

Waste Management Strategy 2017-2027

Annual Performance Review 2018-19 Including an update on Performance Against Annual Action Plan 2018-2019

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Performance against annual action plan 2018-19

1. Introduction

This annual performance review sits within Wiltshire Council's Household Waste Management Strategy 2017-2027.

This document provides a summary of waste management performance against the priorities set within the waste management strategy during the period of April 2018 to March 2019.

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.

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

2. Waste prevention performance

Reducing the total amount of waste produced by residents in Wiltshire is a performance measure that is regularly monitored.

Overall the total amount of household waste produced in Wiltshire has been declining since a peak in 2014/15. The total amount produced is impacted by a large number of local and national influences, including how much disposable income people have to spend, shifts in consumer behaviour, product design and changes in the use packaging.

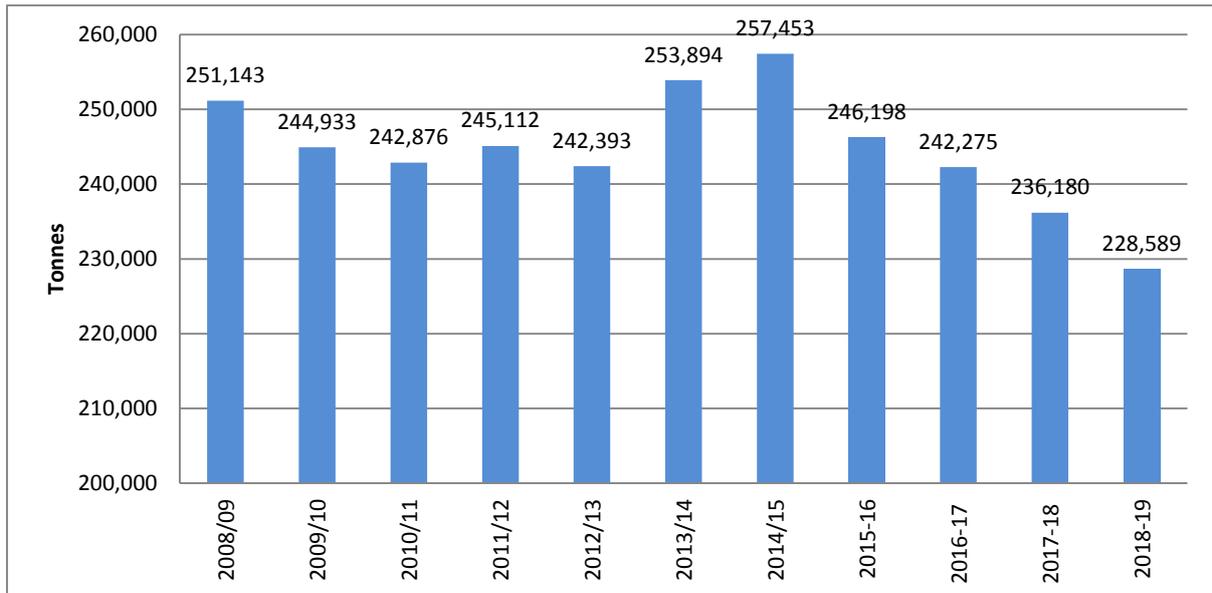


Figure 1: Total local authority collected waste in Wiltshire, 2008-2019.

Recent trends have shown a general reduction in the amount of non-recycled waste produced per household (after recycling), although a slight increase last year:

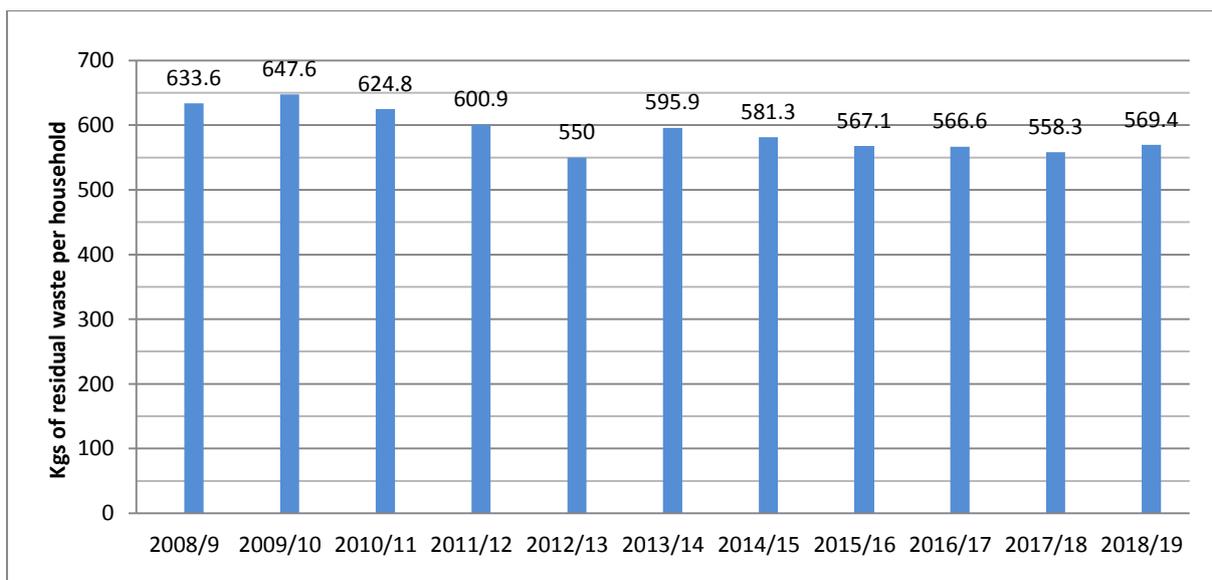


Figure 2: Residual household waste (after recycling) - kgs per household, 2008-2019

The following changes had been introduced by the council and its partners in order to reduce the waste created in Wiltshire.

- 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 and manage their waste better.
- Providing larger bins only in extenuating circumstances, such as:
 - a large number of residents (six or more);
 - 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.
- Working in partnership with the Wiltshire Wildlife Trust to provide waste prevention, reuse and recycling information to Wiltshire residents (with 2018-19 being the final year of the agreement).
- Introducing van and trailer permits at household recycling centres to help limit businesses illegally disposing of their commercial waste at the sites.
- Subsidising the price for food waste composters for residents who wish to compost their food and garden waste at home.
- Introducing a charge for the collection of garden waste which, for some residents, would encourage composting at home.

