

**REPORT TO: ENVIRONMENTAL SERVICES AND SUSTAINABILITY COMMITTEE
23rd AUGUST 2004**

**REPORT ON: WASTE MANAGEMENT DEPARTMENT SERVICE PLAN PERFORMANCE
REPORT 2003/04**

REPORT BY: HEAD OF WASTE MANAGEMENT

REPORT NO: 494-2004

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 DUNDEE 21 IMPLICATIONS

4.1 The department's work has a major impact on the following themes of the Local Agenda 21 strategy – "resources are used efficiently and waste is minimised", "local needs are met locally" and "health is protected by creating a safe, clean, and pleasant local environment".

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.

6.2 The Plan contains both statutory and key Performance Indicators for a range of Waste Management services, and outlines the Departments key objectives and priorities for the period 2004-2007.

6.3 Appendix 1 outlines the actual performance achieved against the targets set within the Plan up until 31st March 2004, and gives a summary of progress to date on the Departments key projects and objectives.

7.0 CONSULTATION

7.1 The Chief Executive
Depute Chief Executive (Finance)
Depute Chief Executive (Support Services)

8.0 BACKGROUND PAPERS

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

Jim Laing
Head of Waste Management

9 August 2004

WASTE MANAGEMENT DEPARTMENT SERVICE PLAN 2004-07

SUMMARY OF KEY ACHIEVEMENTS AND DELIVERY OF PROJECTS

The Waste Management Department's Service Delivery Plan identified several key projects to be delivered by 2007. The following is a summary of progress made on these projects to date, and some other notable successes achieved during 2003/04.

- **National Waste Strategy** - Dundee City Council's Waste Implementation Plan was agreed by committee on 9th September 2003. The Plan established a framework for sustainable waste management which will enable Dundee City Council to meet all the European and National targets up until 2020. The Plan was formally approved by the Scottish Executive in May this year, and attracted funding of almost £26million. The first two projects identified in this Plan, an expansion of the existing green waste collection service, and the introduction of a pilot scheme to collect mixed recyclates from the doorstep, will begin to roll out during August and September 2004.
- **Education and Awareness Programme; Scottish Waste Awareness Group (SWAG)** – A full-time officer has been seconded to the Department from SWAG for a period of two years to develop targeted awareness raising campaigns to change attitudes and behaviour towards waste management issues within the domestic environment. This post is funded through the Strategic Waste Fund.
- **Fly-Tipping** - A National Fly-tipping Forum has been established to examine best practice in Local Authorities across Scotland in dealing with the problem of fly-tipping. Dundee City Council has input to this forum through its membership of Keep Scotland Beautiful and also the COSLA Waste Managers Network. A working group involving Council Departments, the Police and SEPA has been established to progress this issue locally.
- **“LEAMS” Street Cleanliness Index** - The Department has implemented the “LEAMS” system for measuring street cleanliness. The “LEAMS” system is a measure of local environmental quality based on " The Code of Practice on Litter and Refuse 1999" and has been adopted as a Statutory Performance Indicator from April 2004 by the Accounts Commission. Results for 2003/04 have yet to be formally announced, but the Department is confident of achieving the target set within the Service Plan 2004/07.
- **Graffiti** – A second Rapid Response Team was introduced in August 2003 dedicated to respond to graffiti complaints on all Council properties, including housing and other Council buildings. This formed part of the “Wipe it Out” Anti Graffiti initiative which was shortlisted for a COSLA Excellence Award in June 2004. The other key elements of the initiative were to encourage local shopkeepers and businesses to sign up to a voluntary code of practice banning the sale of graffiti products to under 16's, and to distribute graffiti removal kits free of charge to participating community groups.
- **Recycling Centre, Marchbanks** - A new Recycling Centre at Marchbanks was opened for public use in April 2003. Separate containers are provided for the collection and recycling of glass (green, amber, clear), paper, alu-cans, textiles, cardboard, plastics, (PET and HDPE), oils (cooking and machine), garden wastes, fluorescent tubes, yellow pages, spectacles and inert wastes. The Centre is proving to be popular with the public, and will be used as a model for improving the Departments two other Recycling Centres in the coming years.

