



NOTICE OF MEETING

CABINET MEMBER FOR ENVIRONMENT & COMMUNITY SAFETY DECISION MEETING

WEDNESDAY, 5 FEBRUARY 2014 AT 12.00 PM

CONFERENCE ROOM A - SECOND FLOOR, THE CIVIC OFFICES

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Councillor Gerald Vernon-Jackson, Leader of the City Council for Councillor Eleanor Scott, Cabinet Member for Environment & Community Safety.

Group Spokespersons

Councillor John Ferrett, Labour

Councillor Robert New, Conservative

(NB This agenda should be retained for future reference with the minutes of this meeting).

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: www.portsmouth.gov.uk

Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.

AGENDA

- 1 Apologies for Absence**

- 2 Declaration of Members' Interests**

3 Income Generation - Environmental Health (Pages 1 - 10)

Purpose of the Report.

As part of the budget setting process the council has identified an increase in income being required from the Environmental Health Service, 25% from Pest Control activities and a 15% increase from others areas, such as income generated from Port Health functions. The target levied against all Environmental Health functions equates to on-going additional income of £40,000 per year, of which £20,000 relates to Pest Control.

This report sets out the implications of such an approach but will primarily consider charges necessary to be introduced for pest control treatments as it is these that will have the greatest potential to impact upon the general public.

Recommendations

It is recommended that the Cabinet Member for the Environment and Community Safety approves:

- a) The introduction of charges for the treatment of rats in line with those levied for mice;
- b) The concession for householders in receipt of a qualifying benefit to be 50%;
- c) Due to an improvement in the potency of the poisons available, a reduction in the number of visits carried out within each treatment for rodents to three, following which a further charged will be levied;
- d) That only households where the homeowner/tenant or partner is in receipt of a qualifying benefit are eligible for the subsidised rate;
- e) That all charges are increased, from the 1 April 2014, in line with inflation.

4 Update on the Green Waste Club (Pages 11 - 18)

Purpose of the Report.

Portsmouth City Council, working with its main contractor, Biffa, introduced a new garden waste collection service in April 2013. The chargeable 'Green Waste Club' is run on behalf of the council by Biffa, as an optional part of the council's waste collection contract that commenced in October 2011.

This report is an update on the rollout of the Green Waste Club, indicating the following:

- Number of users of the scheme.
- Any operational changes since the scheme was agreed.
- Tonnage of garden waste recycled to date, and any impact on recycling levels.

Recommendations

That members acknowledge the progress of the Green Waste Club and support the further promotion of the campaign.

5 Incentives to Recycle - Update (Pages 19 - 44)

Purpose of Report

To update the portfolio holder on the incentives scheme detail, the launch, and the strategy moving forwards.

Recommendations

1. That members acknowledge the progress of the BIG Recycle reward scheme and support the further promotion of the campaign.
2. Members approve the re-profiling of the budget as laid out in table 9.3 of the report.

6 Portsmouth Recycling Centre Management Contract (Pages 45 - 66)

Purpose of Report

This report concerns Portsmouth City Council's (PCC) Household Waste Recycling Centre (HWRC) located in Port Solent. It will outline the current services being offered and consider the options available for future site management built around a value for money approach supported by a new operating contract from 1 February 2015.

Recommendations

1. That the report be noted.
2. That the contract for the operation of the Paulsgrove HWRC is retendered as part of the Hampshire retender procedure for all 26 HWRC sites in Hampshire.
3. That the contract allows flexibility for PCC to operate the Paulsgrove HWRC in a way that suits local requirements.
4. That delegated authority be given to the Executive Member for Environment and Community Safety in consultation with the Head of Transport and Environment and on the advice of Legal Services to enter into the new HWRC contract and to agree the terms of the contract within existing budget limits.
5. That PCC continue to work with (Hampshire County Council) HCC on agreeing a reduced allocation of costs to PCC for the new contract that reflects the different levels of trade waste controls and different management options that are in place at HWRC sites used by Portsmouth residents.
6. Details on any cost savings as a result of the new HWRC contract will be finalised once the procurement process has finished.

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Agenda Item 3



Portsmouth
CITY COUNCIL

Agenda item:

Title of meeting: Environment & Community Safety Decision Meeting

Date of meeting: 5th February 2014

Subject: Income Generation - Environmental Health

Report by: Alan Cufley Head of Corporate Assets, Business and Standards

Wards affected: All

Key decision: No

Full Council decision: No

1. Purpose of report

- 1.1. As part of the budget setting process the Council has identified an increase in income being required from the Environmental Health Service, 25% from Pest Control activities and a 15% increase from others areas, such as income generated from Port Health functions. The target levied against all Environmental Health functions equates to on-going additional income of £40,000 per year, of which £20,000 relates to Pest Control.
- 1.3. This report sets out the implications of such an approach but will primarily consider charges necessary to be introduced for pest control treatments as it is these that will have the greatest potential to impact upon the general public.
- 1.4. The main pest related options for consideration relate to:
 - rationalising concessions for all types of pest control treatment; *and*
 - introducing a treatment charge for non-concessionary rat treatments.
- 1.5. Almost all Environmental Health functions are statutory in nature and services that require a charge to be raised constitute a small part of the service.
- 1.6. The majority of fees are either set by legislation, or have to be set on a cost recovery basis only as required by the 2006 European Services Directive, or as part of a national charging scheme devised and agreed by the Association of Port Health Authorities. The opportunity to generate fee income is therefore not significant and the income targets required will be difficult to achieve.

2. Recommendations

- 2.1. It is recommended that the Cabinet Member for the Environment and Community Safety approves:
- a) the introduction of charges for the treatment of rats in line with those levied for mice;
 - b) the concession for householders in receipt of a qualifying benefit to be 50%;
 - c) due to an improvement in the potency of the poisons available, a reduction in the number of visits carried out within each treatment for rodents to three, following which a further charge will be levied;
 - d) that only households where the homeowner/tenant or partner is in receipt of a qualifying benefit are eligible for the subsidised rate;
 - e) that all charges are increased, from the 1st April 2014, in line with inflation.

3. Background information

The importance of pest control and the options for increasing income

- 3.1. Apart from the domestic cat, rats and mice have few predators in an urban environment. Foxes are beneficial in this regard and may account for a slight decrease in the rodent population but the control of pests in the UK falls to various public and private sector organisations. Local authorities have certain legal duties related to the public health risks posed by rodents, but the way in which we meet these duties varies.
- 3.2. The main statutory duties placed on local authorities for rodent control are detailed in the Prevention of Damage by Pests Act 1949 (PDPA) which require us to take such steps as may be necessary to secure so far as practical that our district is kept free from rats and mice and, in particular:
- from time to time to carry out such inspections as may be necessary for this purpose;
 - to destroy rats and mice on land of which it is the occupier and otherwise to keep such land so far as practicable free from rats and mice.
- 3.3. Whilst these powers seem to provide a useful platform to facilitate rodent control, in practice there are inherent weaknesses as the PDPA does not provide us with automatic powers of entry to premises. A further fundamental weakness is that an infestation must be proven before we can require action on owners. This weakness reduces the opportunities for proactive measures to reduce the likelihood of infestations becoming established.

- 3.4. For these reasons, and because pest control is considered to be a significant public health issue, the majority of local authorities retain an 'in house' pest control service for which the vast majority of treatments incur a cost.
 - 3.5. The World Health Organisation recognise that pests spread disease and cause unhealthy living conditions and it is therefore important to maintain a pest control services which are capable of protecting the health and wellbeing of the local community.
 - 3.6. The 2013 British Pest Control Association national survey demonstrated that austerity measures and local authority pressures have already adversely impacted on public health pest control services and have proven that many local authority pest control services are facing the same funding problems as our own.
 - 3.7. The survey proves that the overwhelming majority, almost 85%, of the 407 UK local authorities still provide pest control services in-house as part of their core environmental / public health responsibilities but that only 7% of councils are able to continue to offer free treatments.
 - 3.8. Our treatment charges are uplifted each year to account for inflation and are regularly benchmarked with other providers.
 - 3.9. There remains only a single pest control treatment where a charge is not currently charged made.
Treatments for rats are currently free to all where:
 - any member of a household is in receipt of a recognised qualifying benefit (all treatments, irrespective of the number of treatments, requested are free), or
 - a household is not in receipt of a qualifying benefit treatments, but are limited only to a single treatment involving no more than 6 visits in a rolling 12 month period. Any additional treatments within the 12 month period are currently charged at £44 for up to a maximum of 6 visits.
 - 3.10. There are currently 4.4 FTE pest control officers (PCO) within the Pest Control Team. This was reduced from 5.4 FTE in 2012 through efficiency savings. The income targets for the team remained static in the 2011/12 and 2012/13 periods and have been achieved. It is not considered possible to increase income levels whilst reducing further the number of PCOs employed.
- 4. Reason for the recommendations - Proposed fees and charges rat treatments**
- 4.1. In the calendar year 2013 the pest control team dealt with 1,278 rat treatments, which equates to approximately 7,500 visits to properties.
 - 4.2. Free rat treatments account for approximately 30% of all work related to rat infestations made by the PCOs. It is proposed to introduce a new charge for these treatments.

- 4.3 These 380 treatment requests equates to approximately 2,300 visits which are roughly split 50/50 which respect to persons eligible for a reduced fee treatment and those which are not.
- 4.4 A benchmarking review of fees and charges across Hampshire shows that all pest control services offer subsidies to customers on means tested benefits. We recommend that the Council therefore continue to offer existing subsidies but at a uniform reduced rate.
- 4.5 Benchmarking with 5 of the leading local and national pest control providers suggests that in regard to the treatment of rats, even with the proposals accepted at our full charge rate, we are between 55% and 163% cheaper and that we generally offer a higher number of revisit treatments (3 rather than 2).
- 4.6 In the immediate area, Gosport and Fareham are the only local authority still providing a totally free service for the treatment of rats.
- 4.7 Other authorities charge varying amounts, for example;
- Winchester charge £36 for 3 visits with a 50% reduction for those persons on a qualifying benefit:
 - Southampton charge £49.50 for 3 visits with an 84% reduction for members of the public on a qualifying benefit.
- 4.8. The step change in local authorities charging for rat treatments over the past few years is largely because it necessary to move towards more cost recovery weighed against any potential longer term public health concerns in the present financial climate.
- 4.9. Benchmarking data from the Southern Pest Control Liaison Group suggests that charging for treatments is likely to have a notable effect on demand.
- 4.10. Anecdotal evidence suggests that even a modest charge will deter a significant number of residents from using the service (particularly where rats are seen in the garden rather than the home) and demand appears to vary in inverse proportion to the fee.
- 4.11. It is predicted however that the introduction of a nominal charge for rats will only result in a reduction for a limited period and that demand will return to similar levels within a 3 or 4 year period.
- 4.12 Currently persons in receipt of a qualifying benefit are eligible for a subsidised rate. The concession available is not however consistent across all pest types. It is proposed therefore that all reduced fees are made uniform at 50% of the full fee price. The proposed subsidised rates for all pest types for 2014/2015 are provided in **Appendix 1**.

5. Rational for charging the same for the treatment of rats as mice

- 5.1. Worldwide, rats and mice spread over 35 diseases. Rats and mice have, in equal measures, the capability to spread many human pathogens. Mice are often seen as a nuisance pest whereas rats are seen as a public health pest. This is dangerously wrong since mice are as capable of transmitting the same diseases as rats.
- 5.2. In view of their public health significance there is no reason why the costs for treatment for mice and rats are not consistent with each other. As the type and effectiveness of the rodenticide used is also identical for rats and mice there is also no reason why the number of treatments undertaken for each pest are not also consistent. New poison effectiveness is a reason for the proposed reduction in treatment visits.
- 5.3 It also the case that residents will often claim to have a rat infestation to benefit from a free treatment, when they are only too aware that the problem is actually with mice.

6. Potential consequences of removing the 100% concession for rats and introducing a fee for all rat treatments

- 6.1. Currently the Council operates a subsidy system for all residents on specified benefits (pension credit; income support; job seekers allowance; housing benefit; council tax support) that pays 100% of the cost for the treatments of rats. In view of the number of free treatments carried out each year these subsidies impact on the financial viability of the service.
- 6.2. As stated above, in 2013, 380 free treatments (around 2,280 visits) for rats were undertaken. It is estimated that if charges for rats were equal to that imposed for mice then the demand for the service could initially fall by approximately 50%.
- 6.3. Any reduction in the reporting and control of rats as a result of the introduction of a fee is likely to result in an increase in the rat population over time and could give rise to complaints and a greater risk to public health from pest borne disease.
- 6.4. Although there is no official UK statistic to measure the rat population, the National Pest Technicians Association estimate that as a result of local authorities charging for pest control and people declining to pay, there has been an increase in the UK rat population of 69% over 7 years.
- 6.5. As reported in paragraph 3.3 above Environmental Health enforcement staff do have legal powers available under the Prevention of Damage by Pests Act to require householders to control rodent infestations but this is time consuming, problematic and should not be seen as an alternative method of pest control.
- 6.7. It should be emphasised that our projections are however only an estimation as there is little empirical data on this issue. It should also be highlighted that pest

control jobs are seasonal and demand can be unpredictable. The weather can have a dramatic effect on pest populations.