3. Repair and Reuse Performance

The amount of household waste repaired or reused in Wiltshire is difficult to measure as much of this activity happens within communities and the voluntary and charity sector, without the direct involvement of the council.

Repair and reuse performance is therefore not currently measured and reported.

The council will be working with its contractors and partners to implement a system whereby reuse activities in Wiltshire can be successfully measured and reported.

Initiatives that the council delivered in 2018-19 included the following.

- Final year of working in partnership with the Wiltshire Wildlife Trust. The trust work with local communities and residents to promote the repair and reuse of items rather than disposing of them. This includes working with communities to run 'give and take' events, repair workshops, reuse shops, as well as the promotion of reuse networks within the community.
- Encouraging residents to prioritise reuse of large items rather than requesting a large item collection from the council via information on the council's website and customer services scripting.
- Promoting reuse organisations in Wiltshire through the council's website.

4. Recycling Performance

The total amount of household waste which is sent for recycling and composting in Wiltshire has decreased recently following a peak of 46.42% in 2014/15.

Recycling is collected from kerbside collection services and household recycling centres.

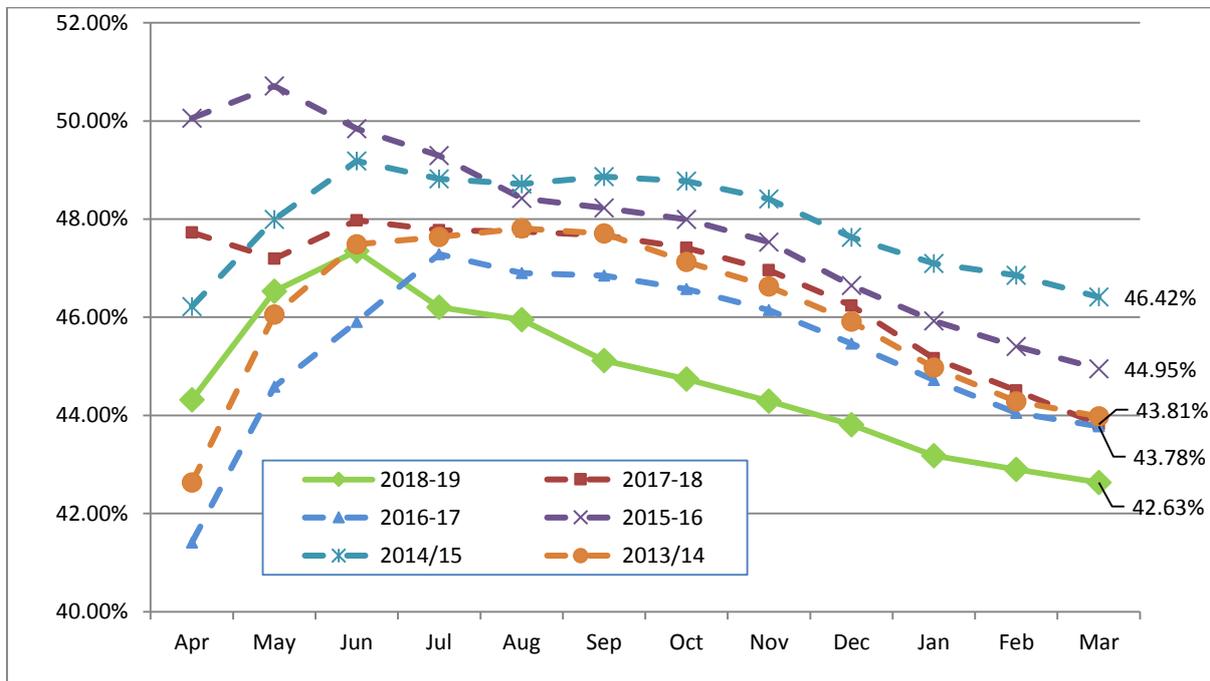


Figure 3. Recycling and composting as percentage of household waste, 2013-2019

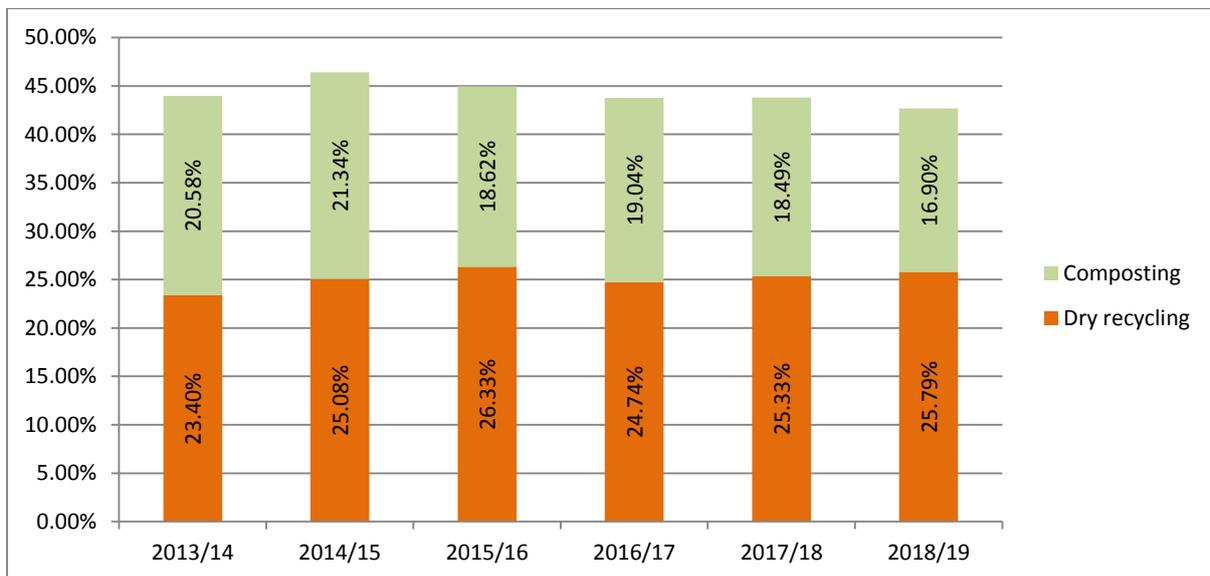


Figure 4: Recycling and composting as percentage of household waste, 2013-2019

4.1 Kerbside Recycling Collections

The council collects paper, glass, cans, aerosols, foil, textiles, plastic bottles, pots, tubs and trays, cardboard, food and drink cartons and garden waste from the kerbside.

