

# **SCRUTINY CO-ORDINATING COMMITTEE AGENDA**



**Friday 7 November 2008**

**at 2.00 pm**

**in the Council Chamber  
Civic Centre, Hartlepool**

## **SCRUTINY CO-ORDINATING COMMITTEE:**

Councillors Akers-Belcher, Atkinson, Brash, R W Cook, S Cook, James, Kaiser, London, A Marshall, McKenna, Preece, Richardson, Shaw, Simmons, Wright and Young

Resident Representatives: Christopher Akers-Belcher, Iris Ryder and Linda Shields

## **NEIGHBOURHOOD SERVICES SCRUTINY FORUM**

Councillors Barker, Coward, Cranney, Fleming and Worthy

Resident Representatives: John Cambridge, Mary Green and Brenda Loynes

### **1. APOLOGIES FOR ABSENCE**

### **2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

### **3. MINUTES**

3.1 To confirm the minutes of the meeting held on 26<sup>th</sup> September 2008

### **4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO REPORTS OF THE SCRUTINY COORDINATING COMMITTEE**

No Items

5. **CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS FROM COUNCIL, EXECUTIVE MEMBERS AND NON EXECUTIVE MEMBERS**

No Items

6. **FORWARD PLAN**

No Items

7. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY FRAMEWORK DOCUMENTS**

No Items.

8. **CONSIDERATION OF FINANCIAL MONITORING / CORPORATE REPORTS**

No Items

9. **ITEMS FOR DISCUSSION**

**Scrutiny Investigation into Kerbside Recycling Scheme Referral**

- 9.1 11 MILLION Takeover Day – Young People’s Involvement in Consideration of the Kerbside Recycling Referral - *Scrutiny Support Officer*
- 9.2 Verbal Evidence from the Portfolio Holder for Neighbourhoods and Communities – Covering Report – *Scrutiny Support Officer*
- 9.3 Feedback from the Visit to the SITA Waste Recycling Site and Questionnaire Results – *Scrutiny Support Officer*
- 9.4 Feedback on Items Raised at the Previous Scrutiny Co-ordinating Committee Investigating Recycling – *Head of Neighbourhood Management*
- 9.5 Improved Re-use of Materials Brought to the Household Waste Recycling Centre and Improved Recycling Operations – *Head of Neighbourhood Management*
- 9.6 Bring Centre Provision (Recycling) – *Head of Neighbourhood Management*
- 9.7 Participation in the Kerbside Recycling Scheme – *Head of Neighbourhood Management*

**10. CALL-IN REQUESTS**

**11. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

**FOR INFORMATION**

**Date of Next Meeting: Friday, 28 November 2008 at 2.00 pm in the Council Chamber at the Civic Centre, Hartlepool.**

# SCRUTINY CO-ORDINATING COMMITTEE

## MINUTES

26 September 2008

The meeting commenced at 2.30pm in the Civic Centre,  
Hartlepool

**Present:**

Councillor: Marjorie James (In the Chair)

Councillors: Stephen Akers-Belcher, Jonathan Brash, Rob Cook, Ann Marshall,  
Arthur Preece, Carl Richardson, Jane Shaw, Chris Simmons and  
David Young.

Resident Representatives:  
Christopher Akers-Belcher

Officers: Dave Stubbs, Director of Neighbourhood Services  
Denise Ogden, Head of Neighbourhood Management  
Colin Ogden, Waste Management Manager  
Fiona Srogi, Recycling Officer

Also Present: Brenda Loynes and Joan Steel, Neighbourhood Services Scrutiny  
Forum Resident Representatives

### **60. Apologies for Absence**

Apologies for absence were received from Councillors Reuben Atkinson, Shaun Cook, Stan Kaiser, Frances London, Edna Wright and resident representative Linda Shields.

### **61. Declarations of interest by Members**

Councillor Marjorie James declared a non-prejudicial interest in minute 69 as her partner being is community representative on the SITA board.

### **62. Minutes of the meetings held on 19 September 2008**

Confirmed subject to the following amendment to minute 51 – Para g) to read:

g) “That whilst it was acknowledged that *only* the Elected Mayor’s role was recognised by statute.....”.

Plus the incorporation of the following addendum to minute 51:

a) It should be noted that whilst the Committee had complete confidence in the Chief Executive to manage the business of the Council, there was concern about the possible outside perceptions of the Chief Executive undertaking a review at this tier of management.

**63. Responses from the Council, the Executive or Committees of the Council to Reports of the Scrutiny Co-ordinating Committee**

None.

**64. Consideration of request for scrutiny reviews from Council, Executive Members and Non Executive Members**

None.

**65. Forward Plan**

None.

**66. Consideration of progress reports/budget and policy framework documents**

None.

**67. Consideration of financial monitoring/corporate reports**

None.

**68. Scrutiny Investigation into Kerbside Recycling Scheme Referral – Scoping Report** *(Scrutiny Support Officer)*

The Scrutiny Support Officer presented a scoping report for the referral into the current operation of the Council's Kerbside Recycling Scheme. Background information relating to the referral was outlined in the report.

**The aim of the investigation**

To gain an understanding of the current operation of the Council's Kerbside Recycling Scheme and other recycling service provision, and to make suggestions for improvement, where possible.

The following Terms of Reference for the investigation were proposed:-

- (a) To gain an understanding of the current operation of the Council's Kerbside Recycling Scheme with reference to the current internal/external provision and containers used for kerbside collections;
- (b) To explore the Council's approach to on-street recycling such as litter and the provision of bring centres located throughout the town following the introduction of town wide kerbside recycling together with the recycling of waste from Council buildings;
- (c) To explore the options available to the Council to work with the voluntary sector to improve the reuse of items collected from the bulky household waste collection service and the household waste recycling centre; and
- (d) To identify possible improvements to the current operation of the Council's Kerbside Recycling Scheme, in particular for those residents living in sheltered accommodation, bedsits and flats.

#### **Potential Areas of Enquiry/Sources of Evidence**

- (a) Portfolio Holder for Neighbourhoods and Communities.
- (b) Director of Neighbourhood Services/Head of Neighbourhood Management.
- (c) Residents of Hartlepool.

The proposed timetable of the scrutiny referral was detailed within the report. Members were asked to note that this referral would provide a final report to the Portfolio Holder for Neighbourhoods and Communities on 28 November 2008 highlighting any issues/suggested improvements identified by this investigation.

#### **Decision**

That the proposed Overall Aim of the Scrutiny Referral, Terms of Reference and Timetable be agreed.

### **69. Scrutiny Investigation into Kerbside Recycling Scheme Referral - (Scrutiny Support Officer/Director of Neighbourhood Services)**

The Director of Neighbourhood Services was in attendance to deliver a presentation to inform consideration of the kerbside recycling scheme referral. The Portfolio Holder for Neighbourhoods and Communities had also been invited but due to work commitments had to submit his apologies. However, he hoped to be attendance at the next meeting of this Committee.

The Director of Neighbourhood Services gave a detailed and comprehensive presentation which provided an overview of current operations and operational performance of the Council's waste management provision,

including an outline of the revenue budgets for 2008/09. It was noted that the National Waste Strategy included a target of 40% for the recycling and composting of household waste by 2010 and Members were asked to be mindful of that the whole principle was to reduce the amount of waste produced.

