

SCRUTINY Committee - Community

Date: Wednesday 21 January 2015 Time: 5.30 pm Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Democratic Services Officer (Committees) on 01392 265107.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Membership -

Councillors Shiel (Chair), Newby (Deputy Chair), Branston, Brimble, Bull, Clark, Foggin, George, Holland, Mitchell, Morris, Raybould and Robson

Agenda

Part I: Items suggested for discussion with the press and public present

1 Apologies

To receive apologies for absence from Committee members.

2 Minutes

To sign the minutes of the meeting held on 11 November 2014.

3 Declaration of Interests

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

4 Local Government (Access to Information) Act 1985 - Exclusion of Press and Public

It is considered that the Committee would be unlikely to exclude the press and public during consideration of the items on this agenda, but if it should wish to do so, the following resolution should be passed:-

RECOMMENDED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting of the particular item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part I of Schedule 12A of the Act.

5 Questions from the Public under Standing Order 19

A period of up to 15 minutes will be set aside to deal with questions to the Committee from members of the public.

Details of questions should be notified to the Corporate Manager Democratic and Civic Support at least three working days prior to the meeting. Further information and a copy of the procedure are available from Democratic Services (Committees) (01392 265115) also on the Council web site. <u>http://www.exeter.gov.uk/scrutinyquestions</u>

6 Questions from Members of the Council under Standing Order 20

To receive questions from Members of the Council to appropriate Portfolio Holders.

PRESENTATIONS TO COMMITTEE

7 Overview of Exeter Primary Care Ltd - To welcome Lucille Hudson and Elizabeth Deasy of the St Leonard's GP Practice

8 Traffic Congestion and Highway Management in Exeter

To consider a briefing note in advance of inviting Devon County Council(Pages 5 -representatives to a subsequent meeting of this Committee.12)

9 Fraud awareness - Presentation by the Audit Manager

10 Reports of Portfolio Holders

Councillor RM Hannaford (Portfolio Holder for Housing and Customer Access) (Pages 13 and Councillor Owen (Portfolio Holder for Environment, Health and Wellbeing) - 20) will present half year reports and take questions.

ESTIMATES, CAPITAL PROGRAMME AND FEES AND CHARGES

11 Community - General Fund - Estimates/New Capital Bids/Fees and Charges

To consider the report of the Assistant Director Finance - To follow.

12 Community - Housing Revenue Account - Estimates/New Capital Bids/Fees

To consider the report of the Assistant Director Finance – To follow.

13 Housing Rents and Service Charges 2015/16

To consider the report of the Assistant Director Finance and the Assistant (Pages 21 Director Housing. - 24)

ITEMS FOR EXECUTIVE

14 Clinical Waste Collections

To consider the report of the Assistant Director Environment.	(Pages 25 - 40)

15 Domestic Waste Containers - Charges and Policies

To consider the report of the Assistant Director Environment. (Pages 41

- 58)

Date of Next Meeting

The next scheduled meeting of the Scrutiny Committee - Community will be held on **Tuesday** 3 March 2015 at 5.30 pm in the Civic Centre.

Find out more about Exeter City Council services by looking at our web site *http://www.exeter.gov.uk.* This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Democratic Services Officer (Committees) on (01392) 265107 for further information.

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Agenda Item 8

SCRUTINY COMMITTEE – COMMUNITY

21 JANUARY 2015

CONGESTION IN EXETER

1 Causes and remedies

- 1.1 In simple terms, congestion is caused by too much traffic using too little road space so to reduce it, it is necessary either to reduce traffic or increase road space, or both.
- 1.2 There is a bit of scope for road improvements around Exeter (eg. Bridge Road outbound widening, Tithebarn link road – see below), but not many other opportunities for improvement, especially closer to the city centre. Efforts therefore need to be concentrated on providing attractive alternatives to single occupancy car use, and persuading people to use them. With Exeter's population growing, car travel needs to account for a smaller share of journeys if we are to prevent congestion from getting worse.

2 How do Exeter residents actually travel?

- 2.1 Appendix 1 contains two tables using data from the 2011 Census. Table 1 shows that the percentage of households in Exeter without access to a car or van was 27.1 (little changed from 2001 when it was 27.6%). The 2011 figure was slightly higher than the national figure (for England and Wales) of 25.6%, and well above the Devon average of 17.4%. The Exeter average hides some extremes: St Davids, Newtown and St James have far more households without cars even than the Exeter average (52, 46 and 40% respectively), whereas in Duryard and St Loyes it is only about 13%, fewer even than the Devon average.
- 2.2 In Table 2, the travel to work figures from the 2011 census have been calculated as a percentage of the working population of each ward. (Indicentally, Duryard has the highest percentage of people not in employment, at 70.2%.) Where people have indicated that they travel by "underground, metro, light rail or tram" (0.1% overall), it has been assumed that they travel by train. Figures for taxi journeys all rounded to 0% and have therefore been omitted.
- 2.3 Green shading in Table 2 indicates a "better" performance than the Exeter average for use of public transport or active travel modes (higher than average) or driving (lower). The message from this seems to be that if you provide people with a good alternative to the car, they are more likely to use that alternative; Mincinglake ward is well served by buses and delivers the highest percentage of bus use in the city, whereas cycling is generally popular in the wards with better cycle routes, particularly those adjoining the river.
- 2.4 Additional columns have been included in Table 2 showing percentages using public transport (ie. bus and rail columns combined), active travel modes (bicycle and on foot columns combined), and finally a column for public transport and active travel combined. It is important to note that the joint contribution made by the sustainable modes keeps down commuting as a car driver to 47.5% (although these are Exeter residents; much of the city's traffic

and congestion is caused by drivers travelling from elsewhere). So rather than seeing cycling and rail as catering overall for "only" 6.3 and 2.1% of journeys to work (respectively), we need to recognise the greater contribution they make on specific corridors, as well as their contribution to the impressive 40.5% combined share of "active" travel modes and public transport. It is more difficult to maintan this sustainable modal split with the newer developments on the city's fringes; therefore we keep striving to promote sustainable travel within and from these developments so that the city's attractiveness as a place to live and work is not degraded by worsening congestion and air quality.

2.5 I would stress that these figures are for residents of Exeter. At 65.1%, the proportion of Devon residents travelling to work in a car (driving or as a passenger) is relatively high, and of course many of these drive into Exeter.

3 What are we doing to try to reduce congestion?

- 3.1 Exeter City Council is involved in transport issues in a number of ways:-
 - (a) As local planning authority, we plan the location of development in relation to transport networks. We work closely with Devon County Council in this regard; the City Council's spatial planning policies informed production of DCC's Local Transport Plan, and conversely DCC produced a body of evidence to support our adopted Core Strategy. A product of this collaboration is the Devon Metro proposals, referred to below at paragraph 4.2, whereby it is proposed to serve Exeter's new development areas by an improved rail system.
 - (b) Also as local planning authority, we endeavour to ensure that new development is located and designed to maximise use of sustainable travel modes.
 - (c) We provide some transport infrastructure, notably cycling and walking routes through our open spaces, and off-street car parks.
 - (d) We respond to consultations from government and elsewhere.
- 3.2 It will be seen from the content of this report that in many cases Exeter City Council's involvement in projects is as more than a mere consultee. Much of our input into transport issues is through working in partnership with DCC, and influencing decisions made by them and others to ensure that Exeter's interests are promoted. Our views on transport matters are conveyed to the LEP via the Exeter and Heart of Devon Growth Board and through participation by the Principal Project Manager (Infrastructure Management & Delivery) in the LEP's Transport Group. He also represents the Council on the Regional Group for Network Rail's Long Term Planning Process.

4 Rail

- 4.1 Scrutiny Economy Committee has previously resolved to endorse DCC's Devon Metro proposals, and to support the principle of working with DCC and other stakeholders to lobby for rail improvements.
- 4.2 A summary of the Devon Metro proposals is included as Appendix 2. They include new stations at Newcourt, Cranbrook and Marsh Barton and, in the

longer term, Monkerton/Hill Barton. Newcourt and Cranbrook stations are due to open this spring, and Marsh Barton is programmed for 2016.

- 4.3 The national shortage of rolling stock causes problems in providing sufficient capacity, particularly on our local lines where passenger numbers are continuing to increase. It appears increasingly likely that our demands for more and better carriages will be satisfied when the Thames Valley services are electrified from around 2016 and diesel stock is available for cascade.
- 4.4 Devon County Council is carrying out feasibility work in relation to a further passing loop on the Waterloo line, which would not only increase its effectiveness as a diversionary route, but enable a half-hourly service to operate to Cranbrook, making rail a more attractive travel option to residents of the new town.

5 Bus

- 5.1 Incremental improvements continue to be made to the city's bus services, particularly to serve new development within and just outside the city boundary, using section 106 money from developers. Recent examples are the B service through Marsh Barton to Exminster, and the 4 to Cranbrook and beyond.
- 5.2 In national comparisons, Exeter scores well for bus route coverage and frequency, but poorly for journey speed. There is little scope for improving the relatively small amount of bus priority, although opportunities should be taken when they arise. The bus has a lot of potential in reducing congestion in Exeter; unlike rail, it is relatively simple to introduce new services and they can run just about anywhere. The City Council needs to support opportunities to improve bus services and bus priority when they arise.
- 5.7 Redevelopment of the bus station site will provide an opportunity to achieve a replacement facility that not only functions well as a bus station, but provides a welcoming gateway to the city. Officers have been working to ensure that the proposals do not compromise the effectiveness of this vital piece of transport infrastructure.

6 Road improvements and other major schemes

- 6.1 As mentioned in paragraph 3.1, funding for major schemes has now been devolved to the Local Transport Board, with further money awarded to the LEP in response to its Growth Bid.
- 6.2 The first round of schemes selected to be prioritised for LEP/LTB funding, subject to a satisfactory business case, include Marsh Barton station (see above) and Bridge Road outbound widening, preparatory work for which has already been undertaken.
- 6.3 Also recently commenced is construction of the first phase of the Tithebarn Lane link road, which is required to open up development sites in Monkerton and across the motorway in East Devon. This is being funded in part from the DfT's Local Pinch Point Fund, with further contributions from the Regional Growth Fund and from developers.

6.4 The proposed Alphington Park and Ride still lacks planning permission, but remains an important component of the Council's future transport strategy, supported by our Core Strategy. It is important that the City Council supports this vital piece of infrastructure through the planning process.

7 Cycling and walking

- 7.1 The Exeter Walking and Cycling Steering Group (comprising officers from ECC, DCC and a representative of Sustrans) continues to promote incremental improvements to the walking and cycling network. Devon County Council's recent successful bid to the Local Sustainable Transport Fund will enable more work to be done to promote walking and cycling in the city.
- 7.2 The City Council's Sustainable Transport Supplementary Planning Document (SPD) was adopted by the Council in March 2013 and is proving helpful in ensuring that new development is designed to encourage the use of sustainable travel modes.

8 Next steps

- 8.1 The challenge for the City Council is not just to urge DCC and the other players to do as much as possible to promote sustainable transport modes, but also to support proposals wholeheartedly.
- 8.2 It has to be recognised that some transport schemes will arouse opposition, and not just to big schemes like a park and ride. Residents may object to changes to on-street parking, improvement of cycle facilities, introductioin of a bus route down their street, or installation of a bus shelter, and car drivers may be opposed to bus priority. However, these facilities are all designed to make sustainable transport modes more attractive, with the aim of reducing congestion.
- 8.3 In the planning process too, there is pressure for compromises, with developers being resistant, for example, to providing first class walking or cycling facilities, or existing residents being opposed to new links to improve permeability. Again, these pressures need to be resisted in the interests of encouraging travel by non-car modes. Congestion has the potential to act as a brake on the city's economic growth (and may already be doing so), which means that addressing it has to be a high priority for the City Council.