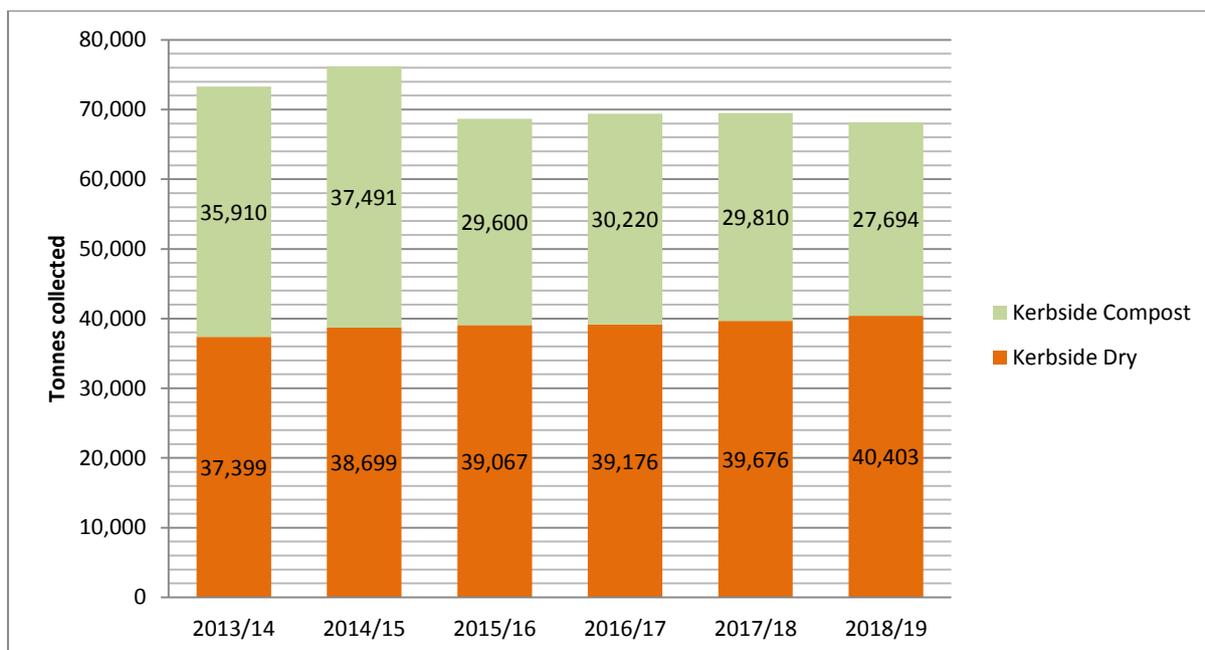


Figure 5: Tonnes of kerbside recycling, 2013-2019

The amount of recycling and garden waste collected at the kerbside has decreased since a peak in 2014/15. The reduction in garden waste between 2014-15 and 2015-16 can be explained by the introduction of chargeable kerbside collections of garden waste. Fewer people are now using this service compared to when the service was free of charge and therefore less garden waste is being collected.

There has been a small but steady increase in the tonnes of dry recycling collected each year despite manufacturers using less materials in packaging in a drive to reduce the weight of items. For example, some glass bottles are being replaced with plastic bottles, while some cans and plastic bottles are made using less material and so weigh less. There continue to be changes in consumer buying habits and generally people buy less newspapers and magazines than in previous years. This may have been compensated for by an increase in online shopping and the additional packaging used to protect items in transit.

Waste composition research undertaken in Wiltshire in 2012 shows that 35% of material in residents' non-recyclable waste bins could have been recycled using the council's kerbside collection 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 6: Percentage of recyclable waste found in non-recyclable waste bins.

4.2 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 are able to 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 stream 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.

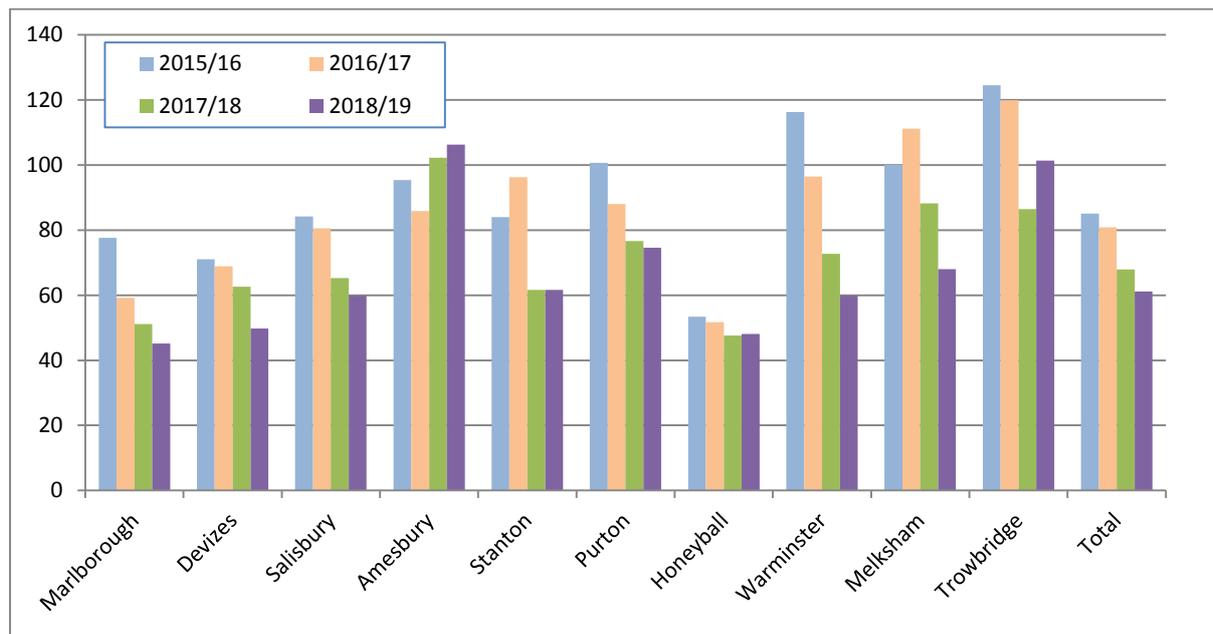


Figure 7. HRC visitors per hour by site, per annum (July 2015 – June 2019).

Visitor numbers to the recycling centres have decreased in recent times. This may be due to:

- The reduction of opening hours and days which came into place in 2015-16;
- The introduction of a van and trailer permit system at household recycling centres to help limit traders illegally bringing commercial waste to the sites;
- Asking visitors who are suspected of bringing commercial waste to the sites to complete a disclaimer form in order to limit the illegal use of the sites
- Checking visitors' proof of address to ensure those using the sites are Wiltshire residents.

