



**Prosperous Communities
Committee**

11th September 2018

Subject: South West Ward Review of Waste Collection Methodology

Report by:	Executive Director of Operations/Head of Paid Service
Contact Officer:	Adrian Selby Strategic manager Services 01427 675154 Ady.selby@west-lindsey.gov.uk
Purpose / Summary:	<i>To agree the scope for a review of waste collections in the South West Ward of Gainsborough.</i> <i>To approve an engagement and assessment process which will be part of the review.</i> <i>To approve, and appoint a member steering group to oversee this process.</i>

RECOMMENDATION(S):

- 1. Members approve the proposed process for reviewing the waste collection methodology in the South West Ward of Gainsborough:**
 - a) Establish a steering group consisting of Councillors, including ward members and representatives from Prosperous Communities Committee, supported by officers;**
 - b) Undertake engagement with all sections of the community in the South West Ward;**
 - c) Communicate with the community to support this engagement including delivering newsletters, drop-in sessions and door to door sample surveys;**
 - d) Satisfaction survey with residents and all other stakeholders including Councillors, businesses, landlords, the town council,**

residents groups, Lincolnshire Highways and any other relevant bodies;

- e) Environmental Assessment Surveys;**
- f) Consult with national forums such as APSE and LARAC regarding best waste collection practice in this area;**
- g) Carry out an initial options analysis of alternative collection methods and regimes considering those undertaken by other authorities both locally and nationally;**
- h) Undertake a financial analysis of identified options;**
- i) Identify potential methods and areas to carry out pilots of alternative collection methods;**
- j) Maintain a risk register for these activities;**
- k) Produce an equalities impact assessment for identified options.**

- 2. The Committee appoints Members of a steering group to oversee the delivery of the work as specified in this report. (Draft terms of reference for the Task and Finish Group, as set out in Appendix 2 of this report are approved).**

IMPLICATIONS

Legal: None at this time

Financial: The cost of the satisfaction survey and associated materials and activity will be between £1016 and £4756, it will be covered from within existing operational budgets

FIN/97/19

Staffing: No staffing implications at this time, any future changes to the collection methodology could impact on staff.

HR067-8-18

Equality and Diversity including Human Rights: Following consultation and assessment work, an Equalities Impact Assessment will be undertaken to identify the potential impact and 'accessibility' of any proposed interventions and actions on the community.

Risk Assessment: Survey may highlight dissatisfaction with service without a clear, deliverable solution being in place/*Design survey and accompanying information to minimise risk*

Climate Related Risks and Opportunities: None at this time

Title and Location of any Background Papers used in the preparation of this report:

<https://democracy.west-lindsey.gov.uk/documents/s6680/Agenda%20Item%206k%20-%20Gainsborough%20South%20West%20Ward%20Place%20Based%20Strategy%202017.pdf>

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1.1 Preamble

- 1.1 On 2nd July 2018, Councilor Trevor Young submitted the following motion to full Council: -

“In almost half of the Gainsborough South West Ward, waste is collected through an authorised weekly black bag system.

This Council notes that this system results in poor environmental health issues and poor living conditions for many residents, it also recognises that it negatively impacts on the appearance of the town.

There is an urgent need for this Council to consider the welfare of the residents, I therefore request this Council:

- 1. Reviews its current operational delivery of waste services in the Gainsborough South West Ward and provide an in-depth options analysis for alternative collection methods.*
- 2. Consults with local residents regarding solutions for local waste collection.*

I so move”

- 1.2 The Leader, Cllr Jeff Summers supported the motion and Council resolved to commission Officers to;
1. Review its current operational delivery of waste services in the Gainsborough South West Ward and provide an in-depth options analysis for alternative collection methods.
 2. Consult with local residents regarding solutions for local waste collection.
- 1.3 Acting in accordance with this motion, Officers are keen to review the impacts (positive and negative) of waste collections in this area.