- 6.8. A significant fall in demand for pest control treatments could result in excess capacity in the pest control team however it is likely that additional income could be gained from actively pursuing commercial contracts which should not only generate additional income but also ensure the current 4.4. FTE remain fully employed. Currently, contracts are secured on a commercial rate. There is no recommendation that is charge be reviewed beyond increasing via the rate of inflation.
- 6.9. If free treatments for rats and concessions for those on benefits were reduced, the increase in income is estimated to be in the region of £6,555 in year one (if the pessimistic 50% reduction in demand materialises) rising to £13,110 in year 3 or 4 (if demand returns to current levels).
- 6.10. Based upon current demand levels, the uniform decrease in the concessions to 50% offered across all pest types is likely to generate an income of approximately £3,000 per year.
- 6.11. Reductions in demand, as a result of the increased prices, are predicted to permit contract work to generate an additional income of £5,000 per year.
- 6.12. The combined income expected to be available as a result of the recommendations is therefore likely to be in the order of £15,000 in 2014/2015.

7. Equality Impact Assessment

- 7.1. A provisional equalities impact assessment highlights that removal of the free treatments and a decrease in subsidies offered would have a disproportionate effect on those on low incomes.

8. Legal comments

- 8.1. As outlined above there is no statutory duty to provide an in-house pest control service. However, the Council does have certain obligations covered by the following legalisation:
 - Prevention of Damage by Pests Act 1949 and the Public Health Act 1936. This legislation requires the Council to enforce the duties of owners and occupiers to keep their land free from pests. The legislation does not require the Council to offer a pest control service.
 - A discretionary pest control service can be provided under the Localism Act 2011, which gives local authorities the general power of competence. The provision of such a service is concomitant with the duties owed by the Authority as a social landlord to maintain its properties in way that is consistent with human occupancy

and not in breach of tenant contract or implied warranty as to fitness for habitation, the curtailment of service would potentially lead to litigation risk.

- A charge for providing a pest control service can be made under the Local Government Act 2003, which includes a general power for local authorities to charge for discretionary services.

9. Head of Finance comments

9.1. In the current financial year, the net cost of the Pest Control service totals approximately £45,000. On 12 November 2014, Full Council approved savings relating to additional Environmental Health income of £40,000, of which £20,000 was anticipated to be delivered by Pest Control Service.

9.2. If the recommendations are agreed as proposed, it is anticipated that additional income could be achieved through the proportionate charging for pest treatments, which acknowledges a subsequent fall in demand which should accommodate the acquisition of new contract work. This can be summarised as follows:

Inflationary Increases on charges	£1,200
Income from Rat Treatments (assuming 50% reduction in demand)	£6,555
Amendment of other concessions to 50% of the full charge	£3,000
Additional contract work awarded	£5,000
 Total anticipated additional Pest Control income in 2014/15	 £15,755

9.3. It should be noted that income from the Continental Ferry Port through ship sanitation inspections and fee earning import controls is beyond the control of Environmental Health as it is dependent upon the commercial usage of the port and the fees set by the Association of Port health Authorities. Income will fluctuate as the commercial viability and success of the port changes. Early indications are that the levels of income achieved in 2012/2013 will be exceeded in 2013/2014 and that the 15% increase target may be achieved in 2014/2015, which should further ensure that the savings target is achieved.

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Signed by: Alan Cufley, Head of Corporate Assets, Business and Standards

Appendices: Appendix 1 - Proposed charging changes for 2014/15

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Nil	Nil

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by on

.....
Signed by: Councillor Gerald Vernon-Jackson - Leader of the Council

Appendix 1

Proposed charging changes for 2014/2015

Pest	2013/2014	2014/2015 Change All fees increase by inflation	Charge 2014/2015	Reduced Charge 2014/2015
Rats	Residential - one free treatment per rolling year, spanning up to six visits. Cost thereafter is £44 per treatment. No charge with benefit.	Reduction to three visits due to increased effectiveness of poisons Introduction of charge for initial treatments Reduction of concession by 50% - introduction of fee for the first time for homeowners on benefits	£46	£23
Mice	Up to four visits indoors only	Reduction to three visits due to increased effectiveness of poisons (indoors only) Concession fee increased by £10	£46	£23
Fleas	Single treatment for property up to three bedrooms Single treatment for property up to four bedrooms	Concession fee increased by £10 Concession fee increased by £9 Non-concessions decreased by £19	£54 £64	£27 £32
Bed bugs & carpet beetles	Single treatment, one room Additional payment for each additional room	Concession fee increased by £10 Concession fee increased by £2	£54 £18	£27 £9
Pigeons	Treatment of nests on Council property balconies only	Concession fee increased by £7	£48	£24
Cockroaches	Up to three visits	Concession fee increased by £12	£58	£29
Wasps	Single treatment for wasps in hedge, garden, garage, exterior area or loft (Treated between 1 June - 31 December only)	Concession fee increased by £4	£42	£21
Moths	Single treatment	Concession fee increased by £5	£58	£29
Squirrel	Internal treatment, up to three visits	Concession fee increased by £9	£58	£29
Ants	Ants will only be treated in commercial premises, such as schools, nursing homes or commercial businesses - commercial charges will apply.		n/a	n/a

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Agenda item:

Title of meeting: Environment & Community Safety briefing

Subject: Update on Green Waste Club

Date of meeting: 5th February 2014

Report by: Head of Transport & Environment

Wards affected: All

1. Purpose

- 1.1. Portsmouth City Council, working with its main contractor, Biffa, introduced a new garden waste collection service in April 2013. The chargeable 'Green Waste Club' (GWC) is run on behalf of the council by Biffa, as an optional part of the council's waste collection contract that commenced in October 2011.
- 1.2. This report is an update on the rollout of the Green Waste Club, indicating the following
 - 1.2.1. Number of users of the scheme
 - 1.2.2. Any operational changes since the scheme was agreed
 - 1.2.3. Tonnage of garden waste recycled to date, and any impact on recycling levels

2. Recommendations

- 2.1. That Members acknowledge the progress of the Green Waste Club and support the further promotion of the campaign.

3. Background

- 3.1. Before April 2013, the options for disposing of domestic garden waste were:
 - 3.1.1. Portsmouth Recycling Centre (for composting)
 - 3.1.2. Monthly, seasonal garden waste collection days at two locations (for composting)
 - 3.1.3. Bespoke chargeable refuse sacks (for energy recovery with residual waste)
 - 3.1.4. Home composting
- 3.2. Following a decision taken by the council, officers stopped distributing the bespoke garden waste sacks for inclusion in residual waste prior to the launch of the GWC. The final garden waste collection points occurred on 3rd March 2013, and were used as an opportunity to publicise the new scheme. The disposal options for garden waste are now:

- 3.2.1. Portsmouth Recycling Centre (for composting)
- 3.2.2. Chargeable Green Waste Club (for composting)
- 3.2.3. Home composting

3.3. Biffa's GWC runs in four other areas. Their services were used as a template for Portsmouth, with a dedicated website (www.greenwasteclub.co.uk) and call centre signing up customers and dealing with reports of service failures such as missed collections.

4. Green Waste Club Service

- 4.1. Customers are supplied with a brown, 240 litre wheeled bin that is emptied fortnightly. Customers with limited storage space for the wheeled bin have the option of a smaller 120 wheeled bin or annual supply of 25 x 75 litre compostable paper sacks.
- 4.2. The first 5000 members of the scheme are charged a reduced rate of £30 per bin per year. Those who want disposable sacks, and cannot have a bin, are charged £38 for a supply of sacks.

5. Implementation of the service

- 5.1. The Green Waste Club launch has gone well, providing Portsmouth residents with a dedicated collection service for the composting of garden waste.
- 5.2. Almost 3,500 customers have signed up to the Portsmouth GWC by mid-October 2013. In the 5 months from April to August 2013, combined garden waste arisings from the GWC and Portsmouth Recycling Centre at Port Solent were 278 tonnes higher than the equivalent months in 2012. It is anticipated that the annual impact in recycling rates will be approximately 0.5%.
- 5.3. Missed collections and complaints have been minimal, and no extra administrative input from council officers has been required to support the service.
- 5.4. Further operational details are shown in Appendix 3

6. Equality impact assessment (EIA)

- 6.1. No comments

7. Head of finance's comments

- 7.1. A saving of £7,500 in operational cost by ending the free green waste drop off collections was approved at the City Council budget meeting in December 2012. No further disposal savings are being seen from the diversion of waste from the drop off points to the Green Waste Club as the disposal methods for the green waste collected and hence the costs per tonne are the same.

7.2. The tonnage information for the first five months of operation of the Green Waste club indicates that has been an overall increase of 278 tonnes being collected as a result of this new waste stream. The increase can be partly attributed to the removal of chargeable refuse sacks that were collected from individual households and then disposed of at the Energy Recovery Facility (ERF). Other increases are as a result to the Green Waste Club. Disposal savings achieved by diverting waste from the incinerator to the composting site are currently £1.79 per tonne. Therefore, only minimal disposal savings are being forecast.

7.3. However, diverting waste from the ERF does increase the City Council's spare capacity at the incinerator. This 'spare capacity' can either be sold to other local authorities or will absorb additional demand from future developments, such as the regeneration of Tipner.

8. Head of legal, licensing & registrars' comments

8.1. No comments

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Signed by (Head of Service)

Appendices:

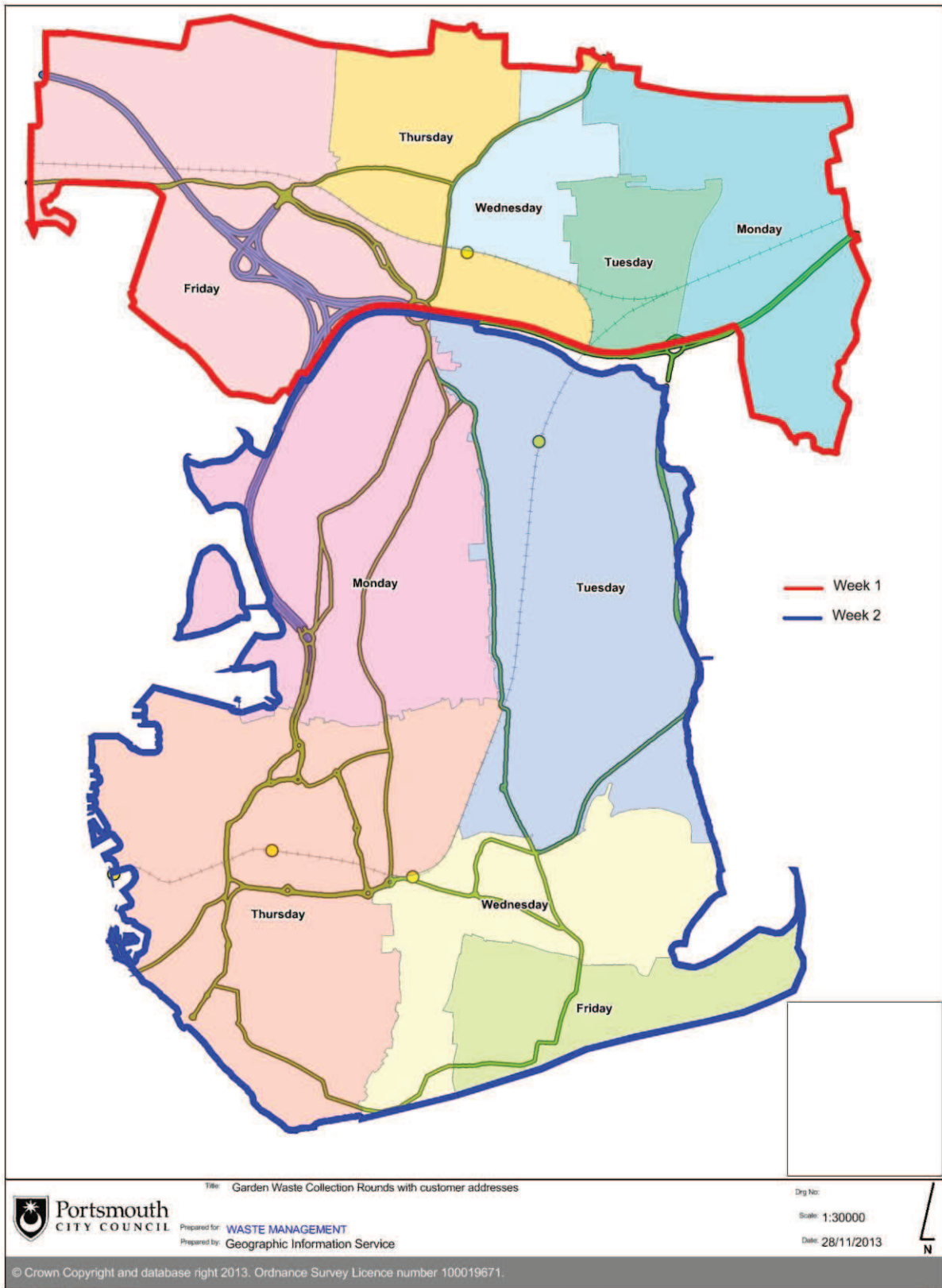
- Appendix 1 Green Waste Club Portsmouth round map
- Appendix 2 Green Waste Club customer map
- Appendix 3 Operational details

