

# Place Select Committee

## Scrutiny Review of Kerbside Waste Collection



**21 April 2016**

Place Select Committee  
Stockton-on-Tees Borough Council  
Municipal Buildings  
Church Road  
Stockton-on-Tees  
TS18 1LD

Contents	Page
Select Committee membership.....	3
Acknowledgements .....	3
Foreword.....	4
Original Brief.....	5
1.0 Executive Summary.....	6
2.0 Introduction.....	8
3.0 Background.....	8
4.0 Evidence.....	9
5.0 Conclusion.....	20
Appendix 1.....	21

## Select Committee – Membership



(Site Visit to J&B Recycling, Hartlepool and SITA Energy from Waste, Stockton)

From left to right:  
Councillor Woodhead, Councillor Perry, Councillor Bailey (Vice Chair), Councillor Cunningham, Councillor Walmsley, Councillor Proud, Councillor Brown (Chair)

Inset:  
Councillor Barlow  
Councillor Dixon

### ACKNOWLEDGEMENTS

The Select Committee thank the following contributors to this review:

Jamie McCann	Director of Community Services
Dale Rowbotham	Waste Management Officer
Marc Stephenson	Cleansing, Waste and Recycling Manager
Craig Willows	Care For Your Area Service Manager
SITA Energy from Waste Plant, Haverton Hill, and J&B Recycling Ltd, Hartlepool	

Contact Officer: Graham Birtle, Scrutiny Officer  
Tel: 01642 526187  
E-mail: [graham.birtle@stockton.gov.uk](mailto:graham.birtle@stockton.gov.uk)

## Foreword

The issue of recycling is one that affects everyone. The Place Select Committee's work was to examine the performance of Council services but Members quickly realised that it needs the support of households from whom we collect all forms of refuse.

The Council has provided investment to ensure that we have the machinery with which to operate an efficient and effective service. The high satisfaction levels the service receives for the work it does is testament to that but it can only collect what is provided from each house.

The ability for households to utilise space in general waste containers for recyclable material affects Council recycling performance. This, the Committee learned, could be addressed if that which could be recycled was disposed of correctly and then collected by our hard working staff.

The recommendations are made to provide a platform from which the Council should be able to improve recycling rates. They are not overly prescriptive allowing flexibility and further consultation to determine the views and support of residents.

On behalf of the Committee I wish to provide our thanks and appreciation to the dedicated staff who help to keep the borough a clean and pleasant place to reside. Thanks are also given to the SITA Energy from Waste Plant, Haverton Hill and J&B Recycling Ltd, Hartlepool who provided the Committee with an interesting day of visits to see how waste can be better served than going for landfill.

## Cllr Brown – Chair



Councillor Brown - Chair



Councillor Bailey – Vice Chair

## Original Brief

### **What are the main issues and overall aim of this review?**

To consider the current systems for the kerbside collection of household waste materials.

Stockton is well below the national average for the amount of household waste recycled (between 28% and 30% over recent years), but has one of the lowest rates of use of landfill sites (now down to less than 1%), because the great majority of our household waste is used to produce energy at the Haverton Hill EFW plant.

Stockton is served by kerbside collections of household waste on a weekly basis and household recycleable materials on a fortnightly basis. These services are generally well regarded by local residents.

Stockton has arrived at its current systems for the kerbside collection of household waste materials following several major service changes over the past decade. The proposed scrutiny review would investigate whether these systems provide a good quality, cost-effective service that meets the expectations of residents.

### **The Committee will undertake the following key lines of enquiry:**

- Review the current systems;
- Highlight any issues and/or concerns;
- Identify any lessons that can be learnt from other authorities; and
- Consider alternative approaches.

### **Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:**

To ensure that the systems for the kerbside collection of household waste materials provides a good quality, cost-effective service that meets the expectations of residents.

## **1.0 Executive Summary and Recommendations**

- 1.1 On average, each household in Stockton generates 13.2kg/hh/wk of waste (recycling and residual waste). Of this, an average of 10.92kg/hh/wk is put in the wheeled bin and 2.28kg is recycled.
- 1.2 Of all waste disposed of in the Wheeled Bin, around 30% contains recyclable material that could be placed in the kerbside recycling containers (totalling 3.37kg/hh/wk).
- 1.3 Should residents put all recyclable materials into the recycling container as opposed to their wheeled bin, Stockton Council's maximum waste diversion (recycling) rate would be 44.9% and match the national target for England of 45%.
- 1.4 The collection and disposal of waste and recycling is the third highest cost service for English local authorities. The Local Government Association estimate that current spending would need to increase significantly to include the additional collection services necessary to meet the 2020 national target of 50% which will be unachievable due to the pressure councils are under to reduce spending.
- 1.5 Stockton Council operates a weekly residual waste collection for all households supported from the Department for Communities and Local Government (DCLG) £1.86m funding. The Committee received evidence that LA's with higher recycling rates, including green waste, operate a fortnightly collection service for residual household waste.
- 1.6 With green waste collected as a 'seasonal service' over 26 weeks from Easter onwards a particular concern of the Committee was taking place this year (2016) with Easter happening early (March) therefore residents were likely to dispose of early cutting collections or winter pruning in the residual waste stream especially with the mild Winters being experienced. This is likely to raise contamination rates of the bin collections.
- 1.7 There is therefore a requirement for Stockton Borough residents to change from disposing of waste via the green refuse wheeled bins.
- 1.8 Recycling rates for household waste need to increase. Evidence provided and research into best practice shows that through reducing the capacity for residual waste disposal increases recycling participation and increases tonnages.

