

## APPENDIX 1

### PROGRESS UPDATE: Review of Domestic Waste Collections, Kerbside Recycling, and Green Waste

<b>SCRUTINY MONITORING – PROGRESS UPDATE</b>	
<b>Review:</b>	<b>Review of Domestic Waste Collections, Kerbside Recycling, and Green Waste</b>
<b>Link Officer/s:</b>	<b>Dale Rowbotham</b>
<b>Action Plan Agreed:</b>	<b>April 2024</b>

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

<b>Recommendation 1:</b>	That the Council adopt a fortnightly refuse collection service.
Responsibility:	Service Manager – Community Services & Transport
Date:	April 2026
Agreed Action:	A move from the current weekly refuse collection service to a fortnightly waste collection service. Consideration to be given to some properties in the borough, such as farm and back lane properties.
Agreed Success Measure:	Successful implementation of a fortnightly waste collection service
Evidence of Progress (November 2024):	The waste and recycling changes, now being developed through the transformation process was approved by cabinet on the 17 <sup>th</sup> October 2024 and details of the changes to the service have been communicated with residents. Residents are able to access a dedicated Council webpage which outlines the changes. Officers have considered the frequency of back-alley collections, and the Council will remain collecting back alley residual waste on a weekly basis due to issues with fly tipping, collection frequencies will be considered again in the future. Officers are currently undertaking a piece of work to assess how collections will take place from farms properties to include recycling and food waste collections from these properties.
Assessment of Progress (November 2024): (include explanation if required)	<b>2 (On Track)</b>
Evidence of Impact (November 2024):	Details regarding changes to the frequency of residual waste collections have been communicated to residents on social media, the My Council Newsletter and on the dedicated webpage. The changes to collection frequency impacts wider recycling changes as per recommendation 2 of the Place Select Committee. Once introduced the Council expects to see a decline in residual

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	waste tonnages and increase in the amount of recyclable material collected from the kerbside.
<b>Recommendation 2:</b>	That scenario 3 (fortnightly refuse collection with a weekly 'multi-stream collection of dry recycling and food waste) in the Place Select Committee report is adopted as the Council's new waste and recycling collection service. That consideration is also given to timescales around national mandated services and local waste disposal arrangements.
Responsibility:	Service Manager – Community Services & Transport
Date:	April 2026
Agreed Action:	<p>A move from the current fortnightly recycling collection service to a weekly recycling collection service, when rolling out mandatory separate weekly food waste collections. Consideration to be given to some properties in the borough, such as farm and back lane properties.</p> <p>Aim to future proof against upcoming legislative changes around small Waste Electronic and Electrical Equipment (WEEE) and soft plastic material.</p>
Agreed Success Measure:	Successful implementation of a weekly food waste and recycling service.
Evidence of Progress (November 2024):	<p>The Council's Cabinet approved the waste and recycling changes, now being developed through the transformation process on the 17<sup>th</sup> October 2024. Changes to the recycling service have been communicated to residents on social media and on the new dedicated webpage.</p> <p>Officers are on track with the procurement of the new recycling vehicles. Residents will be receiving a new blue recycling bag for plastic and cans which will contain a heavier weight to respond to residents' issues regarding bags blowing away. The current white bag will be used for cardboard and paper within the paper pouch, the weight within this bag will also be increased from 500g to 1kg. Officers are working along other Tees Valley Councils to consider the feasibility of the joint procurement of internal and external food waste caddies alongside joint communications regarding the mandated weekly food waste collections to residents.</p> <p>Officers are currently undertaking research into how WEEE and textile collections will take place and offtaker for this material. As part of the procurement of the new recycling vehicle, the specification for the vehicle requires 1 compartment to be dedicated to WEEE and textiles.</p> <p>Back-alley properties will receive the same collection service as other households and will be collected from the front of properties. Officers are currently undertaking a piece of work to assess how collections will take place from farms properties to include recycling and food waste collections from these properties.</p>
Assessment of Progress (November 2024): (include explanation if required)	<b>2 (On Track)</b>

