

<b>COMMITTEE</b>	Communities Scrutiny Committee
<b>DATE</b>	24 February, 2015
<b>TITLE</b>	Waste Strategy: Change to Residual Waste Collection
<b>PURPOSE</b>	Report on main findings (to date) from implementing the arrangement in the Dwyfor Area
<b>CABINET MEMBER</b>	Coun. John Wyn Jones

## **1. Background**

- 1.1 In its meeting of 13 May, 2015 this Scrutiny Committee proposed to scrutinise the response of Dwyfor residents to the change. This Report is for that purpose.

## **2. Introducing the Change**

- 2.1 In order to introduce the changes two separate teams were established i.e. the Operational Team, responsible for the Implementation Programme, and the Engagement Team, responsible for the Engagement Plan.
- 2.2 Copies of the Implementation Programme and Engagement Plan are included as appendices to this Report. The plans demonstrate the level of detail and preparatory work involved in introducing the change; from designing and testing new collection routes to providing information to residents by post, through visits, by internet and through newspapers etc.
- 2.3 The new arrangements for the collection of residual waste started on 20 October, 2014. During this period the arrangements were closely monitored including dealing with enquires through Galw Gwynedd, social media etc.

## **3. Results and Findings**

- 3.1 The change was implemented without encountering any significant difficulties since it was evident, from the start, that the residents of Dwyfor were ready for the change and understood the arrangements. Only a small number of bins were put out for collection on the wrong day and very little ‘side’ waste was encountered during the implementation period; or afterwards, during the Christmas period.

- 3.2 As a means of making recycling easier for residents, the Cartgylchu trolley was provided to dwellings (where suitable) before and during the introduction of the change. Nearly 9000 were distributed and, by now, the trolley is provided as and when requests are made by residents. Despite it not being essential for the change, Cartgylchu proved to be very successful and popular.
- 3.3 As predicted, more enquiries from residents were received during the implementation of the change (see figures from Galw Gwynedd – Appendix 3). This increase in enquires proved to be less than anticipated.
- 3.4 Some enquiries were received on the Council’s website and social media sites during this period. All received a response.
- 3.5 Requests for a (weekly) nappy collection service and a bigger bin for larger families were received. By now, 155 dwellings receive the weekly nappy collection service and 41 were given a larger residual bin. The demand for larger bins and nappy collection service was less than anticipated.
- 3.6 WRAP (sponsored by the Welsh Government) carried out a resident participation survey in Dwyfor before the change 2 to 17 October and following the change 15 to 30 January. Following is a summary of the results:

Collection	Sample Size (Households)	Prior to Change		Post Change		Difference	
		Number of Households	%	Number of Households	%	Number of Households	%
Recycling Waste	1131	878	77.6%	950	84.0%	72	6.4%
Food Waste	1131	589	52.1%	660	58.4%	71	6.3%

- 3.7 Initial figures relating to the effect of the change on recycling performance in the Dwyfor Area are as follows:

	November 2013	November 2014	Difference
Residual Waste	5.6kg/house/week	4.6kg/house/week	22% reduction
Recycling Waste	179 tonnes	200 tonnes	12% increase
Food Waste	56 tonnes	71 tonnes	27% increase

	December 2013	December 2014	Difference
Residual Waste	5.5kg/house/week	4.5kg/house/week	22% reduction
Recycling Waste	161 tonnes	203 tonnes	26% increase
Food Waste	50 tonnes	68 tonnes	36% increase

- 3.8 There has not been any detectable increase in waste disposed of by means of the recycling centres (at Pwllheli and Rhyngddwryd) during the implementation period.
- 3.9 This has contributed significantly to raising Gwynedd Council's recycling performance from 54% in March, 2014 to 57% by the end of November, 2014 (The 58% target has to be met by March, 2016).
- 3.10 With a 22% reduction in residual waste collected from 15000 dwellings in Dwyfor, this would, in itself, enable the Council to achieve a £100k saving in annual landfill costs.

#### **4. Opportunities to Improve/Lessons Learned**

- 4.1 Despite not encountering any significant difficulties in implementing the change, there are a few aspects that could possibly have been improved.
- it would be desirable, but not essential, if Cartgylchu could be introduced to residents (where suitable) before implementing the change
  - recyclates and food waste (in addition to residual waste) should be collected on an alternative day for those whose collection day fell on Christmas Day or Boxing Day
  - there is a need to consider producing a small sized calendar in order to save on distribution costs.

#### **5. Main Findings**

- 5.1 The response of Dwyfor residents to the change has been exceptional since very little problems were encountered in its implementation. The collection crews and relevant staff carried out excellent work in implementing the new arrangements.
- 5.2 Figures to date show that the change has given rise to a significant increase in the amount Dwyfor residents recycle.