

Report to:	EXECUTIVE CABINET
Date:	15 December 2021
Executive Member:	Councillor Allison Gwynne – Neighbourhoods, Community Safety and Environment
Reporting Officer:	Ian Saxon – Director of Place
Subject:	APPROVAL & IMPLEMENTATION OF REVISED WASTE STRATEGY AND ENFORCEMENT POLICY
Report Summary:	To provide details on the operational outcomes of the 3 weekly waste collections of the blue and black bins in the trial areas of Ridge Hill, Stalybridge; Central Hyde and Haughton Green, Denton. The report will also provide a summary of the responses received from the survey that have taken place around the 3 weekly trial and the Waste Strategy and Enforcement Policy.
Recommendations:	That Executive Cabinet be recommended to approve the updated Waste Strategy and Enforcement Policy with effect from the 31 January 2022.(attached at Appendix 7) including; <ul style="list-style-type: none"> (i) Changes in frequency of Blue and Black bin collection from 2 weekly to 3 weekly (ii) The extension of charging for new and replacement brown, blue and black wheeled bins. (iii) Exceptional circumstances (bin capacity) and exemptions (charging) policies to assist those in specific need or circumstances.
Corporate Plan:	The proposals support the ‘Modern Infrastructure and a sustainable environment that works for all generations and future generations’ strand of the Corporate Plan.
Policy Implications:	The pilot scheme and consultation process has been used to enable a thorough evaluation of the collection frequency adjustment. The Waste Policy and Enforcement Strategy will be reviewed and updated following a decision on any wider roll-out of the scheme.
Financial Implications: (Authorised by the statutory Section 151 Officer & Chief Finance Officer)	The Place directorate has identified savings proposals of £2.777m in 2021/22 increasing to £3.998m by 2025/26. The change in collection frequency of blue and black bins originally had a combined savings estimate for 2021/22 of £260,000 (£130,000 per bin type). This was based on expected implementation from 1 October 2021 and a reduction of 4 refuse collection crews. This increased to an estimated combined annual cost reduction of £530,000 from 2022/23 (£265,000 per bin type). Subsequently it was found that a reduction of 4 crews would not be operationally viable and work is ongoing following the pilot period to establish the maximum saving possible. It should be noted that the part year 2021/22 saving now has a revised estimate of £60,000 if implemented from 31 January 2022 (subject to evaluation of the pilot scheme). This results in an estimated shortfall of savings in 2021/22 of £200,000. The shortfall will need to be mitigated via savings elsewhere within the Directorate.
	<u>Proposal to charge for replacement bins</u>

It was originally estimated that the cost recovery of wheeled bins issued would equate to £190,000 from 2021/22 and on an annual basis thereafter. However as implementation has been delayed from 1 April 2021 it is envisaged that there will be an estimated shortfall in saving of £158,000 in 2021/22 (based on implementation from 31 January 2022) This is clearly dependent on the volume of wheeled bins issued and is therefore estimated at this stage. Again, the estimated reduced value of savings not realised will need to be mitigated via savings elsewhere within the Directorate where possible.

In summary, there is a forecast shortfall in savings of approximately £358,000 in 2021/22. This figure is based on an assumption of project implementation from 31 January 2022. Any further delays beyond this date will cost the Council an additional £45,000 per month in lost savings.

**Legal Implications:
(Authorised by the
Borough Solicitor)**

Waste collection is the responsibility of the council acting as a waste collection authority (WCA) under the Environmental Protection Act 1990.

As a WCA the council must arrange for the collection of household waste (and, if requested, of commercial waste) in its area.

It is for the council to decide how the collections are undertaken but clearly any changes to how collections are made should be carefully considered and consulted upon. In addition any impact on the quality of local environments carefully monitored.

The service has undertaken a consultation and also a pilot scheme to test out the suggested changes to the collections.

The feedback is set out in the main body of the report and should be carefully considered by Members as part of the decision making process.

Risk Management:

Changes to service provision can be disruptive and challenging to residents, however the Communications Plan will ensure that residents in the pilot areas are well informed of the adjustment to their paper and cardboard (blue) and glass, plastic bottles, cans and tin foil (black) bins collection frequency. The consultation process will ensure that residents are engaged and can provide invaluable feedback. An initial Equality Impact Assessment (EIA) has been completed, and a full EIA will be developed prior to any further roll-out of the scheme.

Background Information:

The background papers relating to this report can be inspected by contacting Garry Parker, Head of Waste Management and Fleet Services:



Telephone: 0161 342 3684



e-mail: garry.parker@tameside.gov.uk

1. INTRODUCTION

Executive Summary

- 1.1 Continuing pressures caused by the coronavirus pandemic, increased demand for services and government cuts of almost £200 million over the last 10 years, mean the council is faced with having to make savings of another £23 million this financial year to balance the budget for 2021-22.
- 1.2 Services across the council are required to increase efficiencies and deliver services in innovative ways to ensure that the Council “builds back better” following the pandemic, whilst delivering a balanced budget for future financial years.
- 1.3 As part of this, Waste Services have prepared a revised Waste Policy for Tameside. The vast majority of the revised Waste Policy is unchanged from the current policy. The three key areas of change are – (1) Collection of blue bins (paper and card) moving from 2-weekly to 3-weekly; (2) Collection of black bins (glass, plastic and cans) moving from 2-weekly to 3-weekly; and (3) the introduction of charges for replacement bins.
- 1.4 The revised Waste Policy includes provision for extra bin capacity and fee waiver in certain circumstances. It is important to also note some key elements that are unchanged in the revised policy. Namely the frequency of green (landfill) and brown (garden and food) bin collections and the provision of a pull out and return service for those with disabilities or frailties.
- 1.5 The changes were trialled in three pilot areas for three months from August 2021 to October 2021. Two consultations were also held – one with households involved in the pilots and one wider public consultation.

