

**Strategic Context**

Waste and Cleansing Service are a statutory requirement.

The aims of the services are to achieve Waste reduction, reuse, and recycling, removal and proper disposal.

The services are also about changing attitudes to educate and enforce to ensure high standards of cleanliness.

**Waste**

This Council is responsible for the collection of waste in Borough and the disposal is the responsibility of the County Council.

We are members of the Warwickshire Waste Partnership. This comprises of all Warwickshire districts including NBBC, and the County Council. There is an ongoing proposal strengthen the partnership by altering the present terms to create a joint committee with key responsibility for the delivery of the County Waste Strategy.

From April 2010 all our waste will be transported to Coventry Incinerator for disposal which generates electricity from waste.

There are also two future infra structure projects to process our waste locally at Energy for Waste Plants.

- From 2013/14 the Dordon Waste transfer site will be used for a percentage of our waste. The waste will then transferred to the Staffordshire WR2 plant. The contract to build the new plant at Four Ashes Staffordshire will be awarded in May 2010
- In 2016/17 a replacement for Coventry Incinerator is also proposed "Project Transform".

Public interest in waste has been stimulated with changes to collection services, recycling initiatives and climate change.

Currently we operate the following services

- Kerbside Red Box, cans, glass, car batteries, textiles, engine oil, plastic, cardboard - Weekly
- Mini Recycling Sites paper cans and glass at over 100 sites sheltered home and flats.
- Bring Sites
- Garden Waste - Fortnightly (between March – November)
- Household Waste – Weekly

A new bin policy has been produced.

There have been statutory targets for every authority to improve the percentage of recycling we were at 5.8% in 2002/03 and we achieved a Combined Rate for Garden Waste and Red Box 33.45% in 2008/9 with 34.75% in 2009/10. Targets are now more difficult to predict and we hope to at least maintain last years target. The levels of household residual waste have fallen and our recycling in particular paper has also decreased with less demand for newspapers and reductions in leaflet advertising. Corporately waste management is key service in the Corporate Plan, Community Plan Clean and Green, Environmental sustainability strategy, performance monitoring through Local and National Indicators and as a priority service

Waste management is also has higher future targets

**Government target Waste Strategy 2007 by 2010 - 310kg 2015 – 270kg 2020 – 225kg waste not reused, recycled,or composted**

**Government Waste Strategy 2007 has national recycling targets of 40% 2010, 45% by 2015 and 50% 2020**

**The Council is a partner the Warwickshire Waste Strategy 2005 an aspiration target of 40/45% recycling for Warwickshire by 2009 /2010**

**Landfill diversion targets, and penalties, are a County responsibility, which impacts on districts with regard to where waste is taken.**

The Local Area Agreement and PSA for Warwickshire all support the fact that recycling has to increase to reach higher targets.

## Cleansing

Corporately cleansing is key service within the Corporate Plan, Community Plan Clean and Green, Environmental sustainability strategy.

- Litter picking
- Litter bin emptying and washing
- Clearance of fly tipped waste
- Rapid response to incidents
- Internal and external skip services
- Enforcement litter Derelict Land waste
- Mechanical Sweeping
- Graffiti removal
- Chewing gum removal
- Bulky waste collection
- Town Centre cleansing
- Fly tipping on land
- Clinical waste collection
- Seasonal leaf clearing
- Rural refuse collection
- Car park / bus station cleansing
- Dog Fouling and education
- Infestations rodents

### Resources

In February 2006 a Planning and Waste Comprehensive Performance Assessment by the Audit Commission Report noted that although the standards of sweeping and cleansing were good the actual service was below average in funding per head.

Cabinet agreed an extra £100,000 revenue into the service

Capacity has been improved with additional motorised sweepers and replacement of the two key gully sweepers.

Our Cleansing Teams are being reorganised in to four areas which will be resourced with equipment

Two new posts of Environmental crime officers whose role is to encourage public concern and pride for the environment have been engaged

We have installed 120 new litter bins capable of collecting smokers waste.

Closer working on cleansing has also taken place within the Council and with County Highways Maintenance Contractor to tackle litter particularly on the dual carriage way of the A444 where traffic management is essential for safe working.

