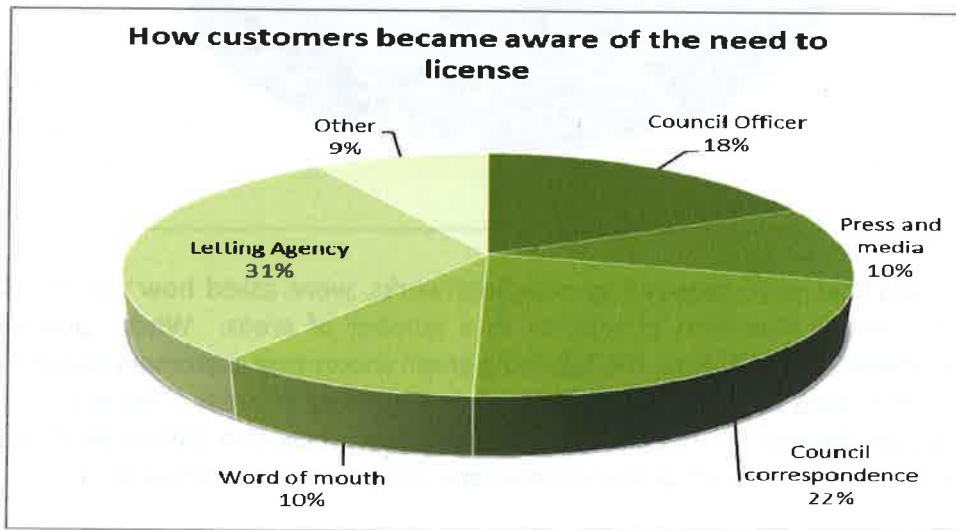


### Quality of service and support to customers

Customers were asked if there was anything more the Officer could have done to improve the quality of service provided? Again a favourable response was received with 93% saying nothing needed to be improved.

### Awareness of Scheme and understanding of Scheme

Awareness of the Scheme is an important factor in ensuring properties are licensed. Customers were asked how they became aware of the need to license their property? In some cases, respondents ticked more than one box, however it is clear from results that the majority of customers became aware of the need to license through letting agencies.



### Landlord Accreditation

Attendance on a suitable and accredited training course on tenancy management and legal standards in private renting is a condition of the mandatory and additional licensing schemes and prior to April 2015, incentives were available to encourage attendance. Customers were asked if they were an Accredited Landlord? Of those that responded, 75% confirmed they were accredited.

### Satisfaction with overall level of service

Customers were asked to state how satisfied they were with the overall level of service received from the Licensing Team. An excellent result was received with 96% of customers saying that they felt either very satisfied or satisfied with the overall level of service.

### Customer Journey Mapping

Customer Journey Mapping is the process of tracking and describing all the experiences that customers have as they encounter a service or set of services, taking into account not only what happens to them, but also their responses to their experiences. The information is captured qualitatively and quantitatively.

During 2011, a Customer Journey Mapping exercise was carried out with customers who in this case were the licensees of properties licensed under the Additional Licensing Scheme in Cathays. Customers were personally contacted and taken through the process of obtaining a

licence identifying their good and bad experiences. The results were then documented and a report produced on the key issues and recommendations.

It was evident from the report that customers felt that officers were polite, friendly, helpful and accommodating and there was a general feeling of support for the Council in issuing these licences as it would “pick up on the bad landlords” and “the Council and landlords should be working together”. Furthermore, it was felt that it relatively easy to request forms, and the licence pack sent out at the end of the process was helpful. Despite these positive remarks, however, a small number of issues were identified that did not provide such a positive experience. Principally these related to following:-

- The Council’s website and the information contained within it which it was felt had not been helpful, with one customer feeling it was “confusing and contradictory”;
- The application form for a Licence under the Additional Licensing Scheme was criticised for being too lengthy, “over the top” and “very difficult to complete”. Furthermore, landlords who owned more than one property, are required to complete a full form for each individual property which they felt was “very time consuming”.
- The process was too long and drawn out. (At that time applications were taking an average of 90 days from start to finish).
- Supporting documentation was difficult and expensive to acquire.

Housing Enforcement began working to address these issues and as a first step reviewed the application form resulting in a more streamlined and user friendly form with accompanying guidance on completing the form and the information required.

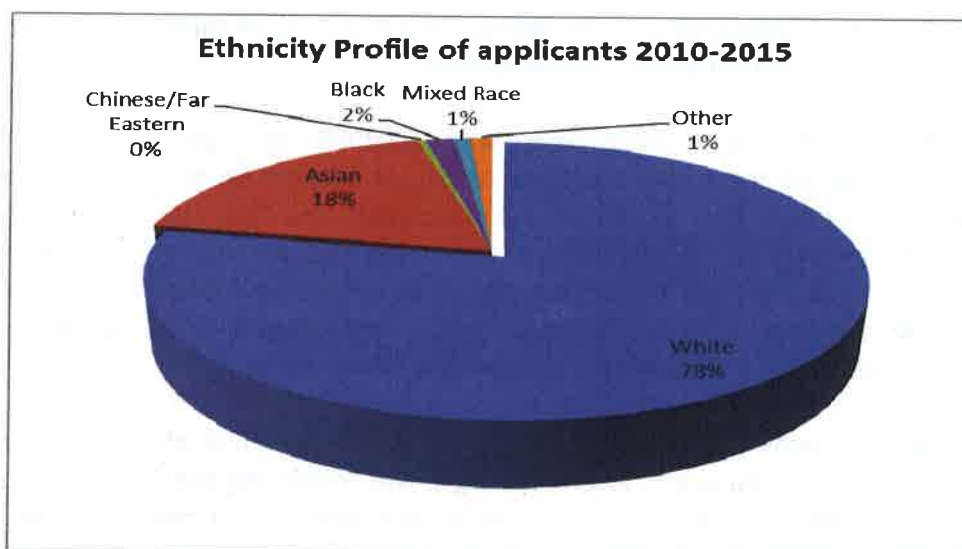
During 2012/13 there was an emphasis on reducing the licensing process and as a result the average time taken to process an application was brought down from 90 days to 56 days (8 weeks).

Opportunities to improve the web pages and guidance contained within it were taken where possible but a full revamp of the web page was not made possible until 2014 when Cardiff Council’s website was reviewed.

## **Ethnicity Profile of Licensing applicants**

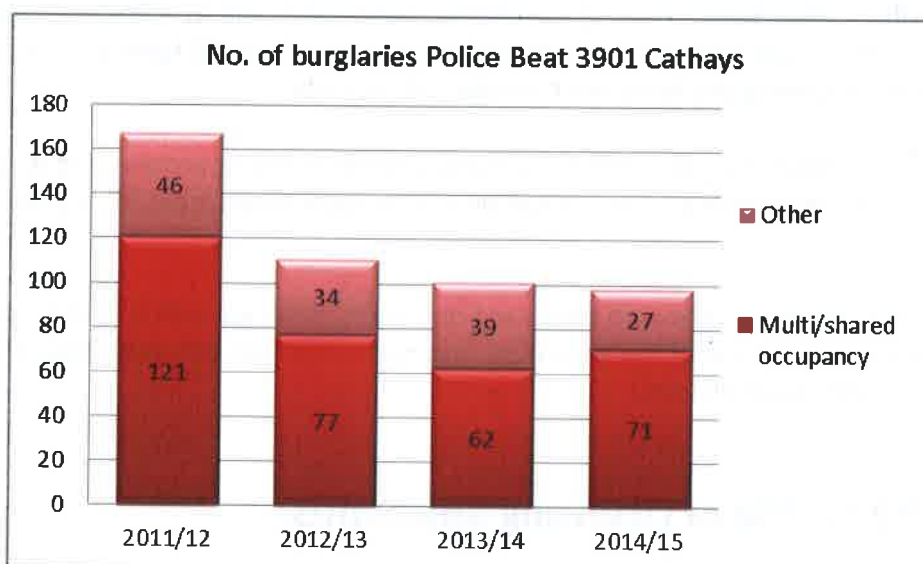
As part of the application process, applicants are requested to complete an Equalities Form. Completion of the form is not compulsory but the following graphs shows a representation of those forms returned since the implementation of the Scheme.