Background

- 1.6 In the February 2021 Board report, it was evidenced that the total tonnage presented for the blue bins (paper and cardboard) has been in decline since 2017/18, with presentation rates typically around 80% per year. The presentation rate for the black bins (glass, plastic bottles, cans and tin foil) is also approximately around 80% per year, however it was noted that the effect of the pandemic did lead to increased overall tonnage presented in 2020/2021. In short, the service demand indicates that the recycling needs of residents could be met by adjusting the collection frequency of the blue and black bins from two weekly to three weekly collections. It should also be noted that the blue bin collection was a three weekly collection as recently as 2016.
- 1.7 Over the last three years, we have seen the total amount of paper and cardboard collected in the blue bins steadily decreasing. The way people shop, what they buy and their understanding of the environment and sustainability have contributed to less paper and cardboard being presented for collection. The markets for this material have also changed, with recent years seeing the value of the material collected dropping.
- 1.8 The tonnage of glass, plastic bottles, tinfoil and cans presented for collection remains quite constant. However, the black bins have a large capacity and a lower presentation rate from residents, meaning they are not always full and have capacity to spare.
- 1.9 Changing the collection frequencies of the bins is used across Greater Manchester to ensure the resources available are utilised as efficiently as possible. This is evidenced by the table below which shows the collection frequencies of the Greater Manchester (GM) authorities that are members of the GMCA Waste and Resources contract via Suez.
- 1.10 The following table shows Tameside’s current collection frequency and how it compares to the other local authorities in Greater Manchester.
Table 1 Showing The Collection Frequencies of Different Material Types Across GM

Council	Paper & Card	Glass, plastic bottles, cans and tin foil	General Waste	Garden/Food Waste
Bolton	2 Weekly	2 Weekly	2 Weekly	2 weekly
Bury	3 Weekly	3 Weekly	3 Weekly	2 Weekly
Manchester	2 Weekly	2 Weekly	2 Weekly	2 weekly
Oldham	3 Weekly	3 Weekly	3 Weekly	Weekly
Rochdale	3 Weekly	3 Weekly	3 Weekly	Weekly
Salford	2 Weekly	2 Weekly	3 Weekly	Weekly
Stockport	2 Weekly	4 Weekly	2 Weekly	2 weekly
Tameside	2 Weekly	2 Weekly	2 Weekly	Weekly
Trafford	4 Weekly	4 Weekly	2 Weekly	Weekly

1.11 The table above shows that three Greater Manchester (GM) Authorities are currently collecting paper and cardboard on a 3 weekly basis and one GM Authority is collecting the material on a four weekly basis. The table also shows that three Authorities in GM are collecting glass, plastic bottles, cans and tin foil waste on a three weekly basis and two GM Authorities are collecting glass, plastic bottles, cans and tin foil waste on a four weekly basis. Tameside is currently collecting more frequently than most other Authorities in GM. Reviewing could bring Tameside in line with other GM authorities, who have demonstrated that this change is deliverable.

1.12 A detailed plan for the proposed trial was included in the Board Report of the July 2021.

1.13 This report looks to provide an update on the operational outcomes and survey responses received following the launch of the trial of 3 weekly collections for blue and black bin in Ridge Hill, Stalybridge; Central Hyde and Haughton Green, Denton.

2. AN OVERVIEW OF THE OPERATIONAL PERFORMANCE OF 3 WEEKLY COLLECTIONS OF BLUE AND BLACK BINS IN THE PILOT AREAS

2.1 On the 28 July 2021, Tameside's Executive Cabinet approved a trial of 3 weekly collections of the paper and cardboard bin and glass, plastic bottles, cans and tin foil recycling bin in three specific trial areas.

2.2 Those areas where:

- Ridge Hill – Stalybridge
- Hyde Central – Hyde
- Haughton Green - Denton

2.3 The trial area covered 5376 properties and was representative of the borough including:

- Mixed social and private housing: terraced, semi-detached and low-rise flats
- High densely populated area: mainly terraced houses.
- Mixed social and private housing: Semi-detached with gardens
- Private Housing estate: Semi-detached with gardens

2.4 Collections of the paper and cardboard bin and glass, plastic bottles, cans and tin foil recycling bins were adjusted from a two weekly collection cycle to a three weekly collection cycle. That changed commenced week commencing the 2 August 2021.

2.5 During week commencing 2 August 2021, the blue bins were emptied in the trial areas, followed by a collection of the glass, plastic bottles, cans and tin foil bins during week commencing 9 August 2021.