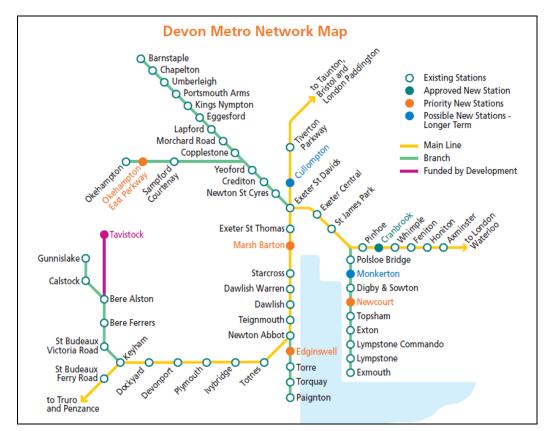
Ross Hussey Principal Project Manager (Infrastructure Management and Delivery) Exeter City Council January 2015

Appendix 1 – 2011 Census data

Table 1 – access to a car or van

	No Cars	1 Car or	2 Cars or	3 Cars or	4 or More
	or Vans in	Van in	Vans in	Vans in	Cars or Vans
	Household	Household	Household	Household	in Household
St David's	52.1	39.6	6.8	1.1	0.4
Newtown	46.4	37.9	12	2.7	1
St James	39.8	40.1	15.6	2.9	1.6
Priory	30.7	45.7	18.9	3.8	0.9
Whipton Barton	29	45.3	19.5	4.5	1.6
Polsloe	28.7	45.3	19.6	5	1.3
St Thomas	28.2	48.4	19.1	3.2	1.1
Exeter average	27.1	47.3	20.5	4	1.2
Heavitree	26.4	50.9	18.8	3.1	0.9
Mincinglake	24.8	47.6	21.3	5.1	1.2
St Leonard's	23	50.4	22.2	3.4	0.9
Alphington	21.4	49.8	22.8	4.6	1.4
Cowick	21.3	49.2	23.6	4.4	1.6
Topsham	20.5	50.8	23.5	4.1	1.2
Exwick	20.1	51.8	22.9	4.2	0.9
Pennsylvania	18.6	51.6	23.9	4.3	1.7
Pinhoe	18	49.6	26.1	4.5	1.8
Devon average	17.4	44.2	28.6	7	2.8
Duryard	13	48.7	29.3	7.1	1.9
St Loyes	12.7	49	30.9	5.7	1.7

	Those in work	Work Mainly at or From Home	Train	Bus, Minibus or Coach	Public transport combined	Motorcycle, Scooter or Moped	Driving a Car or Van	Passenger in a Car or Van	Bicycle	On Foot	Active travel combined	Active or public transport	Other Method of Travel to Work
Devon	353913	9.4%	1.6%	3.8%	5.4%	1.0%	60.1%	5.0%	2.7%	15.3%	18.0%	23.4%	0.8%
Exeter	57139	4.6%	2.1%	9.2%	11.3%	1.2%	47.5%	5.3%	6.3%	22.9%	29.2%	40.5%	0.5%
Exwick	4853	3.2%	1.6%	10.4%	12.0%	1.9%	55.8%	7.0%	5.4%	14.0%	19.3%	31.3%	0.4%
Priory	4332	3.3%	0.8%	13.3%	14.1%	1.8%	47.5%	6.6%	6.6%	19.4%	25.9%	40.0%	0.5%
Alphington	4670	4.2%	0.9%	7.7%	8.7%	1.0%	53.8%	5.8%	6.8%	19.1%	25.9%	34.5%	0.4%
St James	2578	5.4%	4.0%	6.5%	10.4%	0.5%	27.9%	2.9%	5.7%	45.5%	51.2%	61.6%	0.7%
St David's	3078	5.0%	4.0%	9.7%	13.7%	0.6%	27.5%	3.8%	6.2%	42.2%	48.5%	62.2%	0.5%
Polsloe	3355	4.5%	2.4%	6.9%	9.2%	0.7%	38.5%	4.6%	8.3%	33.5%	41.8%	51.0%	0.3%
Whipton Barton	3543	3.3%	1.0%	10.9%	11.9%	1.5%	54.5%	7.1%	5.6%	15.4%	21.0%	32.9%	0.3%
St Thomas	3706	4.3%	2.1%	10.0%	12.1%	1.2%	44.7%	4.6%	6.9%	25.6%	32.5%	44.5%	0.3%
Newtown	2776	4.5%	2.5%	9.4%	11.9%	0.7%	31.7%	3.4%	7.4%	39.0%	46.4%	58.4%	0.8%
St Loyes	3591	3.7%	3.4%	8.0%	11.4%	1.1%	58.3%	5.9%	4.8%	14.2%	19.0%	30.4%	0.3%
Duryard	1324	7.1%	2.6%	7.1%	9.7%	0.8%	44.8%	5.5%	4.0%	26.7%	30.7%	40.5%	0.5%
Pinhoe	2959	4.0%	2.4%	10.0%	12.3%	1.6%	60.3%	6.0%	4.8%	10.2%	15.0%	27.3%	0.5%
Heavitree	2940	4.8%	1.5%	7.7%	9.1%	1.2%	41.4%	5.0%	7.7%	30.3%	38.0%	47.1%	0.4%
Pennsylvania	2665	6.0%	1.3%	9.4%	10.7%	1.4%	51.4%	5.6%	6.0%	17.8%	23.9%	34.5%	0.6%
Mincinglake	2821	3.1%	1.0%	13.4%	14.4%	1.9%	56.9%	7.4%	5.4%	10.4%	15.7%	30.1%	0.2%
Cowick	2659	3.5%	0.9%	9.5%	10.3%	2.0%	54.2%	5.6%	5.3%	18.2%	23.5%	33.8%	0.4%
St Leonard's	2761	7.9%	1.9%	4.7%	6.6%	0.7%	40.1%	3.0%	8.9%	32.1%	41.0%	47.6%	0.5%
Topsham	2528	9.3%	5.6%	7.9%	13.4%	0.8%	53.0%	3.6%	7.7%	11.4%	19.1%	32.6%	0.6%



Appendix 2 - Devon Metro proposals

Short term aims

- 4 car trains in the peaks
- New stations at Cranbrook, Newcourt and Marsh Barton
- 30 minute local service frequency on the Paignton line

Longer term aims

- 30 minute frequency to Cranbrook, Honiton and Axminster
- Further new station at Hill Barton

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Agenda Item 10

SCRUTINY COMMITTEE (COMMUNITY)

21 January 2015

Portfolio Holder Priorities 2014/15 (Covering Note)

A progress update against the Portfolio Holders' priorities is set out in the attached document (Appendix A).

Contact for enquires: Howard Bassett Democratic Services (Committees) Room 2.3 01392 265275 This page is intentionally left blank

	Α	В	С	D	E
1	Corporate Plan 2014/15 (PH Priorities) - Progress update		•	•	-
2 3					
4	Action	Target/Milestone	Progress	Owner	PH
5	Continue to require that all new housing developments include 35% social and affordable housing	By June 2015 we will: • ensure that 35% of all new housing developments is affordable (this applies to developments of 10 or more homes) • have completed 300 affordable homes and transferred to either a registered housing provider or the City Council.	35% policy took effect from December 2013. Where this is viable, 35% is being achieved, unless a commuted sum is taken (in exceptional circumstances). To date since April 1st 2014, 58 affordable homes have been delivered with 241 further affordable homes consented and in the pipeline for national house builders.	AD CD	RH
	Build 20 new council houses on council-owned land and continue to look	By June 2015 we will:	20 new Council homes will be completed by June 2015, with		1
	for funding to increase this number	 have provided 20 new, defect-free council homes have a programme and timetable for providing additional council homes and we will have identified feasible sources of 	a further 26 under construction for completion later in the year. A Council Own Build Wave 3 programme has been identified and a number of funding sources reviewed.		
6	Evelope new colutions to providing offendable homeon including on	funding.	Co an anti-ra havaing ach ann avaiting Davan County	AD Housing	RH
	Explore new solutions to providing affordable homes, including co- operative housing and self-build housing	By June 2015 we will: • be able able to provide a summary of potential solutions for providing affordable homes, including co-operative housing and	Co-operative housing scheme awaiting Devon County Council land coming forward in Alphington.		
7	Introduce schemes to improve the quality of private rented	self-build housing. By June 2015 we will:		AD Housing	RH
0	accommodation.	 introduce an additional HMO licensing scheme. 	Additional HMO Licensing Scheme agreed by Executive for introduction in February 2015. Also working with Exeter CVS to establish a multi-agency Private Rented Sector Forum to identify issues facing tenants and promote effective solutions. Research underway to identify policy interventions in other cities and their applicability for Exeter.	AD Housing	RH
0	Continue to work towards the redevelopment of the Bus and Coach	By June 2015 we will:	Programme Board set up and governance structure in place	AD Housing	
	Station and the delivery of a new energy-efficient swimming pool that is fit for a growing population and future climate change.	 set up the arrangements for overseeing the programme appoint a design team for the project prepared a feasibility study and options and selected a preferred design option have received an outline planning application from Crown Estates for the scheme and the new bus station and depot. 	for the leisure complex and design consortium to be selected by 17th December 2014 and thereafter. Feasability study anticipated May 2015. An outline application for Princesshay Leisure development, including a replacement bus station, is expected to be submitted in January 2015.	Emma	
9				Osmundsen	RD
10	Support the development of a local currency (e.g. Exeter Pound) to support local small businesses and independent traders	By June 2015 we will: • support our partners to create an independently constituted organisation that will take the project forward.	Accommodation, ongoing support and £12,000 pump priming funding being provided to help establish the project. It is anticipated that the organisation and currency will be up and		DD
10	Work with the University and others to develop the knowledge economy	By June 2015 we will:	running by September 2015.	AD Economy	
	to create more graduate and higher paid jobs and help businesses and residents benefit from developing, attracting and retaining a highly skilled workforce.	 set up three sector working groups to implement actions form the Knowledge Economy Strategy develop three sector plans to develop the knowledge economy within and surroudning Exeter implement inward investment marketing activity to attract more business interest in investment in the city 	Working groups being created involving the University and businesses to develop and take forward actions related to the Water and Health sectors. Science Park Centre construction progressing well which will increase the availability of start up space and accommodation for growing knowledge based businesses providing new employment opportunities. Programme of business advice, support and increased access available for businesses with the high level knowledge base of the University will be put in place. Initiative to identify and progress opportunities arising from the Met Office supercomputer investment underway.		

	Α	В	С	D	E
4	Action	Target/Milestone	Progress	Owner	PH
	Recognise the contribution that Arts and Culture make to the Exeter economy and encourage initiatives to support the city centre	By June 2015 we will: • submit funding bid(s) to secure additional capacity to support the work of the Cultural partnership to deliver its priorities to support and grow cultural activity, increase awareness of the high level of cultural activity already existing in the city and work collaboratively to support organisations against the difficult funding background	A bid is being made together with the University and led by Exeter Cultural Partnership for funding for a Coordinator to develop and deliver a communications plan to raise the profile of cultural activity in the city; also overseeing the development of a cultural brand and growing digital communication channels. The City Council is making a contribution of £10k from an underspend in the Arts and Events budget. This will be critical not just to the city's image and presentation nationally and internationally but also to improved communications and networking within the city, leading to stronger collaboration and management of collective opportunities. Initiatives supported include the Unexpected festival, Respect Festival, the opportunity to have a large programme of activity using the fanzone infrastructure and the programme of grant funding enabling a range of organisations in the city to deliver a wide ranging		
12			programme of visual and performing arts.	AD Economy	RD
13	Promote the Living Wage amongst Exeter employers	 By June 2015 we will: follow up the research undertaken by the University exploring strategies and possible solutions to the range of identified problems with a number of stakeholders. 	Eight areas have been identified for further investigation as covered by the report going to Scrutiny Committee including working with the LEP to access funding to support initiatives, including working with young people in schools to provide better careers advice, greater availability of sound financial advice and access to more affordable, ethical credit.	AD Economy	RD
14	As part of the planning application process, negotiate with developers to employ local workers and provide training opportunities for local people	 have adopted a DDDPD and SPD have put in place and implemented a policy and guidance framework to enable negotiation of agreements requiring developers to employ local workers and provide training 	The DDPPD has been delayed by the need to consider the implications of the Home Farm appeal decision and await the results of the Council's legal challenge. The SPD can come forward once it is adopted. In the meantime officers are in a position to continue local labour agreements on a development by development basis. ECC, EDDC and MDDC are due to sign a Construction Skills Concordat. The Concordat will ensure that when the Councils award contracts for capital programme and maintenance work, they give favourable consideration to those companies that have a clear and well evidenced approach to supporting the development of the skilled workforce, for example in terms of taking on apprentices and recruiting locally.		RS/RD