2.0 Scope of the Review

- 2.1 To assess the current black sack method of collecting residual waste and recycling in the South West Ward of Gainsborough to test whether a different method of waste collection could improve the environment and living conditions of the area.
- 2.2 To test the satisfaction of those living in the area with the current method of residual waste and recycling collections and to seek their views on how collections could be improved.
- 2.3 To assess how the current method of waste collection in the area contributes to the environmental issues which are currently being experienced.

- 2.4 To limit the scope of this review to the waste collection methodology and street cleansing activity within the 'ten foot' collection areas.
- 2.5 Whilst references will be made to enforcement activity in the area, this is not included in the scope of this review.

3.0 Background

- 3.1 The South West Ward (SWW) area has long been identified as a priority neighbourhood where social, environmental and economic improvements are required.
- 3.2 A Neighbourhood Renewal Assessment conducted in 2010 found that 58% of residents rated the waste collection service as achieving a 'good standard' with less than 10% considering it was inadequate. The report also identified that over 80% thought there was little or no problem with the refuse collection service. (An overview of the current waste collection environment is included here as Appendix 3.)
- 3.3 There is a real risk that residents may suffer consultation-fatigue in the South West Ward of Gainsborough given the focus the area has had in recent years. The Place Based Strategy notes that *'Whilst a significant amount of activity has taken place in the area, previous efforts had not been well coordinated and an overall strategic approach was lacking'*. Some residents may perceive that they are asked for their opinion often, but little action ensues. It is therefore important that any recommendations arising from this work are deliverable.
- 3.4 Taking this into account, rather than consult on a range of possibly undeliverable waste collection options, residents' views will be sought around their satisfaction with the current service operating in the area.
- 3.5 This approach, alongside concurrent work with key stakeholders will inform a report which will be presented to the Prosperous Communities Committee in 2019.
- 3.6 On 30th January 2018, Prosperous Communities Committee approved a Gainsborough South West Ward Place Based Strategy and associated Action Plan.

<https://democracy.west-lindsey.gov.uk/documents/s6680/Agenda%20Item%206k%20-%20Gainsborough%20South%20West%20Ward%20Place%20Based%20Strategy%202017.pdf>

- 3.7 Officers propose that the review of waste collection methodology should take account of the strategy and any improvements identified should eventually be added to this Action Plan and reported on to Members as part of that work stream.

4.0 Methodology

4.1 Officers propose the following:

- a) Establish a steering group consisting of Councillors, including ward members and representatives from Prosperous Communities Committee, supported by officers.
- b) Undertake engagement with all sections of the community in the South West Ward.
- c) Communicate with the community to support this engagement including delivering newsletters, drop-in sessions and door to door sample surveys.
- d) Satisfaction survey with residents and all other stakeholders including Councillors, businesses, landlords, the town council, residents groups, Lincolnshire Highways and any other relevant bodies
- e) Environmental Assessment Surveys.
- f) Consult with national forums such as APSE and LARAC regarding best waste collection practice in this area
- g) Carry out an initial options analysis of alternative collection methods and regimes considering those undertaken by other authorities both locally and nationally.
- h) Undertake a financial analysis of identified options.
- i) Identify potential methods and areas to carry out pilots of alternative collection methods.
- j) Maintain a risk register for these activities.
- k) Produce an equalities impact assessment for identified options

Appendix 1 further outlines the approach to this initial phase of work.

4.2 This report includes a suggested collection assessment and engagement approach as Appendix 1. This explains Officers' recommendation and preference for taking this initial approach rather than consultation in the traditional sense. It should be noted that the Council's specialist in this area has warned that it would not be appropriate to consult on waste collection options without significant work having taken place to assess the current situation and establish that there is a realistic prospect of the delivery of alternatives.

4.3 Officers recommend that this Committee appoints a steering group to advise and steer the work being undertaken. The group would have responsibility to steer this work and advise on its approach and have an input into the final report. Members are asked to consider and approve the draft terms of reference presented as Appendix 2.

5.0 Timescale

- 5.1 It is intended that the report on the results of the engagement work proposed will be presented to the Prosperous Communities Committee early in 2019.
- 5.2 Based on the outcomes and assessment of the engagement work further work might be necessary to implement any proposals for changes to the waste collection regime in the area.