

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref : CM32578
Eich Cyf / Your Ref : RBD/PM/BD/13.10.15
Dyddiad / Date: 7th January 2016



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Councillor Paul Mitchell
Cardiff Council
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Annwyl / Dear Paul

Environmental Scrutiny Committee 14 October 2015

Thank you for your correspondence dated 27 October 2015, your comments and feedback are always of assistance and taken on board. The questions from the public also help us to develop and improve future changes.

I have listened to Mr Fishers comments and will provide the following feedback.

I can appreciate that residents may have seen a big change in how we are asking them to recycle store and dispose of their waste and are conscious of the concerns that some people have raised. With any change we are unlikely to keep all residents happy, but I am sure we all want to see cleaner streets and ensure Cardiff does not fail future Welsh Government's recycling targets.

If we fail to improve on our recycling then we face fines of £400,000 for every one per cent we miss. This is the equivalent of almost 0.5% on Council Tax bills - money we would rather see spent on essential services.

Balancing all these objectives is no mean feat, but with residents help it is essential to making it happen and we fully recognise this.

Overall, as you know, the Council strongly supports the benefits of waste being collected in black wheeled bins over bags. The Council remains committed to the use of wheeled bins for waste collections as they increase ownership, reduce the litter on our streets and are safer for operatives. Wheeled bins are proven to contain waste reducing street litter from ripped bags.

The Council cannot afford to provide bespoke services and must deliver the most cost effective and efficient services. I understand that people have strong feelings about waste services and what they would like to see happen.

The comments made by some residents who felt that there was insufficient consultation have been taken on board and I will work with officers to ensure we improve future processes. I also welcome Mr Fisher's commitment to support

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recycling and the need to reduce the amounts of waste we create and throw away.

With regards to the lack of notice about the changes, the printing company employed to print letters and leaflets passed them to Royal Mail for delivery on 29 June 2015. They were then posted via Royal Mail (usual time scales apply) and the bin expansion took place on 23 July 2015. This would have given most households at least three weeks' notice, which is the normal timescale we work towards. Only those few streets that had a change at the last moment because of local councillor representation had a revised letter a week before the changes.

Prior to the letters and leaflets being delivered, local ward members were invited to attend a series of briefings throughout May, and the city wide campaign began in June. The city wide campaign included activities such as:

- Adverts on buses and bus stops
- Information on the big screen in The Hayes
- Bill boards
- Radio adverts
- Local press (articles and adverts)
- Social media etc.
- Coverage of the changes in the printed and online versions of the Capital Times

Whether an area has bags, bins are our preferred method of collection for residual waste. Bins alleviate manual handling, reduce opportunities for split bags and encourage ownership amongst residents. Equally over time the cost of providing the bags every six months is more expensive than providing a bin that will last several years.

Previous wheeled bin consultations have received, on average, 26% response rate and yielded a very close decision on a preferred method of collection. We have used the results of these consultations to roll out bins in the past, but they're not actually a fair representation of the area.

Since the last consultation with residents, officers have received a number of requests from residents who want bins in the area and more recently we have also had comments from residents who are in support of the delivery of bins which is due to take place. Even with the recent changes the number of objections was low compared to the number of households in scope.

I did make some concessions on the green bin to a few streets in Penylan and also in Canton, but this was following representations made by local Councillors on residents behalf. I appreciate this may have been confusing for some residents, but I hope most support the decision that was made.

I have enclosed the before and after for the two wards that had a change (Penylan and Canton). In these wards a few streets were changed from a green bin service to a reusable garden sack service. It should be noted that no changes were made to the black wheeled bin provision. The request for a change was made by the local Councillors as they felt that there was insufficient access and storage for two wheeled bins. Where it was operationally possible the change was made. Not all streets could be accommodated and did not receive a change. It also meant that some streets that hadn't requested a

change also had a change as it was required to keep the collection rounds as efficient as possible.

The key factors that are considered when designing a collection round are the timings to empty the containers and the number of vehicles required each day for each material stream. We aim to get a consistent number of vehicles working each shift, across each day of the week. To do this the collection rounds are designed across the whole city, considering four different waste streams, two shift patterns and five days of the week. I am sure you can appreciate that this is very complex. Each vehicle must have a sensible number of households to service based on the time taken to collect that waste stream. It was only possible to change a few properties in each of the two wards without imbalancing the city wide calculations. This is not a simple message to convey, but I will try to ensure we improve our communications.