	A	В	С	D	E
4	Action	Target/Milestone	Progress	Owner	PH
15		 ESB) will have provided 160 workers from the hospitality industry with free training and the opportunity of accreditation in preparation for Rugby World Cup. will have held an event for 80 Big Data practitioners, academics, influencers and businesses to design solutions to the Human Capital shortages which are potential barriers to growth will have planned, proposed and begun the implementation of a aligned approach to Construction Skills and Employment across East Devon, Exeter City Council, Devon County Council and Teignbridge District Councils and have sought funding for a Project Manager to implement the Construction Industry Training Board's Client Based Approach which contractually requires construction contractors to deliver local employment and skills training to pre-set Key Performance Indicators. EHOD ESB will have facilitated the implementation of the South West Shared Apprenticeship Scheme for construction. Local employment and skills opportunities will increase for projects valued at over £1 million. EHOD ESB partners will have worked with 12 NEETs (not in education, employment and training) from Exeter and Heart of Devon to progress them in to employment with training, traineeships, the Hitz Programme or full-time education. EHOD ESB members will have begun to pilot a new carousel or multiple employer host approach to an apprenticeship in Business Administration for five apprentices. EHOD ESB will represent the best interests of local residents 	place for the Big Data event. Joint approach agreed between Exeter, East Devon and Teignbridge Councils to progress the aligned approach to require construction contractors to be involved in delivering employment and skills training	Oenone Thomas	RD
16	with disabilities, mental health problems and other barriers to work, and work with employers to expand these schemes	By June 2015 we will: • have provided 8 apprenticeship posts and helped them to achieve a minimum of a Level II qualification in their chosen field • Have provided permanent employment to two apprentices	We have eight apprentices working across the Council. We have appointed two apprentices into full-time employment. We have worked with Devon County Council and The Brandon Trust (an organisation which helps to find employment opportunities for young people with learning difficulties) to provide a two week work experience placement at the MRF. We are continuing to liaise with Exeter College and other agencies to explore further options for work experience for those with disabilities and mental health problems.	Caroline Hall	PE

	А	В	С	D	E
4	Action	Target/Milestone	Progress	Owner	PH
	Continue to invest in community projects through community grants and the Local Infrastructure Grant schemes, and work with communities to build the capacity for new projects in the future.	By June 2015 we will: • implement the Devon Local partnership • have fully allocated the Local Infrastructure Fund towards 19 projects.	We have received 64 ward grant applications, so far, during 2014/15 and awarded a total of £11,200. There is still £24,800 remaining in the budget. Local Infrastructure Grant Fund fully allocated for 2014/15. The Council is considering how best to assist community projects in the future.		
			The Grants process will be reviewed during 2015/16. As part of that process, the Council will be appointing a Funding Officer who will be responsible for identifying funding to support Council priorities and community groups and organisations.		
			Planning to implement Devon Local in partnership with other statutory and voluntary and community sector partners in the city in the New Year. This will enable the council to liaise with residents/community groups/partners via community forums and ensure that good communication systems are established at the earliest opportunity to enable collaborative approaches to new models of service delivery.		
17				Dawn Rivers	DE
	hubs, and work with communities to explore creative uses for parks and other open spaces	By June 2015 we will: • endorse the principle of asset transfer to community organisations • Consider and progress any expressions of interest for asset transfer • Hold discussions with clubs associated with council-owned facilities with a view to supporting them to take on responsibility for these assets over the next two years • Highlight to Government the barriers that the high cost of insurance can create for community groups.	 The principle of asset transfer to community organisations was endorsed in November 2014 Expressions of interest for asset transfer have been considered and committee approval was given in November to progress transfers to three organisations The principle of granting a lease or licence on the tennis facilities at Heavitree Park to Tennis for Free was agreed in November Approval to start discussions with clubs associated with the council-owned bowling and croquet greens and facilities with a view to supporting them to take on responsibility for these assets over the next two years was agreed in November. Initial discussions have taken place with Heavitree Bowls Club 		ко
	community, such as pubs and community centres, and explore opportunities to support community groups through collective purchasing	By June 2015 we will: • have mapped community facilities across the city • continue to encourage the registration of local assets for protection for the benefit of the community	We have compiled a statutory list of assets of community value (ACVs). We have received no ACV applications to date, but an application is imminent in respect of all allotments west of the Exe. Mapping largely complete. This will be shared with Exeter Board in January 2015 and then promoted to community groups to update. This information will be shared with the CIL process to help identify priorities for future spend.		
19			Collective purchasing has not yet been pursued due to capacity issues.	CM Property	OP

	A	В	С	D	E
4	Action	Target/Milestone	Progress	Owner	PH
20	Work with partners to increase access to affordable and ethical credit	 By June 2015 we will: mitigate the impact of the end of Local Welfare Support 	We are developing a specification to ensure that residents have the appropriate access to credit, debt advice and money management skills, as well as encouraging saving.	AD CA	RH
21	Develop a strategy to become and energy neutral Council (by 2030)	By June 2015 we will: • have developed a set of criteria which will enable the Council to monitor how much of the Council's energy use is off-set by the production of its own energy. have formulated a programme to increase the number of low emission vehicles (LEV) in our fleet; • identified appropriate fuel reduction devices for fleet vehicles that are not LEVs; • have formulated a proposal to reduce grey fleet mileage and transfer it to LEV pool vehicle mileage; • have a draft Low Emission Strategy that has been consulted upon and ready for Council approval;	Investment in renewables has commenced and energy generated measured. Solar PV projects in delivery mode and new schemes being developed. Key milestones to be be set out in a new energy strategy. 2 electric vehicles have been added to fleet as staff pool vehicles. An electronic booking system has been implemented for staff pool vehicle use and is working well. Fuel reduction devices are being piloted on 4 refuse collection vehicles. The draft Low Emission Strategy is currently subject to consultation;	CM Property/ AD Environment	
	Continue to work with other local authorities and organisations to improve recycling rates in the city	 By June 2015 we will: completed a comprehensive review of recycling bring-sites and identified new opportunities; expanded the range of materials collected at sites, with improved signage; determined whether a waste partnership with Devon CC, East Devon DC and Teignbridge DC, (DEET) which will significantly increase recycling rates, is achievable; in partnership with Devon CC and Exeter University and Student Guild, formulated a protocol on waste minimisation and increased recycling amongst the student population. 	A review of bring-sites is being finalised, new micro-sites introduced, and opportunities for recycling extra materials identified. A business case for DEET was presented in December 2014, and is currently under consideration by partners. Joint work with DCC, University and Guild is progressing.	AD	
22	Work with partners to improve public transport in the city and ensure	By June 2015 we will:	Both stations currently under construction.	Environment	КО
23	adequate public transport provision for areas of significant housing development in the East and South West of the City.	 have new rail stations open at Newcourt and Cranbrook have a plan in place for the replacement of the Bus Station. 	An outline application for the Princesshay Leisure development, including replacement bus station, is expected	Ross Hussey	RS

	А	В	С	D	E
4 Act	tion	Target/Milestone	Progress	Owner	PH
city, com	ork with partners to protect and improve habitats for wildlife across the v, protect allotments and explore the use of public open spaces for nmunity food production	By June 2015 we will: • retain the current allotment site provision • investigate the costs and feasibility of the use of public open spaces for community food production	The Devon Wildlife Trust are looking into improving habitats for wildlife as part of the Wild City project. No change is proposed to the current allotment site provision. We are in the process of working with allotment associations to form an allotment users forum, which was one idea that was welcomed as part of the allotments consultation last year. The idea of using public open spaces for community food production has been explored as a Rugby World Cup legacy project but while there was a great deal of enthusiasm for the idea there appears to be insufficient capacity locally to do this work at the moment.	AD PR	ко
incr sust	ork with Exeter Health and Well-being Board and other partners to rease levels of physical activity in the city and promote the stainable use of the river, canal and other green spaces for outdoor oure activities	By June 2015 we will: • work with Active Exeter to formulate an action plan to progress the ambition of Exeter being the most physically active city in the SW by 2018; • produced a first draft of an overarching Physical Activity and Sports Strategy via Active Exeter	The 4 priorities set last year of 1) Physical Activity; 2) Alcohol ill-health; 3) Cold homes and falls; 4) Health of the most disadvantaged; were re-endorsed at the November 2014 Board meeting, together with the Exeter District Public Health Plan 2014/15 (an annual update of health & Wellbeing in Exeter). The 'Everbody Active, Everyday in Exeter' social marketing scoping report has been produced and endorsed, and the formulation of an overarching Physical Activity and Sports Strategy through ECC and Active Exeter has been agreed. Last summer saw a highly successful Ping Exeter! project in the city with thousands of people playing table tennis at dozens of locations. It is hoped to repeat this exercise this year. The Active Exeter group is progressing a number of activity bids and has been approved to deliver a project funded by a grant of £41,620 from the Alcoa Foundation of Alco Howmet based at Sowton for a local community activity project in Cowick Barton in 2015. Other potential funding streams are also being explored.		

REPORT TO: DATE OF MEETING: REPORT OF: TITLE: SCRUTINY COMMITTEE – COMMUNITY AND EXECUTIVE 21 January 2015 and 27 January 2015 Assistant Director Finance Housing Rents and Service Charges 2015-16

Is this a key decision? Yes

Is this an Executive or Council Function? Executive

1. What is the report about?

This report sets out the proposed increases in respect of council dwelling rents, garage rents and service charges with effect from 1 April 2015.

2. Recommendations:

That Members of Scrutiny Committee - Community support and Executive approves:

- 2.1 Rents of Council dwellings are increased by 2.2% from 1 April 2015
- 2.2 Garage rents are increased by 2.2% from 1 April 2015
- 2.3 Service Charges are increased by 2.2%, with the exception of charges specified in paragraph 10.3, from 1 April 2015
- 2.4 In principle, charging full market rent to tenants with a household income of at least £60,000
- 2.5 The flexibility to let new-build council housing at 'affordable rents' up to 80 percent of local market rent, where considered appropriate

3. Reasons for the recommendations:

In announcements made at Budget 2013 and in the 2013 Spending Round, the Government signalled changes to rent policy for social housing. As a result, new guidance was issued in May 2014 by the Department for Communities and Local Government with regards to setting rents for social housing from April 2015 onwards.

Local authorities are expected to have regard to this guidance when setting rents for their housing stock and the recommended rises contained within this report are in-keeping with the Government's social rent policy and guidance.

4. What are the resource implications including non financial resources

The proposed rises in housing rents, garage rents and service charges are reflected in the proposed 2015-16 estimates for the Housing Revenue Account, which are also presented to this committee.

5. Section 151 Officer comments:

This report has been prepared on behalf of the Section 151 Officer to set out the increases to rents and service charges for 2015-16 in accordance with the Government's latest guidance on rents for social housing.

6. What are the legal aspects?

Authorities have the legal power to set rents as they determine; the Government's social rent policy provides guidance.

Whilst the Council is free to set its own rents, the Government has maintained the Housing Benefit 'limit' rent which limits the amount of rent a landlord can recover through the housing benefit subsidy system. Increases above the 'limit rent' would have an adverse impact on the amount of housing benefit received. Conversely, the main disadvantage of setting rents lower than Government guidelines is of course the loss of potential revenue and the impact this would have on investment and housing services.

7. Monitoring Officers comments:

No issues of concern identified.

8. Report Details:

RENT SETTING BACKGROUND

- 8.1 At the Spending Round, the Government announced a new social housing rent policy to apply for ten years from 2015-16 to 2024-25. Under the new policy, rents in the social sector should increase by Consumer Price Index inflation (CPI) + 1 percent annually.
- 8.2 Social rents will continue to be set on the current basis, whereby rent per property is calculated using a national formula that reflects the value of the property, number of bedrooms and local earnings.
- 8.3 The main change is the move from an annual limit on weekly rents of Retail Price Index + 0.5% + up to £2, to a limit of Consumer Price Index + 1%, following the Office for National Statistics announcement that the Retail Price Index no longer meets international standards for an inflation-index.

Rent Increases for 2015-16

- 8.4 In accordance with the Government's social rent policy, it will be necessary to implement an increase of 2.2% (CPI + 1%). For 2015-16 this will result in an average increase £1.65 per week, over 52 weeks, per property.
- 8.5 Rents are collected over 48 weeks, resulting in an average increase of £1.79 per collection week for 2015-16.
- 8.6 On a typical 2 bedroom flat the weekly rent for 2015-16 will be £77.41 (over 52 weeks). For comparative purposes, the average weekly rent for a 2 bedroom flat in Exeter are:
 - £86.09 per week with a housing association
 - £170.67 per week rented in the private sector

9. Garage Rent Increase

9.1 Rentals of non-dwellings, such as garages, are outside the scope of the

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Government's social rent guidance. However, an increase of CPI + 1% is proposed in-line with rises to dwelling rents and most service charges.