During the presentation a discussion ensued which included the following issues:

- (i) In light of more food manufacturers and supermarkets reducing their packaging, how did this impact on the amount of waste to be collected? The Director of Neighbourhood Services indicated that in percentage terms there was a reduction in volume, although not in weight.
- (ii) A Member questioned how close the Council was to achieving the 40% Government target of recycling and composting household waste? The Director of Neighbourhood Services indicated that from April to July 2008 the Council had already achieved 39.25% of all waste recycled or composted which was one of the highest achievements across the country.
- (iii) Did the Council undertake partnership working with recycling companies? The Director of Neighbourhood Services responded that the Council did work in partnership with a number of recycling companies.
- (iv) Clarification was sought on whether the Council disposed of any waste abroad? The Director of Neighbourhood Services indicated that the Council strongly advocate no waste be disposed of abroad. A Member questioned whether this was monitored through contractual arrangements? The Director of Neighbourhood Services responded that to include this requirement within contractual arrangements may be classed as an unreasonable restriction and also be difficult to enforce. A Member suggested that the Chief Solicitor and Head of Procurement, Property and Public Protection provide a briefing note which explores the possibility of including this condition within recycling contracts.
- (v) What measures were in place to ensure general waste was not landfilled abroad? The Director of Neighbourhood Services indicated that any recyclable materials were initially sorted by the householder with the remaining general waste being burned. The Council were currently in discussions with local companies to examine the possibility of further sorting of general waste mechanically to ensure as much waste as possible was recycled.
- (vi) A Member asked if there were any facilities available for the recycling of batteries. The Director of Neighbourhood Services responded that this facility was included at the Waste Recycling Centre in Burn Road.
- (vii) It was proposed that Members undertake a site visit to the Education and Training Centre at the SITA waste disposal site to look at the facilities and operational arrangements of that site.
- (viii) It was also suggested that operational practices across all Tees Valley Authorities be provided for Member's consideration highlighting areas

of best practice, including what additional assistance was provided for the elderly or people with disabilities.

- (ix) A Member questioned whether there were any joint working/contracting arrangements with any of the other Tees Valley Authorities. The Director of Neighbourhood Services responded there were some joint arrangements and that all Tees Valley Authorities were looking at bringing all their contracts in line to facilitate joint contracting arrangements in the future where practicable.
- (x) A resident representative asked if any benchmarking exercises had been undertaken. The Director of Neighbourhood Services indicated that it was difficult to benchmark the recycling service as the majority of local authorities provided different levels of service, for example, the collection of recyclable waste from back streets was undertaken by very few authorities as this increased costs.
- (xi) A Member highlighted that the introduction of a free bulky waste service had reduced the level of fly tipping whereas when there was a charge for the bulky waste collection the level of fly-tipping increased.
- (xii) There was some concern among Members about the siting and use of the local bring centres. The Director of Neighbourhood Services acknowledged that there were a number of problems associated with these centres and referred to the fact that the collection service from bring centres was currently out to tender. It was suggested that some form of consultation be undertaken with residents in areas where bring centres were sited to ascertain the viability of the centres.
- (xiii) How did the Council encourage local businesses to recycle? The Director of Neighbourhood Services indicated that although all business were encouraged to recycle this area fell into the responsibility of the Environment Agency. It was suggested that further information be provided for Members on how local businesses were encouraged to recycle and what level of take-up there was both in the town centre areas and across local estates.
- (xiv) It was noted that whilst residents were provided with brown bins for the disposal of their grass cuttings, the Council did not appear to remove grass cuttings from public open spaces which sometimes resulted in blocked drains. The Director of Neighbourhood Services responded that it would be beneficial for the grass cuttings to be collected, however this would have substantial financial implications and this was not included within the current budget.
- (xv) An incident was referred to in which a waste collection vehicle could not access a street due to a parked vehicle and the whole street missed their collection. The Waste Management Manager informed Members that should such incidents reoccur, the vehicle operative was under instructions to notify the office immediately to enable the vehicle owner to be contacted to make arrangements to have the vehicle moved.
- (xvi) There was discussion around the receptacles used for recycling and what improvements could be made to them. The Head of Neighbourhood Management responded that some samples of a new waterproof hessian bag had been taken to several residents' associations to seek their views. It was suggested that samples of the



receptacles be brought to a future meeting of this Committee.

- (xvii) A number of specific problems were reported and the Director of Neighbourhood Services indicated that should any problems be incurred, the Waste Management Section should be notified immediately to enable the issue to be rectified and details of how to do this will be reported to the next meeting.
- (xviii) A Member congratulated the Waste Management Team on the success of the new alternate weekly collection service and the recycling rate achieved, however the need to educate people further on the benefits of recycling was also acknowledged, in particular through education in schools.
- (xix) The Head of Neighbourhood Management informed Members that the Waste Management Team were finalists in the APSE awards for recycling with the winners being from Swindon. A Member suggested that Swindon be approached to share their operational practices with this Committee. Members congratulated the team and noted that there had been a marked improvement in the waste collection and recycling operation across the town with a lot of the initial problems being addressed.

The Director of Neighbourhood Services and representatives from the Neighbourhood Services Department were thanked for their informative presentation and for answering Members' questions.

### **Decision**

- (i) That the presentation was noted.
- (ii) That as part of this investigation, a site visit to SITA's Energy from Waste Plant be arranged for Members.
- (iii) That additional information be provided at the next meeting, on the 7 November 2008, in relation to:-
  - (a) How recycling services are advertised in Hartlepool and how we engage with the public (including comparisons with other local authorities (i.e. Stockton);
  - (b) How are businesses and residents encouraged to recycle in Hartlepool (i.e. Enforcement / Education / Encouragement);
  - (c) Examples of best practice from other Tees Valley (inc. Stockton) and the other authorities that came in the 'top six' of the recent APSE awards for recycling (including Swindon Council);
  - (d) How problems are reported and the effectiveness of the reporting mechanism / how it could be improved (including a breakdown of problems in the north, south and central areas of the town); and
  - (e) What could be done to improve the service in terms of:

- . - Providing services in a different way;
- . - Finding other ways of getting businesses / residents to recycle;
- . - Improving recycling education and awareness (schools and the wider community);
- . - The receptacles provided (bags, boxes and bins) with reference to best practice elsewhere; and
- . - Views of the Chief Solicitor on the legality of inserting a clause in contracts prohibiting the disposal of recyclable waste outside the country.

## **70. Call-In Requests**

None.

The meeting concluded at 4.50 pm.

CHAIR

**SCRUTINY CO-ORDINATING COMMITTEE**

7 November 2008



**Report of:** Scrutiny Support Officer

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL – 11 MILLION TAKEOVER DAY – YOUNG PEOPLE'S INVOLVEMENT IN CONSIDERATION OF THE RECYCLING REFERRAL

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**1. PURPOSE OF THE REPORT**

- 1.1 To advise the Forum of young people's involvement in the process for consideration of the kerbside recycling referral as part of the 11 Million Takeover Day.

**2. BACKGROUND INFORMATION**

- 2.1 11 MILLION is a national organisation led by the Children's Commissioner for England, Professor Sir Al Aynsley-Green, with the vision of:-
- (i) Getting children and young people actively involved in shaping all decisions that affect their lives;
  - (ii) Supporting children and young people to achieve their full potential through the provision of appropriate services; and
  - (iii) Ensuring that children and young people live in homes and communities where their rights are respected and they are loved, safe and enjoy life.
- 2.2 Working towards this vision, an 11 MILLION Takeover Day took place on 23 November 2007, with 10,000 children and young people 'taking over' 500 organisations (schools, police forces, fire brigades, newspapers, television stations, church groups, charities, local authorities and parliamentarians). Based upon the success of this event, a second takeover day has been organised for the 7 November 2008.

- 2.3 With the approval of the Chair, children and young people have been invited, as part of the 11 MILLION Takeover Day, to take part in today's meeting to contribute to consideration of the kerbside recycling referral.

### **3. RECOMMENDATION**

- 3.1 That Members consider the input of children and young people in consideration of the kerbside recycling scheme referral, as part of the 11 MILLION Takeover Day.