## **Recommendations**

- R1 A consultation exercise is carried out across a statistically relevant proportion of Stockton Borough residents from all areas of the Borough to determine views on kerbside recycling and, more importantly, to understand how residents can further contribute and support increasing recycling participation rates in the future.

- R2 To undertake a further piece of work which assesses the suitability of Stockton Borough Council's current recycling receptacles to determine whether improvements would encourage greater participation in the future, whilst ensuring that the current collection method of separating at source remains to comply with EU legislation and maximises the benefits of increased recycling.
- R3 A full analysis of cost is carried out based upon the current collection arrangements, including financial impact of household growth as well as a review of potential cost savings associated with a change in waste and recycling collection arrangements, which support improved recycling participation.
- R4 Stockton Council actively promotes and informs residents of the benefits that can be achieved from recycling based upon existing collection methods in order to educate and provide an impetus to increase recycling rates in the borough.
- R5 To consider whether any additional support should be established alongside any change in collection methods which would encourage greater participation e.g. waste awareness and education campaigns.
- R6 That a review of the current green waste collection service and alternative collection arrangements is undertaken, which will also include how to reduce the level of green waste presented in residual waste bins.



## **2.0 Introduction**

2.1 The UK achieved a recycling rate of 44.9 per cent in 2014. Stockton Borough Council had a recycling rate of 26.6%.

2.2 There is an EU target for the UK to recycle at least 50 per cent of household waste by 2020. This review is for the Place Select Committee to assist in raising the recycling rate in the borough and help it meet, if not surpass the UK average.

## **3.0 Background**

3.1 Local authorities are currently directly involved in working towards two EU targets – on landfill and recycling. This has seen a radical reduction in landfill per household by 78 per cent in the last decade, brought about through the delivery of a range of waste treatment infrastructure by councils.

3.2 The recycling target has seen similar levels of commitment from local authorities with recycling collections now the norm for almost all homes across England. This effort has delivered a 400 per cent increase in recycling levels since 2000. However, despite this improvement the UK is not yet on track to meet the 50 per cent target by 2020.

3.3 Since 2000 the pursuit of EU waste targets has required a doubling of spending by English local authorities to £3.28 billion. This makes collection and disposal of waste and recycling the third highest cost service for English local authorities. The Local Government Association estimate that current spending would need to increase significantly to include the additional collection services necessary to meet the 50 per cent target, which will be unachievable due to the extreme pressure councils are under to reduce spending. This is in response to a 40 per cent reduction in government grant funding since 2010.

3.4 Consequently the 2020 target will not be met if it relies solely on further increases in local government spending, which means alternative options will need to be considered in order to provide a realistic chance of meeting the target.

## 4.0 Evidence

### What we do now

- 4.1 The Kerbside Waste Collection Service is a key council service which affects all residents of the Borough. Waste and recycling services are currently delivered by the Care For Your Area team and feature the collection of materials in the following:
- 4.2 Residual Waste is serviced by a weekly waste collection using 240ltr wheeled bins or black waste sacks. A larger container, if qualified, of a 360ltr bin can be requested for residents with 6 or more permanent occupants.
- 4.3 Recycling waste is collected fortnightly (Tuesday – Friday) all year round in a ‘one pass’ vehicle with 3 compartments for dry recycling material:
- Blue Box (55 litres) – glass and batteries (was previously used for tins prior to 2013)
  - Blue Bag (47 litres) – paper, junk mail, magazines etc
  - White Bag (47 litres & 75 litres) – plastic, cardboard and tins
- 4.4 Green Waste is collected as a ‘seasonal service’ over 26 weeks from Easter onwards using a reusable hessian type sack (chargeable at £2 per bag) as well as providing an option for a roll of 26 disposable clear sacks (chargeable at £3 per roll).