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

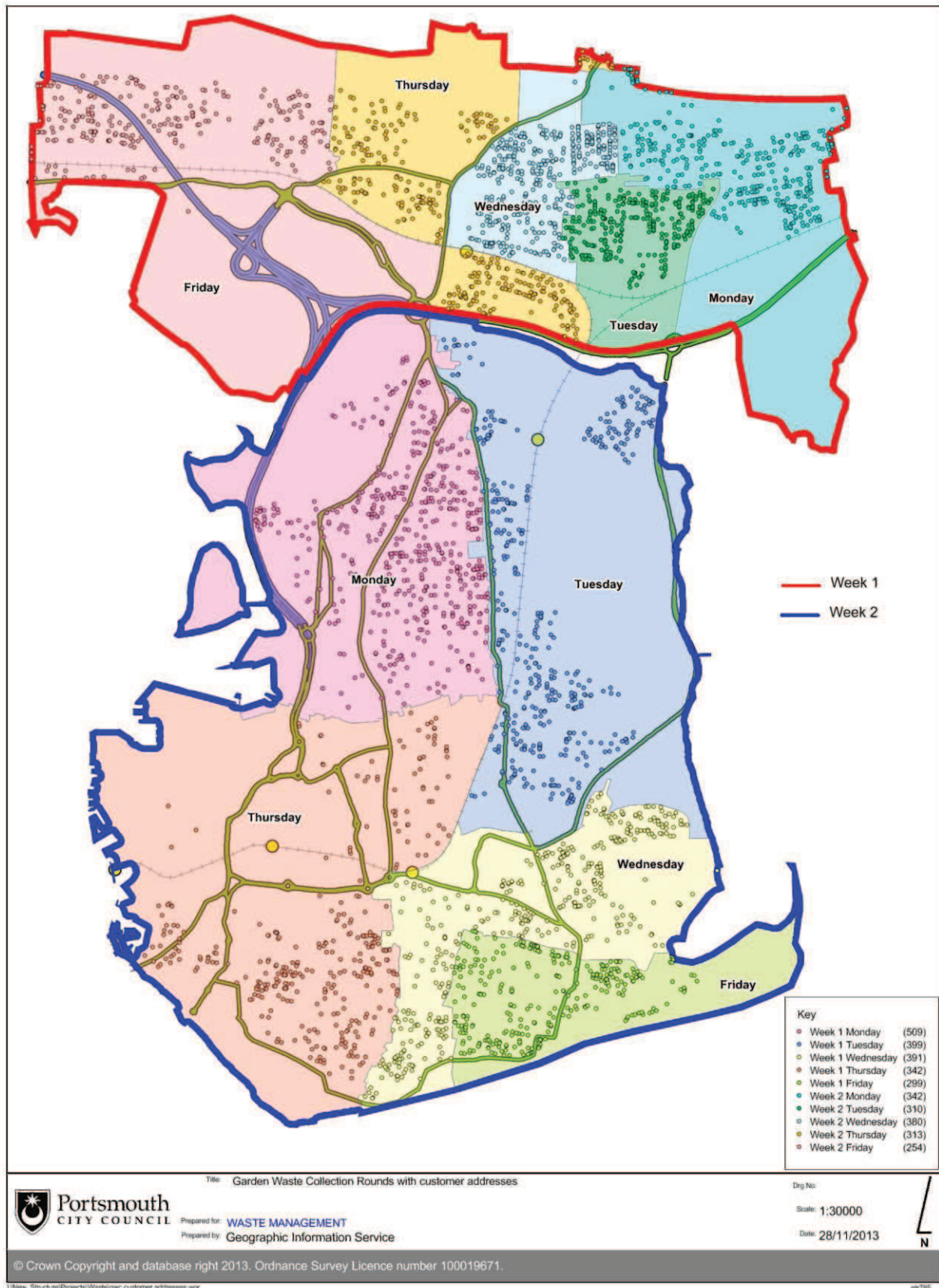
Title of document	Location

Appendix 1: Green Waste Club Portsmouth round map





Appendix 2: Green Waste Club customer map



Appendix 3 - Operational details

Customer numbers and operations

A waste survey carried out by the city council in 2011 suggested around 5,000 households would be interested in paying for a kerbside garden waste collection. 3,488 customers have signed up to the service as of 18 October 2013. Although the number of customers has not yet reached anticipated levels, there has been a steady number of new customers joining the club each week (see fig. 1, below).

Figure 1



Collections were originally scheduled across four working days (every Tuesday and Wednesday over a fortnight). When the service began, the increasing numbers of customers made it difficult to fulfil all the collections. Biffa decided to change the rounds to operate Monday to Friday over a fortnight, smoothing out the crew's workload and leaving some capacity for future additional subscriptions. Biffa wrote to all existing customers explaining this, and the change took place in mid-April with no disruption. The current distribution of customers across the city can be seen in Appendix 2.

Of the 3,488 GWC customers, 116 opted for the compostable paper sacks (3% of total customers). No problems with the composting of the garden waste enclosed within paper sacks have been reported to the Waste Collection team by the disposal site.

Communications

The GWC has been promoted widely by both Biffa and the city council, with advertisements for the scheme appearing in the council magazine Flagship, in banner adverts on the council internal and external websites, and Biffa crew members placing GWC cardboard hangers on the handles of recycling wheeled bins across the city. Biffa also distributed bin hangers several weeks into the service in areas of the city that have predominantly large gardens to reinforce the promotional message. Biffa plan further communications in early 2014, highlighting the remaining 'early bird' subscriptions to further increase customer numbers.

Tonnage of garden waste collected

The city is now split into 10 rounds in a week 1 and week 2 configuration (see appendix 1 for map). Tonnages from week 2 properties are marginally lower than week 1, probably due to week 1 properties - all in the north of Portsmouth - having bigger gardens than their counterparts in the south.

On average, 16 tonnes of green waste was collected each week from April to mid-October, peaking in October at 24 tonnes. The peak tonnage occurring at the end of the summer suggests the GWC will collect a larger amount of garden waste in 2014, as the service continues to attract more customers.

Figure 2 shows figures for all garden waste collected for composting from April to August in 2012 and 2013. This indicates an additional 278 tonnes of green waste was processed during this period since the launch of the GWC. Portsmouth Recycling Centre green waste tonnages dropped slightly in July and August 2013 compared to the equivalent months in 2012, possibly as more customers joined the GWC.

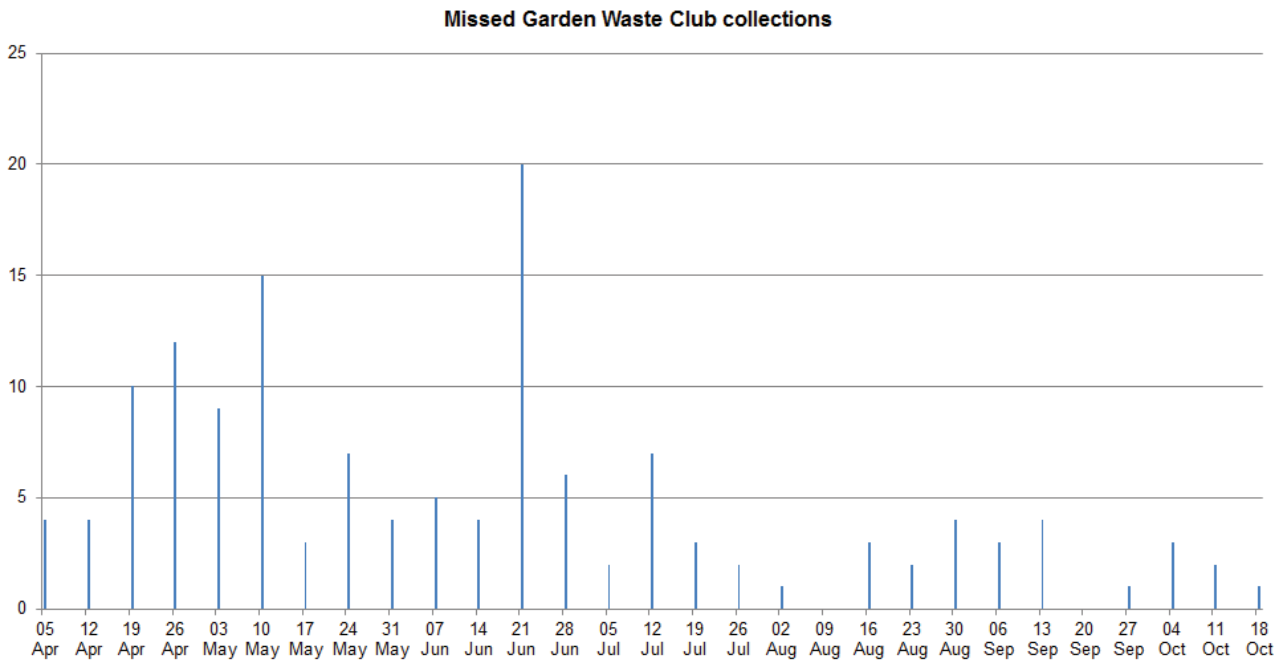
Figure 2 - Green waste tonnages comparison

	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2013/14
	Portsmouth Recycling Centre Garden waste	Portsmouth Recycling Centre Garden waste	Garden waste collection days	Green Waste Club	Total	Total	Difference
Apr	166.2	221.2	12.5	44.2	178.7	265.4	+86.64
May	330.2	323.7	8.2	77.4	338.4	401.1	+62.66
Jun	328.1	362.4	13.3	81.4	341.4	443.8	+102.42
Jul	341.1	276.3	17.8	87.3	358.9	363.6	+4.74
Aug	327.7	287.1	17.1	79.3	344.7	366.4	+21.65
Total	1,493.3	1,470.6	68.9	369.6	1,562.1	1,840.2	+278.11

The disposal cost of garden waste is paid for by PCC.

Customer satisfaction

Missed GWC collections are low in number, averaging 5 per week, as can be seen in fig. 3.



Agenda Item 5



Portsmouth
CITY COUNCIL



Agenda item:

Title of meeting: Environment and Community Safety Decision meeting

Date of meeting: February 5th 2014

Subject: Incentives to recycle - update

Report by: Head of Transport & Environment

Wards affected: All

Key decision: No

Full Council decision: No

1. Purpose of report

- 1.1. To update the portfolio holder on the incentives scheme detail, the launch, and the strategy moving forwards.

2. Recommendations

- 2.1. That Members acknowledge the progress of the BIG Recycle reward scheme and support the further promotion of the campaign.
- 2.2. Members approve the re-profiling of the budget as laid out in table 9.3.

3. Pre-launch activity

- 3.1. After funding was approved to implement a recycling rewards scheme officers worked closely with the council's communications team to develop a strong branding for the campaign.
- 3.2. The *campaign* aims to increase recycling rates in the city and will use a recycling rewards *scheme* as a tool for resident engagement.
- 3.3. Due to tight timescales focus groups were held internally with various council officers. The feedback, below, was used to create the branding design and the campaign title, Portsmouth BIG Recycle, as seen in Appendix 1;
- 3.3.1. It was important to include Portsmouth or Pompey in the campaign title to engage residents and help them feel ownership
- 3.3.2. The cash in the wheelie bin was popular, as it gave a clear overview of what the scheme was about very simply
- 3.3.3. Having the prize(s) very prominent on the poster was eye-catching

3.3.4. Dark blue/black backgrounds were more unusual and striking

3.3.5. Don't over clutter with text or graphics, keep it simple

3.4. In the current economic climate it was agreed by officers and members that the spend-to-save message needed to be clear and that the scheme was externally funded from the government's Department for Communities and Local Government (DCLG). The message was delivered in all launch communications, an example of which is in Appendix 1.

3.5. With assistance from the council's new business officers, partnering with a local business was explored to partially fund and manage some of the rewards of the scheme.

3.6. Despite positive responses during soft market testing, the procurement exercise failed to deliver a suitable partner. Whilst this is something officers would like to explore again when the scheme is more established, it was decided best to launch the scheme with the council being the sole provider of the rewards.

3.7. Following the attraction of a premium bond tiered prize system and research indicating that residents would rather have more chance of winning smaller prizes, the following monthly rewards were decided:

3.7.1. Top tier: 1 x £250

Second tier: 20 x £75 Love2choose gift cards

Third tier: 60 x £25 Love2choose gift cards

3.8. Love2choose gift cards were chosen as having a choice of places to spend rewards was important in incentivising. They can be spent at 85 leading, national retailers and can be exchanged online for single vouchers for places such as Amazon, iTunes and Marks and Spencer.

3.9. Market research indicated that residents would be encouraged to recycle more if it could benefit local charities or organisations. The BIG Recycle has therefore partnered with the Lord Mayor's Appeal to allow for this.

3.10. To enable the campaign to have maximum impact, a recruitment exercise delivered two additional Environment Recycling Officers (EROs) and one marketing and communications officer. This forms the BIG Recycle team along with the existing ERO team and project management from Emma Cole.

4. Reward scheme details

4.1. The BIG Recycle is open to all households in the city; whether this is a house or a flat. The household can only be registered once.

