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

2017 – 2027

Annual Action Plan 2019-20

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.

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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 in excess of £2.5m in 2018-19 – money which could have been better invested in delivering the council's priorities spent on clearing entirely avoidable waste.

3. Actions

Priority 1 – Waste Prevention		
	Action details	Resources required
Action A	Monitor the implementation of 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, and avoid the management of waste from outside the county and the associated costs.	Waste management team Communications team Waste contractors
Action B	To coincide with the introduction of the new kerbside recycling collection service we will increase recycling and reduce waste collected and sent to landfill.	Waste management team Communications team Waste contractors
Action C	Work with the council's ICT team to develop an online payment system to enable the council to introduce charges for non-household waste deposited at household recycling centres.	Waste management team Communications team ICT team Waste contractors

Action D	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 those residents and organisations, including schools, within their community areas.	Waste management team Councillors and area boards Communications team
Action E	Work with community area boards to provide advice, guidance and training to community and environmental groups and schools in Wiltshire to encourage community led activities.	Waste management team Community area boards Local partners and volunteer networks
Action F	Actively engage with government in the development of waste management policy changes, including contributing to consultations and attending national and regional forums. These will include the latest government proposals to reduce the amount of plastic waste produced and to introduce standard waste and recycling collection services.	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 Specialist product suppliers Communications team Community area boards

Priority 2 – Repair and Reuse		
	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 community area boards and councillors to deliver ongoing, joined up repair and reuse campaigns with those resident within their	Waste management team Councillors and area boards

	community areas.	
Action D	Work with communities to provide sufficient information for them to host a network of repair cafés and workshops to encourage residents to repair items.	Waste management team Councillors and area boards VCSE organisations

Priority 3 – Recycling and Composting		
	Action details	Resources required
Action A	Introduce changes to the kerbside collection of recycling, including introduction of a comingled collection service with paper, cardboard, plastic bottles, pots, tubs and trays, cans and food and drink cartons collected from the blue lidded bin and glass from the black box.	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, ensuring that the quality of materials sent to reprocessors is of the highest level.	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 and collection dates 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 Community area boards
Action E	Arrange for the renewal of existing garden waste service subscriptions from 1 April for the 2019-20 service, increasing the price to £50 per bin per year.	Waste management team Customer services team Finance team ICT team
Action F	Investigate the potential to charge for delivery for replacement waste bins	Waste management team Customer services team Finance team

		ICT 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.	Waste management team Waste contractors
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.	Waste management team Waste contractors
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.	Waste management team Waste contractors

Priority 4 – Energy from Waste		
	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

	Action details	Resources required
Action A	<p><u>Litter</u> 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, • Britain in Bloom and other national campaigns. 	Local highways and streetscene team Waste management team Communications team Community partners
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 collecting the waste from local litter picks throughout the year.</p>	Local highways and streetscene team Communications team Community partners
Action C	<p><u>Fly-tipping</u> Continued use of the council's online reporting system 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).</p>	Local highways and streetscene team Enforcement team ICT team
Action D	<p><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.</p>	Enforcement team Communications team Community partners

Action E	<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 Local policing teams
Action F	<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.	Enforcement team Partner agencies Surrounding local authorities
Action G	<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 transportation and act as further deterrents to offenders.	Enforcement team Partner agencies Surrounding local authorities
Action H	<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.	Local highways and streetscene team Community partners Enforcement team