### Current service costs

	2011/12	2012/13	2013/14	2014/15	2015/16 Projected Outturn
Kerbside Recycling Collection costs	1,484,387	1,437,491	1,413,496	1,139,852	1,128,771
Kerbside Recycling income	-586,217	-434,751	-375,848	-281,408	-215,010
Kerbside Recycling Net Cost	898,169	1,002,741	1,037,648	858,444	913,761
Green Waste Collection costs	321,697	440,957	348,749	424,689	366,307
Green Waste Disposal costs	99,486	120,033	114,110	104,824	122,000
Green Waste Income	-45,774	-38,748	-36,667	-52,695	-45,000
Green Waste Net Cost	375,409	522,241	426,191	476,818	443,307
Domestic Refuse Collection costs	2,027,552	1,913,881	1,807,579	2,018,788	2,145,550
Domestic Refuse Disposal costs	3,784,588	2,979,830	3,672,893	4,100,901	4,444,459
Domestic Refuse Net Costs	5,812,140	4,893,711	5,480,472	6,119,689	6,590,009

### Site visits

- 4.5 Stockton Borough benefits from the use of the SITA Energy from Waste Plant, Haverton Hill which reduces the amount of waste that subsequently goes to landfill. The fortnightly collections of dry recycling material is treated by J&B Recycling Ltd, Hartlepool whilst green waste material is dealt with by A Thompson, Murton Hall Farm, Wingate.
- 4.6 In order to further understand the processes involved in treating waste and recycling material the Committee was invited to J&B Recycling Ltd to see how the recycling material collected by the authority is sorted/treated and also to visit the EFW plant at Haverton Hill in order to understand the green wheeled bin waste disposal process.
- 4.7 It was explained by Matt Tyrie, Transport Manager at J&B Recycling Ltd, that the material delivered by SBC is of a very high quality and in his view, by collecting separately, was 'the best way to collect the material'. Through sorting at kerbside contamination levels are significantly reduced and the material achieves the highest yield. Stockton Borough Council's contamination rates are at 2.8% compared with an average co-mingled contamination rate of approximately 30%
- 4.8 The committee were given a tour of the facility at Hartlepool, including examples of a number of alternative material mix deliveries, which ranged from SBC's pre-sorted material to a fully comingled delivery. It was also explained the sorting processes required by J&B for each material makeup type and the value and contamination of the outputs.



- 4.9 Members learned that J&B Recycling Ltd can provide the following services that SBC use:
- Collect and sort mixed cans into aluminium and steel, and can also recover cans from Local Authority kerbside grades including mixed glass and cans, mixed plastics and cans, and also recover cans from other local authority mixes.
  - Recycle all types of cardboard waste including corrugated cardboard, hardmix, coloured card, scanboard and beverage cartons such as Tetra Pak.
  - Provide plastic packaging recycling including:

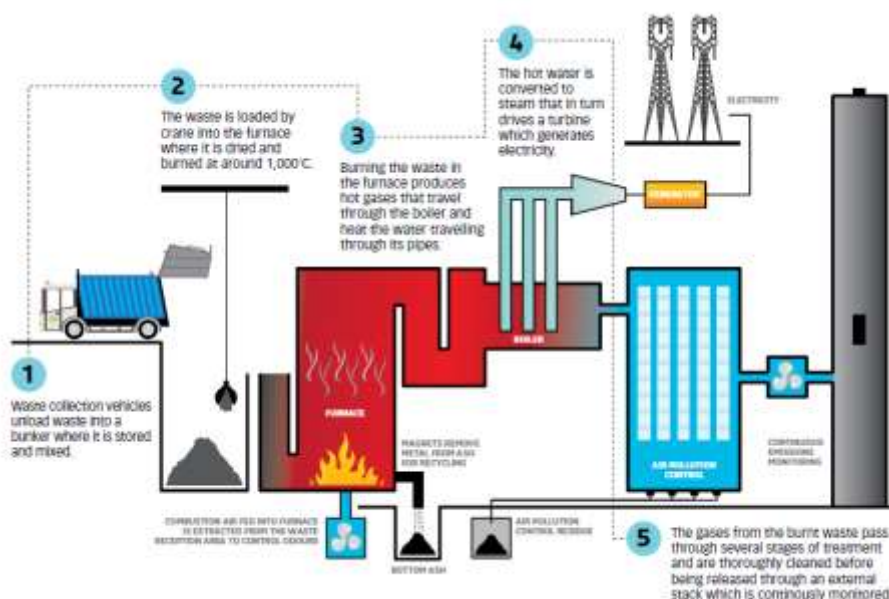
- Polyethylene terephthalate - e.g. Fizzy drink, bottles, water bottles and trays
- High-density polyethylene – e.g. Bottles for milk and washing-up liquids
- Polyvinyl chloride – e.g. Squash bottles, shampoos, hand creams, other beauty products
- Polypropylene – e.g. Margarine tubs and dense packaging
- Polystyrene – Yoghurt pots and vending cups

4.10 As can be seen below a £3m investment by J&B recycling for a sorting facility allows the collection of plastic, cardboard, tetra-pak and cans as a mixed material at kerbside. Paper and mixed glass is collected as a clean material. This approach ensures that Stockton Council deliver the highest quality of material via our kerbside collections, thus a higher income.



#### SITA Energy from Waste

4.11 The Committee observed the following process whereby during incineration the waste is burnt in the presence of oxygen at a high temperature – normally above 850°C. The process produces steam which can be used to generate electricity and heat.