4.2. After seeking legal advice, Council staff are permitted in the scheme with the only exception of the project team and board members, councillors and strategic directors. It was decided that it may attract criticism if these parties were winners.

4.3. The scheme can be explained through three overarching components; Register, Recycle, and Reward.

4.4. Register

4.4.1. To be in the monthly prize draw residents need to register. This gives residents a "call to action" and encourages them to become engaged with the campaign. Each household can only register once for the rewards scheme.

4.4.2. The scheme has a dedicated website, bigrecycle.portsmouth.gov.uk, which holds a link to a simple registration form held on surveymonkey and also has a dedicated phone number, 023 9243 7843.

4.4.3. Residents can complete the form themselves by going through the website or can call for Transport and Environment group admin to take their details and complete the online form on their behalf.

4.4.4. EROs will also be attending events around the city and doorknocking individual properties, at which point they can directly sign households up to the scheme using 3G enabled PC tablets. This adds to the professional feel of the campaign as well as delivering efficiencies through reduced paperwork and avoiding double handling of the data.

4.4.5. The household will receive a welcome pack through the post once registered. The pack includes:

- a standard letter welcoming them to the scheme and explaining the specifics
- a Portsmouth guide to recycling leaflet
- a BIG Recycle magnet to keep the leaflet on their fridge
- if they live in a house they will also receive a BIG Recycle bin ID sticker with their house number already written on it for them
- all of the above will be put in a branded BIG Recycle envelope

4.5. Recycle

4.5.1. The aim of the BIG Recycle campaign is to increase the amount of good quality recycling collected.

4.5.2. For the moment the rewards scheme focuses on recycling from the home; i.e. green recycle bins/boxes and flats communal recycling bins.

4.5.3. Only households displaying good recycling behaviours will be rewarded. The two criteria they will need to meet are listed below and encourage recycling more by ensuring multiple recyclable streams are recycled and that only the right items are going in the recycle bin to retain good quality;

- Recycle at least three out of the six correct material streams;
 - Paper
 - Card / cardboard
 - Drinks cans
 - Food tins
 - Aerosols
 - All plastic bottles

- AND no contamination, which typically includes;
 - Any other plastics that are not plastic bottles
 - Plastic bags and plastic packaging
 - Glass (can only be recycled at bring banks)
 - Drinks cartons (aka tetrapaks)
 - Foil
 - Polystyrene
 - Kitchen waste
 - Black sacks / black sack waste

4.6. Reward

- 4.6.1. On the last Friday of each month at 12pm a list of households registered to the scheme will be downloaded from surveymonkey into an Excel spread sheet.
- 4.6.2. 81 households will be randomly selected as potential winners by following the process below;
 - remove duplicate registrations and households outside of Portsmouth
 - assign each row a unique random number from 1 to however many registrations there are
 - sort registrations by random numbers in ascending order
 - Numbers 1 - 81 are potential winners; number 1 is allocated the £250 reward, numbers 2 - 21 the £75 gift cards and numbers 22 - 81 the £25 gift cards
- 4.6.3. It is important to note that this is a list of *potential* winners, as their recycling behaviours need to be assessed before rewards are issued.
- 4.6.4. Over the two week period following the draw, EROs will check the recycling bins of those living in houses and have a conversation with those living in flats. The assessment differs because it would be unfair to assess an individual flats recycling behaviour on the contents of a communal recycling bin.
- 4.6.5. If the ERO makes the assessment that the household is recycling well the household will be issued with their reward. If the household fails the assessment the ERO will not issue the reward and leave personalised feedback explaining what needs to be improved.

- 4.6.6. If the household has requested that their reward is donated to the Lord Mayor's Appeal they will be informed by letter and a donation made on their behalf.
- 4.6.7. Rewards will not be rolled over or reallocated if not awarded, as it is operationally impractical. They may be used for other incentives initiatives later in the campaign or used for bonus months to stimulate additional interest.
- 4.6.8. All stages of the rewards process are documented for audit purposes and include; a PDF of the potential winners list, officers assessing potential winners, reasons for non-awards, and gift card serial numbers distributed to winners.

5. Launch

- 5.1. Portsmouth BIG Recycle launched on Monday 30 September 2013.
- 5.2. An event was held in Guildhall Square all day to mark the launch, which encouraged registration and raised awareness - see photos in Appendix 2.
- 5.3. A media presentation, coinciding with the event, was supported by the Lord Mayor and the Leader and was attended by a representative from the DCLG, House Talk, About My Area, Express FM, and a photographer from The News.
- 5.4. The launch was covered by several media over the following week, which included radio broadcast on BBC Radio Solent and a brief clip on ITV Meridian News. The breakdown of coverage is shown in Appendix 2.
- 5.5. To raise awareness of the launch of the BIG Recycle to residents, citywide communications were used; hangers on recycling bins were distributed by Biffa during collections, leaflets were delivered to each flat in the city, a teaser advert was placed on the back page of September Flagship and bus advertising ran throughout October. Appendix 3 shows the full programme of launch communications used.

6. Current situation

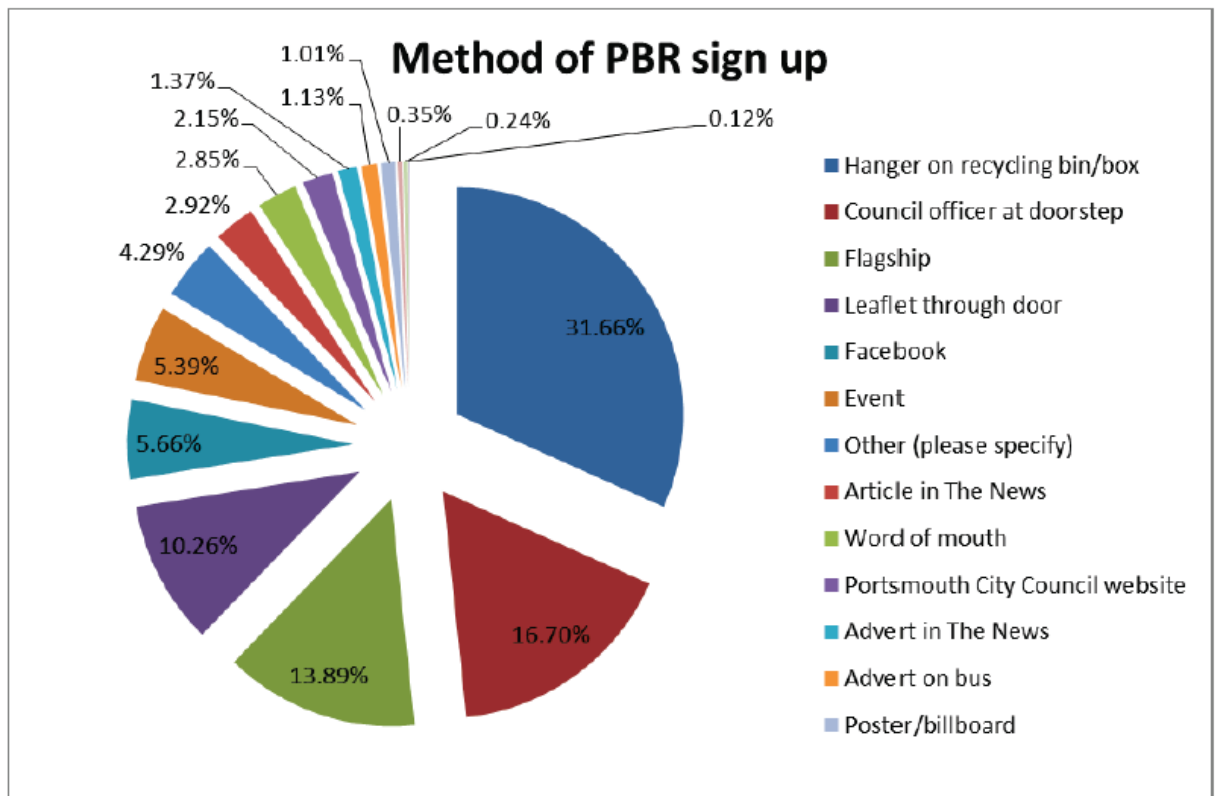
- 6.1. As of 9 January (15 weeks into the campaign) 5,752 households have registered for the BIG Recycle rewards scheme. This is almost 6% of the households in Portsmouth.
- 6.2. Southend-on-Sea Borough Council has been running a similar but smaller scale scheme since June 2013 and currently has 3,894 pledges (as of 13 November). Their scheme, however, is time limited until the end of this November.
- 6.3. Appendix 4 provides breakdown information on these registrations, such as houses vs. flats signed-up, age make-up of household and gender of lead contact.
- 6.4. Appendix 5 shows household registration across the city. This information can be used to help shape the campaign and target areas of the city showing less

engagement in the scheme. Please note that the larger markers indicate an area of many registrations.

6.5. Out of the 5,752 registrations 911 have opted to donate at least one of their reward values to the Lord Mayor's Appeal.

6.6. The following chart gives an indication of how well the launch communications have worked to encourage registration (as of 7 December), with the top 5 being;

- The hangers delivered on recycling bins
- Council officers on doorstep
- Flagship magazine
- Leaflets through the door
- Facebook (advertising pay per click and information in newsfeeds)



6.7. Facebook advertising has been a relatively successful low-cost tool, which has not been used before for waste issues.

6.8. £500 for a trial-period of two weeks, targeting young residents in Portsmouth has generated on average 138 clicks per day to the BIG Recycle website and 445 people have signed up to the scheme as a result.

- 6.9. With the use of PC tablets, EROs have been able to register 1,000 households on the doorstep or at events since the start of the campaign (as of 15 November).
- 6.10. Three draws have now occurred with two winners located in Southsea and one in Cosham. Nine households out of the three draws (243 properties) have not been recycling to an acceptable standard and have missed out on prizes, they have been given personalised feedback on what they need to do to improve their chances of winning in the future. 13 winners have donated to the Lord Mayor's Appeal over the period of the three draws.

7. Next steps

- 7.1. Until the end of the calendar year the focus will remain on encouraging registrations; EROs will doorknock areas equally across the city, adverts will be published in Flagship, House Talk and Term Times, and PR activity is planned for winning cash for Christmas.
- 7.2. From January 2014 to March 2015 various targeted recycling campaigns will take place to encourage behaviour change and to increase knowledge on recycling.
- 7.3. A full 18 month overarching strategy was approved by the project board on 15 January 2014.
- 7.4. The overarching strategy identifies the key audiences we will target and proposes a recommended timeline for activity and budget allocation. Target areas include:
- Future recyclers
 - o Schools - pester powers and influencing future/sustained change
 - o Young families - parental behaviour change through children activities
 - Young adult recyclers - large waste producers with little waste knowledge
 - o University students - need to find repetitive activities for on-going sustained change
 - o College students and teenagers - ingrain involvement at home
 - Flats - big barriers - EROs experienced this already
 - Low sign-up areas
 - Low participation areas - use information from Biffa
 - Plastics - provide clarification - often found to be a confusing point for residents
 - Aerosols - as a recent addition to accepted recyclables in Hampshire, market research shows promotional work is required to inform residents
 - Textiles - another confusing item for residents, residents will be encourage to use bring banks, which will reduced disposal costs and potentially generate income to the council (awaiting Cabinet decision)
- 7.5. Once approved, each target audience will have its own strategy written which will propose detailed marketing activity.
- 7.6. Information and ideas will be shared with Southampton City Council, as they are also running a recycling reward scheme. Although different in its delivery, the

demographics and aims are the same and sharing best practice should be beneficial to both parties.

8. Targets and monitoring

- 8.1. The council receives an income per tonne of dry mixed recycling sold on to re-processors. The income received is dependent on the tonnage of good quality recycling collected and current market prices.
- 8.2. The aim of the BIG Recycle is to raise recycling rates significantly enough to generate an additional income into the waste disposal budget.
- 8.3. The aim is to engage all households in the city, with a minimum registration to the rewards scheme of 15,000 by March 2015.
- 8.4. As per the 12 June 2013 decision report, the following table indicates tonnage targets for the campaign:

		2013/14	2014/15	2015/16	2016/17
Glass	Tonnes Switched	175	350	350	350
	Forecast Income	£3,500	£7,000	£7,000	£7,000
Dry Mixed Recyclables	Tonnes Switched	650	1,300	1,300	1,300
	Forecast Income	£25,350	£50,700	£50,700	£50,700
ERF Reduction	Tonnes Diverted	175	350	350	350
	Forecast Saving	£4,200	£8,400	£8,400	£8,400
Total	Total Forecast Saving	£33,050	£66,100	£66,100	£66,100

- 8.5. To endeavour to ensure that the £150,000 savings target is met the campaign will be closely monitored by the project board and finance.
- 8.6. A monitoring and evaluation plan is currently being created as part of the 18 month strategy, which will be able to report on an number of statistics, including tonnage trends, indicating whether the scheme is working or not. Members will be regularly updated with such reports with the first set of tonnage data likely to be known in spring 2014.
- 8.7. Although there is no formal reporting required to the DCLG on the scheme outcomes, they are keen to be kept updated, which officers hope would also increase the profile of the Portsmouth BIG Recycle nationally.