The graph shows a high level of property ownership by the Asian population (18%) compared to Cardiff’s ethnicity make up which according to the 2011 Census is 8% Asian. These results should be viewed with some caution however, as several landlords of Cardiff properties do not reside within the Cardiff area.



## Burglaries

Analysis has been carried out on all incidents of Domestic Burglaries which have been committed between 1<sup>st</sup> April 2011 & 31<sup>st</sup> March 2015 within police beat number 3901. The graph below shows how the number of burglaries has dropped significantly during that period from 167 in 2011/12 to 98 in 2014/15. This represents a 48% drop in burglaries in the area.



When burglaries are reported, the counting rules used by the police interpret that if the rooms within the shared property are lockable then they are classed as separate burglaries, if the rooms are not then it is recorded as one burglary. However, the results above reflect more in depth analysis based on the examination of each record where it stated that there was shared occupancy, eg. Flat mate or more than one occupant at the premises who were not co-habiting.

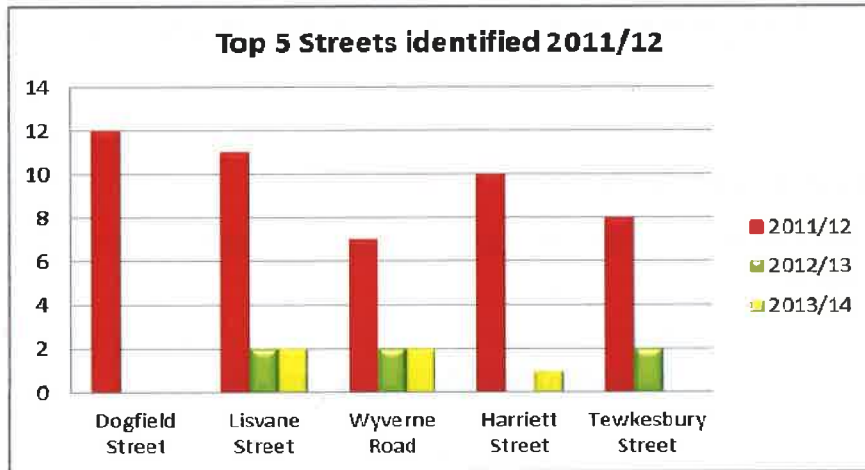
## Cathays Burglary Project

Since 2011, Officers from the HMO Licensing Team have worked in conjunction with the Police on the Cathays Burglary Project which uses the Additional Licensing Scheme as a tool

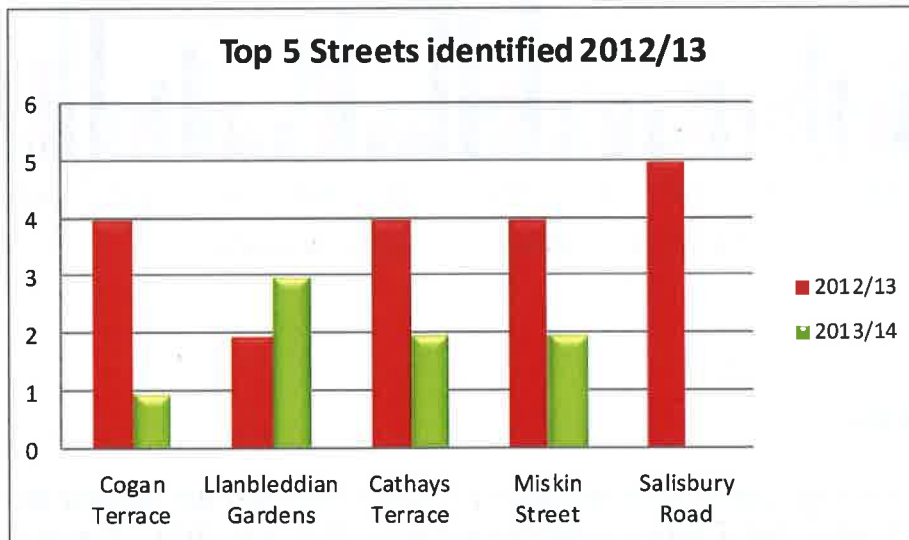
to minimise burglary primarily, but also wider community issues such as waste, anti social behaviour, energy efficiency and fire safety in HMOs.

Officers visit properties jointly with the Police and check the property against licence and security standards and offer crime prevention advice. Those properties failing to meet standards are served notices to carry out works.

Initially the burglary project targeted the top 5 streets for burglary in Cathays which were identified via intelligence analysis. This work has since successfully reduced the number of burglaries in those streets by **89%** decreasing from 48 in 2011/12 to 5 in 2013/14.



The following year the next top 5 burgled Streets were selected and during this 2 year period burglary has decreased by 58% dropping from 19 to 8.



During 2014, it was identified that there was no longer a 'top 5 streets' with a higher number of burglaries than other streets as the burglary rates had dropped so much. A new 'top 5 streets' could therefore not be chosen to work on for this period. Therefore during 2014 joint inspections were carried out on any properties where a risk was identified and follow up visits were done on any houses which had been burgled. In addition PCSOs complete check sheets when they visit HMOs which are passed to officers in Housing Enforcement. These

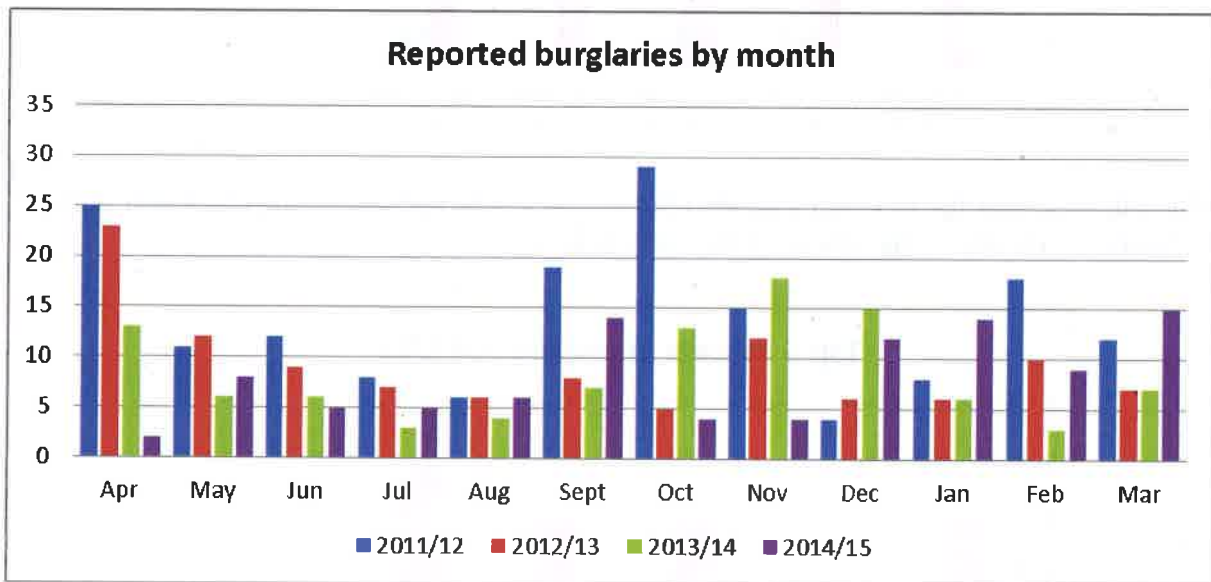
sheets identify any security works required in the house so that officers can then enforce these works. From 2015 onwards a new report will be run covering both Plasnewydd and Cathays and a new top 5 will be chosen covering both areas. This is possible now as Cardiff Council has designated Plasnewydd as an Additional licensing area effective from the 3<sup>rd</sup> November 2014.

