

AGENDA SUPPLEMENT (1)

Meeting: Environment Select Committee

Place: Kennet Committee Room

Date: Wednesday 13 July 2022

Time: 10.30 am

The Agenda for the above meeting was published on 05/07/2022. Additional documents are now available and are attached to this Agenda Supplement.

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6 **Waste Management Strategy: Annual Review (Pages 3 - 60)**

DATE OF PUBLICATION: 06/07/2022

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Wiltshire Council

Environment Select Committee

Wednesday 13 July 2022

Household Waste Management Strategy Update (2022/23)

Purpose of Report

1. To:
 - a) Provide a review of relevant legislation and policy changes affecting the Household Waste Management Strategy 2017-27
 - b) Report on the performance of the waste management service from April 2020 to March 2022
 - c) Report on progress against the 2020/21 action plan for the waste management service.
 - d) Propose an action plan for the waste management service for 2022/23for comment by members of Environment Select Committee.

Background

2. In 2017 the council carried out a county-wide consultation to help develop a new household waste management strategy. A report was presented to Environment Select Committee at its meeting held on 18 January 2018 which gave an overview of the results of the survey and the key themes emerging from the consultation.
3. A further report was presented to Environment Select Committee at its meeting held on 26 June 2018. Appended to the report were a draft strategy, an annual performance review 2017/18 and an annual action plan 2018/19. The committee resolved to endorse the draft strategy and action plan.
4. The adopted strategy contains a commitment to provide Environment Select Committee with an annual review of emerging legislation and policy that may affect the strategy, an annual review of performance and an annual action plan to deliver the strategy priorities.
5. Reporting of 2020/21 performance, action plan updates and legislation review was not completed due to pressures on the service and council as a result of Covid-19. This report incorporates these elements covering both 2020/21 and 2021/22 as well as detailing the action plan proposed for the 2022/23 financial year.

Main considerations for the Council – review of legislation and policy changes relevant to waste services.

Policy Review 2022-23 (Appendix 1)

6. The section of the draft household waste management strategy that considers the impact of changing national and local policies has been updated to reflect the latest position. See Appendix 1.
7. At a national level, waste management policy is undergoing a period of unprecedented change, primarily with the introduction of the Environment Act 2021. Whilst there are still gaps in the detail of how the Act will affect local authorities and the wider industry, the policy review sets out anticipated impacts and timescales for change.
8. DEFRA undertook further public consultation on many of the waste-focused elements of the Environment Act in 2021. The government's outcomes from most of these consultations have not been published and are not expected before summer 2022. Until all outcomes of the consultations are known, the timescales for implementation of the key waste-related proposals remain unconfirmed. However, the policy review does attempt to estimate the timescales for delivery of key proposals to help shape the council's thinking on the impact of the Act on waste services.
9. Since the previous Household Waste Management Strategy update in 2020, the Council has adopted several key policy documents which impact and influence the strategy:
 - The new Wiltshire Council Business Plan (2022 to 2032) was approved in February 2022 and documents the council's commitment to finding opportunities to increase reuse and recycling, as well as an aim to reduce the amount of waste going to landfill (Outcome 4).
 - The Environment Directorate has developed a Service Plan for 2021 to 2023 which documents the actions required by Waste Services to deliver the Outcomes within the business plan.
 - In February 2022, full council adopted Wiltshire Council's Climate Strategy which sets out the next five years of the council's journey to become carbon neutral. Due to the significant carbon impact of waste management, Waste has been identified as a key delivery theme within the strategy.
10. It is therefore essential that Waste Services work in collaboration with partners both at a local and national level to continually understand the impacts of these policy changes of the delivery of waste services in Wiltshire to enhance service provision and deliver services which are aligned with emerging regulation.

Annual Performance Review 2021-22 (Appendix 2)

11. The Annual Performance Review provides a summary of waste management performance against the priorities set within the Household Waste Management Strategy during the period of April 2021 to March 2022. Due to Covid-19 there was no strategy update for 2020/21 however this annual performance review also includes performance data for April 2020 to March 2021.
12. Trend data shows that since 2016 there has been a general decrease in the total amount of household waste generated per household. The 2020/21 figure was abnormally low due to Covid-19 impacts on HRC opening, whereas 2021/22 returned to the normal steadily declining trend, despite ongoing Covid-19 impacts on residents affecting their behaviour. Trends however do show that the amount of non-recycled waste produced per household (after recycling) has not changed significantly since 2016, despite the pandemic.
13. Wiltshire's recycling rate (the total percentage of household waste sent for reuse, recycling and composting) has remained relatively static in recent years at 42.3 to 43.8%. It was anticipated that a new kerbside recycling service, introduced in March 2020 with all dry recycling, except glass, being collected mixed in a wheeled bin would increase the recycling rate. The introduction of the service coincided with the first lockdown and significant changes to people's lives, which will have impacted on the amount and type of wastes households generated. Although significantly more dry recycling was collected from residents in 2020/21 and 2021/22 with the new co-mingled collection system, the amount of contamination and rejected material separated out from the collected recycling at the Materials Recovery Facility (MRF) also increased. Actions to improve the performance of the MRF to reduce the levels of rejected materials are ongoing, as well as communications to residents about what items to include in their recycling to maximise the amount of material which can be successfully recycled.
14. Through improvements to waste prevention information and recycling services, together with diverting a significant proportion of non-recyclable household waste to energy from waste plants, the council now routinely sends less than 20% of collected waste to landfill each year.

Annual Action Plan 2022-23 (Appendix 3 and Appendix 4)

15. The annual action plan documents the priorities and activities for waste services in the coming year. This action plan outlines how the service will develop and focus its resource within the next year to meet the strategic aims and priorities outlined within the waste strategy.
16. *Appendix 3* details progress against those actions identified in the 2019/20 action plan.
17. *Appendix 4* proposes the annual action plan for 2022/23. Some of the actions from the previous action plan continue into this version as they

form part of longer term programmes aimed at working towards zero avoidable household waste in Wiltshire.

18. Engagement with communities and improved communications is one of the actions required to meet a number of the strategic priorities. It is essential that the council effectively engages with service users and community forums to maximise the potential of the services provided and meet the overall strategic aim of zero avoidable waste. The service must positively engage with Area Boards, community environmental groups and forums and support community initiatives so that these interested parties can act as advocates for the service. It should be noted that the benefits of community engagement are often not easily measurable or quantifiable, and the council needs to consider the level of resource required to deliver this work successfully, and where this capacity might be best placed to be most effective.
19. Promotion and expansion of reuse opportunities are key actions within the draft plan for 2022-23. Opportunities for reusing good quality household items are available at the majority of household recycling centres. The draft action plan proposes that these opportunities will be more widely communicated and promoted to residents. Where opportunities for reuse are not already available, the service will seek further potential for reuse schemes to be developed.
20. The council is committed to increasing recycling. The draft action plan highlights a number of actions which are proposed to help increase recycling. Particular focus will be on utilising intelligence gained from waste compositional analysis surveys being completed during 2022, to increase the quantity and quality of recycling collected. This should be done alongside work with the council's contractors to improve their MRF processes to maximise the amount of high quality recycling captured for reprocessing.
21. The plan proposes actions to reduce the amount of waste sent to landfill by maximising the waste sent to the council's Energy from Waste contracts. This includes a review of the waste which is sent to landfill and consideration of alternative collection and pre-treatment options available to the council so this waste can be diverted from landfill.

Safeguarding Considerations

22. There are no specific safeguarding implications arising from this report.

Public Health Implications

23. There are no specific public health implications arising from this report.

Environmental and Climate Change Considerations

24. There are no specific environmental and climate change considerations arising from this report. The council's Household Waste Management Strategy continues to prioritise reducing the waste sent to landfill, as landfill is widely recognised as being the least environmentally sustainable way of managing waste. Key actions proposed in the annual action plan aim to assess the carbon performance of the service to support the Climate Change Strategy 2021.

Equalities Impact of the Proposal

25. There are no specific equalities implications arising from this report.

Financial Implications

26. There are no specific financial implications arising from this report.

Conclusions

27. The report sets out key considerations for reviewing the council's household waste management strategy. The report contains a draft policy review, a review of performance for 2020-21 and 2021-22 financial years, an update on actions adopted in 2020/21 and a draft action plan for 2022/23. Members of the Environment Select Committee are invited to comment on these draft documents ahead of adoption.

Proposal

28. That members of the committee provide comment on the draft Household Waste Management Strategy Update.

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28.06.2022

Background Papers

None

Appendices

Appendix 1: Draft Household Waste Management Strategy Policy Review 2022-23
Appendix 2: Draft Annual Performance Report 2021-22

Appendix 3: Annual Action Plan 2020-21 – Progress update
Appendix 4: Draft Annual Action Plan 2022-23

Appendix 1 - Policy Review 2022-2023

Household Waste Management Strategy Update

1. Overview

The annual Household Waste Management Strategy Policy Review considers the regulatory and policy framework within which the strategy is delivered.

Changes in national policy and legislation as well as local policy can fundamentally affect the overarching principles within the strategy and the council's ability to deliver on actions which meet the aims.

At a national level, waste management policy is undergoing a period of unprecedented change primarily with the introduction of the Environment Act 2021. Whilst there are still gaps in the detail of how the Act will affect local authorities and the wider industry, this policy review will set out the known impacts and anticipated timescales for change.

2. National policy and legislation

2.1 Environment Act 2021

The Environment Act, which became law in 2021, acts as the UK's new framework of environmental protection and aims to improve air and water quality, protect wildlife, increase recycling, and reduce plastic waste.

DEFRA undertook a second round of public consultations on three key waste-focused elements of the Act in May/June 2021; however, they are yet to publish the outcomes of two of these three consultations. This potentially means that many of the already ambitious timescales referenced in the consultations will also be delayed, or councils may be provided with even less time to make the significant contractual and operational changes to meet the requirements of the Act. A summary of the anticipated timescales for the Act is shown below in Figure 1.

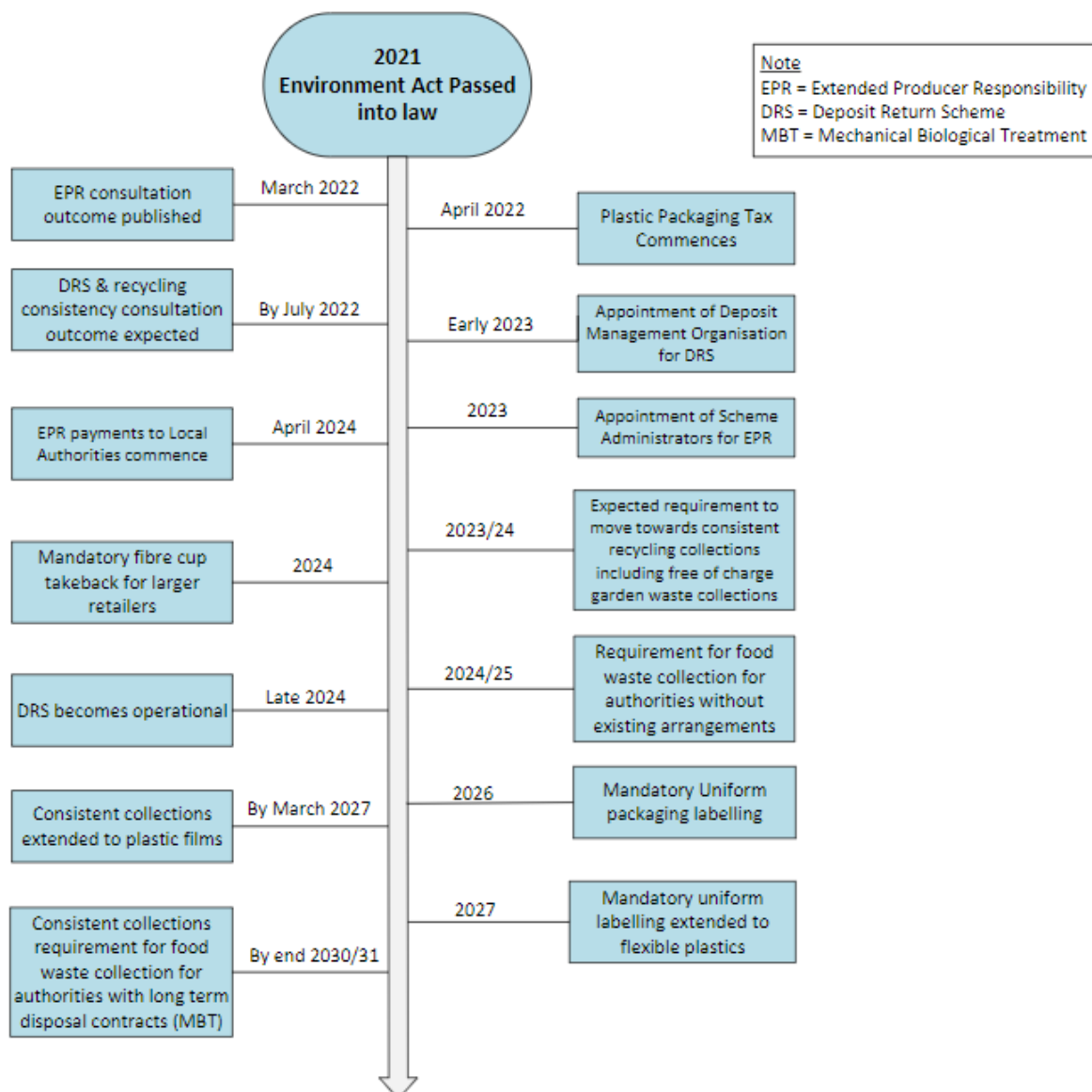


Figure 1. Estimated timescales for The Environment Act 2021

The key waste-related proposals contained in the Environment Act are summarised below:

Plastic Packaging Tax (*This was brought forward ahead of the Environment Bill and is actively progressing. It takes effect from 1 April 2022*). It:

- Applies to plastic packaging manufactured in, or imported into, the UK that does not contain at least 30% recycled plastic content. Plastic packaging is packaging that is predominantly plastic by weight. Also applies to bio-degradable plastic packaging containing <30% recycled content.
- All businesses that manufacture or import 10 or more tonnes of plastic packaging over a 12-month period will need to register for the tax, regardless of whether they need to pay any tax.

Anticipated impacts and outcomes:

- Expected to further incentivise the recovery of post-consumer plastic for recycling, increase demand for this material and reduce the use of plastic packaging with little or no recyclable content.

- Expected to positively influence the revenue achieved from sales of plastic commodity streams.
- May result in more alternative, easily recyclable, packaging being placed onto the market.

Deposit Return Scheme (DRS) (Implementation date to be confirmed, but consultations suggest this could be 2024)

- “All in” scheme which will apply to all drink containers up to 3 litres which are made of PET plastic or metal cans. A small refundable deposit (@ 20p) would be payable on each item in scope.
- Significant UK infrastructure requirement: new national network of Reverse Vending Machines and retailer Return Points required.
- New DRS administration body to be set up to implement and oversee.

Anticipated impacts and outcomes:

- Expected to increase the recycling of products in scope up to 90% after three years of implementation.
- Reduced local authority costs associated with collection and disposal of litter (still to be quantified).
- Significant risk of reduced material income to the council as some material that would once have been placed out for kerbside collection would go via the DRS route instead. Both PET bottles and aluminium cans are high value materials which contribute significantly to current recycling income
- Reverse Vending Machines expected to become an additional feature of “street furniture” in the local environment.

Extended Producer Responsibility (EPR) (*Commencement from April 2024*)

- ‘Brand owners’ are to be defined as the packaging producers for this legislation.
- All producers of packaging to be made accountable for covering the full cost of the recovery and recycling of their products.
- EPR is estimated to facilitate an overall England recycling rate for packaging of 73% by 2030.
- Producers will pay fees based on material type and volume to a national compliance scheme.
- Aims to encourage better packaging design, phasing out unnecessary packaging and incentivising producers to develop packaging which is easier to recycle or that can be reused.
- Councils will have the opportunity to recover costs of collection and recycling/ disposal of packaging materials collected as part of kerbside services or within street litter bins.
- Introduces the requirement for mandatory uniform recyclability labelling on packaging to provide consumer with clarity of what can and cannot be recycled.
- Introduces mandatory retailer takeback of single-use fibre cups to tackle litter and move the responsibility for recycling these difficult-to-recycle materials to those placing them on the market.