**Contact Officers:** - Joan Wilkins – Scrutiny Support Officer  
Chief Executive's Department - Corporate Strategy  
Hartlepool Borough Council  
Tel: 01429 284142  
Email: joan.wilkins@hartlepool.gov.uk

### **BACKGROUND PAPERS**

There were no background papers referred to in the preparation of this report.

## **SCRUTINY CO-ORDINATING COMMITTEE**

7 November 2008



**Report of:** Scrutiny Support Officer

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL –  
VERBAL EVIDENCE FROM THE PORTFOLIO  
HOLDER FOR NEIGHBOURHOODS AND  
COMMUNITIES - COVERING REPORT

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### **1. PURPOSE OF THE REPORT**

- 1.1 To inform Members that the Portfolio Holder for Neighbourhoods and Communities will be in attendance at today's meeting to provide verbal evidence as part of the Committee's ongoing consideration of the Recycling Referral.

### **2. BACKGROUND INFORMATION**

- 2.1 Members will recall that on 26 September 2008 the Scrutiny Co-ordinating Committee approved the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for consideration of the recycling referral.
- 2.2 In accordance with the agreed sources of evidence, the Portfolio Holder for Neighbourhoods and Communities has been invited to this meeting to provide verbal evidence in relation to the Council's current recycling practice. During this evidence gathering session, it is suggested that responses should be sought to the following key questions:-
- (a) What is your role and responsibility in relation to Council's kerbside recycling scheme?;
  - (b) What is your view on the Council's current approach to kerbside recycling?; and
  - (c) What areas of improvement if any, would you suggest in relation to the Council's current kerbside recycling scheme?

### **3. RECOMMENDATION**

- 3.1 That Members of the Forum consider the views of the Portfolio Holder for Neighbourhoods and Communities in relation to the questions outlined in Section 2.2 of this report.

Contact Officer:- Joan Wilkins – Scrutiny Support Officer  
Chief Executive's Department - Corporate Strategy  
Hartlepool Borough Council  
Tel: 01429 284142  
Email: joan.wilkins@hartlepool.gov.uk

### **BACKGROUND PAPERS**

The following background papers were used in the preparation of this report:-

- (i) Minutes of the Scrutiny Co-ordinating Committee held on 4 July 2008;
- (ii) Kerbside Recycling Scheme Referral –Scoping Report (Scrutiny Co-ordinating Committee – 26 September 2008); and
- (iii) Director of Neighbourhood Services Presentation at the meeting on the 26 September 2008.

## SCRUTINY CO-ORDINATING COMMITTEE

7 November 2008



**Report of:** Scrutiny Support Officer

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL –  
FEEDBACK FROM THE VISIT TO THE SITA WASTE  
RECYCLING SITE AND QUESTIONNAIRE  
RESULTS

### 1. PURPOSE OF THE REPORT

- 1.1 To facilitate a discussion amongst Members of this Forum in relation to the site visit undertaken to the SITA Waste Recycling Site on 24 October 2008, with the aim of observing how the site operates and gaining an understanding of the effectiveness of its activities.
- 1.2 To advise Members of the results of the questionnaire circulated, in accordance with the wishes of the Forum, to gain a first hand view of recycling operations and their effectiveness in neighbouring local authorities.

### 2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Committee on 26 September 2008, the Terms of Reference and Potential Areas of Inquiry/Sources of Evidence were approved by the Committee for consideration of this referral.
- 2.2 In accordance with the approved timetable and agreed sources of evidence, a site visit to the SITA Waste Recycling Site located in Billingham was undertaken on 24 October 2008, to observe the operation of the site and the effectiveness of its activities. The Forum also requested that a short questionnaire be devised and circulated, through the Hartlepool Voluntary Development Agency (HVDA), to residents in each of Hartlepool's neighbouring local authorities (Stockton, Redcar and Cleveland, Middlesbrough and Darlington). The aim of this being to, look at possible best practice, explore the services provided and gain a first hand understanding of residents views in terms of their effectiveness.

### 3. FEEDBACK FROM THE SITA SITE VISIT

- 3.1 During the course of the visit on 24 October 2008, Members received a presentation, from the General Manager, on work at the SITA site and undertook a short tour of the plant. A summary of the information provided and the issues discussed is outlined below and will be expanded upon where appropriate by Members during the course of the meeting:-
- (i) They achieve 70% recycling from the Household Recycling Centre;
  - (ii) The site generates 20 mega watts of electricity per hour which would be sufficient to power a town the size of Hartlepool;
  - (iii) Only water, CO<sup>2</sup> and nitrogen go up the smoke stack, with emissions checked constantly;
  - (iv) Only 4% of the total intake of the site goes to be landfill;
  - (v) Plans for the development of the site, including the new North East Energy Recovery Centre and the provision of a waste transfer station allowing the bailing and storage of waste, will increase the capacity of the site. This will enable the site to run at full capacity, which will in turn enable Hartlepool Borough Council to achieve zero landfill;
  - (vi) The contract between Hartlepool and SITA is one of the best / most competitive in the country (the price achieved by SITA for the sale of electricity generated from the waste is very good and has been passed on through the contract);
  - (vii) Existing contract due to be renegotiated in 2020 and negotiations are already underway with SITA;
  - (viii) In terms of retaining use of the electricity generated in the Tees Valley, it was noted that SITA currently have a contract that guarantee income for a prolonged period (energy supply contract to end in 2013). This was, however, something that this could be discussed as part of ongoing contract negotiations, between SITA and the local authority, for 2020. A possible course of action being a 'purchase power agreement' to power the Tees Valley;
  - (ix) SITA do in other areas process and collect kerbside waste (Huddersfield – process only and Calderdale – collect and process). This is not the case in Hartlepool where kerbside waste is collected by other outside companies with third party agreements for its disposal; and



- (x) Whilst it was noted that there are risks associated with changing markets for the disposal of the differing types of kerbside waste, which could be difficult for the local authority to take, it was suggested that the internal collection of kerbside waste could be worth looking into as a way forward.

#### **4. QUESTIONNAIRE RESULTS**

- 4.1 As outlined in Section 2.2 of this report, a short questionnaire was circulated, through the Hartlepool Voluntary Development Agency (HVDA), to residents in each of Hartlepool's neighbouring local authorities (Stockton, Redcar and Cleveland, Middlesbrough and Darlington). A copy of the questionnaire is provided for Members information at **Appendix A**.
- 4.2 The questionnaire was circulated to a total of 450 groups across the Tees Valley, via email, with 16 returned by the closing date of 23 October 2008. Indications are that with a 'cold calling' questionnaire of this type the return rate would tend to be about 3% and on this basis returns for this questionnaire are broadly comparable.
- 4.3 An evaluation of the returned questionnaires is in the process of being undertaken and will be circulated to the Committee prior to the meeting.

#### **5. RECOMMENDATION**

- 5.1 That Members of the Forum discuss their findings from the site visit held on the 24 October 2008 and the results of the questionnaire.

**Contact Officers:** - Joan Wilkins – Scrutiny Support Officer  
Chief Executive's Department - Corporate Strategy  
Hartlepool Borough Council  
Tel: 01429 284142

Email: joan.wilkins@hartlepool.gov.uk

#### **BACKGROUND PAPERS**

- (i) Minutes of the Scrutiny Co-ordinating Committee held on 4 July 2008;
- (ii) Kerbside Recycling Scheme Referral –Scoping Report (Scrutiny Co-ordinating Committee – 26 September 2008); and
- (iii) Director of Neighbourhood Services Presentation at the meeting on the 26 September 2008.



## RECYCLING IN YOUR LOCAL AREA

Any information you provide will be confidential. Thank you for your help with this.