10. Service Charge Increase

- 10.1 These charges cover services and facilities provided by the authority to tenants which are not covered by their rent. Service charges reflect additional services which may not be provided to every tenant, or which may be connected with communal facilities. Different tenants receive different types of service reflecting their housing circumstances.
- 10.2 Service charges are limited to covering the cost of providing the services. Government guidelines advise that authorities should endeavour to keep increases from service charges in-line with rent changes, at CPI + 1%, to help keep charges affordable. For 2015-16 this equates to an increase of 2.2%. Increases above this may be made on rare occasions when an authority has increases in costs outside its control, such as increases in fuel costs.
- 10.3 Service charges will therefore increase by 2.2%, with the following exceptions:
 - 2.8% increase in respect of cleaning communal areas in line with anticipated rises in cleaning contract costs
 - 0% increase in respect of communal electricity at Weirfield House
 - 0% increase in respect of water at Magdalen Gardens
 - 3.1% increase in respect of fire alarm testing in line with rises in maintenance and monitoring contract costs
 - 5% increase in respect of repair costs in line with Building Cost Information Service (BCIS) rates

11. Social Housing Tenants on High Incomes

- 11.1 As part of the new social housing rent policy, the Government set out its aim that those in social housing with high incomes should pay a fairer level of rent. Under the new policy, local authorities are able to charge a full market rent where a household has an annual income of at least £60,000. This means a sub-market rent is provided only to those tenants who clearly need it.
- 11.2 There are not expected to be many households, if any, with an annual income of £60,000 or over in Council properties. However, work will be undertaken during 2015-16 to capture the household income data and identify any social tenants with high income so that their rent may be reassessed.

12. Rents for Newly Built Council Housing

- 12.1 The Government has implemented a process to allow properties to be let at 'affordable rents' and to be treated outside of the Rent Rebate Subsidy Limitation scheme when the properties have been provided as part of the Right to Buy replacement agreement. This effectively means that higher rents may be charged without any loss of housing benefit subsidy.
- 12.2 Affordable rent allows local authorities to set rents at levels that are typically higher than social rents, at up to 80% of local market rent inclusive of service charges. The intention behind this is to maximise returns and generate capacity for further investment in new affordable housing.

- ^{12.3} Sites currently being developed using monies retained under the Right to Buy replacement agreement include; Bennett Square, Newport Road, Rennes House car park and Whipton Methodist Church, it will therefore be possible to charge affordable rents on these new builds with no loss of housing benefit subsidy.
- ^{12.4} Alternatively, local authorities are free to let new build properties at social rents with a lower return on their investment.
- ^{12.5} This flexibility will enable the most appropriate rents to be charged, on a site by site basis, in respect of properties built using retained Right to Buy receipts.

13. How does the decision contribute to the Council's Corporate Plan?

The Housing Revenue Account contributes to two key purposes, as set out in the Corporate Plan; help me find somewhere suitable to live and maintain our property assets.

14. What risks are there and how can they be reduced?

As reported to Scrutiny Committee – Community on 9 September 2014, the main risk to council dwelling rents relates to the impact of welfare reforms, in particular the move to Universal Credit and direct payment of Housing Benefit to claimants. This is not expected to have a significant effect in 2015-16, however, officers are already planning for their implementation including management techniques to support and encourage customer behaviour towards rent payment.

15. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

No impact

16. Are there any other options?

As previously mentioned, the Council is free to set its own rents. However, setting rents higher than Government guidelines could result in a shortfall of housing benefit subsidy and setting rents below Government guidelines has the main disadvantage of the loss of potential revenue and the impact this would have on investment and housing services.

Assistant Director Finance Assistant Director Housing

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:

Guidance on Rents for Social Housing, issued by DCLG May 2014

Agenda Item 14

REPORT TO SCRUTINY COMMITTEE - COMMUNITY Date of Meeting: 21 January 2015 REPORT TO EXECUTIVE Date of Meeting: 27 January 2015 Report of: Cleansing and Fleet Manager Title: Clinical Waste Collection

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

1.1 This report seeks approval for the redesign of the clinical waste collection service. If the recommendations can be implemented fully, this will enable us to reduce costs by approximately £30,000, offer alternative and preferred provision for some clients, and ensure that we continue to comply with all relevant legislation.

2. Recommendations:

- **2.1** That Members of Scrutiny Committee Community support and Executive approves:
 - That a separate clinical waste collection is offered only for hazardous or infectious clinical waste. This means that offensive waste, such as sanitary protection products (Sanpro waste), will be collected and disposed of via the domestic rubbish collection and disposal at the Energy from Waste plant;
 - (ii) That, where required, additional rubbish capacity is provided to households generating Sanpro waste at no charge;
 - (iii) That Exeter City Council works with healthcare providers to ensure they make their own arrangements to remove clinical waste that they generate in clients' homes, or that they pay the Council to collect this waste;
 - (iv) That the Council work with pharmacies and others to explore the potential for a network of sharps-box depositories and exchanges.

3. Reasons for the recommendation:

3.1 To reduce the costs incurred by the Council in providing a clinical waste service that currently exceeds our statutory duties, and develop alternative disposal provision that some clients may prefer.

4. What are the resource implications including non-financial resources?

4.1 An accurate estimate of likely cost savings will not be practicable until a survey of all our clinical waste customers is completed. However, annual savings of £30,000 are achievable, if the recommendations made in this report can be implemented fully. This is based on currently available data, which indicates a majority of clinical waste currently collected on the service is Sanpro waste that could actually be disposed of as general rubbish via the new Energy from Waste plant.

4.2 In addition, approximately 1% (500) of Exeter households receive a clinical waste collection, but these generate 12% (2280 p.a.) of Cleansing-related telephone calls to the Environment Support Team, so there is scope to reduce this demand and shift it to other contact channels (e.g. online).

5. Section 151 Officer comments:

5.1 The financial implications for the Council contained within this report do not currently form part of the Council's medium term financial plan. If approved, Finance will support the Service in understanding fully the level of savings that can be achieved.

6. What are the legal aspects?

- **6.1** Section 45 of the Environmental Protection Act 1990 requires Exeter City Council to "arrange for the collection of household waste". The Hazardous Waste Regulations 2005, the Carriage Regulations 2009 and the List of Wastes Regulations 2005 set out the wastes that require separate collection and how these wastes must be classified and transported.
- **6.2** Where waste is generated by a healthcare worker for people in their own homes, the healthcare worker is responsible for ensuring that the waste is managed correctly; this is part of their duty-of-care (Duty of Care is established in the Environmental Protection Act 1990, Section 34, and the Environmental Protection (Duty of Care) Regulations (England, Scotland and Wales).
- **6.3** The Controlled Waste Regulations 2012 lists the types of household waste for which a collection charge may be made by the Council, which includes clinical waste.

7. Monitoring Officer's comments:

7.1 "Other than those legal issues raised above, this raises no issues for the Monitoring Officer."

8. Report details:

- **8.1** Exeter City Council currently provides separate clinical waste collection to approximately 500 households. The budgeted spending on domestic clinical waste collection in 2014/15 is £66,940.
- **8.2** This service consists of the collection of used needles in secure sharps boxes on an 'on demand' basis and the collection of yellow-bagged offensive and infectious wastes on a weekly scheduled basis, with some 'on demand' collections.
- **8.3** Clinical waste is categorised as below. Throughout Devon, it has been customary to collect all these materials as part of a separate clinical waste collection and send them for treatment by high-temperature incineration (higher temperatures than the Exeter Energy from Waste plant). This dates back to guidance issued by Devon County Council in 2000, which adopted a precautionary approach to classification and treatment.

- (i) Offensive (non-hazardous) waste e.g. incontinence pads, nappies, catheters, stoma bags, dressings, etc., from a person not currently being treated for an infection. These do not legally require a separate collection, nor high-temperature thermal treatment. They can be disposed of via general rubbish collections and do not need to be placed in designated yellow coloured bags.
- (ii) Infectious clinical waste waste from a patient currently being treated for an infection. This waste must be removed via separate collection in a suitably labelled yellow sack.
- (iii) Sharps waste needles (infectious and non-infectious) hazardous waste that must be removed via separate collection in an approved rigid container (sharpsbox).
- **8.4** In October 2014 we surveyed our clinical waste customers (Appendix 1) to establish what waste they were putting into their clinical collection. For the first set of responses we achieved a 60% return rate and we sent reminders to the remaining 40%. This will be followed by a telephone call to encourage the highest possible response rate. Data from the initial respondents indicates that for 68% of customers, at least some of their clinical waste is generated through treatment by a healthcare visitor. Furthermore, a majority of respondents indicated that they put sanitary protection products (Sanpro waste) in their yellow clinical waste sack.
- **8.5** These results (shown in more detail in Appendix 1) indicate that a majority of clinical wastes currently collected do not require a separate collection; there is, therefore, scope to reduce the resources dedicated to providing separate collection of these wastes. These resources include staff time, customer support, waste sacks and transport costs.
- **8.6** In addition to the collection costs, the disposal cost for clinical waste is over £300 per tonne due to the need to incinerate the material at high temperature. This requires the waste to be transported to Liskeard, the location of the nearest legally compliant disposal facility, and this cost is borne by Devon County Council.
- **8.7** A number of other English local authorities have stopped, or have never operated, separate collection of offensive healthcare waste. In Staffordshire, waste collection savings of £35,515 pa were achieved from a clinical waste customer base of 280 households smaller than Exeter's. The Staffordshire partnership has developed a toolkit, 'Clinical Waste: A Guide for Local Authorities', which describes a strategy for achieving savings and avoiding potential problems from changing the service; Exeter can benefit from such a partnership approach.
- **8.8** In order to implement the recommendations, the following actions will need to take place:
 - Contacting the remaining 40% of customers to ensure they are classifying their clinical waste correctly. This will involve telephone contact and offers to visit householders if assistance is required;
 - (ii) Once all data has been gathered, redesigning collection rounds to optimise resources and identify more accurately the financial savings to be realised;

- (iii) Completing a risk assessment for the collection of offensive wastes as part of the general rubbish stream. This will consider the needs of customers and collection crews. The likely impacts on collection crews are the additional manual handling and handling of offensive wastes; these can be mitigated by the provision of wheeled bins where practicable and wearing of protective gloves. It is worth noting that Sanpro waste customers will account for around 0.5% of our regular crews' rounds, so the additional impacts will be slight. Two major reorganisations of our collection rounds in July and December 2014 have increased the efficiency of our routes and ensured there is capacity to absorb this very small increase in workload.
- **8.9** In order to achieve cost savings across Devon and continue to meet the needs of customers, Devon County Council and several Devon district councils have formed an officer working group, including representatives from the NHS. The involvement of NHS staff in this group has been useful in identifying the needs of healthcare clients and developing appropriate communication methods. It is hoped that this collaborative approach will allow agreement to be reached over the responsibility of the healthcare provider to make arrangements for the removal of clinical waste; Devon County Council has already written to its NHS contacts to establish a dialogue.

9. How does the decision contribute to the Council's Corporate Plan?

- **9.1** The decision contributes as follows:
 - **Run the Council Well** reducing costs and optimising resources whilst ensuring that legal requirements for the collection of clinical waste are met.
 - Keep my Environment Safe and Healthy reducing unnecessary separate collections will reduce diesel engine emissions from our 3.5-tonne van fleet, and cut down on traffic movements in the City.

10. What risks are there and how can they be reduced?

- **10.1** There may be an adverse reaction from members of the public who see the diversion of offensive waste into the general rubbish scheme as a cut in service. For the majority of those affected, this will mean a bi-weekly rather than a weekly collection of this Sanpro material. The risk will be mitigated by offering additional containment capacity to suit the customer.
- **10.2** Clinical waste being wrongly classified by the householder this could result in hazardous or infectious materials being put in the general rubbish container along with offensive waste. However, experience elsewhere shows that this can be mitigated by good communication and guidance by the Council and partner agencies.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 A high proportion of customers receiving a separate clinical waste collection will be experiencing ill-health or will have a disability. 48% of respondents to our customer

survey had their forms completed by a carer, parent or guardian or their healthcare professional. Therefore, any communication requesting information or advising of service changes will be carried out sensitively, which will include one to one contact, telephone calls and the offer of household visits to explain issues and establish the needs of particular householders.