9. Budget update

- 9.1. The BIG Recycle is entirely funded from the Department for Communities and Local Government Weekly Collection Support Scheme.
- 9.2. The DCLG funding was available for three years and the last payment will be received in April 2014. However, the commitment to the weekly collection of refuse remains in place until November 2017.
- 9.3. The funding received has therefore been re-profiled to either allow for the behaviour change campaign to continue until this point in 2017 or £75,000 pa for 2015/16 and 2016/17 to be used as a contingency in case the savings targets are not achieved.

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	<u>2012/13</u>	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	<u>2016/17</u>	<u>Scheme</u>
Total DCLG funding for incentives campaign	£45,000	£246,000	£266,000	£0	£0	£557,000
Re-profiled	£12,495	£128,505	£266,000	£75,000	£75,000	£557,000

- 9.4. The release of the budget for years 4 and 5 will be dependent on a review of the campaign success at the end of the 2014/15 financial year.

10. Equalities Impact Assessment (EIA)

- 10.1. The Access and Equality Advisor has been consulted and has no additional comments on the report.

11. Head of finance's comments

- 11.1. Grant received from the Department of Communities and Local Government has been used to fund this incentive scheme. The intention is that the behaviour change encouraged by this scheme will increase the amount of recycling that takes place in Portsmouth. This in turn will reduce our disposal costs and also mean that we have increased volumes of dry mixed recyclables (DMR) to sell.
- 11.2. The Environment cash limit has been reduced by £150,000 which was the estimate of the income that would be generated by this scheme. The volatility of the DMR market now means that the current estimate of income falls below this as set out in the table at 8.4.

- 11.3. This will be monitored closely and if volumes of DMR collected do not increase beyond our current expectations and if the value of DMR does not return to previous levels then the service will need to take additional action in order to meet the approved budget saving of £150,000.
- 11.4. Re-phasing of the spend profile as per table at 9.3 takes into account the risk that the £150,000 saving may not be achieved in full by 2015/16. Having funding set aside will offset any shortfall while additional action is investigated or until the commitment to retain weekly collection services expires. Conversely, if savings are achieved, the funds can be used to support the campaign for a further 2 years.

12. Head of legal comments

- 12.1. There are no immediate legal implications.

.....
 Signed by:

Appendices:

- Appendix 1 BIG Recycle branding and example communications
- Appendix 2 Launch day - coverage and photos
- Appendix 3 Launch activity programme
- Appendix 4 Registration statistics
- Appendix 5 City spread of BIG Recycle registrations

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
12 th June 2013 E&CS decision - Incentives and Recycle	Online

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by on

.....
 Signed by:

Win
up to
£250
every month



Portsmouth **BIG** recycle



Register. Recycle. Reward.

Register now!

bigrecycle.portsmouth.gov.uk

www.portsmouth.gov.uk

Portsmouth **BIG** recycle

Here is how you can win each month just by being a good recycler:



Register:

Sign up for the scheme at bigrecycle.portsmouth.gov.uk, or call 023 9243 7843



Recycle:

See if you can boost the amount you recycle at home.



Reward:

If you're picked in our monthly prize draw, and you're a great recycler, you could win:

- **1 x £250 cash prize**
- **20 x £75 voucher**
- **60 x £25 voucher**

The BIG Recycle is aimed at encouraging all of us to recycle more helping the council to save money, so we have more available for services that are important to you.

Currently we're still only recycling 23% of our household waste - one of the lowest rates in the country. If we can boost our recycling to at least 30% we could save about £150,000 more a year.

The money to run the BIG Recycle comes from the Government, not the council.

Sign up now for your chance to win!

Printed on recyclable material.



Coverage report

Publication	Content	Date	URL	Prominence	Tone
SEPTEMBER					
Online					
aboutmyarea.co.uk	Residents can win up to £250 in the Portsmouth BIG Recycle	30/09/2013	http://www.aboutmyarea.co.uk/Hampshire/Portsmouth/PO6/News/Local-News/258828-Residents-Can-Win-up-to-%C2%A3250-in-the-Portsmouth-BIG-Recycle	M	+
jackradio.com	New recycling scheme launches in Portsmouth	30/09/2013	http://www.jackradio.com/news/regional-news/new-recycling-scheme-launches-in-portsmouth/	M	+
resource.uk.com	Cash prizes for Portsmouth's recycling residents	30/09/2013	http://www.resource.uk.com/article/Latest/Cash_prizes_Portsmouth%E2%80%99s_recycling_residents-3686	M	+
teamlocals.co.uk	Council Rewards Residents for Good Recycling Through New Prize Draw Incentive Scheme	30/09/2013	http://www.teamlocals.co.uk/council-rewards-residents-for-good-recycling-through-new-prize-draw-incentive-scheme	M	+
Broadcast					
BBC Radio Solent	Interview with Gerald RE launch of BIG Recycle	30/09/2013	http://www.bbc.co.uk/programmes/p01gvzkl - 02hr 9 mins 10 secs	H	+
Jack FM	Interview with Gerald RE launch of BIG Recycle	30/09/2013	Not available	H	+
Express FM	Interview with Gerald RE launch of BIG Recycle	30/09/2013	http://www.expressfm.com/player/od/	H	+
OCTOBER					
Online					
portsmouth.co.uk	Cash prizes are up for grabs for smart Portsmouth recyclers	01/10/2013	http://www.portsmouth.co.uk/news/local/cash-prizes-are-up-for-grabs-for-smart-portsmouth-recyclers-1-5544250	M	+
recyclingwasteworld.co.uk	Portsmouth folk can win up to £250	03/10/2013	http://content.yudu.com/A2gr97/RecycleWorld3Oct2013/resources/index.htm?referrerUrl=	M	+
teamlocals.co.uk	Portsmouth BIG Recycle scheme celebrates early success with 1,400 sign ups	10/10/2013	http://www.teamlocals.co.uk/tag/big-recycle	M	+
Press					
The News	Cash prizes are up for grabs for smart Portsmouth recyclers	01/10/2013		H	+
Recycling and waste world	Portsmouth folk can win up to £250	03/10/2013		M	+
The News	Recycling scheme gets a big response	11/03/2013		L	+
NOVEMBER					
Online					
aboutmyarea.co.uk	Student Wins First Prize in Portsmouth's Big Recycle Scheme	13/11/2013	http://www.aboutmyarea.co.uk/Hampshire/Portsmouth/PO6/News/Local-News/262191-Student-Wins-First-Prize-in-Portsmouths-Big-Recycle-Scheme	M	+
Broadcast					
Press					



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Portsmouth Big Recycle
Community

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Default Report

Response Summary

Need more responses?
Total Started Survey: 5,747
Total Finished Survey: 5,546 (96.5%)

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PAGE: ABOUT YOU

1. Title [Create Chart](#) [Download](#)

	Response Percent	Response Count
Mr	34.4%	1,976
Mrs	44.6%	2,557
Miss	16.3%	936
Ms	4.7%	270
Other (please specify) Show Responses		41

answered question **5,739**

skipped question **8**

2. First name [Download](#)

	Response Count
Show Responses	5,739
answered question	5,739
skipped question	8

3. Last name [Download](#)

	Response Count
Show Responses	5,739
answered question	5,739
skipped question	8

4. Your address First line	Download
	Response
	Count
	Show Responses 5,739
	answered question 5,739
	skipped question 8
5. Second Line	Download
	Response
	Count
	Show Responses 4,906
	answered question 4,906
	skipped question 841
6. Third line	Download
	Response
	Count
	Show Responses 2,707
	answered question 2,707
	skipped question 3,040
7. Postcode	Download
	Response
	Count
	Show Responses 5,739
	answered question 5,739
	skipped question 8
8. Your email address	Download
	Response
	Count
	Show Responses 5,739
	answered question 5,739
	skipped question 8

9. Your daytime phone number	Download
	Response
	Count
	Show Responses 5,739
	answered question 5,739
	skipped question 8

10. What is your preferred method of contact?	Create Chart	Download
	Response	Response
	Percent	Count
Email	61.5%	3,530
Phone	19.8%	1,138
Post	18.7%	1,071
	answered question	5,739
	skipped question	8

11. Do you live in a house or a flat?	Create Chart	Download
	Response	Response
	Percent	Count
House	86.3%	4,953
Flat	12.2%	703
Other (please specify) Show Responses	1.4%	83
	answered question	5,739
	skipped question	8

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PAGE: 3

1. What do you currently use for your recycling collections?	Create Chart	Download
	Response	Response
	Percent	Count
Wheelie bin	90.3%	4,530
One box	5.7%	286
More than one box	2.4%	120
I don't currently recycle	0.3%	14
Other (please specify) Show Responses	1.3%	66
	answered question	5,016
	skipped question	731

2. If you havent been recycling, why not? [Download](#)

	Response Percent	Response Count
Show Responses		1
answered question		1
skipped question		5,746

3. Where do you store your recycling bin/box on non-collection days? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Front garden or forecourt	61.3%	3,074
In the house or back garden	33.0%	1,657
In a communal area	0.7%	34
I don't currently recycle	0.2%	10
Other (please specify) Show Responses	4.8%	241
answered question		5,016
skipped question		731

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PAGE: CHARITY OPTION

1. Please select which prize value(s), if any, you would like to donate to the Lord Mayor's Appeal if you are one of our winners. [Create Chart](#) [Download](#)

	Response Percent	Response Count
£25	85.4%	775
£75	19.7%	179
£250	12.7%	115
answered question		908
skipped question		4,839

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PAGE: ALMOST THERE...

1. Lead contact age [Create Chart](#) [Download](#)

	Response Percent	Response Count
I confirm that I am over 18 years old	100.0%	5,649
answered question		5,649
skipped question		98

2. Including yourself, how many people who live in your household fall into each age group? [Create Chart](#) [Download](#)

	Response Average	Response Total	Response Count
0-17 Show Responses	1.71	3,213	1,883
18-24 Show Responses	1.61	1,639	1,019
25-34 Show Responses	1.44	2,000	1,389
35-44 Show Responses	1.41	2,062	1,460
45-54 Show Responses	1.31	1,874	1,436
55-64 Show Responses	1.38	1,667	1,212
65+ Show Responses	1.64	2,616	1,597
	answered question		5,529
	skipped question		218

3. Are you a student at the University of Portsmouth? [Create Chart](#) [Download](#)

	Response Percent	Response Count	
Yes	4.6%	258	
No	95.4%	5,391	
	answered question		5,649
	skipped question		98

4. How did you hear about Portsmouth Big Recycle? Tick all that apply. [Create Chart](#) [Download](#)

	Response Percent	Response Count	
Advert on bus	1.3%	73	
Poster/billboard	1.2%	66	
Hanger on recycling bin/box	36.8%	2,074	
Leaflet through door	12.1%	682	
Flagship	16.2%	912	
Council officer at doorstep	19.5%	1,097	
Event	6.3%	353	
Article in The News	3.4%	191	
Advert in The News	1.6%	88	
Local radio	0.4%	23	
Local TV	0.3%	16	
	answered question		5,636
	skipped question		111

4. How did you hear about Portsmouth Big Recycle? Tick all that apply. [Create Chart](#) [Download](#)

	Response Percent	Response Count
Facebook	6.6%	371
Twitter	0.1%	8
Portsmouth City Council website	2.5%	142
Word of mouth	3.3%	187
Other (please specify) Show Responses	5.0%	281
answered question		5,636
skipped question		111

5. THIS QUESTION IS FOR OUR RECYCLING OFFICERS ONLY - please tick the box if the household has been given their welcome pack by registering at an event or on the doorstep. [Create Chart](#) [Download](#)

	Response Percent	Response Count
Welcome pack already delivered	100.0%	1,057
answered question		1,057
skipped question		4,690

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PAGE: YOUR INFORMATION

1. We'd like to keep you updated on the progress of the BIG Recycle and to help you become a better recycler. [Create Chart](#) [Download](#)

Please let us know if you're happy for us to contact you from time to time.