### 1. How important do you think it is to recycle the rubbish that households produce?

(TICK ONE)

Very important	Fairly important	Neither important nor not importance	Not very important	Not at all important	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 6

### 2. Overall, how good or poor do you feel the kerbside waste collection/recycling service is in your area? (TICK ONE)

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

### 3. Do you use the kerbside collection service for the following? (TICK ONE ON EACH LINE)

	Yes – use it	No – don't use it	Don't have this in my area
Bin for household rubbish	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Bag for papers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Box for glass and tins	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Bag for plastic & cardboard	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Bin/bag for garden waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

### 4. How satisfied or dissatisfied are you with the kerbside collection service for:

(TICK ONE ON EACH LINE)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/not used
Household rubbish	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Paper	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Glass and tins	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Plastic & cardboard	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Garden waste	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

### 5. If you are dissatisfied with any of the above: Why are you dissatisfied? (PLEASE WRITE IN)

6. Are there any improvements that could be made to the recycling bins, bags and boxes provided by your council? (PLEASE WRITE IN)

7. Are there any other improvements that could be made to the kerbside collection service in your area? (PLEASE WRITE IN)

8. Do you ever use your area's Household Waste Recycling Centre? (TICK ONE)

Yes – have  
used

☐ 1

No – have not  
used

☐ 2

None in this area

☐ 3

9. Are there any ways that the recycling centre could be improved? (PLEASE WRITE IN)

10. Do you ever use your area's recycling "Bring Centres"? These are places which have bottle banks, can banks, clothes banks etc where you can take your recycling. (TICK ONE)

Yes – have  
used

☐ 1

No – have not  
used

☐ 2

None in this area

☐ 3

11. Are there any ways that the recycling Bring Centres could be improved? (PLEASE WRITE IN)

12. Have you ever reported any problems with or complained about the recycling service? (TICK ONE)

Yes

☐ 1

No

☐ 2

Don't know /can't  
remember

☐ 3

**13. If you have reported a problem: How satisfied or dissatisfied are you with the way your report or complaint was dealt with?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**14. What, if anything discourages you from recycling? (PLEASE WRITE IN)**

**15. What, if anything would encourage you to recycle/recycle more? (PLEASE WRITE IN)**

**16. Which area do you live in? (TICK ONE)**

Darlington	Hartlepool	Stockton on Tees	Redcar & Cleveland	Middlesbrough
<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**THANK YOU VERY MUCH FOR YOUR TIME  
PLEASE RETURN YOUR COMPLETED QUESTIONNAIRE TO:**

**JOAN WILKINS, SCRUTINY SUPPORT OFFICER**

**joan.wilkins@hartlepool.gov.uk**

If you have any queries about the questionnaire or would like some help to fill it in,  
contact: Joan Wilkins on (01429) 284142

- If you require a large print, audio tape, Braille or a copy in another language, please contact: Joan Wilkins on (01429) 284142 or by e-mail: joan.wilkins@hartlepool.gov.uk

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

(Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

(Bengali)

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه

(Kurdish)

如欲索取以另一语文印制或另一格式制作的资料，请与我们联系。

(Mandarin)

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

(Urdu)

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

(Hindi)

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

(Punjabi)

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

(Cantonese)

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

(Polish)

## **SCRUTINY CO-ORDINATING COMMITTEE**

**7 November 2008**



**Report of:** Head of Neighbourhood Management

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL -  
FEEDBACK ON ITEMS RAISED AT THE PREVIOUS  
SCRUTINY CO-ORDINATING COMMITTEE  
INVESTIGATING RECYCLING

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### **1 PURPOSE OF REPORT**

- 1.1 To advise on the issues raised at the Scrutiny Coordinating Committee meeting on 26 September 2008.

### **2. BACKGROUND**

- 2.1 At the Scrutiny Co-ordinating Committee of 26 September 2008, the Director of Neighbourhood Services presented a “setting the scene” report advising on the Tees Valley Waste Management Strategy, current service standards and service performance. Responses to the queries raised at the meeting are covered in this report.

### **3 COMMUNITY / RESIDENT ENGAGEMENT**

- 3.1 Annual calendars are distributed in June providing information to residents advising which materials will be collected for recycling and or disposal on which day / date.
- 3.2 Explanatory service leaflets were distributed to all properties during the roll out of the alternate weekly collection service giving details of the new system. These leaflets continue to be distributed to new residents who move into Hartlepool and upon request from those who may have misplaced the original information. Leaflets are available in Council administrative offices and are distributed to resident groups and associations.
- 3.3 Information is provided on the Authority's web site regarding all waste management activities, including recycling, i.e., “How to recycle in Hartlepool?” including the Authority's recycling mascots ‘Hartlepool Heroes’

together with details of waste collection days / dates for every property in the town.

- 3.4 Officers regularly attend resident groups and associations providing information on service standards and performance and engaging with the community on aspects which may require attention. We regularly hold events displaying service standards and provision in the Middleton Grange Shopping Centre and supermarkets throughout the year.

#### **4. EDUCATION AND ENFORCEMENT**

- 4.1 We have an education programme that encourages schools to invite the Waste Management Section into class rooms and assemblies, providing information to children on waste minimisation as part of the national curriculum. 20 pupils from schools across the town have been invited to participate in the scrutiny investigation as part of the 11 million takeover day.
- 4.2 The Authority used to receive an external grant for the employment of a dedicated Education Officer, however, the grant was time limited and the educational aspect has had to be put on hold whilst the section has concentrated on the roll out of alternate weekly collections.
- 4.3 The Environment Roundabout is an annual event, which invites six schools to participate in activities relating to the environment. This event encompasses waste, litter, water conservation and climate change.
- 4.4 Hartlepool Heroes are displayed on the side of our waste management vehicles and 'freebies' are provided at various events such as the Maritime Festival, Neighbourhood Management Fun Days and during educational visits.
- 4.5 Neighbourhood Enforcement Officers investigate reports received from residents, elected members, refuse operatives, and officers. They door knock, discuss and distribute information and issue Section 46 notices advising residents of their responsibility. Fixed penalty notices are served in cases of persistent abuse regarding side waste and bins being left out permanently.

#### **5. HOME COMPOSTING**

- 5.1 WRAP Home Composting Scheme; residents are provided with newsletters once they have purchased a composting bin. There is an ad-letter drop highlighting the scheme and promoting waste minimisation once a year.
- 5.2 Home composting road shows are undertaken at various locations. Promotional activities such as the big heap (compost giveaways) are held at Summerhill or Bum Road Recycling Centre. We also promote home composting at our promotional stands in supermarkets

## 6. BUSINESS RECYCLING

- 6.1 Local Authorities have a statutory duty to provide a commercial waste collection service, be it provided in house or by an external contractor if requested. We do not have an obligation to provide a business recycling service, however, the national waste strategy recognises this is an area for improvement and suggests Local Authorities encourage businesses to recycle.
- 6.2 If businesses contact us regarding the recycling of waste materials we direct them to local recycling companies for information on collection costs and availability, e.g., glass.
- 6.3 Commercial waste recycling does not count towards the Authority's national performance indicators. The Authority's commercial waste collection service brings in circa £290,000 per annum, contributing towards the household waste revenue budget. The introduction of business recycling will require an investment in vehicles and contractual arrangements with end users, and would have to be fully examined with respect to the financial implications this could place on the Authority.

