

Introduction from Donna Ball, Assistant Director Place Services.

I am pleased to provide you with an update on the progress of the Slim Bin Roll out to date. Whilst we are rolling out until November of this year we are already seeing significant reductions in the grey bin waste produced and increases in recycling.

As summarised in more detail below we have already avoided over £350,000 of disposal costs from the same time last year. Whilst I fully understand that for some residents the slim bin change has been unpopular we are seeing a relatively seamless transition to the newer bins and significant increases in our recycling rate. Waste costs are being avoided on a daily basis since the roll out commenced.

At the same time we are NOT seeing flytipping increase. We have seen a reduction in the amount of flytipping and street cleansing of 121 tonnes over the same period as last year.

We will continue to help all we can those residents having difficulty but as you will see below very little side waste is currently being presented on collection days.

If you have any questions arising from this interim update please do not hesitate to drop me an email and I shall get back to you.

I would like to thank all members for their support shown during the roll out, staff have fully appreciated the approach you have taken to support the team in this difficult task.

Regards
Donna Ball

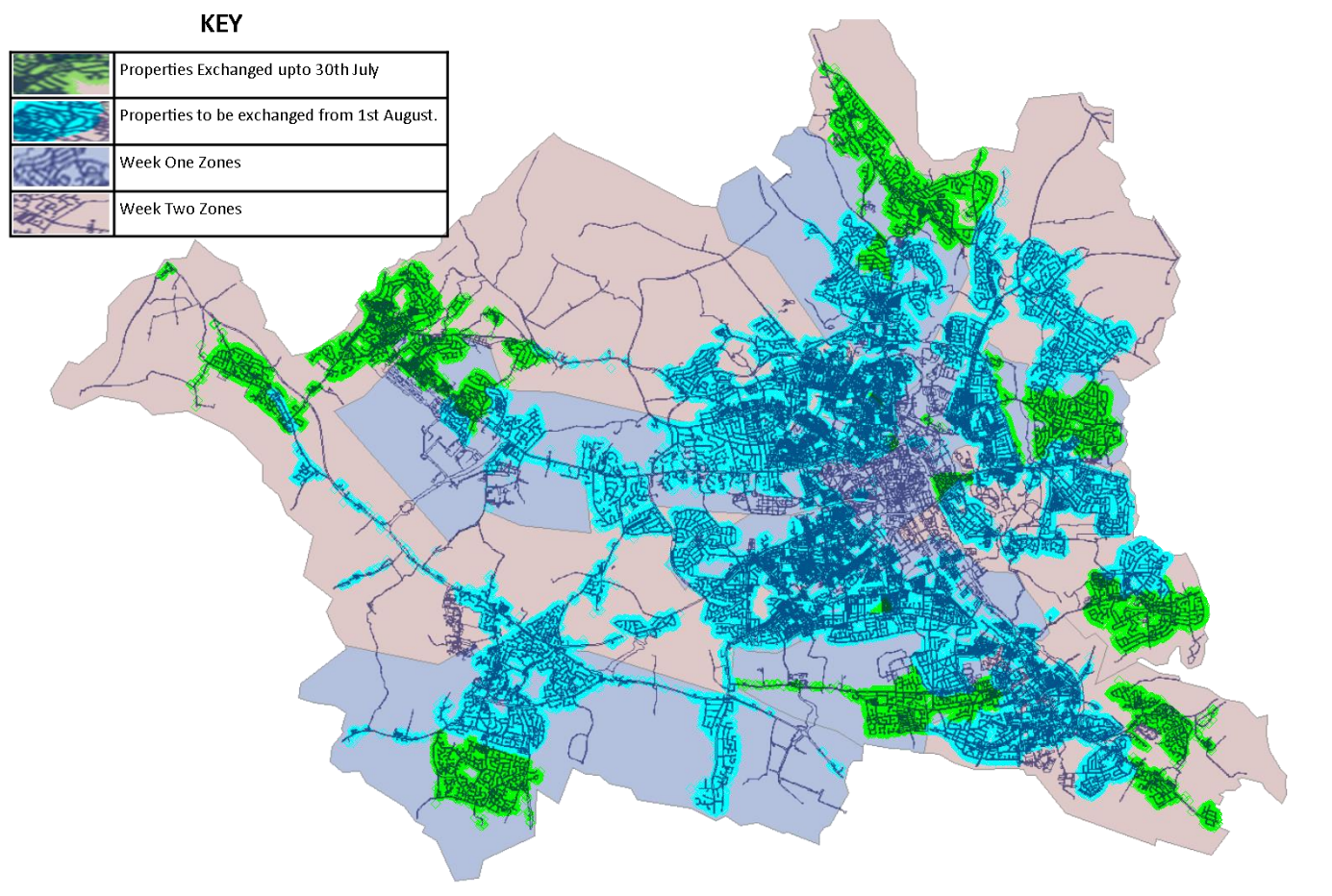
Slim Bin Roll Out Update – End July 2016