- 2.6 The next collection of the blue and black bin in those areas was then scheduled to take place after a period of three weeks, making the next collection of the blue bins the 23 August 2021 and the black bins the 30 August 2021.
- 2.7 This was communicated to service users with a hand delivered letter to each property. (See **Appendix 1**). This letter outlined the reasons for the project, the project areas, the changes that would be made and how the project would be assessed.
- 2.8 Operational crews were briefed prior to the commencement of the trial and contact with the operational crews was maintained throughout the trial.
- 2.9 The Cabinet Report of the 28 July 2021, stated in section 3.6 that the 3 weekly collection trial will be assessed with a view to the viability of expanding the trial. The report stated that the specific attention would be given to:
- Service user feedback.
 - The completion of rounds on the scheduled day, within the crew's standard operating hours.
 - Presentation rates within the rounds.
 - The capacity available within the bins and is this being unavoidably exceeded
 - Levels of contamination of the bins presented and the impact on the quality of the other waste streams

Service User Feedback

- 2.10 Each of the 5376 properties in the 3 pilot areas received a paper copy of the survey that can be found in **Appendix 2**. The surveys were supplied with a covering letter (See **Appendix 3**) and a pre-paid envelope for returning the completed survey. In addition to the paper system the online survey was made available to service users in week 8 of the trial. Week 8 was chosen so that residents could respond from an informed position having completed two full cycles of the 3 weekly collections.
- 2.11 In addition to the written contact, an engagement team comprising of 12 individuals undertook a doorstep engagement campaign in the trial areas. The team, who were clearly identifiable, engaged with service users at the doorstep to encourage residents to complete the survey allowing the back office team to capture their feedback on the use of the amended collection cycle.
- 2.12 The engagement took place in September 2021, six weeks into the trial, so service users could feedback from an informed position.
- 2.13 The levels of engagement are as follows:
- Ridge Hill, Stalybridge
- 445 – Properties Visited.
 - 10 – Surveys Completed / Collected at door.
 - 179 – Residents spoken to at door.
 - 1 – Language Issue reported.
- Hyde Central, Hyde 14 September 2021
- 564 – Properties Visited.
 - 5 – Surveys Completed / Collected at door.
 - 206 – Residents spoken to at door.
 - 5 – Language Issue reported.
- Haughton Green, Denton for 8 and 15 September 2021
- 884 - Properties Visited.
 - 14 - Surveys Completed / Collected at door.

- 314 - Residents spoken to at door.
- 2.14 The team managed to visit 35% of the total amount of properties in the trial areas.
- 2.15 A total of 1205 survey have been completed, this total include both online and returned paper surveys.

3. CONSULTATION

- 3.1 A significant part of the evidence base are two detailed consultation exercises which were undertaken to gather feedback and insights from residents on the likely impact of the revised Waste Policy.
- 3.2 One consultation was open to all residents of Tameside while the other was focused on the three pilot areas of Haughton Green, Hyde central and Ridge Hill. To support the trial of the proposals, staff from Waste Services undertook on the ground engagement in the pilot areas.
- 3.3 They visited 1,893 homes and had 699 detailed doorstep conversations with service users to explain the trial and seek feedback.
- 3.4 In addition the Head of Waste Services attended the Partnership Engagement Network Conference on 11 October 2021 and the Community Champions on 1 November 2021 to obtain further feedback on the proposals and the revised draft Waste Policy.

Policy consultation

- 3.5 It should be noted before an analysis of the consultation feedback is made that there were a lot of comments around service failure particularly the temporary disruption to the Brown bin service due to the National driver shortage and the provision of the caddy liners used in the food caddies.
- 3.6 Waste Services are now out of the challenging period that impacted on the brown bin collection service and are maintaining a steady state of collections.
- 3.7 The provision of caddy liners is also resolved and the free provision of the caddy liners will continue.
- 3.8 The policy consultation received 1,610 responses. A response rate of 1.5%. Of the 1,610 responses, 1,410 provided narrative comments. These have been reviewed and coded to themes. The top ten most frequently expressed themes are listed below.
- Blue bins already filled every two weeks (29.9%)
 - Supportive/understanding of proposed changes to black bin collection (20.4%)
 - These changes will increase fly-tipping (19.8%)
 - Black bins already filled every two weeks (15.5%)
 - Blue bins are too small (14.7%)
 - Reducing recycling bin capacity is reducing people's ability to recycle (13.3%)
 - Larger bins need to be provided if the policy is to go ahead (12.3%)
 - Supportive/understanding of proposed changes to blue bin collection (11.3%)
 - You have put up council tax but reduced services (10.1%)
 - Respondent identified themselves as being part of a four or more person household (9.7%)

Pilot consultation

- 3.9 The pilot consultation received 1,205 responses. A response rate of 22%. Of the 1,205 responses, 889 provided narrative comments. These have been reviewed and coded to themes. The top ten most frequently expressed themes are listed below.
- Supportive/understanding of changes to black bin collection frequency (32.7%)

- Supportive/understanding of changes to blue bin collection frequency (30.0%)
- Blue bin full before 3 weeks (22.7%)
- Brown bins were not emptied on time during pilot (18.7%)
- Black bin full before 3 weeks (15.2%)
- Green bin issues - larger or more frequent (11.2%)
- Having to go to the tip since changes made (9.9%)
- Changes may impact families / larger households more (6.3%)
- Concerns that new scheme will/has increased fly-tipping and rubbish in the area (6.0%)
- More critical that bins must be emptied on time (4.8%)

