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AGENDA

Pwyllgor PWYLLGOR CRAFFU AMGYLCHEDDOL

Dyddiad ac amser y cyfarfod DYDD MAWRTH, 6 TACHWEDD 2018, 4.30 PM

Lleoliad YSTAFELL BWYLLGORA 4 - NEUADD Y SIR

Aelodaeth Cyngorydd Patel (Cadeirydd)
Y Cynghorwyr Derbyshire, Philippa Hill-John, Owen Jones, Lancaster,
Jackie Parry, Owen, Wong a/ac Wood

Tua
Amser.

1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldeb.

2 Datgan Buddiannau

Dylid gwneud hyn ar ddechrau'r eitem agenda dan sylw, yn unol â'r
Cod Ymddygiad Aelodau.

3 Cofnodion (*Tudalennau 3 - 10*)

Cymeradwyo cofnodion y cyfarfod a gynhaliwyd ar 2 Hydref 2018 fel
cofnod cywir.

4 **Clampio a Symud Cerbydau Niwsans o'r Briffordd a Thir
Cyhoeddus** (*Tudalennau 11 - 88*) 4.40 pm

5 **Diweddariad ar y Strategaeth Rheoli Gwastraff** (*Tudalennau 89 -
268*) 5.25 pm

6 **Briffio Aelodau: Polisi Enwi Ffyrdd** (*Tudalennau 269 - 274*) 4.25 pm

7 **Gohebiaeth – Diweddariad Ar Lafar** 6.45 pm

8 **Eitemau Brys (os oes rhai)** 6.55 pm

9 **Y Ffordd Ymlaen** 7.05 pm

Davina Fiore

Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol

Dyddiad: Dydd Mercher, 31 Hydref 2018

Cyswllt: Graham Porter, 02920 873401, g.porter@caerdydd.gov.uk

ENVIRONMENTAL SCRUTINY COMMITTEE

4 SEPTEMBER 2018

Present: Councillor Patel(Chairperson)
Councillors Philippa Hill-John, Owen Jones, Lancaster, Owen,
Wong and Wood

21 : APOLOGIES FOR ABSENCE

Apologies were received from Councillors Derbyshire and Parry.

22 : DECLARATIONS OF INTEREST

No declarations of interest were received.

23 : MINUTES

The minutes of the meeting held on 3 July 2018 were approved by the Committee as a correct record and were signed by the Chairperson.

24 : MEMBER BRIEFING: SECOND CARDIFF LOCAL DEVELOPMENT PLAN ANNUAL MONITORING REPORT

The Cabinet is to receive a report titled 'Second Cardiff Local Development Plan Annual Monitoring Report' on 20 September 2018. The Committee received a briefing on the Cabinet report. Members were asked to note the contents of the report and discuss any future actions.

Members were advised that the Local Development Plan 2006 to 2026 (LDP) was formally adopted by the Council on 26 January 2016 and as part of the process the Council is required to prepare an Annual Monitoring Report (AMR) for submission to the Welsh Government.

The Cabinet is to receive the second AMR providing a short-term position statement and a comparison with the baseline data provided by the first AMR. Monitoring in future years will enable trends to be identified and firmer conclusions to be drawn. It will also help inform the extent to which LDP strategy, objectives and policies are being achieved. These findings will help the review process that the Council is required to undertake in 2020.

It was reported that the AMR findings were generally positive with the majority of indicators shown as green, indicating that the majority of LDP policies are being implemented effectively. A summary of the performance against the main topics was set out in the report. The data and conclusions were set out in more detail in Appendix A.

The Chairperson welcomed Andrew Gregory, Director and James Clemence, Head of Planning to the meeting. The officers summarised the contents of the report. Members were invited to comment, seek clarification or raise questions on the information received. This discussions are summarised as follows:

- Members noted that average house prices have risen by 27% between 2006 and 2017. Members asked whether this was affecting the saleability or take up of new housing developments. Officers stated that this was a contextual indicator which underlined the importance of a plan led approach in terms of the range and choice of housing made available. The range of stock in the City is wider than 10 years ago when 90% of new developments was on brownfield sites which resulted in a narrow range of housing types. The LDP allows for new housing stock across a range of sites.
- Members asked whether indicators that have a 'yellow' status – no action required – warranted further scrutiny. Officers considered that it was difficult to build a detailed picture of trends after two years of monitoring. The LDP was introduced in January 2016 and planning applications were not expected immediately. There was a lag between the introduction of the LDP and the commencement of new developments. Constructions has started on 3 of the 5 strategic sites.
- A Members asked for further information on the level of vacancy rates in retail property in the City and whether any trends had been identified over the last five years in relation to the changing make up of 'the high street'. In particular, the Councillor asked whether there had been an increase in the number of charity shops. Officers were agreed to investigate this issue further but were unsure whether the authority kept that level of detail. The Councillors suggested that it may be possible to identify charity shops from business rates.
- The Committee noted that completion rates for new housing were behind target. Members asked why the targets had been set at their respective levels if officers were aware that there would be some delay between the approval of the LDP, the receipt of planning application and the completion of new housing units. Members also asked whether there would any other limiting factors and whether developers were able to increase the rate at which new housing units area completed. Officers advised that the targets were set based on an assessment/data provided by developers. Targets are set by the Planning Inspectorate. Strategic sites aim to maximise delivery by having more than one outlet – more than 1 developer – on site. There are considerations in terms of infrastructure and Section 106 arrangements – as these are linked to triggers and are built in phases.
- Members asked whether officers were aware of any reasons to prevent the building completion target getting back on track. Officers were optimistic that they would. This was the point of annual monitoring but we are only 2 years in and the authority will be in a better position in 2 more years. However, it should also be noted that there are external factors at play which may determine the outcome.
- Members noted the disparity between the target for affordable homes and the number being delivered. Members felt that the difference between the two was considerable and asked how much larger the gap

would need to be for the indicator to be rated 'orange'. Officers stated that 30% of housing on the strategic sites would be affordable and this would be delivered. Developers tend to build housing stock that generates cashflow at the beginning and affordable housing during later stages. Officers were confident that the affordable housing percentages would be met.

- Members considered that it would be useful if the Annual Monitoring Report including details of what has been achieved at each strategic site across the city, in terms of completions. The Committee also asked for clarification of the process for submitting the Annual Monitoring Report. Members asked whether the Council would have an opportunity to consider the report. Officers confirmed that the details requested in the first point raised would be included in the Annual Monitoring Report. As the Annual Monitoring Report was a technical report and not a policy document it would be considered by Cabinet prior to submission to the Welsh Government.
- Referring to the Housing in Multiple Occupation (HMO) Supplementary Planning Guidance (SPG), Members asked whether any monitoring of the SPG was being undertaken – for instance whether the number of applications being received was increasing/decreasing, number of appeals, etc. Officers advised that colleagues are engaged and HMOs are closely monitored. Planning Committee members receive regular updates regarding the outcome of appeals to the Planning Inspectorate. Members asked whether it would be possible to see the data and any trends emerging. Officers stated that the Annual Monitoring Report is a statutory document and its parameters are set down. However, officers agreed to consider a way forward on this issue.
- Members expressed concerns around increased traffic flows as the Annual Monitoring Report indicated that the authority was not achieving the required increases in the use of public transport. Members asked whether adequate public transport infrastructure was being put in place. Officers advised that the development of strategic sites has started recently. Section 106 funding has been secured which is released in phases and as each phase is triggered investment will be made in transport infrastructure. It was too early to see any physical changes yet, but as more houses are completed, more infrastructure will be put in place. The new bus service operating at the St Ederyns site provided tangible evidence of this.
- Members of the Committee considered the LDP made it clear that Bus Rapid Bus Corridors (RBC) routes were essential and are a major factor in transport policy. Officers were asked to explain why RBC schemes were on hold and why funds are not being allocated. Members were advised that there was a correlation between house building and the release of funding. Most sites were at an early stage of development and the triggers which would release funding have not yet been reached. The Director agreed to report back to the Committee regarding delays on Phase 1 of the Rapid Bus Corridors at the A469 and A470.

- In terms of the reduction in travel made by sustainable modes of transport, Members asked whether consideration has been given to travel to and from school. Officers indicated that work was being undertaken by colleagues in Transportation and Education as the issue is higher up the agenda, however, there will be resource implications. A Member suggested that the drop in bus usage indicated that parents are less inclined to use bus services. Officers considered that the figure reflects a wider national trend which is linked to a range of issues including safety and air quality.
- A Member questioned whether consideration was being given to the provision of housing stock specifically designed for those living for longer – in terms of assisted living. The Member asked whether something could be built into the LDP to influence this issue locally. Officers stated that there was nothing specifically within the LDP to address this issue and there was no firm guidance from Welsh Government. Whilst the issue was recognised the authority does not have a policy ‘switch’ that it can turn to. Different house building trends are emerging and this is one of them. There may be more scope for local authorities to address this issue within their own house building developments.
- Members asked whether developers were delaying housing building because house prices are increasing. Furthermore, there was an urgent need for social housing and there was unlikely to be any improvement within a decade. Members asked whether there are any plans to improve the rate at which social housing is being delivered. Officers stated that there is no evidence to suggest that developers are delaying building new units whilst house prices increase. Delay as cause by an arrange of complex reasons which may take time to consolidate or which may result in less pressure to proceed. Affordable housing is usually delivered concurrently. Delivery rates are forecast to increase per annum.
- Officers confirmed that following the completion of an assessment there were no conclusions and work was ongoing, potentially with Welsh Government involvement, with a view to the provision of a new site for the travelling community.

RESOLVED – That the Chairperson write to the Cabinet Member on behalf of the Committee to convey their comments.

25 : PARKING ENFORCEMENT UPDATE

Members received a report providing with an update on the Council approach to parking enforcement with particular reference to the recent proposal of a ‘Residents Parking Scheme – Virtual Permit’; how civil parking enforcement resources are currently being targeted; the financial implications of parking enforcement and the wider Parking Revenue Account; and the consistency of standards applied within

parking enforcement and the level of flexibility allowed to Civil Parking Enforcement Officers when making decisions.

Members were advised that in 2010 Cardiff Council was made responsible for the enforcement of a range of parking contraventions. This helped has contribute towards transportation policy objectives by addressing illegal parking which causes unnecessary congestion and traffic delays.

The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013 was passed and came into force on 25 March 2014. These regulations enable the Council to enforce bus lane, yellow box junctions and some other moving traffic offences. Cardiff Council now has a suite of legal powers to control parking and travel along the highway and allows maximum control when deploying its enforcement resource to support its transportation policies, with the intention of assisting the movement of public transport and keeping traffic moving.

Illegal parking can create problems with the operation of the highway network including impacting on the ability of public transport to run smoothly and for people to be able to use 'active modes' such as walking and cycling safely and confidently. It affects the safety of other road users, and causes a nuisance for local residents and businesses. Illegal parking can affect the enjoyment and facility of local areas and detract from them as good places to live and work.

Enforcement is necessary to keep the highway network and public transport working, tackle dangers to other road users from illegal parking and ensure parking bays are used for parking and not for other purposes, for example, for illegal trading.

The Chairperson welcomed Matt Wakelam, Assistant Director Street Scene and Andrew Gregory, Director, to the meeting. The officers were invited be deliver a brief presentation. Members were invited to comment, seek clarification or raise questions on the information received. Those discussion are summarised as follows:

- Members referred to the consultation process on virtual parking permits. Concerns were expressed that the consultation was undertaken during July. Officers were asked to clarify how many responses were received and whether there would be any further consultation undertaken. Members also asked whether two parking enforcement vehicles would be sufficient if an e-permit system is to be introduced. Officers advised that the consultation related to the Traffic Regulation Orders needed to enable an e-permit scheme and not the scheme itself. The service area was in the process of looking at how e-permits would work in Cardiff. It was likely that a pilot scheme would be implemented in part of the City. Consideration was also being given to bolstering the authority's 2 ANRP vehicles.
- It was suggested that consultation on TROs should be carried out with elected Members in the first instance. Officers stated that they understood the sensitivities around this issue and suggested that e-permits be considered more fully in due course at a future meeting of the Committee. Officers agreed to provide details of the number of responses received from the TRO consultation exercise.

- Members asked whether officers were able to provide a breakdown of the numbers of moving traffic offences committed by drivers who are not resident in the City. Officers were also asked to comment on the fact that 50% of parking appeals were successful. Officers stated that the addresses of those drivers committing offences are known and therefore it would be possible to provide further details. In terms of FPN appeals, a service review identified this as a concern. Officers are drafting a policy setting out how the appeals process will be managed in the future. The policy will ensure that a consistent approach is applied. Officers believed that without policy guidance there is a variance in the decision-making process. A robust policy will support officers and assist in benchmarking with other authorities.
- Members considered that enforcement should seek to change behaviour and, if successful, the numbers of offences being committed should decrease over time. The Committee requested that future reports contain data that would allow Members to evaluate whether enforcement is effective in changing behaviour. Members also asked whether there are any offences which are increasing. Officers advised that there are able to undertake significant analysis of the data. All data is made available on an open source website. Generally, evidence suggested that at certain locations behaviours improve. However, parking offences remain constant at around 60,000 FPNs per annum.
- Members asked whether the blue badge scheme used by disabled people would be included in the e-permit scheme, as blue badges provided to individual people not to vehicles and, therefore, there was a potential risk that blue badge holders could receive FPNs when parking in accordance with the blue badge scheme. Officers stated that the blue badge scheme was a national scheme and it would not be changed. The ANPR vehicles will be employed as a directional tool used to highlight problem areas and to deploy enforcement officers accordingly. If a blue badge is correctly displayed and there was no contravention of the scheme then a FPN will not be issued.
- Members requested that the circulation of monthly reports on the numbers of parking FPNs issued by ward via Democratic Services be restarted. Members also requested that a similar report on the moving traffic offences FPNs by ward also be circulated.

RESOLVED – That the Chairperson write to the Cabinet Member on behalf of the Committee to convey their comments.

26 : ENVIRONMENTAL SCRUTINY COMMITTEE - DRAFT WORK PROGRAMME 2018/19

The Principal Scrutiny Officer invited comments on the draft work programme. No comments were received and the Work Programme was approved.

Members received a verbal update on the progress made on the Litter and Flytipping Task and Finish Group. A Member asked whether there was any scope to merge some of the 94 potential issues identified. A Member also reminded those present that the shadowing of waste teams by Members of the Committee needed to be included in the list of items.

27 : CORRESPONDENCE UPDATE - VERBAL UPDATE

The Principal Scrutiny Officer indicated that all Cabinet responses to previous correspondence have been published on the relevant meeting page on the Council website. A correspondence update item will be included as a standing item on future agendas.

28 : COMMITTEE BUSINESS - WEBCASTING VERBAL UPDATE

The Chairperson welcomed Gary Jones, Head of Democratic Services.

The Principal Scrutiny Officer advised that, under the terms of the current contract for webcasting, there were a limited number of hours available for the webcasting of Committee meetings.

The Committee discussed the issue. Members questioned how much additional cost there would be to procuring additional hours. Gary Jones advised that the Council is about to enter into a tender exercise and there was a need to maximise the outcomes in terms of webcasting, and therefore the webcasting of meetings where there are key topics of public interest should take precedence.

Members of the Committee suggested that, in accordance with the principal of openness and transparency there was an argument that all proceedings should be webcast. Members questioned how any policy on the assessment of what issues are in the public would be applied – and who would be responsible for making the decision.

29 : URGENT ITEMS (IF ANY)

No urgent items were received.

30 : DATE OF NEXT MEETING

Members were advised that the next Environment Scrutiny Committee is scheduled for 2 October 2018.

The meeting terminated at 6.40 pm

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

6 NOVEMBER 2018

**CLAMPING AND REMOVAL OF NUISANCE VEHICLES FROM HIGHWAY
AND PUBLIC LAND**

Reason for the Report

1. To consider the introduction of a new policy for the clamping and removal of the following nuisance vehicles:
 - (i) Vehicles owned by persistent offenders and evaders of parking and traffic tickets;
 - (ii) Vehicles causing an immediate obstruction and /or parked contrary to parking regulations;
 - (iii) Vehicles with no registered keeper on DVLA records;
 - (iv) Vehicles that are not taxed in accordance with the Vehicle Excise and Registration Act 1994.
2. Points (i) to (iii) shall be referred to as “illegally parked vehicles” and (iv) shall be referred to as “untaxed vehicles”.

Background

▪ **Illegally Parked Vehicles**

3. The Council is committed to the objective of ‘Keeping Cardiff Moving’. Since 2010 and 2014 respectively, Cardiff has undertaken parking and moving traffic offence enforcement in accordance with the Traffic Management Act 2004.

4. Illegally parked vehicles can cause an obstruction and create a danger for pedestrians and other road users. There are instances where enforcement action is either not possible or not a significant deterrent to owners of vehicles.
5. Vehicles not registered with the DVLA are very difficult to enforce against, for example, it is difficult to take action against foreign vehicles as no details are held against which to issue the penalty notice. In some circumstances, such vehicles can create a parking nuisance and the only practical option available to address the problem is removal.
6. Some people regularly or deliberately contravene parking and traffic regulations and fail to settle the debts they incur. These are known as “persistent evaders”. The Welsh Ministers in guidance released to Local Authorities suggest the *‘strongest possible enforcement action following the issue of a PCN and confirmation of persistent evader status’*. There are currently 9,183 PCNS that have been issued against persistent evaders - this equates to a potential loss of £381,397.67.

- **Untaxed Vehicles**

7. The DVLA partnership initiative, although related to Street Scene Enforcement, is separate from Civil Parking Enforcement.
8. There is a public perception of the existence of a link between untaxed vehicles, crime and anti-social behaviour in general. This means that there is often a synergy in undertaking proactive enforcement against untaxed vehicles. Untaxed vehicles can also cause safety issues for other highway users.
9. The adoption of devolved powers from the DVLA will allow the Council to take action against vehicles that are untaxed, abandoned or creating a nuisance.
10. In 2017, the Council received over 1000 reports of abandoned vehicles on the highway or Council-owned land from members of the public, the police and other agencies. In such cases, officers investigate the report by visiting the location, assessing the vehicle and carrying out background checks. Only 28

vehicles, representing 2.8% of those reported were removed as abandoned vehicles.

11. By having the DVLA devolved powers, the Council will be able to remove untaxed vehicles from the public highway. It is anticipated that the powers will help to reduce the number of abandoned vehicles, incidents of crime, vandalism and uninsured drivers. It is hoped that overall they will help improve highway and community safety.
12. There are cases where vehicles are reported by residents as untaxed rather than abandoned. Under existing powers the Council cannot take action against such vehicles. By receiving the powers devolved by the DVLA, the Council will be able to deal with both abandoned and untaxed vehicles, thereby dealing with a large number of complaints and providing a unified service.
13. Other local authorities who have adopted the devolved powers have witnessed a reduction in vehicle licence evasion and in the number of vehicles reported as abandoned.
14. Currently officers report untaxed vehicles direct to the DVLA; this is then passed to a third party to follow up individual reports. In many cases, the vehicles remain on the highway causing a nuisance, waiting on the DVLA to take the necessary enforcement action in relation to tax evasion. This results in repeat enquiries leading to frustration of local councillors and residents of Cardiff.
15. The DVLA can authorise a local authority to enforce against untaxed vehicles under devolved powers to use the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997. This allows the Council to monitor, report and with the permission of the DVLA, either to clamp or/and remove untaxed vehicles from the highway, Council-owned land or public land such as car parks.
16. There are 37.9 million licensed vehicles in the UK. Vehicle Excise Duty evasion has risen from 0.6% to 1.8% in a 6-year period and equates to a potential loss of £107 million to the Exchequer representing over 700,000 untaxed vehicles. The DVLA have been actively seeking partnerships with Local Authorities since 2014 when they moved to digital road tax and car owners no longer had to display a physical tax disc.

17. The DVLA only allow enforcement action against vehicles on which the tax has expired for more than two months and one day. As with the police, the Council can undertake DVLA checks via its Web Enabled Enquiry (WEE) System, ensuring any enforcement action carried out, is effective, appropriate and correct.
18. As an exercise to establish the scale of the untaxed vehicle problem the Council worked with the DVLA to undertake a one day sample audit across the city using a vehicle with Automatic Number Plate Recognition and the WEE system. The audit focused on principal routes, where vehicles are parked on the highway. The sample audit identified the following numbers of untaxed vehicles in Cardiff:
- **CF3** – 1,365 untaxed vehicles;
 - **CF5** – 1,445 untaxed vehicles;
 - **CF10** – 470 untaxed vehicles;
 - **CF11** – 1,403 untaxed vehicles;
 - **CF14** – 1,141 untaxed vehicles;
 - **CF15** – 382 untaxed vehicles;
 - **CF23** – 871 untaxed vehicles;
 - **CF24** – 1,449 untaxed vehicles;
 - **Total** – 8,526 untaxed vehicles.
19. Adopting the DVLA powers will enable the Council to remove untaxed vehicles from the public highway and improve highway / community safety. The devolved powers would also provide the Council with the ability to resolve many of the complaints that they receive relating to nuisance vehicles.
20. Untaxed vehicles would initially be clamped. If the keeper/driver did not pay for removal of the clamp and the surety fee of £160 within 24 hours the vehicle would then be removed from the highway and placed into storage (impounded). If the owner wanted to reclaim the vehicle, a removal and storage fee plus the surety fee would need to be paid. The Council would be entitled to retain all revenue from DVLA impounded vehicles. Once a vehicle is impounded the DVLA will contact the registered keeper and ultimately authorise disposal if the vehicle is not claimed.

Issues

21. The Council has the powers designated to it to clamp and remove illegally parked vehicles under the Traffic Management Act 2004 and the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013. However, currently there is no policy to utilise these powers in Cardiff.
22. The devolved powers to use The Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 would provide the Council with the ability to resolve complaints relating to nuisance and/or untaxed vehicles.
23. Enforcement actions could lead to adverse publicity. However, full training for all officers would be provided by the relevant departments - including the DVLA. A robust policy would be put in place for the public to understand the processes and rationale behind the scheme. A copy of the draft 'Clamping & Removals Policy' due to be presented to Cabinet is attached to this report as **Appendix A**.
24. Registered disabled vehicles and those displaying a valid disabled badge will be treated as indicated in the DVLA Code of Practice and will not be clamped. Vehicle removal will only take place if the vehicle is causing a health and safety concern as indicated in Cardiff Council for clamping and removal of nuisance vehicles from highway and public land.
25. The service area will monitor and review complaints and compliments and the associated impact upon local communities.
27. A recent fundamental service review of Civil Parking Enforcement identified opportunities for improvements in efficiency and effectiveness of service delivery. By working in partnership with the DVLA there is an opportunity to improve effectiveness and efficiency of the service within current resourcing levels.
26. The financial support to deliver the new policy would come from the financial revenue generated from managing untaxed vehicles. Therefore, the service would need to enforce untaxed vehicles to support the cost of the operation.
27. The adoption of devolved powers involves the Council signing a Public Service Agreement with the DVLA and enforcement will be in accordance with the

regulations set out in the Vehicles & Excise Duty (Immobilisation, Removal & Disposal of Vehicles) Regulations 1997 (as amended). A code of practice produced by DVLA defines the responsibilities of both parties. The letter of agreement between DVLA and Cardiff Council (Devolved Powers Partner) for the purpose of identifying Vehicle Excise Duty (VED) offences for enforcement of untaxed vehicles will need to be approved and signed prior to commencing. A copy of this unsigned letter is attached to this report as **Appendix B**.

28. Support for a new policy would increase expectations around dealing with nuisance / untaxed vehicles and increase officer workload. The Council's existing enforcement vehicles have Automatic Number Plate Recognition and, therefore, could be used to support the identification of untaxed vehicles by using the DVLA WEE software.
29. The Council could use an external contractor to undertake the work on its behalf as has been done in Redcorn, London. This model allows local authorities to receive £20 for each untaxed vehicle processed while having no direct involvement in the process. Manchester uses a model that employs a third party contractor to enforce on their behalf with the Council retaining all the fees. The funding is used to provide the facilities for the service and to pay a contractor an hourly rate.
30. The Council has an existing agreement with a company to remove abandoned vehicles, however, due to the low number of vehicles they deal with the charge is relatively high. The Council is proposing to tender the facility to obtain a more competitive price. A successful bidder would need to fulfil a set specification based on a number of factors including accessibility, ability to take payments and security.
31. Due to the potential value of the income generation from this arrangement, procurement advice has been requested. A waiver would be needed to allow a one-year pilot with a six-month review to consider the pilot's effectiveness. Only once this period is completed would the full procurement exercise begin.
32. The key risk associated with this service has been identified as the Council's contractor and / or officers not operating the service in accordance with the requirements of the devolved powers. To mitigate this risk, the DVLA Code of Practice will form a part of the specification and the contract for the removal

contractor. In addition, an induction course and full training will be provided by DVLA to all officers and contractors before commencement of the use of the powers.

Resources

33. It is important to note that there will be very little cost to the Council in taking on the devolved powers, plus the service will potentially provide an additional income stream.
34. **Purchase of Wheel Clamps** – A minimum of twenty Home Office approved wheel clamps (including high security padlock and keys), would be needed to start a clamping trial. The cost of a single clamp is £90.
35. **Impounding Vehicles 24hrs After Clamping** – Case studies suggest that over 60% of clamped vehicles are claimed and have the clamp removed within the first 24 hours. However, a contract will be required for a provider to remove vehicles upon request (after the 24hr period has elapsed) without any damage, and then to provide a secure storage facility.
36. Estimates provided by local companies and other councils show that once the contractor has claimed their removal fee, the Council would receive £80 income for each untaxed vehicle removed and a surety fee of £160. The contractor will also claim the daily storage fee, dependent on the type and size of the vehicle.
37. To release a clamped illegally parked vehicle the driver will be required to pay to the Council:
 - A £40 release fee;
 - The total of the outstanding fine of either £25 or £35.
38. If an illegally parked vehicle has been removed (placed into storage or 'impounded') then the registered keeper will be required to pay to the Council:
 - A £105 release fee;
 - The total of outstanding fines of either £25 or £35, plus £12 storage per day (after 24hrs of being clamped and / or after impounded).

39. To release an untaxed vehicle, the registered keeper will be required to pay to the Council:
- £100 plus the surety fee or provide evidence of the paid vehicle tax (within 24hrs of vehicle being clamped);
 - £200 plus the surety fee or provide evidence of the paid vehicle tax, plus £21 storage per day (after 24hrs of being clamped or after impounded).
40. The surety (release in lieu of licensing) of £160 applies to light passenger vehicles, light goods and motorcycles. For buses, haulage and goods vehicles, the surety increases to £330. The offender can claim back the surety fee with the first 15 days on production of evidence of paid vehicle tax.
41. The Council is entitled to keep all revenue from DVLA impounded vehicles, including:
- Any fees paid to release the vehicle including the surety fee if not reclaimed;
 - The vehicle scrap value if its 'book' value is less than £500;
 - The auction if its value if it is greater than £500.
 - Conversations with the DVLA to lower the £500 threshold have been successful in other local authorities and could be a potential future consideration.
42. It is proposed that the identification of vehicles and clamping will be undertaken by three Civil Enforcement Officers. This will be done alongside their current workload utilising an enforcement and support vehicle. The DVLA will provide the Civil Parking Enforcement Officers with full training. A copy of the DVLA '*Code of practice and guidance notes for those authorised by DVLA to deal with vehicles that are not taxed*' is attached to this report as **Appendix C**.
43. Under the Vehicle Excise Duty Regulations 1997, officers will sometimes be required to contact the DVLA to request authorisation to remove a vehicle.
44. There is an expectation of an increase in workload; however, this rise will be supported by the use of technology within the service. There is currently no intention to increase number of officers within the Civil Enforcement Team, but it is anticipated that the additional workload will help preserve the current number of Civil Parking

Enforcement Officers. Monthly monitoring and scrutiny of the service will help support informed decision-making.

45. There is no right of appeal under The Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997. Any enquiries or complaints will be covered by the current back office staff utilising existing resources.

Cabinet Report Recommendations

46. The recommendations contained within the report due to be received by Cabinet on the 15 November are anticipated to be:
 - To approve a new policy for the clamping and removal of nuisance vehicles relating to illegally parked vehicles and untaxed vehicles.
 - To approve accepting devolved powers relating to use the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997.
 - To delegate authority to the Assistant Director Street Scene to sign the letter of agreement between DVLA and Cardiff Council (Devolved Powers Partner).

Way Forward

47. This item will be supported by officers from the Planning, Transport & Environment Directorate.

Legal Implications

48. 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

49. 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.

RECOMMENDATION

The Committee is recommended to:

- i. Note the contents of the report; and,
- ii. To consider future actions in relation to future scrutiny of this item.

DAVINA FIORE
Director of Governance & Legal Services
31 October 2018

Clamping and Removals Policy

V.1 09/10/2018

Keeping Cardiff Moving



Cardiff Council

029 2087 2087

www.cardiff.gov.uk

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Policies dedicated to creating a safe and vibrant city to keep Cardiff moving

Policy Outline

Introduction

The Council, as the traffic authority, has a number of responsibilities and duties to manage the highway and transport network to keep Cardiff moving. The Council also has a duty to remove abandoned vehicles which can be unsightly and often dangerous.

This policy aims to set out, in a clear and transparent manner, Cardiff Council's approach to vehicle clamping and removals. From time to time this policy will be reviewed to ensure it complies with current legislation and any changes in working practices so it may change. It remains applicable in its current version until it is replaced or revoked.

Enforcement of Penalty Charge Notices (PCNs)

The Council enforces certain parking, bus lane and moving traffic contraventions under the Traffic Management Act 2004 and will issue Penalty Charge Notices to any vehicle observed in contravention of Cardiff's parking and traffic restrictions. In some circumstances the issuing of a PCN is not sufficient to remove an obstruction or hazard, or a sufficient deterrent to persistent offenders or evaders or those who have not registered their vehicle with the DVLA.

When a Civil Enforcement Officer is of the opinion that it is appropriate to do so, regulations¹ in Wales permit the Council to clamp and/or remove illegally parked vehicles and vehicles that have three or more outstanding PCNs that have neither been paid nor appealed.

This policy sets out how we enforce against vehicles that are parked illegally and fall under certain criteria where traditional enforcement methods are not deemed an appropriate course of action.

Enforcement of Untaxed Vehicles

The Council can take enforcement action against vehicles that are untaxed in accordance with the Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 when

¹ The Civil Enforcement of Road Traffic Contraventions (General Provision) (Wales) Regulations 2013.

devolved powers have been granted by the Driver and Vehicle Licencing Agency. This policy aims to explain the relationship between the Council and the DVLA and how our joint efforts help to reduce instances of untaxed vehicles on the highway.

Removal of Abandoned Vehicles

Abandoned vehicles can be unsightly and are often dangerous to members of the public and other road users. As the highways authority the Council has a duty to remove any vehicle that has been abandoned in the open air or on any other land forming part of a highway.

Corporate Priorities

This policy contributes to the Council's aims to create a safe and vibrant city and to keep Cardiff moving by removing hazards and obstructions to the transport network. It further compliments the civil enforcement of road traffic contraventions and enforcement measures promoted by the DVLA against untaxed vehicle. For the purpose of this policy any reference to the "council" is to be taken to mean Cardiff Council.

Applicable legislation & guidance²

- The Traffic Management Act 2004
- The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) Removed Vehicles (Wales) 2013
- The Removal and Disposal of Vehicle Regulations 1986
- The Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997
- The Civil Enforcement of Road Traffic Contraventions: Parking, Bus Lane and Moving Traffic Enforcement Operational Guidance to Local Authorities December 2014

² Any reference to an act of Parliament, statutory provision, regulation or statutory instrument includes a reference to that act, provision, regulation or instrument as amended, extended or re-enacted.

- The Statutory Guidance to Local Authorities on the Civil Enforcement of Road Traffic Contraventions, July 2014
- DVLA: Code of Practice and Guidance notes for those authorised by the DVLA to deal with vehicles that are not taxed 2017
- The Road Traffic Regulation Act 1984

Clamping illegally parked vehicles

The Council only considers it appropriate to clamp (immobilise) an illegally parked vehicle in two circumstances; when the vehicle has been identified as belonging to a persistent evader or when the vehicle is not properly registered with the DVLA meaning traditional enforcement do not work. Where the vehicle is causing an obstruction or a hazard the vehicle will instead be instantly removed. This follows the advice provided by the Welsh Ministers in the Statutory Guidance released to Local Authorities.

The decision on whether to immobilize a vehicle requires an exercise of judgement and must only be taken by an appropriately trained Civil Enforcement Officer (CEO) in accordance with current legislation.

‘Persistent evaders’

Some people regularly or deliberately contravene parking and traffic regulations and fail to settle the debts they incur as a result. These are known as ‘persistent evaders’. A persistent evader is defined in the Statutory Guidance³ as a vehicle that has three or more outstanding PCNs which have neither been paid nor successfully challenged/appealed.

Non-registered vehicles

Vehicles are often not registered with the DVLA, or registered incorrectly meaning that normal enforcement methods against the registered keeper of a vehicle are not possible. Normally a Notice to Owner is sent to the registered keeper of a vehicle and then any enforcement action is taken against them. If the vehicle is not registered then a Notice to Owner cannot be sent and the vehicle user can ignore parking restrictions as they please. Where a vehicle appears to be registered in the UK, but the identity and address is not registered with the DVLA then we may consider informing the police who can, if appropriate, investigate any criminal offences that may have occurred.

³ The Statutory Guidance to Local Authorities on the Civil Enforcement of Road Traffic Contraventions: Parking July 2014

Where it has been identified that the vehicle is not properly registered then a CEO may authorise the clamping of a vehicle even if no other PCNs are outstanding.

Timeframes for clamping of vehicle

Regulations make it compulsory for a CEO to wait for 15 minutes before clamping a vehicle⁴ when the vehicle is within a permitted parking place. There is no minimum period a CEO has to wait before clamping a vehicle elsewhere; however the Council does not enforce against vehicles parked outside of a designated parking place or car park as doing so could only make any safety issues or obstructions worse. Instead the vehicle should be removed and impounded.

If the driver returns to the vehicle while immobilisation or removal is taking place, then unless they are a persistent evader, the officer halt the operation unless the clamp has been secured or all the wheels are aboard a tow truck. The PCN will still be enforced in these circumstances.

Clamping Process

Table 1. Summary of process for removal of illegally parked vehicle	
Illegally parked vehicle identified and Penalty Charge Notice (PCN) issued	A Civil Enforcement Officer (CEO) identifies an instance of illegal parking and issues a Penalty Charge Notice (PCN)
Vehicle identified as belonging to a persistent evader or is not registered	The CEO identifies that the vehicle has been reported as belonging to a persistent evader of either parking or traffic PCNs, or both or not registered correctly with the DVLA. A persistent evader is classed as a vehicle that has 3 or more PCNs outstanding that have neither been paid nor appealed.
Issuing officer contacts supervisor for approval to clamp	Only a CEO supervisor or manager of parking/traffic enforcement may authorise the clamping of a vehicle.
Allow time for vehicle to depart	Once authorisation has been granted a CEO should wait 15 minutes before attaching a clamp. A clamp should never be attached if the vehicle is parked dangerously or is causing an obstruction or if a valid blue badge is displayed.
Clamp attached	A Civil Enforcement Officer (CEO) or a person with the permission of a CEO attaches the wheel clamp to the driver side wheel. If they are unable to attach the clamp to the driver side wheel they should attach it to the driver side rear

⁴ Regulation 13 of the Civil Enforcement of Road Traffic Contraventions (General Provision) (Wales) Regulations 2013 & regulation 5C(3) of the Removal and Disposal of Vehicles Regulations 1986.

	wheel. A Notice of Immobilisation is affixed to the driver side windscreen of the vehicle.
Payment made	The person in charge of the vehicle makes payment of the £40 release fee and the outstanding penalty charge that has just been issued.
Clamp removed, or;	If full payment is made the clamp is removed within 2 hours of the payment having been confirmed as successful. When the clamp is removed the person removing the clamp must immediately inform the vehicle owner or person in charge of their vehicle about their right to make representations and their right to appeal.
Vehicle removed	If payment is not made to remove the clamp within 24 hours then the vehicle may be removed and impounded incurring further costs

Vehicles displaying a valid blue badge

A vehicle is not permitted to be clamped when a valid blue badge and, when applicable, time clock is clearly and correctly displayed.

Vehicles displaying an invalid blue badge

When a vehicle has had a PCN issued to it and is displaying a blue badge that is being fraudulently used, has had its details changed, is no longer valid because the holder is deceased or authorised to have a blue badge, or it has been reported as stolen, then the vehicle will be liable for clamping. However, on most occasions the vehicle will simply be removed and impounded instead. Further enforcement action may also be taken, which may include the prosecution of the offending party where it has been identified that an offence has occurred. Blue badge fraud is a serious offence and may lead to a fine of up to £1,000 and a criminal record.

How to have a clamp removed

When a clamp is attached there will be notice called a Notice of Immobilisation attached to the driver side front or side window. This will explain how to have the clamp removed and how to pay the release fee. A clamp will not be removed until successful payment has been fully

received. There will be a release fee £40 plus the penalty for parking incorrectly. This is set in legislation⁵. Cash payments are not accepted.

Appealing against the clamping of an illegally parked vehicle

Once the clamp has been removed the person in charge of the vehicle will immediately be notified of their right to appeal to the Council (make representations) against the clamping of the vehicle. There are only 6 grounds on which representations can be made:

- That the circumstances in which the vehicle had been permitted to remain at rest in a civil enforcement area were not circumstances in which a Penalty Charge was payable under regulation 4 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013
- That the vehicle had been permitted to remain at rest in the place where it was by a person who was in control of the vehicle without the consent of the owner: e.g. stolen
- That the place where the vehicle was at rest was not in a civil enforcement areas
- That, in accordance with regulation 13 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013 (limitations on the power to immobilise vehicles), there was in the circumstances of the case no power under those Regulations to immobilise the vehicle at the time at which it was immobilised or at all
- That there has been a procedural impropriety on the part of the enforcement authority

If representations meet one of the above criteria the Council must refund any sums that the person to whom the vehicle was released was required by law to pay. If the customer doesn't think any of the above grounds apply and they are of the opinion that there are other compelling reasons why the enforcement authority should refund some or all of the amount paid to secure the release of the vehicle, then they can make representations on the following ground:

- There are mitigating circumstances

If the Council accepts the mitigating circumstances then a refund will be issued only to the amount that the Council considers appropriate given those circumstances. If the Council rejects the representations then there is a further right of to an independent adjudicator from the Traffic Penalty Tribunal.

⁵ The Civil Enforcement of Road Traffic Contraventions (Guidelines on Levels of Charges) (Wales) Order 2013.

Removing illegally parked vehicles

The removal (impoundment) of an illegally parked vehicle is a serious action and the Council will therefore only take such action in exceptional cases.

The decision on whether to remove a vehicle requires an exercise of judgement and must only be taken by an appropriately trained Civil Enforcement Officer (CEO) in accordance with current legislation.

Obstructive or Hazardous Parking

Where a CEO is of the opinion that a vehicle has been parked where it would cause a potential hazard or danger to footway users or other road users, or where the parking is obstructive, then the CEO may authorise the removal of that vehicle.

Examples of hazardous parking include:

- Parking on pavements or verges when prohibited
- Parking on loading bans (shown by yellow kerb blips)
- Parking adjacent to a dropped tactile kerb where the pavement has been lowered to aid pedestrians to cross the road
- Parking on “no stopping” restrictions such as bus stops and zig zags

Examples of obstructive parking include:

- Parking in front of driveways
- Double parking
- Parked in a suspended parking bay or place
- Parked in a parking place designated for a certain type of vehicle (e.g. electric charging vehicle points or taxi ranks)
- Parking wholly or partly on a cycle track

‘Persistent evaders’

Some people regularly or deliberately contravene parking and traffic regulations and fail to settle the debts they incur as a result. These are known as ‘persistent evaders’. A persistent evader is defined in the Statutory Guidance as a vehicle that has three or more outstanding PCNs which have neither been paid nor successfully challenged/appealed.

The Welsh Ministers consider that the Council should “should take the strongest possible enforcement action following the issue of a PCN and confirmation of persistent evader status.”⁶ For this reason vehicles may be impounded rather than clamped if the persistent evader has 5 or more PCNs outstanding. This is at the discretion of the attending CEO and their supervisor so a vehicle may be removed if the vehicle has less than 5 outstanding PCNs but no less than 3 outstanding PCNs.

Non-registered vehicles

Vehicles are often not registered with the DVLA, or registered incorrectly meaning that normal enforcement methods against the registered keeper of a vehicle is not possible. Normally a Notice to Owner is sent to the registered keeper of a vehicle and then any enforcement action is taken against them. If the vehicle is not registered then a Notice to Owner cannot be sent and the vehicle user can ignore parking restrictions as they please. Where a vehicle appears to be registered in the UK, but the identity and address is not registered with the DVLA then the Council may consider informing the police who can, if appropriate, investigate any criminal offences that may have occurred.

Where it has been identified that the vehicle is not properly registered then a CEO may authorise the removal of a vehicle even if no other PCNs are outstanding.

Foreign registered vehicles

Vehicles that have foreign registration marks and are not registered with the DVLA as belonging to an owner who resides in the UK are to be treated for the purpose of this policy as if they were non-registered vehicles.

Removal of vehicles blocking driveways⁷

It is appreciated that vehicles parked in front of a driveway can be inconsiderate and obstructive, perhaps preventing access onto or off of a driveway completely. The Council will only remove a vehicle in such circumstances where it has been reported by the property owner of causing a

⁶ The Statutory Guidance to Local Authorities on the Civil Enforcement of Road Traffic Contraventions: Parking July 2014

⁷ Section 86 – The Traffic Management Act 2004

provable obstruction at the time of the contravention. Otherwise enforcement will be processed by the issuing of a Penalty Charge Notice. Vehicles can be confidentially reported on the Council's webpage www.cardiff.gov.uk or by calling 029 2087 2087 whereby a full description of the offending vehicle, including its exact location, vehicle registration mark (VRM) and make will need to be provided. The relationship to the driveway that the vehicle is obstructing will need to be established and the customer may need to provide legal proof that the driveway relates to their property.

It is not the role of the Council to become involved in neighbour disputes about parking matters so each instance of a removal of a vehicle blocking a driveway will be considered carefully upon its own merits. Even though a vehicle may be blocking a driveway, this does not automatically mean that the vehicle will be removed.

A customer may wish to apply to have an access protection marking "H-Bar" marking painted in front of the driveway to identify to motorists that they should not park their vehicle at that location. These can be applied for online at www.cardiff.gov.uk. Fees apply.