### **Costs associated with SBC's model of collection and comingled collections.**

- 4.12 One of the important factors of an EfW facility is its gate fees. This is the fee paid by the waste fuel supplier for the treatment and disposal of waste. Gate fees are levied on each tonne of waste accepted at site for treatment in order to offset the total operating cost of the systems.
- 4.13 The Director of Community Services informed the Committee that SBC receives an average income for Kerbside Recycling of £26 per tonne due to the sorting of materials by residents as provided for by the blue box, blue bag, and white bag. As a result Stockton Council does not incur the average gate fee for a co-mingled mix of materials.
- 4.14 Based upon 2015/16 projections, it is expected that SBC generate an income of £215,010 utilising existing collection methods i.e. separation at kerbside.
- 4.15 Based upon 2014/15 collected recycling tonnages, the cost for Stockton in changing to a co-mingled (single bin) collection process would be £395,820 per year. This does not include the cost of issuing new containers at approx £1.6m, increase in material collected or increase in material rejected for disposal.
- 4.16 Taking account of current income, this would result in a minimum swing of £610,830 (due to the £215,010 reduction in income and the additional £395,820 increase in disposal gate fee) in disposal costs alone should the collection methodology change, a significant increase on revenue budgets before any capital investment.

### **Recycling statistics**

- 4.17 In 2013-2014, Stockton was ranked at 322 of 352 Local Authorities for the overall recycling rate (Middlesbrough 263<sup>rd</sup>, Hartlepool 245<sup>th</sup>, Redcar and Cleveland 121<sup>st</sup> <http://www.letsrecycle.com/councils/league-tables/201415-overall-performance-6/>). This is the amount of household waste sent for recycling by the authority rather than disposal through EFW or Landfill.
- 4.18 In 2014/15 Stockton had a recycling rate of **26.6%** with the national target for England being **45%**.
- 4.19 Despite this, residents are broadly satisfied with the services being provided with 90% content with the refuse collection, 83% happy with doorstep recycling, and 83% satisfied with local tips and recycling centres. (From: Residents Survey 2016 – Stockton)
- 4.20 Although business investment has taken place in Teesside to increase recycling and reduce landfill the Committee learned that residual waste has increased whilst recycling rates in Stockton Borough are falling.

**Tonnage comparison 2009/10 v 2014/15**

	<u>2010/11</u>	<u>2014/15</u>	<u>+/-</u>
Residual Waste (WB)	50,779	53,118	+ 2,339
Green Waste	5,190	5,708	+ 518
Paper	4,901	2,903	-1,998
Mixed glass	2,831	2,678	-153
Cans	461	531	+70
Plastic	1,100	927	-173
Cardboard	1,647	1,757	+110
Total Recycling only *	10,940	8,796	-2,144

\* This is the cumulative total for the collection of all 'dry recycling' at the kerbside

4.21 Overall set out rates for recycling are:

- Blue bag – 17% (a decrease from 33% in 2010)
- Blue box – 25% (a decrease from 51% in 2010)
- White bag – 33% (a decrease from 56% in 2010)
- Garden Waste – 18% (a decrease from 39% in 2010)

4.22 In 2014/15 the breakdown of all household waste and the disposal type was:

Energy from Waste	66.2%
Landfill	7.2%
Recycling and Green Waste	26.6%

4.23 With the England national target set at 45% the Committee was keen to learn how its Tees Valley neighbours had achieved their better positions. Members were informed that:

- Middlesbrough – Weekly Refuse (140ltr wheeled bin), Fortnightly Recycling (240ltr wheeled bin), Fortnightly green waste (240ltr wheeled bin). Recycling rate 2014/15: 36.32 %
- Hartlepool – Fortnightly Refuse (240ltr wheeled bin), Fortnightly Recycling (240ltr wheeled bin), Fortnightly green waste (240ltr wheeled bin). Recycling rate 2014/15: 37.98 %
- Redcar & Cleveland – Fortnightly Refuse (240ltr wheeled bin), Fortnightly Recycling (240ltr wheeled bin with separate paper), Fortnightly green waste (240ltr wheeled bin). Recycling rate 2014/15: 47.35 %

4.24 Officers also provided comparator figures (2013/14) for the four local authorities that are most similar to Stockton Borough Council nationally and form part of the Association for Public Service Excellence (APSE) 'family' authorities with whom Stockton Council are compared with as they provide a similar make-up in terms of demographics to our own area.

	All 5 widely recycled materials. Yield (kg/hhd/yr)	Household residual waste collected at the kerbside. Yield (kg/hhd/yr)
Stockton BC	105.7	613.4
1 <sup>st</sup> - Doncaster MBC	140.4	494.9
2 <sup>nd</sup> - Rotherham MBC	109.6	512.4
3 <sup>rd</sup> - Redcar and Cleveland BC	155.1	435.4
4 <sup>th</sup> - Darlington BC	n/a	545.0