11.2 Special consideration will be given to households where there is limited storage for waste, e.g. in flats.

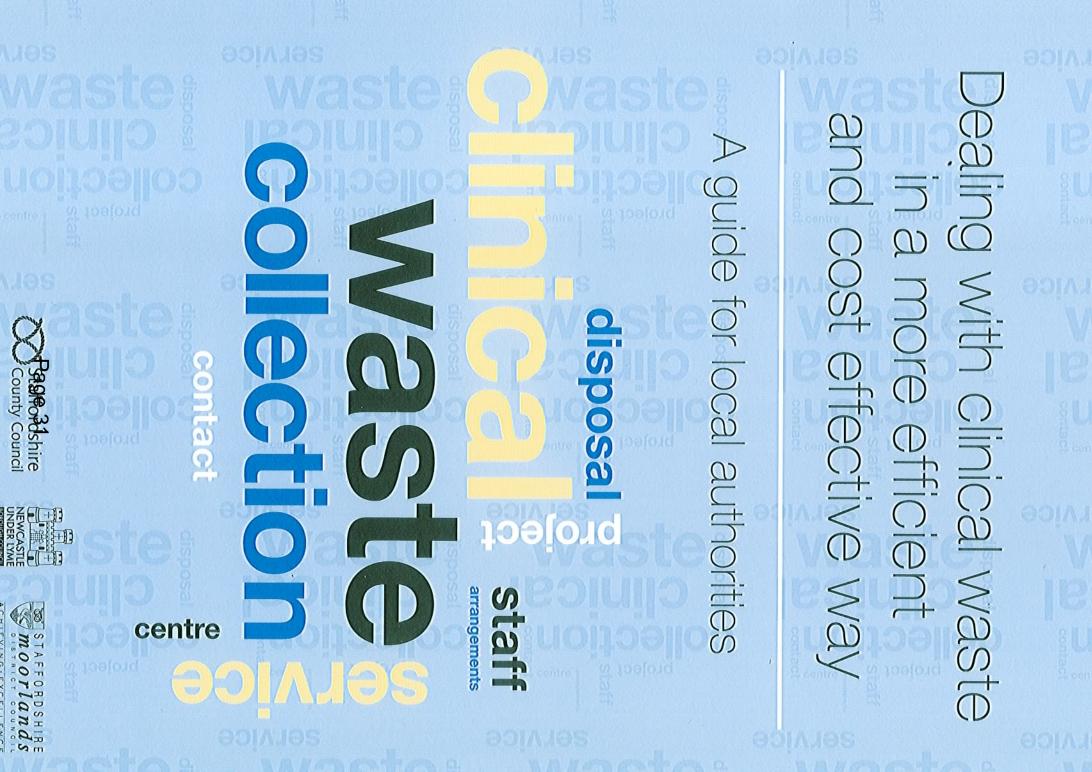
12. Are there any other options?

- **12.1** The Council has the legal power to make a reasonable charge for the separate collection of clinical waste in order to cover the cost of the service. At this point in time, this is not being recommended as an option for our residents, however, there may be scope in future to consider charging where an alternative service provision has been developed (e.g. a local network of sharps-box depositories and exchange points).
- **12.2** The exceptions to this are:
 - (i) Where healthcare providers are generating waste in their clients' homes, and instead of making their own arrangements for removing the waste, would prefer to pay the Council for this as a service;
 - (ii) Where residents can put their Sanpro waste in the fortnightly rubbish collection, but would prefer to retain a weekly collection and are willing to pay a reasonable charge.

Cleansing and Fleet Manager

Local Government (Access to Information) Act 1972 (as amended) Background papers used in compiling this report:-None

Contact for enquires: Democratic Services (Committees) Room 2.3 01392 265275 This page is intentionally left blank



Purpose

of clinical waste to reduce cost "Helping you collections.

disposal method is used, the requirements of duty of care are satisfied and collections are carried out more efficient and cost effective way. Correctly identifying the waste will ensure the most appropriate with a methodology and guidance to correctly identify the waste types and provide the service in a in the most efficient manner. Significant savings and operational efficiencies can also be made. The purpose of this information pack is to provide local authorities which currently collect clinical waste,

files on the resources CD. as an example. Sample letters and forms are also provided within the pocket of the folder and as MS Office The folder contains information and advice on how to implement such changes, using the Staffordshire project

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• Enclosures

Hazardous waste collection referral form flow chart

Sample letters

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Clinical Waste Questionnaire

Further information

Further information on the process can be obtained from:

More information from the WDA can be obtained from:

Jane Finnemore

Environmental Officer

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Staffordshire County Council

Team Manager: Waste Policy and Climate Change

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Improvement and Efficiency West Midlands

 $\begin{array}{c} Page \ 32 \\ The development and production of this tolder has been funded by Improvements and Efficiency West Midlands to help other Waste Collections Authorities deal with clinical waste in a more efficient and cost effective way. \end{array}$

WDA Contacts

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Clinical Waste Questionnaire

Resources CD

Sample letters

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management of healthcare wastes from within their area.

services should be done in conjunction with CCGs*.

The PCTs/CCGs have a responsibility for the safe

provision of additional capacity for offensive wastes WDAs alike to formulate their own strategies that are example of how to deal with clinical waste in a more tailored to their services, specifically in relation to the should therefore be used as a guide by WCAs and efficient and cost effective way in Staffordshire and The process stipulated within this toolkit is an

and disposal arrangements in Staffordshire was (WCAs) in Staffordshire, collected clinical waste: more efficient and cost effective service. At that This was carried out with the aim of achieving a appropriate collection methods and disposal routes. Waste Collection Services and identify the most waste collected across a number of WCA Clinical undertaken in March 2011 to establish the types of A review of local authority clinical waste collection point four of the eight Waste Collection Authorities

- Staffordshire Moorlands District Council;
- Newcastle under Lyme Borough Council;
- Stafford Borough Council; and
- South Staffordshire Council.

autoclaving and high temperature incineration. collected was disposed of via a combination of of clinical waste to their residents. The waste Council. Both Councils offered in-house collections Council and Newcastle under Lyme Borough of Staffordshire: Staffordshire Moorlands District considered collections from two WCAs in the North The first phase of the review, undertaken in 2011,

collecting and disposing of clinical waste (PCT) had their own arrangements in place for In addition, the local NHS Primary Care Trust for treatment and disposal of household waste. Authority (WDA) for these areas, has responsibility Staffordshire County Council, as the Waste Disposal

the local NHS Primary Care Trust (PCT) was established. of the two WCAs, the WDA and two representatives from A project team, consisting of a representative from each

Therefore, any future assessments of clinical waste Clinical Commissioning Groups (CCGs) replace PCTs. the PCT, recent changes have seen the introduction of While the initial project was delivered in conjunction with

> through normal household waste collections. could easily be disposed of much more economically. inefficient and unnecessarily costly manner. Most of categorised and therefore being disposed of in an clinical waste in both districts was being incorrectly the most appropriate treatment or disposal routes. It currently being collected as clinical waste to determine would work together to identify the waste types The project team agreed at an early stage that they the material was identified as offensive waste, which became clear that much of the waste collected as

within the healthcare profession and agree a system and undertaken by both WCAs. The audit included guidance was also carried out at the same time. service provider. A review of the current legislative whereby truly clinical collections are made via their PCT to identify and introduce new referral processes residents were producing and working alongside the identifying collections, establishing what material A full, systematic audit of collections was developed

discussions with the Ambulance service as collection system, joint visits to some of the referral units and eliminating completely the need for any such collections waste on behalf of the PCT. The audit reduced the service provider who undertake collections of clinical was established. This involved considering the referral the very small proportion of clinical waste that remained Working together with the PCT the correct routes for be collected by the PCT/via their service provider. handful in Staffordshire Moorlands DC remaining to in Newcastle Under Lyme BC, and leaving only a need for collections of truly clinical waste significantly,

asked to present their waste the number of "truly clinical collections" reduced dramatically changes to the way in which residents were Through the implementation of simple, unobtrusive

the number of truly Simple unobtrusive changes reduced clinical collections

Backgrouno

Clinical Waste Legislation Guidance

as follows. are key to establishing what should be collected. For clarity, the legal definitions have been interpreted and simplified Alongside regulations about containment and transportation, definitions of 'household', 'clinical' and 'offensive waste

Household Waste

Regulations 2012, Schedule 1) alternative disposal arrangements. the householder has made adequate the collection authority is satisfied that used for domestic purposes: house. (Defined through Controlled Waste property are unreasonably high and unless the collection costs from the be made for collection or disposal caravan, vessel, etc. No charge can Waste generated by a property

Offensive Waste

in the Controlled Waste Regulations 2012, Schedule 1, Section 1). disposal. (Legal definition can be found can be levied for collection but not is the end disposal point. A charge domestic bin collection if incineration point is landfill, or through the normal via tiger sacks if the end disposal products. This waste can be collected incontinence pads and sanitary include: dressings, gloves, nappies, which are not infectious. Examples fluids, secretions, or excretions, Household waste containing bodily

Clinical Waste

2012, Schedule 1; Section 1) but not disposal. (Defined through charge can be levied for collection transport are closely regulated. A GP surgeries. Containment and returned to designated health centres/ are clinical waste, but should be and marked for incineration. Sharps bags, which are yellow or orange produced by a healthcare activity antibiotics may be prescribed. such as something for which Waste containing infectious material, Controlled Waste Regulations The material must be secured in

Detailed information, legal definitions, technical information and recommended further reading can be found in

- Defines the duties of a Waste Collection Authority. 45; Paragraph 1 – Collection of Controlled Wastes) The Environmental Protection Act 1990 (Section
- waste from industrial waste and commercial Paragraph 1, 3, and 4) Differentiates household Controlled Waste Regulations 2012 (Schedule 1;

waste, and categorises household waste.

Hazardous Waste Regulations 2005 mixing and treating hazardous waste. and stipulates limits on transportation, Paragraph 19) Defines hazardous wastes (Schedule 1 (Annex 1), Paragraph 18 and

> concerning the International Carriage of Dangerous Goods by Road) (ADR) 2011 Stipulates the parameters for transporting Clinical

Carriage Regulations 2009 (European Agreement

- the European Waste Catalogue Codes) Care and/or Related Research. (Previously 18 Wastes from Human or Animal Health classifies the waste into categories. Section List of Wastes Regulations 2005 – Defines/
- Annex 1, Part 4 and Chapter 1.3; Annex A. Waste, and recommended training for drivers.
- available from the Environment Agency

reviewing their clinical waste collections. It is recommended that any WCA, WDA and CCG* familiarise themselves fully with the appropriate regulations prior to

1103

Frequently asked questions



There are potential significant financial savings to be made. The cost of making separate collections is substantial, and disposal costs associated with clinical waste are many times those for mixed municipal waste. The WCA needs to ensure that the right waste stream is being collected with the right collection service.

Typically waste generated by householders and collected via clinical collections is often only offensive waste, which can be disposed of via the normal collection routes. By correctly identifying the waste this ensures the most appropriate disposal point is used, thereby satisfying the requirements of duty of care and ensuring that collections are carried out in the most cost effective efficient manner. This often reduces the need for a separate collection.



There are various stakeholders involved in the process, below are a list of key ones. This list is in no way exhaustive and depending specific internal processes may or may not include all of these stakeholders:

Internally – Portfolio Holder, Cabinet/other elected Members, Contact Centre staff, operational collection staff, staff in Waste Strategy Team

Externally – CCG* staff, disposal authority staff, future contractor, residents

It is essential that a Project Team is established consisting of representatives from the waste collection service, waste disposal authority and CCG⁺. It is also crucial to have a project lead to drive the project forward.



Who are the key contacts that need to be involved in the project team?

The key contacts that should be included in your project team are:

- Waste management staff Disposal Authority
- Waste management staff Collection Authority (Head of Service and officers)
- CCG* management staff
- CCG* Clinal Collection Service provider



Is there a good time to start?