Timeframes for removal of vehicle

Regulations make it compulsory for a CEO to wait for 30 minutes before authorizing the removal of a vehicle when the vehicle is within a permitted parking place. This is reduced to 15 minutes whereby the vehicle is identified as belonging to a persistent evader. There is no minimum period a CEO has to wait before removing a vehicle elsewhere. Where a vehicle is causing an obvious obstruction or hazard then it will be removed immediately.

If the driver returns to the vehicle while immobilisation or removal is taking place, then unless they are a persistent evader, we will halt the operation unless the clamp has been secured or all the wheels are aboard a tow truck. The PCN will still be enforced in these circumstances.

Removal Process

Table 2. Summary of process for removal of illegally parked vehicle	
Vehicle identified as suitable for impoundment	The CEO identifies that the vehicle should be removed in accordance with this policy. Where a clamp has already been attached to the vehicle for a contravention and a period of 24 hours has elapsed, the vehicle will automatically be removed.
Issuing officer contacts supervisor for approval to remove	Only a CEO supervisor or manager of parking/traffic enforcement may authorise the removal of a vehicle.

Allow time for vehicle to depart	Once authorisation has been granted a CEO should wait 15 minutes before having the vehicle removed.
Vehicle removed	A contractor under the supervision of a CEO removes the vehicle to a designated pound. Police informed in case person in charge of the vehicle reports their vehicle as stolen.
Payment made	The person in charge of the vehicle makes payment of the £105 release fee and the outstanding penalty charge that has just been issued, and any other fees incurred associated with the storage of the vehicle.
Vehicle released or;	The registered owner of the vehicle has the vehicle released to them. They are immediately informed of their right to make representations or appeal against the removal of the vehicle and any other fees incurred as a result
Vehicle destroyed / sold	If payment is not made then the vehicle will either be destroyed or sold at auction depending on the value of the vehicle.

Vehicles displaying a valid blue badge

Blue badge holders are not statutorily exempt from having their vehicle removed, even if a valid blue badge is displayed. However, the Council realises that disabled people often rely heavily on the use of their vehicle and removal can cause a greater inconvenience that may otherwise be the case. However, in the following circumstances the Council believes that it will be still be necessary to remove a vehicle even if a blue badge is displayed:

- If the vehicle is causing a serious safety hazard by parking on zig-zags outside of a school or on a pedestrian crossing
- If the vehicle is parked in a suspended parking bay or place

Normal operating procedure is that the vehicle shall be moved rather than removed to the pound to a position where it is no longer causing a safety hazard or obstruction. Only in exceptional circumstances will a vehicle displaying a blue badge be impounded and this is at the sole discretion of the manager of the parking services enforcement team.

Vehicles displaying an invalid blue badge

When a vehicle has had a PCN issued to it and is displaying a blue badge that is being fraudulently used, has had its details changed, is no longer valid because the holder is deceased or authorised to have a blue badge, or it has been reported as stolen, then the vehicle will be liable for removal. Further enforcement action may also be taken, which may include the

prosecution of the offending party where it has been identified that an offence has occurred. Blue badge fraud is a serious offence and may lead to a fine of up to £1,000 and a criminal record.

How to have a removed vehicle released

If the person in charge of the vehicle believes that their vehicle has been removed for being illegally parked then they can contact the Council on 029 2087 2087 who can advise on the pound that the vehicle is being stored at and the process for recovering the vehicle.

When a vehicle is removed the Police will be notified so that they are aware. If the vehicle is reported as stolen, they will be able to inform the customer that their vehicle has been impounded and where to secure the release of that vehicle. 999 should not be called as this is for emergencies only.

To secure the release of the vehicle the appropriate fees⁸ will need to be paid, which are:

Item	Type of charge	Amount of charge
1	Vehicle removal charge	£105
2	Vehicle storage charge	£12 for each day, or part day, during which the vehicle is impounded
3	Vehicle disposal charge	£50

If the vehicle was initially clamped before being removed, then only the removal charges will apply.

Full fees must be paid before a vehicle is released.

A Vehicle Registration Certificate (V5C) and a valid form of ID, such as a current UK driver licence or passport, must be provided for the vehicle to be released. The address on the V5C must be the same as the address on the provided ID. If the addresses do not match then further supporting evidence will be needed such as a utility bill or bank statement dated within the last three months.

⁸ The Civil Enforcement of Road Traffic Contraventions (Guidelines on Levels of Charges) (Wales) Order 2013.

If a V5C cannot be provided then additional documentation must be provided to show ownership, such as a bill of sale or MOT certificate. The vehicle pound will provide an 'Application for a registration certificate (V62)' which must be filled in and the appropriate fees associated with this document must be paid. The vehicle pound will then send this application to the DVLA.

Without these conditions being met the vehicle will not be released under any circumstance.

If the vehicle is not claimed within 14 days then it will either be destroyed or sold at auction.

Appealing against the removal of an illegally parked vehicle

Once a vehicle has been returned, the owner will immediately be notified of their right to appeal to the Council (make representations) against the removal of their vehicle. There are only 8 grounds on which representations can be made:

- That the circumstances in which the vehicle had been permitted to remain at rest were not circumstances in which a Penalty Charge was payable under regulation 4 of the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013
- That a Civil Enforcement Officer had not, in accordance with regulation 9 of the General Provisions Regulations, fixed a penalty charge notice to the vehicle or handed such a notice to the person appearing to be in charge of the vehicle, before the vehicle was removed
- That at the time the vehicle was removed the power to remove the vehicle conferred by paragraph 5C of the Removal and Disposal of Vehicles Regulations 1986 was, by virtue of paragraph (3) of that regulation, not exercisable
- That the vehicle had been permitted to remain at rest in a place where it was by a person who was in control of the vehicle without the consent of the owner (e.g. stolen)
- That the place where the vehicle was at rest was not in a civil enforcement area
- That the penalty charge or other charge paid to secure the release of the vehicle exceeded the amount applicable in the circumstances of the case, or;
- That there has been a procedural impropriety by the Council

If representations meet one of the above criteria the Council must refund any sums that the person to whom the vehicle was released was required by law to pay.

If none of the above grounds apply and there are other compelling reasons why the Council should refund some or all of the amount paid to secure the release of the vehicle, then representations can be made on the following ground:

- There are mitigating circumstances

If the Council accepts the mitigating circumstances then a refund will be issued only to the amount that the Council considers appropriate given those circumstances.

If the Council rejects the representations then there is a further right of to an independent adjudicator from the Traffic Penalty Tribunal.

Clamping and Removing Untaxed Vehicles

A vehicle must by law⁹ be taxed if it is to be used or kept on the highway. Under the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997, the DVLA can authorise an organisation to take enforcement action against vehicles that are not taxed.

There is a public perception of the existence of a link between untaxed vehicles and crime or intended criminal activities. There are many benefits to the Council enforcing against untaxed vehicles; including the improvement of the local environment, reduced opportunity for anti-social behaviour and arson, disrupted criminality associated with the use of untaxed vehicle. It should also encourage people to re-licence their vehicles correctly.

Working with the DVLA

The evasion of paying for Vehicle Excise Duty (car tax) has risen from 0.6% to 1.8% since 2014¹⁰, which equates to a potential loss of £107 million to the Government.

Enforcement plays a key role in trying to address this to ensure that all vehicles are taxed correctly and lawfully. We work closely with the DVLA at all stages of the enforcement process in accordance with our statutory obligations and the Code of Practise and Guidance Notes for Those Authorised by DVLA to Deal with Vehicles that are Not Taxed 2017.

Reporting an untaxed vehicle

Anyone can visit www.gov.uk/check-vehicle-tax to check if a vehicle is correctly taxed or if it has been registered as off the road (SORN). Please note that these records can take up to 5 working days to be updated¹¹.

If a vehicle has been confirmed as untaxed then it may be reported to the Council either online at www.cardiff.gov.uk or by calling 029 2087 2087. The Council will then investigate further and if it is confirmed that the vehicle is not taxed correctly enforcement action may be instigated when

⁹ The Vehicle Excise and Registration Act 1994

¹⁰ Local Authorities and Devolved Powers, training seminar

¹¹ <https://www.gov.uk/check-vehicle-tax>

it is possible to do so. There may be times when enforcement may not be able to be taken, even when the vehicle is untaxed.

Vehicles that can be clamped and removed

Vehicles and areas that this policy applies to are;

- Vehicles on public roads¹² that have been untaxed for longer than 2 months and 1 day or are SORN
- Vehicles off-road (except in certain exempt circumstances as set out by this policy) that have been untaxed for longer than 2 months and 1 day

This policy does not apply to vehicles that are;

- Abandoned
- Being used under a valid trade licence
- Exempt from having to pay vehicle tax
- Public service vehicles being used for the carriage of passengers for fare or reward
- Being used by utility companies for legitimate statutory business needs; or,
- Being used by the Post Office in connection with the delivery or collection of postal packets and each side of the vehicle is clearly marked with the words "Post Office" or "Royal Mail"

Enforcement on private land

Any offending vehicle can be clamped and removed off-road except where the vehicle is kept at the business premises of a motor trader or vehicle tester or where the vehicle is parked off road on land associated with a dwelling

The Council will not clamp or remove untaxed vehicles off-road at the following locations:

- Hospital/airport/school premises
-

¹² A "road which is repairable at the public expense", VERA 1994 and includes verges, pavements, lay-bys and parking bays.

- College/University/Armed Forces premises, unless approval has been provided by the college/university or relevant branch of the armed forces beforehand

Clamping process

Table 3. Summary of process for clamping of untaxed or SORN vehicles	
Report of untaxed vehicle received	The vehicle status is checked to see if it has current tax and if enforcement action can take place
Vehicle immobilised (clamped)	If enforcement action can take place and the vehicle is untaxed, or is on the public road with a SORN, then the Council or appointed contractor may clamp the vehicle. The clamp should be attached within 1 hour of the check undertaken to identify that enforcement action is needed
Vehicle logged	Photographs are taken of the untaxed/SORN vehicle and a vehicle inspection report is completed. Offence reports are also completed and passed to the DVLA
Removal	If payment is not made within 24 hours from the clamp being attached then the vehicle may be removed to a storage pound.
DVLA notification	The Council will inform the DVLA of the removal and they will then write to the registered keeper within 24 hours informing them of the removal
Storage	Removed vehicles will be kept in storage for a minimum of 14 days if they are valued at over £500 or 7 days if they are valued under £500
Release, or;	If the relevant identification, payment and surety are provided the vehicle can be claimed and released
Disposal	If the vehicle is not claimed within the given timeframes then it may be scrapped or dismantled or auctioned according to its value

How to have a clamp removed

When a clamp is attached there will be notice attached to the driver side front or side window. This will explain how to have the clamp removed and how to pay the release fee. A clamp will not be removed until full and successful payment has been made.

Instant removal of vehicles process

In some circumstances it may be more appropriate to immediately remove the vehicle rather than initially clamp it, for example if the vehicle is dangerously parked.

Table 4. Summary of process for instant removal of untaxed or SORN vehicles	
Report of untaxed vehicle received	The vehicle status is checked to see if it has current tax and if enforcement action can take place
Vehicle logged	Photographs are taken of the untaxed/SORN vehicle and a vehicle inspection report is completed. Offence reports are also completed and passed to the DVLA
Removal	The vehicle is removed to a pound
DVLA notification	The Council will inform the DVLA of the removal and they will then write to the registered keeper within 24 hours informing them of the removal
Storage	Removed vehicles will be kept in storage for a minimum of 14 days if they are valued at over £500 or 7 days if they are valued under £500
Release, or;	If the relevant identification, payment and surety are provided the vehicle can be claimed and released
Disposal	If the vehicle is not claimed within the given timeframes then it may be scrapped or dismantled or auctioned according to its value

How to have a removed vehicle released

If the person in charge of the vehicle believes that their vehicle has been removed for being untaxed then they can contact the Council on 029 2087 2087 who can advise on the pound that the vehicle is being stored at and the process for recovering the vehicle.

The registered keeper of the vehicle will also receive a letter from the DVLA informing them of the location of the pound and advise on the next steps to take.

When a vehicle is removed the Police will also be notified so that they are aware. If the vehicle is reported as stolen, they will be able to inform the customer that their vehicle has been impounded and where to secure the release of that vehicle. 999 should not be called as this is for emergencies only.

To secure the release of a vehicle the appropriate fees¹³ will need to be paid, which are:

¹³ The Civil Enforcement of Road Traffic Contraventions (Guidelines on Levels of Charges) (Wales) Order 2013.

Item		Release Fee	Surety Fee
1	Within 24 hours of offence	£100	£160 for motorcycles, light passenger and light goods vehicles
2	Release from pound 24 hours or more after offence	£200	£330 for buses, recovery, haulage and goods vehicles £700 for exceptional vehicles such as large lorries or coaches
3	Storage	£21 per complete day at the pound (if instantly removed the first 24hrs is not chargeable)	

Full fees must be paid before a vehicle is released.

A Vehicle Registration Certificate (V5C) and a valid form of ID, such as a current UK driver licence or passport, must be provided for the vehicle to be released. The address on the V5C must be the same as the address on the provided ID. If the addresses do not match then further supporting evidence will be needed such as a utility bill or bank statement dated within the last three months.

If a V5C cannot be provided then additional documentation must be provided to show ownership, such as a bill of sale or MOT certificate. The vehicle pound will provide an 'Application for a registration certificate (V62)' which must be filled in and the appropriate fees associated with this document must be paid. The vehicle pound will then send this application to the DVLA.

Without these conditions being met the vehicle will not be released under any circumstance.

Surety

Customers who pay a surety fee can claim it back from the Council by producing a valid tax receipt within 15 days of the vehicles lawful release. A surety refund is paid back to the payee only. Declaring a vehicle as SORN does not entitle a customer to a refund.

Disputes

As the enforcement authority Cardiff Council must respond to complaints that relate to the clamping or removal of untaxed vehicles. Disputes may only be made against an enforcement action if the owner has paid the charges to recover the vehicle and either claims that the vehicle was taxed when enforcement action commenced or the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 were not adhered to.

Unless the strict criteria as set out above are met in full, then any dispute is unlikely to be successful. Any dispute must be made in writing to Parking Services, PO Box 47, Cardiff, CF11 1QB.

Abandoned Vehicles

It is an offence¹⁴ to unlawfully abandon any vehicle in the open air or on the highway and this is punishable by a fine of up to level 4 on the standard scale (currently £2,500) and/or up to 3 months in prison. As an alternative to prosecution the Council may offer the person who the Council believes has committed the offence a Fixed Penalty Notice to discharge their liability to the offence.¹⁵

Where the Council is of the opinion that a vehicle has been abandoned it is duty bound to remove the vehicle if it is in the open air or on the highway. A highway is a section of land which all members of the public have a legal right to pass and re-pass without hindrance nor licence and this includes footways, verges, footpaths, bridleways and cycle tracks.

What is an abandoned vehicle?

While there is no legal definition of “abandoned”, for the purpose of this policy the Council considers that any vehicle that has been left without lawful authority in open air or on the highway as abandoned. Separate rules apply to private land which are detailed below.

It is the responsibility of Council officers to review all the information provided to them and/or gathered through physical inspections of the potentially abandoned vehicle. Council officers have the final say on deciding if a vehicle is abandoned or not.

A Council officer will consider:

- Whether the vehicle has been stationary for a significant amount of time
- Whether the vehicle has been significantly damaged, burnt out, vandalised, is run own or is un road-worthy
- What the overall age is of the vehicle and its condition and appearance
- If required vehicle parts, for example registration plates, are missing
- If the vehicle does not have a valid Vehicle Excise Licence and/or registered keeper.

¹⁴ The Refuse Disposal (Amenity) Act 1978 as amended by the Clean Neighbourhoods and Environment Act 2005

¹⁵ Clean Neighbourhoods and Environment Act 2005

Not all of these considerations will be required to be met before a vehicle can be considered abandoned.

Areas where an abandoned vehicle can be removed

Areas that this policy applies to are;

- Roads, including access roads
- The highway
- Council owned land
- Housing association land where relevant checks have been undertaken and a request received from the association
- Private land

How to report an abandoned vehicle

Abandoned vehicles can be reported by telephone on 029 2087 2087, by emailing abandonvehicles@cardiff.gov.uk or online at www.cardiff.gov.uk. Search for “report it”.

The following information should be provided where possible to that the correct vehicle can be identified;

- Exact location (e.g. opposite number 36, Smith Street)
- How long it has been at that location (if known)
- Vehicle registration number
- Make, model, colour
- Condition
- Land ownership (if known. Please see “areas where an abandoned vehicle can be removed” above.)

Where this information is not provided the Council may not be able to identify the correct vehicle and take the necessary action.

If a vehicle is unwanted the Council may arrange for it to be removed. Fees apply. Details on surrendering a vehicle will be provided on request as every situation is different and must be considered on its own merits.

Vehicles abandoned on private land

The Council has the powers to remove abandoned vehicles on land that is privately owned. The Council also has the powers to enter private land to investigate reports of abandoned vehicles.¹⁶ In such circumstances whereby the Council exercises its right to enter private land, Council officers must not be obstructed from doing so.

After inspection, if the Council is satisfied that the vehicle is abandoned the Council will serve a 15 day notice detailing its intention to remove the vehicle.¹⁷ Where it is not possible to serve a notice upon the land owner a notice will be attached to the vehicle.

If there has been no response after the 15 day notice has expired the vehicle may be removed. If the identified land owner objects to its removal no further action will be taken.

Abandoned vehicles process – private land

Land owner seeks vehicle owner	The landowner should make every reasonable attempt to locate the vehicle owner and request that they remove the vehicle. The Council will not consider the removal of a potentially abandoned vehicle without this step being taken, unless the vehicle is classed as dangerously abandoned.
Report of potentially abandoned vehicle	Received and logged by the Council. The landowner is advised that they must provide written consent for the removal of the vehicle and confirmation that they have not been able to contact the owner of the vehicle
Written consent received	Written consent is received from the land owner and the Council is authorised to proceed. Land ownership must be proved before the Council will take any further action. Land ownership proof must include the register view and title plan of the land.
Registration check	Where there is a vehicle registration mark provided the Council will check if the vehicle is taxed or if the police have any interest in the vehicle
Inspection	A Council officer will inspect the vehicle and confirm whether the Council considers abandoned

¹⁶ Section 8 of the Refuse Disposal Act 1978

¹⁷ Section 99 of the Road Traffic Regulation Act 1984

7 day notice affixed to vehicle if not dangerously abandoned	A notice of the Councils intent to remove the vehicle will be attached for 7 days if the Council has accepted that the vehicle is abandoned. This is due to the fact that the report may subject to a neighbour dispute or other dispute
Vehicle removed	If a response to the 7 day notice has not been received then the vehicle will be removed for a fee. Please see fees and charges.
Registered keeper contacted	Once the abandoned vehicle is removed the last registered keeper will be written to inform them that the vehicle will be destroyed unless collected within 14 days. If the Council is unable to ascertain who the last registered keeper is then the vehicle will be destroyed after 14 days without notification.

Table 6. Summary of process for removal of abandoned vehicles on private land when it has not been reported by the landowner	
Report of potentially abandoned vehicle	Received and logged by the Council. An initial judgement on whether the vehicle is potentially abandoned will then be undertaken by appropriate means
Registration check	Where there is a vehicle registration mark provided the Council will check if the vehicle is taxed or if the police have any interest in the vehicle
Inspection	The vehicle will be inspected to see if it classed as abandoned. If the landowner or other persons refuses entry the Council will exercise its powers to force entry
15 day notice	A 15 day notice is attached to the vehicle when it is not considered dangerously abandoned.
Removal objections	In the event of the land owner objecting in writing to the removal of the vehicle in accordance with the 15 day notice then no further action will be taken
No objection received	If the Council is satisfied that the vehicle is abandoned then the vehicle will be removed
Registered keeper contacted	Once the abandoned vehicle is removed the last registered keeper will be written to inform them that the vehicle will be destroyed unless collected within 14 days. If the Council is unable to ascertain who the last registered keeper is then the vehicle will be destroyed after 14 days without notification.

Dangerously abandoned vehicles

Where a vehicle has been abandoned in a way, or is in a state of repair, that could be considered by a Council officer as dangerous, the Council will attempt to remove it within 24 hours. A dangerously abandoned vehicle must pose a significant and present danger to the public or property. This could include vehicles that are burnt out, are in a dangerous condition such as have sharp edges or broken windows, are balanced on bricks or other temporary structures or that have fuel, oil or coolant leaks.

If a vehicle can be considered to be dangerously abandoned then it can be removed immediately as there is no legal responsibility to contact the registered owner, but once a vehicle is removed we will take steps to trace the owner where possible.

Abandoned vehicles process – open air or on the highway

Table 7. Summary of process for the removal of a vehicle on the highway or in open air	
Report of potentially abandoned vehicle	Received and logged by the Council. An initial judgement on whether the vehicle is potentially abandoned will then be undertaken by appropriate means
Registration check	Where there is a vehicle registration mark provided the Council will
Inspection	The vehicle will be inspected to see if it can be classed as abandoned
7 day notice	Where a vehicle has been identified as abandoned but not dangerously abandoned then a notice will be affixed to the vehicle informing that the vehicle may be removed if it is confirmed as abandoned
Removal	Once deemed abandoned then the vehicle will be removed
Registered keeper contacted	Unless it is dangerously abandoned then once the abandoned vehicle is removed the last registered keeper will be written to inform them that the vehicle will be destroyed unless collected within 14 days. If the Council is unable to ascertain who the last registered keeper is then the vehicle will be destroyed after 14 days without notification.

How to have a removed vehicle released

If the person in charge of the vehicle believes that their vehicle has been removed for being abandoned then they can contact the Council on 029 2087 2087 who can advise on the pound that the vehicle is being stored at and the process for recovering the vehicle.

The registered keeper of the vehicle will also receive a letter from the DVLA informing them of the location of the pound and advise on the next steps to take.

When a vehicle is removed the Police will also be notified so that they are aware. If the vehicle is reported as stolen, they will be able to inform the customer that their vehicle has been impounded and where to secure the release of that vehicle. 999 should not be called as this is for emergencies only.

To secure the release of the vehicle the appropriate fees¹⁸ will need to be paid, which are:

Removal fees					
Item	1	2	3	4	5
1	Vehicle position and condition	Vehicle equal to or less than 3.5 tonnes MAM	Vehicle exceeding 3.5 tonnes MAM but equal to or less than 7.5 tonnes	Vehicle exceeding 7.5 tonnes MAM but equal to or less than 18 MAM	Vehicle exceeding 18 tonnes MAM
2	Vehicle on road, upright and not substantially damaged or any two wheeled vehicle whatever its condition or position on or off the road	£150	£200	£350	£350
3	Vehicle, excluding a two wheeled vehicle, on road but either not upright or substantially damaged or both	£250	£650	Unladen - £2,000	Unladen - £3,000
				Laden - £3,000	Laden - £4,500
4	Vehicle, excluding a two wheeled vehicle, off road, upright and not substantially damaged	£200	£400	Unladen - £1,000	Unladen - £1,500
				Laden - £1,500	Laden - £2,000
5	Vehicle, excluding a two wheeled vehicle, off road but either not upright or substantially damaged or both	£300	£850	Unladen - £3,000	Unladen - £4,500
				Laden - £4,500	Laden - £6,000

Storage Fees					
Item	1	2	3	4	5
1	Two wheeled vehicle	<i>Vehicle, not including a two wheeled vehicle, equal to or less than 3.5 tonnes MAM</i>	<i>Vehicle exceeding 3.5 tonnes MAM but equal to or less than 7.5 tonnes MAM</i>	<i>Vehicle exceeding 7.5 tonnes MAM but equal to or less than 18 MAM</i>	<i>Vehicle exceeding 18 tonnes MAM</i>
2	£10	£20	£25	£30	£35
MAM has the same meaning as regulation 3(1) of the Motor Vehicles (Driving Licences) Regulations 1999 – “Maximum Authorized Mass.”					

¹⁸ The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008

Full fees must be paid before a vehicle is released.

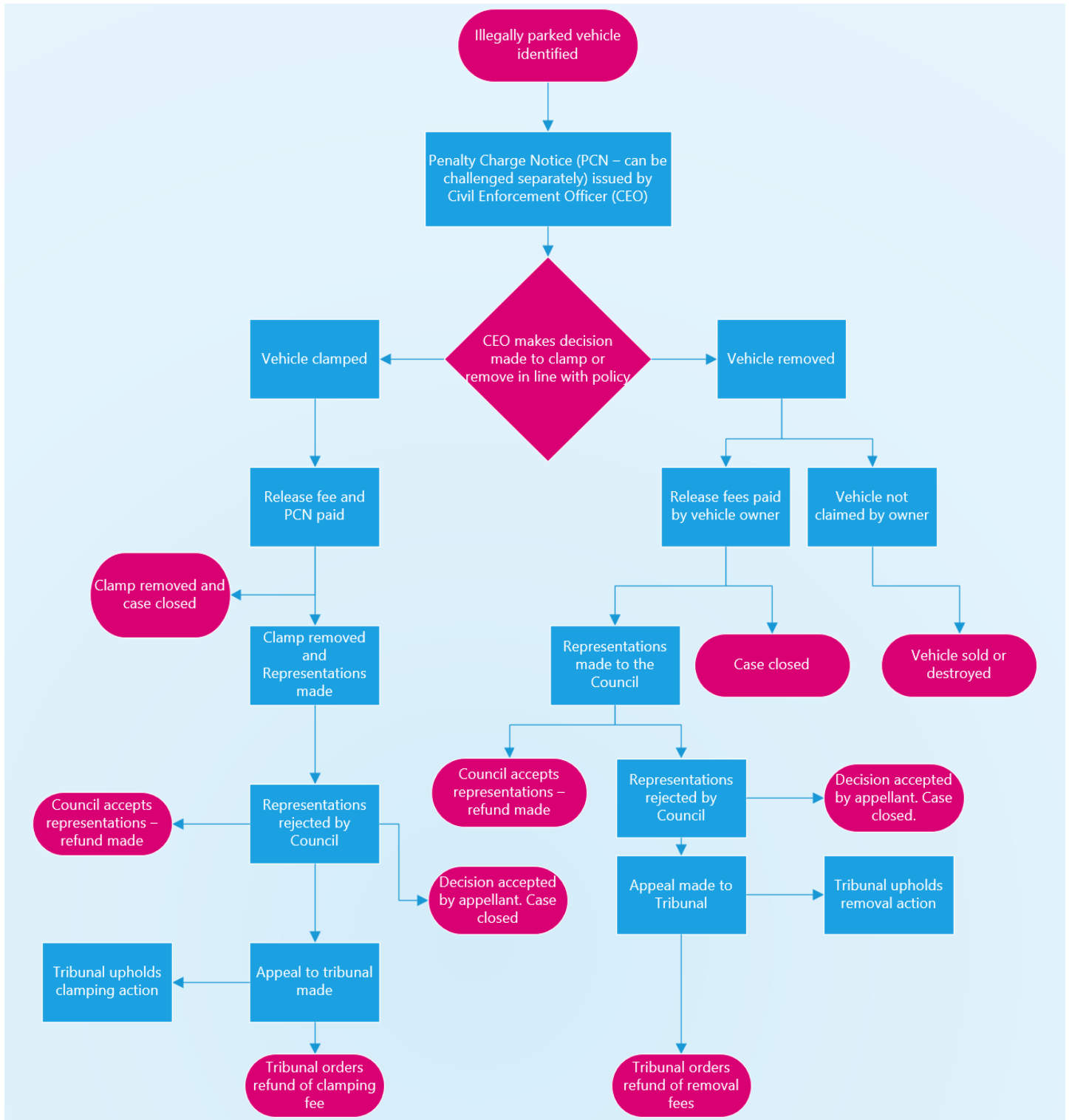
A Vehicle Registration Certificate (V5C) and a valid form of ID, such as a current UK driver licence or passport, must be provided for the vehicle to be released. The address on the V5C must be the same as the address on the provided ID. If the addresses do not match then further supporting evidence will be needed such as a utility bill or bank statement dated within the last three months.

If a V5C cannot be provided then additional documentation must be provided to show ownership, such as a bill of sale or MOT certificate. The vehicle pound will provide an 'Application for a registration certificate (V62)' which must be filled in and the appropriate fees associated with this document must be paid. The vehicle pound will then send this application to the DVLA.

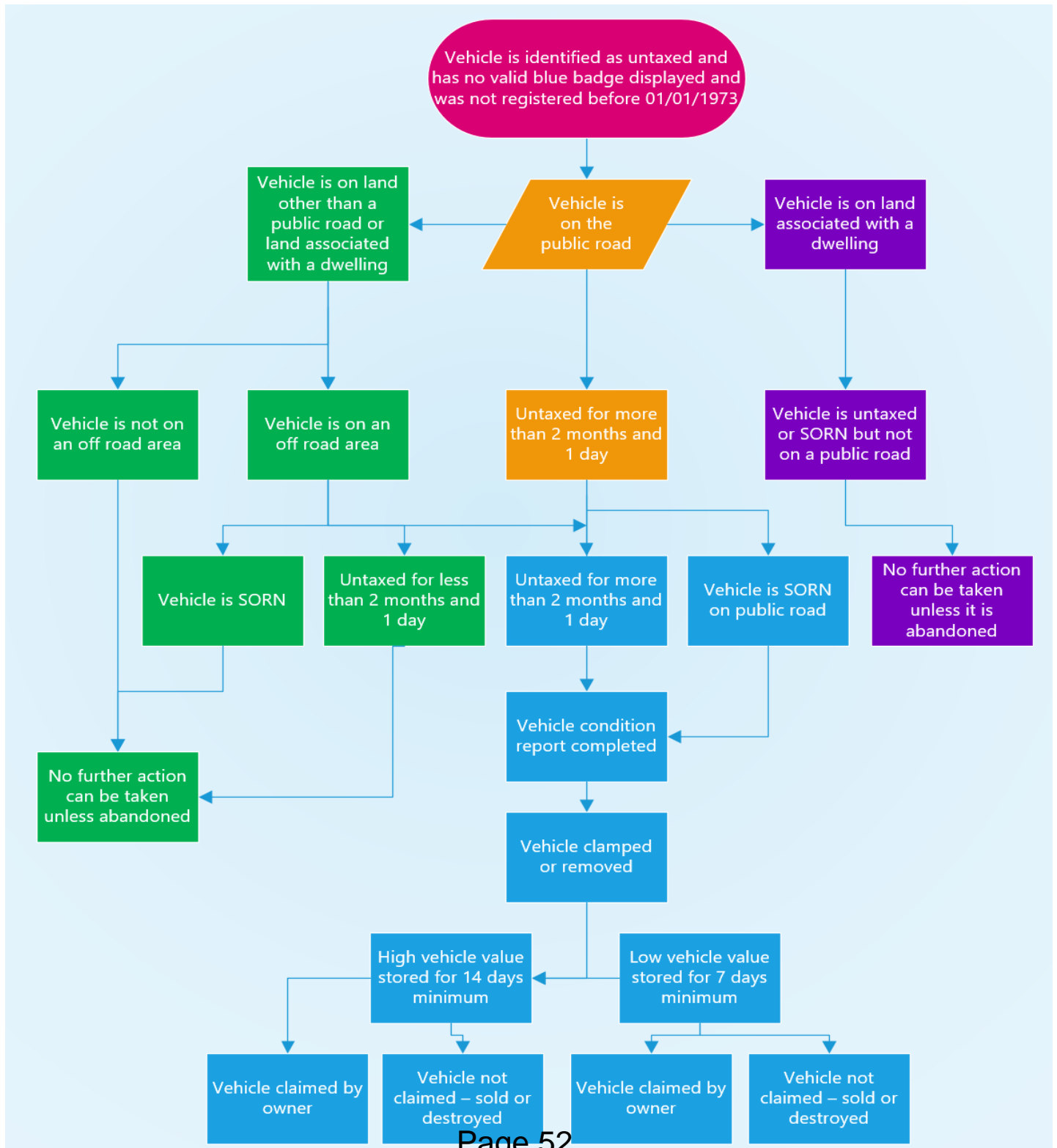
Without these conditions being met the vehicle will not be released under any circumstance.

If the vehicle is not claimed within 14 days then it will either be destroyed or sold at auction.

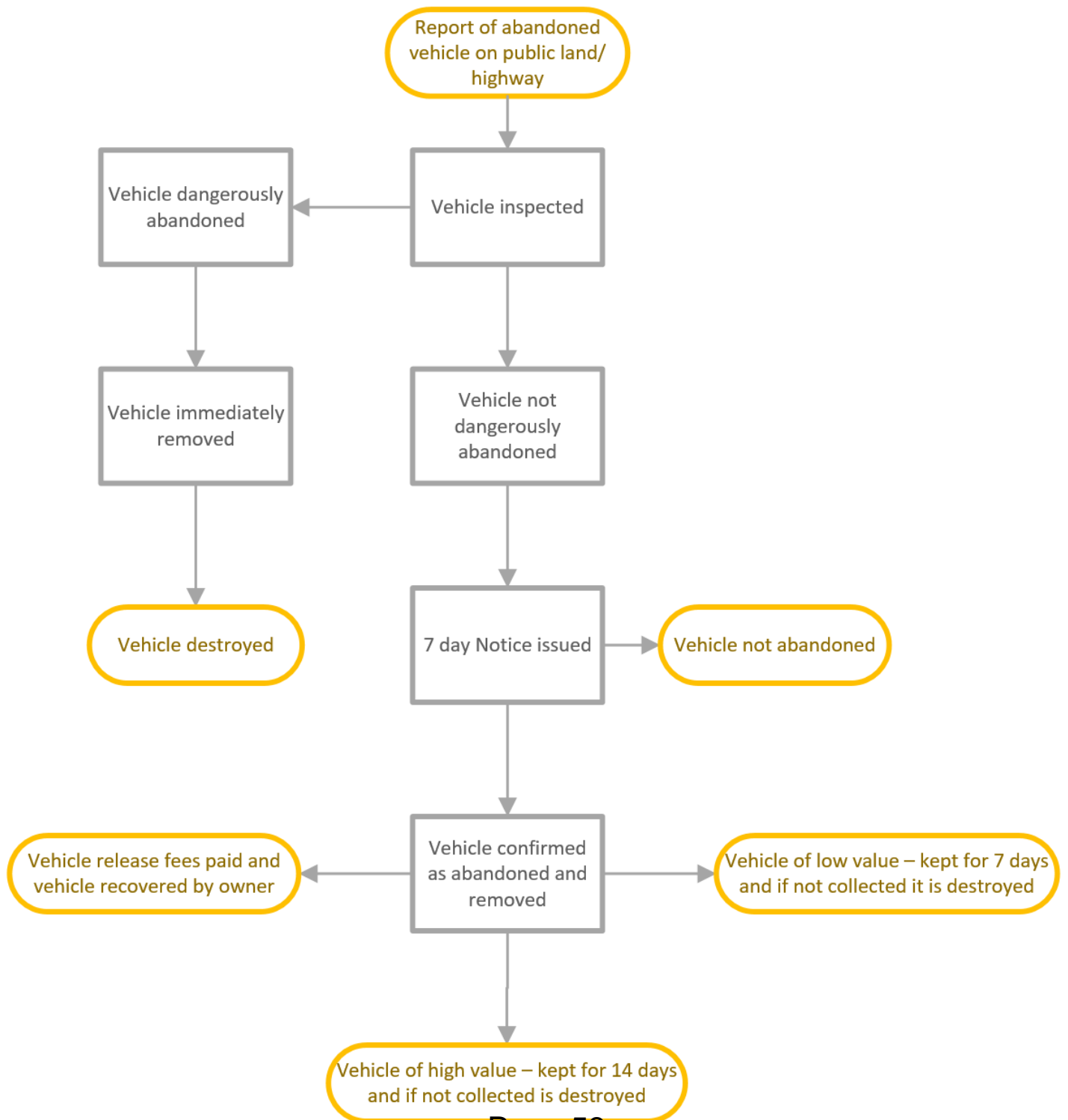
Appendix 1 – Illegally Parked Vehicles Process Map

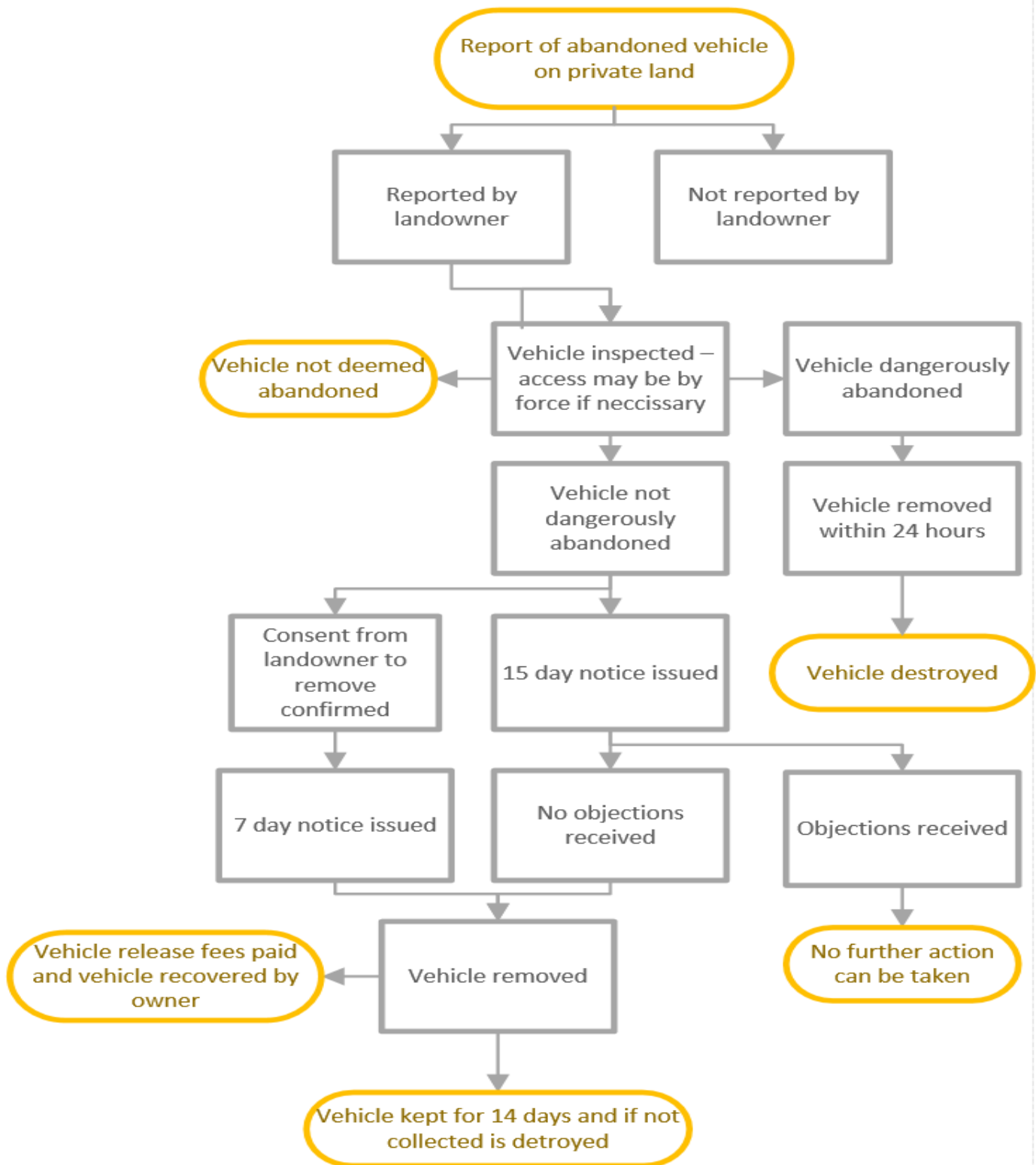


Appendix 2 – Untaxed Vehicles Process Map



Appendix 3 – Abandoned Vehicles Process Map







Matthew Wakelam
Cardiff Council
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Commercial Directorate
C1/West
Longview Road
Morrison
Swansea
SA6 7JL

Phone: 01792 662007

Website: www.gov.uk/browse/driving

Twitter: @dvlagovuk

Date: 2 October 2018

Dear Customer,

Letter of Agreement between DVLA and Cardiff Council (Devolved Powers Partner) for the purpose of identifying Vehicle Excise Duty (VED) offences for enforcement of untaxed vehicles.

The purpose of this Letter of Agreement (in conjunction with the Code of Practice issued with this agreement) is to set out the basis upon which DVLA agree to share the devolved powers with the Devolved Powers Partner (DPP).

DVLA agree to share the devolved powers with Cardiff Council (the DPP) to facilitate the identification of unlicensed vehicles and undertake enforcement action against offences under the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended), section 29 of the Vehicle Excise & Registration Act 1994 (as amended) and Regulation 27 of the Road Vehicles (Registration and Licensing) Regulations 2002 (as amended). The DPP, separately from the DVLA, shall be the Data Controller and is directly accountable for any actions it takes under those Regulations.

In order to pursue enforcement activity, Automatic Number Plate Recognition (ANPR) equipment is acknowledged as a means of identifying unlicensed vehicles to take enforcement action on. Where agreed, DVLA will provide the DPP with data of unlicensed vehicles in Great Britain via a CD-ROM and the data may be uploaded to in-vehicle ANPR equipment that is operated by the DPP for the purpose of identifying Vehicle Excise Duty offences under the Regulations. Information in relation to this service is contained in ANNEX B of the Letter of Agreement.

The parties agree that action taken under the DPP scheme is for the purpose of the DPP and the DPP is not a processor on DVLA's behalf.

The DPP shall be the Data Controller of each item of data received from the DVLA from the point of receipt of that data by the DPP or a Sub-Contractor acting on the DPP's behalf, and shall be responsible for complying with data protection principles in relation to its further Processing of that data. The DPP shall enter into a written contract with its Sub-Contractor and The DPP will retain Data Controller responsibilities while the Sub-Contractor is a Data Processor. The DPP shall be responsible for the acts and omissions of its Sub-Contractors as though they are its own.

DPP Letter of Agreement V2.0

DVLA can provide no guarantee that a vehicle is still unlicensed at the time of sighting. A secondary check for authorisation must always be made before taking physical enforcement action. The DPP must only use the Vehicle Enquiry Service (VES) or Web Enabled Enquiries (WEE) system to request data relating to enforcement action. If the DPP wishes to access the details required for enforcement action via the Web Enabled Enquires (WEE) system, the DPP must have a separate valid Data Contract with the DVLA to do so.