The results evidence that the burglary project is working and improving burglary in the Cathays area, by large extents, an 80% decrease in 3 years is a huge diminution.

The Project is now being held up as an example of good practice and joint working between the Police, Council, Universities and Students in other police force areas and also assists the ongoing Operation Saturn (see below) by reducing burglaries in the Cathays area which runs annually.

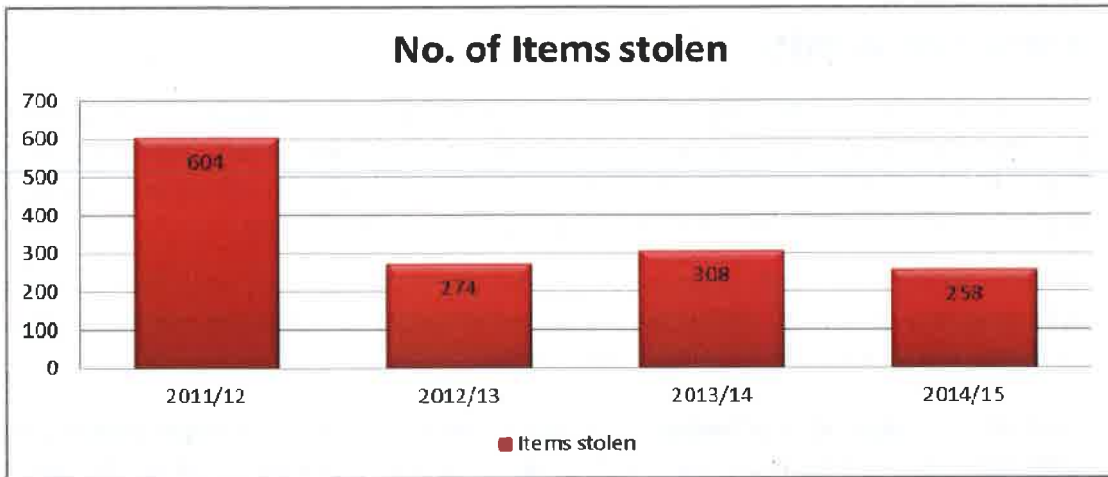
### Reported burglaries by month

Temporal analysis has been carried out and the following chart shows the number of offences reported each month.



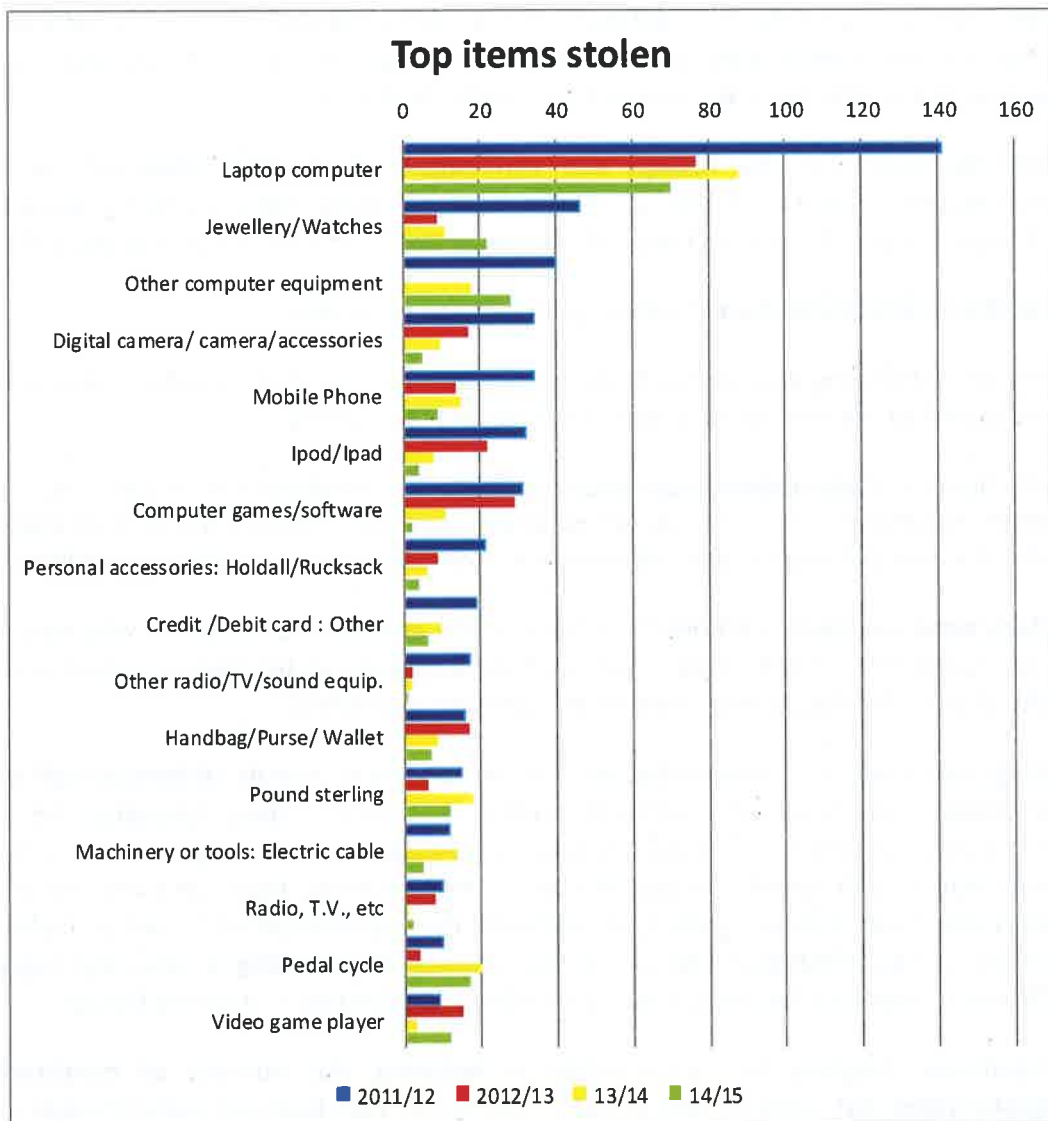
### Property Stolen

A search made on the police recording system (Niche) identified the number of items of property which were stolen during burglaries between 2011 and 2015. The graph below shows a huge decline in items stolen, reducing from 604 in 2011/12 to 258 in 2014/15. A reduction of approximately 57%. This reduction is to be expected in line with the reduction in the number of burglaries recorded for the area.