As soon as possible! However, it is a good idea to ensure timing takes account of restrictions such as PURDAH. The project will take time to complete and if not managed appropriately may be perceived by some stakeholders as a 'withdrawal' of service.



effective delivery of the project."

right collection stream and deliver value for money services. and you focus on the need to collect the right materials in the

refuse collection service, fully briefed elected members, etc extra capacity for those users switching onto a standard very much on local circumstances and previous history. If briefing your Media team, but the need for this will depend minimise any potential for negative press. It might be worth

Contact Centre staff, alternative collection arrangements you have everything in place - partner buy-in, training for

then negative press coverage can be minimised or avoided

up to the chan will ensure

changes

"Having all your

partners signed

How long will it take?

the same provider, or a new one (such as the CCG'). upon what new collection arrangements are proposed can be considerably shortened. Timescales will also depend exactly what the waste type is etc then the project length the service, other contact names/information if appropriate, to service users. If you know names of the people receiving will be the starting point; in particular, information relating depend on each Local Authority. A review of the service The time it takes to complete the review will very much

the procedures to be put into place. your local CCG* is, as it will need to agree to It will also depend on how proactive and engaged

will ensure effective delivery of the project. Having all your partners signed up to the changes



Will there be bad press





make for additional capacity? What provisions should the WCA

will become key to the delivery of the efficiencies.

to ensure that suitable arrangements are in place for the this, as they will need to work with the Local Authority success of the project will very much be dependant on start of the process in order to ensure their buy in. The Discussions with the CCG* need to take place at the very

implications, for example, bin supplies/sacks etc. in place to allow customers effected by the changes It is important that the WCA has the appropriate policies considerations have been given to any associated resource to access additional residual waste capacity. Similarly

collection of clinical waste. The CCG* will have their own waste across their own services. Using these arrangements arrangements in place for collection and disposal of clinical Page 3 | Frequently Asked Questions | Page 4 | Frequently Asked Questions continued

Waste Collection Reterral Form Flow Chart **OVerleat** g affed 9 96ed SSOOOL OUT

if the WCA doesn't?

Who will collect the waste

The Process for WCAs

The process can be broken down into a number of key steps.

- Collate current lists of addresses receiving clinical waste collections from databases. (Consideration should also be given to including current collection arrangements for nursing/care homes and how this process can also benefit the management of their offensive and clinical waste.)
- Populate your records with as much information as you have – names (referrer or entitled resident, contact details, nature of waste being collected, etc.)
- Set in place a procedure whereby requests for clinical waste collections are authorised in your team, rather than going straight from the contact centre to the collection staff.
- 4. Brief contact centre staff fully what you're doing and why, as well as empower them to solve capacity issues by linking them direct to additional capacity resourses.
- Contact residents effected by changes by phone – demonstrating a personal, sensitive and diplomatic attitude – ascertaining the type of waste and making appropriate arrangements, e.g. extra capacity if needed. Record the outcomes – waste types, additional capacity required, additional recycling capacity etc.

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Where residents cannot be contacted by phone a simple letter can be provided – advising what is and isn't clinical waste and offering solutions.

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Brief Contact Centre staff again, advising that letters are going out to residents.

-

After a month, send a further letter to those who don't make contact advising that their collections will stop in a further month unless they do make contact.

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Brief Contact Centre staff again, advising that letters are going out to residents.

<u>0</u>

10. After another month stop the collections for all except those that you have identified and confirmed to be producing clinical waste. Advise contact centre staff that this is happening, so they can provide services as necessary, such as extra containment or advice for CCG* staff to refer in to provider of clinical waste collections.

The Process for WDAs

Work closely with the WCA and other parties
 in the Project Team throughout the process.

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- 2. Engage with your residual waste treatment/ processing contractor early on, making them aware of the increase in household waste and negotiating any impacts on maximum tonnage inputs
 - Engage with any clinical waste disposal contractors early on. Consideration must be given to potential impacts on contractual obligations and meeting tonnage inputs, negotiations may be required.
- Brief Elected Members fully so they are aware of the project and potential savings that can be made.

4

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what arrangements are in place classified as 'household waste' their local council to discuss Advise the patient to contact for additional capacity. this waste because it is The WCA will collect

name on them and the date this was

sealed correctly, have the patients

and collected for disposal. There is

a special container in the health centre receptions for this

returned, they are then signed for

Advise the patient to take the waste

to healthcare centre. They must be

This is 'clinical waste' and you should send the referral form to the Primary Care Centre see flow chart on next page

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stoma bags, nappies, sanitary waste, vomit or soiled human bedding from nasal secretions, sputum, urine, incontinence pads, catheter and a patient with no infection? Is the waste offensive? e.g. dressings, human faeces,

> Is the waste from a patient with an infection (for which they are being treated – e.g. with antibiotics)?





Waste Assessment for Referrers

about enhancing and providing the right services for residents and is therefore not the removal of a service the arrangements for additional capacity, it is important to emphasise and provide assurance that this process is simply offensive waste which can be disposed of through household waste collections. When advising residents of if the waste produced is clinical and requires special collections by their collection service provider or whether it is require specialist disposal or treatment. It's primary use is for medical/CCG* staff, at the point of referral, to establish The chart below shows how waste can be assessed to see if it should be classed as clinical waste and therefore

Waste Assessment Chart

What is the composition of the waste?

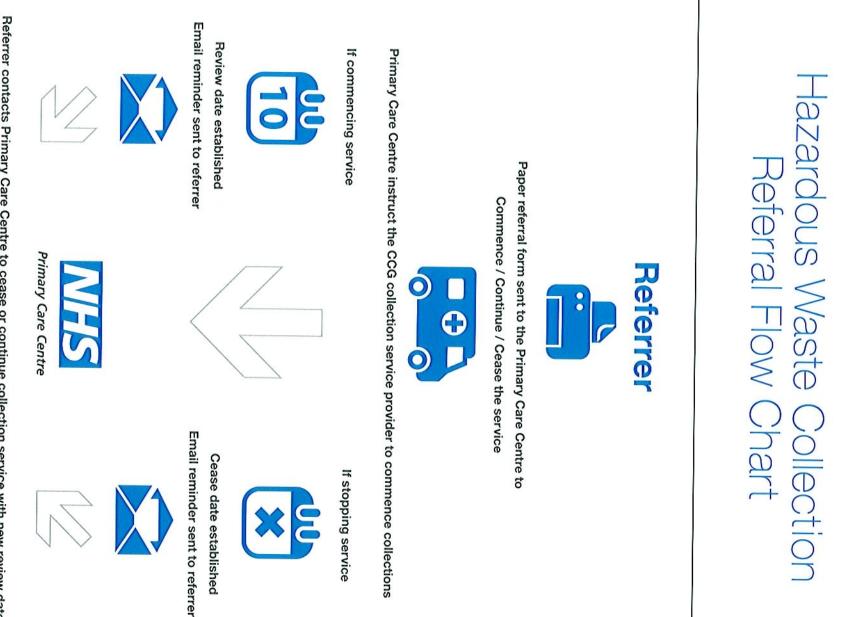
Is the waste 'sharps'?



Hazardous Waste Collection Referral Form Flow Chart

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Referrer contacts Primary Care Centre to cease or continue collection service with new review date



This flow chart shows the process which could be used by a CCG or equivalent to start/ stop collections of clinical waste from a particular patient or address.

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Agenda Item 15

REPORT TO SCRUTINY COMMITTEE - COMMUNITY Date of Meeting: 21 January 2015 REPORT TO EXECUTIVE Date of Meeting: 27 January 2015 Report of: Cleansing and Fleet Manager Title: Domestic waste containers: charges and policies

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

This report seeks to consolidate into one document (Appendix 4) a number of existing policies relating to domestic waste collection and supply of waste containers. It also seeks approval for a revised policy on charging for domestic waste containers to provide a simpler and harmonised charging structure.

2. Recommendations:

- 2.1 That Members of Scrutiny Committee Community support and Executive approves:
 - (i) that the consolidated waste collection policies in Appendix 4 are confirmed;
 - (ii) that the proposed list of exemptions from charges for domestic waste containers (Appendix 3) is adopted with effect from 1 February 2015; and
 - (iii) that the Council more robustly follows an escalation process leading to the use of Section 46 of the Environmental Protection Act 1990 to require residents to purchase or provide domestic waste containers to the required specification.

3. Reasons for the recommendation:

- **3.1** To reduce the net cost to the Council for purchasing and delivering domestic waste containers to residents and to move towards cost neutrality for this chargeable service.
- **3.2** To ensure that appropriate policies and charges for domestic waste collection are applied consistently and fairly.

4. What are the resource implications including non financial resources.

4.1 The additional resources identified to escalate any refusal to provide an appropriate waste container in line with the Council's policy, will be met within existing budgets. The anticipated increase in income derived from a more robust application of the policy, will outweigh the cost of any additional resources required to implement the policy.

5. Section 151 Officer comments:

5.1 An increase in income in relation to charging for bins is one of the proposals put forward by Cleansing towards their savings target for 2015-16 and has been built into the proposed budget. The additional increase added totals £40,000.

6. What are the legal aspects?

6.1 Section 46 of the Environmental Protection Act 1990 gives the waste collection authority (the Council) the power to specify the type of container a householder must use, and to either make a charge for the provision of the container, or require the householder to provide a container to the required specification. It also empowers the waste collection authority to *"make provision with respect to...the placing of receptacles for the purpose of facilitating the emptying of them"* and *"the steps to be taken by occupiers of premises to facilitate the collection of waste from the receptacles"*.

7. Monitoring Officer's comments:

7.1 "This report raises no issues for the Monitoring Officer."

8. Report details:

- 8.1 The Executive agreed on 18 March 2013 to introduce a charge for wheeled bins for domestic non-recyclable waste. A charge for supply and delivery has applied to newbuild properties (£25 £45 dependent on size) and a charge for delivery only (£6) applied to existing properties that required a replacement or swapped bin. These charges were introduced on 1 April 2013.
- **8.2** From 1 April 2014, the charges were amended so that a charge for green (recycling) wheeled bin now applies, and the difference in charge between new-build and existing properties has reduced. This was intended to increase income in order to move towards a cost neutral position and meet income targets. The current charging scheme is shown in Appendix 1.
- **8.3** Financial monitoring for the first three quarters of 2014/15 indicates there will be a shortfall of £3,100 on the target for this income stream by the end of the year, the reasons for which are explained below.
- **8.4** The target income of £30,500 was based on the rate of new-build completions and the number of requests historically received from existing residents. There are two reasons why the income so far this year has not met the target:
 - The charging protocol agreed by Executive in March 2013 includes a number of exceptions that require the bin charge to be waived (see Appendix 2). Increasingly, householders are citing *"The container has been stolen, and this has been verified by the occupier"* as the reason for requesting the replacement and this means no charge is applied in many cases.
 - (ii) Some householders, when told that they need to contribute towards the cost of a new or replacement wheeled bin, decide they do not want one and prefer to put waste out in plastic sacks. During the 2013/14 financial year, the number of new-build properties that were occupied but did not purchase a wheeled bin was

164. At the increased rate of new-build properties receiving a collection since April, this figure could rise to over 200 this year. Assuming that new-build properties will require a set of two bins (one each for rubbish and recycling) at an average charge of $\pounds 40$, this represents a missed income of $\pounds 4,740$.

- **8.5** As well as the loss of income to the Council, there is an impact on the street scene where black sacks are put out directly for collection. Because the waste is not securely contained, littering and spillage of waste is much more likely to occur and it is impracticable for collection crews to pick up every scrap of spilled waste. Additionally, the lack of a dedicated recycling bin will discourage people from recycling, having a negative impact on recycling rates and income.
- **8.6** Wheeled bins offer a safer collection method for collection crews due to easier manual handling and less chance of contact with offensive or sharp items. An increase in householders 'opting out' of using wheeled bins increases the risk needle-stick injuries from sharp objects as well as suffering manual handling injuries associated with carrying sacks and loading them manually into a refuse collection vehicle. For these reasons, the Council selected wheeled bins as the designated container for waste in all parts of the city except where properties for not have suitable space for storage.

8.7 Options for reducing exemptions from charging and increasing income.

The following options are considered:

- (i) Where a householder requesting a new or replacement bin refuses to pay a charge and is not entitled to a waiver under our policy, the Council will follow an escalation process, ending in the issuing of a notice under Section 46 of the Environmental Protection Act. This will require the householder to pay a contribution towards the supply or delivery of an appropriate wheeled bin by the Council. Alternatively the householder may purchase his or her own bin from another supplier, provided this meets the EN840 standard for wheeled bin construction and compatibility with bin lifts (advice will be given on the standard required).
- (ii) The phrase "The container has been stolen, and this has been verified by the occupier" is deleted from the list of reasons for waiving the bin supply and delivery charge. This will put the onus on the resident to put the bin out only within the specified period for collection day and bring it back on to the property as soon as possible afterwards. Householders will be encouraged to label their bins with their house number or name. Whilst, there is the potential for an increase in complaints from members of the public, this policy would support the objective of residents taking more responsibility for their bin.
- (iii) A charge could be introduced for alternative waste containers such as static dustbins and seagull-deterrent sacks. At the current rate of containers supplied (estimated at 1,100 in 2014/15), this could generate a useful income. However, static dustbins and seagull-deterrent sacks have been introduced in parts of the city where storage is waste is difficult and the storage and the presentation of waste in plastic sacks has caused littering problems that are very difficult to resolve. We have encouraged residents to accept these containers in order to improve the street scene especially in densely populated central parts of the city, therefore, charging for these containers in these circumstances may deter householders from using them and reverse some of the progress that has been

made in tackling the problems of spilled rubbish. Therefore this option is not recommended at this stage and needs further consideration.