This Agreement is valid from the date when both Parties have signed, and will remain in force until terminated by either party in writing. Once signed by both parties, this agreement will supersede all prior contracts, representations, writings, negotiations or understandings between DVLA and Cardiff Council with respect to the devolved powers. DVLA reserve the right to review this agreement at any time.

This Agreement is opened ended and may be terminated by either party, giving 3 months written notice to the appropriate Point of Contact in Annex A.

This Letter of Agreement and associated Annexes form a legally binding agreement between the parties.

Signed on behalf of the
Agency (DVLA)

Signed on behalf of Cardiff Council

Signature.....

Signature.....

Name.....

Name.....

Position.....

Position.....

Date.....

Date.....

ANNEX A

Points of Contact

1. DVLA Point of Contact:

Name: Elaine Rees
Position: National Wheel clamping Manager

Contact Address: Enforcement Centre
D12/West
DVLA
Swansea
SA6 7JL

Telephone: (01792) 78 6475
Email: Elaine.rees@dvla.gsi.gov.uk

2. Devolved Power Partner's Point of Contact:

Cardiff Council

Name: Matthew Wakelam
Position:

Contact Address: Cardiff Council
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Telephone: 02922330106
Email: M.wakelam@cardiff.gov.uk

ANNEX B

ANPR DATA

Legal Basis

DVLA has the legal power to share the Data for the Purpose under the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended) and Regulation 27 of the Road Vehicles (Registration and Licensing) Regulations 2002

Description of the Data and Method of Sharing

DVLA agrees to share the data of unlicensed vehicles in Great Britain via a CD-ROM with the DPP to facilitate the identification of unlicensed vehicles and the undertaking of enforcement action.

The DPP, separately from the DVLA, shall be the Data Controller of the data it receives from DVLA and shall be responsible for complying with the principles of any relevant Data Protection Legislation in relation to its processing.

DVLA will regularly produce an updated copy of the Data file and despatch one physical copy of the file on an encrypted CD-ROM to the DPP PoC (as nominated in Annex A). An email will be sent to the DPP PoC with password information to access the encrypted CD-ROM. The encrypted CD-ROM will contain a file with details of vehicles, whose records at DVLA satisfied a specific set of criteria on the date from which the file was generated. This means that the file will normally contain details of vehicles which were either unlicensed or had a Statutory Off Road Notification ("SORN") when the file was generated.

The production and despatch of the data file will normally be fortnightly every other Friday, subject to availability of DVLA resource. Where this falls on a public holiday, it will normally occur on the next working day. DVLA reserves the right to amend this schedule at any time and with immediate effect.

The format, naming and content of the file is specified by DVLA, and DVLA makes no guarantee of compatibility with any specific form of ANPR equipment, nor is it liable for any issues arising from compatibility.

If the DPP experiences difficulties loading or reading the data, they should first follow their usual technical support route for their ANPR equipment. If this shows the equipment to be in order, the DPP should inform the DVLA Point of Contact who will then investigate.

DVLA will despatch the CD-ROM via an approved secure courier and DVLA will be responsible for the costs of despatch.

The DPP will ensure that the chain of responsibility for the data, from its receipt to its secure destruction is documented. The DPP will retain this document for at least 1 year, following destruction of the data, and make it available to DVLA upon request.

The DPP shall not use the data for any other purpose than the purpose described in the agreement.

Accuracy of the Data

DVLA will take reasonable steps to ensure that the data is accurate and up to date before it is transmitted to the DPP. However, DVLA does not warrant the accuracy of the records provided. DVLA does not accept liability for any inaccurate information supplied to it by the vehicle keeper or any other source beyond its control.

DVLA shall not be liable to the DPP for any claim for loss or damage, however caused, through possible inaccuracies in the records supplied.

In practice, the DPP should treat the sighting of a vehicle for which there is a match in the data file only as an indication that the vehicle is potentially unlicensed, as DVLA can provide no guarantee that the vehicle is still unlicensed at the time of sighting. A secondary check for authorisation must always be made before taking physical enforcement action. The relevant procedures are covered in the Devolved Powers training manual provided by DVLA.

Retention of the Data

The DPP shall retain the data only for as long as is necessary, in line with data protection legislation and the purpose for which the data was collected, and shall arrange for the secure destruction or deletion of data in line with data protection legislation.

Audit and Inspection

The DVLA, or an agents acting on DVLA's behalf, reserve the right to carry out a review of the DPP's compliance with the terms of this agreement and compliance with the data protection and processing provisions, contained within this agreement. The DPP shall cooperate fully with any such review and allow the DVLA or an agent acting on its behalf access to its premises, equipment, evidence and staff for the purposes of the inspection. DVLA will give at least 7 working days' notice of such inspection.

Charges

Whilst the current service will be free of charge, DVLA reserves the right to:

- levy a reasonable administration fee for this service; and
- pass on to the DPP any charges incurred in any future system development necessary for the continued provision of the service.

DVLA will give the DPP as much notice as is practically possible before a charge is made for this service.

Mae'r dudalen hon yn wag yn fwriadol



DVLA

Code of practice and guidance notes
for those authorised by DVLA
to deal with vehicles that are not taxed



Simpler | Better | Safer

Driver and Vehicle Licensing Agency (DVLA),
Longview Road,
Morrison,
Swansea
SA6 7JL



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This publication is also available on our website at www.dvla.gov.uk

Any enquiries regarding this publication should be sent to us at wheelclampingcaseupdates@dvla.gsi.gov.uk

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Code of practice

01



Part 1:

Code of practice About the agreement

1. The authority we give will be effective from the date specified in the Letter of Agreement.
2. Under the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended) we can authorise an organisation (referred to as the 'enforcement authority' or 'you' in this document) to take enforcement action against vehicles that are not taxed. The enforcement authority will be the local authority, the local police force or any other organisation we authorise. The enforcement authority must make sure they adhere to the agreement they enter into with us.
3. Our national wheelclamping contractor may work within your area at any time.
4. We can withdraw our authority at any time. The enforcement authority may give up their authority by writing to the DVLA's Head of Wheelclamping unit, DVLA, Swansea, SA7 0XZ.
5. The enforcement authority can tell us of any concerns about policy or working practice, but our decision will be final.

Assurance

6. If we supply you with ANPR data you must adhere to the terms set out in the Letter of Agreement and in Annex B.
7. You must have a system for making sure you follow this code of practice. This system must be based on relevant, professional standards and recognised good practice.
8. Every year you must carry out one audit of your systems and your contractor(s) systems and send us a copy of the report within 28 days of it being finished.
9. We reserve the right to make regular unannounced visits to you and your contractor(s) premises. A report will be issued to the authority on our findings within 10 days.

01

10. Preventative measures must be in place to reduce the risk of fraud. You must notify the wheelclamping unit immediately if you have any concerns that fraud may have been committed or any other irregularity. DVLA can instruct the authority to stop using any contractor where criminal activity has been proven.
11. The authority is completely accountable for any enforcement action taken by their contractor(s). You must ensure your contractor(s) always adheres to:
 - the Vehicle Excise Duty (Immobilisation, Removal and Disposal) of Vehicles Regulations 1997 (as amended);
 - the code of practice
 - all relevant laws
 - our instructions when they take enforcement action.
12. Each month we will monitor the number of:
 - disposal notifications
 - Certificates of Destruction
 - notifications of auction sales you have issued
 - complaints you have received (and how you dealt with them)
 - instances of scrapped vehicles being on the road.
13. The Secretary of State can withdraw your authority if it is established the code of practice has not been followed correctly.

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Guidance notes

02



Part 2:

Guidance notes General requirements

Training

1. You and your staff must not start taking enforcement action until you have both received the appropriate training from us.

Contact

2. You must give us the name of a person we can contact about matters relating to enforcement action. If you change the contact person you must tell us immediately.
3. You must tell us about the contractors you use, you will be responsible for all the vehicles they take enforcement action on. You must give us eight weeks' notice in writing before you change contractor so we can arrange appropriate training and stationery. If you do not give us notice, we may suspend your authority.

Fees and charges

4. All statutory fees collected and proceeds from the selling of a seized vehicle are retained by the authority.
5. Check with HM Revenue & Customs to see whether or not you should charge VAT.
6. There will be times when you will need to remove a wheelclamp or release a vehicle free of charge, or refund fees. Our decision on this will be final. If we decide that you must refund fees, you must do so within a time set by us.

02

Appeals and complaints

7. The INF32 leaflet advises of the chargeable fees. The authority should decide if storage is charged at weekends.
8. Any complaint against the enforcement action will be dealt with by the authority
9. When you receive a complaint about enforcement action you must give the keeper a full response within 10 working days. You must send us a copy of your response at the same time.
10. If we receive a complaint about you we will send it on for you to respond to.
11. If we need to respond to an MP or on behalf of our Chief Executive, you must provide the relevant information in full, within 3 working days.
12. Press statements must be agreed with DVLA before they are published.
13. You must keep paper and electronic versions of all documents relating to the enforcement action for at least 7 years.
14. A customer service line must be available during working hours.

02

Working practices

Wheelclamping and removing a vehicle to a vehicle pound

1. To find out whether or not a stationary vehicle is taxed or has a SORN you can use the DVLA Web Based Enquiry System (WEE) as explained in appendix A. If the WEE link is not available, you can enquire through our website. You must make sure that you adhere to the General Data Protection Regulation (GDPR) when you use the information you collect.
2. Only the enforcement authority can contact us to find out if a vehicle is taxed or has a SORN, unless there are exceptional circumstances.
3. You can only take enforcement action against vehicles meeting the criteria in appendix B.
4. You can take enforcement action on a vehicle if its tax has expired for more than 2 calendar months and 1 day.
5. Should you need further clarification before you take enforcement action then contact the DVLA DPP Liaison Team. They will give you appropriate instructions.
6. You must check the tax and take enforcement action within 30 minutes of each other.
7. If you clamp a vehicle, the regulations state that 24 hours must pass before the clamp can be removed and the vehicle towed away. If the vehicle's keeper does not pay the appropriate fee to release their vehicle, it must be impounded within 48 hours of being clamped. When the release fee has been paid, the clamp must be removed within two working hours. The regulations also provide for the untaxed vehicles to be immediately taken to car pounds.
8. You must fill in a DVLA offence report, CLE2/6LAP for all untaxed vehicles that you find. The report will record the date, time and location of the offence. You must give the vehicle registration number, its location, the make, model and colour and a serial number and contravention code. You must also give your personal details. You must send all CLE2/6LAPs to DVLA Enforcement Centre, D12, Swansea SA99 1AH every week.

02

9. If a vehicle is immobilised or removed in error (DVLA or contractor) it must be released immediately and without charge.
10. A vehicle **must be** released within two hours following payment of the release fee.
11. **For police authorities only.**

If the motorist at the scene is not the vehicle's keeper, and a named offence report is filled in, a V79 can be filled in and returned to DVLA.
12. Before the vehicle is taken you must take photos of:
 - the wheel arch and wheelclamp (if fitted)
 - the front of the vehicle
 - the back of the vehicle
 - the whole vehicle and its surroundings
 - any existing damage to the vehicle

You must keep the photos for us to inspect.
13. Before you take the vehicle away you must carry out a detailed inspection of the vehicle and then fill in and sign a vehicle condition report.
14. All vehicles must be soft lifted to avoid damage.
15. You must keep a record of any incidents.
16. The owner of the pound is known as the custodian.

The custodian is responsible for all vehicles in their pound, including any damage to or theft from a vehicle while it is lifted on to their removal vehicle, or while it is being transported and stored.
17. The vehicle pound must be secure, well lit, have appropriate and safe access for the public and be in adherence to any relevant laws. The pound should be open to the public at least between 9am and 5pm Monday to Friday.

02

Impounded vehicles

18. Vehicles deemed to be of economic value will need to be stored for at least 14 days. Other vehicles will need to be stored for at least 7 days.
19. Once a vehicle is impounded, the custodian must inspect it and then fill in and sign a vehicle condition report. Any changes in the vehicle's condition must be recorded on the condition report and signed by the custodian.
20. You and the custodian cannot remove any items from an impounded vehicle. The keeper can remove personal belongings from a vehicle they are not recovering as long as the custodian has confirmed the keeper's identity. The vehicle's keeper cannot remove parts of the vehicle, including audio and wheels.
21. The custodian must estimate the value of each impounded vehicle.
They must:
 - use a traceable source, a trade guide (such as Glass's or Parker's guide) or a specialist website or service
 - make reasonable adjustments to the value where relevant, and keep records of how the final value was arrived at.
22. The custodian must give the police or TRACE in London written details of a vehicle within two hours of it being impounded.
23. If the DVLA tells you that a vehicle is stolen, you must report it to the police immediately.

02

Payment and releasing vehicles

24. When the vehicle's keeper makes a payment at the pound, or over the phone, the custodian must fill in a Vehicle Release Receipt before releasing a vehicle. They should keep the original copy and give a copy to the keeper.
25. The custodian must also see the keeper's photo ID and proof of ownership before releasing the vehicle.
26. A vehicle keeper can make a 'surety' payment of £160 in lieu of vehicle tax. The keeper can get this money back if they show a valid tax receipt at the vehicle pound within 15 days of paying the surety.
27. The custodian must fill in the relevant section of the Vehicle Release Receipt when a keeper produces a valid tax receipt and a refund of a surety payment is made.

Scrapping vehicles

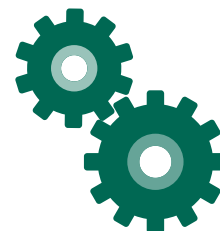
28. The custodian can only scrap a vehicle if the conditions set out in the regulations are met. We will let the authority know when these conditions have been met. The authority will then scrap the vehicle within 7 days. Once a vehicle has been scrapped, the authority must make sure that a Certificate of Destruction has been issued (or in the scrapping of a motorcycle a Notification of Destruction has been completed and sent to us) so we can update our records.
29. If a vehicle has met the conditions to be scrapped, it must not be sold as a complete vehicle. If the vehicle is seen on the road, we will investigate the matter and, if it is the same vehicle, we will take action against you, the custodian or the person who should have scrapped the vehicle.
30. Vehicles must be scrapped at a licensed Authorised Treatment Facility which meets the appropriate laws.

02

31. If a vehicle is scrapped, the income from selling its parts can be kept by you or the custodian, depending on the arrangement between you. All parts that can be traced, such as the chassis, engine block and etched glass must be scrapped. The vehicle's number plates must also be destroyed.
32. If you choose to sell a vehicle at auction you must wait for DVLA to issue a V5 to you.
33. Owners are able to claim the proceeds of the sale of a vehicle minus costs incurred by the custodian. This providing they can satisfy the custodian they were the owner at the time and the claim is made before the end of the period of one year (beginning with the date on which the vehicle was disposed of).

103 Appendices

03



Appendices

Appendix A – using WEE

Before using WEE to find out whether a stationary vehicle on a public road is taxed:

- check that there is no valid disabled badge displayed
- check that the vehicle was not registered in the historic tax class
- refer to the wheelclamping Off Road matrix.

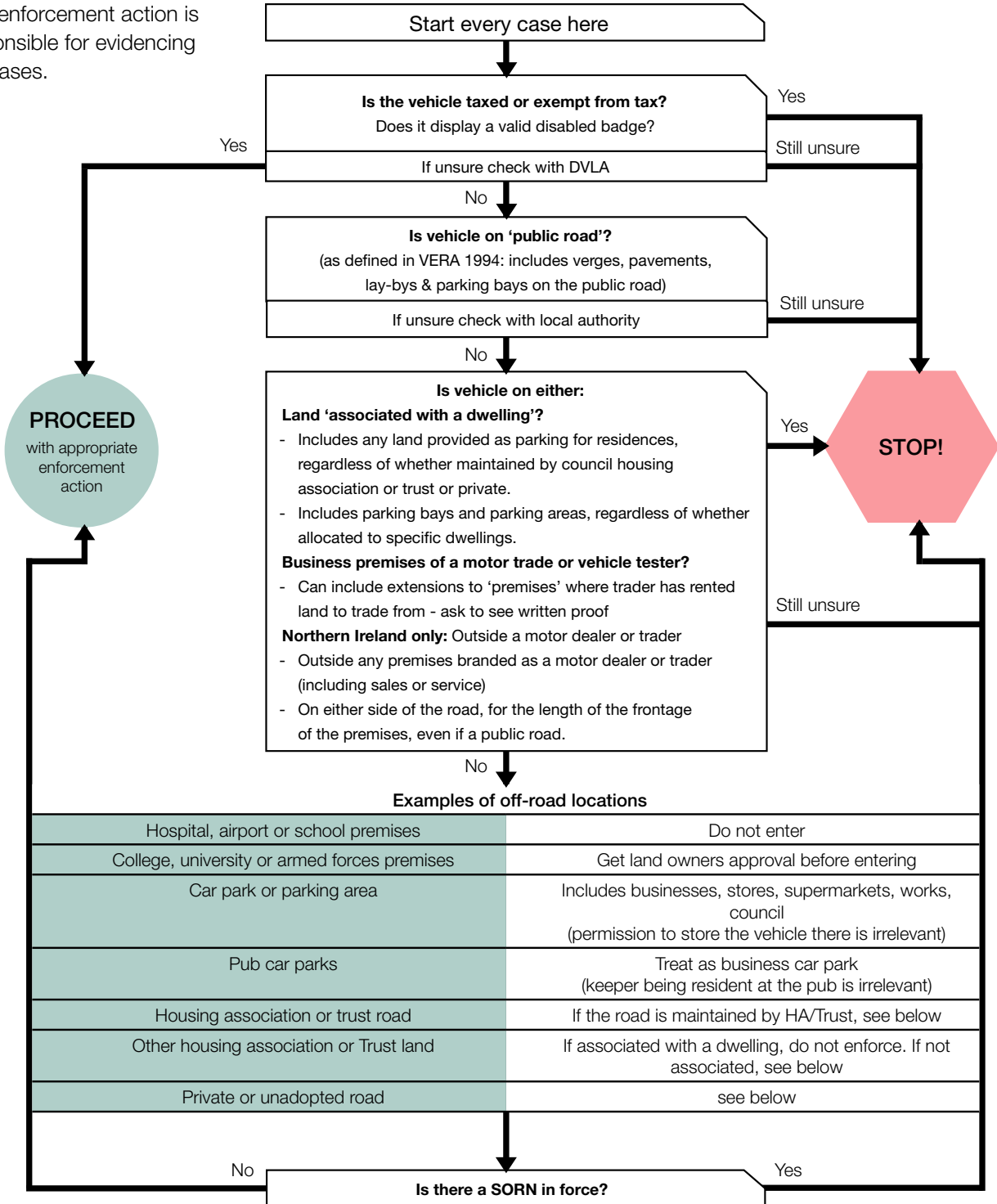
Use WEE as follows:

- Ask for authorisation.
- From the drop-down menu, choose 'Unlicensed vehicles' and then enter the vehicle's registration number.
- Check the make, model and colour of the vehicle as recorded on WEE against the vehicle in front of you.
- If the details do not match, contact us.
- If the details match, check the date the vehicle should have been taxed.
- If the tax was due more than 2 calendar months and 1 day ago, for example, where tax was due 1 January, the first day you can clamp or impound is 2 March.
- If the tax was due more than 1 calendar month ago, up to and including 2 calendar months ago, issue a CLE2/6 LAP only. For example, where tax was due 1 January, you can issue a CLE2/6 LAP from 2 February onwards.
- If the tax was due less than 1 calendar month ago, take no action.

Appendix B – off road enforcement flowchart

Remember:

The organisation taking the enforcement action is responsible for evidencing all cases.



03

Appendix C – wheelclamping instructions

Wheelclamping instructions for local authorities

- Send us a wheelclamping case update form by email, on the day of clamping (day 1). If this is not possible, send it by 9.30am at the latest the following morning (day 2).
- If a vehicle that is not taxed is impounded (instant lift), send us a wheelclamping case update form by email on the day of impounding (day 1). This must include the vehicle valuation. If this is not possible, it must be sent by 9.30am the following morning.
- Each time there is an update on a case (for example a clamped vehicle is lifted, or a vehicle is released) you must send us a further wheelclamping case update form by email. Send it on the day the update happened or, if not possible, by 9.30am the next working day.

Notes

Our email address is

wheelclampingcaseupdates@dvla.gsi.gov.uk

The wheelclamping case update form must be sent in the correct format, it will be rejected if not.

03

Appendix D – DVLA contact list

DPP Liaison Team: 0300 300 1496

To order stationery,

Fax: DVLA Stores Requisition Dept

01792 783525

Email: stores.order.forms@dvla.gsi.gov.uk

Buying a vehicle?

The tax is no longer transferable so you must tax it before you use it.

www.gov.uk/vehicletaxrules



Wheelclamping

Code of practice and guidance notes
for those authorised by DVLA
to deal with vehicles that are not taxed

DVLA
Longview Road
Morrison
Swansea
SA6 7JL



The Clamping and Removal of Nuisance Vehicles



Background

- There are currently 9,183 outstanding parking and traffic tickets owed by persistent evaders
- 9,183 outstanding tickets equates to a total debt of £381,397 that the Council is unable to recover
- In 2018 the Council cancelled a further 1,945 parking and traffic tickets because the vehicles were not registered with the DVLA so the owner cannot be traced
- Vehicle Excise Duty (VED) evasion has risen from 0.6% to 1.85 in the last six years
- 1.8% equates to a potential loss of £107 million to the Exchequer
- A recent DVLA audit showed there to be 7,526 untaxed vehicles in Cardiff (single day audit)

Legislation

- The Council already has the powers under the Traffic Management Act 2004 to clamp and remove illegally parked vehicles but has never used these powers
- The Council does not currently have the powers to clamp and remove untaxed vehicles
- The Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 allows us to apply to the DVLA for these powers to be devolved to the Council

What are nuisance vehicles?

Vehicles that are:

1. Obstructively or dangerously parked
2. Persistent evaders of parking and traffic fines
3. Vehicles displaying fraudulent blue badges
4. Vehicles that are not registered with the DVLA
5. Untaxed vehicles

How it works

1. DVLA provides unlicensed database for ANPR use.
2. Untaxed vehicle identified.
3. Dedicated DVLA phone line during office hours will give you authorisation to enforce plus any support you may need.
4. Clamp, remove or sticker.
5. Enforcement Officer completes offence report which is sent to DVLA .
6. When impounded, vehicle is valued by local authority contractor.

Why Enforce

- Improves traffic and pedestrian flow by the removal of obstructively parked vehicles
- Encourages people to pay their parking and traffic fines
- Untaxed and non-registered vehicles are often in poor condition which damages the quality of local environments for people who live there
- Disrupts criminality associated with the use of untaxed and non-registered vehicles
- Encourages people to park properly and to tax their vehicles

Risk

- There are 53 Local Authorities and 24 Police Forces using the devolved DVLA measures.
- There have been 40,000 vehicles enforced in the last 12 months by Devolved Power Partners.
- The business case demonstrates work can be conducted and provide a surplus.
- Proposal to utilise Officers within the Civil Parking Enforcement Team.

Benefits

- Improves the quality of local environments for the people who live there.
- Reduces the opportunity for anti-social behaviour.
- Encourages motorists to re-license their vehicles.
- Disrupts criminality associated with the use of untaxed vehicles.
- Only Local Authorities with devolved powers can remove foreign registered vehicles.
- Removal of Council complaints about nuisance vehicles.

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

6 NOVEMBER 2018

RECYCLING & WASTE MANAGEMENT STRATEGY UPDATE

Reason for the Report

1. To provide Members with a progress update on the changes being applied to Cardiff's Waste Management Strategy. This follows on from a scrutiny item that looked at a Cabinet paper titled 'Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 – 2021' on the 15 May 2018. For reference, copies of the Environmental Scrutiny Committee cover report and Cabinet papers are attached to this report as **Appendices 1 & 2** respectively.

2. When considering this report the Committee should reflect on the comments of the Environmental Scrutiny Committee from 15 May 2018, the decisions taken by Cabinet on the 17 May 2018 and other factors that have since emerged that will have an impact on the development of Cardiff's Recycling & Waste Management Strategy. These include:
 - The Recycling & Waste Management Strategy related comments and observations contained within the Environmental Scrutiny Committee letter sent to Councillor Michael and his response following the meeting on the 15 May 2018 – attached to this report as **Appendices 3 & 4**;
 - The further expansion of the provision of wheeled bins in the city;
 - The provision of Household Waste Recycling Centre (HWRC) education stations;
 - The pilot scheme for the collection of domestic glass waste for recycling, separate to other household waste collections;
 - The results of the citywide consultation for the Recycling & Waste Management Strategy 2018-21 – this included sections on the key change proposals in the

draft strategy, new infrastructure requirements, service standards and other proposals to help meet statutory targets for recycling;

- The ongoing work to develop the Council's approach to the management of single use plastics.

Background

3. A report titled 'Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 to 2021' was received at the Cabinet meeting on the 17 May 2018 (papers attached as **Appendix 2**). The report dealt with decisions required to progress components of the Recycling Waste Management Strategy 2015-18, and update the strategy for the next three years.
4. As part of the delivery of the Recycling Waste Management Strategy 2015-18, and in preparation for an updated strategy, the report sought approval for:
 - The expansion of the provision of wheeled bins in the city;
 - Proposed changes to Household Waste Recycling Centre (HWRC) education stations;
 - A pilot scheme for the collection of domestic glass waste for recycling, which is separate to other household waste collections; and,
 - Consultation on a 'Draft Recycling & Waste Management Strategy 2018-21', as well as the future infrastructure, partners and service standards required to meet statutory Welsh Government targets for recycling.
5. Cardiff is currently Britain's best performing Core City for recycling. Driving recycling rates, improving operational efficiencies and reducing service costs continue to be priorities for the Council. The Council is, therefore, in the process of updating the Recycling Waste Management Strategy 2015-18 to respond to the reduce, reuse and recycle waste challenge.
6. Delivering this change is in the context of demanding recycling targets, where statutory recycling targets impose a £200 per tonne penalty for failure. If the Council does not increase the recycling performance year on year, the annual fines could quickly escalate to excess of £3.5million by 2020. If the Council stays at 60%, recycling fines could total and grow to over £10.45m by 2025.

7. Global recycling markets are also having an impact on the cost efficiency of local waste and recycling services. Since approving the Strategy in 2015, the recycling markets have seen a decrease in market values alongside an increase in quality demands for recycled materials. This places increased pressure on the Council to improve the quality of separation and clean materials from both the kerbside and materials recycling facilities.

Update to the Recycling & Waste Strategy

8. It is hoped that the updated strategy will build on the current Recycling & Waste Management Strategy 2015-2018 and outline the planned changes to drive forward the next phase of the Council's recycling delivery. It will be designed to meet the Council's statutory obligations.
9. The legislative context of recycling and sustainability in Wales aligns with the commitments made in the Council's Capital Ambition document. It places great value on recycling education, cleaner streets and community partnerships to drive sustainable attitudes and behaviours. It is anticipated that these will be of key importance in the updated strategy.
10. The Council is subject to a wide range of legislation relating to recycling, waste treatment and disposal. The key principles of this legislation are to deliver waste minimisation, increased recycling and address a broad range of statutory obligations. The core legislative drivers relevant to the Cabinet report are:
 - 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.

11. To meet the legislative requirements the Council must move from achieving 60% recycling to at least 64% in the next two years and to 70% by 2024/25. This means that at least a further 20,000 tonnes is required to be recovered to meet those targets. While the city grows so does the volume of discarded items from householders. The proposals explain where the performance is required to improve and how the Council plans to help residents, business and its services to deliver those changes.
12. The Council remains committed to take preventative measures to ensure future recycling targets are secured and cost efficiencies maximised. The updated strategy tests the Council's compliance with the duties to collect recyclable materials separately while being cost effective and obtaining high quality recycling.
13. The report looks at the areas of recycling potential to focus upon to improve the recycling yields across the various waste streams; this it is hoped will help to achieve improved performance. The strategy will set out the main areas where additional recycling is available and how this can be targeted. It also explains how a 70% recycling rate can be achieved by recovering a further 20,000 tonnes of recyclate.

Cabinet Report – Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 to 2021

14. The papers for the Cabinet item titled 'Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 to 2021' are attached to this report as **Appendix 2** – this includes the 'Draft Recycling & Waste Management Strategy 2018 to 2021'.
15. The 'Draft Recycling & Waste Management Strategy 2018 to 2021' includes six appendices, these are listed below and individually cover the main aspects of the strategy:
 - **Appendix A1:** Separate Collection of Glass;
 - **Appendix A2:** Wheeled Bin Expansion;
 - **Appendix A3:** Minimisation, Education, Reuse and HWRC's;
 - **Appendix A4:** Planning Ahead – Infrastructure and Partners;
 - **Appendix A5:** Service Standards;
 - **Appendix A6:** Recycling Performance.

16. In addition to Appendices A1 to A6 the 'Draft Recycling & Waste Management Strategy 2018 to 2021' was supported by three further appendices that are contained within **Appendix 2** and are referenced below as:

- **Appendix B** – Gap Analysis;
- **Appendix C** – Compliance with Welsh Government Collections Blueprint;
- **Appendix D** – Equality Impact Assessments & Screening Tool.

Recycling & Waste Management Strategy – Consultation

17. To support the development of the Recycling & Waste Management Strategy the Council commissioned the Waste Strategy Consultation. This featured a survey that ran between July and September 2018. The survey was completed by 1,986 respondents and focused on the following areas:

- An assessment of how survey respondents currently engage with recycling and waste management services;
- Recycling & Food Waste Collections from Households;
- Increasing Recycling at Household Waste Recycling Centres;
- Ensuring efficient & cost effective recycling services;
- Planning ahead – recycling facilities and partnerships.

Cabinet Decision

18. After consideration of the Cabinet paper titled 'Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 – 2021' (papers attached to this report as **Appendix 2**) the Cabinet resolved that the following decisions were taken:

1. *As set out in the Recycling Waste Management Strategy 2015-18:*
 - a) *the further expansion of the provision of wheeled bins as set out in Appendix A2 to the report be approved;*
 - b) *the provision of Household Waste Recycling Centre (HWRC) education stations be approved; and,*

- c) a pilot scheme for the collection of domestic glass waste for recycling, separate to other household waste collections be approved.*
- 2. The undertaking of citywide consultation on the draft Recycling and Waste Management Strategy 2018-21, including key change proposals in the draft strategy, new infrastructure requirements, service standards and other proposals raised in this report be approved.*
 - 3. The undertaking of an independent recycling waste review, which will assist in ensuring that all aspects of the draft Recycling and Waste Management Strategy 2018-21 are progressive and robust be approved.*
 - 4. Agreement be given to exploring regional collaboration, alongside the Welsh Government, on the development of an initial outline business case and options appraisal for the proposed development of a regional recycling facility.*
 - 5. A further report be received following consultation and by the end of the 2018/19 financial year, which will consider the potential wider roll out of separate glass waste collections and a final version of the Recycling and Waste Management Strategy 2018-21 for approval.*

Way Forward

19. This item will be supported by officers from the Planning, Transport & Environment Directorate. Any feedback, comments or observations noted during the meeting may be discussed during the way forward and then included in a letter to the relevant Cabinet Member.

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.

RECOMMENDATION

The Committee is recommended to:

- i. Note the contents of the report; and,
- ii. To consider future actions in relation to future scrutiny of this item.

DAVINA FIORE

Director of Governance & Legal Services

31 October 2018

Mae'r dudalen hon yn wag yn fwriadol

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

15 MAY 2018

**PRE DECISION SCRUTINY OF CABINET PAPER TITLED 'RECYCLING &
WASTE MANAGEMENT STRATEGY – DELIVERY PLAN REQUIREMENTS
2018 – 2021'**

Reason for the Report

1. A report titled 'Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 to 2021' is due to be received at the Cabinet meeting on the 17 May 2018. The report will deal with decisions required to progress components of the Recycling Waste Management Strategy 2015-18, and update the strategy for the next three years.
2. As part of the delivery of the Recycling Waste Management Strategy 2015-18, and in preparation for an updated strategy, the report seeks approval for:
 - The expansion of the provision of wheeled bins in the city;
 - Proposed changes to Household Waste Recycling Centre (HWRC) education stations;
 - A pilot scheme for the collection of domestic glass waste for recycling, which is separate to other household waste collections; and,
 - Consultation on a draft Recycling and Waste Management Strategy 2018-21, as well as the future infrastructure, partners and service standards required to meet statutory Welsh Government targets for recycling.

Background

3. Cardiff is Britain's best performing Core City for recycling. Driving recycling rates, improving operational efficiencies and reducing service costs continue to be priorities for the Council. The Council will, therefore, update the Recycling Waste

Management Strategy 2015-18 to respond to the reduce, reuse recycling and waste challenge.

4. This is in the context of demanding recycling targets, where statutory recycling targets impose a £200 per tonne penalty for failure. If the Council does not increase the recycling performance year on year, the annual fines could quickly escalate to excess of £3.5million by 2020. If the Council stays at 60%, recycling fines could total and grow to over £10.45m by 2025.
5. Global recycling markets are also having an impact on the cost efficiency of local Waste and Recycling services. Since approving the Strategy in 2015, the recycling markets have seen a decrease in market values alongside an increase in quality demands for recycled materials. This places increased pressure on the Council to improve the quality of separation and clean materials from both the kerbside and materials recycling facilities.

Update to the Recycling and Waste Strategy

6. The updated strategy will build on the current Recycling and Waste Management Strategy 2015-2018 and will outline the planned changes to drive forward the next phase of the Council's recycling delivery. It is designed to meet the Council's statutory obligations.
7. The legislative context of recycling and sustainability in Wales aligns with the commitments made in the Council's Capital Ambition document. It places great value on recycling education, cleaner streets and community partnerships to drive sustainable attitudes and behaviours. These are of key importance in the updated strategy.
8. The Council is subject to a wide range of legislation relating to recycling, waste treatment and disposal. The key principles of this legislation are to deliver waste minimisation, increased recycling and address a broad range of statutory obligations. The core legislative drivers relevant to the Cabinet report are:
 - 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.

9. To meet the legislative requirements the Council must move from achieving 60% recycling to at least 64% in the next two years and to 70% by 2024/25. This means that at least a further 20,000 tonnes is required to be recovered to meet those targets. While the city grows so does the volume of discarded items from householders. These proposals explain where the performance is required to improve and how the Council plans to help residents, business and its services to deliver those changes.
10. The Council remains committed to take preventative measures to ensure future recycling targets are secured and cost efficiencies maximised. The updated strategy tests the Council's compliance with the duties to collect recyclable materials separately while being cost effective and obtaining high quality recycling.
11. The report will look at the areas of recycling potential and the areas of focus to improve the recycling yields across the various waste streams to achieve the required increased performance. The strategy will set out the main areas where recycling remains available and should be targeted and explains how 70% and a further 20,000 tonnes of recovered recycling can be achieved.

Cabinet Report – Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 to 2021

12. A copy of the report titled 'Recycling & Waste Management Strategy – Delivery Plan Requirements 2018 to 2021' is due to be received by Cabinet on the 17 May. It is attached to this report as **Appendix A**. The Cabinet report introduces the 'Recycling & Waste Management Strategy 2018 to 2021' that is attached to this report as **Appendix 1**.

13. The 'Recycling & Waste Management Strategy 2018 to 2021' includes a further six appendices, these are listed below and individually cover the main aspects of the strategy:

- **Appendix A1:** Separate Collection of Glass
- **Appendix A2:** Wheeled Bin Expansion
- **Appendix A3:** Minimisation, Education, Reuse and HWRCs
- **Appendix A4:** Planning Ahead – Infrastructure and Partners
- **Appendix A5:** Service Standards
- **Appendix A6:** Recycling Performance

14. In addition to Appendices 1 to A6 the 'Recycling & Waste Management Strategy 2018 to 2021' is supported by three further appendices that are referenced below:

- **Appendix B** – Gap Analysis
- **Appendix C** – Compliance with Welsh Government Collections Blueprint
- **Appendix D** – Equality Impact Assessments & Screening Tool

15. At the meeting Members will have the opportunity to review the 'Recycling & Waste Management Strategy 2018 to 2021' and ask any questions that they might have on the ten supporting appendices.

Previous Scrutiny

16. The Environmental Scrutiny Committee received an item titled 'Update to the Recycling & Waste Management Strategy' at its meeting on the 17 April 2018. This involved receiving a presentation on the basic principles and suggested structure for Cardiff's Recycling & Waste Management Strategy – 2018 to 2021. At the meeting Members will have the opportunity to scrutinise the actual documents supporting this revised strategy.

Way Forward

17. The Cabinet Member for Clean Streets, Recycling & Environment and officers from the Planning, Transport & Environment Directorate have been invited to provide a presentation on the item and answer any questions that Members may have.

Legal Implications

18. 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

19. 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.

RECOMMENDATION

The Committee is recommended to:

- i. Note the contents of the report and pass on to the Cabinet any comments, observations or recommendations that they might have.

DAVINA FIORE

Director of Governance & Legal Services

10 MAY 2018

Mae'r dudalen hon yn wag yn fwriadol

**DRAFT RECYCLING AND WASTE MANAGEMENT STRATEGY &
DELIVERY PLAN REQUIREMENTS 2018-2021**

**CLEAN STREETS, RECYCLING AND ENVIRONMENT
(COUNCILLOR MICHAEL MICHAEL)**

AGENDA ITEM: 4

Reason for this Report

1. As part of the delivery of the Recycling Waste Management Strategy 2015-18, and in preparation for an updated strategy for 2018-21, this report seeks approval for:
 - The further expansion of the provision of wheeled bins in the city;
 - The provision of Household Waste Recycling Centre (HWRC) education stations;
 - A pilot scheme for the collection of domestic glass waste for recycling, separate to other household waste collections; and
 - Citywide consultation on the draft Recycling and Waste Management Strategy 2018-21, including key change proposals in the draft strategy, new infrastructure requirements, service standards and other proposals to help meet statutory targets for recycling.

Background

2. The Council's Recycling Waste Management Strategy 2015-18, which was approved in April 2015, sets out the Council's approach for reducing waste and increasing reuse and recycling opportunities for residents and businesses. It has delivered real progress and supported continued increases in waste recycling rates, which represent an important achievement by the Council and the city's residents.
3. Cardiff is one of the UK's fastest growing cities with the Welsh Capital projected to grow by more than the rest of Wales combined over the next 20 years. As the city grows, more waste will be created. Not only does this waste need to be dealt with sustainably, but the Council must also increase the amount that it recycles in order to meet statutory recycling targets, whilst dealing with waste collection in the most cost effective way possible.
4. Cardiff is already Britain's leading major city for recycling, with recycling and composting rates having increased from 4% to 58% over the last 15

years. Moving forward, Cardiff could become one of the world's leading recycling cities if recycling rates could be increased to 70% by 2025. What this means in practice is that, by 2025, the Council will need to be recycling an additional circa 20,000 tonnes of the city's waste to meet the Welsh Government's statutory target of 70%. Every tonne missed from the target would cost the Council £200 per tonne in fines. If the city's recycling rate does not increase and remains at 58%, the resulting fine by 2025 could potentially be as high as £10.45m.

5. The city is well placed to respond. The Administration's policy commitments, as set out in the Capital Ambition document that was agreed by Cabinet in July 2017, place great value on recycling education, cleaner streets and community partnerships to drive sustainable attitudes and behaviours. Capital Ambition also makes clear the Administration's commitment to increasing the levels of recycling whilst providing effective and efficient waste collection services. This is reflected in the draft updated Recycling and Waste Management Strategy 2018-21, which sets out the authority's approach for the next three years as it looks to reduce waste, while increasing reuse and recycling opportunities for residents and businesses.
6. This report focuses on a series of proposals that will help the city to meet its recycling targets, deliver a cost effective waste collection service and, more generally, deal sustainably with household waste. It seeks approval for progressing the delivery requirements of the existing Recycling Waste Management Strategy 2015-18 and outlines the planned changes required to drive forward the next phase of the Council's recycling delivery and performance between 2018 and 2021, which will be subject to consultation.

Statutory Requirements

7. The following legislation on waste recycling, treatment and disposal requires the Council to increase waste recycling and ensure waste minimisation in order to meet statutory obligations:
 - 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.
8. The Council remains committed to meeting its recycling targets, while also implementing adjustments to service delivery that will enhance the streetscene and make Cardiff a world-leading city in environmental sustainability.

9. In order to meet statutory targets set by the Welsh Government, the Council must move from an overall recycling rate of 58% to at least 64% in the next two years (by 2020) and to 70% by 2024/25. This will require at least an additional circa 20,000 tonnes of waste to be recycled to help meet those statutory targets.

Issues

10. The Recycling Waste Management Strategy 2015-18 outlined the planned changes needed to drive forward the Council's recycling policy and operational delivery. It was designed to meet statutory requirements and maintain high performance throughout the city's continued expansion. As the city grows, so does the volume of items disposed by households. The draft updated Recycling and Waste Management Strategy 2018-21 (Appendix 1) therefore sets out where performance improvement is required and how the Council will help residents, business and its services to deliver those changes.
11. The Council remains committed to taking preventative measures to ensure that future recycling targets are met and cost efficiencies are maximised. The work undertaken to update the strategy has tested the Council's compliance with the duties to collect recyclable materials separately, as well as cost effectiveness and the capacity for high quality recycling.
12. In advance of the final version of the Recycling and Waste Management Strategy 2018-21 being considered and approved by the Cabinet by the end of the 2018/19 financial year, the Council must also progress a number of initiatives to meet its recycling targets, which are set out in the following appendices to Appendix 1 – Recycling and Waste Management Strategy 2018-21:
 - Appendix A1: Separate Collection of Glass Waste
 - Appendix A2: Expansion of the Provision of Wheeled Bins
 - Appendix A3: Minimisation, Education, Reuse and HWRCs
 - Appendix A4: Planning Ahead – Infrastructure and Partners
 - Appendix A5: Service Standards
13. Appendix A6 (Recycling Performance) to the draft updated Recycling and Waste Management Strategy 2018-21 also outlines the Council's current progress in terms of recycling performance within both Welsh and UK contexts. It examines areas of recycling potential and associated opportunities to improve the recycling yields across the various waste streams. This will play a key role in ensuring that the Council can achieve an increased overall performance of 70%, by recovering and a further estimated 20,000 tonnes of recycling. Increasing the household kerbside recycling performance up to 70% could result in approximately 6000t of recycling.
14. In terms of commercial business waste, there is the challenge of increasing recycling, whilst also increasing net income for the Council.

Based on the compositional analysis, there is a large proportion of potential recycling available in the commercial waste streams. If the current level of commercial recycling increased to at least 58%, approximately 6,000 tonnes could be gained.

