

REPORT TO: ENVIRONMENTAL SERVICES AND SUSTAINABILITY COMMITTEE
- 26th JUNE 2006

REPORT ON: WASTE MANAGEMENT DEPARTMENT SERVICE PLAN
PERFORMANCE REPORT 2005/06

REPORT BY: HEAD OF WASTE MANAGEMENT

REPORT NO: 396-2006

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 LOCAL AGENDA 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 MAIN TEXT

- 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 Department's key objectives and priorities for the period 2004-2007. This report focuses on the progress made towards these targets and objectives during 2005/06.
- 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 Actual performance achieved during 2005/06 compared against agreed Statutory and Key Performance Indicators is shown in Appendix 2
- 6.5 In general, performance is in line with the targets established for the year, with 6 of the projects entered into the Strategic Plan Monitoring Database being completed, 21 being either ahead of schedule or on schedule, and only 2 items being behind schedule. One target that was shown as being behind schedule was the amount of waste recycled. There is not thought to be one specific reason for this failure, but the unexpected closure of Baldovie Recycling Centre in June 2005, the late introduction of some recycling initiatives and an overall drop in waste arisings during 2005/06 are all thought to be contributory factors. It was recognised from the outset that the recycling target was exceptionally challenging, and while it is disappointing that this target was missed, the Council's performance still compares very favourably with other Authorities throughout Scotland.
- 6.6 Some of the more notable successes and achievements during 2005/06 were as follows:
- 6.6.1 **National Waste Strategy:** 2005/06 saw a further expansion of the kerbside collection services offered for garden waste and paper. An additional 6530 brown bins were issued during 2005, bringing the total number of properties offered a garden waste collection to over 37000. An intensive education and awareness campaign aimed specifically at waste paper collections resulted in a further 5400 blue paper bins being issued, and saw the tonnage of paper collected at the kerbside increase by 61%. The kerbside box system for the collection of plastic, glass and aluminium was deemed to be a success, and will be extended to cover a further 10000 properties during autumn 2006. The separate collection of cardboard and paper from trade and commercial customers was reinstated, and has proved very popular with local businesses.
- 6.6.2 **Riverside Landfill Site:** Discussions with SEPA are continuing to finalise the Aftercare and Closure Plan for the site. While formal agreement is being sought, an interim arrangement has been made to allow some restoration work to progress on site, mainly in relation to final cover. The Department is still on target to complete all aftercare and closure requirements by October 2007.
- 6.6.3 **Education and Awareness Raising:** Apart from the extremely successful waste paper campaign, 2005 saw the production of an A-Z guide to waste prevention and recycling within Dundee. The guide is available free of charge, and is distributed through Council offices, libraries etc. Other initiatives throughout the year included follow up campaigns to promote the use of recycling centres and points and the brown bin collection service, as well as promotional work in schools to press home the waste aware message.
- 6.6.4 **Best Value Reviews:** The Best Value Review of fly-tipping was completed and agreed by committee in October 2005. Amongst the recommendations of the Review was the appointment of two Waste Enforcement Officers, with the power to issue Fixed Penalty Notices in relation to littering and fly-tipping. To date 12 such notices have been issued, and a number of high profile fly-tipping sites have been targeted resulting in a significant improvement in local environment quality. A Best Value Review of recycling has been progressing throughout the year, and a report will be prepared for committee during the autumn.

- 6.6.5 **Local Environmental Audit and Management System ("LEAMS") Street Cleanliness Index:** 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 by the Accounts Commission. The figure achieved for 2005/06 was 69, which shows a significant improvement on the 2004/05 figure of 66 and exceeds the target set in the Service Plan.
- 6.6.6 **Investors In People (IIP):** The Department was awarded full IIP accreditation in September 2005, which will last for a period of three years. This meets the target set in the Service Plan of April 2006. The Department was also deemed to meet the criteria for the SHAW Bronze Award, which was officially presented in May 2006. Both of these awards demonstrate a commitment within the Department to the continuous development and wellbeing of its staff.
- 6.6.7 **Internal Waste Review:** Phase 3 of the Review has been progressing within all Departments, implementing the 24 recommendations agreed by the Chief Executives Management Team. These initiatives have included the offer of a separate collection of paper, plastic and aluminium to all schools and Council offices, the accredited training of Waste Champions within all Departments, and the agreement of a corporate furniture reuse strategy. In addition, systems have been established to collect and recycle parks waste as well as items such as fluorescent light tubes and printer cartridges. A website is currently under development which will assist waste management staff to cascade waste minimisation and recycling advice to all council employees.
- 6.6.8 **Improved Refuse Presentation:** Throughout 2005/06, a number of trial schemes were introduced to improve refuse presentation in problem areas of the city. Two examples were the introduction of wheeled bins within the city centre, and the introduction of Euro-bins into some areas of Stobswell. Both trials appear to have been successful to date, with the containerisation of waste within the city centre helping to alleviate the seagull problem, and the street bins in Stobswell helping to cut down the problems of indiscriminate dumping in back greens. The trials will be fully evaluated over the coming months, and may be extended to other areas of the city if deemed appropriate.
- 6.6.9 **Cleaning of Playparks:** During 2005/06 Waste Management assumed responsibility for the cleaning of playparks from Dundee Contract Services. This not only had the effect of removing demarcation lines, but also avoided duplication of work and simplified the complaints procedure for the public.
- 6.7 Some of the key projects due for implementation by the Department during 2006/07 are as follows:
- 6.7.1 **National Waste Strategy:** A further expansion of the kerbside box system will see the service offered to an additional 10000 properties. Two Waste Operatives will be employed at Marchbanks Plant to process the material collected as a result of this expansion.
- 6.7.2 **Education and Awareness Raising:** A campaign to encourage use of the kerbside box will accompany the expansion of the service. This will only target specific areas of the city where the service is to be offered.