The collation of ward by ward recycling data is a difficult task as to ensure the collections are as efficient as possible the crews are not restricted to ward boundaries when collecting waste, they work within a zone for that day. Therefore on a typical collection round the data cannot always be guaranteed from a specific ward. The production of the ward by ward data every few years is a bespoke project, but this in itself is intensive to produce. Once the collection changes have fully bedded in, officers will look to revisit the recycling ward performance late in 2016.

A review will take place during early 2016 as we need to allow the scheme to bed in. This review will not look at residual waste bins, but will look into the uptake of the reusable garden sack to see how effective and efficiently the service is running. If inefficiencies are identified we may need to move residents from one scheme to another. The review may also consider if further black wheeled bin expansion is possible. At this point I am unable to comment on what this may or may not mean for any specific ward. Any proposed change will be discussed with the local members prior to any changes progressing.

The Consultation reports are all available on line. In the Waste Strategy Survey - a 2025 vision for Cardiff the question was asked on people support for bags or wheeled bins. The strong result was for more bins.

With regard to the Section 46 Notices 3920 have been issued since the 1 April 2013. There have been 218 Fixed Penalty Notices issued since 1 April 2013 as a result of a breach of the Section 46 Notices. This shows that the public have corrected their behaviours and are beginning to adapt to the changes.

In relation to the health and safety impact of collecting an increasing number of green recycling bags and reducing number of black bags, the recording of incidents relating to the handling of wheeled bins and bags is categorized as "Injured while handling, lifting or carrying. They are not broken down by the specific type of container, so we are unable to provide you with the breakdown between green bags, black bags and bins. Statistics are as follows:-

2013-14;

- 47 reported

2014-15;

- 28 reported

2015 – to date

- 10 reported

The HSE have done extensive research into the matter of wheeled bins and bag collections. The findings can be found in the Pinder Report Manual handling in refuse collection, HSL/2002/21.

Work is continuous with both the directorate H&S advisor and the Councils approved Manual Handling Trainer to improve the quality of the practical training element with the aim to increase awareness to ensure the load is correctly assessed before lifting.

In conjunction with Manual Handling Training, Waste Collection Supervisors undertake regular Manual Handling Monitoring as set out by the Councils Code of Guidance for Manual Handling.

The protective clothing issued to waste collectors is as follows;

- Protective footwear - BSEN345 (with steel cap toes)
- Ballistic trousers – protective leg panel BSEN388 (cut level 2)
- High Visibility top –BSEN471 (Class 2)
- Gloves – BSEN388 (cut level 3)
- Additional clothing is provided for protection in wet weather (BSEN343 & BSEN471 – Waterproofness / Breathability 3:3)

Protective clothing is issued via Waste Management Stores where the operative signs for the item received. Protective clothing forms part of routine observations carried out by the Supervisors where the compliance of wearing the clothing is monitored and to ensure the clothing is fit for purpose e.g. good tread on footwear, high visibility top is reflective.

I must stress that the additional striped bag provision, along with an additional black bin provision is outlined in the original Cabinet report on how additional support will be provided to those with a disability, larger families or specific medical need. Over the summer period the teams worked hard to ensure that properties on the bag scheme have the correct allocations depending on the number of people in each dwelling. This information is now held in our data bases and future deliveries will provide the correct number of bags for the household. For those properties with limited access we have also identified that the only suitable approach to ensure they get their quota of bags is for them to collect them directly.

Red striped bag deliveries were made in July to all areas on the scheme. The next round of deliveries of red striped bags were made in September to the Cathays, Plasnewydd and Gabalfa wards to coincide with Fresher's week. The rest of the bag areas had deliveries before the Christmas break. Deliveries of stripped bags will now take place every six months.