15. HWRCs provide opportunities for increasing recycling performance and, if a target of 80% could be achieved, approximately 4,000 tonnes could be added to recycling performance. Additional tonnage could also be achieved by pursuing new recycling opportunities. By delivering two large HWRC sites with more recycling separation and more staff to support residents, this is highly achievable. In addition, a third HWRC site will be developed to accommodate population growth and housing development in growth areas of the city, and to futureproof and maximise reuse and recycling opportunities for non-kerbside collected waste.
16. Areas like street cleansing, fly-tipping and secondary recycling could collectively contribute approximately 4000t in additional material that can be recycled. Promoting the reuse of items – albeit a smaller proportion of the whole waste stream – can also help to develop sustainable behaviours, whilst contributing an additional increase in performance.
17. Potential additional tonnages for recycling have been determined using current waste flow modelling. However, profiling is subject to change with increased population, housing growth & recycling habits to consider'
18. Appendix B to the Recycling and Waste Management Strategy 2018-21 sets out the results of the gap analysis between the desired outcomes of the 2015-18 strategy and the Council's current position. Any areas where progress was not in line with the previous strategy have been reconsidered and brought forward as part of the new proposals in the revised delivery plan. In addition, for context, Appendix C to the Recycling and Waste Management Strategy 2018-21 covers how the Council performs against each of the policy criteria to demonstrate the Council's commitment to work towards the Welsh Government's 'Collections Blueprint.'
19. Driving operational efficiencies and reducing service costs is a high priority. Equally as critical is the need to drive up recycling performance to meet statutory targets and avoid financial penalties. If the Council's recycling rate stays at 58%, potential total fines could increase to £10.45m by 2025. It is therefore crucial that the Council takes steps to improve its recycling performance to meet or exceed the statutory targets.
20. Global recycling markets will also influence and inform the nature of the services provided by the Council. The recycling market currently presents significant challenges for the Council in meeting its recycling targets in a cost effective way. Any new or existing material that is collected must be recycled in order to be included in the city's recycling performance. In the period since the previous strategy was approved in 2015, recycling markets have seen a decrease in market values and increased quality demands. This places increased pressure on the Council to improve the

quality of the materials separated and cleaned from both kerbside collections and materials recycling facilities. To support this, various amendments to the phases set out in the existing 2015-18 strategy are proposed in the following sections:

Separate Collection of Glass Waste (Appendix A1)

21. The Council currently collects glass waste co-mingled (mixed) in a green bag with other dry recyclable waste (e.g. plastics, cans, bottles etc.). Whilst this approach continues to serve Cardiff well, changes in global markets have created an end-processing pressure within the market place for recycled materials. This means that, currently, Cardiff only has one secure outlet for the reprocessing of glass into the aggregate market. In recent years, this has seen an increase in the cost of moving the material for recycling, rather than the ideal position of income being received for the product.
22. In 2015, the glass outlet ceased operations for two months, which meant that the glass waste had to be stockpiled to prevent disposal. A material that once secured an income now costs close to £500,000 per year to process. If a longer-term market collapse should happen, the material would be lost to disposal and not recycled. This could mean an additional £320,000 in processing costs, but also up to £1.6m in annual fines as there would be significant risk of the Council failing to achieve the required targets.
23. As part of the review of the existing 2015-18 strategy, it has been identified that changes are required to the way that domestic glass waste is collected at the kerbside to avoid the potentially massive financial risks to the Council. A higher quality product can be obtained by keeping the glass separate from other waste materials collected and, instead of a cost; income could be obtained for the material.
24. It is therefore proposed that a pilot scheme for the separate collection of domestic glass waste from approximately 17,000 households will run alongside the green bag collection service. Residents on the pilot scheme will be required to place glass waste bottles and jars in an alternative container, rather than the green bag. The container will be collected separately to the green bags and clean glass waste can then be sent direct to the end processor, without the need to be processed through the Council's Materials Recycling Facility at Lamby Way. The pilot will involve detailed monitoring and pre- and post- questionnaires to the households on the scheme. The pilot will also explore different types of containers and how the scheme can be varied to meet local community needs.
25. Whilst the pilot scheme is expected to reduce maintenance costs at the Materials Recycling Facility and increase value from the product, there will be increased costs on the collection system. The scheme overall will be self-financing based on current market positions, but will also aim to reduce the greater risk of losing over 8,000 tonnes of glass recycling.

26. Detailed plans in Appendix A1 outline how the scheme will be piloted and consultation that will be undertaken. The Cabinet is recommended to approve a pilot scheme for the collection of domestic glass waste for recycling, separate to other household waste collections, and to agree to receive a further report containing feedback from the pilot scheme later in the 2018/19 financial year to support consideration of the further roll out of the scheme. These proposed changes aim to protect the current and future recycling performance of the Council, protect against global market changes and, in turn, reduce the financial burden on the Council.

Expansion of the Provision of Wheeled Bins (Appendix A2)

27. Across the city, there are currently just over a further 3,000 properties that are deemed suitable to receive a wheeled bin service that are currently receiving a bag service. The current criteria are based on the properties having sufficient room to store the wheeled bin(s) off the public highway. Operationally, areas have been identified which are now serviceable by wheeled bin(s) due to collection round efficiencies made in the past 12 months. The benefits of providing wheeled bins over bags continue to be less litter on our streets, fewer pest attacks and improved safety for employees and residents.
28. There will be discussions with local members in the identified areas considered suitable for wheeled bin provision. The priority will be the provision of black bins, but green bins would also be agreed in some areas.
29. Further expansion of the provision of wheeled bins into new areas will follow the established format whereby, following local ward member consultation, residents are notified of the change 3-6 weeks ahead of delivery. As well as the wheeled bin, they are provided with information about recycling, green bags, food bin liners and support services that are available. Face-to-face support is also available to residents to assist them with the changes. The Cabinet is therefore recommended to approve the further expansion of wheeled bin provision, as set out in Appendix A2. Consultation with local ward members would begin immediately in order to allow financial and operational planning for implementation within the 2018/19 financial year.

Minimisation, Education, Reuse and HWRCs (Appendix A3)

30. Targeted education campaigns will be delivered to encourage residents to recycle more and to help them fully understand the range of recycling services that are available to them. Key partnerships have been established and these will be expanded wherever possible to maximise the potential for reuse. Other charities and organisations will also be approached to help reuse niche items such as tools and medical aids.
31. The long term vision is to establish a greater network of reuse outlets across the city. There is also considerable potential to increase the quantities of recycled materials recovered from the waste that the public bring to the HWRC sites. Residents are often looking to dispose of items

quickly and do not stop to consider if an item can be recycled or not. It is now increasingly common practice for residents to be stopped from presenting waste in mixed bags at the HWRCs. However, the Council wants to support and enable residents to recycle more by encouraging them to present their waste ready for recycling as they arrive at the HWRCs and also asking them to sort the waste prior to placing it in the correct waste skip.

32. With the much improved HWRC sites providing over 30 different materials for recycling, there is very little waste that now needs to go into the general waste skip. It is proposed that “education stations” are provided at HWRCs where residents with bagged waste can receive appropriate advice and support on what waste materials can and should be recycled. This approach will also be supported by upskilling the HWRC attendants to encourage more reuse and recycling. The Cabinet is recommended to approve this approach.

Planning Ahead – Infrastructure and Partners (Appendix A4)

33. Cardiff is predicted to experience one of the largest population growths of any UK city over the next few decades. Three large strategic development sites in the north of the city have been allocated in the published Local Development Plan (LDP). Based on best practice guidelines and looking ahead, it is recognised that a new HWRC will be required to support population growth and increased housing development in these growth areas of the city.
34. Whilst the existing HWRC capacity is modern and fit for purpose and will service the city for the current and medium term, a new site could take 2-3 years to commission even after a site is secured and initially appraised for planning and environmental management purposes. Furthermore, the current LDP does not identify specific location(s) for a new HWRC in Cardiff, but work will be undertaken to ensure that the next LDP revision fully encapsulates the city’s future needs. Further work is required to explore the feasibility of various locations. Technical searches are required by an external party to firm up the requirements for the next LDP revision.
35. The Cabinet agreed on 15 February 2018 to prepare a business case relating to the future requirement for additional HWRC services in the city, alongside a site options appraisal to identify a preferred location for the future provision of additional HWRC facilities. The findings of both exercises will be considered by the Cabinet at a future meeting. In addition, as part of the Council’s approved budget for 2018/19, the medium term Capital Programme makes provision for a new HWRC facility with an allocation of £3.325m over the next three years.
36. The same principle applies to the Materials Recycling Facility at Lamby Way. The facility meets the Council’s current and medium term requirements, but due to the timescale and funding requirements for a second or replacement facility, considerable scoping work and business planning is required.

37. The Council has secured benefits from developing waste infrastructure in partnership with other local authorities within South East Wales in order to gain economies of scale. The previous procurement of residual and organic waste treatment facilities on a regional basis provides a successful template for exploring similar arrangements and facilities for dry recycling (e.g. plastics, cans, bottles etc.) within the city-region. As a result, the development of an outline business case and options appraisal is required for the long term processing of dry recycling. The Cabinet is recommended to approve this approach to developing a proposed new regional recycling facility and to agree to explore regional collaboration, alongside the Welsh Government, on the development of an initial outline business case and options appraisal.

Service Standards (Appendix A5)

38. As part of the Council's strategic position to deliver cost effective, customer focused services, there is a need to outline the service standards offered to the public. This will set a benchmark for what the public can expect from the Council's recycling services, which will assist in driving forward improvements in services through feedback on the delivery of these standards. The service standards would be developed through customer and employee consultation prior to final approval and publication.
39. There are also further schemes that could be considered to support future improvements. These include regional working solutions and exploring potential changes to winter green waste services, bank holiday working arrangements or the days of the week over which collections could occur. Consultation would be fully scoped for each component. High-level principles and options are outlined in Appendix A5 and will form the starting point for discussions exploring the detailed financial business cases for potential improvements to recycling services.

Draft Recycling and Waste Management Strategy 2018-21

40. The Council will continue to build on approach to waste minimisation, reuse and recycling that was set out previously in the Recycling Waste Management Strategy 2015-18. The draft updated strategy for 2018-21 focuses on a number of areas over the next three years, including:

Single Use Plastics

41. The Council recognises the damage that waste plastics cause to the environment and that single use plastics create unnecessary waste with negative impacts on our communities and environment. Approximately 400 million tonnes of plastic are produced globally each year, of which 40% is intended to be single use. Over 8 million tonnes of such plastics enter the world's oceans and land each year, with most originating from the land. A reduction in the use of plastics and the recycling of those plastics that are recyclable, such as those collected from households in the city through the green bag scheme, can help protect the environment

and support sustainable development. Work to promote and support behavioural change will be critical to reducing the damage caused to the environment and to encouraging the active recycling of this finite resource.

42. The Cabinet will bring forward a policy proposal for significantly reducing the use of single use plastics (e.g. plastic cups and plastic cutlery) by the Council and within our supply chains. In addition, the Council will proactively work with volunteers, business and public partners to promote awareness of the damage to the environment caused by single use plastics and to widely reduce their use across the city.
43. Furthermore, the policy will encompass key campaigns and activities to take direct action to reduce the use of single use plastics in the city, such as working with Dŵr Cymru Welsh Water on drinking water refill stations and working with retailers on plastic packaging recycling and reducing the use of single use food and drink containers (e.g. coffee cups). The new policy is due to be considered by the Cabinet in autumn 2018.
44. The 2018-21 strategy and delivery plan will also continue to build on the good work undertaken by residents and partners to litter pick, reuse, recycle and sustainably recover plastic resources (e.g. plastic bottled household detergent or milk bottles and meat trays) from domestic and business waste streams.

'On the Move' Recycling

45. The contents of litter bins positioned on-street or in parks, as well as litter collected from street sweeping, contains up to 70% recyclable materials. While on-street recycling litter bins have been provided in high footfall areas of the city centre, it has proven to be a significant challenge to encourage residents and visitors to use these bins correctly. Recent research has shown that bins have to be demonstrably different and very well labelled with positive 'nudge' messages to help everyone to use them.
46. The Council will therefore work with the Welsh Government as part of national behavioural change projects to help overcome communication barriers and deliver local campaigns in high footfall areas and parks, which will help to increase 'on the move' recycling of waste through the use of new recycling litter bins. There are also further opportunities to support litter recycling in Cardiff through the work of the 'Love Where You Live' voluntary groups operating across the city.

Deposit Return Schemes

47. The Council will work with the Welsh Government and key partners to explore the concept of re-establishing deposit return schemes for packaging, whilst fully accounting for any potential perverse impacts on statutory performance.

Kerbside Collection Policy

48. Towards the end of the 2018-21 strategy, the Council will re-test current approaches to ensure that they still provide the best value for money and sustainable outcomes in line with the Welsh Government's preferred 'Collections Blueprint'.

Alternative Fuel Mediums

49. Capital Ambition supports the move towards more sustainable fuel sources. The Council is already exploring alternative fuel mediums within its recycling services, such as the use of electric vehicles, as well as Compressed Natural Gas (CNG) and hydrogen fuels for the Heavy Goods Vehicle (HGV) fleet.

Sources of Materials

50. The Council will seek out new recycling markets to contribute towards overall recycling performance. Each source of waste (domestic, commercial, street cleansing, HWRCs etc.) has been reviewed to consider how minimisation, reuse and recycling can be applied.

Stakeholder Engagement & Communications

51. Consultation is important for all service changes and has been integral in shaping changes in policy and operational delivery since the Council's first Recycling and Waste Management Strategy in 2001 set out new services to be delivered by the Council some 17 years ago. There has been an extensive history of citywide consultation on positive changes to waste reuse and recycling in the city that are noted as background papers. Further citywide consultation will be conducted on the key changes proposed in the various appendices to the draft 2018-21 strategy.
52. Engagement will be undertaken with key stakeholder groups, such as residents, business, students, minority groups and community leaders, and will continue to play an important role in raising public awareness, gathering feedback and shaping future service requirements.
53. The glass waste recycling pilot scheme will have its own targeted pre- and post-pilot questionnaires to gauge public users' feedback. The proposed expansion of wheeled bin provision will also be discussed specifically with local ward members.

54. In addition to the public consultation exercises, an independent recycling waste review, supported by external independent representatives, and further consultation with the Council's Environmental Scrutiny Committee will be run in parallel to ensure that all aspects of the draft updated strategy are as forward thinking and progressive as possible.
55. Appendix D to the Recycling and Waste Management Strategy 2018-21 provides the Equality Impact Assessments (EIAs) of the draft updated strategy, which consider all the elements that are proposed to be carried out in the next three years. The further expansion of wheeled bin provision has an existing EIA; whilst the glass waste recycling pilot scheme has an initial assessment (also in Appendix D), which will be revised as the pilot scheme is undertaken and evaluated. All other new schemes will have a detailed EIA completed when the appropriate consultation or delivery plans are concluded.
56. The Welsh Government is expected to produce a revised Waste Strategy for Wales by the end of 2019. The Minister for Environment has set out plans to deliver a longer-term strategy document that will seek to address a circular economy approach, extend producer responsibility and carbon reduction goals; alongside a shorter-term route map which will include areas such as infrastructure needs or revised food waste targets. The Welsh Government is expected to begin consultation on this approach in autumn 2018. It is therefore timely for the Council to both respond to the national consultation and consider the final version of the Recycling and Waste Management Strategy 2018-21 following consultation in early 2019 when more information at a national level will also be available.

Education and Enforcement

57. Comprehensive communication activities will be supported by a zero tolerance approach to environmental crimes. Strong approaches to litter and fly-tipping enforcement will be undertaken, demonstrating the Council's ongoing commitment to tackling the behaviours of those who display a lack of respect for our environment.
58. By building on the campaigns in schools and the 'Love Where You Live' ethos, community based approaches will be embraced. Further, targeted education will support the changes. By changing perceptions, raising awareness and increasing social responsibility, the draft updated strategy will take the citizens of Cardiff towards a more sustainable future.

Delivery Arrangements

59. Capital Ambition commits to the delivery of a 'Total Street' approach to keeping the city's streets and public spaces clean and well maintained. Frontline Council services, such as cleansing, highways, waste and enforcement, will also be aligned and there will be a strengthening of responsibility to neighbourhoods through a stronger focus on partnerships and cross-directorate working. To support this approach, the Capital Ambition Delivery Programme includes the establishment of a

Streetscene programme, which will oversee the implementation of the Recycling and Waste Management Strategy 2018-21.

Local Member Consultation

60. Each project has its own consultation process as outlined in each of the appendices. This includes specific consultation with local ward members on the proposed expansion of wheeled bin provision in those identified areas considered suitable, as set out previously in this report. All consultations will assist in shaping the final delivery of the strategy requirements.

Scrutiny Consideration

61. The Environmental Scrutiny Committee will consider this issue at their meeting on 15 May 2018. Any comments received will be reported at the Cabinet meeting.

Reasons for Recommendations

62. To ensure that statutory targets for Municipal Waste Recycling are met in a timely manner by building on the Recycling Waste Management Strategy 2015-18 and reaffirming the core principles of the strategy as part of the draft updated Recycling and Waste Management Strategy 2018-21.
63. To seek approval for a glass waste recycling pilot scheme; the provision of HWRC education stations, and the further expansion of the provision of wheeled bins in the city, as outlined in the appropriate appendices to the 2018-21 strategy.
64. To undertake citywide consultation on the draft Recycling and Waste Management Strategy 2018-21, including key change proposals in the draft strategy, new infrastructure requirements, service standards and other proposals raised in this report.
65. To approve the progression of an independent recycling review and consultation with the Environmental Scrutiny Committee to test the draft updated strategy to ensure that it is progressive and robust. Once the review and consultation exercises are completed, the Cabinet is being asked to agree to receive a further report by the end of the 2018/19 financial year on the potential wider roll out of separate glass waste collections and a final version of the Recycling and Waste Management Strategy 2018-21 for approval.

Financial Implications

66. The majority of this report outlines a number of key recycling and waste management proposals that are to be the subject of further citywide consultation, which in turn will inform the final recycling and waste management strategy for the period 2018-2021. The recommendation from the report is that the consultation is progressed and on the basis of

moving to consultation there are no direct financial implications arising from implementing this recommendation. The specific proposals that emerge from the consultation, and will be incorporated into the final strategy to be brought back to Cabinet, are expected to have financial implications. These specific proposals will need to be supported by business cases, which demonstrate their financial viability in which a key factor will be cost avoidance of future recycling fines.

67. The assumption with the glass waste recycling pilot exercise is that it will be self-funding with the additional costs of implementing the pilot being funded by additional income / reduction in glass waste disposal costs. This assumption will need continued monitoring to ensure that any deviation between projected and actual costs and income are identified and, if appropriate, mitigations are introduced. A business case building on the results of the pilot will underpin any proposal to extend the glass waste collection scheme. Taking no action carries significant financial risks through either increased processing cost or from fiscal penalties if the tonnage is lost.

Legal Implications

68. As set out in the report, following consultation and/or pilot schemes, the matter will be reported back to Cabinet along with the final strategy for approval. The report also sets out the consultation to be undertaken with the public. Any consultation must be adequate and fair. The carrying out of consultation gives rise to a legitimate expectation that the outcome of the consultation will be considered as part of the decision making process.
69. With regards to arrangements with external bodies, further advice should be sought prior to procurement of those arrangements.
70. The Council has to satisfy its public sector duties under the Equality 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.
71. Protected characteristics are:
- Age
 - Gender reassignment
 - Sex
 - Race – including ethnic or national origin, colour or nationality
 - Disability
 - Pregnancy and maternity
 - Marriage and civil partnership
 - Sexual orientation
 - Religion or belief – including lack of belief

As such, decisions have to be made in the context of the Council's Equality Act public sector duties.

72. The report identifies that an Equality Impact Assessment has been carried out and is appended to the report. 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. The decision maker must have due regard to the Equality Impact Assessment in making its decision.
73. The decision maker should also have regard when making its decision to the Council's wider obligations under the Well-being of Future Generations (Wales) Act 2015. In brief, the Act makes provision with regard to promoting/improving well-being.

HR Implications

74. The proposals have HR implications, which include the need for additional employees, changes of work patterns or a requirement for additional training. Detailed HR implications will be provided as the matters are referred back to Cabinet following the pilots / consultations.
75. Initial consultation has taken place with the Trade Unions and employees and this will continue throughout the pilots and consultations.
76. Any changes required will be carried out using corporately agreed policies and procedures.

RECOMMENDATIONS

Cabinet is recommended to:

1. As set out in the Recycling Waste Management Strategy 2015-18,
 - a. approve the further expansion of the provision of wheeled bins as set out in Appendix A2;
 - b. approve the provision of Household Waste Recycling Centre (HWRC) education stations; and
 - c. approve a pilot scheme for the collection of domestic glass waste for recycling, separate to other household waste collections.
2. Approve the undertaking of citywide consultation on the draft Recycling and Waste Management Strategy 2018-21, including key change proposals in the draft strategy, new infrastructure requirements, service standards and other proposals raised in this report.

3. Approve the undertaking of an independent recycling waste review, which will assist in ensuring that all aspects of the draft Recycling and Waste Management Strategy 2018-21 are progressive and robust.
4. Agree to explore regional collaboration, alongside the Welsh Government, on the development of an initial outline business case and options appraisal for the proposed development of a regional recycling facility.
5. Agree to receive a further report following consultation and by the end of the 2018/19 financial year, which will consider the potential wider roll out of separate glass waste collections and a final version of the Recycling and Waste Management Strategy 2018-21 for approval.

SENIOR RESPONSIBLE OFFICER	Andrew Gregory Director of Planning, Transport & Environment
	11 May 2018

The following appendices are attached:

- Appendix 1 – Recycling and Waste Management Strategy 2018-21
 - Appendix A1: Separate Collection of Glass Waste
 - Appendix A2: Expansion of the Provision of Wheeled Bins
 - Appendix A3: Minimisation, Education, Reuse and HWRCs
 - Appendix A4: Planning Ahead – Infrastructure and Partners
 - Appendix A5: Service Standards
 - Appendix A6: Recycling Performance
 - Appendix B – Gap Analysis
 - Appendix C – Compliance with Welsh Government Collections Blueprint
 - Appendix D – Equality Impact Assessments and Screening Tool

The following background papers have been taken into account

- Recycling Waste Management Strategy 2015-18

Recycling Waste Management Strategy

Cardiff Council - Draft Updated Strategy 2018-21



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Introduction

Cardiff is one of the UK's fastest growing cities. While this growth is a signal of strength and a period of opportunity for the city's economy, it will bring challenges too. It will put pressure on both the city's physical infrastructure - like our roads and public transport system - and our public services. With Cardiff projected to grow by more than every other Local Authority in Wales combined over the next 20 years, more waste will be created. Not only does this waste need to be dealt with sustainably, but the Council must also increase the amount it recycles to meet statutory recycling targets whilst dealing with waste collection in the most cost effective way possible.

Cardiff is already Britain's leading major city for recycling, with recycling and composting rates having increased from 4% to 58% over the last 15 years. This represents an important achievement by the residents of the city, and Capital Ambition makes clear the Administration's commitment to increasing the levels of recycling whilst providing an effective and efficient waste collection service.

Moving forward, Cardiff could become one of the world's leading recycling cities if recycling rates could be increased beyond 70% by 2025. What this means in practice is that the Council will need to recycle a further estimated 20,000 tonnes of the city's waste by 2025 to meet Welsh Government's 70% target. Every tonne missed from the target could cost the Council £200 in fines. If the city's recycling rates do not increase, and remain at 58%, the resulting fine by 2025 could be as high as £10m.

The city is well placed to respond. The Council's Recycling Waste Management Strategy 2015-18 - which set out the Council's approach for reducing waste and increasing reuse and recycling opportunities for residents and businesses - has delivered real progress.

It is clear, however, that there is more to be done. There are challenges in increasing recycling and achieving efficiencies in waste collection in a city as large and diverse as Cardiff. The fact that the Council must collect waste from several different property types - including terraced housing, houses with multiple occupants, medium and high density flats - means that finding a solution that meets the needs of citizens as well as the aspirations of a sustainable city is difficult. There can be no "one-size-fits-all" solution, and we need to work with communities to tackle waste and improve recycling across Cardiff.

We also know that in some of the more disadvantaged areas of the city, recycling rates are persistently low. This is a challenge that must be met with greater support and improved education. More broadly, the world market for waste is changing, meaning that, as a city, we will all have to do more. Unless we do so, the financial cost of dealing with waste in the city, not to mention the global environmental cost, will simply become too high.

This strategy will play an important role in helping to keep Cardiff streets clean. To do this staff from across the Council will work across departmental and organisational silos, integrate services, build new partnerships and use new technology to help keep streets clean, as part of a Total Street approach.

The draft updated Recycling and Waste Management Strategy 2018-2021 will therefore help the city meet its recycling targets, deliver a cost effective waste collection service and, more generally, deal sustainably with household waste.

CLlr Michael Michael
Cabinet Member for Clean Streets, Recycling and Environment



1. Overview

The Council's Recycling and Waste Management Strategy is reviewed every three years, with the last strategy covering the period 2015-18.

This draft update to the strategy is informed by:

- *the Administration's Capital Ambition commitments to increase recycling, deliver an efficient waste service and ensure Cardiff streets are clean;*
- *the need to comply with legislation;*
- *a review of the Recycling Waste Management Strategy 2015-18; and*
- *a formal consultation process which will run from June to August 2018.*

The draft strategy reaffirms the Council's core principles for increasing recycling and the actions identified in the previous strategy, which will continue to be driven forward in addition to new and emerging actions that also need to be progressed during 2018-21. The following appendices provide further detail.

- **Appendix A1** - Separate Collection of Glass Waste
- **Appendix A2** - Expansion of the Provision of the Wheeled Bin Service
- **Appendix A3** - Minimisation, Education, Reuse and HWRCs (Household Waste Recycling Centres)
- **Appendix A4** - Planning Ahead - Infrastructure and Partners
- **Appendix A5** - Service Standards
- **Appendix A6** - Recycling performance
- **Appendix B** - Gap analysis
- **Appendix C** - Compliance with Welsh Government "Collections Blueprint"
- **Appendix D** - Equality Impact Assessments and Screening Tool



2. Cardiff's Recycling Waste Management Strategy

2.1 Key Principles

The Recycling Waste Management Strategy 2015-18 established a series of key principles that provided the policy foundations for increasing recycling and dealing effectively with waste management in the city. These key principles included:

Key Principle	Purpose
Waste Minimisation	To inhibit the growth of Municipal Solid Waste per capita by promoting waste minimisation initiatives with a long term aim of reducing growth to zero.
Awareness and Education	To raise awareness with the public and the Council of the need to enhance reuse, 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 % reuse/recycling/composting rate by 2024/25.
Minimise Waste to Disposal	To minimise the amount of Municipal Solid Waste sent for disposal, by not exceeding the maximum amount of 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 Effective 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 and carbon footprint.

These principles, which have served the Council well, must continue to underpin the Council's strategy as it seeks to increase recycling rates and improve the operating efficiency of the waste service. They will also underpin the delivery of a Total Street approach to keeping streets and public spaces clean whilst joining up Council services.



The draft updated 2018-21 strategy will therefore continue with the core principles of the Council's Recycling and Waste Management Strategy, which have also been reinforced by the policy commitments set out in Capital Ambition.

2.2 Key Achievements

Cardiff's Recycling Waste Management Strategy 2015-18 has delivered successfully, with appropriate investment, changes to operational practices as well as behavioural change. It has resulted in overall recycling, reuse and composting rates rising from 53% in 2014/15 to the current rate of over 58%.

The increase in overall recycling rates is significant, and the Council thanks its residents for their co-operation in the waste restriction scheme. Over the last three years, the strategy has also enabled Cardiff to:

- *Increase recycling performance and meet statutory targets*
- *Deliver a new and improved Household Waste Recycling Centre (HWRC) at Lamby Way*
- *Provide a free bulky waste collection service for recyclable items*
- *Introduce a reuse partnership at Bessemer Close and Lamby Way HWRCs*
- *Move closer to the Welsh Government's "Collections Blueprint", which is its recommended approach for the collection of household waste*
- *Move to the provision of 140L wheeled bins and equivalent restriction via the provision of red striped 'bespoke' bags across the city*
- *Replace single use bio-bags for garden waste with re-useable sacks across most of the city*
- *Deliver the organic waste treatment contract for food and green waste recycling*
- *Prevent non-Cardiff residents from using HWRCs by introducing a requirement to provide proof of residency*
- *Secure new recycling markets for tyres, mattresses, carpet and uPVC*
- *Charge £25 for replacement of lost or stolen wheeled bins and wheeled bins for new properties*
- *Commence regional contracts to process food waste and garden waste within Wales*



3. Informing the Draft Updated Strategy

3.1 Review of the Recycling Waste Management Strategy 2015-18

The previous strategy was broken down into five separate phases that were reviewed as part of the ongoing process of delivery. The review has also informed the draft updated strategy for 2018-21, with progress summarised below:

Phase	Progress Review
Phase 1: Residual waste restriction programme	Phases 1 and 2 have been delivered in full, and have resulted in our overall recycling performance rising from 53 % in 2014/15 to 58 % in 2016/17.
Phase 2: Household Waste Recycling Centres, new markets and reuse options	
Phase 3: Recycling collections change requirements	Phase 3 was completed in 2015. Further review will be required to continue to move with market and performance requirements.
Phase 4: Recycling infrastructure	A new Household Waste Recycling Centre was completed in 2017.
Phase 5: Additional recycling performance; commercial, cleansing 2017/18	Additional recycling performance was achieved though the treatment and recycling of street sweepings and mattresses. Phases 4 and 5 will continue to be delivered through the updated strategy.

The current approach has also moved the Council closer to Welsh Government’s preferred Collections Blueprint, which outlines their recommended approach for collecting household waste and aims to increase the rates of high quality recycling, achieve cost savings, and deliver sustainable development. It should be noted that no Local Authority in Wales currently meets all the requirements of the Collections Blueprint. Actions contained within this revised strategy will mean further improvements in accordance with the Collections Blueprint.

A full gap analysis was also undertaken to identify both the actions delivered and actions outstanding since 2015. This is included as **Appendix B** to this strategy.



3.2 Comparative Performance

When comparing Cardiff's performance, the Council performs well in many areas. The biggest difference between Cardiff and other Local Authorities in Wales is the high volumes of commercial waste produced and the pressures that a city centre economy brings. Large-scale events and businesses do not always recycle the same quantities of waste as households, although this is improving.

Only the waste collected - and subsequently recycled - by the Council from these businesses is included in the tonnages that contribute to the overall recycling figures for the Council. Commercial waste collections can therefore have a significant impact on slowing down overall recycling rates if the recycling rates of waste collected from businesses do not perform as highly as national targets demand.

The proportion and sources of waste collected by the Council and included in recycling performance definitions are outlined below:

Sources of waste



Commercial waste recycling services provide an income stream that supports the Council to deliver all of its waste recycling services. When Cardiff is benchmarked against other UK Core Cities, who face similar challenges to Cardiff, it is clear that the city delivers a much higher recycling performance than other major UK Core Cities, even when accounting for the differences in collection data.

Area	Recycling performance 2016/17 (%)
Wales	63.8
CARDIFF	58.1
Edinburgh	42.3
Bristol	43.4
Manchester	36
Glasgow	26

3.3 Legislative Requirements and Statutory Recycling Targets

The Welsh Government has set demanding statutory targets for all Welsh Local Authorities. Failure to meet these targets carries a £200 per tonne penalty, and the statutory targets for Cardiff are summarised below:

Waste collected by Local Authorities (Cardiff)	2019/20 Targets	2024/25 Targets
Minimum overall recycling	64 %	70 %
Maximum level of landfill	10 %	5 %
Maximum level of energy from waste	36 %	30 %
Biodegradable Landfill Allowance	33,557t	-

The statutory target of 58 % that was set for 2015/16 must be maintained or improved upon until 2019/20. Incremental increases are required year on year to achieve or exceed the required 64 % in 2019/20. To date, no fines have been issued to any Welsh Local Authority provided that a clear improvement plan was presented to Welsh Government. This is entirely at the Welsh Government’s discretion, and the risk of larger fines could escalate to £10.45m by 2025 if the Council were to remain at the current recycling rate.

Do Nothing option based on 2016/17 (58%) performance	Local Authority Recycling Target	Recycling Tonnage deficit	Annual Fine value
2017/18	58 %	-	-
2018/19	58 %	-	-
2019/20	64 %	6,970	£1.394m
2020/21	64 %	6,970	£1.394m
2021/22	64 %	6,970	£1.394m
2022/23	64 %	6,970	£1.394m
2023/24	64 %	6,970	£1.394m
2024/25	70 %	17,424	£3.485m
		Total	£10.45m



It is unlikely that the decision of the UK Referendum to leave the European Union will have an impact on the regulations listed above. Waste is a devolved power and Welsh Government have already set recycling and waste targets over and above the requirements for European Union (EU) Member States.

Since the publication of the previous strategy in 2015, there have been no major changes to regulations. That said, the delivery of the new Environment Act (Wales) 2016 will have an influence on an updated strategy when the new Recycling and Environment Regulations are published, though they are not expected until 2019/20.

Revised Waste Framework Directive (rWFD)

The 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 Directive introduces the waste hierarchy, which identifies the best and preferred method of waste management practices among EU Member States, whilst setting targets for the reuse and recycling of waste.

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

The requirement for EU Member States to establish national 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. These were amended in 2012, forming The Waste (England and Wales) (Amendment) Regulations 2012.

Towards Zero Waste Strategy

The Welsh Government's Towards Zero Waste (TZW) Strategy 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.

TZW outlines challenging targets that all Local Authorities must achieve which not only focus on achieving high levels of recycling, but also exceed the 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.



Municipal Sector Plan – Part 1 “Collections Blueprint”

The Collections Blueprint describes the Welsh Government’s recommended service profile for the collection of household waste. It is anticipated that the recommended service will result in high rates of high quality recycling, significant long term cost savings and improved sustainable development outcomes.

The key emphasis throughout the document is to achieve “closed loop” recycling, in which waste is collected, recycled and used to make new products; however, this requires high quality material. A comparison of Cardiff’s service and the Collections Blueprint is provided as **Appendix C**. Failure to conform to the requirement of the Collections Blueprint could result in the reduction/removal of funding from the Environment Sustainable Development Grant (ESDG) – during 2017/18, this was worth £6.6 million to the Council.

3.4 Well-being of Future Generations (Wales) Act 2015

The Act ensures that all public bodies consider the long term impacts of policy on future generations when making decisions, particularly by having due regard to the Sustainable Development Principle. The Sustainable Development Principle is characterised by the following Five Ways of Working:

1. Integration

E.g. Integration of waste collection and cleansing teams, as the Council seeks to increasingly work across organisational and departmental boundaries.

2. Collaboration

E.g. Collaboration with the British Heart Foundation in developing Reuse Centres and the development of “Love Where you Live” community litter picks with local residents. In addition, established contract partnerships with neighbouring authorities.

3. Prevention

E.g. Minimising general waste, minimising waste sent to landfill and increasing recycling. Support public services that deliver clean streets and prevent environmental crime.

4. Involvement

E.g. Consultation on the proposed strategy and work with resident groups and partners to help keep Cardiff tidy.

5. Long Term

E.g. Consideration of future waste trends, review of population and household growth figures and a review of Cardiff’s recycling potential in order to achieve and exceed recycling targets.

In complying with the Act, the strategy can demonstrably point to how the Sustainable Development Principle and the Five Ways of Working have shaped its development. The draft updated strategy has also been subject to a Statutory Screening Assessment, attached as **Appendix D**.



4. Cardiff Recycling and Performance Potential

A waste flow review has confirmed that achieving recycling targets of over 70 % is feasible, but will not be achieved without a series of changes to the current operating model, market environment and recycling behaviours. Achieving a 70 % + recycling rate would therefore require:

- *More education and awareness;*
- *Cultural and habit changes;*
- *New external markets becoming viable and stable;*
- *Stronger enforcement of recycling;*
- *Balancing the commercial income generated through commercial recycling to risk.*

If certain barriers were removed, behaviours sufficiently changed and the market conditions were right, there are a number of areas where the Council could increase the amount it recycles.

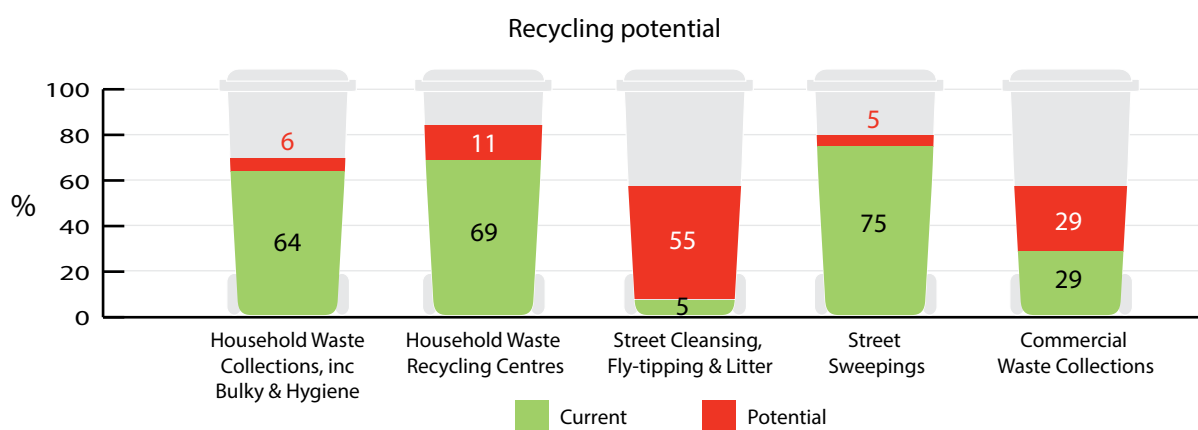
Whilst it is difficult to accurately predict people's behaviours against a background of rapid population growth, the review has determined that there is sufficient recycle still available in the residual streams to achieve 70 % or above recycling within the city. Based on the current tonnages achieved and the composition analysis of what is available, the summary on the following page outlines how 70 % can be achieved. Further details can be found in **Appendix A6**.

4.1 Potential for Increasing Recycling

Based on our analysis of waste and recycling we believe that there is potential to increase recycling in a number of areas. These include:

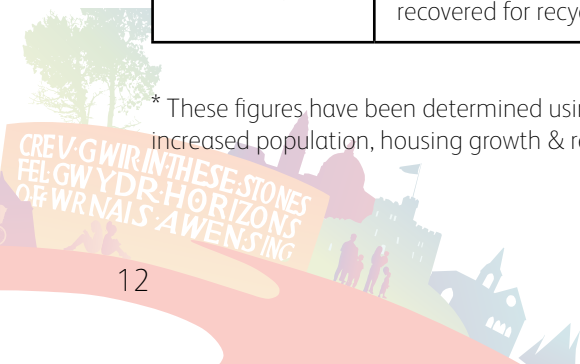
- *Household Waste: Household kerbside collections, bulky, hygiene & bring sites*
- *Household Waste Recycling Centres*
- *Street Cleansing, Fly-tipping & Litter*
- *Street Sweepings*
- *Commercial Waste Collections*
- *Secondary recycling (i.e. the material/product is reused in some other way without reprocessing)*

The potential increase is summarised below:



Area	Recycling and Performance - Potential Improvements	Potential Additional Tonnages for Recycling (approx.) *
<p>Household Waste:</p> <p>Household kerbside collections, bulky, hygiene & bring sites</p>	<p>We could recover additional recycling by increasing performance from 64 % to 70 % .</p> <ul style="list-style-type: none"> • Almost 1,000 tonnes could be achieved from recycling hygiene waste. • An additional 500 tonnes could be achieved from recycling textiles at the kerbside. • More people could be supported to recycle more items • Further reuse and sorting of bulky items. <p>Performance improvement will be primarily driven by education and influencing habits of residents to recycle correctly and as much as possible.</p>	<p>+6,000t</p>
<p>Household Waste: Recycling Centres</p>	<p>Moving to 80 % recycling of current materials by ensuring residents recycle as much as possible at the HWRCs.</p> <p>Pursuing new market opportunities for hygiene and PVC windows could yield additional tonnages for recycling.</p>	<p>+5,000t</p>
<p>Street cleansing, litter and fly-tipping</p>	<p>Litter, cleansing and fly-tipping contribute a smaller proportion of the whole waste stream, but even small changes could yield a small increase in overall recycling performance.</p>	<p>+1,000t</p>
<p>Street Sweepings</p>	<p>Reducing the contamination as the sweepings are collected.</p>	<p>+280t</p>
<p>Commercial Waste Collections</p>	<p>Based on the compositional analysis there is a large proportion of recycling available in the commercial waste streams.</p> <p>Of the current level of Commercial Waste collected, approximately 29 % is recycled. If this was increased to 58 % , approx. 6,000 more tonnes could be recycled. However, balancing this with market growth and income will mean a slower timeline to improve recycling in this area.</p> <p>Targeting new single stream collections and skips services.</p> <p>Embracing Environment Act Regulations to promote and support landfill bans and separate recycling collections.</p> <p>Working with Welsh Government on deposit schemes and reuse.</p>	<p>+6,000t</p>
<p>Secondary recycling</p>	<p>There are secondary opportunities to remove more recycling from residual streams. By sorting through residual skips and other residual streams such as fly-tipping, further tonnage can be recovered for recycling.</p>	<p>+ 3,000t</p>

* These figures have been determined using current waste flow modelling. However profiling is subject to change with increased population, housing growth & recycling habits to consider.



5. Completing Issues Identified in the 2015-18 Strategy

Following the review of the 2015-18 Strategy, five key areas of focus have been identified that require immediate action, in order to complete the delivery of the 2015-18 Strategy and support the delivery of the draft updated Strategy for 2018-21.

Piloting a separate glass waste collection service

In order to reduce operational processing and maintenance costs the Council will pilot a fortnightly collection of glass waste in a separate container for recycling purposes.

The weekly green bag collection service will remain for all other materials, but the glass waste must be placed in a separate container. This will mean high quality glass waste can be provided for recycling, so reducing the risk of losing a glass-recycling outlet for the Council. The changes will be self-financing; the current cost of recycling the glass waste will be replaced with an income.

This will fund the additional collection costs of providing this service. On completing the pilot, residents will be consulted and the feedback will inform the further development of the Recycling and Waste Management Strategy. The information regarding the background and the pilot for a separate glass collection is attached **Appendix A1**.

Expand the Provision of the Wheeled Bin Service

The benefits of the provision and use of wheeled bins, where appropriate, are well established when compared with bag collections. They reduce street litter and pest attacks. Wheeled bins also provide safe storage and movement of waste for employees and residents.