Anticipated impacts and outcomes:

- Significant changes in the composition of residual waste, and a reduction in kerbside collected residual waste collected and disposed of by the council.
- Opportunities to collect and recycle more packaging waste as sustainable markets are created.

- Expectation to expand kerbside collections to include plastic film and flexible plastics, from 2026/27, although this relies on rapid development of recycling capacity and technology.
- Opportunity to receive funding from the EPR compliance scheme to cover collection and recycling/ disposal costs in respect of in-scope packaging materials.

Consistency in recycling collections (proposed from 2023 but still to be confirmed. The government's Net Zero Strategy contains references to mandating councils to collect food waste from 2025):

- Weekly separate collections of food waste expected to be mandated.
- Fortnightly free of charge collections of garden waste expected to be mandated in larger containers than are currently supplied in Wiltshire.
- Collections of four key dry recyclable materials (plastic, paper & card, glass and metals) to be mandated. These materials should be collected separately from each other unless it is not technically, or economically practicable or separate collections present no significant environmental benefit.
- Recycling collections to be expanded to include plastic films and flexible plastics possibly from 2026/27.
- Increased recycling of business waste expected to be mandated.

Anticipated impacts and outcomes:

- Government have indicated that the "full net additional costs" incurred by those councils needing to put new collection services in place would be met. If this is not the case, service delivery costs will increase.
- In Wiltshire, a net increase in collection vehicles will be required, particularly in respect of free garden waste and weekly food waste collections, resulting in higher collection costs and greater vehicle fleet CO2 emissions.
- A significant change in the composition of our residual waste (e.g. removing most bio-degradable putrescible waste) may mean that the waste input specifications for the Landfill Diversion Contracts cannot be met.
- Potential requirement to further separate materials for recycling at the point of collection (kerbside). May require a fundamental review of current collection methods for kerbside collected dry recycling.
- New collections for plastic films and 'flexibles' need to be put in place, as well as sourcing the associated recycling outlets
- The council may need to recommence collections of waste and recycling from commercial businesses. These collections are currently performed by Hills under the Council's Lot 5 waste collection contract.

2.2 POPs

Persistent Organic Pollutants (POPs), particularly in the form of Decabromodiphenyl ether (decaBDE), are of environmental concern and their use in manufacture was banned throughout the EU in 2004 under the Stockholm Convention. Restrictions on POPs are based on the European regulation on persistent organic pollutants, which is implemented in the UK by the Persistent Organic Pollutants Regulations 2007.

POPs are found in waterproofing and flame retardant chemicals commonly used in Domestic Seating and Soft Furnishings (DSSF). Under the regulations, DSSF containing POPs must be disposed of via incineration rather than landfill.

Enforcement notices from the Environment Agency and detailed guidance from DEFRA is expected to be sent to local authorities towards the end of 2022.

The council currently sends all bulky household waste collected at the kerbside or through its network of household recycling centres, including DSSF, to landfill therefore it is expected that the council will need to divert this waste to incineration to comply with the guidance and any enforcement notices that may be received. The council will need to make alternative arrangements with its contractors to manage this waste in accordance with the guidance and regulations, and which is likely to involve significant additional costs associated with the identification, preparation and separate collection of this waste before it can be incinerated.

2.3 Emerging policy changes and consultations

There are several potential policy changes which are being consulted on which affect the council's Household Waste Management Strategy. These include:

- **DEFRA Consultation on preventing charges for DIY waste at household waste recycling centres and call for evidence on booking systems at household waste recycling centres** - The consultation closed on 4 July 2022. It is seeking views on construction waste being treated as DIY waste in certain circumstances and therefore being classed as household waste, enabling it to be disposed of free of charge. The consultation also considers the impacts of booking systems at household waste recycling centres.
- **DEFRA Consultation on the Reform of the waste carrier, broker and dealer (CBD) registration system for England:** Consultation closed in April 2022. In 2018, the Resources and Waste Strategy set out the Government's commitment to improve the transport, management, and description of waste by reforming regulations for duty of care, CBD, hazardous waste and international waste shipments.
- **DEFRA consultation on the implementation of mandatory digital waste tracking across the UK:** Consultation closed in April 2022. The introduction of mandatory digital waste tracking is supported by the powers in the Environment Act 2021. The consultation was seeking views on the practical aspects of implementation.
- **UK ETS Authority Consultation on Developing the UK Emissions Trading Scheme** – The consultation closed in June 2022. It is seeking input on a number of proposals to develop the UK Emissions Trading Scheme which is likely to impact on the council's Energy from Waste contracts and the proposals have the potential to increase pricing by up to 30%.
- **DEFRA Consultation on Environmental Targets – Consultation closed in June 2022.** The Environment Act 2021 requires the government to set at least one long-term target in each of the following areas: air quality; water; biodiversity; and resource efficiency and waste reduction. It also requires targets to be set for fine particulate matter and species abundance. The consultation proposes targets on waste management which are likely to become statutory once adopted.
- **DEFRA Consultation on reforms to the Packaging Waste Recycling Note (PRN) and Packaging Waste Export Recycling Note (PERN) System and Operator Approval.** Closed May 2022. Proposes improvements to verification processes that identify whether recyclers and exporters of waste material are legitimate, that material exported for recycling reaches the destination facility, and to reduce fraud and improve price transparency. This reform has become necessary since the Extended Producer Responsibility consultation outcome has identified that the scheme will work in tandem with this existing mechanism, rather than fully replace it, as was originally proposed. A high proportion of the council's recycling income comes from these PRNs and PERNs which evidence that material was recycled.

3. Local drivers

3.1 Local Policy Drivers

3.1.1 Wiltshire Council Business Plan (2022 to 2032)

The Council's new Business Plan was approved by Full Council on 15 February 2022. This business plan sets out our priorities and how we will deliver them working closely with local communities and partners; as well as investing in technology to make it easier for residents and businesses to engage with us and resolve matters more quickly.

As a council, we know our mission is to ensure:

- We take responsibility for the environment.
- The people of Wiltshire are empowered to live full, healthy and enriched lives.
- Our communities continue to be beautiful and exciting places to live.
- Our local economy thrives and is supported by a skilled workforce.
- We lead the way in how councils and counties mitigate the climate challenges ahead.

Our guiding themes are:

- Prevention and early intervention
- Improving social mobility and tackling inequalities
- Understanding communities
- Working together

Outcome 4 of the business plan focuses on Sustainable Environment. The plan aims to:

- Find and promote new opportunities for people and businesses to reuse and recycle.
- Reduce the amount of waste going to landfill, increase recycling and keep Wiltshire looking beautiful.

To achieve this, over the course of the Business Plan, the council shall implement:

- A review of all waste services in conjunction with residents and business, including all operational sites.
- A fit-for-purpose set of operational depots across Wiltshire.
- Delivery of new educational campaigns and pursue further prosecutions on fly tipping.

3.1.2 Environment Service Plan (2021 to 2023)

To deliver the outcomes and aims of the Council's Business Plan, the Environment Directorate has developed a Service Plan to reflect activities undertaken within each of the services.

There are several activities that the waste services team are expected to deliver to contribute to the Environment Service Plan:

No.	Description	Business Plan Link
11	Review the current waste collection and waste management services to consider the near-term potential for service efficiencies to reduce carbon emissions and extending the range of materials collected for reuse and recycling. Work with residents, community and volunteering networks and	Responsibility for the Environment

	service providers to improve the quality of recycling material managed by the council in order to reduce the amount of waste sent to landfill.	
12	Develop a Future Waste Service Delivery Model to inform the review of the council's Household Waste Management Strategy and future procurements, ensuring the most effective and efficient delivery of new waste and recycling services and waste management solutions to maximise resource efficiency, further reduce carbon-emissions, and achieve zero avoidable waste to landfill.	Responsibility for the Environment
13	Review and identify the requirement for operational waste facilities including depots, Waste Transfer Stations and household recycling centres, in order to provide a set of "fit for purpose" sites suitable to facilitate the delivery of effective and efficient waste services in the long term.	Responsibility for the Environment

3.1.3 Climate Strategy

Wiltshire Council's Climate Strategy was adopted by full council in February 2022. The Strategy sets out the next five years of the council's journey to becoming a carbon neutral county, covering seven delivery themes: transport; built environment; waste; green economy; energy generation, storage and distribution; natural environment, food and farming; and carbon neutral council.

The strategy links with the Household Waste Management Strategy and sets out the following key objectives:

- Work towards a circular economy.
- Work towards zero avoidable waste in Wiltshire and decarbonising the waste management process.
- Manage waste in accordance with the waste hierarchy: reduce overall waste, increase the amount and quality of waste recycled and reduce the amount of waste sent to landfill

With the key areas of focus being:

- Continue to provide efficient recycling services and review the potential for expanding the range of items collected and maximising the efficiency of collections wherever possible
- Keep our Household Waste Management Strategy under review, reflecting carbon assessment of collection and disposal options, including the impact of processing waste locally or abroad, and recognising the requirements of the new Environment Act to potentially extend the scope of recycling collections, to include separated food waste.

3.2 Financial drivers

Wiltshire Council faces significant financial challenges over the coming two years due to an increased demand on key services and increasing costs linked to higher inflation. The council seeks to bridge a budget deficit of more than £25m while ensuring residents, businesses and communities still get access to vital and high-quality services.

At a Full Council meeting on 15 February 2022, Wiltshire Council members agreed to implement several changes across a wide range of its services to deliver the financial savings necessary to balance the budget, which includes several savings to the Waste Services budget which will need to be planned and implemented, including:

- An increase to the annual subscription charge for garden waste collections from £50 to £60 per bin
- An increase in the bulky waste collection charge from £25.30 to £28 per item
- Public consultation on the potential closure of Lower Compton HRC in 2023
- Introduction of charges for disposal of non-household wastes at HRCs
- Increase in projected income from sale of recyclates
- Sale of excess landfill diversion contract capacity
- Increase recycling rates in line with the Business Plan

3.3 Social drivers

3.3.1 Wiltshire Council Area boards

Area Board arrangements have been amended following a review that was scrutinised by an Overview and Scrutiny (OS) Task Group. The process set out to improve the Area Board funding investment arrangements; support the boards, establish and effectively deliver to evidenced based local priorities; and increase the efficiency and consistency of working groups. The number of Area Boards, overall format, structure, and local autonomy were not part of the review. Area Boards are encouraged to create or re-constitute working groups to advance local priorities and increase collaborative working.

Area Boards will be asked to select up to five local priorities, which will be evidence led to ensure they have the greatest impact on the lives of those in our communities. Area Board resources including officer time, meetings, engagements, working groups and funding should be directed at furthering the objectives linked to the respective priorities.

Currently 10 of the 18 area boards have 'Waste and Recycling' as one of their top 3 priorities. Two of these area boards have 'Waste and Recycling' as their 1st priority.

Changes to Area Boards provides an opportunity to engage with communities to deliver key actions within the strategy.

3.3.2 Changing demographics

Wiltshire's property growth over the next six years to 2025/26 is expected to increase by 4% to 234,713 households. The largest increases will be seen in the Salisbury, Chippenham, and Warminster areas.

Based on data provided by the Wiltshire Intelligence Network, as of 2021, Wiltshire's population aged 65 or over had increased by 1.6% over the previous three years, to represent just over one-fifth of the population. Life expectancy of this age group also increased 0.5% during the same period.

This shows we have a large and increasing aging population, and proportion of our population who have health limiting health conditions, and whom we need to make sure can access and use our services effectively.

3.3.3 Meeting public needs and expectations

There is increasing media coverage of the impact of waste on the environment, which is reflected in resident's knowledge and awareness of the issues we are seeking to address.

Many communities are considering options to supplement council waste services with community led initiatives, such as local "Terracycle" collection points for 'hard to recycle' items that are sponsored and supported by the packaging industry and working to actively

promote waste prevention and good household waste management practice. The council is committed to supporting community led activity where possible, and the waste service will work with the Community Engagement teams to assess how this can be achieved most effectively.

The social message regarding the needs to increase recycling and reuse means that the public is increasingly applying pressure on local authorities to increase the range of items collected for recycling, including food waste and the council needs to consider how these fit into the Household Waste Management Strategy in the future, whilst addressing the changes in national and local policy.

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Appendix 2

Waste Management Strategy 2017-2027

Household Waste Management Strategy: Forward Thinking Towards Zero Avoidable Waste

Annual Performance Review: 2021-22

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 - 4.2 Household recycling centres
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- 7 Litter
- 8 Fly-tipping

Introduction

Wiltshire's Household Waste Management Strategy 2017-2027 contains a commitment to provide annual performance reviews.

This document provides a summary of waste management performance against the priorities set within the household waste management strategy during the period of April 2021 to March 2022.

Reviewing waste management performance against the priorities within the strategy is an essential step in the development of the Annual Action Plan, which sets out goals and outcomes for the next year of service delivery in the context of changing local and national circumstances and the resources available.

This document aims to explain the key waste management performance statistics and trends during the period, whilst offering some commentary on how the council's actions may have affected residents' behaviours and performance of the council's waste services.

The document will consider each of the priority areas in turn.

1. Waste prevention performance

Priority 1 - Waste Prevention:

The council will work with national, regional and local partners to provide advice and information to encourage residents to reduce the amount of household waste they create.

The amount of household waste the council manages is impacted by numerous local and national influences, including how much disposable income people have to spend, the changing characteristics of product packaging, size of households and the collection services provided by councils for residents to dispose of their waste.

Data for Wiltshire shows that since 2016 there has been a general decrease in the total amount of household waste generated per household, with 2021-22 showing a notable increase in comparison the previous year – see Figure 1.

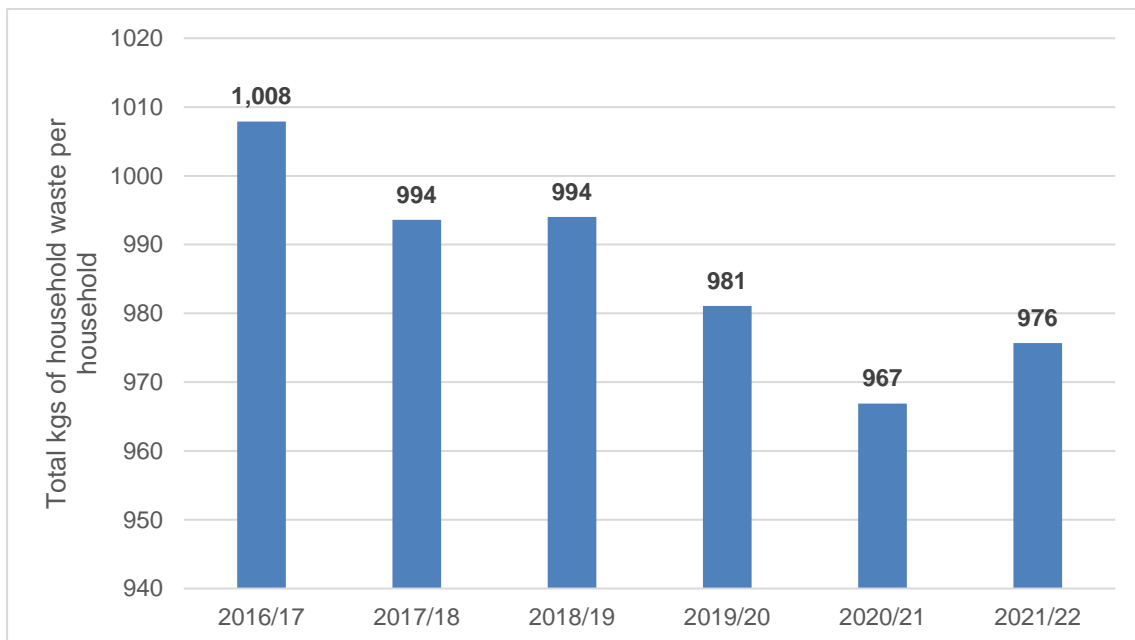


Figure 1: Total household waste per household (kgs), 2016-2022.