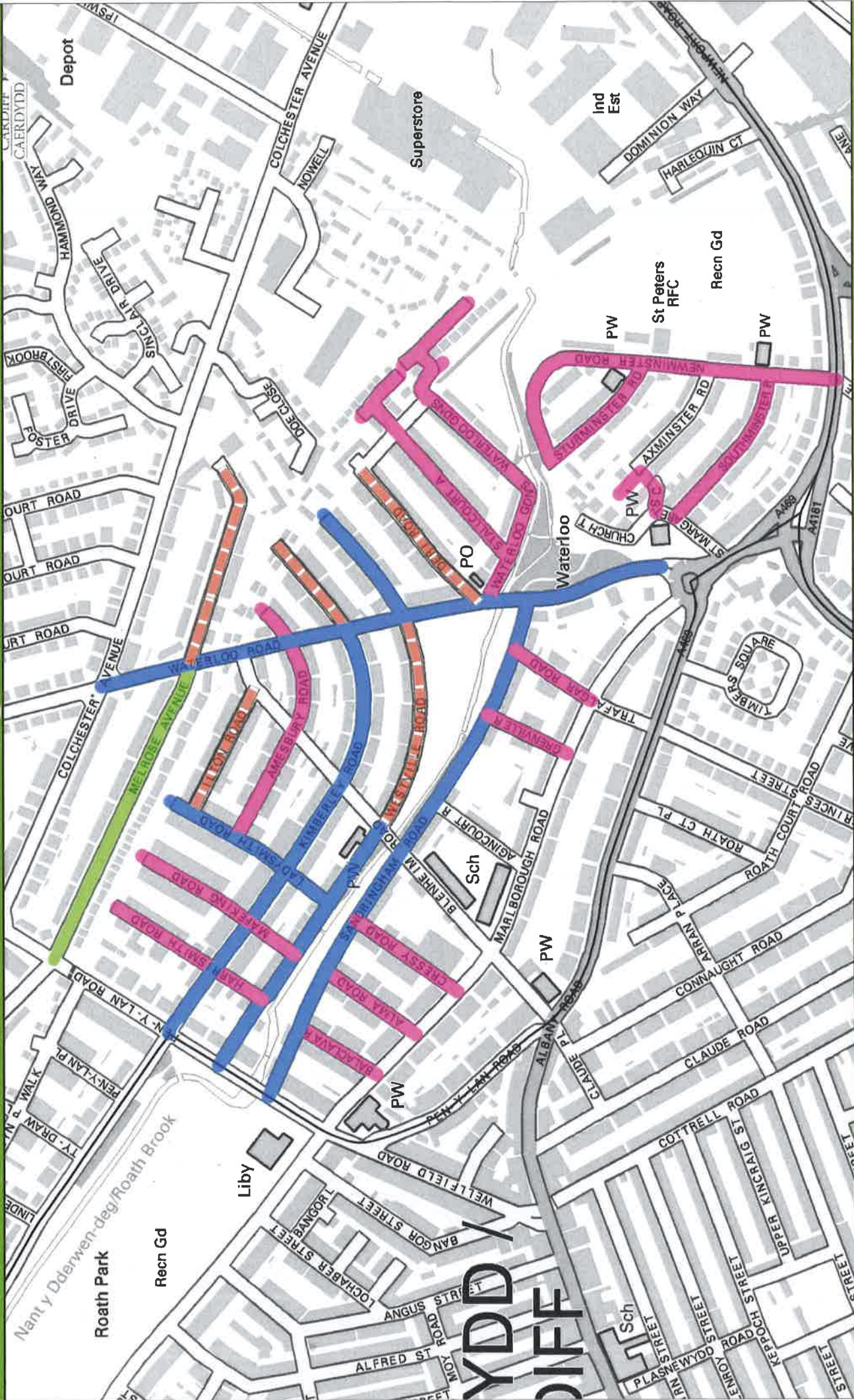
I trust the above has addressed each point in turn. Thank you again for taking the time to review our processes of this significant project.