Notable consultation findings

- 3.10 Of the comments made in the policy consultation the largest proportion; (7 in 10), were a wholly negative view of the proposals. In contrast for the pilot consultation it is a third who were wholly negative.
- 3.11 So those areas that have trialled and experienced the changes have a more positive view and more practical view than those that haven't.
- 3.12 Hyde Central has more negative responses and Haughton Green more positive. The difference is probably reflective of the average household size with Hyde Central having the largest and Haughton Green the lowest.
- 3.13 The response across the three pilot areas in total is 22%. Hyde Central has the lowest response rate at 14%. Given the demographics of the Hyde Central area with a large South East Asian community there are potentially language barriers to participating in the survey leading to the lower response rate.
- 3.14 High presentation rates at every collection with the bin full or nearly full are reported in Hyde Central and Ridge Hill. It is likely this reflects the larger average household size in those areas and in Hyde Central the large South East Asian community that has above average numbers of multi-generational households.
- 3.15 Attitudes to recycling are generally similar across all three areas albeit slightly lower in Hyde Central. As with the response rate this could be linked to language barriers to accessing information – e.g. what can be recycled and can't etc.
- 3.16 In terms of the themes summarised from the open text question asking for any other views the top ten are generally similar in particular a view that a change to three-weekly is more challenging for the blue bin than the black bin due to the size of the bin and the growth in paper/card waste.
- 3.17 There are a small number of notable differences. Hyde Central have greater concerns regarding fly-tipping and rubbish on the streets. This could be linked to the proximity to the town centre and the house type of terraces where off-street bin storage is more challenging.
- 3.18 Ridge Hill respondents raise more concerns than the other two areas about the change to 3-weekly collection reducing the capacity to recycle. Haughton Green feedback reports issues with bins being emptied on time (in particular brown bins). This is likely to reflect short term operational issues at that time not directly related to the proposed changes.
- 3.19 Both consultations have good demographic representation across the protected characteristics. There are two areas of variation worth noting that are the same in both surveys. Women respondents are over represented and ethnic minority respondents slightly under-represented.
- 3.20 The full consultation reports are attached at **Appendices 4, 4(A), 4(B) and 5.**

4. OTHER FEEDBACK

- 4.1 On the 11 October 2021, the Head of Waste Services and Fleet Management attended the Partnership Engagement Network (PEN) Conference and gave a presentation to those present on the proposed changes to the collection frequencies of the blue and black bins and an overview of the proposed changes to the Waste Strategy and Enforcement Strategy.
- 4.2 In addition to this meeting the same officer also attended the Community Champions Information Session for both the AM and PM sessions and gave the same presentation.
- 4.3 The intention of attending the above groups was to increase the exposure and accessibility of the proposed changes and to gather as much feedback as possible.
- 4.4 Headline concerns from the PEN Conference were around the threat of increased Fly Tipping; Assisted Collections; Charging for Wheeled bins and the impact on low income families and rats.
- 4.5 At the Community Champions meeting on the 1 November 2021, similar concerns were raised around charging for wheeled bins, the officer attending explained that there are exemptions built into the proposal to ensure hardship is not experienced by low income families. There was also a short conversation around the temporary disruption to the brown bin collections that were caused by the National Drivers Shortage, that have been addressed.

5. THE COMPLETION OF ROUNDS

- 5.1 The completion of rounds is a measure if the allocated work can or has been completed by the designated crew, working in the normal manner on the scheduled day.
- 5.2 During the trial period from week commencing 2 August 2021 to week commencing 18 October 2021, the crews servicing the blue and black bins in the trial areas would have completed 3 cycles of 3 weekly collections.
- 5.3 During this time frame each of the crews servicing the blue and black bins in the trial areas completed the allocated work on the scheduled day. The work was completed within normal working hours.

6. PRESENTATION RATES WITHIN THE ROUNDS

- 6.1 The presentation rates of the rounds is a record of the percentage of bins presented as an average figure of the total blue and black bins on the round during the trial period.
- 6.2 During the trial it has been recorded that a higher number of bins have been presented as an average figure on each of the rounds. At no point during the trial, were all bins presented on any of the blue or black bin rounds.
- 6.3 The following charts show the presentation rates of the each of the waste streams, (i.e. blue bin in chart 1 and black bins is chart 2):

CHART 1 – The Average Number of Blue Bins Presented During the 12 Week Trial Period