	Response Percent	Response Count
I am happy to receive this information.	78.9%	4,404
I do not wish to be kept updated or receive additional waste and recycling information.	21.1%	1,175
answered question		5,579
skipped question		168

2. By registering to be part of Portsmouth BIG Recycle I understand that I am opting-in to the monthly rewards prize draw and accept the the BIG Recycle [terms and conditions](#). [Create Chart](#) [Download](#)

	Response Percent	Response Count
I accept	100.0%	5,579
answered question		5,579
skipped question		168

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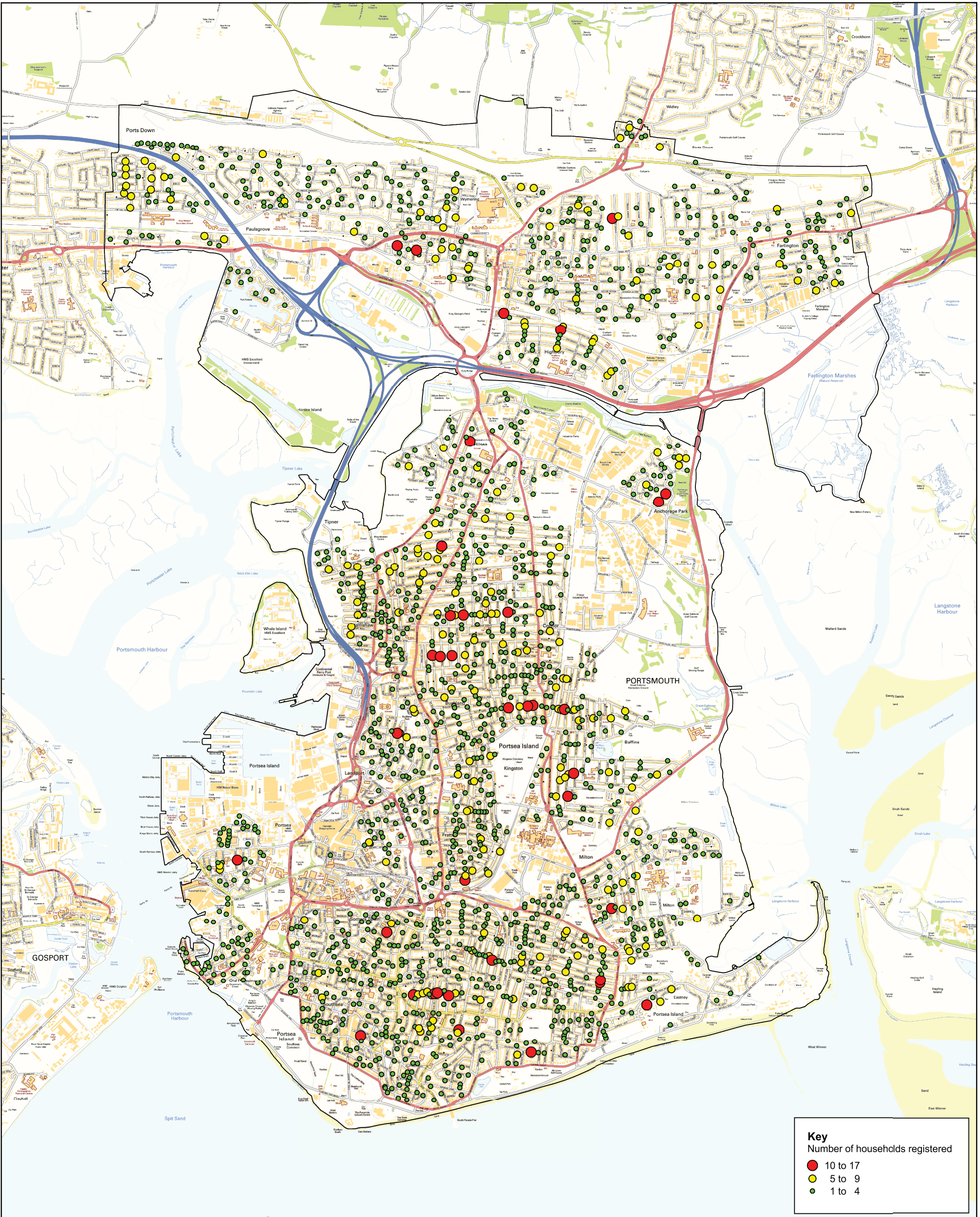
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Title: **Big Recycle - Winners**



Prepared for: **TRANSPORT AND ENVIRONMENT**
 Prepared by: **Geographic Information Service**

Scale: **Not to scale.**

Date: **29/11/2013**



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Agenda Item 6



Portsmouth
CITY COUNCIL

Agenda item:

Title of meeting: Environment & Community Safety Decision Meeting

Date of meeting: Wednesday 5th February 2014

Subject: Portsmouth Recycling Centre Management Contract

Report by: Simon Moon - Head of Transport & Environment

Wards affected: All

Key decision: No

Full Council decision: No

1 Purpose of report

1.1 This report concerns Portsmouth City Council's (PCC) Household Waste Recycling Centre (HWRC) located in Port Solent. It will outline the current services being offered and consider the options available for future site management built around a value for money approach supported by a new operating contract from 1 February 2015.

2 Recommendations

- 2.1 That the report be noted.
- 2.2 That the contract for the operation of the Paulsgrove HWRC is retendered as part of the Hampshire retender procedure for all 26 HWRC sites in Hampshire.
- 2.3 That the contract allows flexibility for PCC to operate the Paulsgrove HWRC in a way that suits local requirements.
- 2.4 That delegated authority be given to the Executive Member for Environment and Community Safety in consultation with the Head of Transport and Environment and on the advice of Legal Services to enter into the new HWRC contract and to agree the terms of the contract within existing budget limits.
- 2.5 That PCC continue to work with (Hampshire County Council) HCC on agreeing a reduced allocation of costs to PCC for the new contract that reflects the different levels of trade waste controls and different management options that are in place at HWRC sites used by Portsmouth residents.
- 2.6 Details on any cost savings as a result of the new HWRC contract will be finalised once the procurement process has finished.

3 Background

- 3.1 The original Paulsgrove HWRC was built in the 1970's and upgraded in 2011 to improve the site logistics, increase the number of parking spaces and number of bays into which residents could deposit waste and recyclable items.
- 3.2 A detailed breakdown of the current site operation is enclosed in appendix A

4 Requirements to provide a household waste recycling centre

- 4.1 Under Section 51 of the Environmental Protection Act 1990 Portsmouth City Council has a legal duty to provide residents with a free domestic waste disposal route through a HWRC. The HWRC must be "reasonably accessible" and available at "reasonable times" for residents to deposit their bulky household waste.
- 4.2 HWRCs are a statutory public service for the acceptance of household waste with 4.5 million visitors each year to the 26 sites in Hampshire. In 2012/13 there were over 237,000 visitors to the Paulsgrove HWRC.

5 Current management arrangements

- 5.1 The Portsmouth HWRC is operated by Hopkins Recycling Ltd a private company who are contracted by the Hampshire, Portsmouth and Southampton authorities to operate all 26 HWRCs in Hampshire. HWRC operating costs are apportioned to each authority as outlined in the Waste Disposal Tripartite Agreement signed in 2008 by the three authorities. As lead authority Hampshire County Council (HCC) has contracted with Hopkins Recycling Ltd for the operation of all 26 sites; the HWRC contract is due to finish on 31 January 2015.
- 5.2 A detailed description of the current contract management and financial arrangements is enclosed in appendix B

6 Proposed procurement process

- 6.1 PCC is working with colleagues at HCC and Southampton City Council (SCC) on the options available for a new HWRC operating contract due to start on 1 February 2015. The options available are as follows:
- To continue with current management arrangements whereby HCC retender for the management of the 26 sites following EU procurement rules.
 - PCC consider letting a separate contract for the management of its own HWRC site separately from any HCC arrangements which would also need to follow EU procurement rules.

A detailed appraisal of the above two options is contained in appendix C

7 Consultation

- 7.1 A public consultation exercise has been undertaken to consult with and gauge Portsmouth resident views on the proposed changes at the Paulsgrove HWRC which it is proposed to introduce following the start of the new contract from 1 February 2015.
- 7.2 There was limited feedback to the consultation exercise with only a total of 30 responses. A number of the responses were generally supportive of the proposal.
- 7.3 There was some concern about not opening until 9.00 am, it would therefore be suggested to keep the current 8.00 am opening time together with the introduction of late night opening for one day during the week during the summer.
- 7.4 As would be expected there were a number of comments relating to charging for large amounts of DIY waste and that this might encourage fly tipping. Restrictions already apply to the amount of DIY waste that can be dropped off, what is proposed will provide users with an alternative option for getting rid of their waste therefore it is considered that this would not increase the amount of fly tipping.
- 7.5 Users were generally supportive of introducing a chargeable commercial waste service although there was some concerns that this might again increase fly tipping. It is considered that this would not be the case as small businesses are not currently permitted to dispose of their waste at the site, the proposed charges would provide an additional option for them to dispose of their waste legally.
- 7.6 On the basis of the consultation feedback it would be proposed to review the opening hours in accordance with the above. Charging in line with market rates would also be introduced for large amounts of DIY waste together with a chargeable service to allow small local businesses to dispose of their waste at the site.

A detailed update on the consultation process is contained in appendix D

8 Proposed changes to the site

- 8.1 Since 2008 the amount of waste that residents have been taking to the HWRC has reduced compared to pre 2008 due to the impacts of the global recession. There are now indications that the UK economy has started a slow recovery and we are starting to see an increase in tonnages being delivered into the HWRC network, which is leading to increased operating costs.
- 8.2 A key aim of the new contract is to build on the work at Paulsgrove HWRC in continuing to reduce the amount of trade waste that is entering the site. In 2003 over 11,000 tonnes of waste was sent to landfill compared to an estimated 2,200 tonnes in 2013.
- 8.3 The letting of a new contract allows for the opportunity to review site operations in light of examples of best practice within the operation of HWRC's nationally which can support the council's aim of providing good value services at less cost.

8.4 The areas of site operation that are being reviewed consist of:

- Increasing the range of materials that can be recycled to maximise landfill diversion, thereby reducing costs;
- Working in partnership with the voluntary sector to maximise the amount of material that can be diverted to reuse;
- Changes to site opening hours to fit more in-line with resident requirements but also provide operational savings;
- Working with HCC on developing a range of options for residents who are delivering in large amounts of DIY waste, such as levying a reasonable disposal charge;
- The option for accepting business waste from SMEs (Small and Medium Enterprises) at the HWRC to help them increase their opportunities to recycle their waste. This would be for a reasonable charge generating the council an income stream and maximise the use of the facilities.

A detailed appraisal of the options is contained in appendix E

9 Proposed financial arrangements with HCC

- 9.1 The financial cost associated with PCC residents using any of the HWRC sites in Hampshire is based upon a post code derived user percentage. This allows PCC residents to use the most convenient HWRC site for them whilst enabling PCC to meet appropriate costs.
- 9.2 In 2005 PCC introduced a height barrier that successfully reduced the amount of trade waste that was entering its Paulsgrove HWRC site. HCC are reluctant to introduce height barriers at their sites and so unit costs at HCC operated sites are higher than at PCC's Paulsgrove site. The current method of apportioning costs doesn't take this difference in unit costs into account meaning that PCC pay an increased cost for its residents using HCC operated sites compared to PCC's Paulsgrove site. It is therefore proposed that changes to the method of apportioning costs between PCC and HCC are reviewed in parallel with the development of the new contract.
- 9.3 PCC is working with HCC on jointly funding a TWEO (Trade Waste Enforcement Officer) at the Havant HWRC site as an alternative to the introduction of a height barrier; which is not favoured by HCC. This started in October 2012 and approval has been received to continue this until the start of the new HWRC contract on 1 February 2015. The role of the TWEO is to reduce inputs of trade waste thereby reducing the councils waste disposal costs, as a minimum the savings will cover the cost of the TWEO.

A detailed appraisal of the options for amending the apportionment is contained in appendix F

10 Reasons for recommendations

- 10.1 A joint contract with HCC would bring economy of scale benefits by reducing management, overhead and procurement costs.
- 10.2 HCC are able to let a contract that would accommodate any differences in site management that PCC required such as different opening hours and the provision of height barriers.
- 10.3 HCC will be working with PCC on changes to the allocation of costs for the new contract that would allow PCC to fully benefit from savings as a result of changes that PCC have made.
- 10.4 HCC will be working with PCC on evaluating options within the HWRC network to offer a recycling and disposal route for small businesses to dispose off their waste; for which a charge would be levied.

11 Equality Impact Assessment (EIA)

- 11.1 This report does not require an equalities impact assessment as the recommendations proposed in the report will not have a disproportionately negative impact on any specific equality groups.

12 Legal Services' comments

- 12.1 Waste disposal authorities have a duty under the Environmental Protection Act 1990 (Section 51) to provide places where householders may dispose of their household waste free of charge. They are also required to ensure that the flow of waste to landfill is minimised.
- 12.2 When the new contract for the management of the Paulsgrove Site is drawn up that it contains appropriate provisions to ensure that both current and any future targets which may be introduced can be met.

13 Head of finance's comments

- 13.1 Operating costs, including relevant disposal charges for waste items at Paulsgrove HWRC, have been calculated at £835,000. Portsmouth City Council is liable for 69.84% of the costs, this being £583,000.
- 13.2 Portsmouth City Council is also liable for an apportionment of Havant and Waterlooville HWRC operating costs. Costs for these two HWRC sites will be included as part of the wider Hampshire procurement exercise.
- 13.3 The total budget for PCC's HWRC disposal costs in 2013/14 is £910,300.
- 13.4 Retendering a new contract for Paulsgrove as part of the wider Hampshire procurement exercise should enable economies of scale to be achieved greater than could be achieved if Portsmouth were to tender Paulsgrove alone.

- 13.5 That costs associated with the new HWRC contract are within budget limits.
- 13.6 That HWRC operating costs are apportioned between HCC and PCC based upon the Waste Disposal Tripartite Agreement. Any changes to the apportionment will need to be agreed to ensure that the any share of costs remains representative of the users and will allow PCC to retain a suitable share of any efficiency savings they introduce at Paulsgrove HWRC.
- 13.7 That opportunities for reducing costs within the new contract are evaluated as soon as they are known following the evaluation of the tenders.