The introduction of slim grey bins began on 20 June and by the end of July slim bins had been delivered to over 31,000 properties (28% of properties). A further 80,000 properties will receive the new slim bins by the end of November.

The old 240 litre bins have been removed from the 31,000 properties and we are currently capturing approximately 90% of the old bins on the exchange day. This is a very high capture for this kind of project and the distribution company have commented that they feel this is because residents are very aware of the changes.

Properties Exchanged so far

The map below shows the location of the properties exchanged by the end July 2016 in green and the remaining properties in blue will receive the bins by the end of November. As you can see we have rolled out a cross section of detached, semi detached, terraced and flat communities so we are seeing a consistent picture emerge of a cross section of our communities.

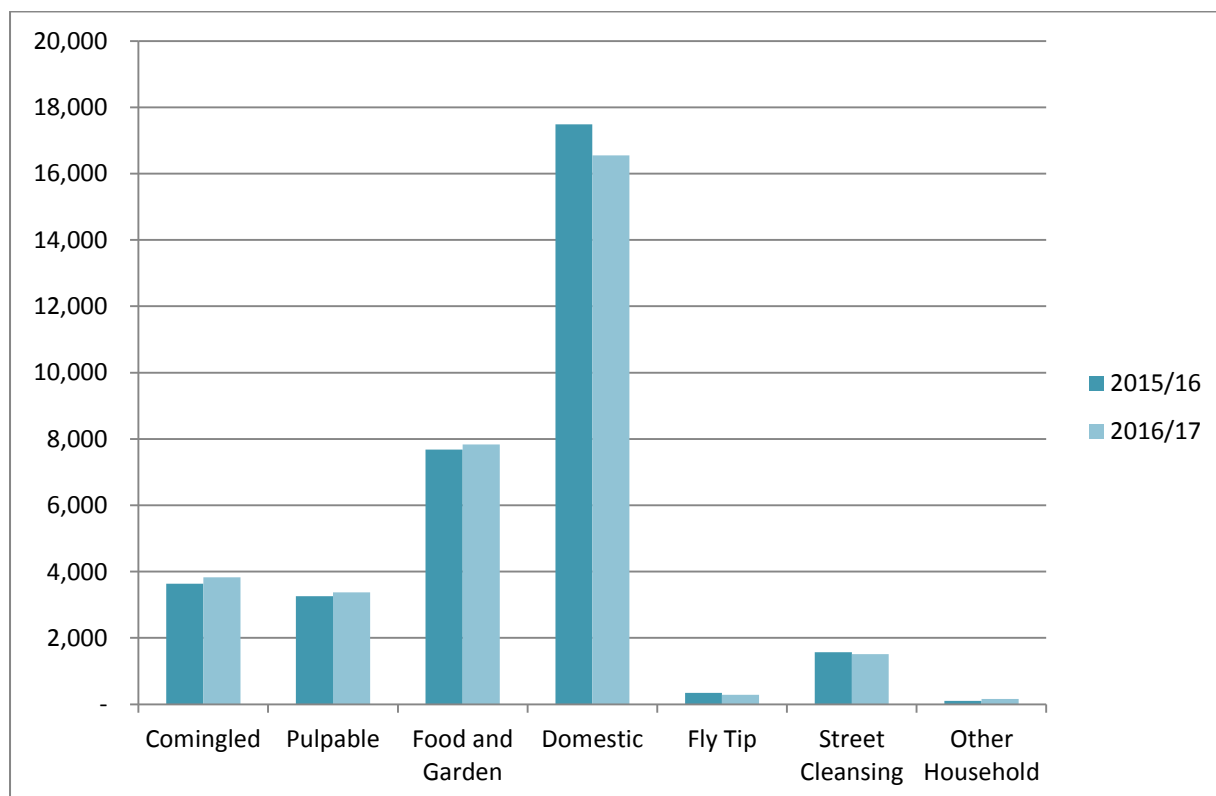


Performance Monitoring

The table below shows the tonnages of each waste stream collected between April to July 2015/16 compared to 2016/17. Although the roll out did not start until 20 June 2016, the campaign in the lead up to the changes including doorknocking all households (40% contact rate), the slim your bin in advance campaign and other warm up work has resulted in a gradual increase in recycling and a decrease in grey bin waste ahead of the changes.

The total recycling collected has **increased by 469 tonnes** compared to the same period last year, with the tonnage of domestic waste **reducing by almost 942 tonnes**. The amount of street cleansing and fly tipped waste disposed of has also **reduced by almost 121 tonnes**.

	April – July 2015/16	April – July 2016/17	Difference
Comingled	3632.22	3826.67	194.45
Pulpable	3257.40	3375.58	118.18
Food and Garden	7676.70	7833.60	156.90
Domestic	17489.31	16547.58	-941.73
Fly Tip	342.64	281.82	-60.82
Street Cleansing	1569.84	1509.95	-59.89
Other Household (Bulky Waste and Charity tips)	104.08	159.16	55.08



Financial Impact

The reductions in the tonnage of residual waste collected and the increases in recycling have resulted in avoided costs between the start of April and the end July 2016 of **£352,287 to date**.

Waste audits and requests for advice and support from residents

The Waste and Recycling team have received 1,263 requests for a waste audit and 462 requests for support and advice between April and the end of July. Numbers have increased since the start of the roll out and additional staffing has been arranged to assist. Staff are prioritising completing audits for residents before their round is exchanged and carrying out audits for people who have already exchanged their bins.