4.25 Members were informed of the ways in which the local authorities collected:

Council	Wheeled Bin Service	Dry Recycling Service	Green Waste Service	Overall Recycling Rate	Collection Method	KG/HH/YR 2013/14
Stockton Borough Council	Weekly	Bags & Boxes Fortnightly	Bags Fortnightly (Seasonal)	27.89%	In-house	613kg
Doncaster Metropolitan Borough Council	Fortnightly	Bag & Boxes Weekly	Wheeled Bin Fortnightly	40.06 %	Waste Mgt Company	494kg
Rotherham Metropolitan Borough Council	Fortnightly	Bag & Boxes Fortnightly	Wheeled Bin Fortnightly	41.58 %	In-house	512kg
Redcar and Cleveland Borough Council	Fortnightly	Wheeled Bin Fortnightly	Wheeled Bin Fortnightly	46.68 %	In-house	435kg
Darlington Borough Council	Fortnightly	Bag & Boxes Fortnightly	No Service	33.04 %	In-house	545kg

- 4.26 As could be evidenced LA's with higher recycling rates, including green waste, operate a fortnightly collection service for residual household waste.
- 4.27 There are a number of factors that have determined SBC's current waste and recycling collection service.
- 4.28 The Department for Communities and Local Government (DCLG) provided £1.86m funding as part of the Weekly Collection Support Scheme. Supporting a weekly residual waste collection for all households enabled purchase of 'One Pass' collection vehicles with some emphasis on retaining a weekly residual waste and recycling collection for 478 'difficult access' rural and farm properties.
- 4.29 The EU Waste Framework Directive provides the legislative framework for the collection, transport, recovery and disposal of waste. The directive requires all member states to take the necessary measures to ensure waste is recovered or disposed of without endangering human health or causing harm to the environment and includes permitting, registration and inspection requirements.
- 4.30 The EU Waste Framework Directive was applied to the Waste (England and Wales) (Amendment) Regulations 2012 which came into force on 1 October 2012. From 1 January 2015, waste collection authorities must collect waste paper, metal, plastic and glass separately where technically, environmentally

and economically practicable [TEEP] are appropriate to meet the necessary quality standards for the relevant recycling sectors.

- 4.31 Members therefore asked whether fortnightly collections would help reduce the amount of household waste and increase recycling or would people find elsewhere to discard of their rubbish? It was considered that due to the capacity available in wheelie bins as a result of weekly collections residents took the opportunity to dispose of waste that could otherwise be disposed of at Haverton Hill. Officers informed the Committee that it wasn't uncommon to find microwaves, carpets or electricals in the general waste bin. When the green waste collections end each year some residents were putting grass cuttings in the general household waste bins which impact upon high levels of residual waste collected.

### **Green Waste**

- 4.32 Stockton Council provides a fortnightly green waste collection service from Easter for a period of 26 weeks per year. The cost of the green waste collection service is approximately £370k per year, or around £14k per week.
- 4.33 A particular concern of the Committee was taking place this year (2016) with Easter happening early (March) therefore residents were likely to dispose of early cutting collections or winter pruning in the residual waste stream especially with the mild Winters being experienced. This is likely to raise contamination rates of the bin collections.
- 4.34 Consideration could be given to introducing a charge in order to provide a full year service or do as other LA's who provide an all-year round service using external providers for the service with a charge to participating residents which range between £15-£100 per year.

### **Food Waste**

- 4.35 Food waste was discussed briefly however due to the non-availability of a local final destination to the authority on treating this material, at present the option of collecting separate food waste would not be possible.
- 4.36 It was asked why raw vegetables cannot be recycled with the green waste material, the Committee noted that that recycling process took much longer when food waste was introduced. It was highlighted that an anaerobic digestion (AD) facility was needed to treat food waste and that no other authority within the Tees Valley operated a food waste programme.
- 4.37 Food waste collection/treatment will be reviewed regularly and assessed if and/or when new technologies and facilities come available.

### **M.E.L composition analysis**

- 4.38 Stockton Council commissioned work from Measured Evaluated Learning (MEL) Ltd to study the composition of domestic kerbside collected residual and recycling waste streams to provide baseline data and to help inform future communication campaigns. As well as giving indications as to the



current levels of waste and recycling being generated, observations were made showing the levels of materials that are currently recyclable at the kerbside and those which could potentially be recyclable via future schemes.

4.39 The Committee received a summary report which presented the results from an analysis of kerbside residual and recycling waste collected during a two week period in May 2015. The survey focused on the levels and composition of residual bins, kerbside recycling containers and organic waste sacks that are available for residents to place out for collection at the kerbside. The sampling regime involved the direct collection and compositional analysis of waste from a target of 200 properties representing four of the five main socio-demographic categories (Acorns – Affluent Achievers; Comfortable Communities; Financially Stretched; Urban Adversity - See Appendix 1 for more details). Results could therefore be weighted to give an improved picture of the waste being collected within the Borough as a whole.