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Signed by:

Appendices:

- Appendix A - Background
- Appendix B - Current Management Arrangements
- Appendix C - Proposed Procurement Process
- Appendix D - Consultation
- Appendix E - Proposed Changes to the Site Operation
- Appendix F - Proposed Financial Arrangements with HCC

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by on

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Signed by:

Appendix A - Portsmouth Recycling Centre Management Contract

Section 3 – Background

Current Contract

The current Hopkins contract started in January 2008 for the operation of 23 out of the 26 HWRC sites in Hampshire. From October 2009 the 23 were joined by the 3 sites at Farnborough, Paulsgrove and Chapel to benefit from economies of scale.

Prior to October 2009 the Paulsgrove HWRC had been operated by Veolia Environmental Services as part of the main waste disposal contract.

The Hopkins contract was due to expire at the end of January 2013 but as allowed for in the contract conditions it has been extended a further 2 years until the end of January 2015.

Opening Hours:

The Paulsgrove HWRC site is open 7 days a week, 52 weeks of the year with the exception of Christmas Day, Boxing Day and New Year when it is closed.

The opening hours are:

	Dates	Opening time	Closing time
Winter	1 October to 28 Feb	8:00am	4:00pm
Spring	1 March to 31 March	8:00am	5:00pm
Summer	1 April to 30 September	8:00am	7:00pm
Christmas and New Year	Christmas day, Boxing day, New Years day.	Closed	Closed

Materials Accepted:

The HWRC accepts a range of materials deposited by residents who are asked to sort their materials into different categories prior to depositing them on site to aid recycling efforts and reduce disposal costs.

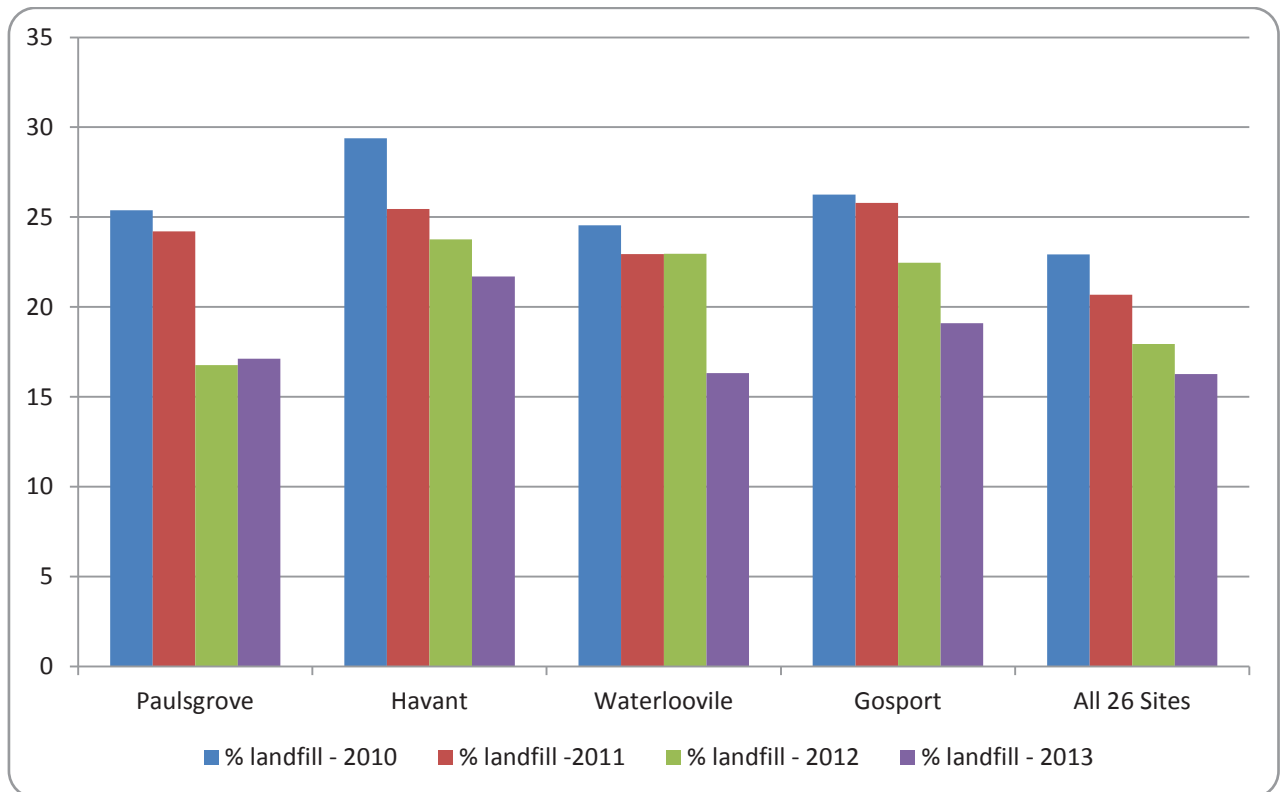
The HWRC restricts inputs of DIY waste as follows:

- Asbestos – Cement bonded asbestos only limited to no more than 15 sheets, of no greater size than 120cm X 60cm – approximately equal to the amount from a single garage roof. The HWRC has to be pre-notified of deliveries of asbestos sheeting which have to be plastic wrapped for safety.
- Soil and Rubble (Quantity limited to one medium size car boot full per month e.g. approx 6 x 30 litre bags)
- Plasterboard (Small incidental off-cuts arising from minor DIY projects only).

Site Performance

In 2012/13 the cost of operating the Paulsgrove HWRC site was £835.2K the equivalent of £70.13 per tonne of waste accepted. In 2012/13 over 82% of the waste delivered to site was diverted away from landfill.

HWRC Percentage of Waste sent to Landfill 2010 – 2013 (Jan to Oct)



Portsmouth City Council meets the percentage cost of the operation of the following HWRC sites; this percentage being based upon a user survey which indicated that the following percentage of site users were from Portsmouth.

site	Paulsgrove	Havant	Waterlooville	Gosport
% costs	69.84%	42.14%	4.86%	1.56%

It is clear from the above comparison that the PCC operated Paulsgrove HWRC is more effective in diverting waste away from landfill than the nearby HCC operated sites at Havant, Waterlooville and Gosport. As PCC only meet a small percentage of the costs at the Waterlooville and Gosport sites the main emphasis is on reducing the percentage of waste that goes to landfill from the Havant site.

It is clear that performance at all sites is improving including at the Havant HWRC site. The improvement at the Havant HWRC site has been helped by the joint PCC / HCC funding of a TWEO (Trade Waste Enforcement Officer) at the site, since October 2012, to reduce inputs of trade waste. The reduction at the Waterlooville site reflects the recent move to a larger more modern site.

The cost of sending HWRC waste to landfill currently stands at over £100 per tonne and it is therefore important that the new HWRC contract puts in place measures that continue to reduce the amounts sent to landfill; particularly at the Havant HWRC site.

There is no nationally agreed methodology for comparing HWRC performance however in its latest 2012 guidance WRAP (waste resources action programme) do undertake comparisons using recycling rates (excluding soil & rubble tonnages). The latest guidance indicates that 28 of the 190 authorities compared achieved the higher over 70% recycling performance. Using this methodology the performance for PCC's Paulsgrove site would be just below 70%.

Trade Waste Controls

The Paulsgrove HWRC operates a height restriction barrier and permit scheme to help reduce the amount of trade waste that is delivered to site. These operate as follows:

- A 1.75 metre height restriction barrier is opened all day Friday and Saturday morning until noon to allow residents with large vehicles such as vans to use the site. All other times it is closed restricting the size of vehicle that can access the site.
- Residents who use a van or a large trailer have to apply for a permit to use the site; the permit allows for up to 12 visits per annum with additional permits available in special cases.

Destinations for Items Deposited at the HWRC

Waste Requiring Disposal

Waste sent to landfill

- Landfilled waste is waste that is not suitable for recycling and is primarily larger items which are too big to incinerate or are not suitable for incineration.
- Hazardous waste – Asbestos is sent to a special landfill site licensed to accept asbestos waste.

Waste sent for energy recovery

- Waste that is not suitable for recycling and is primarily smaller items/black bag type waste that is sent for incineration at the Hampshire incinerators.
- Mixed wood sent for energy recovery in a dedicated wood burning facility.
- Hazardous waste – sent for high temperature incineration; items such as chemicals / gloss paints.

Waste sent for reuse

- Soil and Rubble
- Textiles and books / CDs
- Bric-a-brac (items which can be sold on site using the site sales shed)
- Gas bottles (reused if appropriate)

Waste sent for recycling

- Plasterboard
- WEEE (waste electrical and electronic equipment) - Small domestic appliances, fridges/freezers/TVs, Fluorescent Tubes/other bulbs
- Car and household batteries
- Engine and cooking oils
- Metal - separated into ferrous and non-ferrous
- Mixed paper and card

- Green garden waste sent for composting.

Number of Users:

The site is available for use not only by Portsmouth residents but also Hampshire residents and therefore has a large user base.

Currently 69.84% of site usage is attributed to Portsmouth residents, with 30.16% attributed to residents outside of Portsmouth.

Automatic number plate recognition (ANPR) data provided by Hampshire County Council shows an average throughput of 657 vehicles per day between April 2012 and March 2013. This would equate to an annual throughput of 237,673 vehicles, based on the site being open 362 days of the year.

Monthly Averages show a clear increase in vehicle throughput between April and September with extended opening hours.

Month	Average number of vehicles per day
April	637
May	669
June	765
July	690
August	911
September	659
October	554
November	Vehicle recognition cameras not available
December	Vehicle recognition cameras not available
January	437
February	464
March	457

Materials removed from Paulsgrove HWRC April 2012 to March 2013 (12 months)

The table below shows the variable costs associated with recycling / disposing of individual materials delivered into the Paulsgrove HWRC site.

Item	tonnes	Average cost per tonne	use
Green	2,303.13	£21.39	Composting
Soil and rubble	2,289.16	£15.43	Reuse
Wood/mixed wood	2,144.30	£44.78	Energy recovery
Waste - Landfill	2,035.95	£92.97	Landfill
Waste - Incineration	890.60	£42.60	Energy recovery
Ferrous metals - <i>income</i>	561.68	-£37.46	Recycling
Paper/Card - <i>income</i>	369.80	-£10.19	Recycling

Bric-a-brac	328.02	£0	Reuse
CRTs (TVs & monitors)	184.73	£0	Recycling
Glass (bottles & jars)	179.62	£0	Recycling
WEEE	160.24	£0	Recycling
Plasterboard	146.36	£111.60	Recycling
Asbestos	107.90	£242.86	Landfill
Textile	74.12	£0	Reuse
Non ferrous metals	57.28	£0	Recycling
Fridges	44.48	£0	Recycling
Car batteries	18.26	£0	Recycling
Mineral oil (engine oil)	5.90	£0	Reuse
Household batteries	2.39	£0	Recycling
Oil based Paint	2.16	£520	High temp incineration
Hazardous Households Waste	1.59	Variable	depending on item
Fluorescent tubes	0.98	£0	Recycling
Vegetable Oil	600 litres	£0	Reuse
Total Tonnes	11,908.65		

Developments during last 5 years:

- Changes to the road system around Port Way to improve traffic flow and reduce queuing
- Full refurbishment of site, increased capacity and visitor throughput at the site
- Collecting mixed wood reduced the amount of wood like material going to landfill by diverting all wood materials including MDF and chipboard into energy recovery.
- Separation of waste requiring disposal into two streams; one that is suitable for incineration with the remainder being sent to landfill. This has reduced both disposal costs and tonnages being sent to landfill
- A move from colour separated glass collection to mixed glass

Current state of the Site

The site is in a good state of repair following refurbishment. Some general wear and tear as would be expected from a working site with heavy vehicle throughput

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Appendix B - Portsmouth Recycling Centre Management Contract

Section 5 – Current Management Arrangements

Contract Management

Hampshire County Council is responsible for ensuring that Hopkins Recycling Ltd operates all 26 HWRC sites in Hampshire, including the Portsmouth City Council HWRC at Paulsgrove to the contract specification. This involves the following:

- Chairing monthly contract management meetings;
- Auditing of data for materials leaving site for reuse, recycling or disposal;
- Auditing of Hopkins Recycling processes against contract requirements;
- Evaluating individual site performance against pre-set recycling targets to enable the contractor to be incentivised to increase recycling performance.

Portsmouth City Council is responsible for overseeing the day to day operation of its Paulsgrove HWRC site which involves the following:

- Undertaking site operational and health and safety inspections on a monthly basis, with every second inspection being a joint inspection with Hopkins Recycling;
- Introducing local site trade waste control initiatives such as height control barriers;
- Providing local direction and support for site operations to Hopkins staff as allowed within the overall contract framework;
- Supporting site staff by contacting site users, as appropriate, where it is suspected that non domestic waste has been delivered to site.

Financial Arrangements

The costs associated with HWRC operations can be broken down into variable, fixed and other costs.

Variable (tonnage related) costs

Financial management arrangements allow for Portsmouth residents to use any of the HWRC sites in Hampshire with Portsmouth meeting part costs for any site where more than 1% of the users are from Portsmouth. Portsmouth City Council currently meets the following percentages of site costs associated with recycling / disposal of waste delivered to each site.