- **8.8** The reduction in charge of 50% for a reconditioned bin has proven to be impracticable as the availability of such bins is not known when an order is placed by the householder. It also complicates the move towards a simple online ordering process as described below. If a reconditioned bin is supplied, the same protection against failure due to wear and tear is offered: *"The container has been damaged beyond repair by the collection and emptying process, so that it is no longer usable"* or *"Where the container has apparently prematurely failed owing to age or poor manufacture"*. It is therefore recommended that the 50% reduction is deleted from the list of exemptions.
- **8.9** A number of other domestic waste collection policies have evolved and are currently published on the Council's web site. These policies cover assisted waste collections, additional bin capacity for larger households, the storage and presentation of waste, dealing with missed collections and disruption to collections due to extreme weather. Publishing these policies, and ensuring that staff apply them consistently, enables us to provide an equal level of service to all households.

9. How does the decision contribute to the Council's Corporate Plan?

- **9.1** The decision will contribute as follows:
 - Keep My City Looking Good ensuring that householders obtain the appropriate waste containers for their property, and use them correctly, reduces the presence of rubbish sacks being stored in gardens, and presented on-street, and helps avoid spillage from split sacks.
 - **Run the Council Well** helps move to cost neutrality for this chargeable service; provides safer working conditions for the health and safety for our workforce.

10. What risks are there and how can they be reduced?

- 10.1 There may be an adverse reaction from members of the public who do not wish to pay for a waste container, however, the Council has made a charge for nearly 2 years now, without any adverse reaction. This can be further mitigated by ensuring we have clearly-stated policy explaining the need for the charges, and publicising this policy on the Council's web site (with links to this page being published in print media such as leaflets), and responding promptly to any residents who raise concerns about the policy.
- **10.2** Some residents may be unwilling or unable to pay a one-off charge for a wheelie-bin. For those able to pay but unwilling to do so, then the Council may require the provision of a suitable container by means of Section 46 enforcement action, and it may also refuse to collect refuse not presented in an appropriate container. Any accumulation that arose from non-collection may then need to be dealt with under other Environmental Health powers. For those unable to pay a one-off charge, then alternative payment methods would need to be considered, including stage payments. The risk can be further mitigated by learning from the experience of other Councils that

have used Section 46 powers for the purpose of requiring residents to purchase or provide a waste container.

- 11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?
- **11.1** There will be a positive impact on the local environment from the greater use of wheeled bins, which contain waste securely and reduce local littering.
- **11.2** The policy of charging for waste containers could be argued to have a negative impact on people with low income. However, Councils' authority to make a reasonable charge was established in the Environmental Protection Act 1990. The current charges are not excessive considering that these cover supply and delivery of a bin that will last for 6 years or more, and compare favourably with prices charged at retailers.
- **11.3** Housing type is another potential source of unequal access to the waste collection service. Larger families and others with limited space may struggle to store their waste between scheduled collections. These impacts are mitigated by the variable bin allowance for bin capacity shown in Policy 2 and by the retention of weekly rubbish collections in parts of the city where housing type does not allow for storage of waste on a bi-weekly cycle.
- **11.4** An equality impact assessment is included in Appendix 4. This shows that our Assisted Waste Collection policy mitigates the negative impact on people who cannot move their waste to the kerbside due to age or disability.

12. Are there any other options?

12.1 Seeking payment from developers of new housing was examined but was legally not enforceable.

Assistant Director Environment

Local Government (Access to Information) Act 1972 (as amended) Background papers used in compiling this report:-None

Contact for enquires: Democratic Services (Committees) Room 2.3 01392 265275

Appendix 1: Current charges for supply and delivery of bins, 2014/15

Bin Type & Size	Cost of supply to new builds or conversions completed since 1st April 2013	Cost of supply to existing properties (builds or conversions completed before 1 st April 2013)		
140L rubbish (depends on size of household)	£18.00	£12.00		
180L rubbish (depends on size of household)	£28.00	£12.00		
240L rubbish (depends on size of household)	£38.00	£12.00		
1100L rubbish for large bin stores	£257.50	£257.50		
140L recycling	£12.00	£12.00		
240L recycling	£12.00	£12.00		
1100L recycling for large bin stores	£257.50	£257.50		
140L rubbish and any size recycling wheeled bin	£30.00	£18.00		
180L rubbish and any size recycling wheeled bin	£40.00	£18.00		
240L rubbish and any size recycling wheeled bin	£50.00	£18.00		

Charges for 2015-16 will be included in the Community Fees and Charges proposal. The aim will be to simplify the charging structure.

Appendix 2: Current exemptions from bin charges

No charge will be levied when:

- 1) The container has been damaged beyond repair by the collection and emptying process, so that it is no longer usable.
- 2) The container has been stolen, and this has been verified by the occupier.
- 3) Down-sizing from a larger to a smaller bin.
- 4) Where the container has apparently prematurely failed owing to age or poor manufacture.
- 5) Where a different size container is required to suit large families or for medical reasons.
- 6) Where the property had been provided with alternative container arrangements and the new householder wishes to be supplied with the standard arrangements suited to that property type.
- 7) In other circumstances where the Cleansing & Fleet Manager deems it appropriate to waive the charge.
- A reduction of 50% will be applied to charges where:
- 1) A reconditioned bin is provided.
- 2) In other circumstances where the Cleansing & Fleet Manager deems it appropriate to reduce the charge.

Appendix 3: Proposed exemptions from bin charges

No charge will be levied when:

- 1) The container has been damaged beyond repair by the collection and emptying process, so that it is no longer usable.
- 2) The container was lost as a result of being collected and emptied by Exeter City Council.
- 3) Where the container has apparently prematurely failed owing to age or poor manufacture.
- 4) In other circumstances where the Cleansing & Fleet Manager deems it appropriate to waive the charge.

Waste Operations policies and service standards January 2015

Contents

Introduction

Policy 1: Supply of waste containers

Policy 2: Additional rubbish allowances

Policy 3: Collections missed by the Council

Policy 4: Assisted waste collection

Policy 5: domestic waste not collected due to extreme weather

Policy 6: storage presentation of waste for collection

Access to services and equality impact assessment

Introduction

This document brings together the various policies and service standards that apply to domestic waste collections. The objectives of these are to:

- (i) Ensure a fair, consistent approach for customers whoever they contact at the Council
- (ii) Take account of the diversity of Exeter's population and housing stock, ensuring everyone has access to an equivalent level of service
- (iii) Provide essential services reliably and in the most cost-effective way
- (iv) Carry out waste collections in line with best practice in health and safety for residents and our workforce
- (v) Minimise the adverse impact of our waste operations on the street scene
- (vi) Maximise opportunities to reduce, reuse and recycle waste

The following policies and service standards are written for publication on the Council website and are written in the first and second person, i.e. "we" = Exeter City Council; "you" = the customer. Underlined text indicates web links that take the reader to the appropriate web page for further information.

Policy 1: Supply of waste containers and presentation of containers for collection

This policy applies to ordering Council approved containers for rubbish. The Council offers a range of containers to suit the collection point designated for each property in Exeter and residents can find this information on the web form (see below). Consideration is given to whether certain types of property have suitable storage space for each type of container.

The standard container for domestic waste is the wheeled bin, manufactured to the European standard EN840. Wheeled bins offer secure storage of waste, minimise the impact of manual handling on residents and waste operatives, and provide sufficient capacity for the biweekly collection cycle that operates in most parts of Exeter. Bins are colour-coded in green (for recycling) and grey (for rubbish). Brown bins are supplied for garden waste subject to a collection charge in accordance with the Controlled Waste Regulations 2012.

In order to encourage waste minimisation, the Council restricts the sizes of grey bins according to household size (see Policy 2 below). For households that do not have space to store a bin within their property, alternative containers are supplied. These are seagull-deterrent sacks or static dustbins (for rubbish) and kerbside caddies for recycling. For blocks of flats, single-use clear plastic sacks are supplied for recycling. Households without storage at their property boundary can request a wheeled bin but may be asked to confirm in writing that they agree to store the bin within their property.

In order to reduce the cost to the Council of providing wheeled bins, a charge is now made for supply and delivery. Current charges and exemptions are listed in the table below.

As the Council, we will

- Collect rubbish and recycling on the scheduled day from 6am. You can check your scheduled collection day and download a waste collection calendar at <u>www.exeter.gov.uk/recycling</u>, or by contacting our Environment Support Team on 01392 665010.
- Designate a suitable collection point for your address. Normally this will be 'front kerbside', i.e. where the front boundary of your property meets the pavement, footpath or road. However, where appropriate, we may collect from a bin store, a collection point shared with nearby properties or from the rear of your property if this makes access for our collection crews more efficient.
- Supply static dustbins to store black bagged rubbish between collection days only to the following properties: where rubbish collections take place from back lanes, or where collections take place on streets that have front door collections but the properties have no front gardens. In these instances, dustbins will be supplied free of charge by the Council. However, where the Council changes the collection point for a street, or part of a street, from back alley to front door collections the Council will supply wheelie bins free of charge to those properties that have a front garden in which to store the wheelie bin.
- Expect residents who use sacks for collections of rubbish to provide their own black bags. However, for those properties that are not suitable for wheelie bin collections, the Council will supply, free of charge, reusable seagull deterrent bags to contain rubbish sacks for presentation on collection days.
- Charge, from 1st April 2013, for the supply and delivery of wheelie bins to new or converted properties that meet the criteria for wheelie bin collections. Wheelie bins are suitable for streets where collections are taken from the front of properties with gardens. The property manager, freeholder or resident will be charged for the supply and delivery of wheelie bins. Wheelie bins will remain the property of the Council, and may be exchanged thereafter for a delivery fee. For more information about bin supply charges visit wheelie bin fees.
- Charge, from 1st April 2013, for the supply of communal wheelie bins to new or converted properties that are suitable for communal wheelie bins. We will supply communal bins by arrangement with the property manager or freeholder of such properties. The property manager or freeholder will be charged for the supply of

wheelie bins. The wheelie bin may be exchanged thereafter for a fee. For more information about bin supply charges visit <u>wheelie bin fees</u>.

- Supply additional wheelie bins to properties where the residents meet certain criteria. Visit <u>additional rubbish containers</u> to find out whether your household is eligible to apply for this service. If you are successful in applying for this service the Council will only charge for the supply of any additional wheelie bins.
- Exchange or replace a wheelie bin previously supplied to a property subject to prior payment to the Council of a supply charge- visit <u>wheelie bin fees</u>.
- Remove wheelie bins that are reported as being habitually left out on a public highway on non-collection days.
- Levy a supply charge on a resident where the resident requests the return of the wheelie bin(s) after their wheelie bin has been confiscated because it has been habitually left on a pavement or public highway between rubbish collections.
- Aim to supply, or collect unwanted, containers within 10 working days from the date requests are made.
- Collect unwanted wheelie bins free of charge.
- Ensure that pre-used bins have been refurbished to a suitable standard before being supplied to a household, property agent or freeholder.
- Provide an assisted waste collection service to households who are registered for this service. To apply, visit <u>assisted waste collections</u>

As a householder, you are responsible for

- Storing your rubbish on your property, or in the bin store for your property, between rubbish collections.
- Presenting (unless you use a communal storage area) your rubbish at the collection point for your property you can find your collection point in the form called <u>find out</u> <u>when your bin is collected</u>.
- Putting your rubbish out for collection after 6pm on the evening before collection, but before 6am on the day of collection.
- Returning your seagull bags or wheelie bins to your property as soon as possible after it has been emptied, for storage until the next collection day.
- Ensuring that containers being returned by you to the Council are empty and left outside the front of your property until the delivery crew is able to collect them.
- Not putting out extra general rubbish in sacks if you use a wheelie bin.
- Leaving the wheelie bins or Council supplied dustbins at your property if, or when, you move out.
- If a wheeled bin is the appropriate container for your property, using suitable wheeled bins of the correct size for your household. You can obtain these bins from the Council on payment of the current charge, or you may provide your own wheeled bins. If you choose to provide your own bins these must meet the standard EN840 for wheeled bins, and must be coloured green for recycling and grey or black for rubbish.