## 7 PERFORMANCE COMPARISONS

- 7.1 Members will recall that the Waste Management Section had been recognised in the top six out of 350 Local Authorities as a best practice Authority by APSE in the recent annual awards. APSE have provided an explanation into the criteria behind the awards which is attached marked **Appendix 1**.
- 7.2 Comparisons of collection activities for the Tees Valley Authorities and the APSE finalists are attached in **Appendix 2**.
- 7.3 During 2006/07 Hartlepool Borough Council was in the bottom quartile nationally for percentage of household waste sent for recycling (the poorest), the median band for the percentage of household waste sent for composting (the average) and in the top quartile for the percentage of household waste sent to Landfill (the best). Our unaudited figures for this year to date, show us in the top quartile for recycling, composting improving to second quartile and both land fill and incineration in the top quartile.

## 8 CUSTOMER ENQUIRIES

- 8.1 All enquiries can be reported via Hartlepool Connect by telephone on 523808 or directly at the Civic Centre. They can also be e-mailed to Customer Services or sent by post. Some questions also come directly to area and service managers and operatives. These should also be passed to the Contact Centre



for recording. **Appendix 3** identifies how enquiries received throughout the Tees Valley are dealt with by each Authority.

## 9 SERVICE DELIVERY OPTIONS

9.1 Members did ask what service delivery options were available to the Authority, to improve current service provision. Some suggestions are:-

- Reconfigure in-house services - Introduce four day working week to remove late collections after bank holidays and evaluate annualised hours and 74 hour fortnightly working, and bring in house the collection of dry recyclable blue box/bag contract and salvage of Household Waste Recycling Centre.
- Reconfigure existing contracts in line with service standards
- Partnership – Household Waste Recycling Centre and bring centre service provision
- Voluntary sector – Re-use of bulky waste items
- Externalise services - Household Waste Recycling Centre and bring centre servicing
- Cessation of services – bring centre provision

## 10 PROCUREMENT

10.1 Clarification was sought on whether the Council disposed of any waste abroad? The Chief Solicitor and Head of Procurement, Property and Public Protection were asked to provide a briefing note which explored the possibility of including this condition within recycling contracts. There follows a précis of their replies:

10.2 “The Council will specify that waste should be disposed of within current waste disposal regulations. The contractor can be requested to specify where waste is to be disposed of so that the Council can ascertain whether it is being disposed of within the regulations.

10.3 If the Council were to have an environmental policy that specified a particular waste disposal methodology / location, then to a certain extent a contractor could be scored against this in the part of the evaluation that might cover environmental factors. But this could lead to the submission of high prices and potential risk of challenge.

10.4 Contractual clauses need to be certain and also reasonable, i.e., extent / duration. We already have standard clauses to cover statutory compliance, and also giving cognisance for the Council as a LA to achieve Best Value under the LGA'99. However, there is a danger of being over prescriptive here and possibly making a commitment that is not only onerous to a prospective contractor, but which is also anti-competitive in the long run”.

**11 CONTACT OFFICER**

Denise Ogden  
Head of Neighbourhood Management  
Neighbourhood Services  
Civic Centre - Level 3  
Hartlepool

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Email: [denise.ogden@hartlepool.gov.uk](mailto:denise.ogden@hartlepool.gov.uk)

Colin W. Ogden  
Waste Management Manager  
1 Church Street  
Hartlepool  
TS24 7DS



10 October 2008

Dear Colin,

**APSE Service Awards 2008**

**Best service team: Waste management and recycling**

Thank you for your recent enquiry requesting additional information in relation to the above award.

First of all, on behalf of the judging panel and APSE, I pass on my congratulations to you and your team on your successful short listing as finalists in these prestigious awards. An overwhelming three hundred and fifty submissions were received for the awards this year, with each one demonstrating a clear commitment to the goals of continuous improvement and the delivery of excellence in public services.

In terms of the waste management and recycling category there is increasingly fierce competition for a place in the finalist's shortlist. At a national level policy has clearly moved towards addressing waste minimisation and a growth in recycling at a local level, with local authorities being at the vanguard of changing public attitudes to waste and recycling. Moreover the use of the landfill tax scheme has led to recycling initiatives becoming a top priority with local councils. Accordingly the full range of submissions in this category highlighted council efforts across the UK to address a need to continuously improve recycling rates and deliver excellence in the management of waste and refuse services.

In this context the judging panel examined all submissions and, in accordance with our scoring criteria, as well as looking at outcomes achieved and the quality of the overall submission, looked for examples of best practice, delivery of new concepts and service innovation in order to achieve continuous improvement in the level of services to local communities.

All seven finalists listed for the best service team category in waste and recycling this year were of very strong quality, highlighting that only the 'cream of the crop' reached the final stages of the awards. However, I have taken the liberty of re-examining all of the submissions, and, in particular your own submission and that of Swindon council. I have also re-examined the comments made by the judging panel. I would therefore comment as follows:-

Whilst both Hartlepool and Swindon have extremely impressive recycling rates and some excellent examples of best practice the clinching factors in relation to the winning submission of Swindon's over all other finalists was not only had they achieved a remarkable recycling rate (from 31.48 in 2006/2007 to 42.04 in the 3<sup>rd</sup> quarter 2007/2008) but had done so whilst faced with the adversity of the flooding situation that took a hold at a critical time for the service.

This unplanned element of the work received widespread recognition by the judging panel and was reflected in the services delivered to the public during this adverse time for the local authority in addition to the standard of service delivery and improvement in recycling rates.

A typical comment from one of the judges that succinctly defines why Swindon was as considered to be outstanding was *"An excellent submission detailing just how Swindon have significantly moved forward with their recycling and refuse services whilst maintaining their service quality and successful working. Added to that was the delivery of this step change in their services in the face of their appalling flooding experiences. The mark of truly outstanding team is the way they react to unexpected adversity and Swindon reacted with courage and determination to deliver the improvements in service for their residents"*

I trust therefore in consideration of the above comments, and despite your obvious disappointment in not being declared the overall winner, Hartlepool will take comfort in the knowledge that you were clearly ranked most highly to be included within the finalist list against such fierce competition and in the full knowledge of the exceptional nature of the Swindon submission.

In APSE we believe excellence has no geographical boundaries and are 100% supportive of Councils networking and sharing best practice with each other encouraging learning and improvement between local authorities for the benefit of the Council itself and the communities they serve. We would therefore be happy to help facilitate networking opportunities between the finalists within your category to enable all councils involved to share their best practice to the benefit of all. Indeed APSE has already received a number of enquiries from other member authorities about all our finalists and we would be delighted if Hartlepool were able to share their own experiences at one of our forthcoming refuse and street cleansing advisory group meetings which I think would be of enormous benefit to all our member authorities.

If you would like any further information or have any questions in relation to the above then please do not hesitate to contact me on 0161 772 1810.