**Nationally the Clean Neighbourhoods and Environment Act 2005 and the Environment Protection Act 1995 give powers to Act on Cleansing and Waste issues.**

**A graffiti Removal policy has been produced.**

Place Survey 2009 Results	England	West Mids	Warwickshire	NBBC	Rank*
Satisfaction with keeping public land clear of litter and refuse	56.9%	54.4%	60.7%	<b>54.9%</b>	158 <sup>th</sup>
Satisfaction with refuse collection	77.6%	78.7%	82.0%	<b>86.5%</b>	27 <sup>th</sup>
Satisfaction with doorstep recycling	69.8%	71.5%	75.7%	<b>81.2%</b>	14 <sup>th</sup>
Satisfaction with local tips / household waste recycling centres	71.2%	71.4%	75.3%	<b>70.9%</b>	140 <sup>th</sup>

\* National amongst 200 Districts

**Table 1 – Link of Service Activities to Strategic Planning Framework**

Activities	How these contribute to the strategic priorities described in the strategic context above	Identified customer views/needs	Key Performance Indicators	Value for Money (Cost per head / Cost per transaction)	Service Unit
Reduction in Waste by Minimisation	Encouraging residents to adopt Waste minimisation reduces materials and goods from entering the waste stream. Therefore it avoids handling and treatment costs. Example Mail preference to reduce junk mail,	Peoples Panel Place survey	NI 191  Kilogram's per head Objective is reduce the amounts of waste	Wrap Grant for recycling £80,000 2009/10	Public Amenities
Reduction in Waste by Reuse	Encourage collection of bulky household items (white goods / furniture) to be reused. This supports Aim 1 Corporate Plan families experiencing financial difficulties by providing serviceable and affordable items. This takes items out of the immediate waste stream reducing treatment costs.( Supports Second chance furniture project)	Second chance receive requests for items	As above NI 191	Second chance charity collects goods locally covers costs through reselling  Wrap Grant £80,000 for recycling 2009/10	Public Amenities
Reduction in waste by Recycling Organic Materials, products and packaging	Encouraging residents to recycle by providing a choice of services kerbside, mini recycling and bring sites. Together with a wider range of materials. Garden Waste organic material to be chipped / home and collected composting. This sustainable approach reduces the cost of disposed waste, conserves finite materials and environmental resources/ reduces Co2 greenhouses caused by land fill/ incineration processes. Reduces disposal costs	Demand to increase services plastic and card  Users surveys  Peoples Panel Borough Debate Satisfaction survey  Bvpi 90B	Environmental sustainability strategy Recycling performance  PULPI14 Dry   PULPI 15 Composting   NI 192 Dry and composting	Recycling cost of collection less recycling credits £6.02 (08) £4.19(09)   Garden Waste Collections £3.63 (08) £3.11 (09)BVPI 86 Cost of cole	Public Amenities

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Disposal of non recyclable waste	<p>Ensuring a reliable efficient collection service to remove waste to avoid environment and health concerns.</p> <p>Taking the waste to a disposal point as directed by the County Council with aim of minimising landfill and providing energy for waste.</p>	<p>Peoples Panel and public concerns to this topical issue</p> <p>Satisfaction survey</p>	<p>NI191</p> <p>Waste partnership disposal figures</p>	<p>Collection of Household waste</p> <p>£13.19 (08)</p> <p>£13.72 (09)</p> <p>Disposal Cost County Council</p>	Public Amenities
Trade waste	<p>Encouraging traders and businesses in the Borough to recycle to reduce packaging and waste to reduce their disposal costs.</p> <p>Environmental benefits</p> <p>Ensuring a reliable efficient collection service to remove waste to avoid environmental and health concerns</p>	<p>Market forces - Charged service for recycling and collection</p>	<p>Budget accounts with expenditure and Income to operate the Council for trade waste service</p>	<p>Net cost of service Surplus £23700</p> <p>Income £0.20</p> <p>Income £0.24</p>	Public Amenities
Improve Cleansing of land	<p>To reduce, collect and remove litter.</p> <p>Graffiti removal</p>	<p>Improve customer satisfaction Bvp89</p>	<p>NI195</p> <p>(a), Litter</p> <p>(b),graffiti</p> <p>(c) fly posting</p> <p>(d) fly tipping</p>	<p>Cost per head</p> <p>£8.55(08)</p> <p>£10.22(09)</p>	Public Amenities
Resolve issues associated with poor environmental conditions and public health	<p>Provides the means to</p> <p>a Improve derelict and/or neglected sites</p> <p>b. Prevent rodent infestation - remove accumulations of waste that attract rodents</p> <p>c. Prevent dog fouling</p> <p>d. Collect stray dogs</p> <p>e. Secure the cleansing of filthy and verminous houses</p> <p>e. Remove abandoned vehicles</p>	<p>Addresses longstanding public concerns about the state of the environment in the Borough</p>	<p>Speed of initial response to service requests.</p> <p>Customer satisfaction levels.</p>	<p>Cost per head</p> <p>£2.53 (09)</p>	Planning and Public Protection