A further 3,000 households (approx.) are deemed suitable for wheeled bins, under the current established criteria. Local consultation will be undertaken with ward members to agree the full extent of the expansion programme. These changes will be delivered within existing resources and further detail is attached as **Appendix A2**.



Minimisation, Education, Reuse and Changes to Household Waste Recycling Centres

The Council will continue its commitment to promoting waste minimisation through education alongside reuse partnerships. Clear education messages and activities will further support change to enable residents to reuse and recycle more in the correct way. A reuse partnership is now well established with British Heart Foundation, and further growth of niche reuse such as medical aids and tools will be provided. The Council is committed to utilising its assets to support the growth of reuse partnerships.

A key area identified for improvement is within the HWRCs. Whilst the Council offers over 30 different recycling options for residents, a significant proportion of waste is still not sorted appropriately. If 80% recycling could be achieved, almost 4,000 tonnes could be added to recycling performance. A number of users are simply bagging all types of waste and disposing of it in the general waste skip. The Council will therefore introduce an 'education station' at the HWRCs to support residents bringing in bagged mixed-waste.

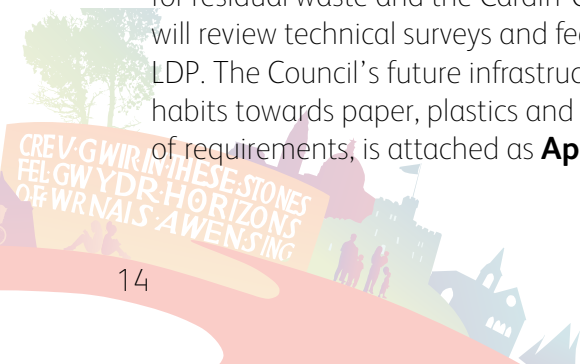
This will assist in reaffirming the messages being conveyed to residents about how to recycle effectively and help them to prepare their waste appropriately before visiting the HWRCs to enable as much recycling as possible. Full proposals to meet and exceed the 80% recycling targets set for HWRCs, the reuse plans, and community engagement strategy are attached as **Appendix A3**.

Develop new recycling infrastructure

There is a clear need to consider Cardiff's future waste infrastructure requirements in view of the city's growth. The Local Development Plan (LDP) sets out the areas of major growth within the city and whilst the current HWRC infrastructure will absorb the north-east growth, long term demand must be considered in the growth areas of the city. A new domestic and commercial HWRC will be required to accommodate further growth areas of the city, to futureproof maximum reuse and recycling opportunities for non-kerbside collected waste. A business case will be required providing a suitable location assessment. There will be a 2-3 year lead time on delivering planning, permitting and construction for such a site, once appropriate land has been acquired.

In the same way, the Council needs to deliver an outline business case for future materials recycling facilities. The existing Materials Recycling Facility at Lamby Way will meet the medium term needs of the Council, but not the long term due to asset depreciation and future growth volumes. Again, due to the costs, land and development timelines involved in such a new project, work is required now. Equally, for such a large venture, economies of scale are vital.

The Council wishes to explore regional working, following on from the successes of Prosiect Gwyrdd for residual waste and the Cardiff Organic Waste Treatment contracted partnerships. Both studies will review technical surveys and feasibility studies, which can then inform the next revision of the LDP. The Council's future infrastructure will consider changing packaging demands and consumer habits towards paper, plastics and potential deposit return schemes. Further detail, with a summary of requirements, is attached as **Appendix A4**.



Explore Options to Improve Efficiency and Customer Experience

Delivering improvements that meet customer needs and provide operational efficiencies, and exploring ways of working that improve value for money are always needed for continual improvement. This section sets out various options that can be explored to determine if further efficiencies can be delivered. These include considering collecting on Bank Holidays or utilising a different collection window in the day to reduce the number of 'catch-up' weeks or avoid parking and traffic issues, all of which can reduce the frequency of missed services. Another efficiency that could be brought forward is altering the compost collection service to a demand-led service during the winter months; this may also provide a better customer experience. All of these options are to be explored in more detail. A case study in relation to alternative working patterns, and a high level option appraisal for some options for compost collection improvements for customers and efficiency, are attached in **Appendix A5**.

All changes proposed in the draft updated Recycling and Waste Management Strategy will be based on robust financial modelling and strong business cases. New markets and existing outlets also need to be stable and yield good quality recycling, whilst the Council will continue to support targeted education and a zero tolerance approach to poor waste ownership.

6. Increasing the Recycling Rate: Actions for 2018-21

The Council will build on the waste minimisation, reuse and recycling approach set out in the Recycling Waste Management Strategy 2015-18.

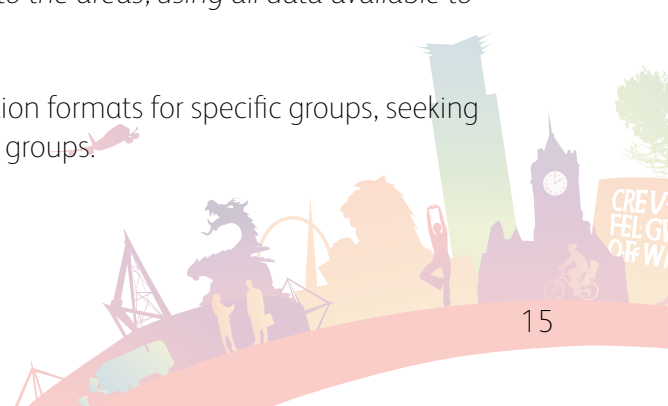
Education

It is important to acknowledge the role of the public in raising levels of high quality reuse, recycling and composting and in helping to maintain the quality of their local streetscene. The Council can undertake detailed waste flow modelling, analyse collection data, research best practice and initiate improvements to infrastructure and recycling and waste schemes, however none of that practice is worthwhile without the full support and participation of the public.

As strategic changes are implemented, full communication plans will be drafted with the support of the Council's communication team and community leaders. 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

- *We will provide targeted educational messages specific to the areas, using all data available to identify the message required.*

In addition, the Council will consider preferred communication formats for specific groups, seeking advice from neighbourhood management and community groups.



The Council is also committed to the Equal Opportunities Policy, and will continue to offer material in formats such as large print, Braille and audio. Planned operational changes would be subject to Equality Impact Assessments.

- *We will make full use of communication material that is available from partner organisations, including fly-tipping publicity material from Natural Resources Wales.*
- *We will draw on best practice communication activities and case studies, as well as utilising existing research undertaken by partner organisations into behavioural change, demographics and preferred communication methods.*

Community based activities such as the 'Love Where You Live' and 'Really Rubbish' campaigns must continue to play an important role in raising awareness and volunteer support directly in communities.

- *We will build on the "Love Where You Live" and "Really Rubbish" campaign ethos to promote community ownership of issues relating to litter, waste and recycling, raising awareness and sense of social responsibility.*

Targeted Stakeholder Engagement & Communication

Stakeholder engagement and communication is essential to increase recycling rates across the city. The Council has some challenges, with students comprising 10.8 % of Cardiff's total population. This is a transient community, meaning that there is a need to invest in education and awareness raising on an annual basis.

- *We will continue to work in partnership with universities, students unions and the third sector to support students with street scene, reuse and recycling improvements.*

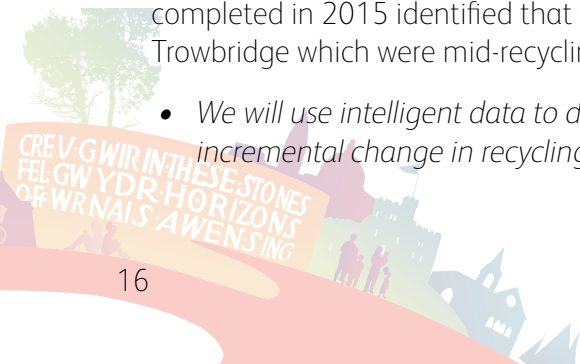
Ethnic minorities also account for 15.5 % of Cardiff's population, significantly higher than the Welsh average. Again, this requires information in specific languages and tailored support to ensure inclusivity and that key messages are received by all the city's residents. All key recycling and waste information is currently translated into 15 community languages.

- *We will work with community leaders and forums to ensure our communications support our Black, Asian and Minority Ethnic Communities to reuse and recycle more.*

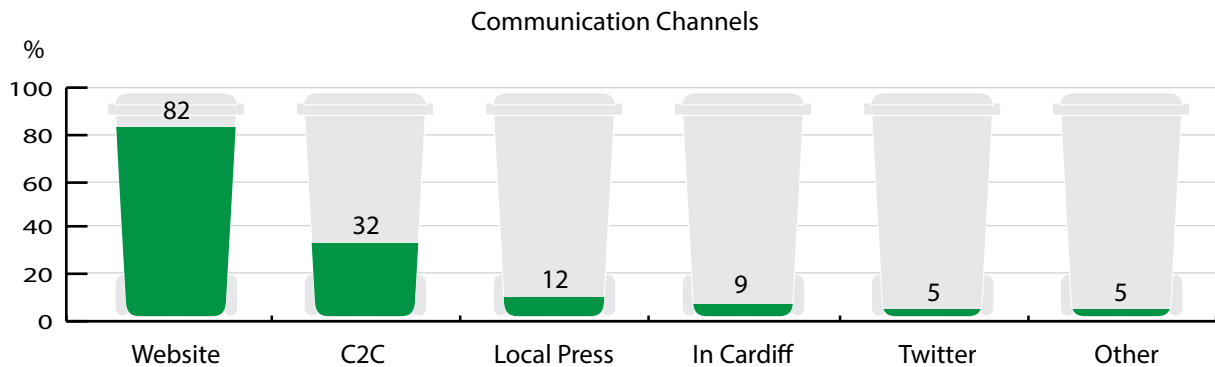
Targeted campaigns, taking into account the needs of these individual communities, are developed with advice from relevant stakeholders.

The Council will also make full use of all area-by-area data available to us to develop area-specific recycling plans with differing objectives. The education focus over the next three years will be within poor to mid-performing recycling areas. For example, a monitoring and improvement exercise completed in 2015 identified that the biggest positive gains could be achieved in Fairwater/ Trowbridge which were mid-recycling areas.

- *We will use intelligent data to deliver targeted campaigns in areas that are likely to see the best incremental change in recycling performance*



It is not always possible to deliver a leaflet to every door in the city, which is why targeted improvement is essential. There is also growing evidence that many households do not respond well to 'cold' leaflets being delivered through the door. The Council will need to ensure that, as it moves forward with its digital agenda, new technology supports communication wherever possible. Recent Ask Cardiff surveys have also helped inform how and where people go to find their recycling and waste information (summary below). This will again help us to use more cost effective communication methods which residents also prefer to use.



In addition, the Council can now analyse on a ward-by-ward and street-by-street basis where residents are finding information about recycling and waste collection dates. We can again further tailor communication methods, based on our residents' preferred engagement methods.

Partnership working

A core principle remains a strong focus on partnership working. In addition to opportunities for shared regional infrastructure, continued collaboration regarding recycling markets and the production of goods from materials will continue to yield benefits through the economies of scale that partnerships bring.

- *We will explore community and charity partnerships, alongside local authority partnerships, to form the cornerstone of a strong longer-term recycling strategy and circular economy in this area.*

New Markets for Recycled Waste

When any potential new markets open up for recycling materials, the Council will explore the viability of offering expanded services to residents and businesses.

- *We will explore new markets as they become viable, such as hygiene waste, more hard plastics and polystyrene over the next 3 years.*

Single Use Plastics

The Council recognises the damage that waste plastics cause to the environment, and that single use plastics create unnecessary waste with negative impacts on our communities and environment. Approximately 400 million tonnes of plastic are produced globally each year, of which 40% are intended to be single use. Over 8 million tonnes of this plastic enter the world's oceans each year with most originating from the land. A reduction in the use of plastics and the recycling of those plastics that are recyclable, such as those collected from households in the city through the green bag scheme, can help protect our environment and support sustainable agendas.

- *We will bring forward a proposal for significantly reducing single use plastics – such as plastic cups and plastic cutlery – by the Council and within our supply chains by Autumn 2018.*
- *We will work with partners to promote awareness of the environmental damage caused by single use plastics.*
- *We will continue to work with Welsh Water on the provision of drinking water refill stations.*
- *We will continue to promote the environmental benefits of the appropriate disposal and collection of recyclable plastics for recycling.*

Alternative fuel mediums

Capital Ambition supports the move towards more sustainable fuel sources. Waste services are already exploring alternative fuel mediums such as electric vehicles and hydrogen or compressed natural gas fuels for the Council's Heavy Goods Vehicle (HGV) fleet.

- *We will explore alternative fuel mediums - such as electric vehicles and hydrogen fuels for the HGV fleet - in order to contribute towards the Council's carbon reduction and clean air commitments, as well as the long-term sustainability of the fleet.*

Enforcement

Capital Ambition makes clear that the Council will operate a zero tolerance policy for the litter-throwers and fly-tippers who demonstrate a complete lack of respect for their neighbours and communities. This will mean increasing enforcement activities and fines.

- *We will adopt a “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.*
- *We will update and revise environmental crime policies based around fly-tipping, public protection and littering.*



Household Waste: Household kerbside collections, bulky, hygiene & bring sites

Kerbside collection policy

Towards the end of this strategy for 2018-21, the Council will re-test the current approaches to ensure that they are providing the best value for money and sustainable outcomes, in line with the Welsh Government's preferred Collections Blueprint.

- *We will ensure that the Council's TEEP (Technically, Environmental and Economically Practicable) position is re-tested against the Recycling and Environment Regulations to ensure maximum cost effective recycling.*

Domestic collections, including bulky and hygiene collections

Household participation in recycling schemes will continue to be critical to achieving higher recycling targets. Citizen engagement and communications will be key in reaching the targets of 70% or higher. As the technology develops, there is scope in future to consider motion sensors in bins. This can positively assist in a number of ways. This could accurately determine how much waste the Council is collecting, the number of properties per street presenting a particular type of waste for collection, along with providing detailed insight into whether a bin has been collected (but reported as missed).

- *We will, as technology emerges, maintain a watching brief on market place opportunities and bring forward a business plan at the appropriate time.*

As the city continues to grow, collection day rebalancing will be required. As new developments are built, the collection rounds (amount of properties serviced per vehicle) need to be rebalanced and this can mean having to change the collection days for wards and/or properties. "Re-zoning" the collection days is typically required every five years.

- *We will explore the need for re-zoning the collection days, and recommend action by 2022.*

In terms of bulky waste collections, the Council's reuse partnership with British Heart Foundation allows scope to re-use items collected within the bulky waste service.

Bring Sites

The use of bring sites by the public has declined over the years. In the right location, they still have a place in the community.

- *We will explore the benefits of new bring sites in areas where demand has been identified, with a focus on glass waste collection and new build areas.*



Household Waste: Recycling Centres

Deposit Return Schemes

The Council will work with Welsh Government and key partners to explore the concept of re-establishing deposit return schemes for packaging.

- *We will work with industry and Welsh Government to contribute to the development of schemes that will yield reuse and high quality recycling.*

‘On the move’ recycling and fly-tipping

The Council continue to explore recycling opportunities and consider new community engagement initiatives to increase waste ownership. The contents of on-street/ parks and local litter bins and litter collected from the streets contains up to 70 % recyclable materials. While street recycling bins have been provided in high footfall areas of the city centre, it has proved to be a significant challenge to encourage residents and visitors to use the bins correctly. Recent research has shown that bins have to be demonstrably different and very well labelled with positive ‘nudge’ messages to help everyone to use them.

- *We will work with Welsh Government on their national behaviour change projects to overcome communication barriers and deliver local campaigns, in our high footfall districts and parks, for recycling litter to be put into new recycling litter bins*
- *We will explore the use of “nudge theory” to help influence people’s habits, which includes such elements as litterbin design and placement.*
- *We will support and facilitate recycling from community litter picks to assist in growing community pride and ownership of open spaces.*
- *Increase City wise support for Love Where You Live voluntary groups in this approach and continue improve discarded litter recycling*

Street Sweepings

The Council will continue to segregate recyclable material from its operations.

- *We will work on improved street cleansing activities to assist in removing litter from the collected sweepings. This will reduce the quantities of non-target material that has to be removed from the recycling process.*



Commercial Waste Collections

Commercial services

Commercial waste services have grown over recent years and are expanding into new markets; however, this can carry risks to improved recycling performance.

- *We will undertake targeted recycling campaigns focusing on small to medium-sized businesses. These specific campaigns will be evaluated, with case studies produced to encourage other businesses to re-use and recycle as much as possible.*
- *We will expand the growing skips service to provide targeted material options. By providing single stream skips, this will encourage more recycling at source by business customers.*

The Council's Commercial Services team already offers numerous separate stream collection services to businesses. These services will be expanded in line with the developing Recycling and Environment Wales Regulations (Environment (Wales) Act 2016 – Part 4). Card, glass, wood, rubble and food will be collected separately to support the regulations and landfill bans. Other materials for collections will also be considered.

- *We will work with Welsh Government to comply with regulations and support business to comply with regulations that come into effect over the lifetime of this strategy. This activity will support increased reuse, recycling and the provision of high quality closed-loop recycling.*

Secondary recycling

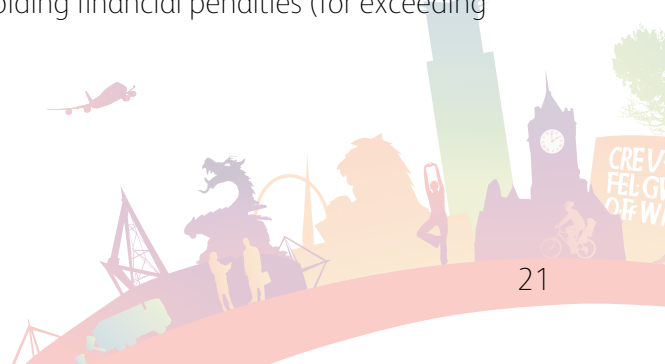
Waste Transfer and Secondary Sorting

The waste transfer station at Lamby Way will continue to focus on sorting all residual waste deposited there in order to extract any recycling or reuse value.

- *We will use secondary sorting to extract any recyclables that have been disposed of incorrectly to achieve higher targets for recycling through waste transfer.*

Disposal & Landfill Aftercare

Minimising waste to disposal remains a key priority as well as a statutory requirement, and will be achieved by ensuring increased levels of high quality reuse, recycling, and recovery. The Council is committed to reducing waste to disposal or treatment, through increased quantity and quality of reuse & 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).



The landfill site at Lamby Way closed in 2017 and the Council commenced a 60-year aftercare plan for the site. Currently, the site is being considered for the best community provision which includes a nature and wildlife reserve, solar energy farm and an eco-food park.

- *We will observe our statutory requirements to protect and care for the landfill site at Lamby Way and explore end of use options for the site.*

Delivery Arrangements

The Council's five-year policy programme, Capital Ambition, commits to the delivery of a 'Total Street' approach to keeping the city's streets and public spaces clean and well maintained. Frontline council services such as cleansing, highways, waste and enforcement will also be aligned and there will be a strengthening of responsibility to neighbourhoods through a stronger focus on partnerships and cross-directorate working. To support this approach, the Capital Ambition Delivery Programme includes the establishment of a Streetscene programme, which will oversee the implementation of the draft updated Recycling and Waste Management Strategy 2018-21.

All of the actions and activities required to deliver this strategy will be managed and tracked through the Streetscene Programme Board.

7. Risks & Challenges

The draft updated Recycling and Waste Management Strategy 2018-21 is required to mitigate significant risks that the Council faces if it fails to deliver the required step changes:

Finance:

- *The Sustainable Waste Management Grant funding may be at risk for schemes that do not adopt the Welsh Government's 'Collections Blueprint' methodology.*
- *Obtaining high quality recycling markets will increase the income to the Council and secures the best market prices. However, money needs to be invested to achieve this.*
- *The Council's budget deficit is striving for further income generating opportunities, including high profile events, increased emphasis on fines for incorrect presentation of waste and the growth of the commercial waste team. The growth of commercial waste will see waste generation grow by 2,000t per year (with associated costs for processing/collection).*
- *Secondary recycling (post sort) will be required to meet future recycling targets. There is currently no identified budget for this, so the Council is relying on waste reserves.*



Failure to reach targets:

- *If we do not meet statutory targets, the fines could potentially equate to more than £10m by 2025.*
- *Economy recovery may result in waste production increasing 'throwaway society'.*
- *Many Local Authorities in Wales do not provide commercial waste services; consequently, Cardiff has a disproportionate position when compared to other Councils' recycling performance.*
- *Moving this tonnage from our Municipal Solid Waste figures would greatly improve our recycling performance by +4 %.*

Increased demand on services:

- *Cardiff is one of the fastest growing cities in the UK. The LDP will deliver 41,415 new dwellings.*
- *Cardiff's population has risen over 3,500 each year, with official projections indicating continued growth.*
- *Increasing numbers of high profile events in the city results in additional waste being produced. Management of the collection and processing of the waste results in additional costs, along with increased waste production at a risk to our recycling targets.*

Public participation:

- *Without support from the public, recycling performance will reduce.*
- *The incorrect presentation of waste puts additional pressures on our cleansing, and waste education/enforcement team.*
- *The public perceive a reduction of Council services, including recycling and waste collections.*
- *The public perception of Council Tax contributions is that it funds a significant element of recycling and waste services, whereas it is 2 %.*

Risk of Change:

- *Recycling markets, and how they change on a global scale, need to be considered. For example, in 2015/16 there was no market to accept glass for a two-month period.*
- *Further legislative demands.*
- *Significant resource and communication support required to change people's behaviour, and encourage buy-in to new schemes/policies.*
- *Continued political and internal buy-in to change is essential for changes to be effective across the city.*





RECYCLING WASTE MANAGEMENT STRATEGY
CARDIFF COUNCIL - UPDATED DRAFT STRATEGY 2018-21
WORKING FOR CARDIFF, WORKING TOGETHER.



Appendix A1 – The separate collection of glass waste- pilot

To improve the quality of recyclable material

Introduction

The Council currently collect glass within the mixed, dry recycling green bag. While this approach has served the public and the council well to date, the changing global recycling markets are now placing a challenge on this method.

In 2015, there was a significant shift in the glass market. A material that once produced an income now required a gate fee to process, and this is at a cost to the Council of £500,000 annually. The pressures on the global market also saw our re-processors stop taking glass for two months. The Council was able to identify space to stockpile Cardiff's glass but had space not been available, it would have been lost to disposal.

If the glass cannot be recycled, the gate fee for disposing of the glass will increase by a further +£40 per tonne, meaning the council will have to afford a further £320,000 annual bill in processing costs, plus the risk of fines.

Currently, the Council collects over 8000 tonnes of glass each year, which is sent to be recycled for aggregates. As the global markets demand higher quality year on year, the outlets for glass are reducing. Currently, the council only have one outlet for glass and if this were to cease, the material could not be recycled. A loss of over 8000 tonnes to recycling would mean the council would fail the recycling targets, and could equate to fines in excess of £1.6m.

Another consideration when reviewing potential service change is the waste (England and Wales) (Amendment) Regulations 2012 and Welsh Governments Collection Blueprint. These regulations were implemented to deliver high quality (separate) collections of waste paper, metal, plastic or glass, whilst also being the best technical, environmental and economically practicable solution (TEEP).

An analysis of our current recycling collection methods (co-mingled, in a single use bag collected weekly) and operating costs demonstrated that there are significant improvements to be made if the glass was removed from the co-mingled bag and collected separately at source.

Current position

Cardiff's co-mingled (mixed) recyclable material is delivered to our in house MRF (Materials Recycling Facility). The MRF receives and segregates all material, through a mixture of automated and manual sorting.



Picture 1- artist's impression of the MRF

At one of the initial stages of processing, small fragments of glass fall through a separating screen to a lower conveyor belt below. Larger pieces of glass will continue through the process; once passed through a magnet to remove steel, the remaining pieces of plastic, aluminium and glass pass through a glass breaker. The smaller pieces of glass again fall through a separating screen, to join the pieces separated at the start of the process.

The separating screens permit other smaller bits of material e.g. ripped paper, small pieces of plastic etc. to within the glass. Although every attempt is made to further clean the material, the Council have to pay for the material to be further cleaned and recycled, rather than gain an income for the material.

The Council currently only supply into one glass reprocessing market, which carries significant risk if this end market was to become further weakened or cease all together.

Of a sample load of glass recycled, 59% could be re-melted back into glass. 18% was used as aggregate/insulation manufacture and the remaining 22% was rejected as contamination.

In addition, fragments of glass cause a lot of damage to equipment in the MRF particularly hard rubber 'stars' which are used on the screens that separate different materials. The abrasive nature of glass causes erosion, at a much faster pace. Annually, this is an additional strain on the MRF maintenance costs.

For the reasons identified above, it is clear that there are potential improvements to be made.

In summary, removing glass from the co-mingled bag collection could result in:

- ✓ Better quality closed loop glass recycling i.e. recycled glass being turned back into new quality glass.
- ✓ Income rather than a cost for processing the glass (market dependant)
- ✓ Reduced operating costs in the Materials Recycling Facility (MRF).
- ✓ Better quality paper recycling – due to reduced contamination.
- ✓ Better quality of glass and paper will lead to better income generated from their sale.
- ✓ Improved compliance with the Waste Collections Blueprint.

Proposal

1) Pilot areas

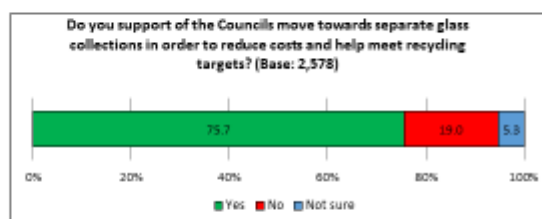
The Council is proposing an initial trial of 17, 164 properties to present their glass separately to the rest of their recycling. The initial pilot will enable us to fully identify the improvements made to the quality of the glass, the amount of glass that differing households present, the best collection method and identify the possible demand in terms of increased requests for assistance (registered collections), ordering of boxes/caddies etc.

Early consultation has suggested support for the scheme.

Waste Collection

76% of respondents supported the move towards separate glass collections in order to reduce costs and meet recycling targets.

Just 14% opposed the scheme in Cardiff South West compared to 24% in Cardiff South East.



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

The pilot will be implemented over a period of at least 12 weeks. A minimum of 12 weeks will provide us with information required, to determine whether a citywide expansion will take place. Areas within the pilot would continue to take part in the separate collection of glass, until a scheme is rolled out across the City.

Collected once a fortnight, this will give residents the opportunity to present glass on at least 6 occasions throughout the pilot. To ensure maximum efficiency of vehicles, the trial would include 10 areas across the city allowing one area per day over a two-week period.

Areas selected would be based on the following criteria:

- Collection days – one on each day of the week is required
- High, medium and low performing recycling wards (1-4 scale, 1 = high, 4 = low)
- Average glass capture (1-4 scale, 1 = high, 4 = low)
- Housing type – high density flats, terraced houses, semi-detached houses and detached houses
- Segmentation data – demographic data, recycling behaviour and attitudes towards waste.

Main collection principles for properties on the glass pilot:

Traditional households Glass waste Collection Arrangements

- Glass will be collected on a fortnightly basis, on the same collection day
- Properties will initially receive 1 x box or caddy. 1 additional container can be ordered per property
- If properties request more than 2, the request will be considered by recycling communication officers
- Boxes/caddies will be replaced free of charge
- Food waste, garden waste, general waste and hygiene waste (where registered) collections will not be affected
- The following materials can be placed into a green bag, for a weekly collection
 - Paper
 - Tins/cans
 - Cardboard
 - Plastic
 - Aerosols
 - Shredded paper (in a single green bag separate to other material)
- There are a variety of containers that could be used. Officers have reviewed these options a number of types will be tested through the pilot period, box types will have a lid, or net to contain the material.

- For the duration of the initial phase, additional boxes/caddies can be ordered by contacting C2C. They can also be obtained from recycling communication officers during community engagement events.
- Collection crews will be told to considerately place containers back outside resident's properties
- The registered collection service remains for those who require assistance with placing out bins/sacks/bags for collection. The current service criteria will be reviewed, to accommodate the change
- There will be facilities to recycle glass only at any remaining bring banks across the City
- Residents can choose not to take part in the trial, but green bags containing glass will not be collected
- Collections of glass will take place between 8am-8pm; existing recycling and waste presentation rules apply
- Containers must be within the property boundary when not presented for collection
- Containers will be labelled with individual address details

Blocks of flats

- The Council will identify a block of flats within each trial area
- Before the trial, an assessment will identify whether there is sufficient space within the bin storage area for an additional communal bin
- We will provide a 140l or 240L bin, with an aperture (hole) for glass bottles/jars. The bin will have a gravity lock, so will be secure
- We will consider the benefits of providing residents with a sack, to enable them to safely transport glass to the communal bin area

Bring banks

Glass only bring banks can also be considered, but over recent years the use of bring banks has declined. Many banks have been removed due to abuse and contamination. Research shows this is not an issue specific to Cardiff, many authorities are moving away from bring banks due to the issues they attract. Consideration will be given to glass banks where it may suit a local community, but this will be after alternative solutions have been explored.

Monitoring and Evaluation

Monitoring will comprise of four separate components;

1. Public opinion surveys

A survey will be delivered to each property that will be participating in the trial. The initial survey can help in gauging the resident's current recycling habits, how much

glass they believe they place out for collection, container preference and their likelihood of participating in the trial

Residents would be able to send back a hard copy of the survey or complete online. In addition, we will monitor response levels and where response levels are particularly low, complete face-to-face interviews at resident's homes.

A further opportunity to take part in a survey could take place before the end of the trial. The same response methods would be available. This survey would identify whether the container provided was appropriate, whether the collection frequency is appropriate and the challenges and benefits of the scheme as a whole.

2. Participation monitoring

Ongoing participation monitoring will need to take place before, during and after the trial. The teams will be walking the streets in front of the collection crews noting:

- Pre- trial- number of households presenting green recycling bags, number of households presenting general waste
- During and post- trial- number of household presenting green recycling bags, number of households presenting general waste (and whether any additional bags are next to bins) and number of household presenting glass container on a fortnightly basis

Monitoring will need to take place over a 6-week period during the pilot to account for three separate opportunities to present the glass container for collection.

The participation monitoring will be able to determine the amount of glass we collect per participating property. We will be able to apply assumptions across the remainder of the City, to determine the likely amount of glass (by weight and volume) we will need to collect across the City to meet recycling targets.

3. Analysis of material within green bags

Teams will remove green bags from a sample number of properties within each of the trial areas. This will take place before, during and after the trial.

Bags will be taken back to the analysis compound, where the material will be separated into different material types. Initially, this will present the Council with information about how much glass is in the green bags before the trial. We can use this information to help determine how many separate glass containers households will need to contain their glass.

During the initial phase, it will be determined how much glass is still within the green bags, as the crews will not have the opportunity to reject the bags during the collection (analysis team will collect first).

The analysis of the contents within the green bags, and participation monitoring will also determine confidence in residents' responses to surveys e.g. residents state they use the glass collection separate service, but are placing glass into green bags

4. Analysis of end material within MRF

Green bags collected from within the trial areas will be tipped into a separate location within the reception hall. The material will be processed separately to the areas not part of the glass separation trial.

The quality of all end material will be analysed, to determine the effects on quality.

Waste education, communication and enforcement

The pilot will be supported by a wide communication and engagement strategy. Briefly, this will comprise of:

- Community outreach in all areas
- Door knocking in all areas, with particular focus on evenings and weekends
- Consideration of the likely impacts of the trial on all protected characteristics, and mitigation (Equality Impact Assessment attached as Appendix 2)
- Educational support in all areas on recycling collection days
- Information sticker left on green bags containing glass
- Regular social media updates, and responses to queries through social media platforms as well as traditional phone calls/emails/letters
- Leaflet delivered to all properties explaining the change
- Promotion of tours of the MRF to offer a first-hand experience of why glass causes such problems (arranged in advance, limited availability)
- Website updates
- Press release & press call visit to Lamby Way
- Information in local community hubs/libraries/leisure centres

Education will be the initial key focus of the trial for first 3 collection cycles. Any green bags containing glass will be targeted so residents can be given the opportunity to understand what they have done wrong.

Assuming the only contamination is glass; the bags will be returned to the MRF and processed with the bags from the remainder of the City not partaking in the trial.

The remaining three collection cycles may have a stronger enforcement focus. By this stage, householders should be aware of how they now need to present glass for collection. The same process of placing a sticker on the bag will occur. Bags will be removed. However, during the enforcement phase of the campaign where bags remain on the street, the property will receive a Section 46 Notice. This notice legally stipulates the correct way to present recycling and waste for collection.

Operational Arrangements

The service will provide a fortnightly collection service from a box with a netted cover or a lidded caddy (similar to the food caddy). This will be collected by glass only vehicles, to ensure the glass is kept separate from other materials.

Initially the service will pilot an 8am to 8pm collection window, based on two, six hours shifts. This collection pattern will be a new shift pattern, which requires additional new collection teams. The savings achieved from no longer having to process the glass through the MRF will fund the cost the extra vehicle and operatives, and the associated gate fee changes due to the increased quality.

The MRF will require little or no change, as the glass will be bulked separately with no need to be processed through the plant.

Appendix A2- Expansion of the provision of wheeled bins

Following the last wheeled bin roll out in 2015, there now remains a small number of properties that are deemed suitable for wheeled bins, but as yet have not been considered for wheeled expansion.

As wheeled bins provide safer and more robust storage for waste, they are the preferred container for general waste. They protect the waste so reducing issues of litter and pest attacks, so in turn leading to cleaner streets. In addition, they are safer for the operatives and residents to move to and from their property.

Overall, the provision of residual waste wheeled bins is more cost effective than the repeated, 6 monthly delivery of red striped bags. A wheeled bin can last more than 10 years; in the same period, it would cost significantly more to purchase and deliver bags.

There are also significant issues with the bi-annual delivery of red striped bags, which can be reduced by introducing wheeled bins wherever possible.

It is far more sustainable to have a re-useable container for residual waste, rather than single use plastic bags.

Officers carried out a physical, on street review of all properties with a red striped bag collection. The purpose of the review was to determine whether the properties would be suitable for a residual waste wheeled bins.

The general criteria for deciding whether a property should have a residual waste wheeled bin are:

- The property must have storage space within its boundary, which is off the public highway
- The storage space for the wheeled bin should be ground level (or risks appropriately evaluated)
- The implementation of bins will not cause any operational delays (e.g. all bag streets surrounding 1 street of bins)
- At least 80% of the properties within a street are suitable

Public opinion surrounding the aesthetics of bins in the area will not be considered, if all the above criteria are satisfied.

Conservation area status is a consideration; the general purpose of designating a street as a conservation area is to “preserve or enhance the character or appearance of an area”.

However, there is no specific schedule within conservation area legislation which relates to the provision of wheeled bins, so the argument will always be subjective. It can be argued that neatly stored bins can help improve the Local Environmental Quality of an area, by reducing the likelihood of split waste.

With this in mind, streets have been identified as being potentially suitable for wheeled bins. There are **3042** properties that could be changed to wheeled bins within the existing resources available.

A 140L black bin will be delivered as standard, free of charge. Green bins for garden waste may be explored where appropriate.

Replacements of lost/stolen bins will be charged at £25 in the future.

If a property has already been identified as requiring additional red striped bags due to their individual circumstances (very large families for example,) then they will be delivered a larger/additional bin as necessary.

Further discussions will take place with local ward councillors before bin(s) are issued to properties.

Each property to receive the new bin(s) will receive notification of the change, followed by their new bin and information on using them.

Appendix A3 – Minimisation, Education, Reuse and HWRC Recycling

Waste Minimisation

The recycling waste management strategy will seek to explore and enact approaches aimed at limiting the growth of waste collected by the Council.

It must be recognised that the main factors influencing consumer behaviour, and reducing waste at a producer level, are out of the control of Cardiff Council. Wider issues surrounding these challenges are being addressed through national campaigns delivered by Recycle for Wales and WRAP Cymru. The Council will continue to support their initiatives as well as deliver waste minimisation through a number of reuse schemes including the sale of compost bins, student campaigns and reuse at the HWRCs.

Education

Surveys and public engagement continue to show that educating on recycling matters needs to be a continuous process. Over the years, the public awareness and support for recycling is increasing, but more can be done. With each revised strategy, there have been citywide changes. With each change, there is a step change in people's awareness of recycling and the services that the Council offer.

Awareness of recycling goes hand in hand with correct waste presentation and social responsibility. The more people buy into recycling, the less they are likely to incorrectly present waste. By driving up recycling and waste awareness, the opportunities to deliver cleaner streets can be achieved.

Annual communication campaigns will use targeted information from segmentation data, which helps focus the type of messages to deliver in a format the is best received by the audience. The targeted campaigns will produce increased levels of recycling and clean streets, with the support of all media possible, plus the reinforcement through enforcement.

Community engagement is ongoing, through a variety of different formats. Recycling communication officers have spoken to 8000+ residents in 2017/18 through:

- Community outreach sessions
- tours of the Materials Recycling Facilities
- community group talks e.g. WI, refugee centre
- school workshops through the established 'Really Rubbish Campaign'
- targeted campaigns e.g. student volunteer walk arounds
- open days at Lamby Way

We will ensure that our waste education teams, and the community engagement sessions that can be offered, will become increasingly visible within the period of the recycling waste strategy. There will be at least 1 community outreach session per month, at various strategic locations across the City, and at differing times to

accommodate for residents with full time working patterns. The sessions will be advertised at www.keepcardifftidy.co.uk, as well as listed on social media.

There will also be 1 school talk, and 1 community group talk (where requested) a month at a minimum.

In addition to education from recycling and waste education teams, our partner organisations can offer workshops on the Council's behalf. Viridor Energy from Waste plant have an education centre for schools, and community groups to visit and Dwr Cymru offer school workshops relating to the recycling of food waste.

In addition, teams will proactively target 'mid-performing' areas, with individual area plans which may include:

- door stepping
- leaflet and letter drops
- working with community groups and volunteers
- school talks
- outreach at local hubs/community centres
- engaging hyperlocal social media platforms
- providing information in alternative languages, where required

Where an area plan has identified the requirement for door knocking, consideration will be made as the most appropriate time to complete this exercise. Recent targeted campaigns, including student walk about and a community food waste campaign, have clearly identified that door knocking between traditional '9-5' working hours had a far lower response rate.

The student waste door knock, which took place between 5pm-6.30, had a response rate of 58.8%. In comparison, the day to day door knocks which took place between 10am-2pm had a response rate of 18.9%.

Similarly, the targeted food waste campaign had a response rate of no greater than 30% when completed between 9am-3pm.

This clearly identifies that all communication methods, and campaigns, must be fully evaluated to learn lessons for future interventions.

Communication methods

There are a wide range of methods used to communicate recycling and waste presentation information to our audiences. We still use a range of 'traditional' methods including hard copies of recycling Y/N lists, collection dates calendars, stickers attached to bins, issuing press releases to get information in local papers.

However, the Capital Ambition's commitment to moving towards increased digitalisation means that we are increasingly using electronic methods of communication. These methods are wide reaching, with negligible costs and include:

- core information at www.cardiff.gov.uk/recycling

- schools information, volunteering, recycling news stories and engaging recycling videos at www.keepcardiff tidy.co.uk
- full use of social media council accounts on twitter @cardiffcouncil and facebook/Instagram
- Email/text message reminder service (11, 750 subscribers to emails and 8683 to Tidy Text)

Reuse

Towards Zero Waste identifies that Local Authorities should be aiming for a minimum amount of reuse as part of the overall Recycling and Reuse target. The recycling targets are well documented however, based on the overall tonnage collected during 15/16, approx. 1064T of which should have been from reuse.

The re-use performance for Cardiff in 2016/17 was 0.32%, below the recommended reuse targets as documented below:

Year	15-16	19-20	24-25
Minimum levels of preparing for reuse (excluding WEEE)	0.6%	0.8%	1%
<i>Equivalent tonnage based on 15/16 data</i>	1064	1419	1774

In order to address this, Cardiff is exploring opportunities to improve its overall performance.

Benchmarking

An analysis of how Cardiff's re-use rate compares with other Welsh Local Authorities was undertaken (2016/17):

Isle of Anglesey CC	0.00%
Blaenau Gwent CBC	0.10%
Gwynedd Council	0.18%
Vale of Glamorgan Council	0.26%
City and County of Swansea	0.30%
Caerphilly CBC	0.30%
Cardiff Council	0.32%
Carmarthenshire County Council	0.37%
Conwy CBC	0.48%

Monmouthshire CC	0.53%
Neath Port Talbot CBC	0.54%
Rhondda Cynon Taff CBC	0.64%
Pembrokeshire County Council	0.68%
Newport City Council	0.74%
Denbighshire County Council	0.83%
Merthyr Tydfil CBC	0.89%
Bridgend CBC	1.19%
Torfaen CBC	1.26%
Powys County Council	3.10%
Ceredigion County Council	3.90%
Flintshire County Council	16.23%
Wrexham CBC	20.52%

This identifies that 50% of all Welsh Local Authorities are currently falling short of the 0.6% re-use target set by Welsh Government. It is worth noting that Local Authorities with a particularly high re-use percentage are categorising rubble as re-use, which is very heavy by weight. This would be due to how they process this material; in Cardiff, our rubble is recycled.

Current position

The following schemes are already in place for reuse in Cardiff:

- YMCA work with Cardiff Council for the collection of textiles and bric-a-brac, predominantly during the annual 'Get it out for Cardiff' campaign but provide tonnage details throughout the year.
- Cycle Training Wales provide a collection of bikes at the Household Recycling Centres. The collected bikes are either checked, tested and re-sold or stripped for parts.
- British Heart Foundation (BHF) to increase the reuse capture at the Household Recycling Centres (HWRC). In summary, items donated by householders that are considered reusable will be segregated from the recycling streams for collection by BHF. These items will be checked and tested, and where possible sold on for reuse through their local retail units. Items deemed unusable will be returned to the HWRCs for recycling/disposal. In addition, we will promote the BHF as an alternative to our bulky waste collection service for items that can be re-used. It is hoped that this

partnership will deliver a significantly increased amount of reuse to contribute towards overall performance.

Plans

The Council are also looking at other charity groups to work with them on niche materials such as medical aids and tools

Longer term, we will again review the position of having a re-use shop located within the HWRC or alternative buildings. We will stock the shop with item/s from the bulky waste collection and the HWRC. It would be beneficial if the shop could provide training opportunities for upcycling/PACT testing etc.