Yn gwyir
Yours sincerely



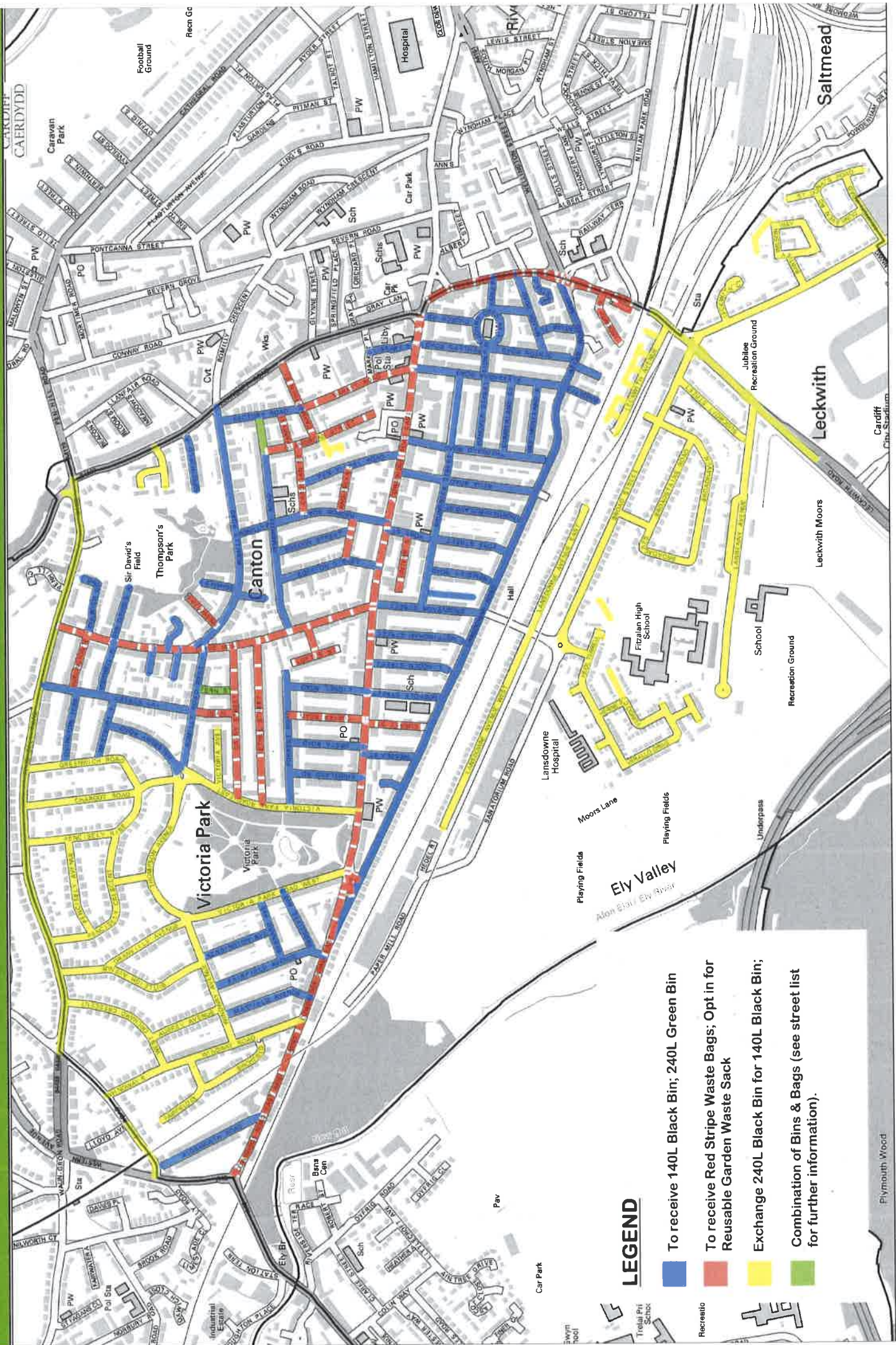
Councillor / Y Cyngorydd Bob Derbyshire
Cabinet Member for Environment
Aelod Cabinet Dros Yr Amgylchedd

Penylan



- Black Bin & Green Bin
- Black Bin Only
- Red & White Stripe Bags
- Combination - See further detail

