

REPORT TO: HOUSING, DUNDEE CONTRACTS AND ENVIRONMENT SERVICES COMMITTEE - 25th JUNE 2007

REPORT ON: WASTE MANAGEMENT DEPARTMENT SERVICE PLAN PERFORMANCE REPORT 2006/07

REPORT BY: HEAD OF WASTE MANAGEMENT

REPORT NO: 345-2007

1.0 PURPOSE OF REPORT

1.1 To report performance of the Waste Management Department against its Service Plan 2004-07.

2.0 RECOMMENDATIONS

2.1 It is recommended that Committee note the information contained within this report.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications arising from this report.

4.0 SUSTAINABILITY POLICY IMPLICATIONS

(a) Sustainability

The projects and actions outlined within this report have implications on the "waste management" sustainability policy principle.

- They will promote sustainable waste management practices by developing systems that will control waste generation and reduce the environmental impacts of waste production;
- They will improve resource efficiency through re-use and recycling and will maximise economic opportunities arising from waste.

(b) Strategic Environmental Assessment

The Report has been screened by an SEA representative and it has been concluded that a Strategic Environmental Assessment is not required on this occasion.

(c) Anti-Poverty

None.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 A commitment is made to involving and consulting target groups on issues within the remit of the Waste Management Department.

6.0 REPORT

- 6.1 The Waste Management Departments Service Plan was agreed at the Environmental Services and Sustainability Committee meeting on 19 January 2004. A new Service Plan covering the period 2007 - 2011 is currently being prepared and will be submitted to committee in due course.
- 6.2 The Plan contains both statutory and key performance indicators for a range of waste management services, and outlines the Department's key objectives and priorities for the period 2004-2007. This report focuses on the progress made towards these targets and objectives during 2006/07.
- 6.3 All of the Departments key projects and objectives set out in the Service Plan are shown in Appendix 1, and an assessment of progress is shown against each one.
- 6.4 In general, progress towards the Departments key objectives during 2006/07 has been steady, with 7 of the projects entered into the Strategic Plan Monitoring Database being completed, and the remaining 19 being either on schedule or ahead of schedule (see appendix 1).
- 6.5 Actual performance achieved during 2006/07 compared against agreed statutory and key performance indicators is shown in Appendix 2. In the Waste Disposal section, it should be noted that the Total Waste Arisings figure showed a drop during 2006/07 of 3200 tonnes, which equates to just over 3%. This reduction was unexpected, as the Area Waste Plan predicted a 2% waste growth each year up to 2010 based on national trends and statistics. There is no obvious explanation for this reduction, but it may be due at least in part to the considerable efforts put in both locally and nationally to promote waste prevention through projects such as the Real Nappy Initiative and the Home Composting Scheme.
- 6.6 Planned essential maintenance at the DERL Energy from Waste facility in the early part of the year led to a reduction in the availability of the plant. This meant that the amount of waste disposed of to landfill increased in comparison with the previous year, and that the amount of waste recycled showed a slight decrease. This, combined with other factors such as a dry summer resulting in less garden waste, meant that the landfill and recycling targets shown in Appendix 2 for 2006/07 were not met. However, the overall recycling and composting rate of 31% showed a slight increase over 2005/06, is the highest recycling rate recorded by a Scottish city and is well above the national target of 25% set by the Scottish Executive. Measures will be taken during 2007/08 to increase this rate even further such as increasing the size of recycling containers, introducing additional recycling infrastructure and where appropriate examining the collection frequencies of all waste collections.
- 6.7 Some of the more notable successes and achievements during 2006/07 were as follows:
- The new Baldovie Recycling Centre was opened to the public in the summer of 2006 and provides state of the art facilities for recycling a wide range of materials. The site has proved extremely popular with the public and has received many positive comments.