The shop would need to be located in a position whereby quality stock is available, but also within the vicinity of those who may need the furniture.

Household Waste Recycling Centre – Recycling Improvements

The HWRC recycling performance across the two sites is currently below the 80% target set within the WG Collections Blueprint.

Improvements need to be made across a number of internal areas, which can be summarised as;

- Staff development
- Improved contract management
- Site equipment and layout
- Improved data analysis
- Understanding the composition of residual waste skips, so we can target specific materials
- Increased re-use opportunities for materials that cannot be recycled

Improvements in the above areas will contribute towards increased recycling performance. However, it is ultimately the users of the HWRCs, the residents of Cardiff that the Council need to engage in correctly separating materials before visiting the HWRCs. This can be achieved by:

- A strong 'no unsorted waste' policy, supported by "education stations"
- HWRC site layout clearly advertised, to assist users in loading their car in a logical manner
- Consideration of recycling only HWRCs

Internal improvements

Staff

- A review will take place of the optimum number of staff at HWRCs

- There will be a comprehensive staff training programme. Essentials to include customer care, dealing with conflict, 'meet and greet' skills and awareness of the overall waste strategy for Wales and recycling markets
- There will also be opportunities for further development for operating plant equipment, such as compaction machines, balers
- There will be opportunities to develop Welsh Language skills, to provide an improved experience for Welsh speaking customers
- Consider the benefits of a shift team leader, with additional responsibilities for the day to day running of the operations
- Monthly team briefs sharing performance figures and agreeing action plans
- HWRC staff visits to see other local authority's facilities

Contract Management

Improved contact management, to ensure contracts are being fulfilled e.g. contractors arriving to empty skips at scheduled times, achieving recycling rates offered in tenders, minimise rejected or part rejected loads for contamination

In house ability to exchange skips on site and transfer material to a storage facility, if an external contractor is delayed. Therefore, ensuring skip availability for customers is consistent

Recycling Materials

- Continue to explore new markets for recycling opportunities e.g. polystyrene
- Minimise contamination levels in current containers to maximise recycling and income streams
- Possible charging for DIY wastes e.g. rubble

Best practice research

Use of WRAP HWRC Guide – managing efficient and effective HWRC's, assessing and improving HWRC performance

Rhondda Cynon Taff

Rhondda Cynnon Taff implemented a 'no unsorted waste' scheme at their Community Recycling Centre during June 2014.

Their HWRC recycling performance was averaging around 75% before this change was made.

In the year following, their recycling performance was consistently within the high 80-90% peaking at 93.7% in July 2014.

Swansea

Swansea Council has recently won an APSE award, for improvements made to recycling at their HWRC. They achieved this by:

- converting 3 of their HWRCs to 'Recycling only' and bag bans
- prohibiting recyclable items from the residual waste skip at remaining sites
- expanding their current re-use arrangements

Following changes and black bag bans Swansea reports their residual waste reduced by 80% on their HWRCs and recycling increased to over 90%.

Cardiff Proposed Bagged Waste Challenge

Cardiff Council's Household Waste Recycling Centres HWRC's have been working hard to drive up its recycling rates through the introduction of larger more effective sites and contracting additional recycling materials to the end markets. Almost 30 different recycling materials are accepted at the sites.

There is however, still a high level of mixed residual waste that is being received unsorted that currently runs at up to 30% of the incoming arisings.

To achieve and exceed the 80% recycling target for these recycling facilities, we are planning to introduce a Bagged Waste Challenge Policy. This will comprise of an area at Lamby Way and Bessemer close recycling facilities next to the existing residual waste skips.

These "education stations" will be located at the end of the site and will be dedicated to assist residents to sort any bagged waste.

Member of the public bringing black bags or mixed waste in bags will be directed to the sorting tables and will be supported to see if any of their waste could be recycled.

- The bags will be opened with them, the recycling elements identified by the staff and the member of the public demonstrated on what goes where into the appropriate recycling bins provided.
- For further education purposes, supply of recycling green bags, food caddies etc. will also be available
- Clearly marked containers will be available at the sorting station for recyclables to be placed in.
- Once all recycling is removed from the waste the member of the public will be directed to use the residual skip for the remaining items.

Comprehensive training will be issued to all recycling operatives in order for them to support the members of the public who are unwilling to go through this process. Training will focus on customer service, de-escalation, difficult conversations and breakaway skills.

The scheme will only begin after a comprehensive communications and media campaign including the website, Facebook, Twitter, press releases but most importantly flyers/banners and interaction with members of staff on site in the run up to commencement. This will encourage acceptance of the new process and reduce any delays to members of the public using the Challenge area at any one time.

The aim of the scheme is not only to make it easy to recycle, but make it difficult not to recycle.

Appendix A4 – Planning ahead – Infrastructure and Partners

Part 1 - Development of new processing facilities in North of Cardiff (including Household Waste Recycling Centre)

Evidence of requirements and location

1. Currently the city has two fit for purpose sites that remain under capacity, but as the city grows and the complexities and time it takes to develop a new licensed site, work should begin now to plan for the future.
2. The consideration of the third site is based upon providing the correct type of facility in an appropriate, fit for purpose location ahead of the existing sites reaching their current usage capacity. In 2018, the Council provided the required capital allocations to begin this new process.
3. Cardiff has identified several strategic sites for housing development in the LDP. The key areas that would impact on the HWRC usage requirements will be the north of junction 33 development (~2000 dwellings), North West (~5000 dwellings) and the North East (~4500 dwellings) strategic sites, plus large infill sites.
4. While the North East site will be serviced by Lamby way, the Junction 33 and North West sites will place too much pressure on the Bessemer Close facility.
5. Each of these dwellings will produce increased volumes of waste and recycling created for the city to manage. 23% of all waste created from a household will not be collected via the kerbside collection, and will require disposal at a household waste recycling facilities (compositional analysis data- Appendix A6)

Timings

6. Depending on the site, existing infrastructure, environmental impact assessments, planning and permitting, a new site could take 24 to 36 months to deliver.
7. Only after a site is secured can any site investigations begin; this will require 6-12 months transport and environmental impact surveys, prior to planning permission processes. Then, a potential build time and permit application of 12 months depending on the chosen site's existing infrastructure and engineering requirements.

Requirement Conclusion

8. With the anticipated growth of Cardiff, and the need to increase recycling, the Council are taking a longer term strategic view. Therefore, the Council will begin the planning and progressing of a third Household Waste Recycling/Re-

use, and commercial centre, ahead of the current infrastructure becoming over its capacity.

Infrastructure Development

9. The Council will firstly complete a review of all available Council land. Use of available Council land would be beneficial, as there would be no additional capital costs for the initial land purchase.
10. The site will need to be close to residential developments, but not directly within. It must be suitable to comply with all relevant planning and permit requirements.
11. It will be based on the successful, best practice design of the Modulo Beton split level HWRC at Lamby Way. Assuming the land will only house a HWRC, it should be a minimum of 1 hectare (2.5 acres) with ability to hold at least 20 skips.
12. The new HWRC is likely to cost in the region of £2.5 to £3m; The medium term Capital Programme has made an allocation of £3.325m over the next 3 years. The potential of claiming Section 106 monies from the new housing developments to part, or wholly fund the site will be explored.
13. Once a suitable site has been identified, there will be a number of further stages to complete before building work can begin. A number of these stages are time restricted, and will therefore impact on the overall delivery time of the project e.g. some Environmental Impact reports need to be completed at a certain time of year.
14. The Council would anticipate the new HWRC being completed in line with the completion of the new housing development work within the North of the City.



15. *Example of a Modulo Beton raised level HWRC at Lamby Way*

Part 2 - Development of Additional Material Recycling Facilities (MRF)

16. The current Materials Reclamation Facility (MRF) based at Lamby Way was opened in 2006. It is estimated that along with the remaining life span and the additional waste arisings that will occur as a result of population growth, an updated facility will be required.
17. The footprint of the existing MRF is no longer sufficient; there is a significant lack of storage space for materials at the front reception point and for product storage after sorting. This means that should recycling markets crash, we have little opportunity to store material until the values increase or a new market opens.
18. There may be an opportunity to join with our neighbouring local authorities, to secure a regional sized and funded recycling facility, in a similar arrangement to Prosiect Gwyrdd (residual waste partnership). There is appetite to progress; we are aware that some regional authorities are currently outsourcing their recycling processing to companies that are not within Wales. Far greater economies of scale could be secured by working together. The facility could be located within any of the participating authorities.
19. The size of the facility will be dependent on the number of authorities participating in a joint scheme and their collective incoming recycling tonnages. Cardiff's current MRF has a maximum operational capacity of 51,000 tonnes per annum working over three shifts, with a land area of 1.5 hectare (3.8 acres)
20. A new Cardiff MRF is likely to cost in the region of £15m; a larger regional facility would be based on collective tonnages and dependant on site location and land ownership.
21. The council should also consider the benefits of an additional commercial transfer station and weighbridge. This will allow the Council to receive recycling and waste from businesses, and obtain an additional income. However, the Council must identify the risk of obtaining additional residual waste, and ensure that the waste accepted would not count as additional Municipal Sector Waste (therefore reducing our overall recycling rates).
22. The potential location of the new larger facility will be dependent on the local authorities participating in a potential joint procurement. If Cardiff proceeds alone, the facility would be based within Cardiff.
23. To fully identify the Cardiff and wider regional Recycling Infrastructure opportunities, a feasibility study and Outline Business Case will be required. This will include identifying funding and economic opportunities to co-locate with reprocessing facilities to commence a circular economy for recovered glass, plastics or card to be directly supplied to a company – co-located - to

convert this material into a new product, all within the region. This would stabilise the market and generate an economic gain to the City Region.

Appendix A5: Service Standards

5.1 Current service standards

The below identifies the current service standards. The service standards are considered as a live document; to be reviewed annually, or where there is any change to customer requirements, legislation, working practices, technology or policy.

Area	What we will do:	What we expect from our customer	Service Standards
<p>Recycling and Waste Collections-traditional households</p>	<p>Collect your recycling and household rubbish on your scheduled day, between 6am-10pm in the specific container provided</p> <p>Be polite and courteous at all times</p> <p>Make full use of our in-cab reporting devices, to report on issues of customer concerns, contamination- requiring education support, access problems, incorrect presentation of waste etc.</p> <p>Sticker all containers with the correct address label and bin type. Only containers with the correct label will be collected.</p> <p>Return your containers to where we found them. This will be on the kerbside outside your</p>	<p>To recycle as much as possible in line with our published guidance and education support</p> <p>To present your wheeled bin, dry recycling green bags, re-useable sacks and red striped bags by 6am on your scheduled day of collection and no earlier than 4.30pm the day before. Bring all containers back onto the property by 9am the following day</p> <p>Report any missed collections of your recycling and waste within 48 hours of collection, and not before 10pm on your scheduled collection day</p> <p>Place your containers on the nearest kerbside for collection at the above times, unless an alternative collection point has been agreed</p> <p>Only use the recycling and waste containers provided- failure to do so may result in a Fixed Penalty Notice of</p>	<p>We will return within 5 working days if you report that we have not collected your general waste or garden waste from your individual property, on the scheduled collection day. Vehicle CCTV and trackers are in use.</p> <p>We will attempt to return within 48 hours if we know that we have missed an entire street/round due to a service failure</p> <p>If we miss your hygiene waste, and it's as a result of service failure, we will attempt to recollect within 48 hours</p> <p>If your recycling or food waste is missed, we will return to collect on your next scheduled collection. We will collect any loose bags outside of your food waste caddy in this instance.</p>

	<p>property, an alternative agreed collection point or within your property boundary if a registered collection has been arranged.</p> <p>Reserve the right to refuse the collection of any waste items that may cause harm or may have an effect on the health and safety of waste collection staff</p> <p>Collect a maximum of 5 re-useable garden sacks/ 2 green-wheeled bins (garden waste) per collection. Unless a recorded exemption is in place.</p> <p>Collect all (non-contaminated) green bags</p> <p>Place stickers onto your recycling or waste, letting you know if we can't collect them e.g. incorrect items</p> <p>Supply you with a roll of green recycling bags, if a re-order indicator is presented on your recycling bag</p> <p>Replace any wheeled bins that are damaged by our refuse</p>	<p>up to £100 being issued.</p> <p>To not remove or replace your barcode label</p> <p>To leave your waste containers at your property, if you are moving to another address</p> <p>If you have a wheeled bin, all waste must fit inside your bin. Any bags outside your bin will not be collected, and may result in a Fixed Penalty Notice of up to £100 being issued.</p> <p>To make full use of the weekly recycling and food waste services available. To not abuse these services, by placing incorrect material into them to allow you a weekly collection of general waste. This may result in a Fixed Penalty Notice of up to £100 being issued.</p> <p>To maintain the condition of your wheeled bin and containers, and keep them within your property boundary at all times (except during your collection period)</p> <p>Not to compact waste tightly into your wheeled bin. Your waste may not empty into our vehicle. A re-collection</p>	<p>We will check the vehicle 360° CCTV cameras and trackers to establish genuine service failures or to investigate customer complaints</p> <p>We will clear up any litter which has been created as a result of waste collection. If there is too much to clear with the equipment available, communicate with our Neighbourhood Service teams to action</p> <p>Regularly stock our collection vehicles with a supplies of replacement green bags- if we run out, we will refer the need to our delivery teams</p> <p>Use in cab devices, to report any wheeled bins that we have damaged and need repairing or replacing.</p> <p>Replace your wheeled bin within 10 working days. If your black bin is not delivered before your next collection, we will collect bags from your property</p> <p>Investigate all reports of non-collections of hygiene waste, using</p>
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	<p>collectors free of charge.</p> <p>If you have a front garden, return your re-useable garden sack to your property boundary</p> <p>Advertise, recommend and process all applications for hygiene waste collections</p> <p>Offer an alternative collection point for hygiene bags, by agreement of customer and collection team</p> <p>Remove properties from the hygiene service if hygiene bags have not been placed out for 4 consecutive collections.</p> <p>Be polite and courteous at all times</p>	<p>would not be arranged</p> <p>If your wheeled bin, or re-useable garden sack, is too heavy for collection, remove the excess waste before presenting for your next collection. As a guide, your bin should weigh no more than 75KG.</p> <p>To identify your correct collection dates and methods, by looking at all information made available e.g. C2C call centre 029 2087 2087, website, sign up to reminder services, information at Hubs</p> <p>Ensure that no items of a hazardous nature are placed into your recycling and waste bags; consider the health and safety of our crews at all times e.g. wrap sharp objects before placing into your bags</p> <p>To place your hygiene bags kerbside, unless an alternative collection location has been agreed. This must be requested at the time of the initial application.</p> <p>To not put your hygiene bags in any type of container for collection.</p> <p>To put your hygiene waste in Council</p>	<p>all resources available.</p> <p>Deliver replacement hygiene bags through your letter box, unless an alternative location is requested. We will deliver as many replacement bags as you put out for collection</p>
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		<p>issue, yellow bags only for collection.</p> <p>To securely tie your hygiene bags for collection.</p> <p>To put your hygiene waste into your black bin/red striped bag on the week that hygiene waste is not collected. Hygiene bags should not be used this week</p>	
<p>Recycling and Waste Collections- blocks of flats</p>	<p>Collect your household rubbish on the same day in the specific container provided and clear up any rubbish spilled during the collection. This does not include extra bags of waste or bulky items.</p> <p>The above will happen at the same frequency as traditional household collections, unless other arrangements have been made</p> <p>We will collect and return your containers from an agreed collection point, which should be</p>	<p><u>Landlords/developers/property management companies:</u></p> <p>Proactively maintain contact with the waste strategy team when planning any new development/making changes to existing development. This is to ensure:</p> <ul style="list-style-type: none"> • A collection point and collection method is agreed • Your bin store is accessible and safe for our crews to collect from • You have an adequate number of recycling and waste bins for the development • Payment is made for bins and 	<p>We will return within 2 working days if you report that we have not collected your communal bins on the scheduled collection day.</p> <p>If additional waste has generated as a result of a non-collection, we will collect any bags outside of your bin.</p> <p>We will check the vehicle CCTV cameras and trackers when all reports of non-collections are received. We will only return to make a re-collection if the report is found to be genuine</p>

	<p>agreed in the planning and development stage</p> <p>Provide flat specific information including leaflets, and bin store signage</p> <p>Have a dedicated officer to assist in improving recycling participation, and correct waste presentation, in blocks of flats</p> <p>Replace any communal bins damaged by our refuse collectors free of charge.</p> <p>Provide advice and support during the planning development stage, and any planned remedial works, in relation to the type/number of bins required, access requirement for our crews and collection method statements</p> <p>Offer a sale of recycling and waste containers through our commercial waste team</p> <p>Offer a hygiene collection in blocks of flats</p> <p>Provide supplementary planning</p>	<p>delivery in advance</p> <ul style="list-style-type: none"> • Recycling/waste bins and information is available for your residents before they move in • We have a contact for the development, should any issues arise in the future e.g. contamination issues, lack of bins, health and safety issue identified • Co-operate fully with waste management officers, where Health and safety risks are identified. Meet an officer on site, and ensure remedial works take place to ensure the safe collection for occupiers of the properties <p>Regularly monitor the presentation of waste from your building, to ensure it is compliant with our waste collection requirements e.g. no additional bags outside of the bins. Make arrangements to remedy any incorrect presentation</p> <p>If you choose to buy bins from an alternative supplier, they must meet the Council's specification. If they don't, we do not have to collect your waste until the situation is resolved</p>	<p>We will complete a daily End of Shift report which will identify any reason why we have been unable to collect your recycling or waste. This information will be available to our contact centre</p> <p>We will make every attempt to contact you if we are unable to collect waste due to a Health and Safety issue. We will request a site meeting and offer advice to attempt to reduce the risk of this occurring in the future</p>
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	<p>guidance, in addition to the accessible information on the Cardiff Council website</p>	<p>Allow access to the development between 6am-10pm on the day of collection</p> <p>Further information can be found at www.cardiff.gov.uk/recycling-follow-waste-management-planning-guidance</p> <p><u>Residents</u></p> <ul style="list-style-type: none">• Make full use of the recycling and waste collection schemes available at your block of flats• Let us know if you think recycling arrangements can be improved at your block of flats• Follow all recycling and waste presentation guidelines provided• Responsibly dispose of any bulky waste you have- do not simply leave within your bin store without making collection arrangements <p>Inform us of the specific collection point for your hygiene bags</p> <p>Do not place hygiene bags in any container for collection</p> <p>Ensure full access between 6am-9pm</p>	
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		<p>for hygiene bag collection</p> <p>Inform your concierge/caretaker (if on site) not to place hygiene bags into communal bins</p> <p>Let us know where we should replace your hygiene bags- we are unable to deliver to your front door</p>	
<p>Provision of wheeled bins, food waste liners, green recycling bags, red striped waste bags and food caddies</p>	<p>Provide green recycling bags, free of charge, and in a variety of ways to meet customer needs.</p> <p>Provide food waste liners, free of charge, and in a variety of ways to meet customer needs</p> <p>Provide kitchen and kerbside caddies free of charge, to order online or by calling the C2C contact centre</p> <p>Provide re-useable, garden waste bags for £2 per bag by calling the C2C contact centre (not City wide)</p> <p>Deliver a limited supply of red striped waste bag twice a year, enough to place out up to 3 bags per fortnightly general</p>	<p>If you are unable to attend a local stockist, to order your recycling and food waste equipment in advance of running out. This will ensure you can still participate in all services available</p> <p>To use all equipment as specified by the Council. Incorrect use may result in a Fixed Penalty Notice of up to £100 being issued</p> <p>Green recycling bags should not be used for any alternative purpose e.g. transporting non-recyclable waste to HWRC/charity shops, used for business waste, used outside of Cardiff</p> <p>Be polite and courteous to staff within our local stockists, who have been asked to implement a control process to allow you a maximum of 2 rolls of bags per visit</p>	<p>Deliver food waste liners and green recycling bags to all local stockists twice a week.</p> <p>Where demand is consistently high, consider increased deliveries to stockists</p> <p>To deliver the maximum stock of bags that can be held at each stockist, with consideration to available space</p> <p>Deliver all ordered items within 15 working days of the order being received</p> <p>Post rolls of bags through your letterbox, where design allows</p> <p>Leave a delivery note in the following circumstances:</p>

	<p>waste collection (bag areas only). This will be 3 rolls as standard</p> <p>Replace wheeled bins, lost or stolen from a property, for a charge of £25 per bin</p> <p>Identify an appropriate local stockist within each electoral area of Cardiff, to allow the collection of a maximum of 2 rolls (1 additional for a neighbour) of green recycling bags and food waste liners per person</p>	<p>Let us know if you require an alternative delivery address, where initial delivery has been unsuccessful, or you know you will not be home to receive delivery.</p> <p>Collect your item/s from Lamby Way Depot if we have been unable to deliver after 2 attempts</p>	<p>-where we have been unable to deliver item/s</p> <ul style="list-style-type: none"> - where item/s have been left at an alternative location - where you have paid for the item/s <p>We will deliver wheeled bins to the frontage of your property.</p> <p>We will not leave garden waste sacks on your doorstep. If your letter box allows, they will be posted. Alternatively, you must be home for delivery or provide an alternative delivery address</p> <p>We will not leave red striped waste bags on your doorstep. They will be posted through your letter box. Where no letter box is available, or no access to communal areas can be made, a note of unsuccessful delivery will be made. We will send you a letter to allow you to collect your bags</p> <p>Visit your property twice to attempt delivery of chargeable items</p>
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<p>Bulky Waste Collections</p>	<p>Offer a chargeable, bulky waste collection service for items that cannot be recycled.</p> <p>Offer a free bulky waste collection service for items that can be recycled.</p> <p>Work to procure a partnership with a local charity, to further enhance the re-use of bulky items that can be used again</p> <p>We may be able to offer assistance with the removal of your bulky waste, if arrangements are made in advance.</p> <p>Inform our fly-tipping removal teams of all bulky waste collection bookings, to ensure they are not incorrectly assumed as fly-tipped items.</p>	<p>Present your items at an agreed collection point by 6am on the day of collection. This may be within a property boundary, or kerbside</p> <p>Present your items in a clear and accessible location; if they are being collected from within your property boundary, they must be at the nearest point to the highway.</p> <p>Keep all absorbent items dry to facilitate a safe collection e.g. rugs, sofas, mattresses</p> <p>If you no longer require a collection for any reason, you must inform us no later than 3 working days before collection is due to take place. A refund will then be offered</p> <p>Only place out items for collection that have been booked in advance</p> <p>Present your item/s in a safe manner, as instructed by the contact centre and detailed within our website</p>	<p>Collect your items between 6am-9pm on the day of collection</p> <p>If a collection is missed due to service disruption, our contact centre staff will be informed. We will arrange to make a re-collection as soon as possible.</p> <p>We will complete a daily End of Shift report which will identify any reason why we have been unable to collect your bulky waste item.</p> <p>Leave a calling card to advise of any issues with collecting your item/s or confirm item has been collected</p> <p>Aim to offer a collection of your bulky items within 10 working days of the request. This may be extended during periods of high demand, and you will be told of your proposed collection date before you make payment.</p>
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<p>Recycling and waste education</p>	<p>Implement and promote campaigns to increase recycling participation across the City.</p> <p>Let you know if your collections will be delayed due to Bank Holidays or inclement weather via our waste apps, website and C2C contact centre</p> <p>Ensure information regarding recycling and waste services is available to the public via a range of communication methods including:</p> <ul style="list-style-type: none"> - outreach sessions - social media e.g. twitter and Facebook - website updates - Leaflets and letters - Advertising <p>Form partnerships with key stakeholders including student union, local volunteer groups, and charities. This will enable activities such as the student campaign</p> <p>Arrange assessments for residents who may struggle to present waste for collection on</p>	<p>Provide us with correct information to enable us to complete our household visits</p> <p>Allow us access to the frontage of your property if requesting a registered collection. Our officers will need to complete a risk assessment</p> <p>Be open and honest when explaining why you need assistance with waste collections, or additional non-recyclable waste capacity.</p> <p>Be polite and courteous to our staff, who are aiming to help and are asked to relay key messages</p> <p>Use your chosen communication reminder method to keep informed of recycling and waste messages/collection days etc.</p> <p>Take personal responsibility to ensure you are participating in all recycling schemes available. Contact us if you require assistance</p> <p>Let us know if you no longer require a registered collection at your address.</p> <p>Respond to registered collection</p>	<p>Organise at least 1 outreach session a month, and inform you where we will be via social media and the website www.keepcardiffidy.co.uk</p> <p>Visit you within 10 working days to arrange a registered collection.</p> <p>Process any agreed registered collections by the end of the working day; your assistance will begin between 7-10 days.</p> <p>Visit you within 10 working days to arrange an additional capacity bin assessment.</p> <p>If any additional/larger bins are required, order these within 24 hours of the visit.</p> <p>Provide basic recycling and waste collection information in the 15 most spoken languages across the City</p>
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	<p>the highway- these are known as registered collections</p> <p>Arrange assessments for residents who feel they require additional non-recyclable waste allowance</p> <p>Regularly review all properties signed up for a registered waste collection, to ensure they are still required</p> <p>Complete regular monitoring of the City's participation in recycling schemes using a range of methods to include:</p> <ul style="list-style-type: none">- desk based data analysis- on street monitoring <p>Produce improvement plans & changes of schemes when considering results of public satisfaction surveys</p> <p>Continue the promotion of recycling and waste minimisation messages for school children, through our Really Rubbish Campaign</p>	<p>review letters, to let us know if you still require the service.</p>	
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Compliments and complaints (use corporate info)	<p>Your feedback helps us to improve our services.</p> <p>If something goes wrong, we need to be able to put it right quickly.</p> <p>If possible, we will take action to ensure it doesn't happen again.</p> <p>We will ensure all compliments receive reach our operational teams, via staff screens in communal areas.</p>	<p>Provide us with feedback via the various contact methods available to you.</p>	<p>Acknowledge your complaint within 5 working days of it being received</p> <p>Aim to resolve your complaint within 20 working days</p> <p>Let you know within the 20 working day period if we think it may take longer to investigate, and keep you informed</p>
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5.2 Future considerations- High level options

Garden waste collections

The collection of garden waste from households helps the Council to meet its statutory re-use/recycling and composting targets. However, it is not a statutory function to collect garden waste from households free of charge.

Garden waste collections can prove challenging; there are many variables including:

- seasonal impacts
- differing demands across the City

It has been identified that there are current inefficiencies in our garden waste collections, due to the challenges listed above. It is very difficult to determine demand levels; our refuse collection vehicles service every street, although only one or two properties may present garden waste; although collection frequency is reduced to four weekly between November-March, feedback from customers identifies that there is a large proportion that still require a regular collection until a later date.

The move to a new technology based collection system, with live access from back office function to the vehicle, gives opportunity for alternative service delivery.

This document indicates the options that can be considered, and a high-level analysis of the strengths, weaknesses, opportunities and threats of each.

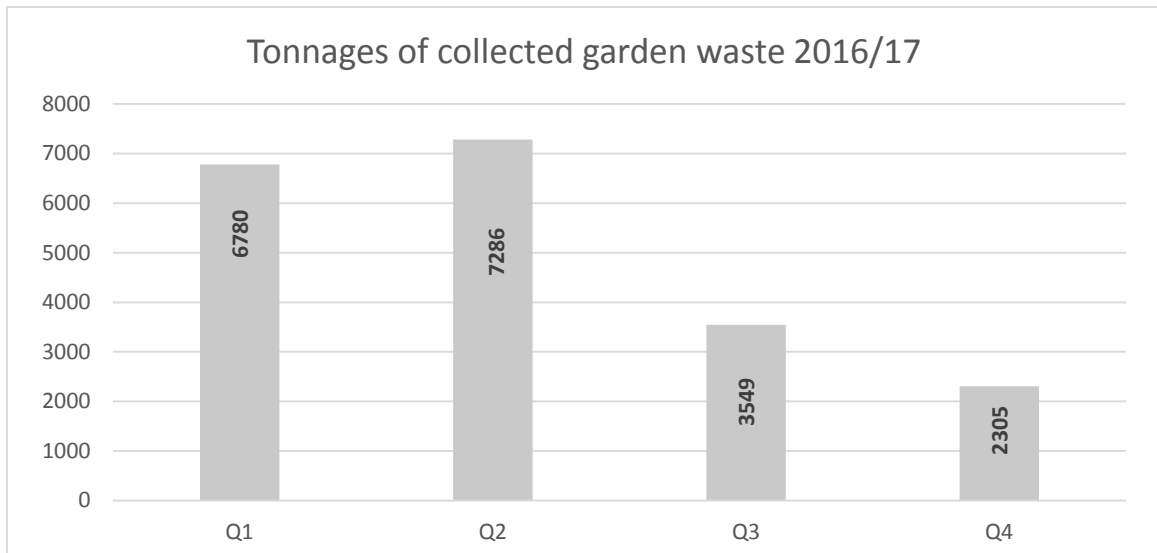
Current position

Garden waste is collected fortnightly between April and October, and monthly between November and March.

Households present garden waste for collection in a 240L green wheeled bin, or a white re-useable sack. The Council specifies which container a household uses. Households may place 2 wheeled bins, or 5 re-useable sacks out for collection as standard.

Wheeled bins are charged at £25, and re-useable sacks at £2 per sack.

In 2016/17, the Council collected 19,919T of garden waste, in the main from households and Household Waste Recycling Centres. Of the amount of garden waste collected, 14,066T were collected between April-September as identified in the graph below:



The tonnages identify a clear demand for the service between April-September. However, despite the amount of waste collected there are still huge variables across the City.

A participation monitoring exercise was completed during April-May 2016. The below table shows the participation rate (the % of properties presenting garden waste once over 3 collection cycles) and the set out rate (the amount of properties presenting garden waste at each opportunity).

	April – May 2016	
Area (sacks or bins)	Participation rate %	Set out rate %
Cathays (s)	3.4	1.7
Heath (b)	77	49
Splott (s)	8.9	4.3
Ely (b)	59.4	31
Grangetown (s&b)	14	7

The same exercise was completed in different areas of the city during the winter of 2017/18 and the results show that participation in the service was low and infrequent.

	October 2017 – January 2018	
Area (sacks or bins)	Participation rate %	Set out rate %
Ely (b)	10.8	4.9
Riverside (s)	41.8	19
Penylan (s)	42.2	19
Rumney (b)	21	7.8
Heath (b)	44.3	21.4

Our Ask Cardiff 2016 survey results have indicated that 81% would consider an opt-in collection service, whereas only 25% would consider a chargeable collection.

Research

An initial research exercise has been completed, to determine the provision of garden waste collections across Wales, and core cities.

Further detailed research will be undertaken with the local authorities, to help steer the preferred method of garden waste collection.

The following Council's charge for garden waste collections:

Authority	Charge	Cost	Method of opt in
Bristol	Y	£32 annually	Ring & collect
Newcastle	Y	£20 annually	Subscription
Sheffield	Y	£55.87 full 15, £47.99 x 9 collections and £37.99 x 5 collections.(2017 price) To be reviewed for 2018	Subscription
Birmingham	Y	£40 annually	Subscription
Denbighshire	Y	£34 / £22 online, annually	Subscription
Pembrokeshire	Y	£48/£43 annually	Subscription
Monmouthshire	Y	£18 annually	Subscription
Ceredigion	Y	£1.20 per bag	Ring & collect
Carmarthenshire	Y	£40.80 / £48 in instalments	Subscription
Conwy	Y	£1.50 per bag, maximum of 6 collected	
Bridgend	Y	£27 / £23 for OAP, annually	Subscription
Swansea	Y	£1.50 per weighted bag, 75p non-weighted	N/A
Flintshire	Y	Only a charge for any additional bins of £24 per bin per annum	N/A
Gwynedd	Y	£33 a year, extra £28 a year per additional bin	Subscription
Powys	Y	£13.56 per roll of sacks	Subscription
Vale of Glamorgan	Y	Bags £2 each	Ring & collect during winter months

Potential options appraisal

1) Charged winter opt-in

Strengths

- As production of garden waste is seasonal and has huge variation in demand across the city (due to housing stock types) – routes can be better rationalised to reflect need in service.
- Potential to scale back low season collections (e.g. Dec – Feb) to zero.
- Gives scope to only visit streets that present garden waste on collection day.

- Customers will have greater autonomy of when to opt in, meeting the need of their own gardening habits.
- Comparatively short sign up windows allows for flexibility of change of customer circumstances.

Weaknesses

- Short opt-in period results in monthly admin to maintain registrations – this is admin for both staff and customers who have to sign up over again.

Opportunities

- Opportunity to build a profile of statistical participation of garden waste collections without the need for resource intensive participation monitoring

Threats

- If opt-in properties cover are small in number but cover a large geographical area, rationalisation will not be achieved.

2) Opt-in on demand winter collections

Strengths

- Existing booking and scheduling model available (bulky waste)
- As collections are reactive to customer requests, route optimisation would have the greatest effect with this model – unless properties are vastly spread out.
- No charge

Weaknesses

- Increased call traffic to the contact centre to register for collections as online infrastructure is not currently available.
- This system would require a huge amount of admin resource.
- Online opt-in infrastructure would be required to ease customer use of the service (the contact centre is available at limited times). This is not yet available – especially if the service incurs a charge

Opportunities

- Opportunity to use in-cab technology to the best of its potential.

Threats

- Threats that customers will stockpile garden waste at home before ordering a collection – this has a detrimental effect on the quality of garden waste material for composting.
- The effort required by resident to request a collection may dissuade them from using the service entirely, resulting in reduced garden waste tonnages.

3) Annual Permits

Strengths

- Minimal admin required to maintain the system of the opt-in options.
- This model will likely to be preferable to residents who consistently use garden waste collections over the winter months. Requesting a collection every two weeks would be irritating to residents who use something regularly.

Weaknesses

- If properties register on an annual basis, route optimisation may not occur, as RCV's will visit addresses whether garden waste is presented or not.
- Ongoing admin required for each property - annual permits
- Process required if customers want to unsubscribe from the service.
- If residents move house but have paid for a permit – it could be transferable to a new property
- Residents will perceive no positive change in service, just a charge for a service they previously received without having to make the effort to sign up.

Opportunities

- Opportunity to rationalise rounds under this model with a high season and low season permit.

Threats

- If permits are to be displayed on a bin, this adds additional complicity to the scheme for the public.

1. Bank Holiday Collections

Cardiff Council currently does not collect waste on bank holidays. This can mean the residents have to place out their waste either one day or two days late, depending on when the bank holiday falls. Each bank holiday the arrangements can change and lead to confusion for residents.

Across local authorities, the growing trend is to collect recycling and waste on bank holiday Mondays. This means less confusion for the resident as there are no changes to their collection services except at Christmas and New Year. This can mean less incorrectly presented waste so in turn provide cleaner streets.

This would also mean a contract change for the work force as well as re-educating the public on their collection days

2. Collection day changes (rebalancing)

Each waste stream has a specific number of properties that can be collected by each vehicle in a shift per day. These rounds build up like a jigsaw to determine what day each ward has their waste collected on, how many vehicles the service requires and the overall cost of the service. By constantly monitoring how these rounds are performing, efficiencies can be improved.

As the city grows, the number of properties on some collection rounds can become imbalanced, meaning increase costs and reduced efficiencies. It is recommended that Authorities' rebalance the collection rounds every 5 to 10 years depending on the level of growth within the authority. The last large scale rebalance in 2012 meant significant changes to the day residents had their recycling and wastes collected. Change is not required currently, but it is anticipated that a further large scale rebalance will be required within the length of this strategy (but this will be subject to the cities growth, as per the LDP).

3. Alternative working patterns for Collection services

Finding an appropriate shift-pattern, which matches the specific needs of the organisation and our customers, is critical. At present, waste management operates a "Double Shift" pattern. Introduced in October of 2009, the double shift pattern offset the cost of introducing weekly food waste collections. Moving to a double shift pattern enabled the new food waste collection service to be delivered to our customers, whilst reducing our overall fleet vehicle requirements and subsequent costs. Effectively this provided a cost neutral increase in services.

At the time other options were explored including "6 day working", 4 on and 4 off" and 7 day working. However, the "Double shift" pattern provided the best financial and operational benefit.

As the city progresses, all options are worth keeping under consideration. The Council will also consider the impacts of alternative working patterns. Some initial research identified that:

- **London Borough of Sutton:** moved to a double shift arrangement, incorporating Saturday into the working week. This contributed £500K to the £1 million saving imposed on service area
- **London Borough of Barnet:** £1.3 million savings delivered through the revision of its mixed organics collection over 6 days rather than 5, Monday-Saturday thus reducing fleet and operatives
- **London Borough of Merton:** Service review resulted in 6 day collections (Monday-Saturday) with operatives working 36 hours over 4 day shift pattern. The reduction in vehicles contributed to the £540K p/annum savings rather than the reduction in staff.

So bearing these case studies in mind and the demands of a capital city environment which include busy streets and congestion; high volumes of on street parking; high seagull population and pest attacks on bags; a 24/7 city economy a high level analysis will be completed.

A re-evaluation of potential options include ;

1. Current - (Double shift over 5 days) 6am to 10pm, Monday to Friday
2. Night Shift - (Single Shift over 5 or 6 days), 7am to 3pm, Monday to Saturday
3. 4 in 6 shift pattern - (Single Shift over 6 days), 7am to 3pm, Monday to Saturday

Further detailed modelling and consultation is required to test whether the current collection arrangements are the best value for the customer and the Council.

Appendix A6- Recycling performance

1. How Cardiff compares with other Welsh local authorities (2016/17) & core Cities

Area	%
Ceredigion	70.1
Wrexham	68.7
Monmouthshire	68.7
Flintshire	68.2
Carmarthenshire	66.2
Isle of Anglesey	65.8
Caerphilly	65.5
Vale of Glamorgan	65.3
Pembrokeshire	65.3
Merthyr Tydfil	65.2
Powys	65.2
Denbighshire	64.7
Rhondda Cynon Taf	64.4
Wales	63.8
Swansea	63.7
Torfaen	63.6
Neath Port Talbot	62.8
Conwy	62.6
Newport	61.4
Gwynedd	61.1
Cardiff	58.1
Bridgend	57.9
Blaenau Gwent	56.8

It should be noted that Cardiff have a high proportion of commercial waste within the waste stream. The majority of the Welsh Authorities do not have the same commercial opportunities as Cardiff or choose to price themselves out of the Commercial market. If Cardiff were to remove the profitable commercial element, the City's overall recycling performance could potentially increase by 4%.

However, as a capital city, Cardiff faces many challenges that other Welsh Authorities do not encounter. To gauge the performance as a capital city a core cities comparison provides an insight on just how well Cardiff performs as a Capital City. The table below outlines performance of the Core cities in Cardiff's comparison group.

Area	Recycling	Residual	Garden	Food	No. of HWRCs	Population* census 2011	No. of houses* census 2011	Surface area	Population Density	Recycling performance 2016/17 (%)
Cardiff	Weekly co-mingled	Fortnightly 140L bins or 3 bags	Green bin fortnightly Monthly in winter	Weekly	3 moving to 2	346,100	142,802	140.3km ²	2,500/km ²	58.1
Edinburgh	Fortnightly kerbside sort Green Bin: textiles, tins cans paper cardboard envelopes plastic bottles, pots, tubs and trays Blue box: glass, batteries, small electrical goods.	Residual 140L Fortnightly	Garden Waste Every 3 weeks	Food waste weekly	3	476,626	230,058	264km ²	1,828/km ²	42.3
Bristol	Kerbside sort Green box; cartons, cardboard, plastic bottles/packaging, cans, foils, aerosols, lids + small WEEE next to box Black box; directories, paper, glass, batteries	Residual 180ltr or up to 3 bags Fortnightly	Chargeable Garden 240ltr bin – fortnightly, buy bags/phone for	Food Weekly	2	428,234	182,747	110km ²	3,892/km ²	43.4

	(put in a small bag), textiles (in an untied bag), shoes, spectacles, engine oil, car batteries (to side of box)		collection (same day as recycling)							
Manchester	<p>Kerbside sort</p> <p>Brown bin glass jars/bottles, plastic bottles, tins & cans, foil and takeaway trays</p> <p>Blue bin/bag; paper, card, food & drink cartons</p> <p>alternate weeks</p>	Residual 120ltr fortnightly	Garden bin	Food if they have room to have a garden bin then food is combined	3	503,127	224,540	115.6km	4,680/km ²	36
Glasgow	<p>Twin stream 140L purple bin; glass. Every 4 weeks</p> <p>Blue bin; paper, tins, cans, plastic bottles, cardboard. Every 2 weeks</p>	Fortnightly-green bin 7 day collection schedule	Brown bin- every 2 weeks (March-November)	Food in garden bin	4	593,245	285,693	149.9km ²	4,023/km ²	26
Newcastle	Fortnightly (alternate to residual) Twin Stream	Residual every 2	Brown bin £20	Food every	3	280,177	128,030	360km ²	2,613/km ²	42

	All Cardiff items, textiles (in separate bag). Black caddy within blue bin for glass bottles & batteries (in separate plastic bag)	weeks	year for collection	2 weeks						
Sheffield	Kerbside sort Fortnightly Blue bin; plastic bottles, glass bottles & jars, cans Blue box; paper & card	Fortnightly alternate week to recycling provided by veolia Student scheme-red sacks provided to students for additional waste, collected between 10 June and 5 July.	Garden £55.87 – full 15 collections £47.99 x 9 and final 5 £37.99	Food into residual	5	539,064	229,928	267.8k m2	1,563/km2	29.6
Liverpool	Fortnightly: Co-mingled blue bin Same contents as Cardiff	Residual some areas weekly, most every 2 weeks	Garden every 2 weeks	Food no collections	2	466,415	206,515	111.8k m2	4,332/km2	28.1

Leeds	Depending on the area some fortnightly, 3 weekly and 4 weekly	Weekly	Only collections March – November	Same	8	751,485	320,596	551.7k m ²	1,416/km ²	37.9
Nottingham	Fortnightly (alternate to residual) Brown bin with grey lid-same materials as Cardiff Orange “survival bags” for properties not suitable for bins	Fortnightly Weekly for residents on orange bags	April - October	Fortnightly	1	305,680	126,131	74.61k m ²	4,359/km ²	29.8
Birmingham	Twin stream being rolled out. Blue box; paper, cardboard. Green box; glass, cans, plastic bottles, pots, tubs, food trays and aluminum foil. OR; 240L recycling wheeled bin, inner caddy for paper/cardboard	Weekly-180L bin	£40, £38 on-line or early bird £35 March - Dec	Into residual waste	5	1,073,045	410,736	267.8k m ²	4,199/km ²	24.4

2. Recycling Data comparison

The overall recycling rate is based on all MSW tonnages, but it is important to see how each of the elements of MSW build up to form the overall recycling performance.