Whilst it is important to monitor the number of visitors to the site, from a waste management point of view it is more important to understand how visitors manage their waste while on site. The service aims to increase the amount of waste which is brought to the site being diverted from landfill.

HRC	July 2018 - June 2019		
	Total waste (tonnes)	Total waste diverted from landfill (tonnes)	Landfill Diversion rate
Trowbridge	8,046	6,645	83%
Marlborough	3,450	2,885	84%
Melksham	5,930	4,902	83%
Warminster	6,046	4,976	82%
Stanton	7,066	5,732	81%
Purton*	2,888	2,247	78%
Devizes	4,164	3,396	82%
Salisbury	6,682	5,487	82%
Lower Compton, Calne*	2,880	2,081	72%
Amesbury	4,905	3,937	80%
TOTAL	52,057	42,289	81%

Figure 8. Waste taken to household recycling centres which is diverted from landfill. (Note: * Tonnes of soil and rubble which are used as landfill cover are excluded from these figures to produce a realistic comparison between sites.)

5. Energy from waste performance

Much of the non-recyclable household waste collected on behalf of Wiltshire Council is sent to plants which use the waste to generate energy and divert waste from landfill.

The council has a 25 year contract to send 60,000 tonnes of non-recyclable waste to Northacre Resource Recovery Centre in Westbury, Wiltshire. At this plant the waste is dried and shredded to create a fuel. The contract year runs from November to November and 2018/19 is year 6 of the contract.

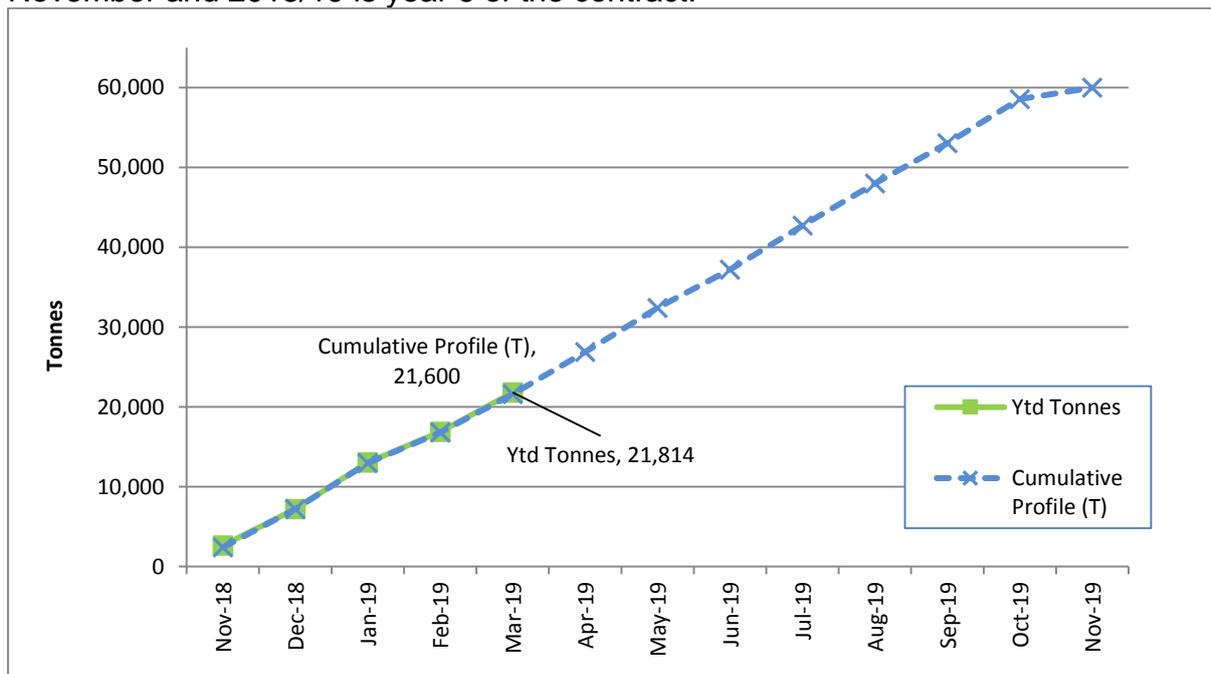


Figure 9: Tonnes of waste sent to Northacre Resource Recovery Centre, 2018/19.

The council also has a 25 year contract to send 50,000 tonnes of non-recyclable waste to Lakeside Energy from Waste Plant, Slough. At this plant the waste is incinerated to generate power. 2018/19 is year 10 of the 25 year contract.

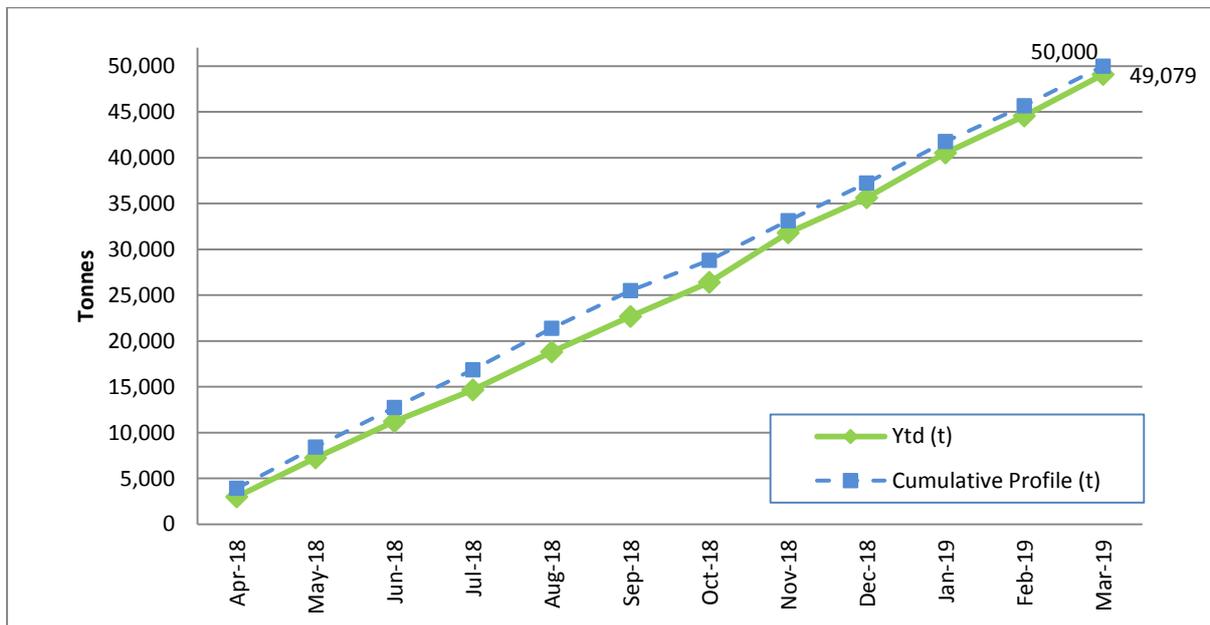


Figure 10: Tonnes of waste sent to Lakeside Energy from Waste Plant, 2018/19.