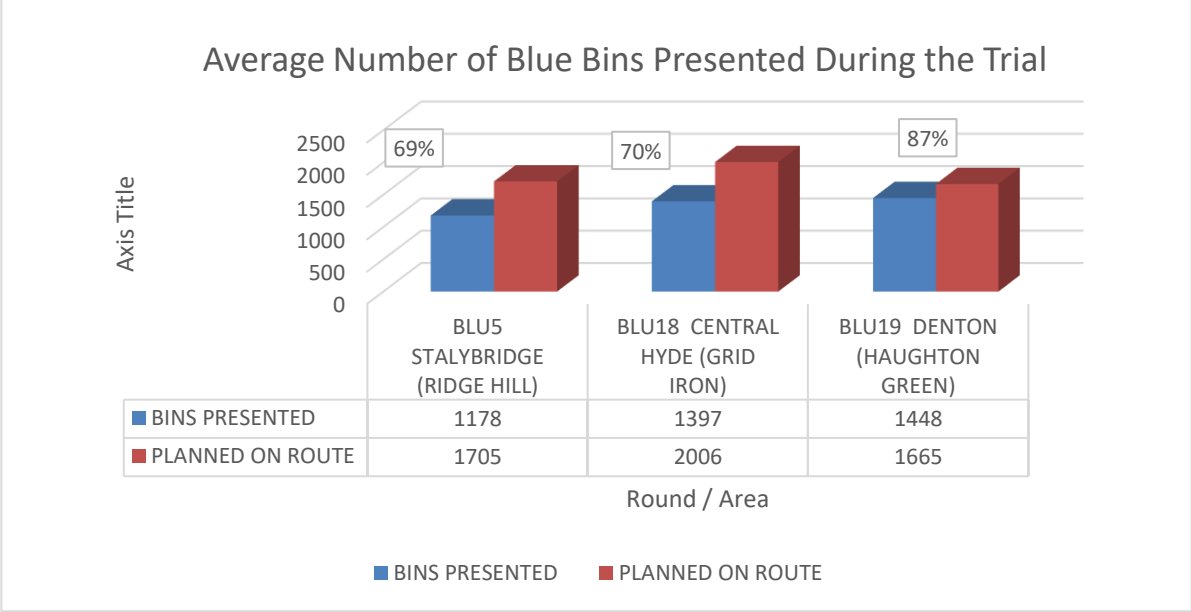
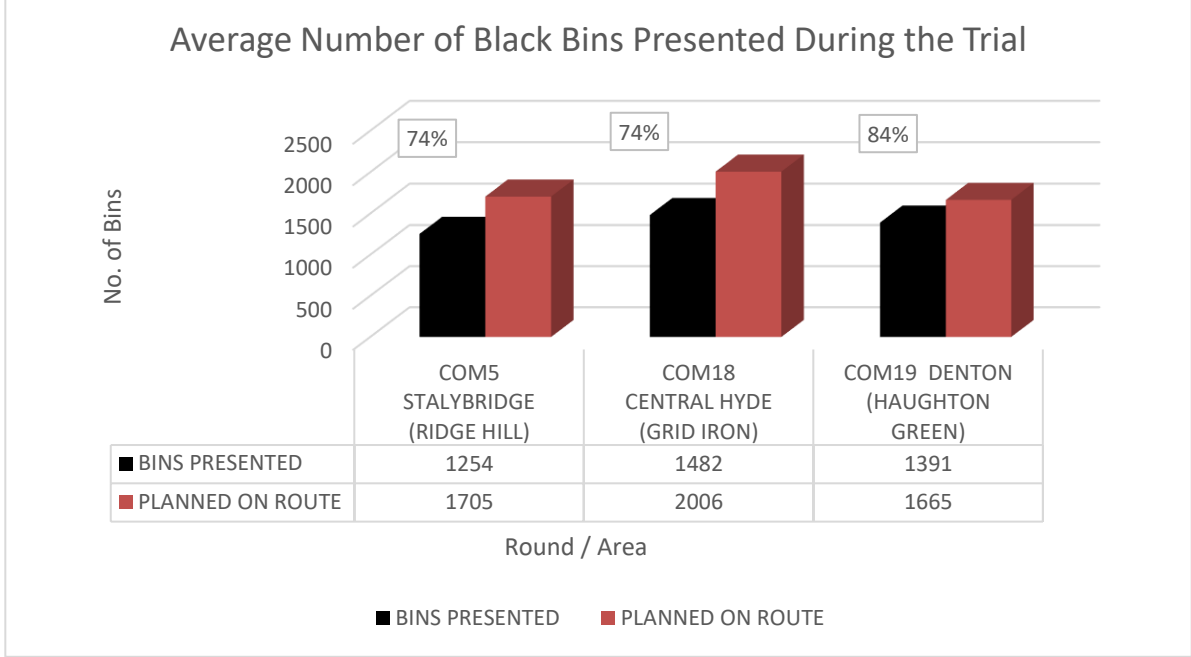


CHART 2 - The Average Number of Black Bins Presented During the 12 Week Trial Period



- 7. **THE CAPACITY AVAILABLE WITHIN THE BINS AND IS THIS BEING UNAVOIDABLY EXCEEDED.**
 - 7.1 We are looking to maximise the use resources, whilst enhancing the service user’s use of those facilities. The costs of collecting waste is significant and the ideal scenario is to be emptying full, but not overfull bins.
 - 7.2 By review the capacity of the bins and any overspill or side waste we have a visual indicator if the use of the bins and frequency of collection is the right combination.
 - 7.3 Visual inspections of the areas covered by the blue and black rounds on collections days was completed for each collection cycle.
 - 7.4 Almost all of the bins seen on the collection days, during the trial, were not overfull and did

not cause material to be present on the floor. Whilst there was some raised lids and correctly presented side waste, it was an exception to the majority of service users who had managed to contain their disposal requirement to the bin provided.