- 6.7.3 **Recycling Centres:** The Baldovie Recycling Centre is expected to open in the summer of 2006, and will offer a comprehensive range of recycling facilities. The ultimate objective is to operate the site on a "zero waste" basis, meaning that all material deposited at the site will be reused, recycled or used as a fuel for the Waste to Energy plant.
- 6.7.4 **Furniture Reuse:** The Department will continue to work with the community and not for profit sectors on projects promoting the reuse of furniture and white goods. It is anticipated that the existing reuse network can be developed over the next 12 months to begin to accept items of furniture from bulky uplifts and house clearances carried out by the Department.
- 6.7.5 **Waste Minimisation Initiatives:** During the course of 2006/07, the Department will be participating in two waste minimisation initiatives 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 minimisation strategy, and will help deliver several actions identified in the Tayside Area Waste Plan.

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 None.

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Head of Waste Management

Date: 8th June 2006

Appendix 1	
Area for Improvement (K2) Take steps to ensure that the Council can demonstrate its commitment to equal opportunities in its service delivery, and show progress with its overall approach to sustainable development. Measures Sustainability performance to be specifically monitored via the CMT, and Service Plan and Council Plan reporting procedures, from July 2006 onwards. Sustainability Policy in place following approval by Committee in October 2005. A comprehensive environment policy framework to be developed and approved by Committee by December 2005.	05/04/06 The Council's Sustainability Policy, Corporate Priorities and Action Plan were agreed by ES&S Committee on the 20th Feb 2006). The Council's Sustainability Policy Implementation Group are now taking forward the action plan and progress will be reviewed annually. New Service Planning Guidance is currently being developed that will include requirements for reporting on sustainability development progress.
Implement the Waste Management Strategy	20/03/06 All new initiatives scheduled for 2005/06 successfully implemented and well received by public. Recycling rate for 2005/06 looks to be around 30% which is well above national 25% target. Further 10,000 properties to be included in kerbside box system during summer 2006.
Meet the recycling targets set out in the Waste Management Strategy	19/04/06 Recycling rate for 2005/06 is yet to be confirmed, but is likely to be just over 30%. The target set in the Implementation Plan for 2005/06 was 37%, but a delay in the funding award meant that new recycling infrastructure could not be introduced on time. Performance during the next 12 months is expected to improve as new services are introduced, but it may take a couple of years to fully recover from the effects of the funding delay.
Implement Area Waste Strategy.	20/03/06 All new initiatives scheduled for 2005/06 successfully implemented and well received by public. Recycling rate for 2005/06 looks to be around 30% which is well above national 25% target. Further 10,000 properties to be included in kerbside box system during summer 2006.
Improve "LEAMS" street cleanliness performance.	03/05/05 A report on the first annual LEAMS street cleanliness performance was received from Keep Scotland Beautiful week commencing 25th April. This is a new statutory performance indicator. The annual report will provide a detailed breakdown of areas and an action plan will be developed from this.
redevelopment of civic amenity site at baldovie	20/03/06 The construction work for the site commenced in late Autumn 2005. The site is now at the advanced stage of construction and is likely to be operational in late spring 2006.
Preventing the generation of waste at source.	01/04/05 A-Z guide on waste minimisation and recycling currently being prepared for public distribution later this year. Internal waste review complete and action points identified. Action Plan approved by Chief Executives Management Team 29th March 2005.
Increase the quantities of paper, glass, card, metals etc that are recycled.	02/02/06 Two new commercial salvage routes began in June as scheduled, and efforts are now being concentrated on ensuring all commercial customers segregate their waste in order to maximise tonnage. Kerbside box system well received, with a decision taken at January committee to bring in another vehicle to extend the scheme to another 10,000 properties. This vehicle should be in operation by summer 2006.
Increase the quantities of putrescible wastes (e.g. 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 240 litre 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.	02/02/06 The recycling rate for 2004/05 was 27%, 2% above the target set by the Executive for 2006. Additional recycling service introduced during 2005 means that we are on schedule to exceed 30% during 2005/06.