4.40 The findings are detailed below:

#### Kerbside residual waste

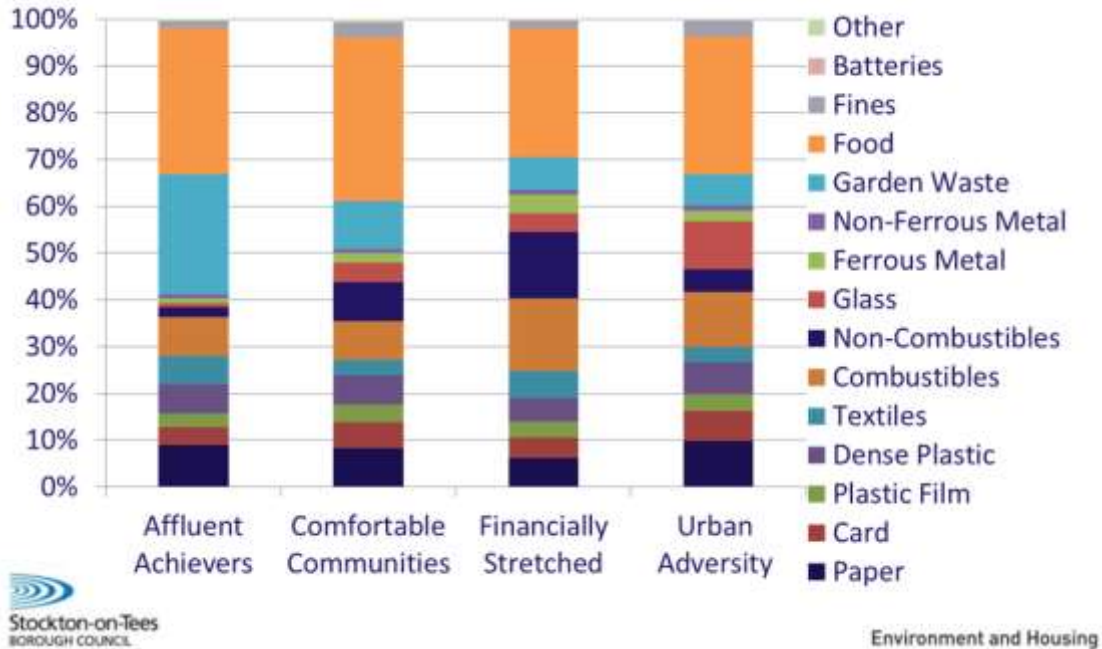
- 69% of households sampled presented residual waste for collection each week
- 5.4% of residual waste consisted of recyclable paper (Blue Bag) each week
- 9.7% of residual waste consisted of recyclable plastic, card and cans (White Bag) each week
- 4.8% of residual waste consisted of recyclable glass (Blue Box) each week
- 11% of residual waste consisted of recyclable garden waste (Green Waste) each week

#### Kerbside recycling

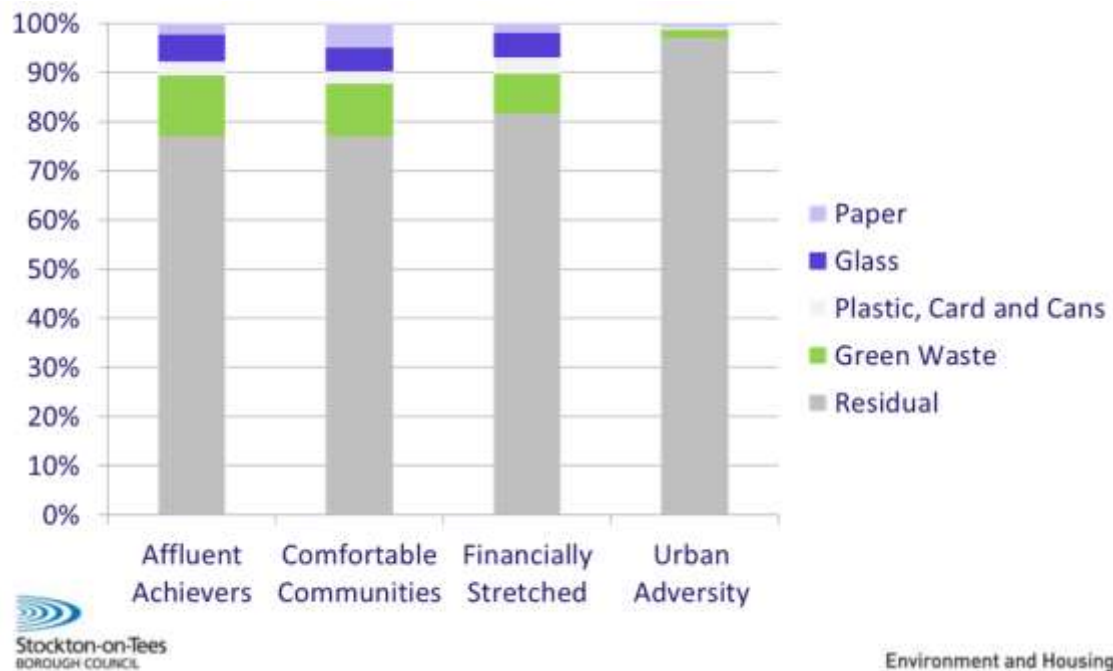
- On average 17% of the household sampled presented blue bags for collection each collection day
- On average 33% of households sampled presented white bags for collection each collection day
- On average 25% of households sampled presented blue box for collection each collection day
- On average 18% of households sampled presented green waste bags for collection each collection day

4.41 It could be seen from the information provided that there was a large amount of recyclable material included in the residual waste stream container for disposal. A total of 30.9% of the waste being presented for disposal is recyclable through the current recycling kerbside scheme.