Yours sincerely,

Mo Baines  
Principal Advisor



### Association for Public Service Excellence

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**APPENDIX 2****Kerbside collection schemes - Comparisons - APSE finalists and Tees Valley Authorities**

Local Authority	Glass	Cans	Plastic bottles	Paper	Card	Textiles	Other	Green waste	kitchen Waste	Recyclables AWC / ABC or Weekly	Residual AWC/ABC or Weekly	4 Day working week
Hartlepool BC	Bag	Bag	Sack	Bag	Sack	charity bag	Aerosols, foil in Bag	Bin	x	AWC	AWC	No
Redcar & Cleveland BC	Bag	Bag	Sack	Bag	Sack or og sack	charity bag	Aerosols, foil in Bag	Bin	x	AWC	AWC	Yes
Darlington BC	Bag	Bag	Bag	Bag	x	Bag	x	x	x	Fortnightly	Weekly	No
Stockton BC*	Bag	Bag	Sack	Bag	Sack	x	Batteries** Mixed plastic cartons	Sack Apr/Oct	x	Fortnightly	Weekly	Yes
Swindon	Bag	Bag		Bag	Bag	Bag	Bag	Sack AWC	x	AWC - plastic bottles/ green waste Weekly - Bag	AWC	No
Middlesbrough BC	Bag	Bag	x	Bag	x	Bag	x	x	x	Fortnightly	Weekly	Yes
City & County of Swansea	Bag	Bag	x	Bag	Bag	x	x	Bag 12mths	x	Fortnightly	Weekly	No
Gedling Borough Council	Bag	Bin	Bin	Bin	Bin	x	Plastic Food Containers Bin		x	AWC	AWC September - June Weekly June - September	
City of Wakefield Metropolitan District Council***	Bag	Bag	Bag	Bin	Bin	x	x	Bin	x	AWC	AWC	
Stirling Council	Bag	Bag	Bag	Bag	Br Bin	Bag	x	br Bin 12 mths	x	AWC	AWC	

\* - introduction of Plastics and cardboard collections week commencing 20th October 2008

\*\* - WRAP funded trial, batteries collected at same time as Bages

\*\*\* - Wakefield is introducing the new recycling scheme on week commencing 20th October 2008

x - Not provided

**How recycling services are advertised in Hartlepool, including community / resident engagement**

<u>Hartlepool</u>	<u>Stockton</u>	<u>Middlesbrough</u>	<u>Redcar and Cleveland</u>	<u>Darlington</u>
We distribute an annual calendar in June each year to give residents information on collection days/dates and which containers to present.	Distribute an annual calendar in January each year to give residents information on collection days/dates and which containers to present.	Distribute an annual calendar in September each year to give residents information on collection days/dates and which containers to present.	Distribute an annual calendar starting in April each year to give residents information on collection days/dates and which containers to present.	Distribute an annual calendar starting in April each year to give residents information on collection days/dates and which containers to present.
Leaflets were distributed to all properties during roll out of alternate weekly collection service explaining the new system and what materials could be recycled. These leaflets continue to be available in council offices.	Leaflets were distributed to all properties participating in the new plastics and cardboard collection service explaining the new system and what materials could be recycled. These leaflets continue to be available in council offices, advertised in all local publications and on the website.	Leaflets were distributed to all properties during roll out of New refuse & recycling rounds explaining the new system and what materials could be recycled. These leaflets continue to be available in council offices.	See above	Leaflets distributed 26000 affected homes, publicised on website, with an address/postcode search, extra leaflets available, residents directed to call centre
We carry out regular school visits to give information to children on waste minimisation as part of the curriculum.	Carry out regular school visits to give information to children on waste minimisation as part of the curriculum.	Carry out regular school visits to give information to children on waste minimisation as part of the curriculum.	Carry out regular school visits to give information to children on waste minimisation as part of the curriculum.	Carry out regular school visits to give information to children on waste minimisation as part of the curriculum.
The authority's web site has all information regarding how to recycle including a list of the day of collection for each property	The authority's web site has all information regarding how to recycle including a search facility to detail the day of collection, and what is available for each property	The authority's web site has all information regarding how to recycle including a list of the day of collection for each property	The authority's web site has all information regarding how to recycle including a search facility to detail the day of collection, and what is available for each property	The authority's web site has all information regarding how to recycle including a list of the day of collection for each property
We attend resident groups including Talking to Communities, Over Fifty Forum and have displays at supermarkets throughout the year.	Attend local resident groups, displays on market stalls throughout the year. Recycling surgeries at libraries, publicised on web and papers.	We attend local resident groups, displays on market stalls throughout the year. road shows, recycling surgeries, publicised on web and local papers.	Attend local resident groups, displays on market stalls throughout the year. Displays circulated in council owned buildings, recycling surgeries at libraries, publicised on web and papers.	Attend resident surgeries, community groups, Friends of the Earth, surgeries at town hall & libraries, road shows,
Hartlepool Heroes are displayed on the side of some collection vehicles and the figures are given out with other recycled materials (pencils pens books) at all meetings and displays.	Freda the Frog is used in connection with Children and their promotional material. The Freda mascot attends events and is on some of the promotional material, given out with other recycled materials (pencils pens books) at all meetings and displays.	Recycle now iconography is displayed on the side of some collection vehicles and used in the promotional recycling materials (pencils pens books) at all meetings and displays.	Monty attends events and is used in connection with children, was also used in the schools brochures. But mainly use Recycle Now Iconography on all other recycled materials (pencils pens books) at all meetings and displays.	Recycle for Darlington, recycle now iconography, promoting recycling & waste minimisation through their making waste work campaign,

Other	New website to promote their waste and recycling revolution. <a href="http://www.recycleforstockton.co.uk">www.recycleforstockton.co.uk</a>	Bus Advertising	Bus advertising	Bus advertising
Tees Valley Home composting Leaflets were distributed to all properties. These leaflets continue to be available in council offices.	Tees Valley Home composting Leaflets were distributed to all properties. These leaflets continue to be available in council offices.	Tees Valley Home composting Leaflets were distributed to all properties. These leaflets continue to be available in council offices.	Tees Valley Home composting Leaflets were distributed to all properties. These leaflets continue to be available in council offices.	Tees Valley Home composting Leaflets were distributed to all properties. These leaflets continue to be available in council offices.
Composting Roadshows	Composting roadshows	Composting roadshows	Composting roadshows	Composting roadshows
		assemblies	farmers markets	farmers markets
			assemblies	assemblies

## **SCRUTINY CO-ORDINATING COMMITTEE**

**7 November 2008**



**Report of:** Head of Neighbourhood Management

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL -  
IMPROVED RE-USE OF MATERIALS BROUGHT TO  
THE HOUSEHOLD WASTE RECYCLING CENTRE  
AND IMPROVED RECYCLING OPERATIONS

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### **1. PURPOSE OF REPORT**

- 1.1 To explore the options available to the Council for working in partnership with the voluntary sector to improve the level of reuse of items collected from the Bulky Household Waste Collection Service and the Household Waste Recycling Centre.
- 1.2 To identify possible improvements to the current operation of the Council's Kerbside Recycling Scheme, in particular for those residents living in sheltered accommodation, bed sits and flats.

### **2 CURRENT POSITION – BULKY HOUSEHOLD WASTE COLLECTION**

- 2.1 The Authority currently provides a free Bulky Household Waste Collection Service for items that cannot be placed in the green residual waste bin, and that you would take with you upon moving house. The Bulky Household Waste Collection Service is well used and neighbouring Authorities charge for special bulky collections.
- 2.2 The service is delivered within the Neighbourhood Forum areas, North, Central and South, the service is provided by six waste management operatives and three collection vehicles. The service is provided for household waste only; residents are able to dispose of up to eight items per collection with a limit of six collections per year.
- 2.3 We handle 13000 collections each year with maximum of 104,000 items collected. Residents are asked to present items for collection outside of the property, although assistance can be provided where there is genuine need. The service is booked through Hartlepool Connect, by telephone, or in person, at the Civic Centre and information signposting residents can be found on the website.



- 2.4 Assistance is provided through OFCA to remove items for residents who are unable to present their bulky items outside their property for collection, e.g., residents who are elderly / infirm, who do not have any other form of assistance to remove the items. OFCA attend the property on the morning of collection; take out the items to be collected and the Council's Bulky Waste Collection Team pick up the items later that same day. This service must be booked in advance and is subsidised by the Authority; there is no cost to the resident.