Both the years 2020-21 and 2021-22 were significantly impacted by the Covid-19 pandemic and the associated changes in behaviours due to lockdowns. Whilst Wiltshire's kerbside collections of waste and recycling were maintained throughout the pandemic, the need to maintain social distancing meant that changes to the operation of household recycling centres (HRCs) were required:

- HRCs were closed from 24 March 2020 to 17 May 2020, followed by the implementation of on-site social distancing arrangements.
- From 8 June 2020 to 18 July 2021 a booking system was used to manage HRC visitor numbers and maintain social distancing requirements.

These measures significantly reduced the number of visits to HRCs and the amount of waste and recycling taken to the sites, and therefore the total amount of household waste collected and managed during the pandemic was also reduced.

Trends show that the amount of non-recycled waste produced per household (after recycling) has not changed significantly since 2016. This is referred to as “residual” waste and is comprised of several waste streams including, but not limited to:

- Kerbside collected residual waste;
- Residual waste disposed of at household recycling centres (HRCs);
- Street litter and litter bin waste;

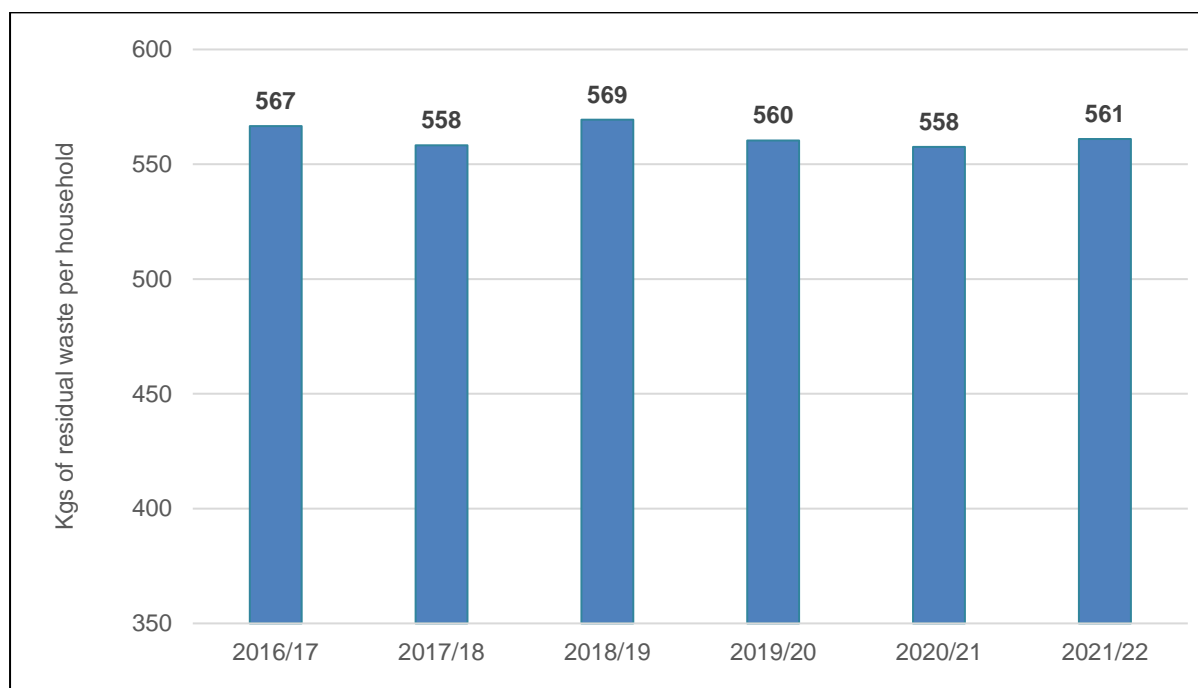


Figure 2: Residual household waste (after recycling) - kgs per household, 2016-2022. (Note: Figures include residual waste from all sources e.g. kerbside collections, HRCs, MBT residues etc.)

Over time the following changes have been introduced by the Council and its partners to encourage residents to reduce the amount of waste they produce:

- Providing wheeled bins for non-recyclable waste and enforcing a no side-waste policy, which encourages residents to make full use of the kerbside recycling services available and to better manage their waste.
- Standardisation of bin size to 180 litres for residual waste bins. Where larger bins need to be replaced due to breakage or loss, these will be replaced with a standard 180 litre bin, unless the following criteria is met.
- Providing larger bins only in extenuating circumstances, such as:
 - six or more residents in a household;
 - a family of five including one or more in nappies; or
 - a medical need which creates large volumes of unrecyclable waste.
- Limiting the amount of non-recyclable waste which residents, who are unable to store a bin on their property, may put out for collection in bags (only bags with council-issued labels will be collected by the contractor).
- Introducing van and trailer permits at HRCs to help limit traders illegally disposing of their business waste at the sites.

- Introducing a proof of address scheme at HRCs to limit the impact of waste being disposed of by residents from outside of the Wiltshire Council area.
- Subsidising the purchase price of food waste composters for residents who wish to compost their food and garden waste at home – see Figure 3.
- Introducing a charge for the collection of garden waste which, for some residents, would encourage composting at home.

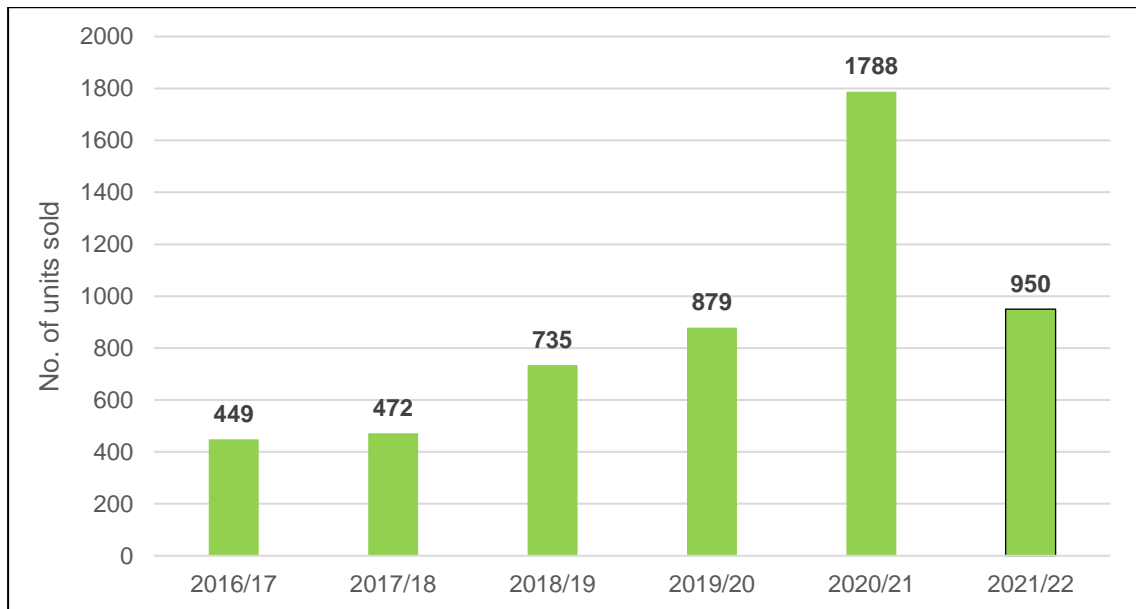


Figure 3: Subsidised food waste digesters sold, 2015-2022.

Data shows that the purchases of subsidised food waste digesters increased significantly in 2020/21, particular at the start of the pandemic . This is likely to reflect those residents who do not pay for a kerbside collection of garden waste or make use of the HRCs for garden waste disposal. It may also reflect a growing recognition of climate change issues and residents’ desire to manage their own waste in a more sustainable way.

2. Repair and Reuse Performance

Priority 2 – Repair and Reuse

The council will work with local reuse organisations and contractors to increase the opportunity for items to be repaired and reused. The council will continue to work with national partners and manufacturers to promote sustainable design so that items can be easily repaired rather than having to be replaced.

The amount of waste repaired or reused in Wiltshire is difficult to measure as much of this activity happens within communities and voluntary groups, and without the direct involvement of the council. Some Area Boards have successfully hosted Repair Workshops in their communities.

Repair and reuse performance are therefore not currently measured and reported. However, the council will be working with its contractors and partners to implement a system whereby reuse activities in Wiltshire can be measured and reported.

Initiatives that the council delivered include the following:

- Encouraging residents to prioritise reuse of large items rather than requesting a large item collection from the council – see Figure 4. The Environmental Protection Act 1990 allows the charge for this service to reflect the council’s reasonable costs for collection (though disposal costs should not be charged to the resident). Despite charges having increased this service is still well used by residents.
- Promoting reuse organisations in Wiltshire through the council’s website: www.wiltshire.gov.uk/large-item-collection
- Implementing a pilot paint re-use scheme at Salisbury and Amesbury HRCs where cans of paint which are suitable for use are separated out and set aside for residents to take and use. This will particularly support the council’s social housing in the Salisbury area, where new tenants will be advised of the scheme.

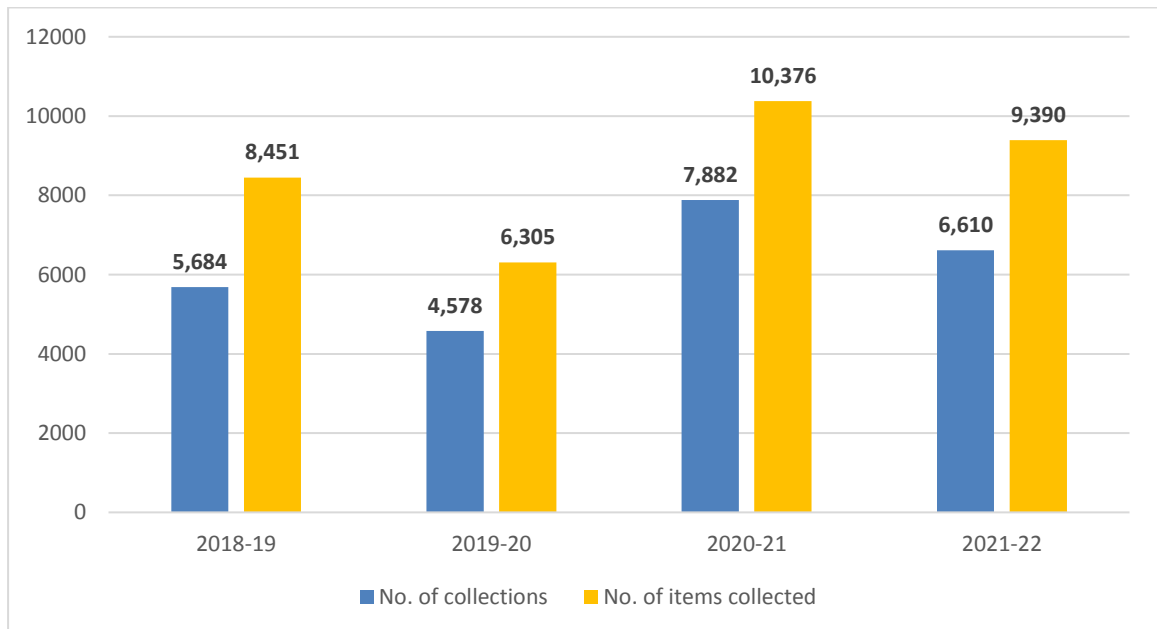


Figure 4: Bulky waste collections, 2018-2022.

Data shows increased use of the chargeable bulky household waste collection service in the 2 years of the pandemic. This is likely to reflect the impact of the HRC booking system introduced to manage capacity at the sites and maintain social distancing requirements and residents choosing to pay for collections of large items as opposed to visiting an HRC.

3. Recycling Performance

Priority 3 - Recycling and Composting:

The council will continue to ensure that cost effective and efficient recycling services are provided so that residents are able to recycle a range of materials as easily as possible. The council will continue to review the potential for expanding the range of items collected for recycling and composting where it is environmentally and economically practical to do so.

Recycling, which includes garden waste sent for composting, comprises materials collected through the council's kerbside collection services and ten household recycling centres.

Wiltshire's recycling rate (the total percentage of household waste sent for recycling and composting) has remained relatively static in recent years at 42.3-43.8%, as has the split between dry recycling and composting – see Figure 5.

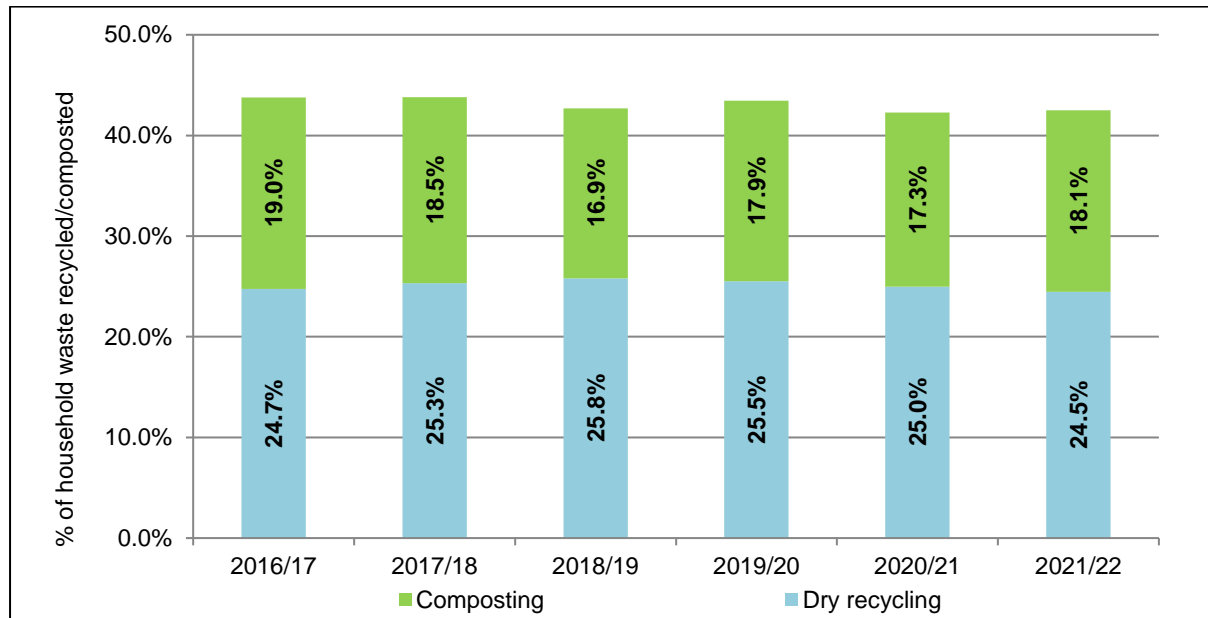


Figure 5: Recycling and composting as percentage of household waste, 2016-2022

It was anticipated that a new kerbside recycling service, introduced in March 2020 with all dry recycling, except glass, being collected mixed in a wheeled bin would increase the recycling rate. The introduction of the service coincided with the first lockdown and significant changes to people's lives, which will have impacted on the amount and type of wastes households generated.

In support of the new recycling collections, a new materials recycling facility (MRF) was constructed to separate out the recyclables. The performance of the MRF, in terms of separating high quality recyclable materials for sale, has not been as high as anticipated. The council is working with the MRF contractor to increase the performance through a combination of updates to the facility and how the material is processed, together with communications to residents about what items should and should not be put into the recycling collections.

Regular assessments are undertaken of the input materials and how much 'contamination' it contains, together with the materials rejected through the sorting processes. Information from these data is used to inform public messaging to improve the quantity and quality of materials sent to re-processors to maximise the income achieved from the sale of recyclate.

Under the gainshare mechanism in the MRF contract the council receives 79% of the income from the sale of recyclate. In 2021/22 MRF income totalled over £3million, offsetting nearly 85% of the costs of operating the facility. Prices for recyclable

materials are historically volatile and subject to global influences and therefore it cannot be assumed that similar levels of income can be achieved in the future. Ensuring that good quality recycling is collected and processed for sale is our best way of achieving good income.