8. LEVELS OF CONTAMINATION OF THE BINS PRESENTED AND THE IMPACT ON THE QUALITY OF THE OTHER WASTE STREAMS

- 8.1 By reviewing the level of rejected loads, we obtain a view if the waste that is not able to be presented in the blue and black bins is being presented erroneously in the brown bin. This is restricted to the brown bin as recyclable material would not be classed as a contaminant in the general waste bin.
- 8.2 The service has not had a load rejected since the 30 July 2021, 0.92 tonnes of waste was rejected at the reception facility. No loads were rejected from any round during the trial time frame.
- 8.3 Other measures used to review the performance of the trial have been the tonnage of material presented, (which is shown below in chart 3), complaints and feedback from the crews undertaking the collection in the trial areas.
- 8.4 Chart 3 shows that the total tonnage taken each collection cycle was higher (as expected as it contained another week's worth of material), thus increasing from an average of 5.2 tonnes per cycle to an average of 6.66 tonnes per cycle in the Ridge Hill area for example. This level of tonnage presented is well within operational capabilities.

CHART 3 – The Total Tonnage Collected from Blue Bins During the Trial Period

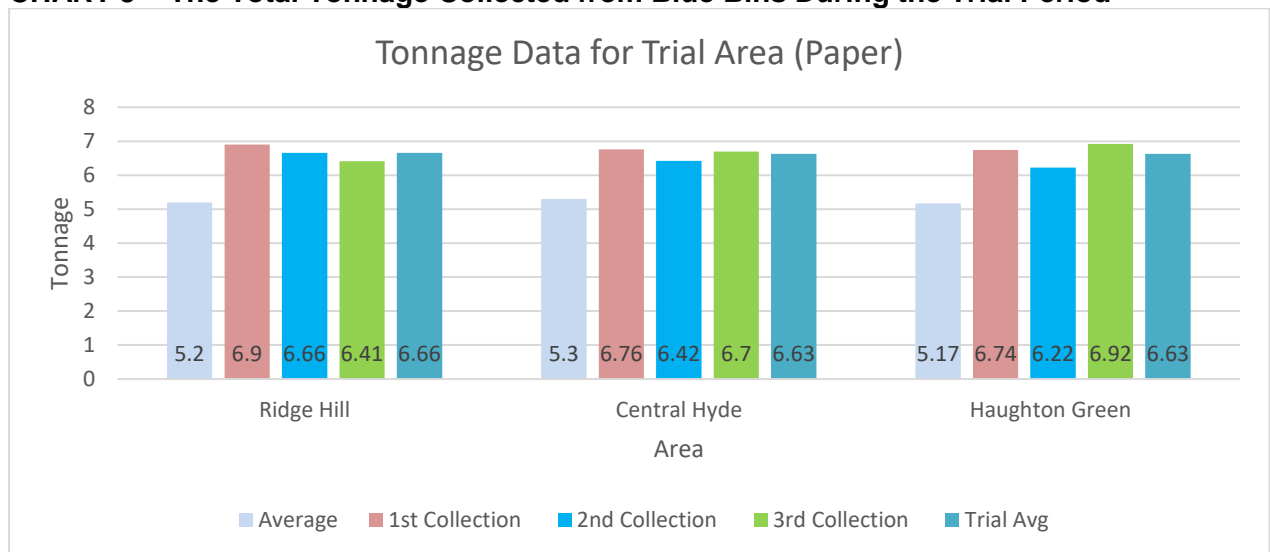
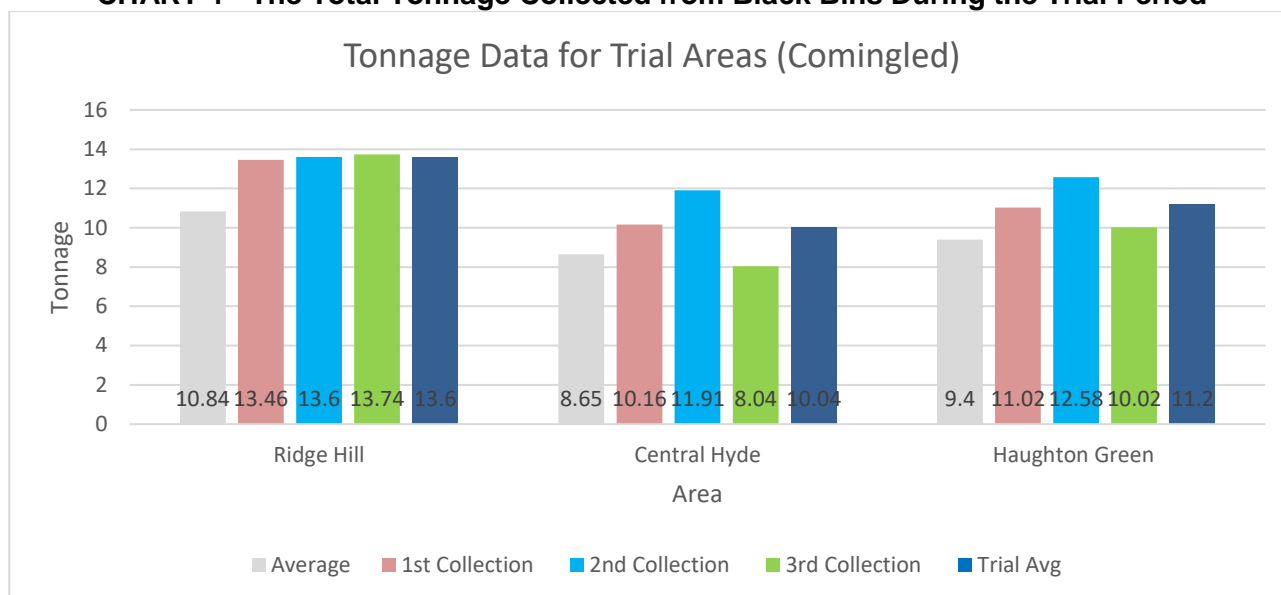