Kerbside Collections ~ 65% recycling rate

The effects of the move to smaller residual waste containers has seen an increase in the performance of the kerbside collections services. Cardiff out performs many recycling collection services.

HWRC ~70% recycling rate

Investment in new recycling markets e.g. carpets/mattresses, the new Lamby Way recycling centre and additional time and training for site attendants to have a more focussed 'meet and greet' role. Increasing recycling through the education stations at the HWRCs will be one of the main focuses of the new waste strategy 2018 onwards with an aim to reach 80% as set out in Welsh Government's collections blueprint.

Commercial Services ~ 29% recycling rate

The overall recycling performance of the commercial waste department has only slightly increased in recent years. The additional recycling collected can be attributed to more focused recycling efforts, as part of successful tender bids for companies such as Wales Millennium Centre, Principality Stadium and Cardiff and Vale NHS. However, this has also increased the overall amount of waste collected. Significant change is needed here supported by the Environment Act (Wales) Regulations, that are not yet available from Welsh Government.

Street Cleansing ~70% recycling rate

Although the smallest fraction of the MSW stream, the sweepings recycling contributes significantly to the performance of this area. It should be noted that very little recycling is yielded from on-street litter bins (where they are currently located), and flytipping, at a level of 5% recycling. Although, arrangements are in place to increasingly sort more flytipping waste.

All of the above tonnages combine to calculate the council overall expected recycling performance in 2017/18 to be 58.1% .

3. Quality of Green Bags Recycling

The analysis of green bags identified that the vast majority of the composition was material that we accept within the kerbside recycling collections.

Although, it is clear that there is confusion from the public and the attempts to recycling; 6.1% of the material could be recycled at a HWRC, and a further 4% in other kerbside collections e.g. food waste, hygiene collection, garden waste.

Target Material in green bags

Summer	Autumn	Average
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Recyclable paper	27.5%	28.2%	27.9%
Glass bottles and jars	21.9%	22.3%	22.1%
Thin card	8.3%	8.5%	8.4%
Plastic bottles	6.9%	6.4%	6.7%
Corrugated card	6.8%	6.3%	6.6%
PTTs (All types excl. black plastic trays)	4.1%	3.4%	3.8%
Ferrous cans and tins	3.7%	3.6%	3.7%
Non Ferrous cans	1.3%	1.1%	1.2%
Ferrous aerosols	0.4%	0.3%	0.4%
Non Ferrous aerosols	0.3%	0.2%	0.3%
Total	81.2%	80.3%	80.8%

Target (HWRC) material in green bags

	Summer	Autumn	Average
Other dense plastic	2.4%	2.4%	2.4%
Drink cartons (Tetra packs)	0.8%	0.7%	0.8%
Glass non-packaging	0.5%	0.7%	0.6%
Other ferrous items	0.4%	0.4%	0.4%
Other electrical items	0.0%	0.7%	0.4%
Clothing	0.2%	0.4%	0.3%
Shoes, bags, belts	0.2%	0.4%	0.3%
Other small electronic items	0.1%	0.4%	0.3%
Other non-combustible	0.2%	0.3%	0.3%
Non clothing textiles	0.1%	0.2%	0.2%
Wood and cork	0.3%	0.0%	0.2%
Other Hazardous Waste	0.0%	0.1%	0.1%
White goods	0.1%	0.0%	0.0%
Batteries	0.1%	0.0%	0.0%
Other large electronic items	0.0%	0.0%	0.0%
Other non-ferrous	0.0%	0.0%	0.0%
Computers and televisions	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%
Water based paint cans	0.0%	0.0%	0.0%

Other paint cans	0.0%	0.0%	0.0%
Total	5.5%	6.7%	6.1%

Target (other household collections) material

	Summer	Autumn	Average
Absorbent Hygiene Products (for example nappies)	1.2	0.6	1.8
Avoidable food waste (unpackaged)	1.2	0.3	1.5
Unavoidable food waste	0.4	0.1	0.5
Garden waste	0.1	0	0.1
Possibly avoidable food waste	0.1	0	0.1
Total	3	1	4

4. Recycling Found in the General Waste

Only 38.2% of the material contained within the general waste was material that cannot be recycled. 61.8% of the material could be recycled either in the kerbside recycling collection, hygiene/food collection or at the HWRC.

It is clear that there still needs to be increased emphasis on behavioural change, to divert this material from the general waste collection. A sustained approach to increased education, awareness raising campaigns and enforcement for non-compliance will be key.

Target Recyclable (kerbside collections) Material in Residual Waste Sample

	Summer	Autumn	Average
AHPs (hygiene separate collection)	8.7%	16.1%	12.4%
Avoidable food waste (unpackaged)	5.3%	5.6%	5.5%
Recyclable paper	4.6%	3.4%	4.0%
Garden waste	4.1%	1.1%	2.6%
Unavoidable food waste	2.7%	1.9%	2.3%
PTTs (All types excl. black plastic trays)	2.5%	1.8%	2.2%
Thin card	2.5%	1.8%	2.1%
Possibly avoidable food waste	1.2%	2.7%	2.0%
Glass bottles and jars	2.1%	1.2%	1.6%
Plastic bottles	1.4%	0.9%	1.2%
Ferrous cans and tins	0.8%	0.5%	0.7%

Corrugated card	0.6%	0.5%	0.5%
Non Ferrous cans	0.2%	0.1%	0.1%
Ferrous aerosols	0.1%	0.1%	0.1%
Non Ferrous aerosols	0.1%	0.1%	0.1%
Total	36.9%	37.8%	37.3%

Target Recyclable (HWRC) Material in Residual Waste Sample

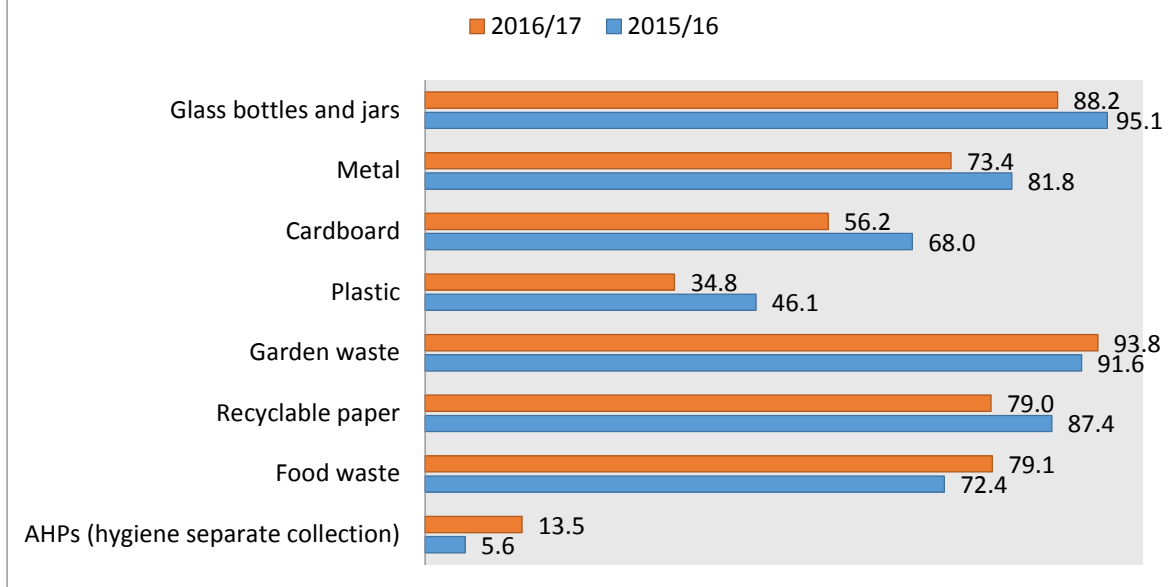
	Summer	Autumn	Average
Other non-combustible (incl.rubble)	6.3%	8.4%	7.4%
Other dense plastic	4.7%	4.5%	4.6%
Clothing	2.4%	2.0%	2.2%
Wood and cork	3.4%	0.6%	2.0%
Shoes, bags, belts	0.9%	2.0%	1.5%
Non clothing textiles	1.9%	0.9%	1.4%
Other electrical items	1.0%	1.2%	1.1%
Other ferrous items	1.0%	0.9%	1.0%
Other Hazardous Waste	0.2%	0.8%	0.5%
Glass non-packaging	0.5%	0.4%	0.5%
Computers and televisions	0.3%	0.4%	0.4%
Other large electronic items	0.5%	0.2%	0.4%
Other small electronic items	0.2%	0.3%	0.3%
Other non-ferrous	0.30%	0.1%	0.2%
Other paint cans	0.4%	0.0%	0.2%
Drink cartons (Tetra packs)	0.1%	0.1%	0.1%
Batteries	0.1%	0.1%	0.1%
White goods	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%
Water based paint cans	0.0%	0.0%	0.0%
Total	24.2%	22.9%	23.6%

5. Capture rates

The data provided by the compositional analysis research, enabled the Council to identify which material is not being captured to its full potential.

A comparison of the material capture rates (2015/16-2016/17) is below:

Material capture rate comparisons- kerbside collections



The above identifies that members of the public are still placing large amounts of nappies, plastic and cardboard into their general waste collection despite the fact that there are alternative services for these.

However as anticipated, the restriction campaign in 2015 has more than doubled the capture rate of nappies/incontinence waste into the hygiene collection rather than the general waste.

It is also positive to note an increase in the capture of food waste in 2016/17.

It is recognised nationally that plastic is a material that residents are most confused about recycling, due to the differing grades of plastic and conflicting advice on packaging.

It has been estimated that to achieve the 70% recycling target, 90% of residents need to be recycling to their full potential 90% of the time. The compositional analysis, and capture rates data identifies there is lots still to do. There still needs to be increased emphasis on behavioural change, to divert this material from the general waste collection. A sustained approach to increased education, awareness raising campaigns and enforcement for non-compliance will be key.

6. Potential new material to collect from the kerbside

To examine the potential of improving recycling rates in Cardiff, we have examined the recyclable materials that are most prevalent in the kerbside residual waste stream and also potential MRF rejects via composition analysis data – in order to ascertain which materials have the greatest potential effect on recycling rates, if they were to be diverted into the recycling stream.

When combining the observed waste arising of residual composition analysis and recycling composition analysis in 2015, the materials that were most prevalent were textiles (clothing, shoes, bags and non-clothing textiles), WEEE (electrical items and small electronics) and Cartons (tetra-pak style). The table below shows an estimated potential tonnage of how much of each material could have existed in 2016/17 residual tonnage, based on composition analysis proportions.

Potential Kerbside Tonnage yields for textiles, WEEE and Cartons in recycling 2016-17

	Total
Textiles	1602.34
WEEE	482.72
Cartons (tetra packs)	66.08
Grand total all material	2151.13

This concludes that the greatest potential for tonnages is in collection of textiles.

The tonnage shown could also significantly increase as a result of a promoting campaign for the collection of a new material. However it is also important to consider that the other outlets for this type of material in Cardiff are well established, such as charity shop donations or “Cash for Clothes” businesses. Therefore WEEE should not be discounted as electronics could have high potential for capture as the electronic economy becomes increasingly disposable.

7. Overall Recycling Potential

Based on the current tonnages achieved and the composition analysis of what is available the following short summary outlines how 70% can be achieved;

Domestic if uplift on performance from 64% to 70% is achieved a further approximate 6000+tonnes could be recovered. Almost 1000 tonnes could yield from hygiene waste recycling and as identified areas like additional kerbside collections of textiles could yield positive results. The rest of the changes will come from education and influencing habits of residents to recycle correctly and as much as possible.

Commercial has the challenge of increasing recycling whilst improving income. Based on the compositional analysis there is a large proportion of recycling available in the commercial waste streams. If the current level of recycling is increase to 58% a further approximate 6000 + tonnes could be recycled.

The next large area of recycling potential is the household waste recycling centres, in achieving the desired target of 80% approximately 5000+ tonnes could be added to the recycling performance.

Areas like bulky waste, cleansing and fly tipping contribute a smaller proportion of the whole waste stream, but even small changes could yield an increase in overall performance.

With all step changes in recycling there needs to be consideration of the waste flow changes that will occur if waste is removed from the disposal stream. The energy recovery process used by the Council also contributes to recycling, so less waste through the facility does affect the tonnage balance.

Whilst it is difficult to profile the cities growth and peoples habits on recycling, the review has determined that there is sufficient recyclate still available in the residual streams to achieve 70% or above recycling within the city.

Appendix B – Waste Management Strategy 2015-18, Gap analysis

Phase 1: Residual waste restriction programme: Summer 2015- to provide an additional 5000T of recycling

Action	Delivered?	Narrative
Weekly food waste collections remain.	Yes	Weekly food waste collections have, and will continue, to remain. All equipment required to participate in the service is provided free of charge.
Recycling will remain weekly via green bags.	Yes	Weekly collections of recycling remain, and all equipment required to take part in the service is provided free of charge. The method of collection remains under review.
Residual waste collections will remain fortnightly, but restricting of residual waste is required.	Yes	Waste restriction was implemented on 27th July 2015; 140L wheeled bins were issued to approx. 10,000 properties without a bin and a restriction of 3 red striped waste bags p/collection to the remaining 16,500 properties in the bag areas. 94,000 properties had their 240L black bins exchanged for a 140L black bin, with full completion in February 2016.

Phase 2: HWRCs, new markets and re-use options; 2015/16, to deliver an additional 5000T of recycling

Action	Delivered?	Narrative
HWRCs		
<p>Considering best practice design and layout when planning the development of the new site</p> <p>Improve signage around sites and on containers, to improve capture rates and reduce contamination levels</p>	Ongoing	<p>Lamby Way supersite opened in July 2017.</p> <p>All signage has been reviewed, using WRAP national iconography and complying with welsh language standards.</p>
<p>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 site users</p>	Ongoing	<p>A site operative is now at the entrance of all HWRCs with a dual purpose of checking proof of Cardiff residency, and providing assistance before users enter the site.</p> <p>When resource allows, an operative is also placed next to the general, household waste skip diverting material to recycling.</p>

Re-consider the current vehicle access policy to ensure that only domestic site users from Cardiff are accessing the site	Yes	From 2nd January 2016, residents are now required to bring proof of Cardiff residency to access the HWRCs.
Consider the introduction of a 'permit scheme' to ensure only Cardiff residents benefit from the HWRC	Yes	Proof of residency check has been implemented.
Invest in comprehensive training and up skilling programme for the site operatives	Ongoing	NVQ development is underway
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	Ongoing	We have formalised a partnership arrangement with British Heart Foundation (BHF); there is a donation zone at Lamby Way and Bessemer Close for items to be removed for re-use/recycling by the BHF. This trial will be evaluated, and developed over the years into a re-use shop format
Adapting to recycling markets, and providing recycling facilities for a range of bulky items and materials not currently recycled e.g. mattresses and carpets	Yes	New recycling markets for carpets, mattresses, tyres and UPVC at the HWRCs
Educate residents on the facilities available to them and how best to present and prepare recycling and waste before coming to site	Ongoing	Website pages have been re-designed to include WRAP iconography for materials, to improve national recognition The HWRC user guide is in the process of being redesigned
Considering a 'no bag' policy at the HWRC to encourage users to segregate material before entering the site.	Ongoing	Full detail to be developed in line with 2018-2021 waste strategy review paper.
Action	Delivered?	Narrative
Bring Sites		

Review existing bring site provision to ensure its suitable for user needs.	Yes	There are 3 remaining bring sites for mixed recycling, along with 5 for glass only.
Evaluate current usage, satisfaction and contamination levels of existing bring sites, and adapt as appropriate.	Yes	As above- Bring sites with high levels of mixed recycling contamination have now been removed.
Upgrade or adapt existing bring site provision to compliment any future change to kerbside recycling collections	Ongoing	Glass only bring sites remain across the City to replicate the separate collections of glass proposals.
Work with partners to consider opportunities to place recycling banks in alternative locations, accessed by a large footfall e.g. schools, community halls.	Ongoing	New facilities always considered.
Action	Delivered?	Narrative
Bulky Waste Collection/Fly-tipping Clearance		
Utilising available facilities at HWRC's, to either recycle or re-use items collected	Yes	This was delivered in November 2016. Any bulky items are collected free of charge if they are recyclable. Items are separated for recycling at Bessemer close HWRC.
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.	Yes	This was considered within the re-use options appraisal. The British Heart Foundation partnership was implemented as an alternative
Initiating a project team, to investigate current bulky waste, and fly-tipping collection arrangements, and identify any improvements necessary.	Yes	New fly-capture/waste data flow process developed and agreed. Fly-capture analysis completed monthly, to determine any trends in demand. Benchmarking work to continue
Increasing understanding of the composition of fly-tipped, and bulky collected waste, to identify common materials and the need to implement new recycling streams.	Yes	Raw data for analysed for bulky waste collections- a recycling bulky waste collection scheme has now been introduced

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.	Ongoing	Addressed in 2018-2020 Municipal Waste Strategy
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.	Ongoing	The waste strategy manager delivered a presentation at the Welsh Government instigated "re-use forum". We will continue to support Welsh Government to develop a network, which will have multiple benefits within Wales

Phase 3: Recycling collections change requirements, detailed plans will be presented in 15/16 to ensure Cardiff remains legally compliant and delivers cost effective and high quality recycling

Action	Delivered?	Narrative
Prepare a 'TEEP' business case. Undertake detailed modelling with support of WRAP, using Routesmart or similar	Ongoing	This work will continue
Best practice research and benchmarking from other local authorities undertaking a kerbside sort scheme.	Ongoing	This is still ongoing, as part of the wider recycling waste collections review. There have been operational research meetings to other local authorities with a kerbside sort collection method.
Analysis of the current composition of waste in Cardiff is required, to determine the likely material demand in each area.	Yes	This was completed as part of the WRAP all Wales analysis.
City wide participation monitoring, to establish more detailed weights per <i>participating</i> household in each area.	Ongoing	Various cycles of participation monitoring has taken place, and continues as part of the team's annual work plan.

Review of bin stores/housing type within current communal bin properties, to determine whether appropriate for a change in recycling collection method.	Ongoing	An audit is currently under way to ensure our records are up to date. Site assessments are being completed as and when new developments commence collections.
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Phase 4: Recycling infrastructure, further feasibility study to be presented 15/16. This is to secure recycling infrastructure and obtain high quality recycling and optimum market income

Action	Delivered?	Narrative
Through partnership with Welsh Government and support from Local Partnerships, Cardiff will explore the feasibility of a regional recycling facility.	Ongoing	Referenced in waste strategy 2018-2021
We will work with other local authorities to develop regional solutions to expand the range of materials that can be recycled from the kerbside e.g. nappies	Ongoing	There are regional recycling contracts in place: <ul style="list-style-type: none"> • WEEE • Street Sweepings • Textiles

Phase 5: Additional recycling performance from households, commercial and cleansing. This will be tabled for 2016 and beyond to secure the further 12,000T of recycling needed

Action	Delivered?	Narrative
Commercial		
Investigate the benefits, or otherwise, of procuring on board weighing equipment.	Yes	Commercial waste vehicles now have this function. It is currently utilised on 6 of the larger commercial waste collection rounds.
In depth waste audits to be arranged for all new potential customers to ensure that waste contracts allow for maximum levels of recycling.	On going	Waste audits are offered as part of a service contract discussion. However, this service can be expanded to be a requirement of signing up a business for a general waste contract. Mixed skips are now being post sorted to further understand composition

Understanding customer needs including consultation/feedback.	Ongoing	Customer satisfaction survey completed September 2017
Analysis of commercial waste collected, to determine composition with a view to introducing collections of additional material (if required).	Ongoing	
Introducing case studies of successful recycling schemes within existing customer contracts, focusing on both environmental and financial benefits.	Ongoing	Wales Millennium Centre case study completed
Investigating the potential of a commercial waste re-use centre.	Ongoing	
Divert potential customers that do not produce a large amount of waste to the Bessemer Close commercial recycling centre.	Yes	This happens on daily basis. Further promote the service as the Ask Cardiff survey of 2015/16 showed that 79% of respondents were not aware of the commercial centre
Continuing education and enforcement activity across the commercial sector to improve presentation of waste, to improve overall Local Environmental Quality.	Ongoing	A City Centre strategy has been developed. Weekend and evening enforcement officers now within the City. A section 47 database has been created, so that anyone working in the City centre can reference it. In 2017, will be working to ensure that businesses with private waste contracts label their bins to improve LEQ further
Consider 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.	Ongoing	As above- officers are continuing to use the Section 47 Notice to enforce this issue. However, this is mainly focused on businesses presenting bags for collection. Need to review the approach with bins, compositional analysis support may be required for this.
STREET CLEANSING- to recycle or compost 60% of their waste arisings by 2020		
Procure a suitable contract with the ability to recycle and/or compost street sweepings and leaf fall.	Yes	This is a regional contract with Caerphilly and Newport, currently with Neal soil
Consider an improved design litter bin with specific material receptacles, in	Ongoing	In process of redesigning some of the city centre litter bins, with a view to incorporating a recycling section within them.

order to reduce contamination and improve recycling potential.		
Updating and further developing the Local Environmental Quality strategy, with key recycling messages throughout.	Ongoing	There is a Neighbourhood Services enforcement strategy, along with sub action plans for each of the below areas: <ul style="list-style-type: none"> - City Centre - Frontages - Cathays - Litter - Fly-tipping
Considering the potential for split collection vehicles, in order to be able to efficiently collect and segregate recyclable items during cleansing operations.	Ongoing	A new fleet of vehicles were procured in 2016. This can be considered in 3 years as part of the new vehicle fleet procurement contract
Investigating how litter segregated for recycling at events and within the City Centre is currently collected, processed and recorded for recycling.	Ongoing	Material specific bins were purchased in 2014 as part of the 'Recycling on the Go' funding.

The City of Cardiff Council's compliance with Welsh Government Blueprint

The purpose of [Welsh Government's Collections Blueprint](#) is to ensure affordable and sustainable local authority collection services for recyclable, compostable and residual waste.

It provides Welsh Government's recommended service profile for the collection of recycling and waste from households. It recognises that a degree of flexibility will be required in approach and allows Cardiff to tailor services for specific circumstances and in accordance with local needs.

The Collections Blueprint is one of the key documents driving further options modelling, to determine whether a full kerbside recycling separation would be 'Technically, Economically and Environmentally Practicable' (TEEP) in Cardiff.

The positive news is that Cardiff is already meeting 72% of the requirements of the blueprint. This has increased from 61%, because of the changes made from the 2015-2018 waste strategy.

A list of the blueprint requirements, and how we are meeting these in Cardiff, is below.

Table 1- Cardiff's compliance with Welsh Government's blue print requirements

No.	Requirement	Do we do this in Cardiff?	Comments
1	Reduced residual waste container capacity – for example the use of 140 litre instead of 240 litre wheeled bins, or restriction on the number of bags that can be put out	Yes	This was implemented in 2015 and led to a 5% increase in recycling performance
2	Reduced residual waste collection frequency– once a fortnight is sufficient (when weekly food waste collection is provided).	Yes	This was implemented in 2011
3	No "side waste" collected for residual waste.	Yes	There is a strong 'no side waste' policy, with advice from recycling advisors, and enforcement action taken where necessary
4	Promotion of, and support for, home composting/ treatment for garden waste.	Yes	Compost bins are sold at a subsidised price of £7.
5	Apply charging for green waste collection (as allowed under the Controlled Waste Regulations 1994), and collecting it only once a fortnight.	No	Cardiff collects garden waste fortnightly during the summer, and monthly during the winter. Future option reviews for garden waste approaches, along with other potential efficiencies such as 'opt in' can be considered. The recycling tonnage risk prevents the stopping of green wastes collections

6	Separate weekly food waste collection (not co-mingled with green waste).	Yes	Yes this was implemented in 2011
7	Run the bulky waste collection service as a bulky reuse and recycling collection service.	Yes	The Council has recently launched a partnership with the British Heart Foundation, and are advertising their bulky waste re-use collection. All item/s collected by Cardiff Council are recycled where markets are available, and collected free of charge where these markets exist.
8	Provision of at least one local centre (e.g. civic amenity site / household waste recycling centre that can receive and safely store bulky items for reuse.	Yes	Yes- two of our Household Waste Recycling Centres have a re-use storage facility.
9	Weekly collection of dry recyclables mixed together in a box, with two or more boxes provided per household. Recyclables separated at the kerbside. Termed a "kerbside sort" system.	Yes to weekly collections of dry recycling No to kerbside sort of two or more streams	Cardiff currently uses a co-mingled (mixed) recycling scheme. We will continue to model the benefits and risks of a kerbside sort system throughout the period of the 2018-2021 waste strategy. Separate glass recycling pilot if fully implemented would move closer to this model
10	Food waste collected separately once a week, preferably through the use of kitchen caddies (with provision of free compostable liners), and separate lockable kerbside collection containers. Allow inclusion of paper kitchen towels and tissues.	Yes	Cardiff was the first core city to introduce separate, weekly food waste collections. We provide all equipment to participate free of charge.
11	Use of modern lightweight, multi-compartment vehicles (8 tonnes plus 4 tonne payload) for a single pass collection of dry recyclables and food waste. Ideally using renewable fuel.	No	Cardiff has trialled multiple vehicles and is currently undertaking a procurement exercise to progress modern Euro 6 rear steer vehicles (see more information in the Cabinet Paper dated 18 th January 2018). This also includes specialist food waste vehicles with payloads exceeding 5 tonnes. The same procurement exercise is exploring the use of alternative fuels. Cardiff has engaged with vehicle manufactures to understand current developments and meeting with

			local authorities who have progressed alternative fuel use for fleet vehicles.
12	The following recyclable materials to be collected as a minimum in the kerbside sort system (or perhaps via a dense bring site system): By 2012-13: Paper; cardboard; plastic bottles, pots, tubs and trays; metal cans and small scrap (e.g. kitchen utensils), foil; glass jars and bottles.	No	Cardiff currently uses a co-mingled (mixed) recycling scheme. We will continue to model the benefits and risks of a kerbside sort system throughout the period of the 2018-2021 waste strategy
13	Full recording and reporting to the public of the end destination and use of recycle.	Yes	Currently available upon request. We have identified an opportunity to promote this information on our 'Keep Cardiff Tidy' website. This will be further explored
14	Achieve a level of at least 80% recycling at all civic amenity / household waste recycling centres.	No	We recognise the need for improvements at our HWRC, and have provided our plans in the 2018-2021 draft strategy document.
15	At least one CA/HWRC site to have facilities to receive and store a variety of materials	Yes	We have facilities for almost 30 materials and re-use at our HWRCs
16	CA site density to reflect the needs of local residents and be consistent with the Collections, Infrastructure and Markets Sector Plan.	Yes	The plan referred to references a WG study to determine whether further provision is needed across Wales, on a local level. We have recognised the need for a future additional HWRC in the North of the City as the city grows, to accommodate the planned new residential developments. We also accept commercial recycling at one of our CA sites, which was a further recommendation contained within the plan
17	Bring site density to reflect the needs of local residents and be consistent with the Collections, Infrastructure and Markets Sector Plan	Yes	3 bring sites to recycle mixed recycling, 5 to recycle glass only (in preparation for glass trial)
18	Recycling collection service offered to businesses, for at least paper, plastic, metal, glass and food waste.	Yes	Our commercial waste team offer the separate collections of food, glass and cardboard alongside a co-mingled option

19	Publication annually of service cost information.	Yes	This is identified as a Key Performance Indicator within the service area business plan.
20	Green waste sent to PAS100 and Quality Protocol compliant composting plants.	Yes	Both food waste and green waste processing are subcontracted to Kelda Organic Energy. The end product conforms to the PAS quality standards, and the Council will work closely with Kelda to ensure the quality standard is maintained through training of collection staff and education to Cardiff residents.
21	Food waste sent to PAS110 and Quality Protocol compliant anaerobic digestion plants.	Yes	
22	<30% of all Local Authority Collected Municipal Waste to be residual waste sent to a high-energy efficiency energy from waste (EfW) plant.	N/A	This requirement is not expected to be met until 2025
23	Processed EfW bottom ash recycled to produce a product that meets a relevant Quality Protocol or End of Waste Criteria.	Yes	All ash recycling is included in the contract arrangements managed by Cardiff for the Prosiect Gwyrdd residual Waste Treatment facility at Trident Park. The additional recycling provided of the fly ash materials, as well as bottom ash, into fully recycled products, exceeds this requirement.

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Policy/Strategy/Project/Procedure/Service/Function Title: Separate Glass Recycling Collection (trial only)
New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Jane Cherrington	Job Title: Waste Strategy & Enforcement Operational Manager
Service Team: Waste Strategy	Service Area: Economic Development, Commercial and Collaborative Services
Assessment Date: Deecmeber 2017	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

In line with the Recycling and waste management strategy, it was identified that there were a number of key benefits in collecting glass separately from the co-mingled system we currently operate. The benefits include:

- It would enable us to move closer to the preferred kerbside sort model that Welsh Government identified as best practise in their Towards Zero Waste Paper and Waste Collections Blueprint.
- It would result in better quality glass as it would not be contaminated with other waste streams such as paper.
- Better quality glass would result in recycling re-processors purchasing the glass from us, as opposed to us paying them to take it away. During Qtr 1 of 2017 treatment is a cost , separate glass collections could see an income.
- Savings would be achieved on the cost of maintenance for machinery worn down by glass in our recycling plant.
- All glass collected through the trial would be dropped off in a single bay for bulking up, with no need to be processed through the plant. Therefore reducing operating costs.

The trial would initially only result in changes to collection method for ~20,000 households, but should it be successful, would look to roll out to all households within the city.

The proposal would see us collect glass in a separate kerbside caddy on a fortnightly basis.

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2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

~17,000 households would be put onto the trial; the trial areas will be selected using demographic data that captures a wide range of demographics, recycling habits and housing types. We have also had to take into consideration collection days and spread the trial over Monday – Friday to get maximum efficiencies from our crews and collection vehicles.

As this is a trial, a significant amount of research would be conducted before the trial started (with pre-survey questionnaires), during the trial (in terms of tonnages & participation) and after the trial had concluded (post-survey questionnaires). This research would inform our decision-making processes.

We have made some enquiries with other Local Authorities and learnt from their experience in collecting glass separately, and some of this research has informed our decision making process. For example:

- Advice on Personal Protective Equipment for staff (gloves, ear defenders and glasses) as recommended by Barnsley
- Size of containers and specification recommended by Bridgend – they have recently moved from a box to a kerbside caddy due to manual handling issues

The Council offers an assisted lift service for the collection of household waste. This service (represented by an orange diamond placed on wheeled bins and kerbside caddies) indicates to waste collection crews that they must enter the property to empty bins/caddies then return them to the property once emptied. This service is offered to all householders free of charge.

The size of the container will likely result in significant amount of glass on the kerbside in one place. Whilst this may be no different to mixed collection a mixed collection does offer some form of cushioning/protection by other materials and reduced opportunity for hazard and ASB potential. We will now be promoting the placing what could be a hazard through the potentially significant amount of glass (inc broken) on the kerb side in one place. This may present further issues to the public as well as staff (already accounted for in respect of PPE):-

- H&S consideration of an amount of glass on the kerb side – potentially affecting to a higher degree young and older/elderly individuals – vulnerable individuals if smashed or decanted from bins.
- Increased potential of Anti-social Behaviour associated to the glass and its weight, no other authorities have reported this, but special consideration will be given to city centre properties.

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- Glass and weight issues around age/elderly and manual handling – the weight of the container may impact an individual’s ability to move it/both resident and potentially passer-by blocked by the container placed for collection.
- Issues around tipping the container/vandalism.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive & Negative]** on younger/older people?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

~17,000 households would be entered onto the trial and will include people of all ages.
 U18 – some under 18’s act as carers for elderly relatives may be affected.
 18-65 – this age range would be affected by the change.
 Over 65 - this age range would be affected by the change.

What action(s) can you take to address the differential impact?

U18 – may require additional reminders about the change in service, particularly with the change in frequency. We would encourage them to sign up to the email reminder service and/or download the app.
 18-65– as part of the communications we would write to all properties affected by the trial, to inform them of the reasons for the trial and how they should get involved. We would encourage all residents to sign up to the email reminder service.
 65+ - in promoting the change we would also promote the assisted lift service for those who may experience difficulty in moving a box of glass to the kerbside, but easier to present their lighter green bags

As part of the instructions to residents, awareness information around manual handling of all containers will be provided.

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3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive and negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	x		
Physical Impairment	x		
Visual Impairment	x		
Learning Disability	x		
Long-Standing Illness or Health Condition	x		
Mental Health	x		
Substance Misuse	x		
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

All residents will be impacted by the trial regardless of ability.

What action(s) can you take to address the differential impact?

Hearing Impairment – the task of emptying the glass from a caddy into a slave bin then into the collection vehicle will be quite noisy. As a result, the collection crews will wear ear protection. In consideration for residents, we will be looking to alter the collection window from 6am-10pm (as it currently stands for all waste streams) where there will be less noise disruption to residents, although it will not be eliminated entirely.

Physical Impairment – the new kerbside glass caddies will be the same as the food caddies, should residents experience difficulties moving them to the kerbside for collection the Assisted Lift service will be offered. In taking the glass out of the green bags, green bags may be easier for some people to manage.

Visual Impairment – the new kerbside glass caddies will be presented on the pavement at the same time as the other waste streams. Whilst the collection window may be reduced, there will still be an increased number of items on the pavement. This could be hazardous for those with visual impairments, but no more so than the current kerbside food caddy. The blue caddy may be less visible/contrasting on the street to some with visual impairments. As part of the communications, we should ask customers to be mindful about where they place it on the pavement for collections. As we will with the collection crew once, the caddy has been emptied.

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Learning Disability – the new service will take some getting used to for all residents, however, it may take longer for those with learning disabilities to get used to the changes. We aim to communicate to residents using plain language in an easily understandable format (with logo’s, pictograms etc.). We will work with care workers and provide outreach sessions to further engage with all sectors of the community.

Long-Standing Illness or Health Condition – the new kerbside glass caddies will be the same as the food caddies, should residents experience difficulties moving them to the kerbside for collection the Assisted Lift service will be offered. In taking the glass out of the green bags, they may be easier for some people to manage.

Mental Health - the new service will take some getting used to for all residents, however, it may take longer for those with mental health issues to get used to. We aim to communicate to residents using plain language in an easily understandable format (with logo’s, pictograms etc.). We will work with care workers and provide outreach sessions to further engage with all sectors of the community.

Substance Misuse – the new service may identify those with alcohol related issues. For example, if people produce a lot of glass, they will be provided with additional caddies. We could offer those who would prefer a more discreet collection the Assisted Lift service, where we could collect the caddy/caddies from an agreed location.

Certain disabilities may find it easier to present their lighter green bags

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The new service may have an impact on transgender people who are going through a process or are in recovery, but easier to present their lighter green bags

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What action(s) can you take to address the differential impact?
Those that are going through a process or are in recovery may find moving a kerbside caddy of glass difficult particularly if recovering from surgery, should they request it we could offer the assisted lift service.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on marriage and civil partnership?

	Yes	No	N/A
Marriage			x
Civil Partnership			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
There are no foreseen impacts on those in marriage or civil partnership. Should this position change we will update the information.
What action(s) can you take to address the differential impact?
N/A

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [Positive & negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	x		
Maternity	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
Those who are pregnant/have recently given birth/recovering from surgery may find it difficult to move the glass caddies to the kerbside, but easier to present their lighter green bags.
What action(s) can you take to address the differential impact?

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The assisted lift can be offered on a temporary basis, until the affected person has recovered from pregnancy/birth.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact** on the following groups?

	Yes	No	N/A
White			X
Mixed / Multiple Ethnic Groups			X
Asian / Asian British			X
Black / African / Caribbean / Black British			X
Other Ethnic Groups			X

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those from different races. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

We will provide information in English and Welsh as standard, however, where local communities request it, we will provide information in other recognised languages.

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist			X
Christian			X
Hindu			X
Humanist			X
Jewish			X
Muslim			X
Sikh			X
Other			X

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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those from different religions, belief or non-belief. Should this position change we will update the information.

Friday is to some a religious day but that waste collection is conducted 5 days per week and this collection is no different to others

What action(s) can you take to address the differential impact?

We will arrange a series of outreach events to target all sectors of the community, and work with community leaders to spread the messages in the trial areas.

Collection noise should also be considered in areas where mosques and similar prayer facilities are located – inc noise associated to collection staff, vehicles (sensors for reversing) and to a degree glass collection noise.

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on men and/or women?

	Yes	No	N/A
Men			x
Women			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on sex. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

Should people have difficulties moving the bins because of physical strength, they can be provided with a second glass caddy free of charge so that they can put less in & reduce the weight.

3.9 Sexual Orientation

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Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on the following groups?

	Yes	No	N/A
Bisexual			x
Gay Men			x
Gay Women/Lesbians			x
Heterosexual/Straight			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on sexual orientation. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

N/A

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on Welsh Language?

	Yes	No	N/A
Welsh Language	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There will be a positive impact on the welsh language.

What action(s) can you take to address the differential impact?

All communications that go out to the public will be bi-lingual. We have front line staff that are welsh speakers; these will be able to interact with Welsh speaking customers should they request it.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

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This EIA was drafted with support from the Equalities Officer within City Operations. We will take guidance from access organisations for example, Age Cymru, RNIB etc.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	Be mindful of additional requests for Assisted lift service.
Disability	Be mindful of additional requests for Assisted lift service. Offer additional caddies for those with Alcohol misuse problems.
Gender Reassignment	Be mindful of additional requests for Assisted lift service.
Marriage & Civil Partnership	
Pregnancy & Maternity	Be mindful of additional requests for Assisted lift service.
Race	
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	Produce all information bi-lingual.
Generic Over-Arching [applicable to all the above groups]	

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Jennifer Sadler	Date: 05/12/17
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Designation: Waste Strategy Manager	
Approved By:	J Cherrington
Designation:	OM Strategy & Enforcement
Service Area:	Recycling Services

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

DRAFT

Equality Impact Assessment
Corporate Assessment Template

Policy/Strategy/Project/Procedure/Service/Function Title: Recycling and Waste Management Strategy 2018-2022

New/Existing/Updating/Amending: updating

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?

Name: Jane Cherrington

Job Title: Waste Strategy & Enforcement Operational Manager

Service Team: Waste Strategy

Service Area: Economic Development, Commercial and Collaborative Services

Assessment Date: December 2017

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

The updated Recycling and waste management strategy (2018-22), sets out several changes to services and approaches that will increase recycling performance over the coming years. It covers kerbside recycling collections, services offered, customer engagement and future infrastructure requirements.

2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

As part of the terms and conditions of the Environment and Sustainable Development Grant, the Council is required to document how it will work towards meeting the statutory recycling targets set out in towards Zero Waste (Welsh Government). The council has developed and delivered a number of strategies since 2001 and as a result have taken the Council from 52% recycling to 60%. This updated strategy aims to build on that and improve performance further to enable the Council to meet targets of 64% by 2019/20 and 70% by 2025.

The strategy covers a wide range of topics. Each element of change will have its own EIA to cover the details in more focus.

A number of EIAs have been completed in relation to projects referenced within this report, these include:

- Reuse at HWRCs (November 2017)
- Glass recycling trial (February 2018)

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- Closure of Wedal Road (July 2017)
- Wheeled bin expansion (February 2018)
- Recorded collection review (July 2017)
- Black bag/mixed waste bag challenge policy at HWRCs (February 2018)

Pending EIAs include:

- New HWRC towards North Cardiff
- New MRF/recycling treatment plant
- Changes to operational hours for domestic waste collections

These EIAs will be developed in partnership with Equalities Officers working within City Operations and the proposals will be subject to further public consultation and independent peer review.

Throughout the development of the strategy, best practise research has been completed and comparisons with other Local Authorities and Core Cities have been made.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive & Negative]** on younger/older people?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Proposed changes will have an impact on all residents regardless of age.

U18 – some under 18's act as carers for elderly relatives so may be affected.

18-65 – this age range would be affected by the change.

Over 65 - this age range would be affected by the change.

What action(s) can you take to address the differential impact?

A variety of communication methods will be used to target different audiences.

Reasonable adjustments will be considered where the EIA recognises that residents with the disabilities outlined above may have difficulties adapting to the changes.

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Corporate Assessment Template**

Improved environmental performance for Cardiff will have a positive impact on future generations of residents, which is in line with Well-being of Future Generations (Wales) Act 2015.

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive and negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	x		
Physical Impairment	x		
Visual Impairment	x		
Learning Disability	x		
Long-Standing Illness or Health Condition	x		
Mental Health	x		
Substance Misuse	x		
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

All residents will be impacted by the services delivered, changes and trial regardless of ability.

What action(s) can you take to address the differential impact?

Reasonable adjustments will be considered where the EIA recognises that residents with the disabilities outlined above may have difficulties adapting to the changes. For further information see the associated EIA.

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex	x		

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

by changing physiological or other attributes of sex)			
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Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The existing and new services may have an impact on transgender people who are going through a process or are in recovery.

What action(s) can you take to address the differential impact?

Reasonable adjustments will be considered where the EIA recognises that residents going through a process may have difficulties adapting to the changes.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on marriage and civil partnership?

	Yes	No	N/A
Marriage			x
Civil Partnership			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those in marriage or civil partnership. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

N/A

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [Positive & negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	x		
Maternity	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

All residents will be affected by the changes proposed within the strategy including those that are pregnant/recently given birth.

What action(s) can you take to address the differential impact?

Reasonable adjustments will be considered where the EIA recognises that residents who are pregnant/recently given birth may have difficulties adapting to the changes.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact** on the following groups?

	Yes	No	N/A
White			x
Mixed / Multiple Ethnic Groups			x
Asian / Asian British			x
Black / African / Caribbean / Black British			x
Other Ethnic Groups			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those from different races. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

We will provide information in English and Welsh as standard, however, where local communities request it, we will provide information in other recognised languages.

Teams will engage with local community groups and faith leaders to better engage with non-English/Welsh speaking residents.

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist			x
Christian			x
Hindu			x

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Humanist			X
Jewish			X
Muslim			X
Sikh			X
Other			X

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those from different religions, belief or non-belief. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

Reasonable adjustments will be considered where the EIA recognises that from different faiths may have difficulties adapting to the changes.

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on men and/or women?

	Yes	No	N/A
Men			X
Women			X

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on sex. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

n/a

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on the following groups?