Figure 6 below shows how the cumulative recycling rate follows a similar pattern over the year, reflecting the seasonal impact of garden waste collected and sent for composting, which is very weather-dependent.

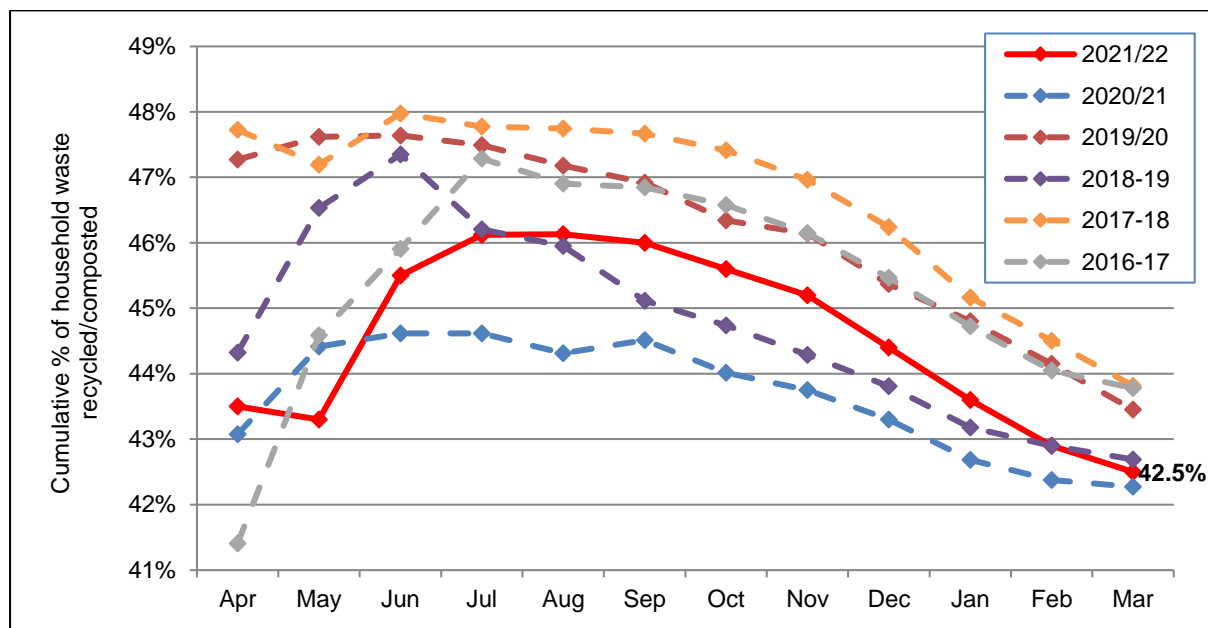


Figure 6. Cumulative recycling and composting as percentage of household waste, 2016-2022.

3.1 Kerbside Recycling Collections

The council collects paper, cans, foil, plastic bottles, pots, tubs and trays, cardboard and drinks cartons from the kerbside as a fortnightly co-mingled collection. Glass is collected separately on the same day. Residents also have the option to subscribe to a chargeable fortnightly kerbside collection of garden waste.

In March 2020 the kerbside recycling service changed from a ‘kerbside sort’ system to a ‘co-mingled’ system. ‘Kerbside sort’ means that materials are sorted at the kerbside by collection crews and any items not suitable for recycling are left for residents to dispose of in their residual waste. The new co-mingled system means that residents place all their dry recyclables (except glass) into a wheeled bin for collection. The glass is collected at the same time but kept separate from the other materials to avoid contaminating those materials with broken glass. The co-mingled materials are taken to a materials recycling facility (MRF) for separation and removal of any unwanted or unsuitable items before being baled for sale to materials re-processors.

Figure 7 shows the split between the tonnage of dry recycling and green waste collected and from 2016/17. It shows that the amount of dry recycling collected using the new co-mingled system introduced in March 2020 increased significantly, with

high tonnages collected in both 2020/21 and 2021/22. Tonnages collected during 2020/21 were particularly affected by Covid-19 restrictions with an increased number of people working from home and therefore generating more waste in the home environment.

Figure 8 shows how Covid-19 impacted the type and quantities of materials residents were buying and putting out for recycling. With the exception of plastic bottles, which might be considered an 'on the go' waste there were significant increases in all other kerbside collected materials. This is likely to reflect more food and drink being consumed at home, generating glass, cans and plastic pots/tubs/trays and increases in on-line shopping generating more cardboard.

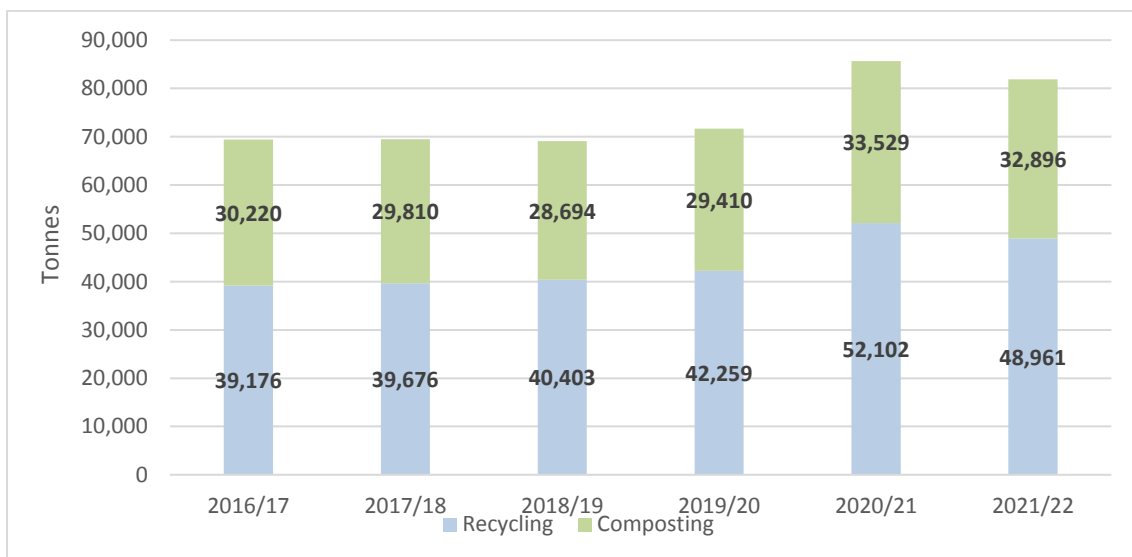


Figure 7: Tonnes of kerbside recycling and composting, 2016-2022

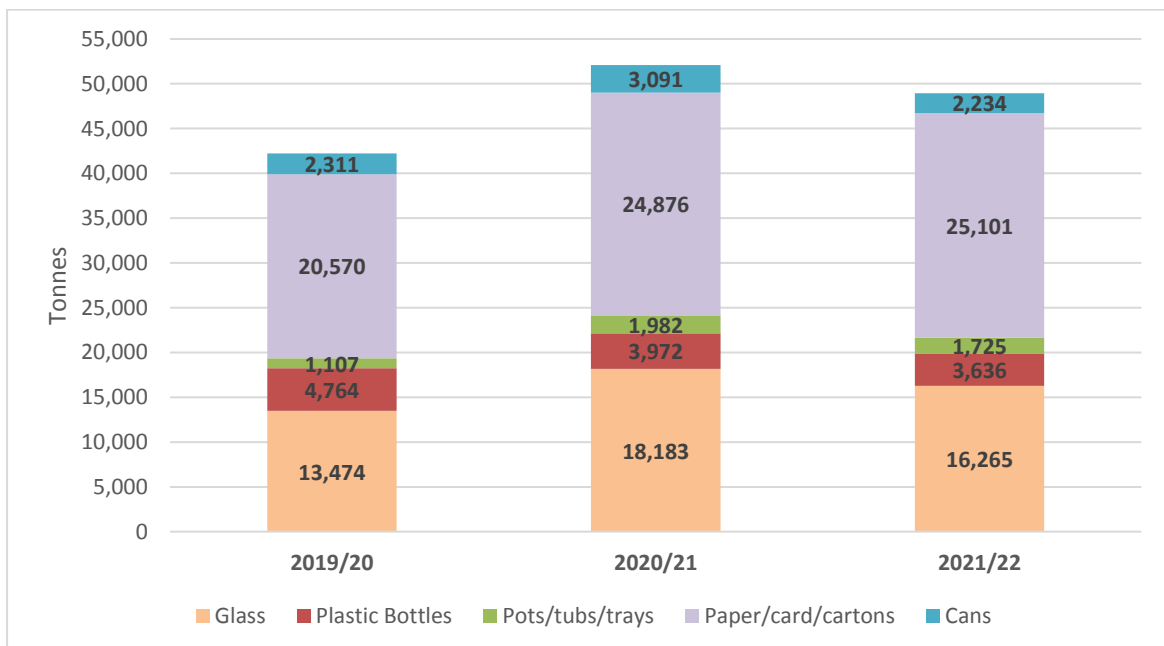


Figure 8: Kerbside collected dry recycling by material, 2019-2022.

Although significantly more dry recycling was collected from residents in 2020/21 and 2021/22 with the new co-mingled collection system, the amount of contamination and rejected material separated out from the collected recycling at the MRF also increased. Work is ongoing to improve the performance of the MRF to reduce the levels of rejected materials, but in parallel communications to residents about what items to include in their recycling also needs to be undertaken to maximise the amount of material which can be captured at the MRF for recycling.

Waste composition research undertaken in Wiltshire in 2012 showed that over 36% of material in residents' non-recyclable waste bins could have been recycled using the council's kerbside collection services – Figure 8. Waste composition analyses of kerbside collections of recycling and residual waste are scheduled to be completed in June and October 2022 and will provide current data for comparison and to inform public messaging and the development of services.

	Average % of material in residual waste which could have been recycled at the kerbside
Paper and card	15.68%
Plastic bottles	8.48%
Textiles	5.50%
Glass	3.83%
Tins and cans	2.99%
Total:	36.46%

Figure 8: Percentage of recyclable waste found in non-recyclable waste bins.

3.2 Household Recycling Centres

Wiltshire Council has a statutory duty (under section 51 of the Environmental Protection Act 1990) to provide places where persons resident in its area may deposit their household waste, free of charge. The council currently operates a network of 10 sites, located across the county where residents can dispose of their general waste as well as recycle many other items.

The number of visitors to the sites and the amount of each waste type collected is monitored and reported. The number of residents visiting the site varies depending on the site capacity, layout and the density of the population surrounding the site. The following service changes have also influenced visitor numbers:

- Asking visitors who are suspected of bringing trade waste to the sites to complete a trade waste disclaimer form to limit the illegal use of the sites.
- 2015-16: The reduction of HRC opening hours and days introduced.
- 2016-17: The introduction of a van and trailer permit system to help limit traders illegally bringing waste to the sites.
- 2017-18: The introduction of a 'proof of address' scheme to reduce the amount of waste being disposed of by non-Wiltshire Council residents.

- 2018: Closure of Everleigh HRC.
- March 2020 – July 2021: HRC closures, and social distancing arrangements (including a booking system), implemented in response to the Covid-19 pandemic.

Whilst it is important to monitor the number of visitors to the site, from a waste management perspective it is more important to understand how visitors manage their waste while on site. A core aim of the service is to increase the proportion of waste which is brought to the site being diverted from landfill.

Figure 9 shows the total tonnes managed through the HRC network over the four years and the impact of sites closures and social distancing measures put in place to minimise Covid-19 related risks to the public and site staff. Figure 10 then shows how the waste taken to each site during 2021/22 was managed and how much waste was diverted from landfill through either recycling/re-use, composting or other non-landfill treatment eg. energy from waste. Figure 11 shows the landfill performance in terms of percentages for comparison. On average, across all HRCs, 74% of the total waste taken to the site in 2021/22 was diverted from landfill. This compares well with 2019/20, which was largely unaffected by Covid-19 and when the landfill diversion rate was 75%



Figure 9: Household recycling centres, total tonnes managed, 2018-2022.

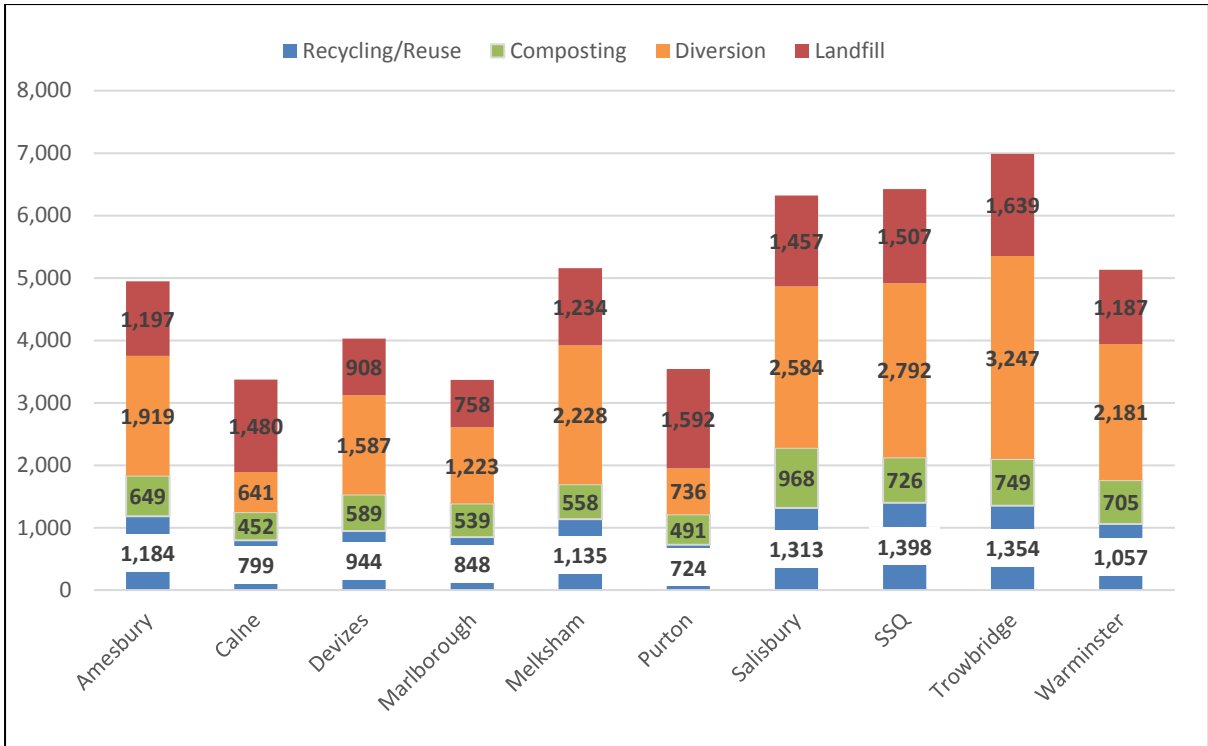


Figure 10: household recycling centres, waste management by tonnes, 2021/22
 Note: Soil/rubble collected at Lower Compton and Purton HRCs is used as landfill cover at the contractor's landfill sites. Although this replaces a requirement to bring in other materials for this purpose, under waste classifications this is counted as landfilled material.)