CHART 4 - The Total Tonnage Collected from Black Bins During the Trial Period



8.5 Chart 4 shows the tonnage presented in Ridge Hill, Stalybridge was very static and slightly above the average for the area. Central Hyde saw a more fluctuating response, with the average tonnage being higher on two occasions, but slight lower than average on one occasion. Haughton Green also had a fluctuating tonnage profile, but all slightly higher than then the previous average.

9. ALTERNATIVE OPTIONS

9.1 Whilst reviewing the outcomes of the trial, other options that could be used to deliver further savings and efficiencies, have been considered.

9.2 The following table provides an overview of those options:

Operational Option	Execution	Benefits	Disadvantages
Do not implement any changes.	No changes would be required.	No disruption for service users. Operational Stability.	No savings or efficiencies would be available from this option.
Swap the use of the Blue and Brown bin, whilst changing the collection frequencies for paper and cardboard and glass, plastic bottles, cans and tin foil recycling from 2 weekly to 3 weekly.	This would provide a bigger bin for the paper and cardboard, but a smaller bin for the food and garden waste. We would want to consider cleaning the bin stock across the borough, prior to swapping the use of the bins to address any organic contamination issue in the paper and cardboard waste	This would provide more capacity for paper and cardboard in a 3 weekly collection cycle.	This would provide less disposal capacity for food and garden waste, which may lead to increased use of the household waste recycling facilities, increased car journeys and higher emission rates. Cleaning of the bins prior to the swapping the use of the bins would be expensive and erode any potential savings.

	stream.		
Full roll out of 3 weekly collections for blue and black bins, but with a 6 month window for service users to order an extra blue or black bin at zero cost.	Operationally this would require a full roll out option to be delivered.	This addresses some of the concerns service users have about the capacity they require for their domestic waste needs.	We may put considerable resources into delivering an increased demand for bins, to then have to recover them when abused and abandoned.
Do not change the frequency of the blue bin, but change the black bin collection frequency to 4 weekly, as it is one of the biggest bins supplied.	This would require a full round review for implementation and trials, to assess the impact and potential outcomes.	Moving to 4 weekly collection of the black bins, could provide some savings as less operational resources would be required.	This may be too infrequent and could lead to material not being captured and increased use of the household waste recycling centres. (See comments above.)

10. EXISTING MITIGATIONS

- 10.1 Since the last major change to the waste collection service took place during 2015, when the Bin Swap project was delivered, we have had a set of mitigation in place to ensure the service offer is suitable or adaptable to the various needs of service users.
- 10.2 Those mitigations remain in place and will do so should the frequency changes be rolled out following the review of this trial.
- 10.3 The Exceptional Circumstances Policy allows service users to apply for additional disposal capacity if they meet certain criteria. That criteria includes larger families, (6 persons or more), excess waste due to having a recognised medical condition or in rural and hard to reach areas where the Council cannot maintain an economic and efficient collection to specific properties. In these circumstances an additional bin will be supplied and serviced.
- 10.4 The proposal for charging for wheeled bins contains exemptions to mitigate against causing hardship.
- 10.5 Those exemptions are as follows:
- The crew whilst collecting waste has damaged a bin.
 - A bin has fallen into the vehicle and the crew has confirmed this.
 - When a bin has been vandalised/damaged/failed and is beyond use.
 - Meeting the conditions of the Exceptional Circumstances Policy, where service users meet the requirements for a second green bin.
 - An individual named as the occupant/householder, who qualifies for means tested benefits and can evidence that position.
 - Justification by a Supervisor or member of the Waste management team.
- 10.6 During the consultation process comments were received around why an individual should pay for a bin that they have had stolen. When a bin is reported as stolen, it requires replacement to allow the service user to continue to dispose of their waste correctly. This replacement comes at a cost that has been absorbed by the Council so far. Part of charging

for the wheeled bins is to recover the costs attached to this supply of the bins that have been supplied without charge since 1988. Another part of the charging approach is to promote ownership of the bin supplied. Any report of a bin being stolen and requiring replacement will be considered. This consideration will include the circumstances around the loss of the bin and the frequency of the request made by the household.

- 10.7 The proposal to change the collection frequencies of the blue (paper and cardboard) and black (glass, plastic bottles, cans and tin foil waste) bins, will not impact on either of the green (general waste) or brown bins (food and garden waste).
- 10.8 We currently operate and plan to continue with a Pull Out and Return (POR) service. This adjustment to the service recognises some service users require assistance when using the service and this is provided by the crews who will go and collect the bins from a property, empty the bins and return them, thus allowing the qualifying service user assisted and unrestricted access to the service.