	Yes	No	N/A

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Bisexual			X
Gay Men			X
Gay Women/Lesbians			X
Heterosexual/Straight			X

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on sexual orientation. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

N/A

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on Welsh Language?

	Yes	No	N/A
Welsh Language	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There will be a positive impact on the Welsh language.

Changes to services help raise awareness of services available to residents.

What action(s) can you take to address the differential impact?

All communications that go out to the public will be bi-lingual. We have front line staff that are welsh speakers; these will be able to interact with Welsh speaking customers should they request it.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

This EIA was drafted with support from the Equalities Officer within City Operations.

4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 7
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CARDIFF COUNCIL

Equality Impact Assessment Corporate Assessment Template

We will take guidance from access organisations for example, Age Cymru, RNIB etc. for activities/changes that affect their stakeholders directly.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	Consider different communication methods for different age ranges
Disability	To be considered in greater detail with each proposed change
Gender Reassignment	To be considered in greater detail with each proposed change
Marriage & Civil Partnership	Ongoing monitoring of impact
Pregnancy & Maternity	To be considered in greater detail with each proposed change
Race	To be considered in greater detail with each proposed change
Religion/Belief	To be considered in greater detail with each proposed change
Sex	Ongoing monitoring of impact
Sexual Orientation	Ongoing monitoring of impact
Welsh Language	Produce all information bi-lingual.
Generic Over-Arching [applicable to all the above groups]	Further EIAs need to be developed to take into account key project proposals/changes and their impact on groups with protected characteristics.

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Jennifer Sadler	Date: 07/12/17
Designation: Waste Strategy Manager	
Approved By: Jane Cherrington	
Designation: OM strategy & Enforcement	
Service Area: Recycling Services	

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

Equality Impact Assessment
Corporate Assessment Template

Policy/Strategy/Project/Procedure/Service/Function Title: Expansion of wheeled bins
New/Existing/Updating/Amending: existing

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Jane Cherrington	Job Title: Waste Strategy & Enforcement Operational Manager
Service Team: Waste Strategy	Service Area: Economic Development, Commercial and Collaborative Services
Assessment Date: December 2017	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

The expansion of wheeled bins, to the remaining >3,000 properties identified as being suitable.

2. Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

Wheeled bins are used in 85% of the City. They are undisputedly a safer collection method for our operatives; they encourage ownership of correct waste disposal because they are barcoded with a household address and when used correctly, improve Local Environmental Quality by reducing the likelihood of split bags.

The typical life span of a wheeled bin is 5+ years, therefore a far more sustainable option than the disposable red striped bags. In addition, wheeled bin deliveries will impose a one off cost rather than a rolling 6 monthly budget consideration for the delivery of red striped bags (£12K per delivery).

In the previous consultation of 2013 'Waste Strategy Survey- A 2025 vision for Cardiff', over 75% of respondents supported the expansion of wheeled bins.

There will be a further overarching consultation, to cover the topics covered in the Waste Strategy for Cardiff 2018-2021.

An EIA was completed in September 2015, to review the impacts of the waste

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Equality Impact Assessment Corporate Assessment Template

restriction collection change. There was consideration to the expansion of wheeled bins within this EIA.

Replacement of lost/stolen or maliciously damaged bins are charged at £25.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive & negative]** on younger/older people?

	Yes	No	N/A
Up to 18 years	X		
18 - 65 years	X		
Over 65 years	X		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

>3,000 households would receive a wheeled bin, and households include people of all ages.

U18 – some under 18's act as carers for their households.

18-65 – this age range would be affected by the change.

Over 65 - this age range would be affected by the change.

There can be both positive and negative differential impacts on all age ranges with the implementation of wheeled bins.

Young carers may find a wheeled bin easier to handle. Containerisation is more hygienic to handle, than transporting bags of waste to the kerbside. There is additional support available, for young carers under the age of 16.

Residents of all ages may suffer with disability, which means the movement of a wheeled bin (rather than bags) causes difficulty.

Residents of all ages may be affected by incontinence or other medical conditions, where the capacity of a wheeled bin is not large enough to store waste. Conversely, a wheeled bin may have a positive impact on residents affected by incontinence, by providing a sealed storage solution for this waste.

The £25 for a replacement wheeled bin may have an impact regardless of age.

Equality Impact Assessment
Corporate Assessment Template

What action(s) can you take to address the differential impact?
The recorded collection service is available for all age ranges, following an assessment of circumstances.
The service is available where the young carer is under the age of 16.
Requests for larger wheeled bins can be made, following an assessment of circumstances.
Have resource available to manage the increased demand for assistance with wheeled bins, in a timely manner.
Consider the possibility of providing a part payment service for replacement wheeled bins.

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive & negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	x		
Physical Impairment	x		
Visual Impairment	x		
Learning Disability	x		
Long-Standing Illness or Health Condition	x		
Mental Health	x		
Substance Misuse		x	
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
The implementation of wheeled bins can have both positive, and negative differential impacts on all disabilities.
We are unaware of the condition of residents within the >3000 properties.
What action(s) can you take to address the differential impact?
Support will be provided to all residents that require it, the communications plan will outline which stakeholder groups to provide information to, however we will seek to engage with bodies such as RNIB.
The assisted lift service is available to those experiencing disability issues, as is the

Equality Impact Assessment
Corporate Assessment Template

larger bin assessments.

Hearing impairment- all information is available in writing. Ensure that the deaf council are included within stakeholder distribution. Consider officers attending a sign language course, to more effectively communicate changes to residents.

Physical impairment – The physical movement of a wheeled bin to the kerbside may present more difficulty for residents than bags. The assisted lift service will help for those residents with physical impairments, this service will be promoted within the literature provided to residents prior to the changes being implemented.

Visual impairment – the physical movement of a wheeled bin to the kerbside may present more difficulty for residents than bags. Bins remaining on the highway outside of collection times may present issues for residents with visual impairments. There may be a positive differential impact for residents with visual impairment, with the ability to differentiate clearly between a wheeled bin for general waste, and bags for recyclable waste. Information about the new service will, as standard, be available in written form and larger print on request.

Learning disability – residents with a learning disability may incorrectly use their wheeled bins. They may not understand the correct time to place bins out for collection. They may not understand the instructions provided to them in leaflets/letters as a result assessments for larger bins would take place where the issue comes to the attention of the Council.

Long-Standing Illness or Health Condition – each illness or condition will be dealt with on a one to one basis. Support will be provided to those suffering and to their carers.

Mental Health - residents with mental health issues may incorrectly use their wheeled bins. They may not understand the correct time to place bins out for collection. They may not understand the instructions provided to them in leaflets/letters, additional capacity assessments will take place with residents where this issue comes to our attention.

Substance misuse - the new service may identify those with alcohol related issues. We could offer those who would prefer a more discreet collection the Assisted Lift service, where we could collect the bins from an agreed location.

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive & negative]** on transgender people?

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The new service may have an impact on transgender people who are going through a process or are in recovery.

Waste can be stored very privately in a general wheeled bin, bags provide less privacy on possible medical waste.

What action(s) can you take to address the differential impact?

Those that are going through a process or are in recovery may find moving a wheeled bin difficult, particularly if recovering from surgery. Recorded collection service is available on a temporary basis, following an assessment of circumstances.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on marriage and civil partnership?

	Yes	No	N/A
Marriage			x
Civil Partnership			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those in marriage or civil partnership. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

N/A

3.5 Pregnancy and Maternity

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	x		
Maternity	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The new service may have an impact on women who are pregnant, or on maternity leave (particularly following surgery), who may struggle moving a wheeled bin.

The changes will raise awareness of the additional support that can be provided, such as the hygiene service.

What action(s) can you take to address the differential impact?

The recorded collection service can be offered on a temporary basis, until the affected person has recovered from pregnancy/birth.

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact** on the following groups?

	Yes	No	N/A
White			x
Mixed / Multiple Ethnic Groups			x
Asian / Asian British			x
Black / African / Caribbean / Black British			x
Other Ethnic Groups			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those from different races. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

We will provide information in English and Welsh as standard, however, where local communities request it, we will provide information in other recognised languages.

CARDIFF COUNCIL

**Equality Impact Assessment
Corporate Assessment Template**

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3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist			x
Christian			x
Hindu			x
Humanist			x
Jewish			x
Muslim			x
Sikh			x
Other			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no foreseen impacts on those from different religions, belief or non-belief. Should this position change we will update the information.

What action(s) can you take to address the differential impact?

We will arrange a series of outreach events to target all sectors of the community, and work with community leaders to spread the messages in the trial areas.

Collection noise and timings should also be considered in areas where mosques and similar prayer facilities are located – inc noise associated to collection staff, vehicles (sensors for reversing).

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on men and/or women?

	Yes	No	N/A
Men			x
Women			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

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**Equality Impact Assessment
Corporate Assessment Template**

There are no foreseen impacts on sex. Should this position change we will update the information.
What action(s) can you take to address the differential impact?

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** on the following groups?

	Yes	No	N/A
Bisexual			x
Gay Men			x
Gay Women/Lesbians			x
Heterosexual/Straight			x

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
There are no foreseen impacts on sexual orientation. Should this position change we will update the information.
What action(s) can you take to address the differential impact?
N/A

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on Welsh Language?

	Yes	No	N/A
Welsh Language	x		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
There will be a positive impact on the welsh language.
What action(s) can you take to address the differential impact?

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Equality Impact Assessment Corporate Assessment Template

All communications that go out to the public will be bi-lingual. The Council has front line staff that are Welsh speakers; these members of staff will be able to interact with Welsh speaking customers should they request it.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

This EIA was drafted with support from the Equalities Officer within City Operations.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	Be mindful of additional requests for Assisted lift service & offer larger bin assessments.
Disability	Be mindful of additional requests for Assisted lift service & offer larger bin assessments..
Gender Reassignment	Be mindful of additional requests for Assisted lift service on a temporary basis to those going through a change process or are in recovery.
Marriage & Civil Partnership	N/A
Pregnancy & Maternity	Be mindful of additional requests for Assisted lift service.
Race	N/A
Religion/Belief	N/A
Sex	N/A
Sexual Orientation	N/A
Welsh Language	Produce all information bi-lingual.
Generic Over-Archng [applicable to all the above groups]	Additional customer support will be required from education/enforcement officers Consider part payment agreement for wheeled bin payments

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment Template

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Danielle Williams	Date: 5/12/17
Designation: Waste Strategy Officer	
Approved By:	J Cherrington
Designation:	OM strategy & Enforcement
Service Area:	Recycling Services

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

City of Cardiff Council

Statutory Screening Tool Guidance



If you are developing a strategy, policy or activity that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of reproach.

For instance, this will apply to strategies (i.e. Housing Strategy or Disabled Play Strategy), policies (i.e. Procurement Policy) or activity (i.e. developing new play area).

Completing the Statutory Screening Tool will ensure that all City of Cardiff Council strategies, policies and activities comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Statutory Screening Tool will identify if there is a need for a full impact assessment, as relevant.

The main statutory requirements that strategies, policies or activities must reflect include:

- [Equality Act 2010 - Equality Impact Assessment](#)
- [Wellbeing of Future Generations \(Wales\) Act 2015](#)
- [Welsh Government Statutory Guidance - Shared Purpose Shared Delivery](#)
- [United Nations Convention on the Rights of the Child](#)
- [United Nations Principles for Older Persons](#)
- [Welsh Language \(Wales\) Measure 2011](#)
- [Health Impact Assessment](#)
- [Habitats Regulations Assessment](#)
- [Strategic Environmental Assessment](#)

This Statutory Screening Tool allows the Council to meet the requirements of all the above legislation as part of an integrated screening method and should take no longer than 1 hour to complete.

The Statutory Screening Tool can be completed as a self-assessment or as part of a facilitated session, should further support be needed. For further information or if you require a facilitated session, please contact the Operational Manager – Policy, Partnerships and Community Engagement on (029) 2078 8561 or e-mail: Gareth.Newell@cardiff.gov.uk

Please note:

- **The completed Screening Tool must be submitted as an appendix with the Cabinet report.**
- **The completed Screening Tool will be published on the Council's Intranet.**

2.C.PPCF.002	Issue 3	Mar 16	Process Owner: Gareth Newell	Authorisation: Head of Performance and Partnerships	Page 1 of 11
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Statutory Screening Tool

Name of Strategy / Policy / Activity: Waste Strategy 2018-2022	Date of Screening: 07/12/17
Service Area/Section: Waste Strategy, Commercial and Collaborative Services	Lead Officer: Jane Cherrington
Attendees:	
Jennifer Sadler, Danielle Williams, Jane Cherrington	

What are the objectives of the Policy/Strategy/Project/Procedure/Service/Function	Please provide background information on the Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]
<p>The updated Recycling and waste management strategy (2018-21), sets out several changes to services and approaches that will increase recycling performance over the coming years. It covers kerbside recycling collections, services offered, customer engagement and future infrastructure requirements.</p>	<p>As part of the terms and conditions of the Environment and Sustainable Development Grant, the Council is required to document how it will work towards meeting the statutory recycling targets set out in towards Zero Waste (Welsh Government). The council has developed and delivered a number of strategies since 2001 and as a result have taken the Council from 25% recycling to 59%. This updated strategy aims to build on that and improve performance further to enable the Council to meet targets of 64% by 2019/20 and 70% by 2025.</p> <p>The strategy outlines a number of key service changes which are due to be implemented over the course of the period and include (in summary):</p> <ul style="list-style-type: none"> • A separate kerbside glass recycling trial involving ~17,000 households across the City. • Wheeled bin expansion. • Scoping of a new HWRC to the North of the City to account for the population growth outlined within the adopted Local Development Plan.

	<ul style="list-style-type: none">• Scoping of a new Recycling Treatment plant.• Education Stations at the HWRCs.• Changes to operational hours for domestic waste collections. <p>An Equality Impact Assessment (EqIA) has been completed covering the overarching strategy; however, there are a number of pending EqIAs to be completed on the specific elements outlined above.</p> <p>Throughout the development of the strategy, best practise research has been completed and comparisons with other Local Authorities and Core Cities have been made.</p>
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Part 1: Impact on outcomes and due regard to Sustainable Development

Please use the following scale when considering what contribution the activity makes:		
+	Positive	Positive contribution to the outcome
-	Negative	Negative contribution to the outcome
ntrl	Neutral	Neutral contribution to the outcome
Uncertain	Not Sure	Uncertain if any contribution is made to the outcome

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
Page 242	1.1 People in Cardiff are healthy; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> the promotion of good health, prevention of damaging behaviour, promote healthy eating/active lifestyles etc, vulnerable citizens and areas of multiple deprivation Addressing instances of inequality in health 	x				<p>A clean environment is essential for human health and well-being.</p> <p>Improved recycling will have a positive impact on the environment through less reliance on natural resources and less air pollution because of less waste going to energy recovery.</p>
	1.2 People in Cardiff have a clean, attractive and sustainable environment; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> the causes and consequences of Climate Change and creating a carbon lite city encouraging walking, cycling, and use of public transport and improving access to countryside and open space reducing environmental pollution (land, air, noise and water) reducing consumption and encouraging waste reduction, reuse, recycling and recovery encouraging biodiversity 	x				<p>The strategy promotes increased recycling and in particular:</p> <ul style="list-style-type: none"> closed loop recycling through the glass trial new recycling opportunities at a new, larger, purpose built HWRC in the North of the City New recycling infrastructure to deal with recycling locally <p>Better waste management will be encouraged with residents through the introduction of wheeled bins to areas that use bags for the collection of domestic household waste. Wheeled bins reduce chances of littering and lead to increased ownership of waste amongst residents, particularly in high-density inner city areas.</p>

2.C.PPCF.002	Issue: 3	Date: Mar 16	Process Owner: Gareth Newell	Authorisation: Head of Performance and Partnerships	Page 4 of 8
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	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
Page 243	1.3 People in Cardiff are safe and feel safe; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> reducing crime, fear of crime and increasing safety of individuals addressing anti-social behaviour protecting vulnerable adults and children in Cardiff from harm or abuse 			x		<p>Improving the street scene through the introduction of wheeled bins reduces the chances of the 'broken window syndrome', i.e. a tidy local area will prevent the escalation of disorder, anti-social behaviour and crime.</p> <p>The glass-recycling trail will result in glass being separated from the co-mingled green bag and presented for collection in a separate receptacle. Any crime or anti-social behaviour associated with the separate glass needs to be closely monitored. Other Local Authorities are already collecting glass using this method and do not report any safety concerns.</p>
	1.4 Cardiff has a thriving and prosperous economy; <i>Consider the potential impact on</i> <ul style="list-style-type: none"> economic competitiveness (enterprise activity, social enterprises, average earnings, improve productivity) Assisting those Not in Education, Employment or Training attracting and retaining workers (new employment and training opportunities, increase the value of employment,) promoting local procurement opportunities or enhancing the capacity of local companies to compete 	x				<p>The following projects within the strategy will enable the Council to retain staff:</p> <ul style="list-style-type: none"> education stations at the HWRCs. Changes to operational hours for domestic waste collections. <p>The following projects within the strategy will result in new employment on a short term basis (either through agency or as a result of procurement exercises)</p> <ul style="list-style-type: none"> A separate kerbside glass recycling trial involving ~17,000 households across the City – procurement, manufacture, delivery of receptacles of residents. Wheeled bin expansion - procurement, manufacture, delivery of receptacles of residents. Scoping of a new HWRC to the North of the City to account for the population growth outlined within the adopted Local Development Plan. Scoping of a new Recycling Treatment plant.

	Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
		+	-	Ntrl	Un-Crtn	
1.5	<p>People in Cardiff achieve their full potential; <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> <i>Promoting and improving access to life-long learning in Cardiff</i> <i>Raising levels of skills and qualifications</i> <i>Giving children the best start</i> <i>Improving the understanding of sustainability</i> <i>Addressing child poverty (financial poverty, access poverty, participation poverty)</i> <i>The United Nations Convention on the Rights of a Child and Principles for Older persons</i> 	x				<p>As part of any changes, the public will be supported by a communications campaign that will improve the awareness and understanding of recycling and the environment.</p> <p>The campaigns will target different audiences and use different platforms to engage with a variety of ages.</p>
1.6	<p>Cardiff is a Great Place to Live, Work and Play <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> <i>Promoting the cultural diversity of Cardiff</i> <i>Encouraging participation and access for all to physical activity, leisure & culture</i> <i>play opportunities for Children and Young People</i> <i>Protecting and enhancing the landscape and historic heritage of Cardiff</i> <i>promoting the City's international links</i> 	x				<p>All changes referenced within the strategy will involve public consultation/communication with residents. This will be provided fully bi-lingual in line with the Welsh Language Standards. This will support the Welsh culture as prescribed within the Well Being of Future Generations Act.</p>
1.7	<p>Cardiff is a fair, just and inclusive society. <i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> <i>the elimination of discrimination, harassment or victimisation for equality groups</i> <i>Has the community or stakeholders been engaged in developing the strategy/policy/activity?</i> <i>How will citizen participation be encouraged (encouraging actions that consider different forms of consultation, through more in depth engagement to full participation in service development and delivery)?</i> 					<p>Where there is an identifiable need, information will be provided in additional languages, such as Czech, Arabic etc.</p> <p>A public consultation exercise is due to be completed as well as an independent peer review. Cardiff Research Centre will be commissioned to conduct this review and will use outlets such as the Citizens panel to increase awareness.</p>

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation									
	+	-	Ntrl	Un-Crtn										
Will this Policy/Strategy/Project have a differential impact on any of the following:					Please give details/consequences of the differential impact (positive and negative), and what action(s) can you take to address any negative implications?									
• Age (including children and young people aged 0-25 and older people over 65 in line with the United Nations Conventions)	x				All ages will be impacted by the changes proposed within the Waste Strategy.									
• Disability	x				All residents regardless of ability will be impacted by the changes proposed within the Waste Strategy.									
• Gender Reassignment	x				All residents will be impacted by the changes proposed within the Waste Strategy.									
• Marriage & Civil Partnership			x		There is no foreseen impact, however this will be continually reviewed									
• Pregnancy & Maternity	x				All residents will be impacted by the changes proposed within the Waste Strategy									
• Race	x				All residents will be impacted by the changes proposed within the Waste Strategy									
• Religion/Belief	x				All residents will be impacted by the changes proposed within the Waste Strategy									
• Sex			x		There is no foreseen impact, however this will be continually reviewed									
• Sexual Orientation			x		There is no foreseen impact, however this will be continually reviewed									
• Welsh Language	x				All communication regarding the proposed changes will be provided bi-lingual.									
<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Is a full Equality Impact Assessment required?</td> <td>x</td> <td></td> </tr> <tr> <td>Is a full Child Rights Impact Assessment required?</td> <td></td> <td>x</td> </tr> </tbody> </table>							Yes	No	Is a full Equality Impact Assessment required?	x		Is a full Child Rights Impact Assessment required?		x
	Yes	No												
Is a full Equality Impact Assessment required?	x													
Is a full Child Rights Impact Assessment required?		x												
1.8	The Council delivers positive outcomes for the city and its citizens through strong partnerships	x			The proposed strategy will deliver a number of large-scale changes, which will result in the procurement of goods and									

Has the Strategy/Policy/Activity considered how it will impact one or more of Cardiff's 7 Citizen focused Outcomes?	Please Tick				Evidence or suggestion for improvement/mitigation
	+	-	Ntrl	Un-Crtn	
<p><i>Consider the potential impact on</i></p> <ul style="list-style-type: none"> <i>Strengthening partnerships with business & voluntary sectors</i> <i>The collaboration agenda and the potential for shared services, cross-boundary working and efficiency savings</i> 					<p>services from local businesses.</p> <p>A number of procurement frameworks will be used for the procurement of goods and services to ensure that best value for money is achieved throughout.</p> <p>Cross boundary, working will be explored particularly when scoping the new recycling treatment plant. This cross boundary working has proved to be successful in other areas of waste, for example with Project Gwyrdd and the Organic Waste Treatment.</p>

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SUMMARY OF APPRAISAL (highlight positive and negative effects of the policy / plan / project being assessed, demonstrating how it contributes to the economic, social and environmental sustainability of the city):

In summary the new Waste Strategy 2018-21 will be a positive step forward for Cardiff. It outlines how the city will become more sustainable by working towards the increasing recycling targets set by Welsh Government.

A number of changes will result in employment opportunities, the procurement of goods and services and the opportunity to engage with local residents, businesses and community groups.

A full Equality Impact Assessment for each project will be completed to fully understand the impacts that the change will have on stakeholders and outline what reasonable adjustments will be necessary.

WHAT ACTIONS HAVE BEEN IDENTIFIED OR CHANGES BEEN MADE TO THE POLICY / PLAN / PROJECT AS A RESULT OF THIS APPRAISAL:

None

Part 2: Strategic Environmental Assessment (SEA)

		Yes	No
2.1	Does the plan or programme set the framework for future development consent?	x	
2.2	Is the plan or programme likely to have significant, positive or negative, environmental effects?	x	

Is a Full Strategic Environmental Assessment Screening Needed?	Yes	No
<ul style="list-style-type: none"> ▪ If Yes has been ticked to both questions 2.1 and 2.2 above then the answer is Yes ▪ If a full SEA screening is required then please contact the Sustainable Development Unit to arrange (details below) 	x	

If you have any doubt about your answers to the above questions, then please consult the Sustainable Development Unit for advice on (029) 2087 3228 or email: sustainabledevelopment@cardiff.gov.uk

Part 3: Habitat Regulation Assessment (HRA)

		Yes	No	Unsure
3.1	Will the plan, project or programme result in an activity, which is known to affect a European site, such as the Severn Estuary or the Cardiff Beech Woods?		x	
3.2	Will the plan, project or programme, which steers development towards an area that includes a European site, such as the Severn Estuary or the Cardiff Beech Woods or may indirectly, affect a European site?		x	
3.3	Is a full HRA needed?		x	

Details of the strategy will be sent to the County Ecologist on completion of the process to determine if a Habitat Regulation Assessment is needed. For further information, please phone (029) 2087 3215 or email: biodiversity@cardiff.gov.uk

Part 4: Welsh Language (Wales) Measure 2011

		Yes	No	Unsure
4.1	Have you considered how the policy could be formulated so that the policy decision would have positive effects, or increased positive effects on opportunities for persons to use the Welsh language?	x		
4.2	Does the policy ensure that the Welsh language is treated no less favourably than the English language?	x		

If you have any doubt about your answers to the above questions, then please consult the Bilingual Cardiff team for advice on (029) 2087 2527 or email: Bilingualcardiff@cardiff.gov.uk

Appendix 1 – Statutory Requirements

It is possible that the Statutory Screening Tool will identify the need to undertake specific statutory assessments:

- **Equality Impact Assessment:** *This assessment is required by the Equality Act 2010 and Welsh Government’s Equality Regulations 2011.*
- **Wellbeing of Future Generations (Wales) Act:** *The Act requires sustainable development to be a central organising principle for the organisation. This means that there is a duty to consider sustainable development in strategic decision making processes.*
- **Welsh Government Statutory Guidance - Shared Purpose Shared Delivery:** *The Welsh Government requires local authorities to produce a single integrated plan to meet statutory requirements under a range of legislation. The City of Cardiff Council must therefore demonstrate its contribution towards Cardiff’s own integrated plan: “What Matters”.*
- **United Nations Convention on the Rights of the Child:** *The Children Act 2004 guidance for Wales requires local authorities and their partners to have regard to the United Nations Convention on the Rights of a Child.*
- **United Nations Principles for Older Persons:** *The principles require a consideration of independence, participation, care, self-fulfillment and dignity.*
- **Welsh Language (Wales) Measure 2011:** *The Measure sets out official status for the Welsh language, a Welsh language Commissioner, and the freedom to speak Welsh.*
- **Health Impact Assessment:** *(HIA) considers policies, programmes or projects for their potential effects on the health of a population.*
- **Habitats Regulations Assessment:** *The Conservation (Natural Habitats, &c.) (Amendment) Regulations 2007 provides a requirement to undertake Habitats Regulations Assessment (HRA) of land use plans.*
- **Strategic Environmental Assessment:** *A Strategic Environmental Assessment (SEA) is an European Directive for plans, programmes and policies with land use implications and significant environmental effects.*

Mae'r dudalen hon yn wag yn fwriadol

Ref: RDB/RP/MM/15.05.2018

17 May 2018

Councillor Michael Michael,
Cabinet Member for Clean Streets, Recycling & Environment,
County Hall,
Atlantic Wharf,
Cardiff CF10 4UW.



Dear Councillor Michael,

Environmental Scrutiny Committee – 15 May 2018

On behalf of the Environmental Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Tuesday 15 May 2018. As you are aware the meeting received an item titled 'Pre Decision Scrutiny of Cabinet Paper titled 'Recycling & Waste Management Strategy – 2018 to 2021''. The comments and observations made by Members following this item are set out in this letter.

Pre Decision Scrutiny of Cabinet Paper titled 'Recycling & Waste Management Strategy – 2018 to 2021'

- During the meeting I asked for details of the wards that would be included in the wheeled bin expansion. You explained that it was not possible at that time to provide the information as you first needed to consult with the local ward Members who would be directly affected. As stated at the meeting I agree with the position of first consulting with the affected local ward Members, and ask that once this has been done that you provide the Committee with the details. If required Members are content to receive this information on a confidential basis.
- An officer explained at the meeting that the Welsh Government is in the process of introducing the new Environment Act for Wales and that this will have a direct impact on how we deliver services. It is felt that the Commercial Waste Service in particular will be affected by the new

legislation which could provide new opportunities for the Council. The officer explained that the Council was interested in working with the Welsh Government to help pilot some of the new changes that would affect the commercial waste industry in Wales. Members thought that this was an excellent idea that could benefit the Commercial Waste Service and help increase recycling rates in this area, therefore, the Committee supports this idea.

- At the meeting the idea of developing local processing plants to deal with the recyclate produced in the South East Wales region was discussed, for example, creating a local plastic processing plant. This it was felt would help improve 'closed loop recycling' and help mitigate the impacts of the constantly fluctuating recyclate market. Members thought that this was good forward thinking in terms improving sustainability in Wales and was an idea worth exploring. The Committee would encourage you to work with Welsh Government to properly explore the feasibility of this opportunity.
- A Member suggested that the new glass pilot might confuse some residents and that it was important to clearly communicate the proposal and how it will affect households. He suggested that some residents who don't necessarily use modern communications methods (for example, apps or social media) might benefit from a calendar which explains when and how glass needs to be placed at the kerbside. I would be grateful if you could look into the feasibility and benefits of providing such a calendar.
- During the municipal year it has been noted that a third Household Waste Recycling Centre has been proposed for the north of Cardiff and that £3 million has been allocated to the capital budget to support the delivery of the scheme in the next three years. Members would like assurance that this proposal stands, confirmation of the current anticipated timescale and details of any potential sites that you are able to share with us at this time.
- Several of the Committee agreed that while increasing recycling rates across Wales was important, it was also important to reflect on the other

changes taking place in the wider waste market. Achieving real sustainability in Wales was seen as the priority and to quote an officer it is important not “hit the target but miss the point”. Members felt that the Welsh Government now has the required legislative power to direct companies to increase recycling rates and reduce the quantity / type of packaging used for various products. With this in mind the Committee would encourage you to lobby the Welsh Government to introduce changes in such areas.

- During the meeting an officer explained that the newly appointed Chief Digital Officer was considering the introduction of a ‘digital bot’ to help deal with customer queries on a range of topics including waste management. One of the features of this system was that it would be capable of immediately identifying the language of the request and then responding in the same language. It was hoped that this would improve the Council’s communication approach and ultimately (through better information) help increase recycling rates. I would be grateful if you could provide the Council with details of the proposed ‘digital bot’; this should include how it might work and the benefits that it would produce.
- Members welcome the consultation exercise that you are planning to run to support the development of the ‘Recycling & Waste Management Strategy – 2018 to 2021’. They ask that you provide the Committee with regular updates in terms of the development of the strategy and the key points identified so that they can contribute to the exercise where they feel appropriate. In addition to this they would like to undertake pre decision scrutiny of the final draft strategy before it is submitted to Cabinet for approval.

I would be grateful if you would consider the above comments and provide a response to the content of this letter.

Regards,

Handwritten signature of Ramesh Patel in black ink.

Councillor Ramesh Patel
Chairperson Environmental Scrutiny Committee

Cc:

- Andrew Gregory - Director of City Operations
- Tara King – Assistant Director, Commercial Services
- Jane Cherrington – Operational Manager, Strategy & Enforcement
- Davina Fiore - Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk
County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

Fy Nghyf / My Ref : CM39675

Eich Cyf / Your Ref :

Dyddiad / Date: 20th June 2018

Councillor Ramesh Patel
C/O Member Services
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Annwyl / Dear Councillor Patel

Environmental Scrutiny Committee - 15th May 2018

Thank you for your correspondence concerning the above. I have addressed each of your queries in turn below.

In relation to Greener Grangetown, a copy of the outturn funding report will be provided to Scrutiny Committee following completion of the project and final outturn costs being agreed with the contractor for the Contract. Please note that agreements on the outturn costs may take several months following completion of the project.

With regards to visiting the project, the team would be happy to show Members of the Committee the Greener Grangetown project and will be in touch with Scrutiny Services to make arrangements. I am also pleased to advise that Greener Grangetown Water Sensitive Urban Design won Engineering Project of the Year at the recent Water Industry Achievement Awards.

The project has provided residents with a regular newsletter about the project and it is intended to utilise the newsletter to get resident feedback on the project. This information, along with information / concerns raised during the project, will form a "lessons learnt" report to support taking further similar projects forward.

ATEBWCH I / PLEASE REPLY TO :
Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd /
Atlantic Wharf , Caerdydd / Cardiff, CF10 4UW,
Ffon / Tel: (029) 2087 2598

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Yn gyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog.
Yn gyngor yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un
dd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will
ensure that we communicate with you in the language of your choice, as long as
you let us know which you prefer. Corresponding in Welsh will not lead to delay.



I can confirm the team will be happy to show Members of the Committee the snagging list for the Greener Grangetown project. There will be two lists relating to:

1. Snagging relating to contractor obligation under the contract
2. Snagging or concerns to be dealt with by Cardiff Council such as resident parking levels, which sit outside of the construction contract.

Regarding the "Recycling & Waste Management Strategy - 2018 to 2021", details of the wards included in the wheeled bin expansion will be provided to the committee once local ward member discussions have taken place.

Thank you for your support in pursuing working relationships with Welsh Government to pilot changes to be delivered within the Environment Act for Wales and to explore the feasibility of a regional recycling facility. Officers will also continue to work with Welsh Government to assist in any way with discussions about reducing packaging and increase recycling rates across Welsh businesses.

The communication plan for the separate collection of glass pilot is being developed and will include a calendar confirming collection dates.

As outlined in the Cabinet paper of 15th February 2018, a business case is being prepared relating to the potential future requirement for additional HWRC services in Cardiff. This business case will be presented back to Cabinet at a later date, including site options appraisals.

We have asked our digital services team to provide a response in relation to the Chatbot and they have responded as follows:

In the modern digital world, customers expect to be able to communicate and transact with organisations on a 24/7 basis. Using simple, accessible channels, they expect to be able to find the information that they need quickly and without trawling through content. The Virtual Assistant/Chatbot project will deliver a conversational, humanised Chatbot, initially to handle enquiries about waste disposal - the Chatbot will be able to help with the question - how, when and where can I dispose of my waste? By using artificial intelligence, natural language processing and automation, we will be able to provide a simple, welcoming access channel that can be reused across many platforms, for example online, via the telephone, and even through smart units like Amazon Echo, delivering customer service in the home.

Alongside the expected cost, avoidance and customer experience benefits gained through the provision of this new contact route, the Chatbot platform includes automatic language recognition and translation capabilities. At present, translation to approximately 80 community languages is possible. By deploying this functionality we will enable non-native English/Welsh speakers to transact with Cardiff Council without the need for costly translation services and it is expected that an increase in contacts relating to waste collections, bag and bin contents and disposal methods will be seen as customers will find it easier to engage with us. The knock-on effect of this increase in engagement will be a wider understanding of how and when to dispose of waste correctly, leading to improvements in recycling performance.

Thorough research and a broad market-sounding exercise has been completed by the project team and the delivery phases for the project are currently being defined. It is expected that the functionality enabling automatic translation will not be part of the initial pilot release (this will be limited to English and Welsh variations), but will be delivered soon afterwards in order to rapidly expand the Chatbots' accessibility.

A detailed business case is being prepared that will demonstrate the benefits that can be achieved through the implementation of these tools and the costs associated with the development, deployment and on-going management of virtual assistant channels. Agreement to fund the project's proposal will be sought at IRB in June 2018 with procurement and supplier engagement expected to start soon after this.

We will provide highlight trends and key data from the consultation on the "Recycling & Waste Management Strategy - 2018 to 2021" when it is available, and can confirm that a pre-decision report will be presented to Scrutiny before the final strategy is prepared.

I hope the above is of assistance.

Yn gywir / Yours sincerely



Councillor / Y Cynghorydd Michael Michael
Cabinet Member for Clean Streets, Recycling & Environment
Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd

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**UCHELGAIS
PRIFDDINAS**

**CAPITAL
AMBITION**



**Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together**





Recycling & Waste Management Strategy update 2018



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

Recycling Strategy 2018-2021



- To review our progress of the strategy every 3 years
- Interim
 - Glass pilot
 - Wheeled bin expansion
 - Increase recycling to 64%
- Longer term
 - Look to the future
 - Provide efficient services
 - Profile costs
 - Deliver sustainable services



Glass pilot update



- High risk to our glass market – only one expensive outlet £60/t
- If collect separately could get income £15/t
- Up to 8000t at risk
- Pilot
 - 17,000hh – across Ely, Grangetown, Penylan, Splott, Heath, Radyr, Canton, Pentwyn, Trowbridge, Rhiwbina
 - Determined by – round size, current performance, current potential, housing type
 - Fortnightly caddy along side green bags for glass only
 - Double shift, 6hr working to reduce noise impacts (8am to 8pm)
 - Self financing, with support for implementation
 - Pre and post questionnaires to pilot areas
 - Targeted education
 - Back to cabinet to review



Glass pilot update



- All information and caddies delivered on time to 17000 homes
- Pre-questionnaire delivered
- Collections began 15th October
- Two vehicles – one acoustically lined



Glass pilot update



- Initial feedback
 - Very positive
 - C2C calls average 100 per week
 - Caddy flap letting in water
 - Some say too big, some say too small
- Outcomes
 - Glass levels collected as profile
 - Income is £25 per tonne
 - Glass back into the glass re-melt market
 - No impact on cleansing
 - No noise complaints



Recycling Performance – Reaching 64%



- Taking steps to reach 64% by March 2020
 - New commercial skip services, targeting recyclables
 - Sorting more residual waste to remove more recycling
 - Education stations will be going in at Lamby and Bessemer recycling centres
 - More targeted education and face to face interaction
 - More reuse partners
 - Reduce contamination



Challenges of Reaching 64%



- Markets pressures remains a significant risk
 - Carpets – a market shift from 100% recycling to 70%
 - Mattresses -- a market shift from 100% recycling to 72%
 - Wood – a market shift from 100% recycling to 80%
 - Paper quality criteria had reduce from 10% tolerance to 3%
 - Mixed media (books, CDs, DVD) – stopped completely
- The cost of recycling is also increasing
 - Carpets increased 204%
 - Mattresses increased 36%
 - Hard plastics increased 294%
 - Plastic and paper income down 33%



Future Considerations



- EU/WG reviewing new more sustainable recycling targets
 - Remove certain elements from the targets
 - Rubble; Bottom ash; Plasterboard; Wood; Sweeping
 - 55% by 2025 to 70% by 2050
- Environment Bill 2018 – part 4
 - Separate commercial collections
 - Bans to landfill of specific materials
- Deposit Return Schemes
 - Consultation to being soon
 - Debate over a Welsh and English approach
 - Significant impact on targets, processing and costs
- Collections blueprint
 - Retest the model for service delivery
 - Future infrastructure capacity



Gweithio dros Gaerdydd, gweithio gyda'n gilydd

Current position



- Monitor and review the glass pilot
- Keep monitoring and pushing for +64%
- Contribute to the new consultations
 - New targets
 - Environment Bill
 - Deposit return schemes
- Work with WG and their technical team to remodel options for Cardiff services
- Bring forwards a new revised strategy towards the end of 2019



**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

6 NOVEMBER 2018

MEMBER BRIEFING NOTE: STREET NAMING POLICY

Reason for the Report

1. A report titled 'Street Naming Policy' is due to be received by Cabinet at its meeting on the 15 November 2018. The report will be submitted to Cabinet for the following reasons:
 - *To recommend the approval of the draft Street Naming Policy for consultation. The City of Cardiff Council ("the Council") has statutory responsibilities and powers, within the context of adoptive legislation, for the naming of streets, alteration of street names and indication of street names. The Council also has additional discretionary powers to provide a number or name to a property.*
 - *Street naming and numbering has a number of important functions, for example, wayfinding, efficient delivery of mail and ensuring the emergency services can locate properties quickly.*
 - *Street naming is also a key element of place-making, and it is important in the context of the Council's commitments to the Well-being of Future Generations Act and Welsh Language Standards. Ensuring that the naming of new streets in Cardiff reflects local heritage, with names for new developments which are historically, culturally and linguistically linked, will help to deliver on the national well-being goal, 'A Wales of vibrant culture and thriving Welsh Language'.*

Background

2. A draft Street Naming Policy has been developed to provide advice and guidance to developers and existing property owners, setting out how the Council controls the naming and numbering of streets and properties under the provisions of the Public Health Act 1925 – Sections 17 to 19.
3. The Council's current approach relating to street naming in the city centre, core routes into the city centre and the Cardiff Bay area, is that street naming is bilingual with both Welsh and English on street name plates. There is a historical precedent for this approach and the guiding principle is that these streets are shared streets, as opposed to the city's purely residential streets. This maintains consistency with other shared public spaces under the Council's control such as parks and public buildings and allows residents to navigate the capital's busiest streets in the language of their choice. Outside of this area, existing street names are not bilingual and the Council has not established a formal policy for naming streets.
4. The Council has a commitment to ensure that it works towards parity between Welsh street names and English street names across the city. Monitoring of street names will be carried out.
5. In line with the Council's commitment to the Welsh Language Standards, there are important Welsh Language considerations in relation to new street names. It is anticipated that the proposed policy will state that for new street names, a Welsh name should be adopted which is "consistent with the local heritage and history of the area".
6. The proposed new policy would not apply to existing streets, apart from those considered 'bilingual' by the Council. With the exception of these streets, existing street names will remain names in the 'known' existing language to mitigate potential confusion (i.e. English only or Welsh only). If approved this would remove the need for English to Welsh and Welsh to English translations for street names. The only potential exceptions to this proposed policy could be arterial routes into the city centre and the Cardiff Bay area which have historically had Welsh names which are not currently represented on street name signs (for example, City Road/Heol y Plwca).

7. The Council has statutory responsibilities and powers to maintain accurate and updated lists of the names of towns, villages, communities and wards as well as new developments. The proposed policy would also set out the corporate requirements around the Corporate Address Gazetteer, which is the primary address register used in the delivery of Council services.
8. Guidance for developers will be provided in the proposed policy, which will set out the process that should be followed in naming and numbering new developments, including consultation with the Bilingual Cardiff Welsh Place/Street Names Panel. The naming panel provides external expertise to facilitate, advise and suggest options for all naming matters concerning new developments. The policy also outlines the protocols which should be followed in numbering new developments, renaming/renumbering existing properties/streets and activating new addresses.

Consultation

9. Should the report be approved by Cabinet then a series of consultation events will take place. It is anticipated that local member consultation will take place in advance of a wider public consultation.

Reason for Recommendations

10. The reasons for the recommendations in the Street Naming Policy report to be received by Cabinet are:
 - *To ensure that the allocation of new or amended street and property names and/or numbers are logical and applied in a consistent manner. This will facilitate the effective delivery of services from both a public and private sector perspective, particularly ensuring that the emergency services can locate any address they may be required to attend.*
 - In the context of the Council's commitments to the Well-being of Future Generations Act and Welsh Language Standards, ensuring that the naming of new streets in Cardiff reflects local heritage, with names for new developments which are historically, culturally and linguistically linked, will help to deliver on the national well-being goal, 'A Wales of vibrant culture and thriving Welsh Language'.

Way Forward

11. Members are to note the contents of the Member Briefing Note.

Legal Implications

12. 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

13. 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.

RECOMMENDATION

The Committee is recommended to:

- i. Note the content of this Member briefing note.

DAVINA FIORE

Director of Governance & Legal Services

31 October 2018

Mae'r dudalen hon yn wag yn fwriadol