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Evidence of Impact (November 2024):	Details regarding changes to recycling collections have been communicated to residents on social media, the My Council Newsletter and on the dedicated webpage. Once introduced the Council expects to see a decline in residual waste tonnages and increase in the amount of recyclable material collected from the kerbside.
<b>Recommendation 3:</b>	To review the green waste collection service in line with updated government guidance.
Responsibility:	Service Manager – Community Services & Transport
Date:	October 2024
Agreed Action:	<p>A full detailed review of the current green waste collection service be undertaken as part of the transformation review of waste collection.</p> <p>The council currently collects green waste on a seasonal, 30-week basis (only funded for 26 weeks) using reusable and disposable bags.</p>
Agreed Success Measure:	<p>Review of current green waste collection service, including containers, against other local, regional and national local authorities.</p> <p>Recommendations of review to be discussed/approved via the transformation review on waste collection.</p>
Evidence of Progress (November 2024):	<p>The Council’s Cabinet have approved recommendations to introduce a chargeable green waste service to residents from April 2025. Collections will take place over a 36-week period increasing from a 30-week period. Residents are able to opt into the service for £40 per year for the first bin and £25 per bin for any additional bins required.</p> <p>Procurement processes for green waste vehicles and 240 litre wheeled bins have begun. The Council are in the process of implementing a digital in-cab system (Bartec) to provide residents with a portal to sign up to the service and monitor their collections along with providing a back-office system for officers to route and monitor collections.</p> <p>The communications team have produced a comprehensive comms and action plan to communicate changes with residents and support with signing up to the service. The resident online portal is due to be live for sign ups from early December and this will be communicated clearly with residents.</p>
Assessment of Progress (November 2024): (include explanation if required)	<b>2 (On Track)</b>
Evidence of Impact (November 2024):	Details regarding changes to the garden waste service have been communicated with residents on social media, the My Council Newsletter and a dedicated green waste webpage.

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<b>Recommendation 4:</b>	That a comprehensive communications and community engagement plan on proposed changes is implemented to ensure residents are sufficiently informed prior to the enactment of any changes, and to help embed the changes, to the waste and recycling service.
Responsibility:	Service Manager – Community Services & Transport
Date:	October 2024
Agreed Action:	Ensure a full communications plan is in place to start approximately 18 months in advance of the April 2026 rollout.
Agreed Success Measure:	<p>Communications plan agreed to disseminate information around waste collection changes for waste and recycling.</p> <p>Resident engagement programme drafted to support the communications plan in disseminating information to residents.</p>
Evidence of Progress (November 2024):	<p>The communication team have produced a detailed comms and action plan for both green waste changes from April 2025 and the waste and recycling changes from April 2026. Comms for both changes began in October 2024 via social media and on the dedicated council webpages.</p> <p>During the October Cabinet the employment of 3 FTE Resident Engagement Officers, or equivalent, was approved. The officers will be employed to communicate and engage with residents through drop in events, door knocking, attendance at leisure centres and supermarkets, ward surgeries and assemblies at schools and colleges. Officers will attend community partnership events and work in areas of known low participation to increase engagement and participation with recycling.</p> <p>Recruitment of officers will begin in early January 2025 and officers are scheduled to be in post for 1<sup>st</sup> April 2025 for an 18-month period.</p>
Assessment of Progress (November 2024): (include explanation if required)	<b>2 (On Track)</b>
Evidence of Impact (November 2024):	Communication with residents began upon approval of the changes to the waste and recycling service and garden waste service at Cabinet. A detailed communications and engagement plan is in place alongside employment of resident engagement officers from April 2025. Comms are key to the success of the whole project and we expect to see increased recycling participation resulting in decreased residual waste tonnages and an increase in kerbside recycling tonnage.

<b>Assessment of Progress Gradings:</b>	<b>1</b> Fully Achieved	<b>2</b> On-Track	<b>3</b> Slipped	<b>4</b> Not Achieved
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