#### Options For Consideration

- 2.5 Whilst Hartlepool has gone from strength to strength in respect of recycling, one area we can develop is minimisation and reuse. The Tees Valley Joint Waste Management Strategy and Hartlepool's Implementation Plan identifies the need to improve the Authority's performance with respect to waste minimisation and the reuse of waste. Options available for consideration include:
- a. The creation of a reuse facility for the items collected by the Bulky Household Waste Collection Service and the Household Waste Recycling Centre, in Burn Road.
  - b. The development of an environmental sustainability facility encompassing the provision of the sale of green items such as compost bins and electrical items.
  - c. Prepare an outline business case examining service delivery options for the collection of the authority's Bulky Household Waste Collection Service which would include the service being carried out by the voluntary sector.

### **3. CURRENT POSITION – MULTIPLE OCCUPANCY PROPERTIES**

- 3.1 We work closely with registered social landlords and other housing organisations to assist in the implementation of the alternate weekly collection scheme in multiple occupancy residences. Housing Hartlepool, Guinness Trust, Anchor Housing and Endeavour Homes regularly contact the waste management section regarding the design of premises to accommodate the collection of household waste recycling.
- 3.2 Bespoke systems were introduced to ensure the service is accessible to all residents. All multiple occupancy sites are provided with communal facilities for glass and can recycling, with either communal or individual containers for the collection of plastic bottles / cardboard and paper. A combination of mini bring centres encompassing either 360ltr, 240ltr or 140ltr wheeled bins, white poly bags, blue boxes and blue bag, dependant on need, are installed. For example:
- Major Cooper Court has an internal bin store, and has been provided with 360ltr and 240ltr wheeled bins for all materials

- Alford Court has an external bin area with a mini bring centre and 360 ltr bins
- Mariners Point has mini bring centres and individual poly bags and blue bags
- Wynyard Mews has blue boxes, blue bags, white poly bags and ground floor flats received brown bins

#### Options For Consideration

- 3.3 Residents who live in multiple occupancy residencies, sheltered accommodation, and / or bedsits and flats have difficulty in recycling due to the high level of abuse the bin stores suffer or the physical constraints placed upon bin storage. Options available are:
- a. Creation of a welcome packs outlining the provisions at each facility highlighting how and why the systems should be used.
  - b. Work with the Authority's Private Sector Housing Team to identify the most appropriate method of collection for bedsits and ensure landlords are aware of their responsibilities with respect to providing containers for tenants.
  - c. Introduce smaller containers for single occupancy bedsits / flats. This will have financial implications and whilst may address storage capacity within the premise, does not completely resolve the external collection storage issues.
  - d. Offer the same facilities to all flats, complexes and apartments.
  - e. Keep current methods in place in respect of multiple occupancy buildings and sheltered accommodation.

## **4. RECOMMENDATIONS**

- 4.1 The Scrutiny Coordinating Committee is asked to consider and comment on the above report.

## **5. CONTACT OFFICER**

- 5.1 Denise Ogden  
 Head of Neighbourhood Management  
 Hartlepool Borough Council  
 Civic Centre - Level 3  
 Hartlepool  
 Tel: 01429 523201  
 Email: denise.ogden@hartlepool.gov.uk

**SCRUTINY CO-ORDINATING COMMITTEE**

**7 November 2008**



**Report of:** Head of Neighbourhood Management

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL -  
BRING CENTRE PROVISION (RECYCLING)

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**1. PURPOSE OF REPORT**

- 1.1 To examine the usage of the bring centres within the Borough and ascertain whether they remain an integral part of the Waste Management / Recycling Service.

**2. BACKGROUND**

- 2.1 The recycling of household waste services provided by local authorities developed during the 1990s, with the introduction of bottle banks in supermarket car parks and public houses. These bring centres were provided free and were serviced by the main players in the market place (to local authorities) with the proviso they kept the recyclable materials. They have increased in both size and number and residents can now recycle cans, paper, plastic bottles, textiles, Tetrapaks and shoes at these centres.
- 2.2 The introduction of alternate weekly collections in Hartlepool has provided residents with the ability to recycle seven materials in their homes for presentation at the kerbside; consequently Bring Centre usage has reduced significantly.
- 2.3 Since their introduction bring centres have been problematic, residents do not want them in their neighbourhoods as they can be noisy, untidy and have, in some cases, become congregation points for anti-social behavior. The numbers have reduced from 35 to 26 due to regeneration, housing developments and anti-social behavior, but it is important to note that Hartlepool has more bring centres than the other Tees Valley authorities put together.

### 3 CURRENT ARRANGEMENTS

- 3.1 As has been explained bring centres developed over time, there was no strategic approach to their placement, informal agreements were set up with the main players on an adhoc basis with no formal contracts. Current sites are shown in **Appendix A**.
- 3.2 Sites within the town are serviced at different frequencies dependant on the usage of the site.
- 3.3 Glass Recycling UK is not forthcoming in increasing the servicing of the sites due to the increase in the price of diesel. GRUK visit the town on a fortnightly basis, if an on demand site is reported full after the previous collection, we can wait up to a fortnight for the site to be serviced.
- 3.4 Bring centres are often abused by users, recycle materials and rubbish is often dumped at the sites even when the banks are empty. This results in the street cleansing section having to be diverted from daily cleansing programmes. This has resulted in the cleansing section visiting these sites up to three times a week to clear them of any fly tipping.
- 3.5 The number of complaints the Authority receives regarding the servicing of bring centres, especially glass and cans, has not diminished and in some cases increased. Residents and elected members via the Neighbourhood Consultative Forums have requested that we look to remove the smaller bring facilities leaving those that service all of the possible materials, i.e., supermarket sites.

### 4 FUTURE PROVISION

- 4.1 The Tees Valley Authorities are currently advertising for expressions of interest for the provision of banks, collection of materials and clearing of sites following collection. Before tender documents are prepared later this year, the Authority needs to determine whether bring centres should remain an integral part of the recycling service and if their current numbers should remain. The options available to us are:
  - a) To maintain the same number of bring centres currently within the town, increasing the frequency of collection, monitoring and cleansing of the sites. This will lead to increased costs.
  - b) Remove low yield and problem sites. These sites regularly attract fly tipping and removing them will alleviate this problem and reduce the costs of maintaining the facility. Saving the Authority approximately £1,200 per year for the servicing of the sites listed below and approximately £50 a time for clearing individual sites.

<b>Middleton Grange Shopping Centre</b> - Waldon Street Car Park
<b>Rocket House Car Park</b> - Seaton Carew
<b>Belle Vue Social Club</b> - Kendal Road
<b>Throston Shops</b> – Wiltshire Way
<b>Hart Village Car Park</b> - Magdalene Drive, Hart Village
<b>Greenside Public House</b> - Stockton Road
<b>Galsworthy Road</b> – Galsworthy / Masefield Road
<b>Raby Arms Public House</b> - Front Street, Hart Village
<b>Marine Hotel</b> - The Front, Seaton Carew
<b>Powlett Public House</b> - Powlett Road
<b>Burn Valley Social Club</b> - Stockton Road
<b>Lauder Street Car Park</b> - Lauder Street
<b>Richardson and Westgarth Club</b> - Winterbottom Avenue
<b>Dover Street Car Park</b> - Dover Street
<b>Hope and Anchor Public House</b> – Greatham
<b>B&amp;Q</b> - Teesbay Retail Park
<b>Elizabeth Way Shops</b> - Elizabeth Way, Seaton Carew
<b>St Matthew's Church</b> - St Matthew's Church – Elwick Road

- 4.7 Sites that are suggested should remain are listed below. These sites bring in a higher yield of materials, offer at least five materials for recycling and are spread evenly across the town.

