

**Wiltshire Council**

**Environment Select Committee**

**12 March 2019**

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**Executive Response to the final report of the Waste Contracts Task Group**

**Purpose of the report**

1. To present the response of the Cabinet Member for Highways, Transport and Waste to the final report of the Waste Contracts Task Group.

**Background**

2. On 8 January 2019 the Environment Select Committee endorsed the final report and recommendations of the Task Group. The Committee resolved to refer the following Task Group’s recommendations to the relevant Cabinet Member for response at the Environment Select Committee’s next meeting on 12 March 2019.
3. The meeting discussed the accuracy of details mentioned in [paragraphs five and six](#) of the final report. It was accepted by the Task Group Chairman and Committee that paragraph five should read ‘materials recovery facility (MRF)’, as opposed to ‘materials recycling facility’. Also, that in paragraph six it should be referenced that the Council has no plans to collect additional materials once the MRF has been built and, instead, the change will be that only glass will be collected from the black box once the MRF has been built.
4. During 8 January Environment Select Committee, the Committee agreed that communication about which items can be placed in which household waste bin was fundamental to ensuring that the quality of Wiltshire’s recyclate remains high. The Committee also asked the Cabinet Member and Director for Waste and Environment to consider circulating a Councillors’ Briefing Note detailing the destination of Wiltshire’s waste.

**Executive response to the Task Group’s recommendations**

<b>Recommendation No.1</b>	<b>1. In order to support the delivery of the Business Plan 2017-27 objective(s) of high recycling rates and reducing litter, the Council to:</b> <b>A) Regularly communicate the duties and responsibilities of businesses for disposing of their commercial waste, through a variety of means, such as:</b>
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	<p>I) Leaflet drop-offs to businesses</p> <p>II) Social media channels</p> <p>III) Parish/Town Council Newsletters</p> <p>IV) Regularly maintaining and updating the Council's commercial waste webpages</p> <p>B) Create a 'Commercial Waste Directory' for Wiltshire, which details which individuals/organisations can collect and recycle commercial waste for Wiltshire's businesses. This Directory to also be regularly publicised through the above channels listed in I to IV.</p> <p>C) For a 'Re-Use' section to be introduced at all Wiltshire's HRCs and, at the HRCs where it already exists, for this section to become operational. This facility to be widely and regularly publicised, so that residents are aware of it and can begin to take advantage of it.</p> <p>D) Regularly communicate to residents, as well as town and parish councils the need for and importance of segregating recycling materials, in order to continue to ensure that the quality of Wiltshire's recyclate remains at a high level. Such communication to be facilitated through the above channels listed in I to IV.</p>
<p><b>Reason for recommendation</b></p>	<p>In order to improve recycling rates and ensure that the quality of Wiltshire's recyclate remains high, residents need information about their household waste to be regularly communicated to them. Although the Council is not responsible for commercial waste in the county, the above recommendation seeks to help ensure that the Council is proactive in encouraging recycling among businesses.</p>
<p><b>Cabinet Member</b></p>	<p>Cllr Bridget Wayman</p>
<p><b>Executive response</b></p>	<p>A) <i>Accepted in part:</i> I support the intention of this recommendation but need to recognise that the waste management service is resourced to manage household waste only. The council's enforcement team does notify businesses of their responsibilities when their arrangements for collection of commercial waste</p>

	<p>are brought to our attention. We could explore with the communications team the possibility of sharing a link via social media to the online commercial waste leaflet and of communicating this via the parish council newsletter. The council's commercial waste webpage is up to date.</p> <p>B) <i>Rejected</i>: The council does not have the capacity to develop and maintain a commercial waste directory. Our advice to businesses is that they use internet search engines to find organisations which can collect and recycle commercial waste and check with the Environment Agency that the organisations they select are licensed waste carriers.</p> <p>C) <i>Accepted</i>: The waste management team are continuing to work with our contractors on the re-use offer at our household recycling centres. Environment Select Committee or the Waste Contracts Task Group could decide to invite the contractor's representative to a meeting to discuss their proposals.</p> <p>D) <i>Accepted in part</i>: I agree the need to regularly communicate details of the services we provide to residents, but the costs of employing certain methods are prohibitive. We should continue to encourage as many residents as possible to provide email addresses to the waste management team so updates on services can be sent regularly without the council incurring additional costs, such as printing and postage.</p>
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<p><b>Recommendation No.2</b></p>	<p><b>2. Utilise fixed penalty notices (FPNs) instead of warning letters and report back to the Environment Select Committee after a 12 month period, including the amount of FPNs issued in comparison to warning letters and the effect that this has had on fly-tipping/reducing litter in Wiltshire.</b></p>
<p><b>Reason for recommendation</b></p>	<p>The Task Group felt that the enforcement process could become more streamlined.</p>
<p><b>Cabinet Member</b></p>	<p>Cllr Bridget Wayman</p>