- 69.84% for Paulsgrove HWRC
- 42.14% for Havant HWRC
- 4.86% for Waterlooville HWRC
- 1.56% for Gosport HWRC

The above percentages are based upon a site user post code survey carried out in February 2011 which came into effect from April 2011. Surveys would normally be carried out every 3 years; however an authority can request an earlier survey date if they feel percentages have altered due to local changes.

Fixed costs

Portsmouth City Council also meets 7.8% of the fixed costs associated with the management of the 26 HWRC sites but also receives 7.8% of any income generated by the sites. The results of the post code survey are used to calculate the 7.8%.

Other costs

Costs associate with the redevelopment and maintenance of individual sites are not shared using user percentages instead the authority owning the site meets 100% of the costs; in the case of Portsmouth City Council this is 100% of any costs associated with Paulsgrove HWRC only.

Appendix C - Portsmouth Recycling Centre Management Contract

Section 6 – Proposed Procurement Process

There are two options for procuring a new HWRC management contract from 2 February 2015 as follows:

Joint contract with Hampshire County Council

This would involve Hampshire County Council (HCC) tendering for the operation of all 26 HWRC sites in Hampshire including the Portsmouth City Council (PCC) Paulsgrove site.

This would mean that the operational arrangements would broadly continue as they are under a new contract from 1 February 2015.

HCC have indicated that they would be able to incorporate any specific contract variations that PCC required by letting a contract that allowed operational site variations to be easily incorporated. This would be a 24 (HCC) + 1(PCC) + 1 (Southampton City Council (SCC) contract.

PCC and SCC have jointly produced an outline operational specification which HCC have reviewed and have indicated they would be able to incorporate this approach into any new contract.

HCC's outline time line for contract award is as follows:

item	start	finish
Supplier market engagement		complete
Tender specification		24/03/2014
PQQ (Pre-qualification questionnaire)	01/02/14	13/06/2014
Public consultation	02/06/14	22/08/2014
ITT phase (Invitation to Tender)	01/02/14	19/09/2014
Internal approvals including PCC & SCC		17/10/2014
Award		07/11/2014
Implementation		01/02/2015

A joint contract would allow for economies of scale with the contractor able to discount costs based on the operation of 26 sites.

Portsmouth City Council Stand Alone Contract

Due to the value of the contract PCC would have to tender this in line with EU procurement rules and would need to start the process in early January 2014 to allow time for the procurement process and any new contractor to mobilise. The programme would broadly follow that being undertaken by HCC.

item	start	finish
Supplier market engagement		complete
Public consultation	11/11/13	06/12/2013
Tender specification		24/03/2014
PQQ (Pre-qualification questionnaire)	07/04/14	13/06/2014
ITT phase (Invitation to Tender)	16/06/14	19/09/2014
Internal approvals		17/10/2014
Award		07/11/2014
Implementation		01/02/2015

A stand alone contract would:

- Not benefit from economies of scale of a joint contract;
- Require PCC to cover costs associated with procurement;
- Require a greater level of contract management by PCC;
- But would allow PCC to undertake site and contract management themselves.

Appendix D - Portsmouth Recycling Centre Management Contract

Section 7 – Consultation

A public consultation exercise has been undertaken to consult with and gauge Portsmouth resident views on the proposed changes at the Paulsgrove HWRC which it is proposed to introduce following the start of the new contract from February 2015.

The consultation was for 4 weeks covering the period Wednesday 13 November to Friday 06 December 2013.

The consultation involved:

- Placing A3 Posters containing information on the proposed service changes and inviting comments at suitable locations around the Paulsgrove HWRC.
- A5 flyers available at the site, containing the same information as the poster, for residents to take away with them.
- Additionally, posters and flyers were made available at local libraries.
- A dedicated e-mail address for gathering responses.
- Recycling centre staff were briefed accordingly and asked to direct site users to the information provided on site.
- Information pertaining to the proposed changes and consultation were posted on the PCC website.
- City Helpdesk staff made aware of the proposed changes and to advise anyone calling about the recycling centre of the changes and consultation.

The results of the consultation are as follows:

There was limited feedback to the consultation exercise with only a total of 30 responses. A number of the responses were generally supportive of the proposal.

There was some concern about not opening until 9.00 am, it would therefore be suggested to keep the current 8.00 am opening time together with the introduction of late night opening for one day during the week during the summer.

As would be expected there were a number of comments relating to charging for large amounts of DIY waste and that this might encourage fly tipping. Restrictions already apply to the amount of DIY waste that can be dropped off, what is proposed will provide users with an alternative option for getting rid of their waste therefore it is considered that this would not increase the amount of fly tipping.

Users were generally supportive of introducing a chargeable commercial waste service although there was some concerns that this might again increase fly tipping. It is considered that this would not be the case as small businesses are not currently permitted to dispose of their waste at the site, the proposed charges would provide an additional option for them to dispose of their waste legally.

On the basis of the consultation feedback it would be proposed to review the opening hours in accordance with the above. Charging in line with market rates would also be introduced for large amounts of DIY waste together with a chargeable service to allow small local businesses to dispose of their waste at the site.

Public Consultation

Portsmouth Recycling Centre



Portsmouth City Council is undertaking a review of services at the Portsmouth Recycling Centre with the aim of improving efficiency and cost effectiveness. Portsmouth City Council is seeking views/comments from site users on the proposed changes.

The proposals are:

1. A revision of site opening hours based upon current usage

The current and proposed opening hours are shown in the table below; these are based upon current site usage:

Calendar Period	Opening Hours	
	Current	Proposed
1st October to 28th February	8:00am to 4:00pm	9:00am to 4:00pm
1st March to 31st March	8:00am to 5:00pm	9:00am to 4:00pm
1st April to 30th September	8:00am to 7:00pm	9:00am to 7:00pm Late opening Thursday to 9:00pm

2. A revision of the policy for accepting DIY waste with the option of charging for larger quantities

Although there is no legal obligation to accept such waste, site users are currently able to bring in small quantities of DIY waste originating from their own property free of charge.

DIY waste includes waste from activities involving improvements, repair or alteration including, but not limited to:

- Hardcore, bricks and masonry
- Wood (i.e. fencing, doors and windows)
- Soil and aggregates
- Bathroom and kitchen renovations
- Cement bonded asbestos
- Plasterboard

The current free provisions allow for:

Soil and Rubble: Approximately the contents of 6 x 30 litre bags (the equivalent to a small car boot) once per month.

Plasterboard: Small offcuts only.

Cement bonded asbestos: No more than 15 sheets, of no greater size than 120cm by 60cm - approximately equal to the amount from a standard single garage roof.

The proposal would not change the current entitlement for free disposal of small quantities of DIY waste, but would offer residents the option of paying to bring in larger quantities which, currently should be disposed of through alternative routes such as the hire of a skip.

3. Introduction of a chargeable commercial waste service

It is currently illegal to deposit trade or commercial waste at the site. Portsmouth City Council is investigating ways of introducing a chargeable service to allow small local businesses to dispose of their trade waste.

If you have any comments or views on these proposals, we would like to hear them. Please e-mail your comments to:

recycling@portsmouthcc.gov.uk

Appendix E - Portsmouth Recycling Centre Management Contract

Section 8 – Proposed Changes to the Site Operation

A new contract is required for the management of the Paulsgrove HWRC from 1 February 2015. The HWRC enables the council to meet its statutory obligation of providing a HWRC for its residents to use.

The letting of a new contract allows for the opportunity to review site operations in light of examples of best practice within the operation of HWRC's nationally which can support the council's aim of providing good value services at less cost.

The areas of site operation that are being reviewed consist of:

Maximising landfill diversion and increased recycling of materials

This will include evaluating the options to separate our additional materials from the HWRC waste that is currently sent to disposal such as:

- Carpets and underlay
- Hard plastic items
- Mattresses

Partnership working

This would principally be with the voluntary sector to maximise the amount of material that is diverted to reuse and would support work in other areas; such as increasing the range of options for reuse of waste from bulky collections.

Changes to opening hours

75% of the fixed management costs associated with the operation of HWRC sites are labour costs due to the 7 day operation and long site opening hours. It is clear from tracking the number of visitors against the time of day that they visit the sites that the bulk of visitors use the sites between the core hours of 9:00am and 4:00pm.

Residents who wish to use the sites outside of core hours probably prefer to visit later rather than earlier. The proposal is to mirror the retail sector by offering late night opening on certain days.

It is therefore proposed that to provide greater value for money that site opening hours be adjusted. Enclosed below is an example of one option for changing site hours.

	Dates	Opening time	Closing time
Current - winter	1 October to 28 Feb	8:00am	4:00pm
Current - spring	1 March to 31 March	8:00am	5:00pm
Current - summer	1 April to 30 September	8:00am	7:00pm
Proposed - winter	1 October to 31 Mar	9:00am	4:00pm
Proposed- summer	1 April to 30 September	9:00am	7:00pm
Proposed - summer	Late night opening - Thursday	9:00am	9:00pm

Alternative methods of managing inputs of DIY waste.

The history of HWRC sites can be traced back to the Refuse Amenity Act of 1978 which required Waste Disposal Authorities to make available locations where residents could deposit items of waste too large for their kerbside collections. The original intention being that sites would receive bulky items such as items of furniture, washing machines, cookers and fridges etc.

Over time residents have been carrying out increasing amounts of DIY work themselves and using the HWRC to deposit the waste that they are producing.

With the national economy showing signs of improvement we are seeing a knock on effect at the HWRC sites with inputs increasing. A significant part of this increase is DIY type wastes, such as plasterboard, soil, rubble and asbestos, generated by residents undertaking structural type changes to their properties.

In line with Defra's informal guidance the HWRC's do accept restricted amounts of DIY waste at a significant cost to the council, although there is no legal requirement to do so.

Portsmouth City Council spent £84,250 in 2012/13 on disposing of DIY type waste made up of asbestos, plasterboard and soil and rubble. The council also spent over £120,000 on disposing of wood an element of which would be generated by residents undertaking large DIY projects.

With the authority having to reduce the amount of money that it spends on waste disposal it is proposed to:

- Work with HCC on a system to better monitor the current arrangement that allows residents to deliver in small amounts of DIY waste free of charge.
- Work with HCC on developing a range of options for residents who have large amounts of DIY waste to dispose of, such as;
 - Evaluating the options for levying a reasonable charge for residents to deposit larger amounts of DIY waste at the HWRC sites;
 - Working with private sector waste disposal companies to reduce minimum charges for residents with large loads of DIY type wastes, as an alternative to using the HWRC.

Acceptance of commercial waste from SMEs (Small and Medium Enterprises)

To support local SMEs in increasing opportunities for them to recycle their waste which are currently limited. This option would allow SMEs including "man in a van" type business to deposit waste and recyclables at the HWRC for a reasonable charge.

Within the specification for the new contract the bidders will be asked to put forward an option for accepting waste from SMEs and how this might be integrated into the HWRC network.

This would provide the council with an income stream and maximise the use of the facilities.

Appendix F - Portsmouth Recycling Centre Management Contract

Section 9 – Proposed Financial Arrangements with HCC

Site cost comparison

It is clear from a comparison of site operating costs that these vary depending on their location, size and level of trade waste controls. The Paulsgrove HWRC site, with its height barrier and integrated trade waste controls, has lower operating costs than the nearby sites at Havant, Gosport and Waterlooville. This in effect means that Portsmouth City Council (PCC) has to meet higher costs when its residents visit a Hampshire County Council (HCC) HWRC site rather than its own site at Paulsgrove.

PCC is working with HCC on jointly funding a TWEO (Trade Waste Enforcement Officer) at the Havant HWRC site as an alternative to the introduction of a height barrier; which is not favoured by HCC. This started in October 2012 and approval has been received to continue this until the start of the new HWRC contract on 1 February 2015. The role of the TWEO is to reduce inputs of trade waste thereby reducing the councils waste disposal costs, as a minimum the savings will cover the cost of the TWEO.

The aim being to work with HCC to reduce operating costs at the Havant, Waterlooville and Gosport HWRC sites to levels equivalent to that seen at the Paulsgrove HWRC site in a way that was acceptable to all parties and would benefit both HCC as well as PCC.

Future funding options

PCC have discussed this with HCC who have indicated that they are prepared to look at this issue and consider changes to the way costs are allocated; the current allocation being as specified in the Waste Tripartite Agreement.

It has been agreed that a small officer task and finish working group be set up to evaluate options available to address issues related to the allocation of site costs. The areas requiring change are as follows:

Allocation of costs via user survey

The current system of allocating costs is purely based upon the number of site users without taking into account the efficiencies of each site or its level of trade waste controls. This is disadvantaging PCC when a high percentage of its residents are using HCC operated sites.

This requires changing the way in which the “site user survey” normally carried out on a three yearly basis takes into account the number of vans using individual sites and how much of the waste they carry is recyclable.

Allocation of the benefits where one Authority has funded a change.

The Tripartite Agreement currently allows for all benefits to be shared out based upon the user percentages even if one authority only has met all the cost associated with the change that led to the cost reduction. It is therefore proposed to change the arrangement so that the authority making the change and incurring the costs receives all the benefits

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