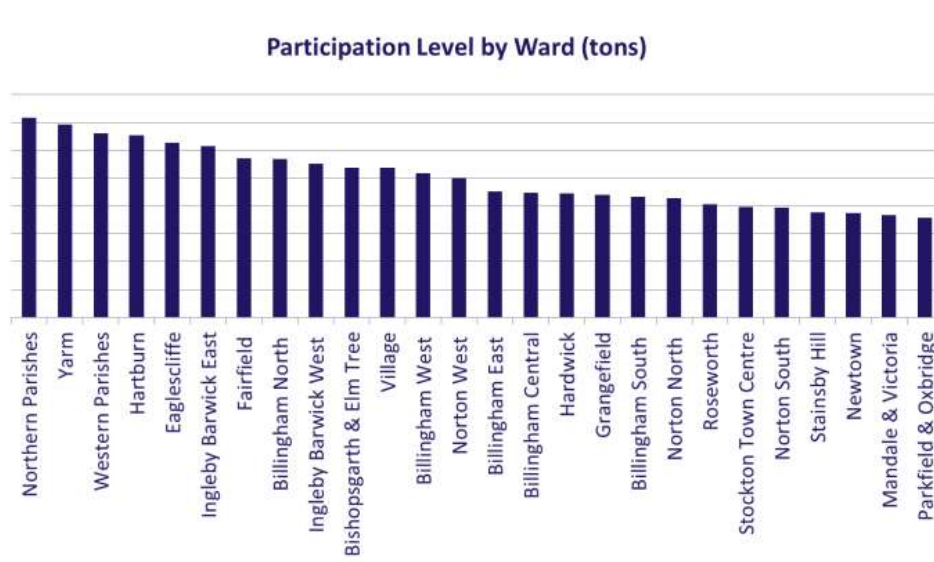
What's in the bin?



How is waste presented overall?



### Ward Recycling Rates



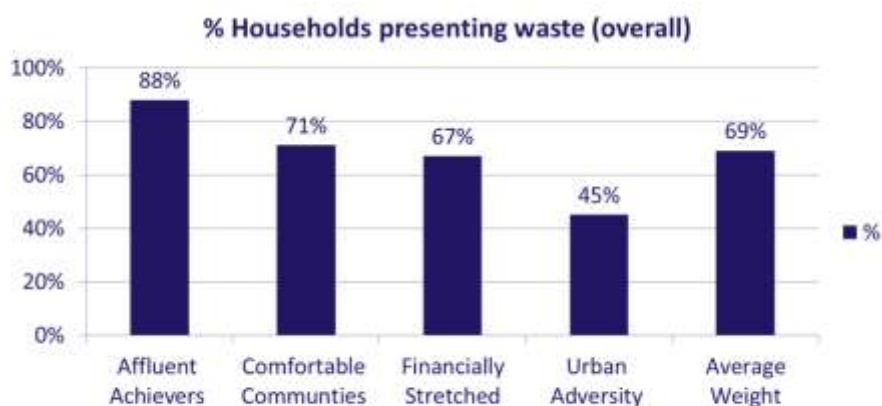
4.42 Based upon no major changes to service, should residents put all recyclable materials into the recycling container as opposed to their wheeled bin, Stockton Council's maximum waste diversion (recycling) rate would be 44.9%.

### Drivers for Recycling

4.43 There is therefore a requirement for the residents to change from disposing of waste via the green refuse wheeled bins.

4.44 Recycling rates for household waste need to increase. Evidence provided and research into best practice shows that through reducing the capacity for residual waste disposal increases recycling participation and increases tonnages.

### Refuse Set Out Rates



- 4.45 Those categorised as Urban Adversity recycle very little using the kerbside recycling service but do not generate much 'general' waste. Any waste generated is placed in the general waste wheeled bin and is possibly due to the capacity available for disposal.
- 4.46 The main producers of waste, both general refuse and recycling, are from the Affluent Achievers. The same behaviour of utilising the capacity of the wheeled bin container to deal with all waste both general and recycling applies, albeit this acorn group are recycling a larger quantity of material. Participation can be seen when viewing the ward by ward breakdown.
- 4.47 Members were therefore eager to determine how to bring about the changes in households required to assist an increase in the recycling rates throughout the borough. The Committee asked if the local authority had a task force in place which monitored those households that did not recycle. It was highlighted that in 2004 an education team existed that monitored household recycling and educated local people on recycling but nothing was now in place.
- 4.48 The Committee was keen to raise residents' awareness and simplify the identification of recyclable material that can be collected. Support was given to providing a pictorial representation of recyclables along with any other information and delivery method that could be employed which would ensure any potential changes combine a full communications and implementation plan to ensure residents have all detailed information to ensure minimum confusion.