An analysis of the top 10 items stolen in each year, identified a total of 16 different items that feature during the 4 years period. The graph below identifies these items of property.

Whilst certain items feature in the top 10 some years and not in others, laptops have consistently been the number one item stolen across all the 4 years. Despite this, the number of laptops stolen has halved since 2011/12.



## 3.4 Improvements

Previous evaluations of the Additional Licensing Scheme and customer feedback received have, over the term of the Scheme provided opportunities to review and improve service delivery and the way the licensing scheme is operated. The following list therefore highlights those improvements that have been made during the term of the Scheme.

- **Licence application form** reviewed and new more streamlined, user friendly form with guidance produced. This was in response to customer feedback and the number of forms that were being submitted incorrectly.
- **Customer engagement activities** have been extended via a **customer satisfaction questionnaire** sent to all licensees following the licensing process to obtain feedback on their experience and how the Service could improve.
- **Application process** has been greatly improved by transferring the administration of HMO Licence applications to the Council's Licensing Service who deal with various licensing activities across the Council. This change provided an opportunity to review and simplify the administrative process to deliver a more efficient service. Applications are no longer progressed until application and required documentation are received correctly and validated. This enables housing enforcement officers to focus on inspections rather than chasing up missing elements of the application and provides a clearer more streamlined process for landlords.
- The **turnover time for receipt and verification of an application** has reduced significantly to within 2 days of receipt meaning applications are being processed straight away and if invalid, landlords are made aware of requirements without delay.
- **Guidance documentation** has been reviewed and re-written.
- The **HMO licensing website** has been thoroughly re-written and the information leaflets contained on the website have been reviewed and rationalised.
- The number of **application documents** required to be submitted with an application have been reduced so criminal checks are no longer required. This was found to be delaying the processing of applications and creating an additional financial burden on landlords.
- **Additional payment methods** have been made available to landlords who can now pay via BACS or via debit card machine where payment can be made in person or over the phone. Previously only cheques or cash were permitted.
- Steps taken midway through the term of the Scheme to **recruit additional staff** have addressed low level improvement activity that was evident following the first evaluation in 2012. This has facilitated re-inspection of properties to ensure compliance with conditions and notices.. Furthermore, more recently, the HMO Licensing Team has been strengthened with the recruitment of 3 further technical officers, 2 administrators and are in the process of recruiting a Licensing Support Officer to chase up landlords who fail to submit applications in a timely fashion.
- Significant progress has been made in **reducing the number of outstanding applications** that were evident in 2012. This has in part been achieved through joint



initiatives with Police and Police volunteers, independent street surveys undertaken by housing enforcement officers and the transfer of the administration process to a specialist team freeing up more time for officers to undertake proactive work.

- The positive results that emerged from previous evaluations of the Cathays Scheme has led to a new Additional Licensing Scheme being declared in the Plasnewydd Ward which commenced on 3 November 2014. This Scheme will run for 5 years and will ensure that a further 1500 HMOs are brought within licensing control.

## 4.1 Key points and Conclusions

The Additional Licensing Scheme for the Cathays Ward has been in place for 4 <sup>3</sup>/<sub>4</sub> years since 1 July 2010 and the purpose of this report is to evaluate the progress made during that period. Following the first evaluation in 2011/12, it was not anticipated that significant improvements would be observed at such an early stage, however now the Scheme is near to the end of its 5 year term, much clearer evidence of improvement has emerged. Having scrutinised and examined the various results presented in this report the following key points and conclusions are presented.

- The Scheme has been successful in capturing an additional 1664 properties that otherwise would not have been licensed and inspected.
- A range of improvements have been secured to accommodation through the provision of the licensing conditions and the issue of notices.
- The licensing of these additional properties has ensured landlords provide up to date gas and electrical installation certificates as part of the licensing process ensuring gas and electrical appliances are in a satisfactory condition.
- The number of properties requiring improvement works has improved dropping from 81% in 2011/12 when the Scheme was first evaluated to 36% during the last year.
- The number of properties that have improved as a result of intervention has risen from 10% to 31% resulting in 63% of licensed properties being up to standard.
- The gap between those properties requiring improvement and those that have improved through intervention has reduced significantly during the period of the Scheme. This is a positive indication that the Scheme has been influential in identifying issues and improving accommodation.
- Despite positive trends indicating significant improvement in properties, there still remains a large percentage that require improvement.
- Positive trends are evident in respect of the number of complied notices served in relation to security increasing from 10% to 40%.
- Positive trends are evident in respect of the number of complied notices served in relation to excess cold increasing from 8% to 44%.
- A significant number of hazards have been improved under the Housing Health and Safety Rating System. The most common hazard improved being fire safety.
- No licences have been refused since the Scheme was implemented.

- Prosecutions in relation to properties in Cathays for either failure to license a property or comply with a notice/improvement works are very low.
- Despite a significant increase in the number of licensed properties since the Scheme's implementation together with greater awareness by tenants, the number of complaints made to the Housing Enforcement Team about properties in the Cathays area has stayed at a fairly static level. There are currently 2174 licensed properties in Cathays and the number of property complaints during the last year represents only 6.53% of those properties licensed. Prior to the Scheme's implementation this was 35%. This would suggest that such a percentage decrease in complaints is a positive indication that the pro-active work undertaken as part of the Scheme has generated an improvement in properties, reducing the need for complaint.
- Since the Scheme's implementation the greatest number of complaints by far relate to disrepair.
- Partnership working between HMO Licensing Officers and Police undertaking joint visits to the 'top 5 burgled streets' with a view to target harden properties and educate tenants on crime prevention has had considerable success and seen a decrease of 80% of burglaries on targeted streets.
- A positive downward trend is evidenced in relation to incidents of domestic burglaries committed in Cathays with only 98 burglaries recorded during 2014/15. This compares positively to 2011/12 total which stood at 167, a reduction of 48%.
- 258 items of property were stolen in 2014/15 which shows a significant drop from 2011/12 when 604 items were stolen. The highest number of items stolen continues to be laptop computers, however this number has halved since 2011/12.
- Cardiff has been leading the way with Landlord Training and has trained over 900 landlords with properties in Cardiff (736 since the Additional Licensing Scheme began). This is a significant proportion of the total of Welsh landlords who have undertaken training and represents a massive 29% of the total of accredited landlords across Wales. The Additional Licensing Scheme has contributed to this number by way of licensing conditions that require landlords to be accredited and the incentives offered for landlords to participate.
- The requirement of the Licence to register alarm key holders with the Council's Pollution Control Service appears to have had a positive reaction with the number of Cathays properties registered representing more than a fifth of the total registered across the whole of Cardiff.
- Customer engagement with licensees/landlords via Customer Satisfaction Survey has received very favourable responses in all areas. Of particular relevance to this evaluation is the excellent result received in relation to respondent's views on the Licensing Scheme where the majority (97%) believed the Scheme improved standards in the private rented sector.

Quality of service and support, scored highly, with 96% of respondents confirming they were satisfied with the overall service.