6. Less waste to landfill

A strategic aim for the council is to reduce the waste sent to landfill as this is widely recognised as being the least environmentally sustainable way of managing waste. All the waste services and contracts the council has in place are designed to ensure that the amount of waste sent to landfill is reduced.

Through improvements to waste prevention information and recycling services and diverting a significant proportion of non-recyclable household waste to energy from waste plants, the council now sends less than 16% of Wiltshire Council's collected waste to landfill each year. This is a significant reduction compared to previous years.

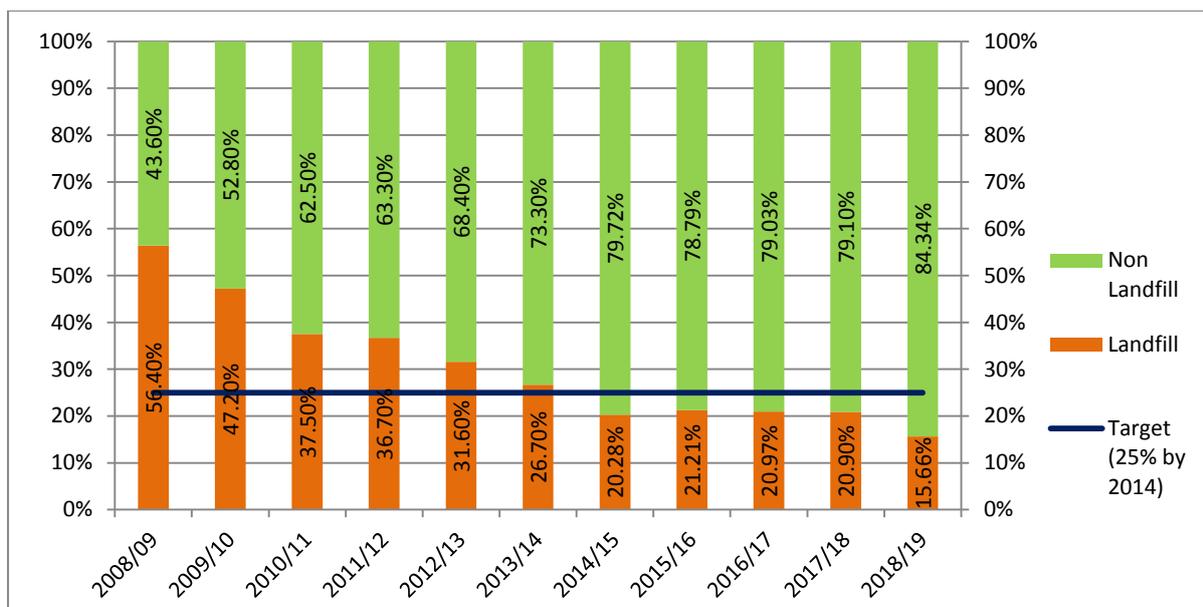


Figure 11: Percentage of waste sent to landfill in Wiltshire, 2008-2019.

7. Litter

Litter includes mainly synthetic materials, often associated with smoking, eating and drinking, that are improperly discarded by members of the public. Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs and leaf and blossom falls.

Over the four year period from 2014-15 to 2018-19 there was a significant improvement in the percentage of Wiltshire roads which were predominantly free of litter and detritus.

The reduction in standard of roads predominantly free of litter in 2017/18 was due to more litter being deposited. The council increased spending on this to address the issue in 2018/19.

The reduction in standard of roads predominantly free of detritus in 2014-15 and 2015-16 was due to the reduction in the number of sweepers. We now have six sweepers (five Ringway road sweepers and one Idverde pavement sweeper) compared to a total of 21 sweepers in 2013/14. We amended the schedules for sweeping to focus on rural roads and away from residential areas again in 2018/19, to address the problem with detritus.

Annual Indicators	14/15	15/16	16/17	17/18	18/19
% Wiltshire roads predominantly free of litter	68%	75%	86%	81%	86%
% Wiltshire roads predominantly free of detritus	60%	59%	87%	69%	80%

8. Fly-tipping

Over the last year reports of fly-tipping have fallen in contrast to the trend in previous years. Figure 12 below compares the cumulative fly tip report totals between April 2015 and July 2019. When we compare total reports year on year for the period April

to July we received 988 reports in 2018/19 compared to 893 in 2019/20, this represents a 10% fall in reports. Of the 893 reports received, 217 (24%) have been on private land or were not the responsibility of Wiltshire Council. 2018/19 saw overall reports fall 11% when compared to 2017/18.