<p><b>Executive response</b></p>	<p><i>Rejected:</i></p> <p>The decision of whether to issue a warning letter or a FPN is based on whether any evidence is present within the waste or if the act of fly tipping has been witnessed. Officers will always select FPNs or prosecution if there is sufficient evidence or witness statements. A warning letter would not be issued if there is evidence available.</p> <p>Warning letters are an effective way to informally manage fly tipping issues where we cannot trace the offender by obtaining evidence. We could not issue FPNs instead as there is no evidence and therefore no individual to issue the FPN to. Warning letters are useful if there is a fly tipping problem within a discreet area. Local businesses or residents may be issued with warning letters reminding them of their responsibilities for managing their waste.</p>
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<p><b>Recommendation No.3</b></p>	<p><b>3. Formulate a public relations campaign which seeks to encourage residents to come forward with evidence and information, if they see waste being fly-tipped.</b></p>
<p><b>Reason for recommendation</b></p>	<p>As a vast amount of evidence is required to bring about a successful prosecution for fly-tipping, the Task Group felt that the public ought to be encouraged to share any information which would help the Council to bring about a successful prosecution.</p>
<p><b>Cabinet Member</b></p>	<p>Cllr Bridget Wayman</p>
<p><b>Executive response</b></p>	<p><i>Accepted:</i></p> <p>The enforcement team would work with the communications team to see if resources could be identified to develop such a campaign. There are national organisations such as the Environmental Services Association which have developed campaigns to tackle fly tipping and other illegal waste activities and it may be possible to link a Wiltshire campaign to these.</p> <p>The council has worked with other major landowners such as Landmarc to promote the need to manage waste responsibly</p>

	<p>and ensure that any waste residents and businesses generate does not end up being fly tipped.</p> <p>The council already provides information to town and parish councils encouraging them to remind residents that they should ensure that anyone who offers to dispose of their waste is a licensed waste carrier and will dispose of the waste at a licensed facility. In the event of successful prosecutions, the council issues press releases containing information aimed at residents on how to ensure that any waste they produce is legally managed.</p> <p>The message needs to be clear to residents as we would not want them to search waste and remove evidence themselves as this would cause difficulty with any subsequent investigation. Similarly, we would not want residents to put themselves at risk if they witness someone committing a fly tipping offence.</p>
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<b>Recommendation No.4</b>	<b>4. Amend the MyWiltshire App, so that reporting of fly-tipping/waste incidents becomes a simpler and more user-friendly process.</b>
<b>Reason for recommendation</b>	The Task Group felt that the more simple and user friendly a system, the more residents would make use of it and this could help to improve the cleanliness of the county.
<b>Cabinet Member</b>	Cllr Bridget Wayman
<b>Executive response</b>	<p><i>Accepted:</i></p> <p>This is being reviewed as part of the council's digital programme and will be replaced by Microsoft Dynamics in the near future, which should improve customer access. However, the existing App is a relatively user-friendly system. The information required when an incident is first reported is vital to the investigatory process. Anyone who does not have access to the App may telephone the council and CSU would create an App report based on the information provided.</p>

<b>Recommendation No.5</b>	<b>The Environment Select Committee to reconvene a Waste Contracts Task Group to consider 'The</b>
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	<b>implementation and performance of the council's waste contracts for collecting and managing waste and recyclables' when Lots 1, 3, 4 and 5 become fully operational</b>
<b>Reason for recommendation</b>	The Task Group was originally established to consider the above, however, the Task Group felt that they were not able to completely consider this area – as the materials recovery facility (MRF) is in the process of being built. The members are optimistic that scrutiny can help to add value here when the MRF becomes operational.
<b>Cabinet Member</b>	Cllr Bridget Wayman
<b>Executive response</b>	<i>Accepted:</i>  The contracts for management of garden waste (Lot 3) and management of non-recycled waste which is not suitable for energy recovery (Lot 4) are fully operational. I agree that it would be helpful for the Committee to consider the performance of the Lot 1 and Lot 5 contracts once the tendered solutions have been implemented.

### **Other Comments from the Executive**

5. Paragraph 23 of the Final Report refers to the re-use offer at household recycling centres. As set out in the response to recommendation 1C above, the council is continuing to work with its contractors to develop this. However, this is unlikely to include the opportunity for residents to visit HRCs to retrieve waste items which have been set aside for re-use. As members of the task group commented in paragraph 22, there are times when queues for HRCs would always present a problem. The council would not want to add to this problem by encouraging residents to visit the sites to review re-use items for removal.

### **Proposal**

6. To note the executive response to the **Final Report – Waste Contracts Task Group**.

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**Cllr Bridget Wayman, Cabinet Member for Highways, Transport and Waste**

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