- Previous customer engagement with landlords via the Customer Journey Mapping process identified a number of key areas requiring improvement which the Council has taken steps to address by way of reviewing the application form and reducing the time taken to process an application.
- The HMO Licensing Team has been receptive to customer feedback and flexible in their approach to the Scheme making improvements where necessary that benefit both landlord and the Council.
- The transfer of the HMO Licensing administration to the specialist licensing team has had positive effects in simplifying the administrative process and reducing the burden on enforcement officers enabling them to focus on enforcement. Furthermore, the reduction in time taken to process an application has sped up the licensing process and provided a clearer more consistent process for landlords.
- Whilst customer engagement has taken place with landlords via surveys and the Customer Journey Mapping methodology, limited engagement has been undertaken with tenants and as a consequence it has been impossible to establish their perceptions of the effectiveness of the scheme.
- Licences issued under the Additional Licensing Scheme will begin to expire in 2015 and require renewal with many properties (31%) requiring improvement. If the Scheme was to expire, these properties would be exempt from the licensing regime and therefore not be improved. Similarly during the 5 year term of a licence, properties can deteriorate and if a Licence was not renewed and inspected, further opportunities to improve accommodation would be lost.

## Summary

The purpose of the Additional Licensing Scheme is to improve the standard of rented property within the Cathays Area together with wider community issues such as waste, anti social behaviour, energy efficiency and property security. In preparing this evaluation, analysis has been undertaken into the various elements of the Scheme and it is clear from all results that evidence of the Scheme's positive impact has emerged. High volumes of properties have required improvement and have been improved which demonstrates clearly that not only is intervention by the Council warranted but that this intervention is having an impact on the area. Prior to the implementation of the Scheme, these properties would have been exempt from the Licensing regime and such improvement works would have remained unidentified.

It is clear from this evaluation, that the Additional Licensing Scheme has been a valuable tool in applying standards and improvements to a large number of properties that otherwise would have been exempt. It is therefore imperative that this good work continues. The imminent expiry of the Additional Licensing Scheme in June 2015 provides an opportunity for the Council to continue this good work. It is therefore recommended that the Cathays area be re-declared as an Additional Licensing area for a further 5 years.

## 4.2 Recommendations

### Recommendations

- That Council re-declare the Additional Licensing Scheme in Cathays for a further 5 years to build on the good work that is evident within this evaluation.
- Deter prolonged non compliance of licensing requirements by strengthening the enforcement process to be applied to landlords failing to comply with licensing requirements in terms of submitting applications and undertaking improvements.
- Extend customer engagement activities with tenants in Cathays to establish their perceptions of the overall effectiveness of Additional Licensing Scheme. NB. Should a decision be made to re-declare the area, a public consultation will be undertaken which would address this issue.
- Evaluate the Cardiff Student Community Plan to ensure it's effectiveness and implement improvements where necessary.
- Continue to undertake joint activities between Police and HMO Licensing Officers to improve security in licensed properties.
- Undertake routine evaluations of the Scheme to ensure it continues to deliver the required benefits and implement improvements where identified.





## Putting the UNITY back in commUNITY

Welcome to UNITY news - your opportunity to find out how the universities and student unions of Cardiff engage with the community.

My name is **Emma Robson**, Cardiff Council's Student Liaison Officer, working in partnership with Cardiff University, Cardiff Metropolitan University and the University of South Wales.

This Issue of Unity News reflects the fantastic work that has been undertaken by student and non-student residents since the start of the 2014/2015 academic term.

### Letting Board Controls to be introduced in Cathays and Plasnewydd

The City of Cardiff Council has received approval from the Welsh Planning Minister to introduce local controls over the erection of residential letting boards within the Cathays and Plasnewydd wards.

The Minister agreed with the Council's assessment that the number of letting boards displayed has become so excessive that they have an adverse impact on the character and appearance of the area and the wellbeing of the resident communities.

The controls come into force as a result of significant partnership working over the past few years by Cardiff Council, local councillors, residents at local PACT meetings, Student Unions and the Universities.

The display of conventional



residential letting boards will be prohibited from 1st October 2015. Letting Agents across the city will be sent full information about these controls in June. More information can be found at [www.cardiff.gov.uk/lettingboards](http://www.cardiff.gov.uk/lettingboards).



### WHAT'S INSIDE?

- ▶ Summer changes to the waste and recycling service
- ▶ Student Volunteers receive awards from Cardiff University and South Wales Police
- ▶ Moving out tips for students

Keep in touch with **Unity news** and **Cardiff DIGS**.

Keep up to date with all the news across the city related to students and the community at our Twitter, Facebook and Blog pages which can be found **Page 293**

[cardiffdigs.blogspot.com/](http://cardiffdigs.blogspot.com/)  
[twitter.com/@cardiffdigs](https://twitter.com/@cardiffdigs)  
[facebook.com/cardiff.digs](https://facebook.com/cardiff.digs)

# Get It Out For Cardiff returns for another successful year



The award winning reuse and recycling campaign, Get it Out for Cardiff (GIOFC) is back for its 11th year. The scheme is set up to ensure that moving out at the end of term is stress free and leaves our communities clean and tidy. GIOFC includes a re-use and charity collection of unwanted items, so when you clear out, donate it!

**21 Green Zones** - are set up in halls of residences and Student Unions across the city where you can donate clothing, food (unopened tins, packets, jars etc), small electrical items, books, CDs, DVDs and kitchen items (plates, mugs, utensils, pans etc).

**17 YMCA re-use banks** - are in place all year round to collect clothes, shoes, bags, textiles, small electrical items, books, CDs/DVDs.

Other items such as bicycles and large electrical items can be donated to local Cardiff charities, please see [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk) for more information.

**Household collections** - Students living in the private rented sector will be reminded that their household collections will involve 'Two in June' general waste collections. Kerbside collections in June for Cathays, Gabalfa and Plasnewydd will be as follows:

Waste should be presented after 4pm on Tuesday's; bins should be removed as soon as possible following collection. If tenants are moving out on a non-collection day, they can arrange for the Council to remove their waste on a day suitable to them for a small cost (this is in addition to the bulky waste service). Tenants can also take their waste to a local Household Waste and Recycling centre for free.

Advice sheets for tenants and landlords are available from [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk)

	DATE			
<b>General waste (black bins/bags)</b>		<b>10/06/15</b>		<b>24/06/15</b>
<b>Recycling (green bags)</b>	<b>03/06/15</b>	<b>10/06/15</b>	<b>17/06/15</b>	<b>24/06/15</b>
<b>Food waste (food caddy)</b>	<b>03/06/15</b>	<b>10/06/15</b>	<b>17/06/15</b>	<b>24/06/15</b>

Waste should be presented after 4pm on Tuesday's; bins should be removed as soon as possible following collection.

## Moving out soon?

There are many important steps to take to ensure a smooth departure of your Student Digs. Here are some tips to help you....

- ▶ **Bond/deposit.** Do you know your Deposit ID and details of where it is protected?  
  
Contact your Deposit Protection Scheme if any disagreements arise with how much deposit you are getting back.
- ▶ **Inventory.** Check the inventory you filled in when you moved in. Arrange an inspection date with

your landlord/letting agent. Book a day with your housemates to clean everything before you move.

Share duties between housemates, leaving it all to one person is not what you want to do!

- ▶ **Bills.** Ensure you've paid all outstanding gas, electricity, water bills etc, take final meter readings and inform utility companies of your moving out date, otherwise they'll keep charging you.
- ▶ **Too much stuff?** When you

clear out, why not donate unwanted items to the Get It Out for Cardiff campaign (GIOFC)?

Find your nearest YMCA bank or green zone at [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk)

- ▶ **Leaving...** Make sure you put all bins out on the **correct** rubbish day. Donate reusable items to GIOFC, and/or take general waste to Lamby Way, the closest Household Waste

Download our **FULL "Moving Out checklist"** from [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk)



# Community News & Events

## Recycling and waste services will soon be changing across the city.

The City of Cardiff Council continue to ask residents to recycle all they can to 'get it out of the black and move into the green'. These changes will begin during the summer of 2015- further information can be found at [www.cardiff.gov.uk/recyclemore](http://www.cardiff.gov.uk/recyclemore). You will receive further detailed information in the upcoming weeks and months.