- The Department entered into a partnership agreement with a major utility company to allow the repainting of utility boxes affected by graffiti with full cost recovery. This is a problem that exists within most urban authorities, and Dundee City Council is one of the few Authorities who have managed to resolve the issue in this way.
- Following a successful trial, the kerbside box recycling system was extended to cover a further 10,000 properties. The boxes are used to collect glass, plastic and aluminium, and participation in the scheme has exceeded expectations.
- The first fixed penalty notices were issued by the Departments Waste Enforcement Officers for littering and fly-tipping. The Officers also conducted high profile patrols around schools at break times in an attempt to reduce litter problems associated with the activities of schoolchildren.
- On-street bins were provided in some areas of Stobswell to alleviate problems with wheeled bins being left out before and after collections. The trial has been very well received, and will be extended to other similarly problematic areas of the city throughout the coming year.
- Greater containerisation of waste was introduced within the city centre in an attempt to reduce the problems associated with seagulls etc tearing open bags of refuse. This change of system has been successful in achieving its objective, and will be extended to other areas where similar problems are experienced over the coming year.
- Funding was received from the Scottish Executive to provide on-street recycling facilities to those householders living within tenemental and multi-occupancy dwellings. Fifty sites have been identified for the provision of recycling bins for the collection of glass and paper.
- An additional 5 recycling points were provided throughout the city during 2006/07, including the city's second underground facility at Craigie Street car park. This takes the total number of recycling points provided within the city to 30, and meets the target set out in the Area Waste Plan.
- The "LEAMS" system is a means of measuring street cleanliness and local environmental quality, and has been adopted by the Scottish Executive as a performance indicator. During 2006/07, the Council recorded a score of 74, which is a considerable improvement on the target of score of 69, and compares very favourably against other Scottish cities.
- In September, a new Automatic Public Convenience was opened in Lochee. The unit was one of the first of its kind to be installed in the UK, and is fully compliant with all relevant disability legislation.
- The Department has made a significant contribution towards the Efficient Government initiative with the successful implementation of several IT projects. A new data base was created within the Department to record all trade waste customers. This has allowed far greater control over commercial contracts and transactions. A facility has been introduced to the website to allow individuals to request new or additional bins on-line, and fly-tipping data has been imported to the GIS system giving a clear indication of hot spots in Dundee.

6.8 Some of the key projects due for implementation by the Department during 2007/08 are as follows:

- **National Waste Strategy:** A green waste collection will be offered to selected tenemental properties throughout the city in the summer of 2007. Those properties already served by green waste and paper collections will be offered larger or additional containers upon request. Recycling facilities will be provided at 50 sites across the city in areas of high density housing for the collection of glass and paper. A review of all waste collection frequencies will be undertaken to ensure that the best possible return is being achieved from the existing recycling service provision.
- **Education and Awareness Raising:** A number of the Departments vehicles will be specially adapted to carry advertising panels to promote the "Reduce Reuse Recycle" message. These vehicles will also be used to promote anti littering and fly tipping campaigns at certain times of the year. In addition, a comprehensive programme of school visits will be undertaken by Waste Management Department staff to raise awareness of waste issues amongst school children.
- **Bulking/Baling Station:** The Scottish Executive has made a sum of money available for the provision of a new facility to process recycled materials. This facility is intended to supplement or ultimately replace the existing facility at Marchbanks which is becoming too small to cope with the increased flow of materials. Efforts are presently ongoing to identify a suitable site.
- **Waste Prevention Initiatives:** During the course of 2007/08, the Department will continue to build upon the success of two waste prevention initiatives currently being run locally by the Waste & Resources Action Programme (WRAP). These initiatives are the Real Nappy Scheme, and the Home Composting Scheme, and the Department will play a supporting and facilitating role to ensure that both projects are as successful as possible. These initiatives are considered to be an integral part of the Councils waste prevention strategy, and will help deliver several actions identified in the Tayside Area Waste Plan.
- **Wheeled Bin Route:** An additional wheeled bin route will be introduced in July 2007. The new route will serve approximately 7200 properties and will take in areas previously not offered this service. The move towards wheeled bins brings Health and Safety benefits for staff, and reduces problems associated with the presentation of loose or bagged refuse.
- **Neighbourhood Management:** Dundee Contract Services currently undertake routine maintenance of shrub beds twice per year. During the course of 2007/08, the Waste Management Department will undertake additional litter picking and rubbish removal from the beds on a phased basis. This will improve overall efficiency and will ensure greater co-ordination of issues affecting local environmental quality.

- **Litter Action Plan:** A working group led by the Waste Management Department and comprising of representatives from the main Council departments was established during 2006/07. The group are reviewing existing responsibilities and procedures to explore the possibility of introducing a "one stop shop" for all litter and cleansing associated complaints. During 2007/08, a Litter Action Plan will be produced.

7.0 CONSULTATION

- 7.1 The Chief Executive, Depute Chief Executive (Finance), and Depute Chief Executive (Support Services) have been consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

- 8.1 Environmental Services and Sustainability Committee Report No. 825-2003: Waste Management Service Delivery Plan 2004-07.