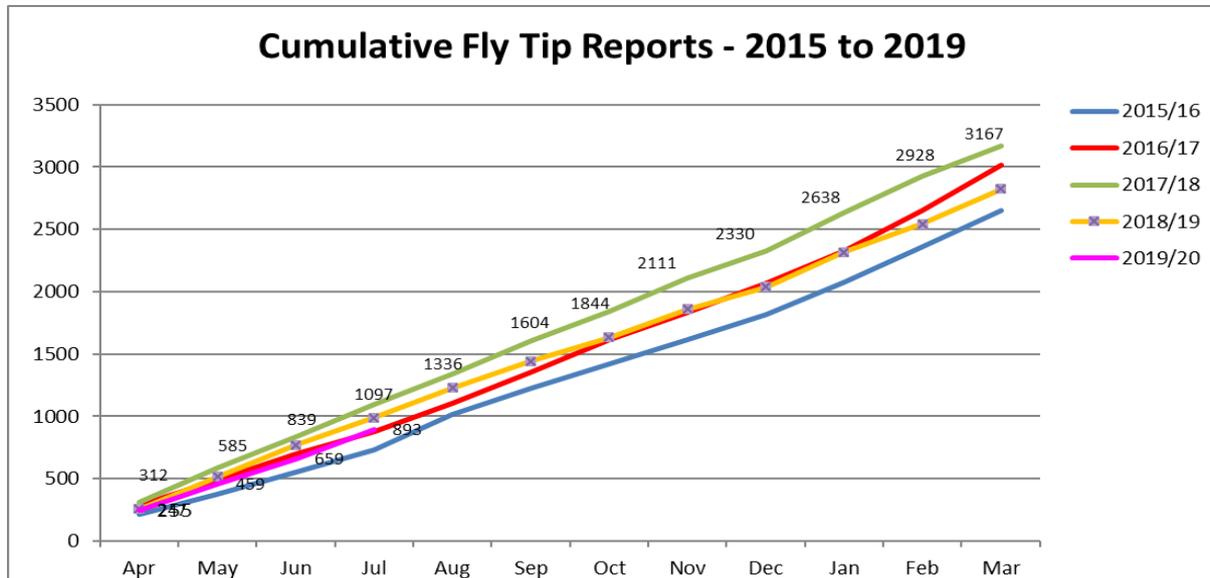


Figure 12: Number of fly-tipping incidents reported, 2015-2019.

Report levels for a county the size of Wiltshire remain relatively low with on average six reports per thousand residents in 2017/18. This is based on the latest data set released by Defra. Figure 13 below details the comparisons made between reports in Wiltshire Council's administrative area and those in other local authority areas that are close geographically, based on data submitted to Defra for the 2017/18 return.

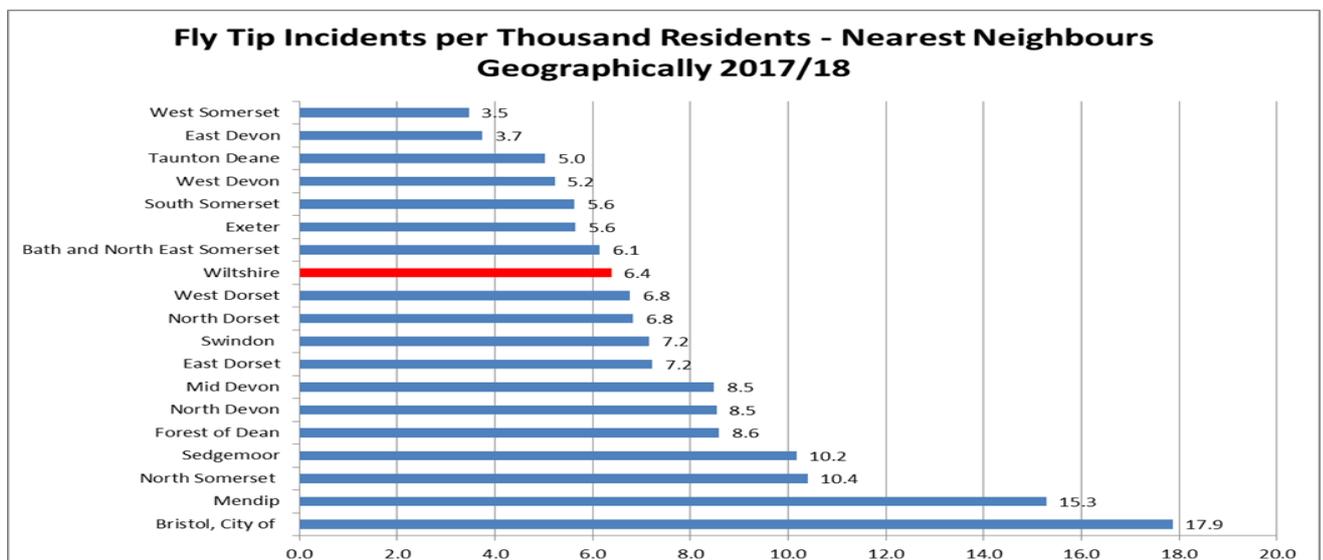


Fig 13.

Wiltshire Council

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

2017 – 2027

Performance Against Annual Action Plan 2018-2019

1. Introduction

This annual action plan documented priorities and activities for the waste service team for 2018-19. This action plan outlined how the service would develop during 2018-19 to meet the strategic aims and priorities documents within the overarching strategy. This performance report sets out progress made against each of the actions.

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 Flytipping

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 and updates

Priority 1 – Waste Prevention		
	Action details	Resources required
Action A	<p>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.</p> <p>Update A residents' proof of address scheme was implemented at all household recycling centres in April 2018.</p>	Waste management team Communications team Waste contractors
Action B	<p>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.</p> <p>Update From 30 July 2018 kerbside recycling services were extended to include the collection of plastic pots, tubs and trays and food and drinks cartons with the existing plastic bottles and cardboard collections in the blue-lidded bin. The implementation of new kerbside recycling services has been delayed and should coincide with the completion of a new materials recovery facility at Sands Farm, Calne.</p>	Waste management team Communications team Waste contractors

<p>Action C</p>	<p>Introduce charges for non-household waste deposited at household recycling centres.</p> <p>Update This continues to be reviewed in the context of national waste management policy on charging for materials collected at household recycling centres. Charging would require a parallel ICT development project to enable payment, which would add pressure to the existing waste services ICT development programme. Further work is required to assess how other councils have implemented similar schemes and the results that these have achieved.</p>	<p>Waste management team Communications team ICT team Waste contractors</p>
<p>Action D</p>	<p>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.</p> <p>Update In 2018-19 the decision was made that in 2019-20 the annual payment to Wiltshire Wildlife Trust (WWT) from the waste service would cease as part of budget saving measures. The service will continue to work with the WWT where possible on waste and environmental matters, but this will be achieved without direct funding of posts within WWT. An exit report is being produced by WWT to set out what has been achieved.</p>	<p>Waste management team Wiltshire wildlife trust Councillors and area boards</p>
<p>Action E</p>	<p>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.</p> <p>Update See Action D above.</p>	<p>Waste management team Wiltshire Wildlife Trust</p>