## RSPB Cymru Art Project in Bute Park

Help RSPB Cymru to create a giant web-like structure woven between trees for people to climb inside for a truly unique experience with nature. Volunteers will have the chance to work with an international artist.

Visit [www.rspb.org.uk/joinandhelp/volunteering](http://www.rspb.org.uk/joinandhelp/volunteering)

## Fareshare food collections, 6th July, at times to suit you.

Volunteers are needed to assist Fareshare by collecting food donations from halls of residences across the city, as part of the 'Get It Out for Cardiff' campaign. If you can help out, please email [sianpuddfoot@btconnect.com](mailto:sianpuddfoot@btconnect.com)

## Summer garden waste collections have now returned.

Between April - October garden waste will be collected fortnightly. You can find your collection dates online [www.cardiff.gov.uk/recycling](http://www.cardiff.gov.uk/recycling). You can also download your annual collection calendar from here.

## Interested in helping keep the environment clean and tidy?

Become an Environmental Champion – email [environmental.champions@svccardiff.org](mailto:environmental.champions@svccardiff.org)

## Shelley Gardens Community Food Festival, Sunday 21st June, 12pm - 4pm.

Tasty local food stalls, food demos, workshops, live music, circus fun, face painting and lots more!

## Charges for bulky waste collections have changed.

The minimum cost will reduce to £12.50, which includes up to two items. There will be an additional charge of £12.50 for each additional two items. Residents can now book in a maximum of 6 items.

e.g. 1-2 items = £12.50,  
3-4 items = £25.00,  
5-6 items = £37.50

There will no longer be free collections for those residents eligible for certain benefits.

Full information about how the waste and recycling service will be changed can be found online at [www.cardiff.gov.uk/recyclemore](http://www.cardiff.gov.uk/recyclemore).

## Litter picks in Cathays and Roath

Student volunteers and local residents have collected 25 bags of rubbish in Cathays and Roath during end of term litter picks. To get involved with future litter picks, email [environmental.champions@svccardiff.org](mailto:environmental.champions@svccardiff.org)

## Local PACT meetings

Your chance to meet with your local Police representatives and local councillors to discuss what matters to you in your community;

**Plasnewydd meetings at Mackintosh Sports Centre:**  
4th August, 1st October, 3rd December

**Cathays meetings at Crwys Rd Methodist Church:**  
27th July, 21st September, 16th November, 14th December

**Gabalfa meetings at St Josephs on Whitchurch Rd:**  
29th July, 9th September, 21st October, 2nd December

# STUDENTS GIVING SOMETHING BACK TO THEIR COMMUNITY

## South Wales Police recognise commitment of their Student Volunteers

**On Friday 8th May, South Wales Police invited over 50 volunteers and 55 stakeholders to an awards ceremony to recognise the commitment of student volunteers and partners during the academic year.**

Held at Cardiff University Students' Union, speakers from South Wales Police and Cardiff University spoke about the positive impact that student volunteering has on our communities.

Throughout the year, volunteers get involved in a variety of events including community walkabouts, multi-agency education drives, property marking events and night time patrols on the student safety bus.

On the recent "Going home for holidays" campaign, volunteers visited 40 streets in the local area speaking to over 1,250 residents about preventing crime by taking valuables home for the Easter period.

The campaign also resulted in 199 new properties signed up to Tidy Text scheme.

This year volunteers who dedicated the most hours of volunteering to the project had the opportunity to experience a different side of policing. Volunteers had

the opportunity to visit the CCTV control room, the fire arms and dogs units, the driving school and the helicopter pad.

The scheme is growing from strength to strength with nearly 60 volunteers now registered to the scheme.



## Cardiff Metropolitan Students' Union team up with local residents for litter pick in Roath

**On Thursday 28th May, 14 volunteers including Cardiff Met students, SU staff, Keep Wales Tidy and local residents attended an 'Environmental Champions' litter pick in Roath.**

The group met on Albany Road to collect equipment before splitting up to

pick up litter from the surrounding streets. The team litter picked for 1 hour collecting 14 bags of rubbish. Local residents that attended were grateful of the Students' Union for organising the litter pick and said that they would like to take part in more projects like this. The litter pick was organised as part of the voluntary

action group, 'Environmental Champions,' who work on sustainability initiatives and campaigns. The project is a partnership between Cardiff Met Students' Union, Cardiff Digs, Student Volunteering Cardiff (SVC), Cardiff Council and Keep Wales Tidy.

Environmental Champions are keen to carry out more volunteer litter picks throughout the year involving more students, staff and residents, hoping to make a difference within the area and bring the community together. If you would like to join the Environmental Champions mailing list, please email [acampbell@cardiffmet.ac.uk](mailto:acampbell@cardiffmet.ac.uk)

To find out more about Environmental Champions and Students' Union volunteer opportunities, please visit: <http://www.cardiffmetsu.co.uk/umax/employability/volunteering/>



# CONSULTATION BEGINS ON HMO LICENSING SCHEME

The City of Cardiff Council is consulting with the public on extending an Additional Licensing Scheme covering Houses in Multiple Occupation (HMOs) in Cathays. The consultation period has begun and tenants, residents and landlords can give their views by visiting – [www.askcardiff.com](http://www.askcardiff.com)

Following the consultation period, the information received will be considered prior to a cabinet decision in September to re-designate Cathays as an HMO Licensing area.

The scheme in Cathays has been operating successfully since March 2010, with a new scheme launched in Plasnewydd recently. It requires anyone who owns or manages an HMO in both Cathays and Plasnewydd to apply to the Council for a licence.

Cabinet Member for Environment, Cllr Bob Derbyshire, said: "The licensing of HMO's is very important to ensure that tenants renting these properties live in accommodation which is fit for purpose and meets the legal requirements to ensure their safety. We estimate that there are 1000 landlords who require this licence.

kitchen and bathroom amenities and based on the size of the rooms, sets restrictions on the amount of people that can live at the property.



"The scheme makes checks and balances on the landlord or manager of the property to ensure they are fit and proper. Although there are many good landlords, our research indicates that more than a third of HMOs would fail to meet Decent Homes Standards. This scheme ensures the properties are suitable in terms of fire safety and

"The income generated from the license fee, contributes to the enforcement against landlords who flout the licensing agreement. In the last year, the Council has brought seven successful prosecutions against rogue landlords who flout the rules set in their licence."

Cllr Bob Derbyshire continued: "We hope as many people take part in the consultation as possible, to ensure that we can get views from residents living in these communities, tenants renting this type of property and the landlords who rent them. These will all be considered prior to the decision that will be made by Cabinet this autumn."

To apply for a license, please visit [www.cardiff.gov.uk](http://www.cardiff.gov.uk) and visit the licensing page – [privatesectorhousing@cardiff.gov.uk](http://privatesectorhousing@cardiff.gov.uk) or call 02920 871762.

## #AvoidThePitfalls in private renting

- ✓ Contracts
- ✓ Flatmates
- ✓ Budgeting
- ✓ Deposits & Bonds
- ✓ Damp & Mould
- ✓ Responsibilities
- ✓ Know Your Rights

For advice, contact your  
University Accommodation  
Office or Student Union.