9.0 SIGNATURE

Jim Laing
Head of Waste Management

Date: 30th May 2007

Appendix 1

Objective	Latest Assessment
Implement Area Waste Strategy.	04/04/07 50 sites now selected to install recycling facilities to serve multi occupancy dwellings. Collections to begin at the end of May 2007. A further roll out of blue and brown bin services to new build properties will also begin in summer 2007.
Improve "LEAMS" street cleanliness performance.	11/01/07 Since the introduction of the LEAMS indicator, performance scores have improved each year. A local performance measure based on LEAMS has been adopted, and surveys are carried out by street sweeping supervisors each week.
Redevelopment of Recycling Centre at Baldovie	19/03/07 The site was opened to the public in August 2006. It has been operating successfully since then and is therefore complete.
Preventing the generation of waste at source.	01/02/07 A-Z guide published and widely distributed. Internal Waste Review Action Points implemented and mostly completed during 2006. Partnerships being developed with the community sector to reuse furniture and white goods, and also to reduce waste at Recycling Centres by establishing a reuse procedure for furniture.
Increase the quantities of paper, glass, card, metals etc that are recycled.	01/03/07 A further 10,000 kerbside boxes were issued to householders in August 2006, and participation in the scheme is encouraging. 50 sites have been selected for on street recycling points to serve 7000 households in multi occupancy dwellings, and the containers should be in place by the end of May 2007. A further small expansion of the blue and brown bin system is also planned for later this year.
Increase the quantities of putrescible wastes (eg kitchen and garden waste) composted.	01/03/06 Roll out of additional bins now complete, with the total rising from 13,000 to 30,000 bins issued. Tonnages this year have increased by over 100%, and are on target to break 6000 tonnes. In January the Council agreed to take part in the home composting initiative administered by WRAP. This will provide an additional service to those either not on an existing route, or those who generate more waste than can be fitted into their existing bin. In future, all bins issued will be 240litre, and not 140litre as at present. It is hoped that this will raise tonnages considerably.
Achieve national recycling targets set by the Scottish Executive and ensure compliance with European Legislation.	01/02/07 The recycling rate for 2005/06 was 30.9%, and we are on course to match that figure again this year. The target set by the Scottish Executive for 2006 is 25%, so this target will be exceeded. Additional services due to be launched in 2007 such as the multi occupancy scheme should see Dundee comfortably meet the Executive target of 30% recycling by 2008.
Reduce the quantities of waste going to landfill	20/03/06 Successful operation of EFW plant means that waste sent to landfill by DCC during 2005/06 will be below the Landfill Allowance Scheme target.
To provide an improved special collections service for the collection of bulky items.	03/05/05 Special collections can now be requested and paid for at all public libraries.
To ensure waste from both the domestic and commercial sector is presented appropriately, in line with environmental legislation.	20/02/07 Waste Enforcement Officers and the Trade Waste Officer continue to follow up any complaints or problems associated with trade waste presentation. A number of Fixed penalty Notices have been issued to businesses for poor waste presentation.

To introduce a fair and equitable charging structure for the collection and disposal of commercial waste.	02/02/06 The Trade Waste team have reviewed all charges, and now work closely with other Council Departments to ensure as far as possible that all commercial customers pay the appropriate rates for the uplift and disposal of their waste. This action is now complete.
To develop the use of legislative powers to ensure waste is presented appropriately.	20/02/07 The Trade Waste Officer and Waste Enforcement Officers carry out regular patrols of all areas of the city. A number of Warning Letters and Fixed Penalty Notices have been issued to traders who do not follow their Duty of Care
To examine different methods of presenting waste to improve the local environment.	20/02/07 Street bins have been introduced into Park Avenue and have been well received by the local community. The remaining areas on the conventional small bin and bag collection routes have been assessed with a view to transferring properties onto wheelie bins or street bins. It is proposed a further wheelie bin route be introduced within the next few months.
To maintain road channels, pavements, amenity areas and pedestrian areas throughout the city in a clean and litter free condition.	23/05/06 Many of the streets on the large mechanical sweeping routes cannot be cleaned because of parked cars. Routes have been revised and inaccessible road channels are now being swept using a mixture of small mechanical sweepers and manual sweeping. There has been an improvement in the street cleanliness performance score (LEAMS) from 66 to 69 in the corresponding period over the last 12 months.
To explore the use of legislative powers to reduce the incidence of littering where appropriate.	20/02/07 Three officers are in post and have commenced routine patrols of littering hot spots throughout the city. Areas around schools have also been targeted at lunch times. A number of Fixed Penalty Notices have been issued for the offence of littering. The officers are exploring the possible use of other legislative tools such as Street Litter Control Notices and Litter Control Area notices.
Expand the existing kerbside collection for green waste.	20/03/06 No further expansion planned until 2010.
investors in people	02/02/06 A formal assessment was carried out in August 2005, and the Department was awarded IIP for 3 years. Action complete.
Reinstate separate collections of paper and cardboard from commercial premises.	20/03/06 Collection system now established and uptake good from existing and new customers. No further initiatives planned. Action complete.
Introduce a pilot project for the kerbside collection of dry mixed recycle from properties.	20/03/06 New vehicle ordered and delivery expected July 06. Vehicle to serve approximately 10,000 properties on a fortnightly collection cycle.
Maximising delivery of domestic waste collections to DERL	20/03/06 The facility was commissioned in May 2005 and has been in operation since that date. The health & safety of the operation and its efficiency has been improved since the introduction of the facility.
To integrate the Local Environment Audit and Management System (LEAMS) developed by the Tidy Britain Group into the street sweeping quality checking scheme.	17/04/07 Supervisors now use the council developed LEAMS monitoring system for quality checking. Further development to reduce the amount of paperwork by the use of hand held capturing devices is being considered.