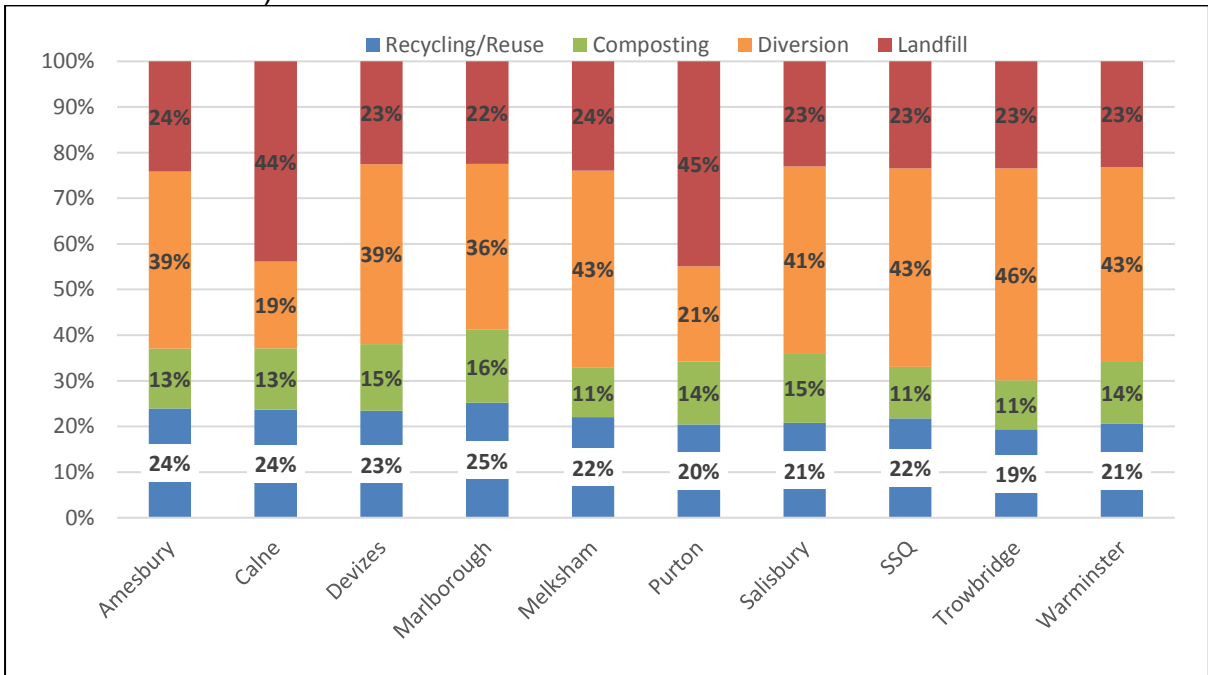


Figure 11: household recycling centres, waste management by percentage, 2021/22
 See note above regarding soil/rubble collected at Lower Compton and Purton HRCs.

4. Energy from waste performance

Priority 4 – Energy from Waste

Recovering energy from waste which cannot be reused or recycled remains strategically important for the council as it prevents this waste from going to landfill. The council will continue to review the feasibility of constructing small scale energy from waste plants within Wiltshire.

Much of Wiltshire’s non-recyclable waste is sent to facilities that use the waste to generate energy, or process it into a fuel for this purpose, and divert waste from landfill.

The council has a 25-year contract, which runs to November 2038, to send 60,000 tonnes of non-recyclable waste to Northacre Resource Recovery Centre in Westbury, Wiltshire: www.northacrerrc.co.uk/.

At the Northacre mechanical biological treatment (MBT) plant the waste is dried and shredded to create a fuel, which is then used in energy from waste facilities in northern Europe. The MBT process reduces the amount of waste that would otherwise have been landfilled by two thirds – see Figure 12 below.

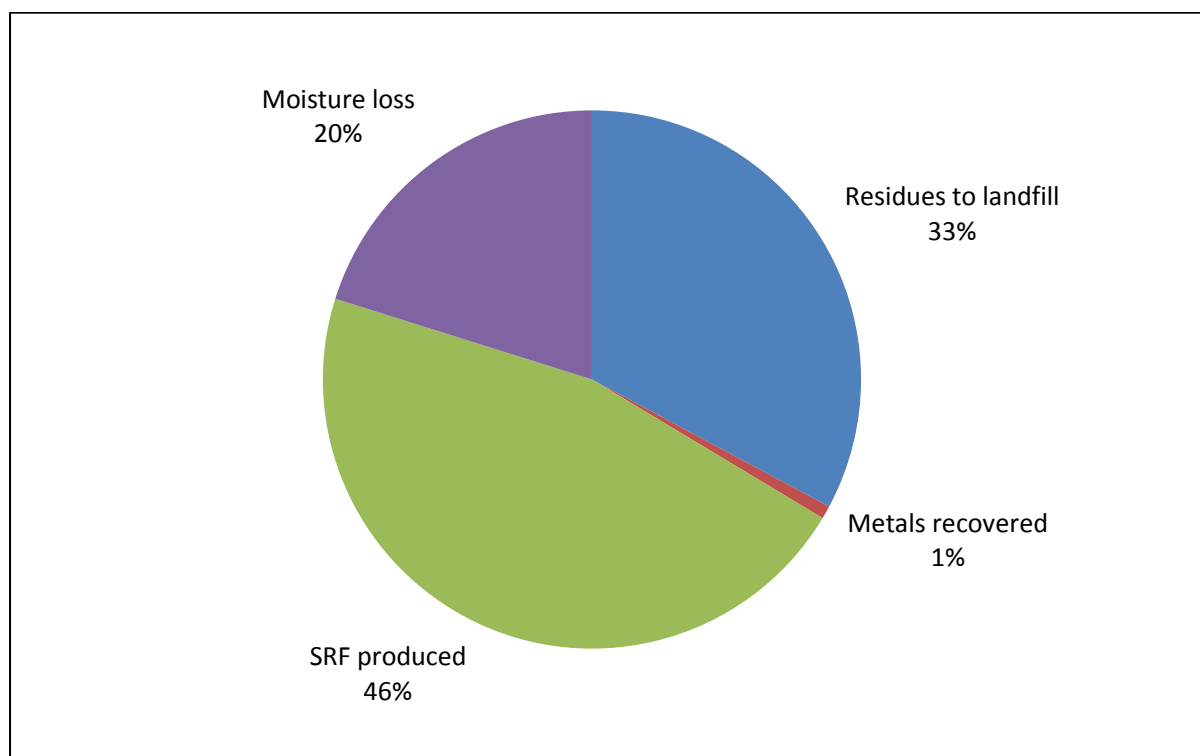


Figure 12: Percentage outputs from the MBT process (cumulative performance from contract start to Nov 2021).

During 2021/22 tonnage capacity was reduced because of odour management issues at the site, which resulted in an Environment Agency enforcement notice being served on the contractors, Hills Waste Solutions Ltd. Works to rectify the situation have been completed and reports of odour related to the site have significantly reduced since the end of 2021, despite the facility returning to full input capacity from mid-January 2022.

The council also has a 25-year contract, which runs to June 2033, to send 50,000 tonnes of non-recyclable waste to Lakeside Energy from Waste Plant, Slough: www.lakesideefw.co.uk/. At this plant the waste is incinerated to generate power.

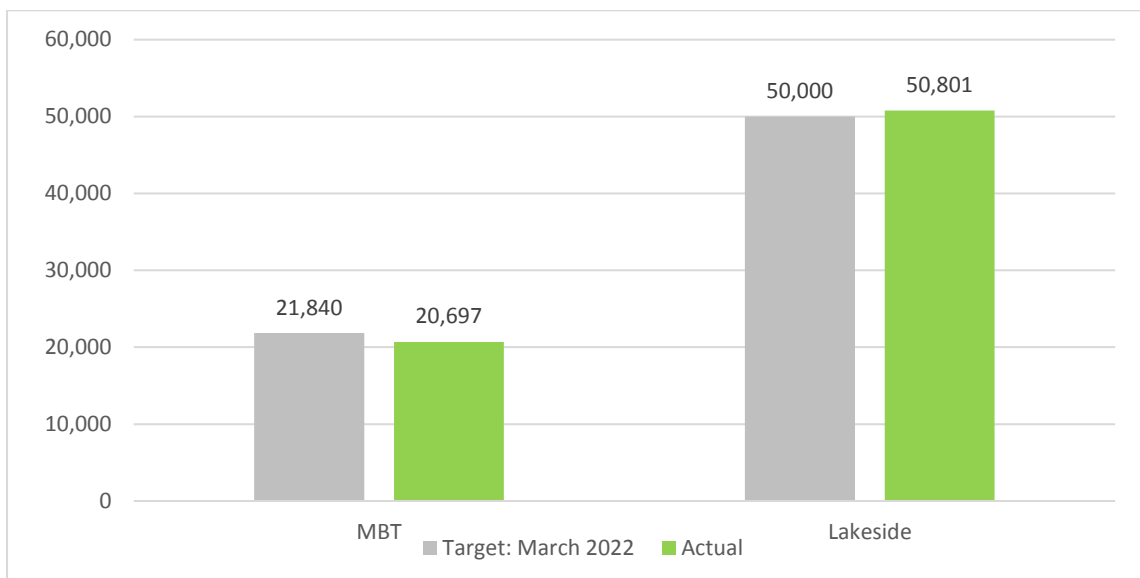


Figure 13: Tonnes of waste sent to MBT and Lakeside Energy from Waste, 2021/22. (Note: MBT contract year runs from Nov to Nov).

5. Less waste to landfill

A strategic aim for the council is to reduce the amount of waste sent to landfill, as this is widely recognised as being the least environmentally sustainable way of managing waste. The objective of all the waste services and contracts the council has in place, is to ensure that where possible the amount of waste sent to landfill is reduced.

Through improvements to waste prevention information and recycling services, together with diverting a significant proportion of non-recyclable household waste to energy from waste plants, the council now routinely sends less than 20% of collected waste to landfill each year.

There continue to be wastes, which because of their nature, are landfilled. These include wastes disposed of in the 'residual waste' containers at HRCs, separate collections of bulky household waste (except electrical items sent for recycling), and Street cleaning wastes including mixed litter and fly-tipped wastes. Work is being undertaken to consider options for shredding these wastes in the future to make them acceptable for non-landfill disposal, and further reducing the amount of waste sent to landfill.

During 2021/22 capacity at Northacre MBT was reduced because of odour management issues on site, which impacted the amount of waste diverted from landfill. As a result of the restrictions, the amount of waste diverted from landfill decreased compared to 2020/21.

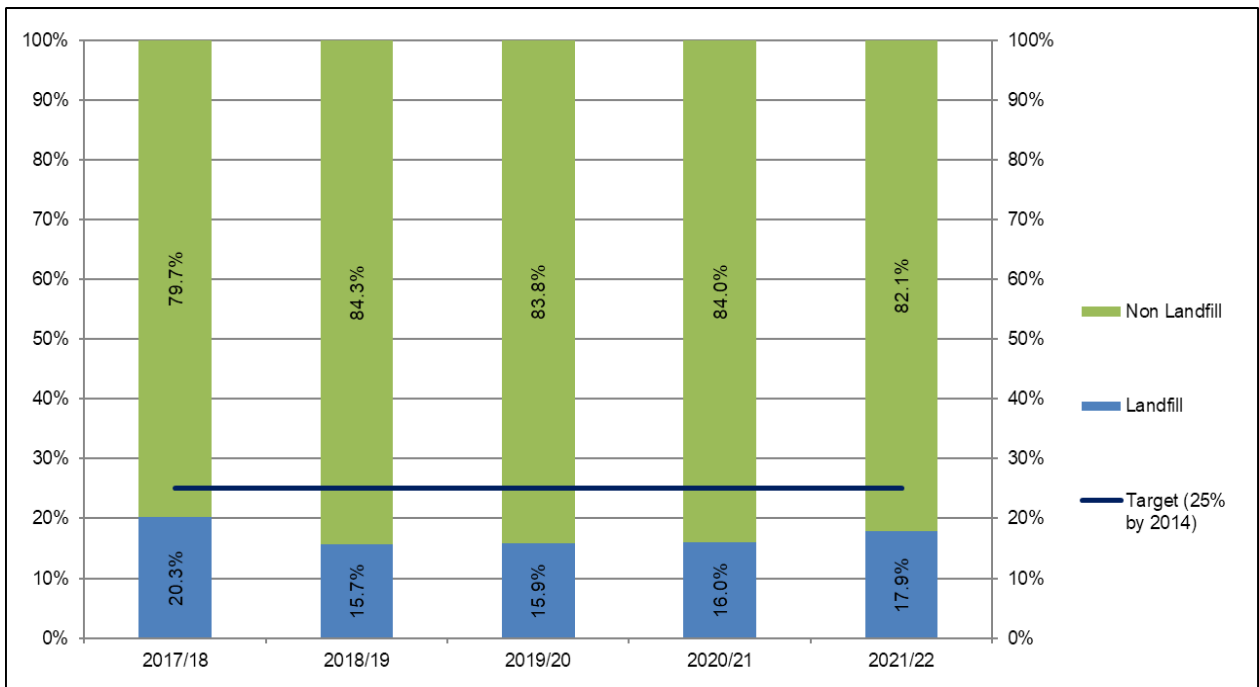


Figure 14: Percentage of waste sent to landfill in Wiltshire, 2017-2022.

6. Litter

Since 2014 there has been significant improvement in the percentage of Wiltshire Council roads which were predominantly free from litter and detritus. In September 2019 Wiltshire Council received recognition from The Department of the Environment Food and Rural Affairs Agency (DEFRA) for consistently achieving a high standard of roadside cleanliness across Wiltshire using the standards as set out in the Code of Practice on Litter and Refuse. Litter includes mainly synthetic materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public. Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs and other finely divided materials. Detritus includes leaf and blossom falls when they have substantially lost their structure and have become fragmented.

Mechanically collected street sweepings are de-watered and sent for treatment, with the material separated out into aggregates for re-use and the putrescible content composted. In 2020/21 and 2021/22 street sweepings waste contributed 4,537 tonnes and 3,452 tonnes respectively to the council's recycling rate. Delegation of elements of streetscene services to some town councils will impact on the tonnes of streetscene wastes managed by the council in the future as these will be managed and paid for by the respective town councils.

These most recent results show a consistently high level of standard across the county and support the Councils initiative to introduce additional litter picking resources in 2019 and continue these through into the new Streetscene contract which commences in December 2022.

N195 Annual Indicators	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
% Wiltshire roads predominantly free of litter	68%	75%	86%	81%	86%	87%	85%	80%
% Wiltshire roads predominantly free of detritus	60%	59%	87%	69%	80%	81%	73%	76%

7. Fly-tipping

The Council received 2,971 fly tip reports in 2021/22 compared with 3,742 in 2020/21, a reduction of 21%.

During 2020/21, and the national lockdowns for Covid-19, levels of fly tipping rose nationally, with a reported national average increase in reports of 16%. In the same year fly tip reports in Wiltshire rose 33% above the national average levels.

The media has reported the cause for this as the closure of HRCs, however, analysis of the reports indicates approximately 60% of reported fly tips are of a commercial nature e.g. rogue commercial waste operators removing waste for profit, not actual businesses dumping their business waste. This is in line with previous years, and on the basis that commercial operators cannot use HRCs for their waste disposal it is considered that HRCs closures and visitor restrictions have had minimal impact on flytipping.

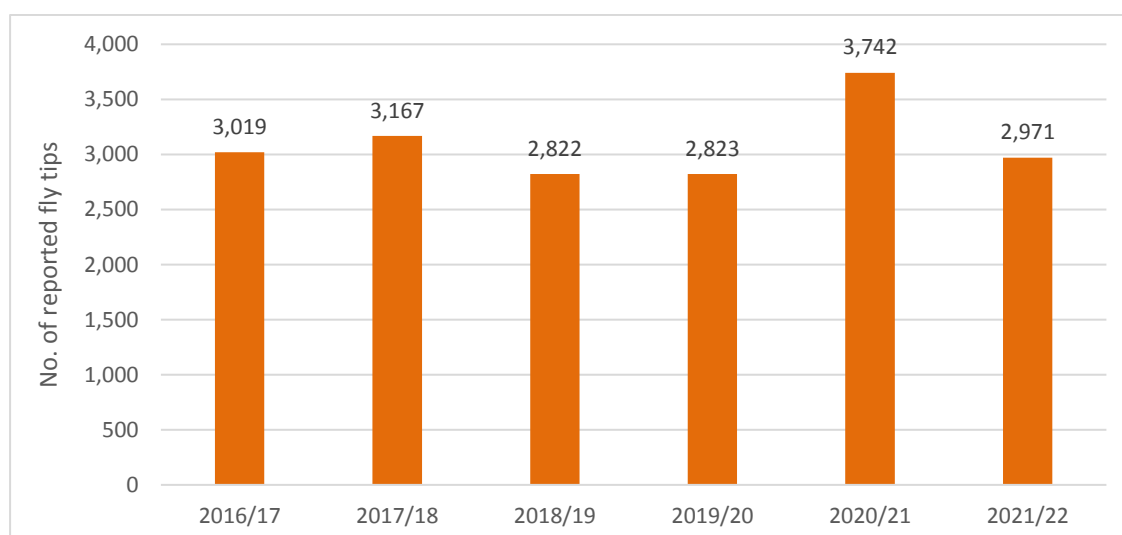


Figure 15: Number of fly-tipping incidents reported, 2016-2022.