Find us on Facebook or  
follow us on Twitter  
[@cardiffdigs](https://twitter.com/cardiffdigs) for handy tips  
and advice, or visit  
[www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk) for  
more information

download our **FREE**  
checklist & help sheets  
for student living



## GETTING TO KNOW YOU...

Sabbatical officers are responsible for addressing the issues that affect students at their University, and for representing students' views on an institutional, local and national level. Unity News would like to introduce you to Sabbatical Officers at the Student Unions of Cardiff University, Cardiff Metropolitan and the University of South Wales. I work closely with them to ensure campaigns and messages we work on reach our students throughout the city.



**Cardiff Metropolitan Students' Union, Josh Barnett, President and Stef Kelly, Vice President.**

This academic year we have focussed on raising awareness of mental health issues and have encouraged students to acknowledge the part they can play in providing peer support: In October we ran a week long campaign of 'Look After Your Mate': we made a video of students talking about what they did to look after their mates, we placed cards on tables in all our commercial operation areas, with facts/myths concerning mental health and we created a hi-visibility board where

students could post up notices of support ideas.

In February this year, for University Mental Health Day we left 'conversation starters' around on tables in our cafes, bar and restaurant venues – encouraging students to think about mental health of both themselves and their friends and family. We also handed out spring daffodils – each of which had a message of support attached

Our international work is something that we continue to work on at Cardiff Met as every Cardiff Met student is vitally important to us at the Students' Union. This year both myself and the Vice President were able to visit some of our partner universities in Alexandria, Thessaloniki and Athens to see Cardiff Met students. This way we can ensure that their

experience at university is as close to our home students as possible.

This year we were very pleased to be recognised with the University for winning The Times Higher Student Experience Award. It was a fantastic achievement to be recognised by our own students for the amount of effort that goes into ensuring that they have the best experience at University and we will continue to pursue this goal in the future.



**Cardiff University Students' Union, Elliot Howells, Student Union President**

"It's been an exciting and busy semester for Cardiff University Students' Union and we've been reporting our progress at regular PACT meetings, which is always an excellent way to work closely with the community.

We've had some real successes with lobbying for stricter rules on the use of lettings boards on properties in Cathays and I'm delighted to see that this has been taken forward as legislation. A huge focus of ours was ensuring students were registering and voting in the General

Election. This focus meant that we increased voter registration numbers by nearly 20,000 in 4 months as well as increasing turnout by 8% in Cardiff Central alone; 1.3% above the national average. This was, of course, a joint effort between various groups in the community but is a testament to the power of the student



voice in this area. Thank you to Cardiff City Council for their continued support.

We've also had some major successes on our campus; this month, a GP surgery opened next door to the Students' Union following lobbying from Officers, we secured a £2.5M redevelopment of the back of our building which will give the whole area a facelift, we held a debate attended by 650 students with high profile politicians as well as holding 5 awards' dinners celebrating the achievements of our students. These awards included the Student Police Volunteer Awards which rewarded those students that make such a difference in our community.

We are currently preparing to hand over to the new team of Officers and I'm excited to see how they build on the work we have done over the last year. To find out more about our campaigns and activity, visit [cardiffstudents.com](http://cardiffstudents.com).

## Useful contacts

### Housing Enforcement

02920 871 762

For help with housing standards such as damp and mould, fire safety and security.

### Housing Options

02920 570750

For issues related to bonds/deposits, tenancy agreements and landlord disputes.

### Connect 2 Cardiff (C2C)

02920 872087

For Council services and general Council queries.

### Noise Pollution

02920 871650

For issues with household noise, car alarms, dogs barking etc.

### Pest control

02920 872934

For issues with rats, mice, bedbugs, etc

### Police Student Liaison Officer

02920 633420

For community safety issues and crime prevention advice.

### Welsh Water

0800 052 0145

For issues connected to security on campus and to investigate noise/disturbances in private student accommodation.

### Cardiff University Security

02920 874444

### Cardiff Metropolitan University Security

02920 416155

### University of South Wales

01443 482055

For more useful contacts visit [www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk)

South Wales Police have completed their end of term "Going Home for the Holidays" campaign. This is a crime prevention exercise where Police Officers and Police Student Volunteers speak to students leaving for the term time break, to offer crime prevention and burglary advice.

This campaign is run 3 times a year and has been extremely successful, and beneficial, to the student community in Cathays. During March 2015, the team visited 40 streets in Cathays and gave advice to 2502 properties.

As part of this campaign South Wales Police also assisted CardiffDIGS and Cardiff Council with signing students to the Tidy Text scheme which sends text messages regarding when to put your waste out correctly. The campaign saw 199 new properties added to the scheme.



South Wales Police continued with the campaign during May as students prepare to move out of their accommodation for the Summer holidays. "Lock It.. Hide It.. Keep It" balloons were placed through insecure doors and windows to highlight to residents the dangers of leaving their home insecure. During 8 days of walkabouts in the Cathays area with the Police Student Volunteers and staff from Cardiff University Security team, officers visited 1012 properties for burglary crime prevention advice.

This operation has been extremely successful in highlighting the dangers of insecure properties and keeping students and residents of Cardiff safe.

## ✉ Subscribe to UNITY news

To subscribe to Unity News send your e-mail with the word 'subscribe' in the title/subject to [cardiffdigs@cardiff.gov.uk](mailto:cardiffdigs@cardiff.gov.uk). Unity news is published twice a year at the end of academic terms in December and June. E-mail addresses will not be sent to third parties or used for any other contact.

## • Read all about it

Have you got a story you would like to submit? Send it to [cardiffdigs@cardiff.gov.uk](mailto:cardiffdigs@cardiff.gov.uk) for consideration. (300 words maximum, feel free to include images).

If you would like this newsletter in Welsh, please contact

[Emma.Robson@cardiff.gov.uk](mailto:Emma.Robson@cardiff.gov.uk)



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd



[www.cardiffdigs.co.uk](http://www.cardiffdigs.co.uk)



@cardiffdigs

Page 299

WWW.CARDIFF  
DIGS  
.CO.UK

This page is intentionally left blank

## Education & Enforcement - Monthly Stats Tracker

		2014								2015		
<b>North</b>		May	June	July	August	September	October	November	December	January	February	March
Wednesday	Cyncoed	10	11	13	10	15	10	8	7	11	8	10
Friday	Heath	8	16	18	14	13	11	10	13	11	37	14
Friday	Lisvane	7	13	3	3	3	4	6	7	5	3	5
Friday	Llanishen	26	12	17	22	11	14	15	21	20	26	29
Wednesday	Pentwyn	52	29	42	42	32	16	31	25	33	20	34
Wednesday	Penylan	31	41	37	30	22	21	23	19	39	38	37
Thursday	Pontprennau	9	19	20	9	3	6	11	10	20	18	22
Friday	Rhiwbina	13	16	12	15	5	22	12	10	9	15	12
	<b>Total</b>	<b>156</b>	<b>157</b>	<b>162</b>	<b>145</b>	<b>104</b>	<b>104</b>	<b>116</b>	<b>112</b>	<b>148</b>	<b>165</b>	<b>163</b>
	<i>Duplicates</i>	<i>7</i>	<i>3</i>	<i>0</i>	<i>1</i>	<i>3</i>	<i>1</i>	<i>8</i>	<i>1</i>	<i>3</i>	<i>6</i>	