### **Recommendations**

- 4.49 As a result of the evidence presented to the Committee the following recommendations are made in order to address the issues found in the review of kerbside waste collection:
- R1 A consultation exercise is carried out across a statistically relevant proportion of Stockton Borough residents from all areas of the Borough to determine views on kerbside recycling and, more importantly, to understand how residents can further contribute and support increasing recycling participation rates in the future.
- R2 To undertake a further piece of work which assesses the suitability of Stockton Borough Council's current recycling receptacles to determine whether improvements would encourage greater participation in the future, whilst ensuring that the current collection method of separating at source remains to comply with EU legislation and maximises the benefits of increased recycling.
- R3 A full analysis of cost is carried out based upon the current collection arrangements, including financial impact of household growth as well as a review of potential cost savings associated with a change in waste and

recycling collection arrangements, which support improved recycling participation.

- R4 Stockton Council actively promotes and informs residents of the benefits that can be achieved from recycling based upon existing collection methods in order to educate and provide an impetus to increase recycling rates in the borough.
- R5 To consider whether any additional support should be established alongside any change in collection methods which would encourage greater participation e.g. waste awareness and education campaigns.
- R6 That a review of the current green waste collection service and alternative collection arrangements is undertaken, which will also include how to reduce the level of green waste presented in residual waste bins.

## **5.0 Conclusion**

- 5.1 With the collection and disposal of waste and recycling as the third highest cost service for English local authorities the Committee is aware of the importance of this review topic.
- 5.2 Members recognise the dedication of service staff in achieving high customer satisfaction for refuse collection in the borough but increases in recycling rates are incumbent on support of households. Without such support Stockton Council is unlikely to improve its position when compared with other local authorities' performance.

## Appendix 1

### **Affluent Achievers**

They live in wealthy, high status rural, semi-rural and suburban areas of the country. Middle aged or older people, the 'baby-boomer' generation, predominate with many empty nesters and wealthy retired. Some neighbourhoods contain large numbers of well-off families with school age children, particularly the more suburban locations.

These people live in large houses, which are usually detached with four or more bedrooms. A high proportion of these people are very well educated and employed in managerial and professional occupations. Many own their own business. Incomes are generally well above average. Many can afford to spend freely and frequently and have also built up savings and investments. Most of these people are owner occupiers, with half owning their home outright and the remainder often having significant equity in their homes. Usually confident with new technology and managing their finances, these people are established at the top of the social ladder. They are healthy, wealthy and confident consumers.

### **Comfortable Communities**

This category contains much of middle-of-the-road Britain, whether in the suburbs, smaller towns or the countryside. All lifestages are represented in this category. Many areas have mostly stable families and empty nesters, especially in suburban or semi-rural locations. There are also comfortably off pensioners, and sometimes younger couples just starting out on their lives together. Generally people own their own home. Most houses are semi-detached or detached, overall of average value for the region. Incomes overall are average, some will earn more, the younger people a bit less than average. Those better established might have built up a degree of savings or investments. Employment is in a mix of professional and managerial, clerical and skilled occupations. Educational qualifications tend to be in line with the national average. Most people are comfortably off. They may not be very wealthy, but they have few major financial worries.

### **Financially Stretched**

This category contains a mix of traditional areas of Britain. Housing is often terraced or semi-detached, a mix of lower value owner occupied housing and homes rented from the council or housing associations, including social housing developments specifically for the elderly. This category also includes student term-time areas. There tends to be fewer traditional married couples than usual and more single parents, single, separated and divorced people than average. Incomes tend to be well below average. Although some have reasonably well paid jobs more people are in lower paid administrative, clerical, semi-skilled and manual jobs. Apprenticeships and GCSEs are more likely educational qualifications. Unemployment is above average as are the proportions of people claiming other benefits. People are less likely to engage with financial services. Some will be having difficulties with debt. These people are less likely than average to use new technology or to shop online or research using the internet, although will use the internet socially. Overall, while many people in this category are just getting by with modest lifestyles a significant minority are experiencing some degree of financial pressure.

### **Urban Adversity**

This category contains the most deprived areas of large and small towns and cities across the UK. Household incomes are low, nearly always below the national average. The level of people having difficulties with debt or having been refused credit approaches double the national average. The numbers claiming Jobseeker's Allowance and other benefits is well above the national average. Levels of qualifications are low and those in work are likely to be employed in semi-skilled or unskilled occupations. The housing is a mix of low rise estates, with terraced and semi-detached houses, and purpose built flats, including high rise blocks. Properties tend to be small and there may be overcrowding. Over half of the housing is rented from the local council or a housing association. There is some private renting. The relatively small proportion of the housing is owner occupied is generally of low value. Where values are influenced by higher urban property prices these are still lower value relative to the location. There are a large number of single adult households, including many single pensioners, lone parents, separated and divorced people. There are higher levels of health problems in some areas. These are the people who are finding life the hardest and experiencing the most difficult social and financial conditions.