

Wiltshire Council

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**Household Waste Management Strategy: Forward Thinking
Towards Zero Avoidable Waste
2017 – 2027**

Annual Action Plan 2018-2019

1. Introduction

This annual action plan documents priorities and activities for the waste service team for the coming year. This action plan outlines how the service will develop within the next year to meet the strategic aims and priorities within the overarching 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 working towards zero avoidable household waste in Wiltshire.

We will work together 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

There were 3,167 incidents of fly tipping on land for which the council is responsible in 2017-18 and the council responded with over 3,000 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 in excess of £2.5m in 2017-18 – money spent on clearing entirely avoidable waste which could have been better invested in delivering the council's priorities.

3. Challenges

This year the Government Settlement Funding Allocation has been reduced by £18.5 million from £72.3 million to £53.8 million. The council has lost a further £6 million due to the Government not continuing the Transitional Grant. Due to the reduced funding and increased costs and demands for service, savings of £25.596 million have to be delivered to balance the budget.

The savings required will be found from reviewing and transforming services and the way we work. The council will become even more business-like and will increase the use of digital channels to enable services to be accessed and provided in different and more efficient ways. The council has also agreed a number of service savings that are required from the waste services budget which total £2.57 million.

4. Actions

| Priority 1 – Waste Prevention | | |
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| | Action details | Resources required |
| Action A | Introduce a residents' only scheme (proof of address) at Wiltshire Council's household recycling centres to make the sites better available to those residents within the Wiltshire council area. | Waste management team Communications team Waste contractors |
| Action B | To coincide with the new kerbside recycling collection service we will increase recycling and reduce waste collected and sent to landfill. This will include standardising the size of residual waste bins across the county. | Waste management team Communications team Waste contractors |

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| Action C | Introduce charges for non-household waste deposited at household recycling centres | Waste management team Communications team ICT team Waste contractors |
| Action D | Work with the Wiltshire Wildlife Trust 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 those residents and organisations within community areas, including schools. | Waste management team Wiltshire wildlife trust Councillors and area boards |
| Action E | Along with the Wiltshire Wildlife Trust provide advice, guidance and training to community and environmental groups and schools in Wiltshire to encourage community led activities. | Waste management team Wiltshire Wildlife Trust |
| Action F | Actively engage with government organisations in the development of waste management policy changes, including contributing to consultations and attending national and regional forums. These will include the latest government initiatives to reduce the amount of plastic waste produced. | Waste management team |
| Action G | 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. | Waste management team Wiltshire Wildlife Trust Great Green Systems |

| Priority 2 – Repair and Reuse | | |
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| | Action details | Resources required |
| Action A | Work with contractors and local voluntary, community and social enterprise (VCSE) organisations to introduce a scheme whereby reusable items which are taken to Wiltshire Council's household recycling centres can be separated for reuse rather than recycling or disposal. | Waste management team Communications team VCSE organisations Waste contractors |
| 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. | Waste management team VCSE organisations Waste contractors |
| Action C | Work with the Wiltshire Wildlife Trust to promote and encourage area | Waste management team |

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| | boards and councillors to deliver ongoing, joined up repair and reuse campaigns with those resident within community areas. | Wiltshire Wildlife Trust Councillors and area boards |
| Action D | Along with the Wiltshire Wildlife Trust, work with communities to host a network of repair cafés and workshops to encourage residents to repair items. | Waste management team Wiltshire Wildlife Trust Councillors and area boards VCSE organisations |

| Priority 3 – Recycling and Composting | | |
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| | Action details | Resources required |
| Action A | Introduce changes to the kerbside collection of recycling, including the addition of a recycling service for plastic pots, tubs and trays, food cartons and drink cartons. | Waste management team Waste contractors Customer services team |
| Action B | Manage the introduction of a contract to build and commission a new materials recovery facility to separate the collected comingled recyclable materials and ensure that the quality of materials sent to reprocessors is maximised. | Waste management team Waste contractors |
| Action C | Review and make efficiencies in waste collection rounds following the introduction of new collection services. | Waste management team Waste contractors |
| Action D | Effectively communicate the changes in collection services to residents, ensuring that they are aware of the changes and the importance of collecting high quality recycling. | Waste management team Waste contractors Customer services team Communications team |
| Action E | Cease collecting commercial waste and direct customers to the private sector by April 2018. | Waste management team Waste contractors Finance team |
| Action F | Renegotiate waste management disposal contracts regarding the disposal of commercial waste. | Waste management team Finance team Legal team |
| Action G | Arrange for the renewal of existing garden waste service subscriptions for the 2018-19 service, increasing the price to £48 per bin per year. | Waste management team Customer services team Finance team |

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| | | ICT team |
| Action H | Investigate the potential to charge for delivery of replacement waste bins | Waste management team Customer services team Finance team ICT team |
| Action I | 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. | Waste management team Waste contractors |
| Action J | 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 standard waste and recycling services. | Waste management team Waste contractors |

| Priority 4 – Energy from Waste | | |
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| | Action details | Resources required |
| Action A | Manage the council's landfill diversion (energy from waste) contracts to ensure that the contracts and facilities are performing efficiently. | Waste management team Waste contractors |
| Action B | 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. | Waste management team Waste contractors |

| Priority 5 – Litter and Fly Tipping | | |
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| | Action details | Resources required |
| Action A | <p><u>Litter</u></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 • Best Kept Villages, | Local highways and streetscene team Waste management team Communications team Community partners |

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| | <ul style="list-style-type: none"> • Britain in Bloom and other national campaigns. | |
| Action B | <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 collect the waste from local litter picks throughout the year.</p> | <p>Local highways and streetscene team Communications team Community partners</p> |
| Action C | <p><u>Fly tipping</u> Continued use of the My Wiltshire online system and app to enable reporting of fly tipping incidents by members of the public. This also provides performance management information which allows us to monitor fly tipping reports across various categories (identifying hotspots and areas for enhanced enforcement activity).</p> | <p>Local highways and streetscene team Enforcement team ICT team</p> |
| Action D | <p><u>Fly tipping</u> Focus on educating residents and businesses with regard to the lawful management of their waste and work to minimise transfer of waste to unlicensed collectors. Widely publicise formal actions (fixed penalty notices (FPNs) and prosecutions) to further enhance the deterrent effect on this illegal activity.</p> | <p>Enforcement team Communications team Community partners</p> |
| Action E | <p><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.</p> | <p>Enforcement team Local policing teams</p> |
| Action F | <p><u>Fly tipping</u> Further develop joint working with partner agencies to reduce fly tipping involving intelligence sharing (Rural Crime Policing 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> | <p>Enforcement team Partner agencies Surrounding local authorities</p> |
| Action G | <p><u>Fly tipping</u> Increase stop and search operations with partner agencies both nationally and at a local level. Such operations aim to apprehend illegal waste</p> | <p>Enforcement team Partner agencies</p> |

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| | transportation and further deter offenders. | Surrounding local authorities |
| Action H | <u>Fly tipping</u> Continue work with the council's contractor to remove fly tipping in a timely manner which will ensure that fly tipped waste does not attract further tipping. | Local highways and streetscene team Community partners Enforcement team |

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