<b>HBC Household Waste Recycling Centre</b> - Burn Road
<b>Asda</b> - Marina Way
<b>Tesco</b> - Burn Road
<b>Fens Shops</b> - Catcote Road
<b>Gillen Arms Public House</b> - Clavering Road
<b>Seaton Park Car Park</b> - Station Lane, Seaton Carew
<b>Morrisons</b> - Lancaster Road
<b>King Oswy Drive Shops</b> - King Oswy Drive

## 5 FINANCIAL CONSIDERATIONS

- 5.1 Currently Hartlepool Borough Council spends £9.92 per ton for glass and cans collected from these sites and £13.82 per ton for paper.
- 5.2 It is recognized that the procurement of the new contract may increase current changes to the Authority, however, it is anticipated that the Tees Valley approach will result in economies of scale and as such the existing waste disposal revenue budget should be able to accommodate this.

## **5. RECOMMENDATIONS**

- 5.1 The views of the Scrutiny Coordinating Committee are sought regarding the bring centre service and the options highlighted in item 4.1

## **6. CONTACT OFFICER**

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## BRING CENTRES

Site	Location	Paper	Glass	Cans	Textiles	Shoes	Books	Plastic
ASDA	Marina Way	x	x	x		x		x
B&Q	Teesbay Retail Park	x	x	x				
BELLE VUE SOCIAL CLUB	Kendal Road	x	x	x				
BURN VALLEY SOCIAL CLUB	Stockton Road		x					
DOVER STREET CAR PARK	Dover Street		x					
ELIZABETH WAY SHOPS	Elizabeth Way, Seaton Carew	x	x	x				
FENS SHOPS	Catcote Road	x	x	x				x
GALSWORTHY ROAD	Galsworthy/Masefield Road	x	x	x				
GILLEN ARMS PUBLIC HOUSE	Clavering Road	x	x	x				
GREENSIDE PUBLIC HOUSE	Stockton Road		x					
HART VILLAGE CAR PARK	Magdalene Drive, Hart Village	x	x	x		x		
HBC HOUSEHOLD WASTE RECYCLING CENTRE	Burn Road	x	x	x	x	x	x	x
HOPE AND ANCHOR PUBLIC HOUSE	Greatham		x					
KING OSWY DRIVE SHOPS	King Oswy Drive		x	x				
LAUDER STREET CAR PARK	Lauder Street		x					
MARINE HOTEL	The Front, Seaton Carew		x					
MIDDLETON GRANGE SHOPPING CENTRE	Waldon Street Car Park	x	x	x	x	x	x	x
POWLETT PUBLIC HOUSE	Powlett Road		x					
RABY ARMS PUBLIC HOUSE	Front Street, Hart Village		x	x				
RICHARDSON AND WESTGARTH CLUB	Winterbottom Avenue		x					
ROCKET HOUSE CAR PARK	Seaton Carew	x	x	x				
SEATON PARK CAR PARK	Station Lane, Seaton Carew		x	x		x		x
ST DAVIDS WALK CAR PARK	St Davids Walk	x	x	x				
ST MATTHEWS CHURCH	Elwick Road	x	x	x				
TESCO	Burn Road	x	x	x	x	x	x	

## **SCRUTINY CO-ORDINATING COMMITTEE**

**7 November 2008**



**Report of:** Head of Neighbourhood Management

**Subject:** KERBSIDE RECYCLING SCHEME REFERRAL -  
PARTICIPATION IN THE KERBSIDE RECYCLING  
SCHEME

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### **1. PURPOSE OF REPORT**

- 1.1 Following the introduction of alternate weekly collections, commencing July 2005, concluding October 2007, a participation survey was carried out in May 2008, to ascertain participation levels to identify areas of low participation and to recommend ways this can be addressed.

### **2. BACKGROUND**

- 2.1 In April - May 2008, an annual participation survey was undertaken by the waste management service to assess the level of participation throughout the borough. This information provided a baseline to determine where the Authority should target resources to encourage residents to recycle their waste. Poor recycling performance could be due to a variety of reasons, e.g., residents are unaware of what to recycle and how, they may be struggling with the separation of the materials or are not participating by choice.
- 2.3 The participation count is carried out every two years and takes into consideration every material presented for collection, i.e., glass, cans, plastic bottles, paper and cardboard. The gathering of this information has been carried out for a number of years now and is fundamental to the future development of the recycling service. The data collected enables the Authority to identify which message we should send in any educational communications / publicity campaigns to increase participation in a low yield area, and what, if any, enforcement action should be taken.



### 3. PARTICIPATION AUDIT

- 3.1 The participation survey follows guidance set out by the Waste Resources Action Programme (WRAP). Temporary staff are employed to walk ahead of the collection crews recording which properties recycle and what materials they recycle, the information is collated over a six week period.
- 3.2 Areas of low participation are classified as under 80%. Table 1 demonstrates blue box / blue bag household participation rates whereas Table 2 shows low participation rate areas for plastic bottle recycling.

Table 1: Blue Box/ Bag low participation rates

Area	Glass	Cans	Paper	Textiles
Headland	56.82%	65.92%	65.99%	2.50%
Central Estate	61.75%	69.50%	64.29%	8.80%
Dyke House	47.77%	53.65%	52.30%	3.18%
Burbank/ Marina	45.27%	47.32%	50.24%	1.27%
Back Streets	63.25%	67.92%	64.91%	1.66%
The Fens/ Greatham	73.12%	77.08%	77.73%	2.08%
Throston	74.76%	79.55%	77.59%	1.02%
Bishop Cuthbert	67.27%	69.57%	70.11%	0.18%
Rift House	49.14%	61.77%	50.72%	0.28%

Table 2: White Poly bag low participation levels

Area	Plastic Bottles	Cardboard
Dyke House/ Throston ( Hart Lane)	67.24%	67.17%
Burbank/ Marina	55.83%	56.31%
Clavering	75.97%	75.97%
Bishop Cuthbert	79.72%	77.80%

- 3.3 Garden waste collections were lower than the other collections overall due to the time of year and weather conditions when the survey was conducted. As such a lower % rate has been used to classify areas of low performance i.e.,

60%. Please note that back street properties have minimal brown bins and therefore are not included

Table 3 – Brown bin participation rates

Area	Green waste
Headland	39.63%
Dyke House	57.94%
Burbank/ Marina	28.17%
Throston	58.32%
Rift House	58.67%

#### 4. ACTION PLAN

4.1 This analysis of the participation survey demonstrates the vast majority of Hartlepool residents have embraced and continue to support the change to waste collections and this should be recognised, but we should also continue to encourage those who would appear at first sight not to be participating in full. As such the following action plan is proposed.

- a. An overarching campaign be introduced thanking the residents of Hartlepool who are recycling, whilst encouraging those who are participating in recycling some materials but not all, to do a little bit more. It is acknowledged an education message should be included.
- b. To conduct a targeted communications campaign targeting areas with participation rates lower than 80% for dry recyclables or 60% for green waste. The campaign will highlight what materials can be recycled. Explain why some materials cannot be recycled, e.g., yoghurt pots and tetrapaks. Give information on why we should recycle and remind residents of all the waste management services available to them and how to recycle at home.
- c. If encouragement and education fails to improve participation, enforcement action will be considered.

#### 5. FINANCIAL IMPLICATIONS

5.1 The above action plan has financial implications, which have been identified in 2008/09/10 revenue budgets. The size of the communication campaign will dictate the cost, i.e., do we consider specifics or alternately we could

expand the campaign to be part of a long term communications strategy with a three tiered approach encompassing all of the above recommendations.

## **6. RECOMMENDATIONS**

- 6.1 The Scrutiny Coordinating Committee support the undertaking of a participation survey every two years.
- 6.2 The Scrutiny Coordinating Committee consider and comment on the findings of the participation survey report and action plan in item 4.1.

## **7. REASONS FOR RECOMMENDATIONS**

- 7.1 It is recognised nationally that to sustain and improve recycling performance, communication is essential.

## **8. CONTACT OFFICER**

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