<b>City &amp; South</b>		May	June	July	August	September	October	November	December	January	February	March
Tuesday	Butetown	24	28	20	31	33	9	14	11	6	6	11
Wednesday	City Centre	8	5	2	5	5	9	8	1	1	0	3
Tuesday	Grangetown	129	151	165	144	123	166	162	90	101	66	68
	<b>Total</b>	<b>161</b>	<b>184</b>	<b>187</b>	<b>180</b>	<b>161</b>	<b>184</b>	<b>184</b>	<b>102</b>	<b>108</b>	<b>72</b>	<b>82</b>
	<i>Duplicates</i>	<i>7</i>	<i>3</i>	<i>0</i>	<i>1</i>	<i>3</i>	<i>1</i>	<i>8</i>	<i>5</i>	<i>8</i>	<i>17</i>	<i>14</i>

<b>South East</b>		May	June	July	August	September	October	November	December	January	February	March
Thursday	Adamsdown	44	85	82	42	71	44	38	40	48	58	106
Wednesday	Cathays	62	80	169	81	102	116	83	72	61	72	73
Wednesday	Gabalfa	36	43	47	33	21	23	25	21	28	37	26
Wednesday	Plasnewydd	115	172	254	118	146	103	95	71	96	99	127
Thursday	Sploott	41	72	73	55	44	34	60	45	64	62	90
	<b>Total</b>	<b>298</b>	<b>452</b>	<b>625</b>	<b>329</b>	<b>384</b>	<b>320</b>	<b>301</b>	<b>249</b>	<b>297</b>	<b>328</b>	<b>422</b>
	<i>Duplicates</i>	<i>15</i>	<i>12</i>	<i>7</i>	<i>17</i>	<i>11</i>	<i>7</i>	<i>10</i>	<i>6</i>	<i>12</i>	<i>14</i>	<i>17</i>

<b>South West</b>		May	June	July	August	September	October	November	December	January	February	March
Monday	Caerau	19	12	14	16	11	15	22	20	18	13	15
Tuesday	Canton	52	70	48	30	18	36	36	36	49	23	36
Monday	Ely	34	38	47	22	21	25	34	33	32	18	18
Tuesday	Riverside	48	58	62	21	35	53	50	42	85	46	36
	<b>Total</b>	<b>153</b>	<b>178</b>	<b>171</b>	<b>89</b>	<b>85</b>	<b>129</b>	<b>142</b>	<b>131</b>	<b>184</b>	<b>100</b>	<b>105</b>
	<i>Duplicates</i>	<i>4</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>9</i>	<i>2</i>	<i>0</i>

<b>West</b>		May	June	July	August	September	October	November	December	January	February	March
Monday	Creigau/St Fagans	4	6	0	3	2	3	8	5	4	18	11
Monday	Fairwater	25	23	23	9	12	12	13	15	16	36	34
Tuesday	Llandaff	15	19	13	7	10	8	21	16	7	11	20
Tuesday	Llandaff North	14	24	12	5	10	6	15	14	7	22	12
Monday	Pentyrch	2	2	1	1	1	0	7	1	3	16	28
Monday	Radyr	5	6	7	6	10	7	5	3	4	6	6
Friday	Whitchurch/Tongwynlais	26	31	29	17	23	6	28	29	11	35	20
	<b>Total</b>	<b>91</b>	<b>111</b>	<b>85</b>	<b>48</b>	<b>68</b>	<b>42</b>	<b>97</b>	<b>83</b>	<b>52</b>	<b>144</b>	<b>131</b>
	<i>Duplicates</i>	<i>4</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>2</i>	<i>19</i>	<i>1</i>

<b>East</b>		May	June	July	August	September	October	November	December	January	February	March
Thursday	Llanrumney	20	30	35	19	16	19	15	14	22	35	36
Thursday	Rumney	12	14	16	22	9	4	12	16	15	22	21
Thursday	Trowbridge	43	30	32	20	21	13	16	47	47	63	28
	<b>Total</b>	<b>75</b>	<b>74</b>	<b>83</b>	<b>61</b>	<b>46</b>	<b>36</b>	<b>43</b>	<b>77</b>	<b>84</b>	<b>120</b>	<b>85</b>
	<i>Duplicates</i>	<i>2</i>	<i>4</i>	<i>7</i>	<i>5</i>	<i>6</i>	<i>0</i>	<i>3</i>	<i>0</i>	<i>6</i>	<i>2</i>	<i>3</i>

<b>Total Duplication</b>	26	15	7	19	16	8			12	40	60	35
<b>Total Service Requests</b>	<b>934</b>	<b>1156</b>	<b>1313</b>	<b>852</b>	<b>848</b>	<b>815</b>	<b>883</b>	<b>754</b>	<b>873</b>	<b>929</b>	<b>988</b>	

<b>Fly Tipping Management</b>												
<b>Total Flytipping Activity</b>												
<i>LEQ Duplicates</i>	25	20	109	75	43							
Scheduled 7.5 T	216	196	312	122	130							
Scheduled Haz / JCB	8	7	37	3	12							
Scheduled for Bulky	87	72	47	29	49							
No Waste on Site	22	8	33	68	18							
<b>Total Site Clearance</b>	<b>333</b>	<b>283</b>	<b>429</b>	<b>222</b>	<b>209</b>							
<b>Total Fly Capture Incidents</b>												
<i>c2c Fly Tipping Contacts</i>	297	302	398	314	329							
	547	440	720	579	632							

Combined contacts            1481    1596    2033    1431    1480  
 Combined duplication        51       35       116       94       59

1480    1595    2032    1430    1479  
 297    302    398    314    329

20.067568   18.93417   19.5866   21.958042   22.24476

This page is intentionally left blank



**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref : CM32074  
Eich Cyf / Your Ref : RDB/PM/BD/09.06.15  
Dyddiad / Date: 23rd September 2015



County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087

Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088

Councillor Paul Mitchell  
Chairperson Environmental Scrutiny Committee  
c/o Scrutiny Services  
Cardiff Council  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl / Dear Paul

**Environmental Scrutiny Committee 26 August 2015  
New Household Waste Recycling Centre And Re-Use Facility Consideration Of  
Call In Cabinet Decision Cab/15/25**

I refer to your correspondence dated 1 September 2015, regarding the Environmental Scrutiny Committee held on 26 August 2015.

As requested, further detailed traffic assessments have been completed in regard to the travel times and travel distances from various parts of north Cardiff to both the proposed Household Waste Recycling Centre (HWRC) site locations. The data has been sourced directly from the GPS data management system that tracks all of the Councils waste collection fleet. Varying days and times of the week including at weekends is now included.

This additional actual GPS 'tracked data', supports the original 'estimated data' provided by Google Live Traffic that was included in the July 2015 Cabinet Report. In summary, the 25 individual traffic assessments over 15 days, concluded that an additional travel distance of 4 miles is required between Wedal Road and Lamby Way site locations and an additional travel time of less than 10 minutes.

The traffic assessments will be included as an Appendix D in the new HWRC and Re Use Facility Cabinet Report dated 1 October 2015.

I trust this is of some assistance. If you have any further enquiries, please do not hesitate to contact me.

Yn gwyir  
Yours sincerely

**Councillor / Y Cynghorydd Bob Derbyshire  
Cabinet Member for Environment  
Aelod Cabinet Dros Yr Amgylchedd**

**PLEASE REPLY TO / ATEBWCH I :** Cabinet Support Office / Swyddfa Cymorth Y Cabinet,  
Room 303 County Hall / Neuadd y Sir,  
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd  
CF10 4UW



This page is intentionally left blank