Recycling Officers have reported that many residents applying for waste audits are not recycling everything they can and in particular there are a large number of residents not recycling food waste. They are working with these residents to get the containers delivered and to advise them on how they can recycle more.

Orders for Recycling Bins

Bin Requests	Number of requests April – July 2016
Burgundy Bins	3,556
Beige Bins	3,864
Green Bins	1,578
Food Waste Container	617

We have been receiving a large number of requests from residents wishing to exchange their 240 litre recycling bins for 140 litre bins to match their grey bin. We are prioritising the grey bin change over at present and do not have the resources to exchange recycling bins at this time. Once the changeover operation is complete and settled in, we will then be able to look at other requests, but we are asking residents to bear with us for now.

Some residents may also find they need more space in their recycling bins as they recycle more, so it's best to keep their larger recycling bins for now.

Presentation of Side Waste and Issuing of Advisory Legal Notices

We have had a very promising start to the roll out with very little side waste presented for collection. Education and Enforcement Officers are working closely with the waste team to visit properties presenting side waste and to ensure they understand this will not be accepted. Advisory legal notices are issued where applicable to advise householders how to manage their waste correctly.

	Legal notice issued	Number of properties educated	Problems at Collection Points/Bin Stores	Properties Lettered
Overall Totals:	13	9	6	61

Project Summary

The introduction of slimmer grey bins is a huge operational project affecting the majority of residents in the borough. Although there are some concerns and reluctance from residents the roll out has gone exceptionally well so far and many residents are feeding back at roadshows and through Recycling and

Enforcement Officers that despite initial concerns they are actually finding they can cope with the smaller bin.

The Contact centre are working closely with waste staff to advise customers and although there has been an increase in customer contact since the start of the roll out levels remain manageable.

The Waste team would like to say a big thank you to staff and councillors across the organisation for their help and support with the roll out.