<p>Action F</p>	<p>Actively engage with governmental organisations in the development of waste management policy changes, including contributing to consultations and attending national and regional forums. This will include the latest government initiatives to reduce the amount of plastic waste produced.</p> <p>Update The waste service submitted responses to the national Resources and Waste Strategy consultations in May 2019. These consultations included:</p> <ul style="list-style-type: none"> • making businesses and manufacturers pay the full cost of recycling or disposing of their packaging waste; • introducing a consistent set of recyclable materials collected from all households and businesses, and consistent labelling on packaging so consumers know what they can recycle including separate weekly food waste collections for every household in England and which could include free garden waste collections for households with gardens; • introducing a deposit return scheme for cans and bottles; • introducing a world-leading tax on plastic packaging. <p>Publication of the Environment Bill suggests that the government intends to implement proposals, but this is subject to further consultation on the detail.</p> <p>Implementation of service changes in Wiltshire will be dependent on the detail of the legislation and whether Government funding is made available to deliver the changes or to fund changes to existing contracts that are due to run until 2026.</p>	<p>Waste management team</p>
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<p>Action G</p>	<p>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.</p> <p>Update: Since March 2015 over 2,500 food waste composters have been sold to Wiltshire residents. Sales figures show an increase in sales each April, coinciding with the garden growing season and reminders to residents about the council's chargeable garden waste collection service.</p> <p>Although funding of Wiltshire Wildlife Trust by the waste service which provided staff resources to support this project has ended, capital funding for composters is in place for 2019/20 and will be sought for future years to continue some level of financial subsidy for residents buying these units.</p>	<p>Waste management team Wiltshire Wildlife Trust Great Green Systems</p>
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Priority 2 – Repair and Reuse		
	Action details	Resources required
<p>Action A</p>	<p>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.</p> <p>Update Both providers of the household recycling centres (HRCs) services are required to have VCSE reuse projects. The results from a recent HRC customer satisfaction survey undertaken over a four week period across all ten sites showed that residents wanted to see an increase in the</p>	<p>Waste management team Communications team VCSE organisations Waste contractors</p>

	<p>opportunities for items taken to the HRCs to be made available for reuse. Both HRC providers have been tasked with drawing up plans to focus on this aspect of the service to improve the reuse opportunities and increase the levels of customer satisfaction, which will be re-assessed each year.</p>	
Action B	<p>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.</p> <p>Update This action will be progressed with contractors once the full tendered solution for the bulky household waste collection service is implemented in 2020.</p>	<p>Waste management team VCSE organisations Waste contractors</p>
Action C	<p>Work with the Wiltshire Wildlife Trust to promote and encourage area boards and councillors to deliver ongoing, joined up repair and reuse campaigns with those resident within community areas.</p> <p>Update The annual payment to Wiltshire Wildlife Trust (WWT) from the waste service ceased as part of budget saving measures. As part of the restructure of the waste services team, officers have each been allocated specific community area boards and will work directly with them to provide support and information about existing and new services, including re-use. The waste and recycling toolkits developed by the WWT will be used and shared with communities to continue to support local repair and reuse campaigns.</p>	<p>Waste management team Wiltshire wildlife trust Councillors and area boards</p>

Action D	<p>Along with the Wiltshire Wildlife Trust, work with communities to host a network of repair cafés and workshops to encourage residents to repair items.</p> <p>Update See update on Action C above.</p>	<p>Waste management team Wiltshire Wildlife Trust Councillors and area boards VCSE organisations</p>
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Priority 3 – Recycling and Composting		
	Action details	Resources required
Action A	<p>Introduce changes to the kerbside collection of recycling, including introduction of a comingled collection services with the addition of a recycling service for plastic pots, tubs and trays, food cartons and drink cartons.</p> <p>Update From 30 July 2018 kerbside recycling services were extended to include the collection of plastic pots, tubs and trays and food and drinks cartons with the existing plastic bottles and cardboard collections in the blue-lidded bin. The implementation of new kerbside recycling services has been delayed and should coincide with the completion of a new materials recycling facility (MRF) at Sands Farm, Calne, which is designed to sort the co-mingled recycling. A project to enable residents to request a larger bin for mixed recycling is also underway.</p>	<p>Waste management team Waste contractors Customer services team</p>
Action B	<p>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 maximised.</p>	<p>Waste management team Waste contractors</p>

	<p>Update A new materials recovery facility is currently under construction at Sands Farm, Calne and scheduled to be commissioned and ready for use early in 2020.</p>	
Action C	<p>Review and make efficiencies in waste collection rounds following the introduction of new collection services.</p> <p>Update Modelling of new recycling collection rounds is underway to support new kerbside recycling collections. The new collection rounds will collect all dry recyclables on one vehicle, in the majority of cases, instead of the current two vehicle system and the aged fleet of black box recycling vehicles will be disposed of.</p>	<p>Waste management team Waste contractors</p>
Action D	<p>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.</p> <p>Update: A communications programme to publicise the introduction of plastic pots, tubs and trays and drink and food cartons was delivered in advance of the service change from 30 July 2018. A new communications programme has been designed in support of the implementation of new kerbside recycling services and any associated collection day changes and will include:</p> <ul style="list-style-type: none"> • Leaflets and bin hangers; • Information banners at household recycling centres and at council buildings; • Presentations to community area boards, town and parish councils and other groups; • Attendance at public roadshow events; 	<p>Waste management team Waste contractors Customer services team Communications team</p>

	<ul style="list-style-type: none"> • Advertising in local press; • Digital advertising in libraries and council offices; • Social media updates. <p>A project to enable residents to request a larger bin for mixed recycling is also underway.</p>	
Action E	<p>Transfer the commercial waste service to the private sector by April 2018.</p> <p>Update Action completed in April 2018. In 2017/18 236,200 tonnes of waste were collected by the council. This included 10,100 tonnes of commercial waste. In 2018/19 total waste collected by the council reduced to 228,600 tonnes, reflecting the shift of commercial waste to the private sector. It is possible that some of the commercial waste previously collected by the council from small businesses is being collected within the remaining household waste.</p>	<p>Waste management team Waste contractors Finance team</p>
Action F	<p>Renegotiate waste management disposal contracts regarding the disposal of commercial waste following the reduction of this service.</p> <p>Update The council and contractor continue to work together to supplement the council's landfill diversion contracts (Lakeside energy from waste plant and Westbury mechanical biological treatment plant) with the commercial and industrial waste that is collected by the council's waste and recycling collection contractor.</p>	<p>Waste management team Finance team Legal team</p>
Action G	<p>Arrange for the renewal of existing garden waste service subscriptions from 1 April 2018 for the next years' service, increasing the price to £48 per bin per year.</p>	<p>Waste management team Customer services team Finance team ICT team</p>