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.	17/02/06 Environmental Wardens working in the Environmental Health and Trading Standards Department have the remit to follow up complaints received about poor domestic waste presentation in the tenemental private housing sector. The Waste Management Department investigate and follow up complaints received regarding other property types. Waste Enforcement Officers and the Trade Waste Officers will investigate poor presentation of waste from business premises. Fixed Penalty Notices can now be served on both householders and businesses who present waste which could cause a litter problem.
To develop the use of legislative powers to ensure waste is presented appropriately.	17/02/06 The Trade Waste Officer and Waste Enforcement Officers have been given the authority to issue fixed penalty notices to traders who fail to present waste appropriately and in line with Duty of Care.
To examine different methods of presenting waste to improve the local environment.	10/01/06 The street bins to containerise domestic waste in the city centre have been successfully introduced. Proposals to introduce street bins into Park Avenue have been agreed by the community and will be introduced in February 2006. Various options to change the conventional refuse system to a safer and cleaner system are being considered and developed.
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.	17/02/06 Two Waste Enforcement Officers are in post and have undergone the necessary training. Officers carry out a range of duties associated with environmental legislation, including patrols of areas where problems exist, and issuing fixed penalty notices where appropriate.
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.
Expand the existing kerbside collection for green waste.	20/03/06 As above, no further expansion planned until 2010.
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.
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.	23/05/06 The IT section are finalising the software to allow full integration of the LEAMS system. The target date is June 2006
To introduce further team sweeping and mechanical sweeping routes to improve efficiency.	17/02/06 A number of changes to team sweeping routes have taken place during 2005 to improve efficiency. Mechanical sweeping routes are still under review.
To provide a Rapid Response Team to deal quickly with environmental complaints such as dog fouling, graffiti, fly-tipping and weeds.	17/02/06 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. The team receive requests to deal with combustible waste left in tenement closes from community wardens, the fire brigade and Environmental Wardens
Improved processing of domestic waste from Recycling Centres to maximise recycling.	20/03/06 A decision from the Scottish Executive (National Waste Strategy) is still waiting.
Increased segregation and re-use of domestic waste from bulky collections.	13/02/06 The Department is continuing to work with a number of community based organisations on this issue, but no formal system has been adopted as yet. It is hoped that following Tayside Furniture's move to new, larger premises that this project can now be taken forward at greater pace.
Investors in people	02/02/06 Formal assessment carried out in August 2005, and Department awarded IIP for 3 years. Action complete.
Investigate alternative methods of refuse presentation	17/02/06 Street bins have been successfully introduced into the city centre. A trial scheme to introduce eurobins will go ahead in the Stobswell area in February 2006. Different collection methods to reduce the health and safety risk to refuse collection employees are being assessed.

Appendix 2

Performance Data Summary : Waste Management Performance Measures and Targets				
Waste Strategy/Waste Disposal				
Performance Indicators	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target
Increase quantities of waste recycled (including ash)	21572 tonnes	30000 tonnes	23001 tonnes	33084 tonnes
Increase quantities of waste composted	4378 tonnes	7000 tonnes	6479 tonnes	7755 tonnes
Reduce quantities of waste landfilled	32227 tonnes	21000 tonnes	21687 tonnes	19546 tonnes
Reduce quantities of waste disposed of to DERL Energy from Waste Plant	74578 tonnes	70000 tonnes	75382 tonnes	68000 tonnes
Refuse Collection				
Performance Indicators	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target
Special Collections (bulky uplifts) response times	5 days	5 days	5 days	5 days
% completed within 5 days	99.6	99.6	99.5	100
Complaints per 1000 households regarding the household waste collection service.	22.3	21	19	21
Street Cleaning				
Performance Indicators	2004/05 Actual	2005/06 Target	2005/06 Actual	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).	66	68	69	69
To remove litter within 24hrs of complaint (% completed in target time)	98	92	97	93
To remove graffiti within 4 days, and racial/offensive graffiti within 24hrs of complaint (% completed in target time).	98	93	91	95
To remove evidence of dog fouling within 48hrs of complaint (% completed in target time)	94	96	90	97
To remove fly-tipping within 3 days of complaint (% completed in target time)	99	96	99	97
Public Conveniences				
Performance Indicators	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target
Complaints received annually regarding quality of facilities	0	0	0	0