To introduce further team sweeping and mechanical sweeping routes to improve efficiency.	20/02/07 Team sweeping routes and mechanical sweeping routes are continually reviewed. Additional cleaning of shrub beds out with the routine maintenance cycle will be transferred from DCS to Waste Management on a phased basis to allow greater scrutiny of the cost implications of the change. All manual and team sweeping routes will be adjusted to allow additional cleaning of the beds to take place where this is possible.
To provide a Rapid Response Team to deal quickly with environmental complaints such as dog fouling, graffiti, fly - tipping and weeds.	17/04/07 Both teams are meeting the target timescales for removing graffiti, fly tipping and litter. The team dealing with fly tipping work closely with the Waste Enforcement Officers to search for any evidence. Further development covering shrub bed cleaning will take place during 2007.
Improved processing of domestic waste from Recycling Centres to maximise recycling.	19/03/07 A decision from the Scottish Executive (National Waste Strategy) is still awaited.
Increased segregation and re-use of domestic waste from bulky collections.	12/02/07 The Department are now working closely with a number of community organisations on reuse projects. This includes allowing one organisation access to house clearances, and another access to items such as furniture and white goods from recycling centres. The department is also supporting an organisation in developing a project to recycle office furniture, and it is hoped that this project will develop further over the next 6 months.
Investigate alternative methods of refuse presentation	17/04/07 The street bins introduced into Stobswell have proven to be successful solving an on going refuse collection problem. Other areas of the city have been surveyed with the intention of transferring the properties onto wheelie bins or street bins in the future.

Statistic	Value
Total Number of Records	26
Completed	26.92%
On Schedule	69.23%
Ahead of Schedule	3.85%
Behind Schedule	0%
Unlikely to be Achieved	0%
Abandoned	0%
First update not yet done	0%

Appendix 2

Performance Data Summary : Waste Management Performance Measures and Targets				
Waste Strategy/Waste Disposal				
Performance Indicators	2005/06 Actual	2006/07 Target	2006/07 Actual	
Increase quantities of waste recycled (including ash)	23001 tonnes	33084 tonnes	22427 tonnes	
Increase quantities of waste composted	6479 tonnes	7755 tonnes	6081 tonnes	
Reduce quantities of waste landfilled	21687 tonnes	19546 tonnes	26250 tonnes	
Reduce quantities of waste disposed of to DERL Energy from Waste Plant	75382 tonnes	68000 tonnes	71,641 tonnes	
Refuse Collection				
Performance Indicators	2005/06 Actual	2006/07 Target	2006/07 Actual	
Special Collections (bulky uplifts) response times	5 days	5 days	5 days	
% completed within 5 days	99.6	100	99.6	
Complaints per 1000 households regarding the household waste collection service.	21	21	17.5	
Street Cleaning				
Performance Indicators	2005/06 Actual	2006/07 Target	2006/07 Actual	
Improve the Councils performance under the LEAMS system adopted by the Accounts Commission for measuring street cleanliness. (This figure is index based, and is a measure of a percentage of the city's streets and amenity areas against the Code of Practice on Litter and Refuse 1999).	69	69	74	
To remove litter within 24hrs of complaint (% completed in target time)	97	93	99	
To remove graffiti within 4 days, and racial/offensive graffiti within 24hrs of complaint (% completed in target time).	91	95	95	
To remove fly-tipping within 3 days of complaint (% completed in target time)	99	97	100	
Public Conveniences				
Performance Indicators	2005/06 Actual	2006/07 Target	2006/07 Actual	
Complaints received annually regarding quality of facilities	0	0	0	