	<p>Update: Action completed. In 2018/19 81,931 customers registered and paid for the chargeable garden waste collection service, The number of customers has remained relatively constant since the chargeable service was introduced in 2016 at approximately 82,000 per year. Chargeable garden waste sign ups in 2019/20 are on track to reach similar numbers again, generating a forecast income of nearly £4,000,000.</p> <p>The waste service is working with ICT to improve the online subscription and payment systems for 2020/21.</p>	
<p>Action H</p>	<p>Investigate the potential to charge for delivery for replacement waste bins</p> <p>Update This project remains under review. As with the proposed action to implement charging for certain materials at household recycling centres, this action would require additional ICT project support in developing systems to implement this, including development for on line payments.</p>	<p>Waste management team Customer services team Finance team ICT team</p>
<p>Action I</p>	<p>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.</p> <p>Update On average over 76% of the waste taken to the council's network of ten household recycling centres was diverted from landfill in 2018/19. Proposals to provide a container at the sites to separately collect 'black bag' waste for diversion from landfill have been received and the cost benefits are to be assessed.</p>	<p>Waste management team Waste contractors</p>

<p>Action J</p>	<p>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.</p> <p>Update Over 30,000 assisted waste and recycling collections are completed each month from residents who are not able to present their bins at the kerbside and have requested this service. Latest collection data shows that over 99.6% of these are being successfully completed, which is exceeding the required level of contract performance. The council also provides a clinical waste collection service for those residents who produce medical waste at home and request this. At the network of household recycling centres where residents may experience difficulty accessing waste and recycling containers via steps, a recent customer satisfaction survey undertaken across the network of ten sites resulted in a high level of overall satisfaction with the sites and services provided, with the highest level of satisfaction reported for the helpfulness of site staff and their engagement with customers.</p>	<p>Waste management team Waste contractors</p>
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<p>Priority 4 – Energy from Waste</p>		
	<p>Action details</p>	<p>Resources required</p>
<p>Action A</p>	<p>Manage the council's landfill diversion (energy from waste) contracts to ensure that the contracts and facilities are performing efficiently.</p> <p>Update: In 2018/19 the gate fees for the council's two landfill diversion contracts, Lakeside energy from waste plant and Westbury mechanical biological treatment (MBT) plant, both demonstrated a cost saving when compared with the gate fee for landfill under the previous waste management contract. Until all the financial models for the full tendered</p>	<p>Waste management team Waste contractors</p>

	<p>waste and recycling services are finalised a direct comparison of the latest gate fees is not available, but will be included in the next update of the Action Plan.</p> <p>Work to improve the efficiency of Westbury MBT plant has been completed, with the biofilter at the facility replaced in 2018. This has produced an increase in moisture loss within the facility and positively impacts on the overall contract costs. UK based facilities for accepting some of the fuel produced at the MBT are also being explored to reduce the costs and risks associated with exporting fuel to other european countries.</p>	
<p>Action B</p>	<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 to further reduce the waste sent to landfill.</p> <p>Update: The providers of the household recycling centre services have submitted proposals to the council for separately collecting 'black bag' residual waste (of a similar nature to residual waste collected at the kerbside) at the recycling centres and providing this waste for disposal via one of the council's two landfill diversion contracts (Lakeside energy from waste plant and Westbury mechanical biological treatment plant). Currently this waste is co-mingled with bulky residual waste that would not be suitable for either of the landfill diversion contracts. The cost benefit of these proposals is to be assessed.</p>	<p>Waste management team Waste contractors</p>

Priority 5 – Litter and Flytipping

	Action details	Resources required
Action A	<p>Litter We will continue to work with local communities and partners to support the schemes to reduce litter.</p> <p>Update</p> <ul style="list-style-type: none">• Great British Spring Clean - completed• Clean Up Wilts - completed• Best Kept Villages – ongoing project• Britain in Bloom and other national campaigns – ongoing project. <p>Live updates on litter collections and community clean ups can be found on the council's website at: http://www.wiltshire.gov.uk/highways-streetscene-enhanced-services</p>	Local highways and streetscene team Waste management team Communications team Community partners
Action B	<p>Litter 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>Update Support provided for community self-help schemes using trained town and parish council staff and volunteers to undertake the following activities:</p> <ul style="list-style-type: none">• Litter collection and litter bin emptying• Pavement sweeping• Grass cutting• Sign cleaning	Local highways and streetscene team Communications team Community partners

	<ul style="list-style-type: none"> • Wildflower meadow implementation • Fingerpost cleaning, painting and repair • Tree pruning and branch removal • Shrub and hedge cutting and pruning • Siding out of footways, or paths (removing encroaching grass and weeds) • Weed killing and weed removal • Developing verge reserves. <p>29 community events were completed in March and April 2019 under this scheme.</p>	
<p>Action C</p>	<p>Flytipping The council will continue to promote use of the My Wiltshire 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> <p>Update In 2018/19 2,822 reports of fly-tipping were received by the council. This represents a decrease of 11% on the previous year when 3,167 reports were received. Reports received to date in 2019/20 show a continued reduction in fly-tipping reports of a further 7%. Reports for all Wiltshire community areas in 2018/19 show that all 18 community areas recorded levels of fly-tipping below the national average of 15 reports per thousand residents annually or 1.25 per month.</p> <p>The size of reported fly tips within Wiltshire suggests that most of are a commercial nature e.g. man with a van who clears waste for cash, as the most common size of fly tip is small van which make up 38% of 2018/19 reports.</p>	<p>Local highways and streetscene team Enforcement team ICT team</p>

<p>Action D</p>	<p>Flytipping Focus on informing residents and businesses on the lawful management of their waste and work to minimise transfer of waste to unlicensed collectors. Widely publicise formal actions (fixed penalty notices and prosecutions) to further enhance the deterrent effect of this illegal activity.</p> <p>Update Campaigns have been undertaken with the Communications team, such as 'We're Targeting Fly-tippers'. Work to further enhance and develop the effective use of social media has been undertaken to advise residents and businesses about unlawful waste operations and to deter online advertising of these operations.</p>	<p>Enforcement team Communications team Community partners</p>
<p>Action E</p>	<p>Flytipping 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>Update Ongoing</p>	<p>Enforcement team Local policing teams</p>
<p>Action F</p>	<p>Flytipping 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>Update The council has been contributing to cross-agency training opportunities to increase the partnership approach to eradicating environmental crime.</p>	<p>Enforcement team Partner agencies Surrounding local authorities</p>

Action G	Flytipping Increase stop and search operations with partner agencies both nationally and at a local level. Such operations aim to apprehend illegal waste transportation and increase further deterrents to offenders. Update Ongoing	Enforcement team Partner agencies Surrounding local authorities
Action H	Flytipping 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. Update Ongoing	Local highways and streetscene team Community partners Enforcement team