11. COMMUNICATIONS

11.1 Clearly with a decision of this nature there is the need for supporting communications. The communications approach will be two pronged. Strategic led by the corporate communications team, and operational led by the waste services team. Below is a short summary of the scope of each of the two strands.

11.2 Communications Strategic

- Why Tameside Council is making this change.
- The process the council has been through in terms of evidence gathering and consultation.
- Next steps re implementation – what will happen, when it will happen, what support is available
- Frequently asked questions based on the key themes raised by residents through the consultation

11.3 Communications Operational

- Webpage – refreshed Waste Services webpage (incl. online collection calendar)
- App – updated app to reflect new collection arrangements
- Paper calendar – new hard copy calendar to all homes with new arrangements, replacing the calendar that runs out at the end of 2021.
- Targeted on the ground engagement by Waste Services – focussed on areas where there are higher proportions of residents without English as their first language – e.g. Hyde Grid Iron, St. Peters.

12. EQUALITIES

12.1 A 'Part 1 – Initial Screening EIA' was completed prior to the commencement of the consultation and pilots, and included in the decision report to Executive Cabinet on 28 July 2021. At that point a full EIA was not required. Now the consultation and pilots have concluded and a decision report regarding implementation is being brought forward a 'Part 2 – Full EIA' has been completed and is attached at **Appendix 6**.

12.2 Through the evidence gathering in the project and EIA process the following issues and concerns were identified and assessed for impact:

- Large households – bin capacity.
- Low income – replacement bin charges.
- Frailty / disability – bin weight after 3 weeks.

- Language – access to information.
- Nappies – bin capacity.
- Sanitary and medical products – bin capacity.

12.3 Mitigations have been developed in response the key issues identified. The table below lists the key issues and associated mitigations.

Large households / bin capacity for waste disposal	Exceptional circumstances policy. Households of 6 or more and/or where the need for additional capacity can be evidenced (waste diary) can have an extra bin provided.
Low income / charging for bins and ability to pay	Exemptions policy. Low income households are exempt from charges, (as per section 2.8 of the Waste Strategy and Enforcement Policy.)
Disability & frailty / heavy and heavier bins harder to move	Assisted collections (pull out and return). Households where there is no other able bodied person can apply for an assisted collection where the bin crew will pull out and return the bin to the property.
Language / ability to access relevant information	Waste Services to work with relevant community groups to enhance targets and information sharing where needed.
Nappies / capacity for disposal	Out of scope. No changes proposed to the green bin (landfill waste). Exceptional circumstances applies for green bin and extra capacity provided where needed and evidenced.
Sanitary and medical products / capacity for disposal	Out of scope. No changes proposed to the green bin (landfill waste). Exceptional circumstances applies for green bin and extra capacity provided where needed and evidenced.

12.4 On balance the proposed mitigations put in place are sufficient to ensure additional needs related to protected characteristics are addressed and met

13. CONCLUSION

13.1 It was clear from the trial of the 3 weekly collections, that operationally the collection system can work and has not had any negative impacts to the collection system.

13.2 A full consultation process has taken place and whilst 70% of the comments made in the policy consultation were wholly negative; in the pilot area consultation, only one third of the comments made were wholly negative. So there was less negative feedback from households in the pilot area, who have lived experience of the changes, than from those who have fed back on the proposals but who have not been involved in the trial.

13.3 Section 1.6 of this report shows the approach of changing the collection frequency of the bin to provide the efficient use of resources is being used across other GM authorities. We can see that the collection frequencies have bene changed in other GM authorities and this has shown to work in those areas.

13.4 Alternative options for further savings and efficiencies have been considered and disregarding in favour of the model that was trialled during August 2021 and October 2021 as they featured more disadvantages and operational challenges than advantages.

13.5 Mitigation remain in place for exceptional circumstances and large families (see section 10). Exemptions for charging for the wheeled bins have been considered and included in the Waste Strategy and Enforcement Policy; this include the concerns around stolen bins (see sections 10.5 and 10.6).

- 13.6 A detailed approach to communications covering both a strategic and operational approach has been considered and will accompany any future potential changes.
- 13.7 A full Equalities and Impact Assessment is included in Section 12 and **Appendix 6**.
- 13.8 Since 2010, funding from central government to local government has on average reduced by half in real terms. At the same time, the Council has faced growing cost pressures from increasing demand for services and rising costs. In the last seven years alone the Strategic Commission has needed to find budget savings of £171 million to balance the books
- 13.9 The Council faces a significant budget gap beyond 2021/22, and this budget gap will increase if planned reductions in spending are not delivered in 2021/22. The Council must ensure a relentless focus on delivery of savings, both in 2021/22 and planned for 2022/23, to have any chance of closing the gap in future years. Budgets have been balanced through the use of reserves over the last few years, to provide services with the time to improve, but this is not sustainable in the long run and the Council needs to ensure robust and transparent management of these services to ensure the delivery of the improvement plans and transformation.

14. RECOMMENDATIONS

- 14.1 As set out at the front of the report.