- **Underground Recycling Point, Dura Street** - A fully automated underground recycling point was opened in Dura Street, Dundee, in October 2003 for the collection and recycling of glass, paper, alu-cans, and textiles. This was the first facility of its kind to be opened in Scotland, and has attracted interest from other Local Authorities across the United Kingdom.
- **Sprung Furniture Processing** – This equipment was installed and commissioned in June 2004. The plant is being used to grind down soft furnishings such as carpets, cushions, mattresses, settees etc. These materials are particularly difficult items to landfill and are now all being rendered as fuel for the Energy From Waste Plant. All of the spring steel within mattresses and sprung furniture is being extracted and recycled. An estimated 1100 tonnes of waste material have been diverted from landfill as a result, and initially 3 tonnes of scrap metal per week is being recovered.
- **Density Separation** – This equipment was purchased as a secondary stage in the waste stream for heavy waste (landscaping material, rubble etc.). The plant is currently used to separate out wood and combustible material from aggregates. This processing stream contributes a substantial amount of aggregate for recycling - around 2% of the overall recycling rate.
- **Public conveniences** - In November 2003 Dundee City Council received recognition at the "British Toilet Association - Loo of the Year Awards" for the following Public Conveniences;
 - 5 Star Award – Castle Street, Dundee and Queen Street Broughty Ferry.
 - 4 Star Award – Seagate, Dundee
 Queen Street facilities also received the overall national award for "Best Disabled Access".
 All facilities were awarded "Attendant of the Year" awards for high standards and consistency of service.

WASTE MANAGEMENT DEPARTMENT KEY OBJECTIVES

The Department has set the following key objectives for the period 2004-07:

- Introduce, develop and expand the recycling infrastructure and opportunities offered within the City.
- Provide high quality community refuse collection and recycling facilities, and investigate alternative methods of refuse presentation.
- Improve local environmental quality through the “People and Places” Programme administered by Keep Scotland Beautiful.
- Minimise wastes to landfill by improving segregation of wastes generated from recycling centres and bulky uplifts.
- Provide high quality public conveniences to the local community.
- Improve our customer contact potential through development and expansion of the Departments section of the corporate website.

Each of these objectives will be measured using the monitoring framework set out in the Service Plan 2004/07, and the Tayside Area Waste Plan.

Performance Data Summary : Waste Management Performance Measures and Targets			
Waste Strategy			
Performance Indicators	2003/04 Actual	2004/05 Target	2006/07 Target
Increase quantities of waste recycled (including ash)	16590	23133 tonnes	33084 tonnes
Increase Quantities of Waste Composted	3078	6330 tonnes	7755 tonnes
Reduce Quantities of Waste Landfilled	35727	24800 tonnes	19546 tonnes
Refuse Collection			
Performance Indicators	2003/04 Actual	2004/05 Target	2006/07 Target
Special Collections (bulky uplifts) response times	5 days	5 days	5 days
% completed within 5 days	98.7	99.5	100
Missed household collections (per 100,000)	24	22	21
Street Cleaning			
Performance Indicators	2003/04 Actual	2004/05 Target	2006/07 Target
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).	67	68	69
To remove litter within 24hrs of complaint (% completed in target time)	Figures for Rapid Response Team to follow.	91	93
To remove graffiti within 4 days, and racial/offensive graffiti within 24hrs of complaint (% completed in target time)		92	95
To remove evidence of dog fouling within 48hrs of complaint (% completed in target time).		96	97
To remove fly-tipping within 3 days of complaint (% completed in target time).		96	97
Refuse Disposal			
Performance Indicators	2003/04 Actual	2004/05 Target	2006/07 Target
Waste to Energy %	50	60	60
Composting %	3	6	8
Recycling (not including ash)%	9	11	22
Landfill %	38	23	10

Public Conveniences			
Performance Indicators	2003/04 Actual	2004/05 Target	2006/07 Target
Complaints Received Annually Regarding Quality of Facilities	0	0	0