Reports of fly tips vary significantly across the 18 community areas of Wiltshire – see Figure 16. All 18 community areas show report numbers per one thousand residents that are below the national average for 2021/22 of 20 reports per thousand residents annually. Southwest Wiltshire and Southern Wiltshire show the highest level of reports due to their rural make up and low

population density, with the high number of rural byways in the area attracting fly-tippers.

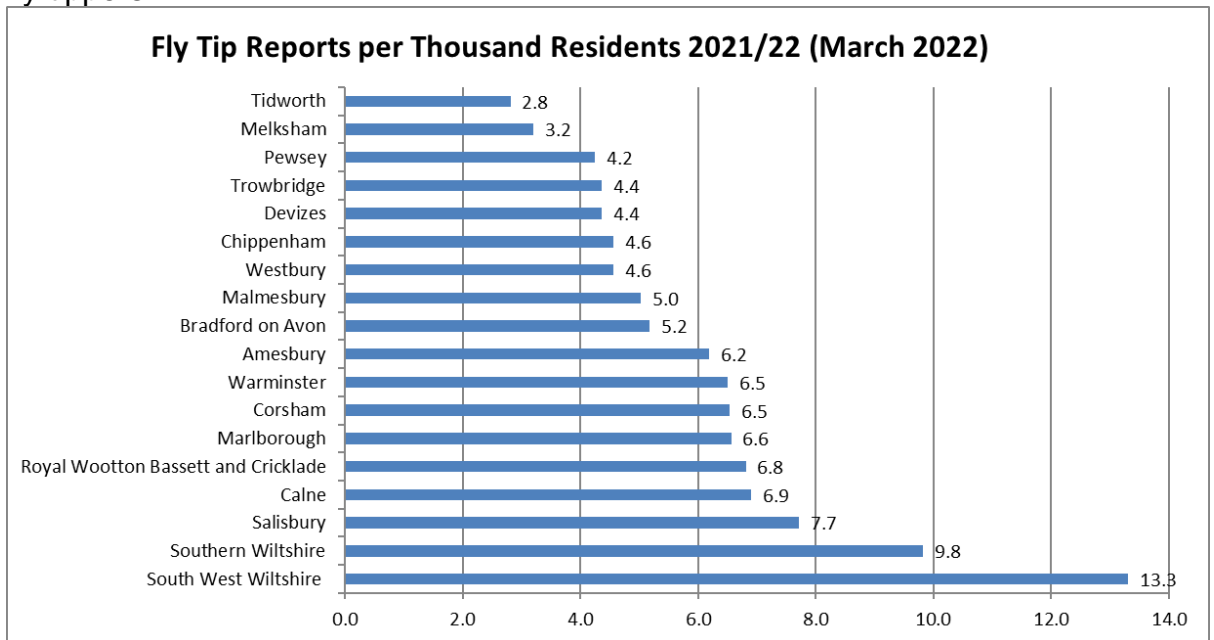


Figure 16: Fly tip reports per one thousand residents by community area, 2021/22.

Figure 17 below shows a comparison of fly tip report numbers for 2020/21 with those local authorities considered to be Wiltshire’s nearest neighbours by the Chartered Institute of Public Finance and Accountancy (CIPFA). This is based on demographic, social, population make up and other factors and shows that Wiltshire compares favourably with its nearest statistically similar neighbours.

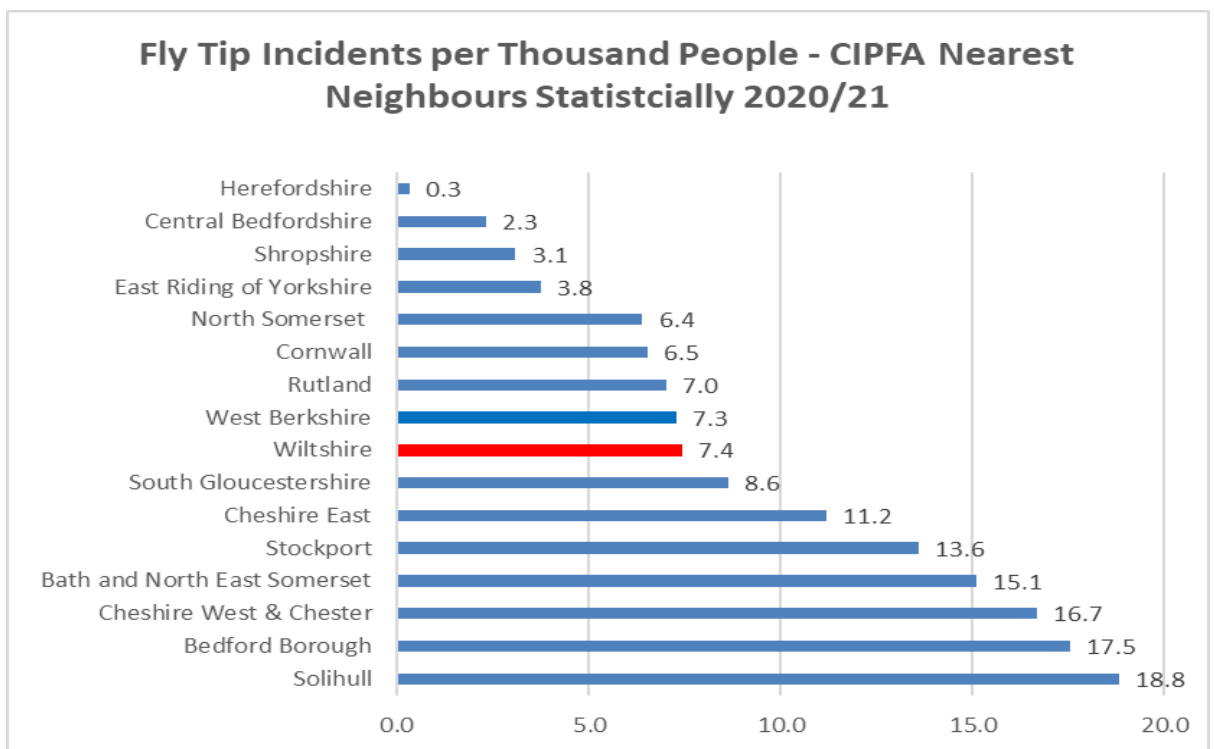


Figure 17: Fly tip report numbers per '000 people – Wiltshire compared with its near statistically similar neighbours, 2020/21

Figure 18 below shows the regional breakdown of reported fly tips in England during 2020/21. This identifies the South West as experiencing the lowest number of fly tip incidents per 1,000 people of any English region. Wiltshire's performance at 7.4 tips per 1,000 people is better than average for the South West region of 9.7 tips per 1,000 people.

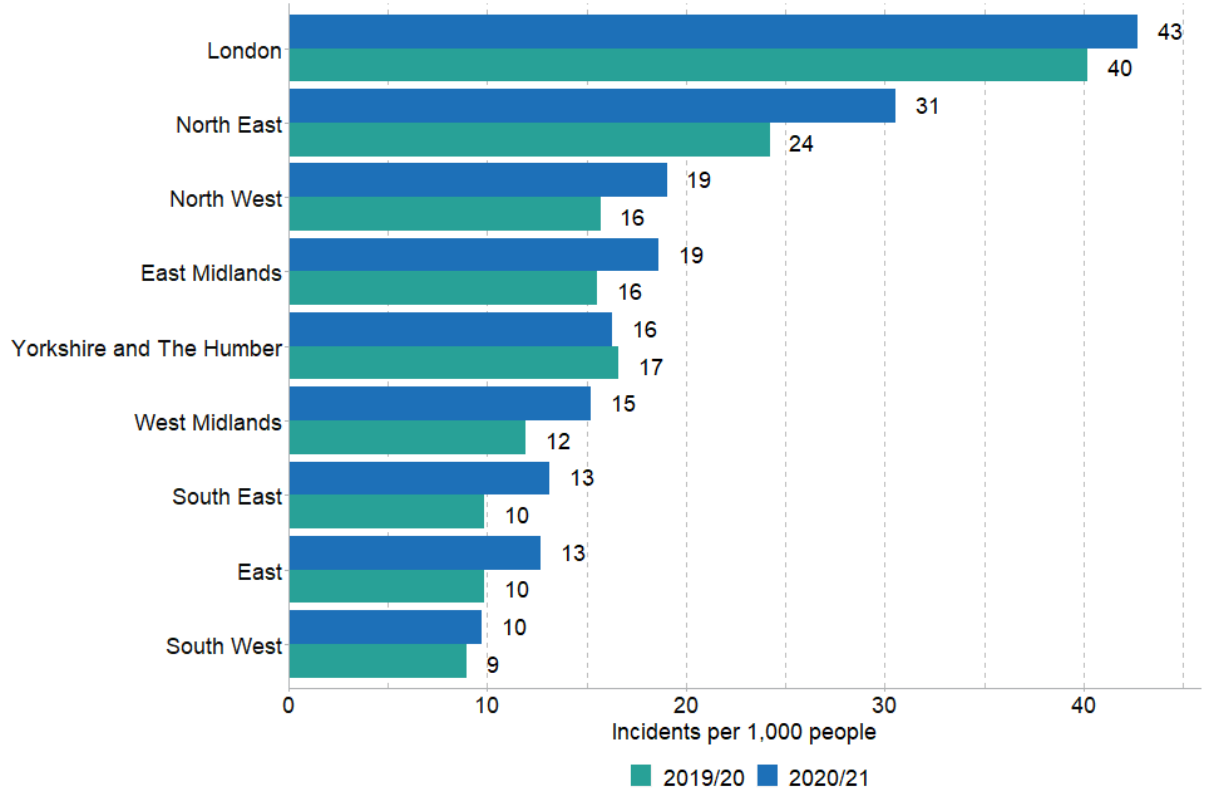


Figure 18: Regional fly tip numbers per '000 people in England 2019/20 to 2020/21. Source: DEFRA official fly-tipping statistics for England, 2020 to 2021 (gov.uk)

Household Waste Management Strategy: Forward Thinking Towards Zero Avoidable Waste

2017 – 2027

Annual Action Plan 2020-21

Progress Review May 2022

1. Introduction

This annual action plan documents priorities and activities for the waste service for the coming year. The plan outlines how the service will develop and focus its resource during the next year to meet the strategic aims and priorities within the waste strategy.

In addition to this action plan, an annual performance review has been developed to report performance against the strategic priorities over the past year.

Note: Competing priorities due to Covid-19 resulted in no annual updates to the strategy documents.

2. Vision and priorities

Our vision for Wiltshire's Household Waste Management Strategy 2017-2027 is to work towards zero avoidable household waste in Wiltshire.

We will work together with stakeholders to manage household waste in accordance with the waste hierarchy.

Priority 1 - Waste Prevention

The council will work with national, regional, and local partners to provide advice and information to encourage residents to reduce the amount of household waste they create.

Priority 2 – Repair and Reuse

The council will work with local reuse organisations and contractors to increase the opportunity for items to be repaired and reused. The council will continue to work with national partners and manufacturers to promote sustainable design so that items can be easily repaired rather than having to be replaced.

Priority 3 – Recycling and Composting

The council will continue to ensure that cost effective and efficient recycling services are provided so that residents are able to recycle a range of materials as easily as possible. The council will continue to review the potential for expanding the range of items collected for recycling and composting where it is environmentally and economically practical to do so.

Priority 4 – Energy from Waste

Recovering energy from waste which cannot be reused or recycled remains strategically important for the council as it prevents this waste from going to landfill. The council will continue to review the feasibility of constructing small scale energy from waste plants within Wiltshire.

Priority 5 – Litter and Fly-tipping

The council will continue to respond to incidents of fly tipping on land for which the council is responsible with enforcement actions ranging from initial investigation to prosecution of offenders. We will continue to use all the tools available to us to tackle this criminal activity. We will continue to respond to reports of litter. This activity cost the council more than £2.5m in 2018-19 – money which could have been better invested in delivering the council’s priorities.

3. Actions

Priority 1 – Waste Prevention		
	Action details	Progress on action
Action A	Actively consider the continuation of the household recycling centre pre-booking system to make the sites better available to residents from within the Wiltshire council area and avoid the management of waste from outside of the county, and associated costs.	<p>Policy implemented in 2018 which allows the checking of proof of address. This continues where required, with particular emphasis on sites which are near borders of neighbouring councils.</p> <p>A pre-booking system was implemented in June 2020 following Covid-19 safety measures. The booking system was address-based and therefore slots were only available to Wiltshire residents.</p> <p>This system was removed in July 2021 following a Cabinet decision.</p> <p>DEFRA are currently consulting local authorities about potential to deter the use of booking systems.</p>
Action B	Undertake the annual HRC customer satisfaction survey as an online survey with additional questions related to the online booking system to assess the impacts of the Covid-19 arrangements, and potential suitability as a longer-term feature of the service.	<p>Annual HRC customer satisfaction surveys were not completed in 2020 and 2021 due to Covid-19 restrictions.</p> <p>The 2022 survey was completed between April and May 2022 and results are due to be shared shortly.</p>

Action C	Monitor data arising from the HRC booking system and the Van/Trailer booking system to help ensure that the sites are only used for disposal of household waste and are not being illegally used for the disposal of commercial waste.	Due to Covid-19 measures, residents using van or trailer were asked to show their paper-based permit at a safe distance which removed the ability to record or monitor the number of visits. The council ceased sending new paper-based permits in 2021 and the waste and ICT teams are working on implementation of a new online permit application system. Once completed (expected Summer 2022) the scheme can be relaunched and once again fully implemented at the HRC sites.
Action D	Actively consider the introduction of a 'Fair Use' charter for residents using the household recycling centres, which would ask residents to limit themselves to two visits to a recycling centre per month, where possible keeping within the time slot allocated and to pre-sort and separate their waste before travelling to the sites to maximise the potential for landfill diversion.	'Fair use charter' was in place when the booking system was operational which enabled limits on bookings to be applied. Booking system removed and therefore reduced transparency regarding usage of the sites. Reliant on staff escalating concerns via trade waste disclaimer process. Data regarding the average weight of waste per visitor being monitored. This suggests residents are making more visits, with less waste than they were during the Covid-19 pandemic.
Action E	To coincide with the introduction of remodelled household waste rounds, undertake a waste prevention communications campaign aimed at encouraging waste prevention activities and reminding people of what they can recycle through the kerbside collections and HRC services. Work with Wiltshire re-use organisations promote consistent reuse messages.	Household residual waste collection rounds were remodelled in February 2022. Communications plan delivered detailed information on recycling and reuse services to encourage residents to recycle more. Limited activity on promotion of waste prevention activities. Kerbside waste composition analyses being undertaken in June and October 2022 will help in identifying where to focus communications to increase recycling. HRC waste composition analysis was also completed during January 2022.
Action F	Work with the council's ICT and Finance teams to develop an online payment system to enable the council to introduce charges for non-household waste deposited at household recycling centres.	Online payments system has been developed by ICT teams to support the potential charging. Defra have released a consultation which intends to limit the ability for local authorities to charge for the collection of non-household DIY waste at household recycling centres. Outcome expect towards the end of 2022.
Action G	Continue to work with community area boards to deliver a wide-ranging and effective communications plan. This will include promoting and encouraging area boards and elected members to deliver ongoing, joined-up waste prevention campaigns with residents and organisations, including schools, within their community areas.	Engagement with the area board Environment Leads. Key messages are promoted to the area board networks and newsletters. Annual communications plan developed to deliver key service messages as well as encourage people to reduce and reuse their waste.