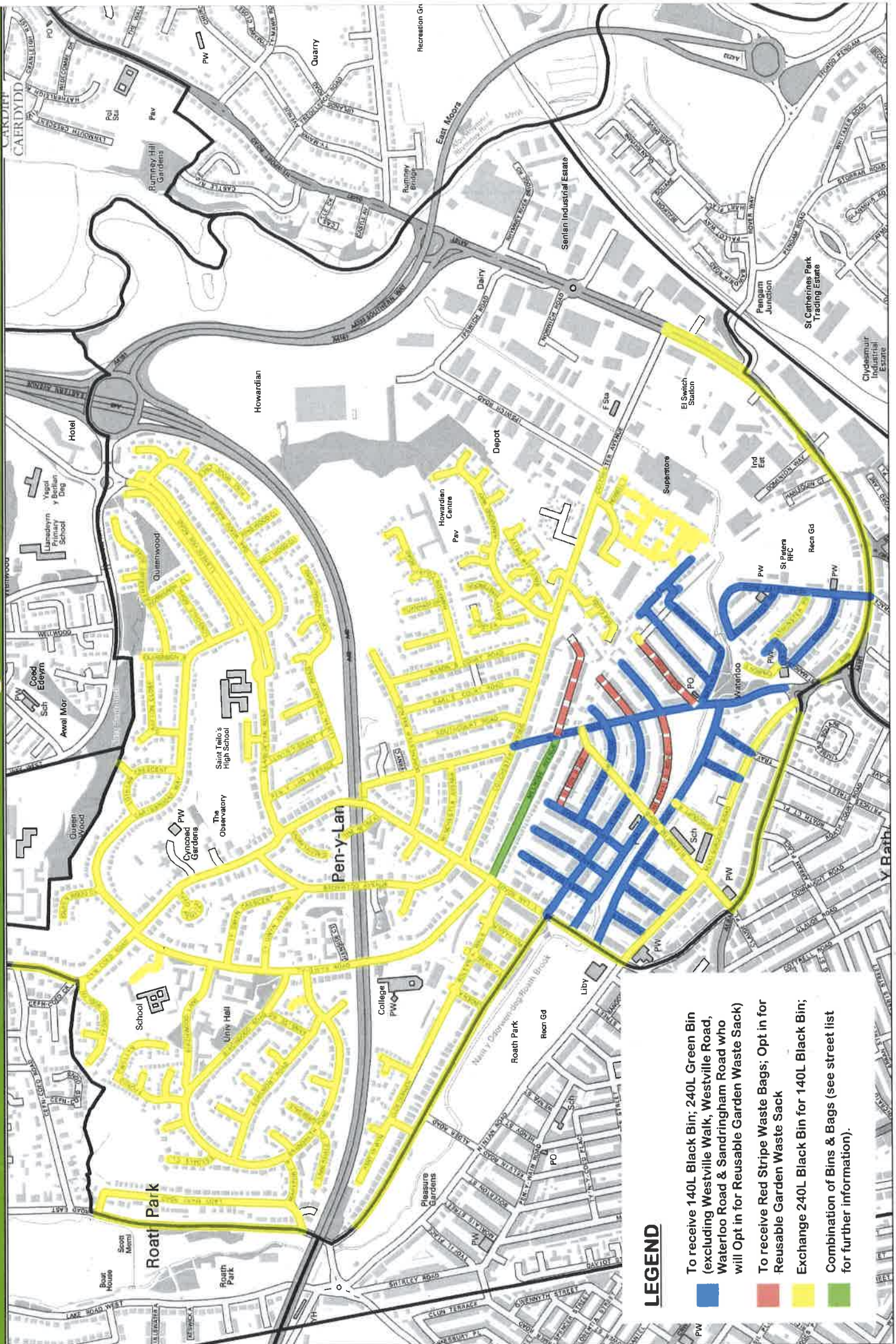
Canton



LEGEND

- To receive 140L Black Bin; 240L Green Bin
- To receive Red Stripe Waste Bags; Opt in for Reusable Garden Waste Sack
- Exchange 240L Black Bin for 140L Black Bin;
- Combination of Bins & Bags (see street list for further information).

Penylan



LEGEND

- To receive 140L Black Bin; 240L Green Bin (excluding Westville Walk, Westville Road, Waterloo Road & Sandringham Road who will opt in for Reusable Garden Waste Sack)
- To receive Red Stripe Waste Bags; Opt in for Reusable Garden Waste Sack
- Exchange 240L Black Bin for 140L Black Bin;
- Combination of Bins & Bags (see street list for further information).