**Table 2 – Priority Actions for Coming Year**

<b>Priority Actions (including equal opportunities and diversity actions)</b>	<b>Link to Annual Corporate Delivery Plan</b>	<b>Customer focused outcomes / milestones</b>	<b>Lead Officer</b>	<b>Partners &amp; Staff Resources</b>	<b>Budget Impact</b>	<b>Timescale</b>
1. Project Transform to replace Coventry Incinerator	Aim 3 Priority 2 Lead in environmental issues addressing Climate change and protection of the environment	Tender process by project team Ensure no disruption in disposal service	Assistant Director Public Amenities	Transform Team Warwickshire CC 5 Districts Coventry City Solihull MBC	None although the project cost will impact on all Council Tax payers. Construction cost £260M with £129M PFI funding	MOU signed. Select list and Preferred Bidders Award of contract 2010/2011 25 year operational contract
2. Arrange and Organise the transfer of all Household waste To Coventry Incinerator	Aim 3 Priority 2 Lead in environmental issues addressing Climate change and protection of the environment	Ensure no disruption in disposal service	Waste and cleansing Manager	Warwickshire County Council Pay additional costs	Extra vehicles, employees and fuel if option to take materials further away or Local waste transfer. County to support costs and logistics to be evaluated	Trial Jan/ Feb 2010

Priority Actions	Link to Annual Corporate Delivery Plan	Customer focused outcomes / milestones	Lead Officer	Partners & Staff Resources	Budget Impact	Timescale
3. Increase Recycling Compost bin promotion	Aim 3 Priority 2 Lead in environmental issues addressing Climate change and protection of the environment	Composting at home rather than collect a garden waste bin	Recycling Officer	WCC Grant Aid Assistance 1000 bins	No impact will save processing costs for WCC	Commence March /April 2009
4. Install new Recycling bins in Town Centres	Aim 3 Priority 1 Create a cleaner and Greener Environment	recycle as you shop segregate litter change attitudes	Waste and cleansing Manager Cleansing	WCC Grant Aid Assistance	Contained in Cleansing Service	Feb/March 2009
5. Enhance the Warwickshire Waste Partnership Agreement with the County and all district and borough Councils in Warwickshire	Aim 4 Priority 3 To use value for money procedures to test the way all services are delivered	Reduce costs to all residents within the County by jointly tackling waste issues collectively	Waste and cleansing Manager  Assistant Director Public Amenities	All Districts and County to pool resources and funding and support the aims of the Warwickshire Waste Strategy	New partnership agreement and budgetary commitment of £7,500 in 2010	To commence April 2009
6. Improve Recycling performance Current target 33% - 2008/9  County Waste Strategy 40 -45% 2010	Aim 3 Priority 2 Lead in environmental issues addressing Climate change and protection of the environment	Engage and encourage public to reduce reuse and recycle more of their waste.  Increase participation in current schemes and look at other collection options	Waste and cleansing Manager	Warwickshire County Council  Other Districts  Waste and recycling action programme Waste Recycling Action Program	WRAP funding £92k to provide an educational officer and campaign materials	During April 2009 to March 2010  Other districts moving to alternate week  Earliest In-vessel 2012-2013

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7. Consider collection alternatives and In-vessel composting to collect food waste	Aim 3 Priority 2 Lead in environmental issues addressing Climate change and protection of the environment	Change Attitudes on food by collecting waste to process materials	Waste and cleansing Manager  Assistant Director Public Amenities	Wrap are investigating the options on collection which will require WCC funding support	Work to be costed following report	Report March 2010
8. Improve Cleansing services	Aim 3 Priority 1 Create a cleaner and Greener Environment	Improved cleansing standards and satisfaction of the service	Waste and cleansing Manager	WCC, Cleansing and Waste Employees	Budget provision in 2009/2010 £100,000 revenue	In progress

NI = National Indicator PULPI+ Public Amenities Local Indicator WCC = Warwickshire County Council  
WRAP = Waste Recycling Action Program