		Covid-19 reduced the opportunities for community engagement; however, this is a key priority for 2022/23 action plan.
Action H	Work with community area boards to provide advice and guidance to community and environmental groups and schools in Wiltshire to encourage community led activities. Provide regular (quarterly) waste and recycling performance updates to interested parties.	Worked with several community environmental groups to provide detailed information and guidance on waste and recycling services, including Climate Friendly Corsham, Climate Friendly Cricklade and Sustainable Calne. Supported community environmental groups to set up and delivery community led initiatives and information events. Finalised quarterly performance reporting to be provided to interested parties.
Action I	Actively engage with government in the development of waste management policy changes, including contributing to consultations and participating in national and regional forums. These changes are anticipated to include the latest government proposals to reduce the amount of plastic waste produced and to introduce standardised waste and recycling collection services.	The waste team regularly attend network meetings with Defra, National Association of Waste Disposal Officers and neighbouring local authority networks. The council actively contributes to consultations on changes in waste policy and legislation. This engagement means that the council has a good understanding of emerging best practice and policy changes within the waste management industry.
Action J	Continue to subsidise and promote the use of food waste composters as an effective method of managing food waste in Wiltshire. Work with the provider of the composters to ensure that they are promoted throughout the county. Actively monitor and report the waste and carbon impact of the composters in use within the county to reinforce the value of the subsidy.	The council continues to offer residents with subsidised food waste compost bins. Between April 2020 and March 2022 2,738 bins were sold to Wiltshire residents, diverting an estimated 684.5 tonnes of food and garden waste per year. An estimated 500 tonnes of carbon per year will be saved from the sales of these compost bins. Our contract with the partner who sells the subsidised food composters is due for renewal, which will need to be completed before we promote the service more widely.

Priority 2 – Repair and Reuse		
	Action details	Progress on action
Action A	Continue to work with contractors and local voluntary, community and social enterprise (VCSE) organisations to enhance range and number of reusable items which are taken to Wiltshire Council's household recycling centres for reuse rather than recycling or disposal.	Containers for reuse are now in place at 8 of Wiltshire's 10 household recycling centres. Items for reuse are collected from these sites include furniture, household items, vacuum cleaners, bicycles, and white goods.

		The council is looking to expand the reuse facilities to the remaining 2 household recycling centres in 2022 and expand the range of reuse materials accepted where possible. In addition, a trial paint reuse system is being launched in May 2022, with a view to expand to all other sites during the year.
Action B	Work with the council's waste collection contractor to investigate the potential of separating waste collected from the bulky household waste collection service for reuse rather than recycling or landfill.	Initial investigation work has been undertaken, with a view to trial the collection of bulky waste reuse in 2022.
Action C	Provide information and training to customer services, community engagement managers and housing team to actively promote the use of community reuse groups before residents opt to pay for a large item collection or visit the recycling centre.	The council's website clearly displays details of local reuse groups before providing details for the council's bulky waste collections. Reuse is promoted through the council's waste leaflets. Customer services scripting and website references reuse groups.
Action D	Work with community area boards and councillors to deliver ongoing, joined up repair and reuse campaigns with residents within their community areas.	Engagement with the area board Environment Leads. Key messages are promoted to the area board networks and newsletters. Annual communications plan developed to deliver key service messages as well as encourage people to reduce and reuse their waste.
Action E	Work with communities to provide sufficient information for them to host a network of repair cafés and workshops to encourage residents to repair items.	Covid-19 reduced the opportunities for community engagement; however, this is a key priority for 2022/23 action plan.
Action F	Explore the opportunities of providing dedicated reuse facilities as part of any relocation or redevelopment of any new household recycling centres.	Feasibility study completed regarding the development of a new household recycling centre. This blueprint includes an on-site reuse shop for the collection and sale of reusable waste. The draft Household Recycling Centre Strategy has clear focus on reuse. Initial discussions with contractors about trailing a pop-up reuse shop within proximity of an existing HRC.

Priority 3 – Recycling and Composting		
	Action details	Progress on action
Action A	Continue to monitor the participation and performance of the new kerbside co-mingled recycling collection service.	Participation and performance of kerbside recycling services are monitored monthly – see performance update.

	<p>Undertake a communications campaign to thank residents for recycling, report on the performance to date and encourage residents to make full use of the new services.</p> <p>Provide targeted communications to respond to seasonal messages, local or material-specific issues.</p> <p>Highlight what cannot be recycled and the consequences of including non-recyclable items in the bin.</p>	<p>Leaflets and communications sent alongside the changes to kerbside residual waste collections included detailed information on recycling.</p> <p>Annual communications plan developed and implemented to encourage residents to recycle more.</p> <p>Separate dedicated communications plan implemented to advise residents on contamination and advise on what materials can and cannot be placed in the bins.</p> <p>Kerbside waste composition analyses being undertaken in Jun and Oct 2022 will help in identifying where to focus communications to increase recycling.</p>
Action B	<p>Continue to manage the commissioning and operational phases of a new materials recovery facility (MRF) to separate the collected comingled recyclable materials, ensuring that the quality of materials sent to reprocessors is of the highest level.</p> <p>Undertake public communications campaign to respond to trends in material quality or contamination.</p>	<p>Materials recovery facility is fully commissioned and operational. Quality of recyclable materials resulting from the facility is high, with no significant issues.</p> <p>The proportion of rejected recyclable items is high. The council has, and continues to, work with Hills Waste Solutions to implement measures to reduce the amount of material which is being rejected from the facility.</p> <p>Separate dedicated communications plan implemented to advise residents on contamination and advise on what materials can and cannot be placed in the bins.</p>
Action C	<p>Review and make efficiencies in respect of household waste and garden waste collection rounds following the introduction of new kerbside collection services.</p>	<p>Household waste collection rounds were changed in February 2022 to achieve efficiencies in collections, resulting in 4 fewer vehicles required to deliver the service. Carbon and financial efficiencies have been realised.</p> <p>A further efficiency review of the recycling collection rounds was implemented in Autumn 2021 which resulted in collection vehicles being deployed more efficiently.</p> <p>A review of garden waste rounds is to be carried out during 2022/23.</p>
Action D	<p>Effectively communicate any changes in collection dates to residents, ensuring that they are aware of the changes and the reinforcing key recycling and waste prevention messages.</p>	<p>Collection dates are communicated via the council's website and through the customer services team.</p> <p>Annual communications plan includes dedicated communications around holiday and bank holiday periods to reinforce collection dates, as well we key recycling messages.</p>
Action E	<p>Arrange for the renewal of existing garden waste service subscriptions from 1 April for the 2020-21 service.</p>	<p>Garden waste renewals continue to increase.</p> <p>During the garden waste renewal year of 2020/21 there were 88,056 subscriptions, generating an income of over £4.4 million.</p>

		During the garden waste renewal year of 2021/22 this increased to 91,745 subscriptions, generating an income of over £4.5 million.
Action F	Investigate the potential to charge for delivery for replacement waste bins and containers.	Investigation undertaken but council decided not to progress at this time.
Action G	Manage the contracts which provide household recycling centres to ensure that the contractors are maximising the amount of waste which is being diverted from landfill. Ensure that all sites offered by the council are operated efficiently and in line with the council's specification.	Household recycling centres continue to provide residents with local options for this disposal of waste items. During 2020/21, across the sites, an average of 75% of waste collected at HRCs if diverted from landfill, compared with an average of 76% in 2021/22. Feasibility work has been done to assess the potential for diverting non-recyclable waste collected at HRCs to Energy from Waste instead of being sent to landfill. Composition analysis of HRC residual waste completed in January 2022, revealing that an estimated 44% of the waste contents could be diverted to other containers at the HRC if a policy to introduce bag splitting was introduced.
Action H	Continue to provide accessible and appropriate collection services to vulnerable residents within the community and those residents who have difficulties in accessing the council's waste and recycling services.	The council provides assisted collections to residents who are unable to present their containers for collection. Clinical waste collection services are also provided. Waste staff are on hand to provide additional information and guidance of recycling services wherever is required. At household recycling centres, staff are available to help residents with their waste. During Covid-19 separate measures were in place to continue to support residents while keeping the staff safe.
Action I	Continue to publish our Waste End Destination Register, as part of the council's commitment as a voluntary signatory to the Resource Association's End Destination Charter. This shows the destination of waste materials collected for recycling or treatment and is intended to provide increased public confidence that the waste they sort for recycling is diverted from landfill.	The Waste End Destination Register is published online each year, following receipt of verified annual data. A dedicated webpage has been set up to present the information in the clearest way possible. In 2020/21 we recycled, reused or composted 42.3% of Wiltshire's household waste. Of this, 98% was also managed and reprocessed within the UK and not exported abroad.
Action J	Develop a new strategy to focus on the provision of a suitable network of household recycling centres (HRCs) within the council area. This should assess the near-term and future HRC capacity required within the county, alongside the optimum location and general accessibility of these facilities to ensure that the service provided is efficient, fully compliant and can	Draft HRC strategy has been developed and is being internally reviewed. Future HRC locations are also being incorporated into the council's wider depot strategy to consider the opportunities of co-

	effectively respond to the needs of residents and the strategic objective of the council. The strategy will also consider the additional funding streams that may be available to support growth in households and the necessary site development, such as the Community Infrastructure Levy.	locating purpose built HRCs with council depots and transfer stations. The outcome of this work is expected in 2022/23.
Action K	Work with the Climate Change team to develop a mechanism to regularly analyse and record the overall carbon impact of the kerbside waste and recycling collection service so this can be assessed reported alongside the councils recycling performance.	The council's waste team regularly works with the Climate Change team and has contributed to the development of the council Climate Strategy (2021) and subsequent action planning work to deliver strategy priorities, in which waste management is a key priority. The waste team have worked with the Climate Team to assess the carbon impact of the recycling collection services and household recycling centres. Improvements and efficiencies are being developed in response.
Action L	In anticipation of potential legislation changes to mandate the separate collection of food waste, develop a fully costed feasibility study and business case to assess the costs, benefits and operational challenges of collecting food waste from residents in Wiltshire. This will support the Council's claim for additional funding to address any new financial burdens associated with delivering the new services. Includes carbon assessment.	The council provided a response to the Defra consultation in summer 2021 regarding consistency of collections, which includes the potential requirement to collect food waste. The outcome of the consultation was expected in early 2022; however, this is yet to be published. Initial investigatory work undertaken to assess the impacts of food waste collections on existing landfill diversion contracts. Fully costed feasibility study and business case to follow in 2022.
Action M	Assess communal collection points across the county to ensure there is sufficient capacity for all residents to recycle as much of their waste as possible.	Communal collection points have been audited with improvement plans in place to improve recycling opportunities for all residents. Implementation due in 2022.

Priority 4 – Energy from Waste		
	Action details	Progress on action
Action A	Manage the council's landfill diversion (energy from waste) contracts to ensure that the contracts and facilities are performing efficiently. In respect of the MBT facility at Westbury, work with the contractor to manage Brexit risks associated with the export of fuel (SRF) into Europe and explore mitigating options.	A total of 50,431 tonnes of non-recyclable household waste was delivered to the MBT facility in Westbury in the 2020 contract year, and 51,540 in the 2021 contract year (note the contract year runs from November to November). A total of 42,649 tonnes of non-recyclable household waste was delivered to Lakeside Energy from Waste (EFW) plant in 2020/21 and 42,846 tonnes in 2021/22.

		<p>The export of fuel produced at the MBT to Europe following Brexit has been consistent, without any major disruption in service, although additional export tariff costs are being claimed by the MBT contractor.</p> <p>Complaints of odour from the MBT facility limited capacity during 2021/22. This coincided with scheduled 10-yearly maintenance works at Lakeside EfW, preventing additional waste from being diverted into this facility, resulting in some kerbside collected residual waste being disposed of in landfill.</p>
Action B	<p>Work with the council's waste contractors to review the wastes which are currently sent to landfill for their suitability for diversion including sending to energy from waste in order to further reduce the waste sent to landfill.</p>	<p>Feasibility work has been done to assess the potential for diverting non-recyclable waste collected at HRCs to Energy from Waste instead of being sent to landfill. Additionally, work has been completed regarding the potential to shred bulky waste collected and sent to Energy from Waste (if it cannot be reused). Business case to be progressed in 2022.</p>

Priority 5 – Litter and Fly Tipping		
	Action details	Progress on action
Action A	<p>Litter</p> <p>We will continue to work with local communities and partners to support the following schemes in order to work to reduce litter:</p> <ul style="list-style-type: none"> • Great British Spring Clean • Clean Up Wilts – Wiltshire communication campaign • Best Kept Villages, (requests considered against available resource – apply to all) • Britain in Bloom and other national campaigns.(as above) <p>The council is members of the Keep Britain Tidy group and will actively support their national campaigns through social media and signposting. In addition, the Streetscene team participate in forums with other local authorities, through the Keep Britain Tidy group to identify best practice.</p> <p>Continue to co-ordinate litter picking with grounds maintenance and amenity grass cutting activity.</p>	<p>Streetscene continue to support those schemes listed. Due to the pandemic they we were unable to offer this support in line with Government advice.</p> <p>In 2022 Streetscene have already supported their highest number of community events in a 5-month period (Jan – May) totalling 69 events.</p> <p>Streetscene are currently tendering a new contract of which all of those key points listed in the action are at the forefront of the outcome requirements.</p>

Action B	<u>Litter</u> Work with Highways England, to develop and trial responses to highways-related litter.	Streetscene and National Highways now meet on a bi-annual basis. Communication has improved and we have entered signed memorandum of understanding MOU so that responsibilities are clear and transparent.
Action C	<u>Litter</u> The council will provide litter picking equipment, hoops, vests and graffiti removal kits to community volunteers to help collect waste within their local area. We will support these communities by collecting the waste from local litter picks throughout the year. Work with Community Area Boards to consider if more equipment could be funded from area board budgets.	Over 100 individual groups/ Towns and Parish Councils have been provided with all litter picking equipment required for safe and successful community litter pick. Community Engagement managers CEM's have been advised of all those provided with equipment and encourage groups to share equipment to maximise the benefits. As stated in Action A, Streetscene have supported 69 events this year by either providing equipment or collecting bagged waste following the event.
Action D	<u>Litter</u> Working with Friends and other existing voluntary groups in relation to addressing litter issues at sites managed by the Countryside team and through the rights of way network. Explore links with proposed new voluntary rights of way wardens' scheme to include litter activity.	All community groups have access to the equipment available through Wiltshire Councils local community provision equipment scheme currently provide by the Parish and Town Councils and will be expanded in the new contract.
Action E	<u>Litter</u> Review deployment of resources from a carbon reduction perspective, including the possibility of engaging other services to identify wider benefits.	Carbon reduction is an essential deliverable of the new Streetscene contract with the contractor required to achieve NET ZERO by 2030; however, considerable carbon reduction will be achieved from the start of the contract. The waste team is also considering how litter waste can be diverted from landfill, which could achieve significance carbon reduction.
Action F	<u>Litter</u> Undertake service review to inform the procurement of new Streetscene services contract due November 2022.	This has been complete and the new Streetscene contract will commence on 01 December 2022. Additional composition analysis of street litter bin waste is also scheduled for June and October 2022, which should help inform future opportunities for service improvements working with the newly appointed Streetscene contractor.
Action G	<u>Fly-tipping</u> Maximising the council's new online reporting system (My Wilts) as a user-friendly application to enable reporting of fly-tipping incidents by members of the public. This also doubles as our management system	With MyWilts embedded as the main customer reporting system, additional work has been initiated to enhance the system with the project team and integration with the main highways reporting system HIAMS. In addition, a bespoke Case

	which allows us to monitor fly-tipping reports across various categories (identifying hotspots and areas for enhanced enforcement activity).	Management System is being developed to further improve the service ability to manage investigations.
Action H	<p>Fly-tipping Focus on educating residents and businesses regarding the lawful management of their waste and work to minimise transfer of waste to unlicensed collectors through carrying out preventative campaigns and using social media. Widely publicise use of formal actions (fixed penalty notices and prosecutions) to further enhance the deterrent effect of these measures on this illegal activity.</p> <p>Further promote and utilise the council's anti-fly tipping campaign 'We're Targeting Fly-Tippers' with an associated reward scheme for anyone providing information to the council which leads to successful formal outcome.</p>	<p>Working with the comms team, 'We're Targeting Fly-tippers' continues to grow with 8 residents being rewarded for information provided resulting in successful investigations where FPNs or prosecutions produced results.</p> <p>Further campaign work is being developed to include social media and general media campaigns moving forward.</p>
Action I	<p>Fly-tipping Review Streetscene grounds maintenance contract to determine whether clearance of large fly-tips remains best-fit within future grounds maintenance proposals from November 2022.</p>	The Streetscene contract will renew in December 2022 which will see enhanced collective fly-tipping removal across the County. Clearances will collectively be delivered for all types and sizes of waste with reduced timescales for removal in line with the Code of Practice for Litter & Refuse.
Action J	<p>Fly-tipping Maintain and continue the proactive approach to apprehending fly-tippers by utilising covert camera systems at known hotspots in line with relevant regulations and legislation.</p>	<p>Continued success with proactive operations has seen good results. One large case ongoing and will go to trial in Nov 2022.</p> <p>Further investment is being considered for the introduction of additional cameras to increase this proactive approach in hotspots around the rural areas. In addition, this potential investment will look to increase resource into the service to further improve the enforcement capabilities.</p>
Action K	<p>Fly-tipping Further develop joint working with partner agencies to reduce fly-tipping involving intelligence sharing (Rural Crime Partnership and Joint Intelligence Committee). This will involve investigating and developing an intelligence sharing system across internal enforcement departments and external partner agencies. Increase cross-border working with other local authorities and share best practice to tackle fly-tipping.</p>	Joint multi-agency working continues and builds upon a combined authority approach to rural crime. The Enforcement Manager has initiated educational presentations to local policing teams to provide a sound knowledge of the service and how the partnerships can be strengthened to improve joint working and intelligence sharing.