As a property manager or freeholder, you are responsible for

- Ensuring all residents of the building have access to a shared bin store or communal area where they can store their rubbish between scheduled rubbish collections.
- Educating all residents about how to use and store their rubbish in the shared bin store or communal area.
- Liaising directly with the Council to arrange for suitable containers to be delivered to your designated bin storage area see contact details on this page.
- Ensuring you manage and maintain the cleanliness of your bin storage areas, and taking all reasonable measures to prevent fly tipping in and around your bin storage areas.
- Reporting damaged bins to the Council.
- Arranging for the return of unwanted wheelie bins to the Council.

Table 1: Charges for the supply of wheeled bins to domestic properties for rubbish and recycling, 2014-

15 (subject to annual review)

Bin Type & Size	Cost of supply to new builds or conversions since 1st April 2013	Cost of supply to existing builds or conversions before 1 st April 2013	
140L rubbish (depends on size of household)	£18.00	£12.00	
180L rubbish (depends on size of household)	£28.00	£12.00	
240L rubbish (depends on size of household)	£38.00	£12.00	
1100L rubbish for large bin stores	£257.50	£257.50	
140L recycling	£12.00	£12.00	
240L recycling	£12.00	£12.00	
1100L recycling for large bin stores	£257.50	£257.50	
140L rubbish and any size recycling wheeled bin	£30.00	£18.00	
180L rubbish and any size recycling wheeled bin	£40.00	£18.00	
240L rubbish and any size recycling wheeled bin	£50.00	£18.00	

Exemptions from bin charges

No charge will be levied when:

1) The container has been damaged beyond repair by the collection and emptying process, so that it is no longer usable.

2) The container was lost as a result of being collected and emptied by Exeter City Council.

3) Down-sizing from a larger to a smaller bin.

4) Where the container has apparently prematurely failed owing to age or poor manufacture.

5) Where a different size container is required to suit large families or for medical reasons. 6) Where the property had been provided with alternative container arrangements and the new householder wishes to be supplied with the standard arrangements suited to that property type.

7) In other circumstances where the Cleansing & Fleet Manager deems it appropriate to waive the charge.

Policy 2: Additional rubbish allowances

The Council encourages householders to recycle more by limiting the amount of rubbish they can put out. Standard allowances are based on the size of the household and whether a household has weekly or biweekly rubbish collections.

We, the Council, will:

- consider your application for additional rubbish to be collected based on the number of people in your household
- collect your additional rubbish on scheduled collection days, provided this has been formally approved by the Council
- collect back grey wheeled bins that are no longer required by the household

As a householder, before applying for this service you are responsible for:

- learning how to reduce what goes into your rubbish bin
- learning about <u>what can be recycled from home</u>
- paying for the temporary supply of an additional grey wheeled bin, if approved by the Council
- contacting the Council to arrange for the return of grey wheeled bins no longer required

Bin Description (Litres)	Bin capacity (total litres)	No. of occupants in standard H/H	Litres per householder – Standard	No. of occupants in shared H/H	Litres per householder - Shared
140L	140	1	140	1	140
140L	140	2	70	2	70
140L	140	3	47	n/a	n/a
180L	180	4	45	3	60
240L	240	5	48	4	60
240L	240	6	40	5	48
180L plus 140L	320	7	46	6	53
180L plus 140L	320	8	40	7	46
240L plus 140L	380	9	42	8	48

Table 2: bin sizes, allowances for various household sizes

A 'shared household' means an address at which people are living independently of each other, but may share a bin.

Exceptional circumstances

Some households may claim that their particular circumstances make it difficult to manage with the bins allocated to them under this policy. Such claims will be considered by the Waste Operations Service, but any allocation of additional allowance in excess of this policy will need to be agreed with the Cleansing and Fleet Manager.

Review of this policy

This policy for the allocation of waste containers may be reviewed at any time by the Cleansing and Fleet Manager and the Assistant Director – Environment. A review will also take place should there be any significant change to the rubbish and recycling collection policies, e.g. the addition of new materials to the recycling service.

Policy 3: Collections missed by the Council

This policy applies to collections of domestic waste that are missed by the Council and includes approved rubbish, recycling and garden waste containers. Its objective is to ensure that service failures on the part of the Council are corrected quickly, whilst avoiding additional journeys to collect waste that was not presented on time or at the correct collection point.

We, the Council, will

- Return by the next working day if the crew fails to collect a correctly presented bin, bag or box on a scheduled collection day providing it has been reported to the Council by the end of the next working day from when the scheduled collection was missed.
- Make up to three attempts to collect from streets closed due to road works for up to three days after a failed scheduled collection.
- Be unable to empty bins that are too heavy for the crews to safely move to the back of a waste collection vehicle for lifting.
- Return your bin or box to the approximate collection position after emptying.
- Collect additional waste on the next scheduled collection if extreme weather prevents a collection. Go to <u>Streets with suspended collections</u> to see if your collection has been cancelled within the last three working days.
- NOT return to collect waste where access to an individual property is blocked by parked cars or locked premises.
- NOT collect extra bags of rubbish where a property has been designated by the Council as suitable for wheeled bins or static dustbins. Where wheeled bins are issued all rubbish must be presented in the wheeled bin. Where static dustbins bins are issued all rubbish must be placed in a securely tied black sack inside the dustbin so that the crew can lift it out of the bin - any rubbish left loose in a static dustbin will not be collected.
- Collect extra recycling if it has been bagged and labelled with the word "recycling" and the first line of the householder's address.
- Provide Assisted waste collections, on application, to eligible households.

As a householder, you are responsible for

• Notifying us of the missed collection by the end of the next working day (up to 5pm by telephone or midnight if reporting online via www.exeter.gov.uk/missedbins

Policy 4: Assisted waste collection

This policy applies to those householders where the Council provides an approved assisted waste collection service for rubbish, recycling or garden waste.

We, the Council, will

- provide an assisted waste collection service to those households where the resident or residents are physically unable to present their waste at the designated collection point for their property on collection days
- provide this service to approved householders for all waste types including rubbish, recycling and garden
- collect and return waste containers, as long as they are accessible by the crews from the collection point designated by the Council for the street on which the property is located
- investigate and withdraw this service where it is believed there is an able bodied adult living at the property
- write to householders registered for this service every two years to confirm that the service is still required

As a householder, you are responsible for

- applying to the Council for this service. Apply here for Assisted waste collections
- providing documentary evidence of need by supplying a photocopy of the identification page of one of the following documents:
 - o Disability Benefits book
 - Documentation confirming entitlement to the mobility component of the Disabled Living Allowance (DLA)
 - o Registered Blind Certificate
 - o Birth certificate
 - o Pension book
 - o Other similar certificates which may indicate a requirement for this service
 - notifying the Council if an able bodied person moves in to your property with you
- ensuring collection crews can access your waste from the designated collection point for your street. Where collections for your street are from the
 - o back alley the crew will need access from the back alley
 - front door the crew will need access from the street contained in your address
 - o back gate the crew will need access to the back gate of your property
- replying to the Council when it seeks reconfirmation that you still require the service failure to do so will result in this service being stopped

Policy 5: domestic waste not collected due to extreme weather

This policy applies to domestic rubbish, recycling and garden waste that is not collected by the Council on a scheduled collection day due to extreme weather events, such as snow, ice and flooding

We, the Council, will

- Make every effort to collect domestic waste on the scheduled collection day. Go to <u>Streets with suspended collections</u> to see if collections for your street have been cancelled within the last 2 working days due to extreme weather conditions.
- Automatically collect correctly presented additional waste on the next scheduled collection for your property.

As a householder, you are responsible for

- Taking your uncollected waste back onto your property by 8.00 pm on collection days it is an offence to leave waste containers on public highways on non-collection days.
- Storing your additional waste safely and securely on your property until the next scheduled collection day - for hints and tips on reducing and storing your rubbish and recycling during these times visit <u>storing waste</u>
- Presenting your additional waste at the designated collection point for your property on your next scheduled collection day. <u>Find out when your bin is collected</u> provides this information.
- Putting your waste out after 6.00pm on the day before the next collection or before 6.00am on the day of collection.
- Presenting your additional waste in the following manner:
 - Rubbish must be presented either in your wheeled bin, or in a securely tied sack.
 - Recycling must be presented either in your wheeled bin or box, or in a securely tied sack, with a label on the sack with the first line of your address and the word **'recycling'** to help the crews identify it as recycling.
 - Garden waste must be presented either in your garden wheeled bin, or in a Council biodegradable sack. Visit <u>Renew or hire a brown bin</u> to find out where to hire wheeled bins or purchase Council biodegradable sacks.

Policy 6: storage and presentation of waste for collection:

Residents must store their waste within the boundary of their property (or communal waste store if applicable). Bins or sacks should only be placed on the pavement for the purposes of scheduled collection (no earlier than 6pm on the day before collection is due). Bins or other containers must be brought back on to the property as soon as is practicable after collection has taken place. Bins that are left on the pavement before or after the day of collection will have a warning sticker attached, and if they remain on the pavement for a further two days, will be removed. The standard bin supply charge will be applied for replacement of any bins removed under this policy.

Waste collection operatives are responsible for returning bins to the appropriate collection point after emptying. Bins must be placed tidily and in a way that minimises obstruction of pavements, driveways etc.

The remainder of this policy applies to all households that do not qualify for an Assisted Waste Collection (Policy 4 above)

The normal collection point for domestic rubbish and recycling from individual properties is the front kerbside, i.e. where the boundary of the property meets the pavement. This enables the most efficient operation of waste collections and avoids the requirement for waste operatives to enter private property. There are exceptions to this principle, where the most efficient access by waste operatives to the property boundary is at the side or rear.

Where properties share a communal collection point, such as a bin store, waste collections will be made directly from this point.

Residents are notified in writing of any change to their collection point.

Collection of waste takes place from 6am. Waste that is presented after 6am may not be collected.

As a householder, you are responsible for

- Putting your container at the designated collection point for your property. You can find your collection point in the form called <u>Find out when your bin is collected</u>
- Putting your container out after 6.00pm on the day before the next collection or before 6.00am on the day of collection.
- Taking your container back onto your property by 8.00 pm on collection days it is an offence to leave waste containers on public highways on non-collection days.
- Making sure your container has the correct things in it. Check what to put in your container:
 - o rubbish containers must NOT contain exceptionally heavy or large items
 - what can be recycled from home
 - What garden waste do we collect for composting?

Access to services and equality impact assessment

To enable residents to access the information they need about waste collections, and to report problems and request services, we provide:

- Web-based self-service facilities that allow people to report a collection missed by the Council, look up their next collection day, download a calendar
 of waste collection dates for the whole year and find out which materials should go in which bin. Online ordering of new bins and special collections
 of bulky waste are under development.
- Email and telephone access to the Council's Environment Support Team during office hours
- For serious or difficult-to-resolve problems, a Waste Operations Supervisor can visit residents at their address

It is important to ensure that all sections of the community have access to an equivalent level of waste collection service. With regard to the main protected characteristics under equalities legislation, the physical ability to move waste to the collection point is the major issue: gender, disability, ethnicity, age, sexual orientation and religion & belief

Protected characteristic	Potential negative equality impact	How we avoid or reduce these impacts
Gender	No known impact	
Disability	Difficulty in moving waste containers to the designated collection point	Wheeled bins offered in a range of sizes reduced the need to lift the full weight of the waste. Assisted waste collections are offered on request, with collection point agreed with the resident where there is nobody at the address able to move waste to the kerbside Local variations to the designated collection point are made, for example to avoid excessive number of steps. The impact of any collection point changes is assessed to include people with mobility problems
Age	Elderly people are more likely to experience difficulty in moving waste containers to the designated collection point	Wheeled bins offered in a range of sizes reduced the need to lift the full weight of the waste. Assisted waste collections are offered on request, with collection point agreed with the resident where there is nobody at the address able to move waste to the kerbside Local variations to the designated collection point are made, for example to avoid excessive number of steps. The impact of any collection point changes is assessed to include people with mobility problems
Sexual orientation	No known impact	
Religion and belief	No known impact	

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