Action L	<p><u>Fly-tipping</u> Increase stop and search operations with partner agencies both nationally and at a local level. This will include an increase of combined officer mobile patrols to apprehend illegal waste or scrap metal carriage. Operations such as Rogue Trader, Granite and Tornado will further increase the proactive deterrent effect to improve the local environmental quality in Wiltshire.</p>	<p>Ongoing with the introduction of joint opportunities with trading standards and rural police teams to provide an effective combined approach.</p>
Action M	<p><u>Fly-tipping</u> Continued work with the council's contractor to remove fly-tipping in a timely manner which will ensure that waste does not attract further tipping.</p>	<p>See Action I</p>

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**Household Waste Management Strategy: Forward Thinking
Towards Zero Avoidable Waste**

2017 – 2027

Draft Annual Action Plan 2022-23

1. Introduction

This annual action plan documents priorities and activities for the waste service for the coming year. The plan outlines how the service will develop and focus its resource during the next year to meet the strategic aims and priorities within the waste strategy.

In addition to this action plan, an annual performance review has been developed to report performance against the strategic priorities over the past year.

2. Vision and priorities

Our vision for Wiltshire's Household Waste Management Strategy 2017-2027 is to work towards zero avoidable household waste in Wiltshire.

We will work together with stakeholders to manage household waste in accordance with the waste hierarchy.

Priority 1 - Waste Prevention

The council will work with national, regional, and local partners to provide advice and information to encourage residents to reduce the amount of household waste they create.

Priority 2 – Repair and Reuse

The council will work with local reuse organisations and contractors to increase the opportunity for items to be repaired and reused. The council will continue to work with national partners and manufacturers to promote sustainable design so that items can be easily repaired rather than having to be replaced.

Priority 3 - Recycling and Composting

The council will continue to ensure that cost effective and efficient recycling services are provided so that residents are able to recycle a range of materials as easily as possible. The council will continue to review the potential for expanding the range of items collected for recycling and composting where it is environmentally and economically practical to do so.

Priority 4 – Energy from Waste

Recovering energy from waste which cannot be reused or recycled remains strategically important for the council as it prevents this waste from going to landfill. The council will continue to review the feasibility of constructing small scale energy from waste plants within Wiltshire.

Priority 5 – Litter and Fly-tipping

The council will continue to respond to incidents of fly tipping on land for which the council is responsible with enforcement actions ranging from initial investigation to prosecution of offenders. We will continue to use all the tools available to us to tackle this criminal activity. We will continue to respond to reports of litter. This activity cost the council more than £2.5m in 2018-19 – money which could have been better invested in delivering the council's priorities.

3. Actions

Priority 1 – Waste Prevention		
	Action details	Resources
Action A	Redevelop and relaunch the household recycling centre van and trailer permit system to reduce the amount of commercial and industrial waste which is disposed of illegally at the recycling centres. Provide advice and guidance to SME businesses which are legally required to arrange disposal of their own commercial and industrial waste.	Waste Team ICT Team Communications Contractors
Action B	Provide information and refresher training to the council's waste and climate teams regarding waste prevention initiatives that residents can undertake at home to reduce their waste and carbon footprint.	Waste Team
Action D	Engage with the Climate and Environment Forum to develop waste prevention communications campaigns aimed at encouraging waste prevention activities and reminding people of what they can recycle through the kerbside collections and HRC services.	Climate Team Waste Team Communications
Action E	Continue to work with community area boards through the Area Board Environment Leads to deliver a wide-ranging and effective communications plan. This will include promoting and encouraging area boards and elected members to deliver ongoing, joined-up waste prevention campaigns with residents and organisations, including schools, within their community areas.	Community Area Boards Elected members Waste Team Communications

Action F	Work with community area boards to provide advice and guidance to community and environmental groups and schools in Wiltshire to encourage community led activities. Provide regular waste and recycling performance updates to interested parties.	Community Environment Groups Elected members Waste Team Communications
Action G	Actively engage with government in the development of waste management policy changes, including contributing to consultations and participating in national and regional forums. These changes include details related to the Environment Act 2021.	Waste Team
Action H	Continue to subsidise and promote the use of food waste composters as an effective method of managing food waste in Wiltshire. Undertake a procurement of contract to provide home based food waste treatment products. Actively monitor and report the waste and carbon impact of the composters in use within the county to reinforce the value of the subsidy.	Waste Team Communications Contractors

Priority 2 – Repair and Reuse		
	Action details	Resources
Action A	Continue to work with contractors and local voluntary, community and social enterprise (VCSE) organisations to introduce reuse opportunities for a wide range of household items at all household recycling centres. Expand the range and quantity of reusable items which are taken to Wiltshire Council's household recycling centres for reuse rather than recycling or disposal.	VCSE Groups Contractors Waste Team Communications
Action B	Work with the council's waste collection contractor to trial separating good quality items collected on the bulky household waste collection service for reuse rather than recycling or landfill.	Contractors Waste Team
Action C	Provide information and refresher training to customer services, community engagement managers and housing team to actively promote the use of community reuse groups before residents opt to pay for a bulky household waste collection or visit the recycling centre.	Waste Team
Action D	Work with community area boards and councillors to deliver ongoing, joined up repair and reuse campaigns with residents within their community areas. Work with community areas to provide sufficient information for them to host a network of sharing libraries, repair cafés and workshops to encourage residents to repair items.	Community Area Boards Elected members Waste Team Communications

Action E	Pilot the introduction of pop-up reuse shops in prominent locations across the county to sell reusable items as well as promote the reuse of items through charity partners and council services.	Contractors Waste Team VCSE Groups
Action F	Assess the outcome of the trail paint reuse scheme with a view to expanding the scheme to all household recycling centres.	Contractors Waste Team
Action G	Work with the council's waste collection contractor to introduce operational processes to reuse household waste bins and bin parts which are retrieved from residents.	Contractors Waste Team

Priority 3 – Recycling and Composting		
	Action details	Resources
Action A	Continue to monitor the participation and performance of the kerbside co-mingled recycling collection service. Undertake a communications campaign to thank residents for recycling, report on the performance to date and encourage residents to make full use of the new services. Provide targeted communications to respond to seasonal messages, local or material-specific issues. Utilise results of the waste composition analyses (Item J) to highlight what cannot be recycled and the consequences of including non-recyclable items in the bin. Consider the opportunities for developing live action videos and clips to deliver key messages.	Contractors Waste Team Communications
Action B	Working with contractors, continue to assess the efficiency of the materials recovery facility (MRF) which separates the kerbside collected comingled recyclable materials, ensuring that the quality of materials sent to reprocessors is of the highest level, and the highest proportion of recycling can be recovered. Undertake public communications campaign to respond to trends in material quality or contamination.	Contractors Waste Team Communications
Action C	Review and make efficiencies in respect of garden waste collection rounds. Effectively communicate all changes in collection dates to residents, ensuring that they are aware of any changes to collection services and the reinforcing key recycling and waste prevention messages.	Contractors Waste Team Communications

Action D	Introduce the kerbside collection of household batteries and small household electrical items at the kerbside.	Contractors Waste Team Communications
Action E	Arrange for the renewal of existing garden waste service subscriptions from 1 April for the 2022-23 service, at the annual charge of £60 per bin.	Contractors Waste Team Communications
Action F	Investigate the potential for introducing more robust enforcement measures for those residents who continually incorrectly use the council's kerbside services, for example present recycling bins containing non-recyclable items, where evidence is established, and fair opportunity has been given to use the services correctly prior to enforcement action.	Contractors Waste Team Enforcement Team
Action G	Manage the contracts which provide household recycling centres to ensure that the contractors are maximising the amount of waste which is being diverted from landfill. Ensure that all sites offered by the council are operated efficiently and in line with the council's specification.	Contractors Waste Team
Action H	Continue to provide accessible and appropriate collection services to vulnerable residents within the community and those residents who have difficulties in accessing the council's waste and recycling services.	Contractors Waste Team
Action I	Continue to publish our Waste End Destination Register, as part of the council's commitment as a voluntary signatory to the Resource Association's End Destination Charter. This shows the destination of waste materials collected for recycling or treatment and is intended to provide increased public confidence that the waste they sort for recycling is diverted from landfill.	Contractors Waste Team
Action J	Undertake a full waste compositional analysis of kerbside collected waste and recycling from a representative sample of residents in Wiltshire. Analyse results to understand how residents use the services and the waste items which are being disposed of in each container. The results can be used to develop bespoke communications to effect change where required and tailor communications based on individual waste behaviours and to inform future design of waste services and policies.	Contractors Waste Team Communications
Action K	Adopt new strategy which outlines the provision of a suitable network of household recycling centres (HRCs) within the council area, ensuring that the developing network meets the changing requirements and demographics of Wiltshire's residents now and in the future.	Contractors Waste Team
Action L	Work with the Climate team to develop a mechanism to regularly analyse and record the overall carbon impact of waste and recycling services so this can be reported alongside the councils recycling performance.	Climate Team Waste Team
Action M	Support community groups who are introducing community recycling initiatives.	Waste Team

Action N	Improve communal collection points across the county, ensure there is sufficient capacity for all residents to recycle as much of their waste as possible.	Contractors Waste Team
Action O	Understand and assess the impact of new waste policy and legislation being implemented under the Environment Act 2021. Commence work to plan for service developments to maintain compliance with the new legislation.	Waste Team Finance Team Legal Team Procurement Team Contractors

Priority 4 – Energy from Waste		
	Action details	Progress on action
Action A	Manage the council's landfill diversion (energy from waste) contracts to ensure that the contracts and facilities are performing efficiently.	Contractors Waste Team
Action B	Work with the council's waste contractors to review the wastes which are currently sent to landfill for their suitability for diversion. Look to introduce the shredding of non-recyclable bulky waste, which is currently being sent to landfill, so that the shredded waste can be sent to Energy from Waste.	Contractors Waste Team
Action C	Following guidance issued by Defra (date to be announced), divert furnished and partly furnished bulky seating items (such as sofas and armchairs) which are found to contain Persistent Organic Pollutants (POPs) to Energy from Waste.	Contractors Waste Team
Action D	Assess impacts of the proposed mandatory separate food waste collection service on the viability of the MBT facility to continue to successfully divert household waste from landfill.	Contractors Waste Team

Priority 5 – Litter and Fly Tipping		
	Action details	Resources required
Action A	<p>Litter</p> <p>We will continue to work with local communities and partners to support the following schemes in order to work to reduce litter:</p> <ul style="list-style-type: none"> • Great British Spring Clean • Clean Up Wilts – Wiltshire communication campaign 	Streetscene team Waste management team Communications team Community partners

	<ul style="list-style-type: none"> • Best Kept Villages, (requests considered against available resource – apply to all) • Britain in Bloom and other national campaigns (as above) <p>The council is members of the Keep Britain Tidy group and will actively support their national campaigns through social media and signposting. In addition, the Streetscene team participate in forums with other local authorities, through the Keep Britain Tidy group to identify best practice.</p> <p>Continue to co-ordinate litter picking with grounds maintenance and amenity grass cutting activity.</p>	
Action B	<p><u>Litter</u> Work with Highways England, to develop and trial responses to highways-related litter.</p>	Streetscene team Highways England
Action C	<p><u>Litter</u> The council will provide litter picking equipment, hoops, vests and graffiti removal kits to community volunteers to help collect waste within their local area. We will support these communities by collecting the waste from local litter picks throughout the year.</p> <p>Work with Community Area Boards to consider if more equipment could be funded from area board budgets.</p>	Streetscene team Communications team Community partners
Action D	<p><u>Litter</u> Working with Friends and other existing voluntary groups in relation to addressing litter issues at sites managed by the Countryside team and through the rights of way network.</p> <p>Explore links with proposed new voluntary rights of way wardens' scheme to include litter activity.</p>	Streetscene team Countryside and Rights of Way teams Community volunteers
Action E	<p><u>Litter</u> Review deployment of resources from a carbon reduction perspective, including the possibility of engaging other services to identify wider benefits.</p>	
Action F	<p><u>Litter</u> Undertake procurement of new Streetscene services contract due November 2022.</p>	
Action G	<p><u>Litter</u> Undertake a composition analysis of street litter bin waste to determine the types of waste being deposited in these bins and identify the proportion of this waste which is</p>	Streetscene team Waste Team Contractors

	packaging, and there may be eligible for additional funding through new Extended Producer Responsibility legislation.	
Action H	<u>Fly-tipping</u> Maximising the council's new online reporting system (My Wilts) as a user-friendly application to enable reporting of fly-tipping incidents by members of the public. This also doubles as our management system which allows us to monitor fly-tipping reports across various categories (identifying hotspots and areas for enhanced enforcement activity).	Enforcement team ICT team
Action I	<u>Fly-tipping</u> Focus on educating residents and businesses regarding the lawful management of their waste and work to minimise transfer of waste to unlicensed collectors through carrying out preventative campaigns and using social media. Widely publicise use of formal actions (fixed penalty notices and prosecutions) to further enhance the deterrent effect of these measures on this illegal activity. Further promote and utilise the council's anti-fly tipping campaign 'We're Targeting Fly-Tippers' with an associated reward scheme for anyone providing information to the council which leads to successful formal outcome.	Enforcement team Communications team Community partners
Action J	<u>Fly-tipping</u> Review Streetscene grounds maintenance contract to determine whether clearance of large fly-tips remains best-fit within future grounds maintenance proposals from November 2022.	Enforcement team Streetscene team Waste Management team
Action K	<u>Fly-tipping</u> Maintain and continue the proactive approach to apprehending fly-tippers by utilising covert camera systems at known hotspots in line with relevant regulations and legislation.	Enforcement team Wiltshire Police
Action L	<u>Fly-tipping</u> Further develop joint working with partner agencies to reduce fly-tipping involving intelligence sharing (Rural Crime Partnership and Joint Intelligence Committee). This will involve investigating and developing an intelligence sharing system across internal enforcement departments and external partner agencies. Increase cross-border working with other local authorities and share best practice to tackle fly-tipping.	Enforcement team Partner agencies Surrounding local authorities
Action M	<u>Fly-tipping</u> Increase "stop and search" operations with partner agencies both nationally and at a local level. This will include an increase of combined officer mobile patrols to	Enforcement team Partner agencies Surrounding local authorities

	apprehend illegal waste or scrap metal carriage. Operations such as Rogue Trader, Granite and Tornado will further increase the proactive deterrent effect to improve the local environmental quality in Wiltshire.	
Action N	Fly-tipping Continued work with the council's contractor to remove fly-tipping in a timely manner which will ensure that waste does not attract further tipping.	Local highways and Streetscene team Community partners Enforcement team

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