

Report to: Cabinet

Date: 6 July 2015

Report of: Director of Environmental Services

Report

No:

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Report Title: **Waste Savings 2015-17**

Non Confidential:

This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

Purpose:

To set out details of the plans to achieve the £1.25m savings target for waste.

Recommendations:

The Cabinet is requested to:

- Approve the proposal to exchange all grey 240 litre wheeled bins for 140 litre wheeled bins and continue to collect all waste and recycling bins at the current collection frequency.
- Approve the immediate implementation of the replacement bin policy change.
- Approve the changes to the waste audit policy.
- Note that consideration was given to an alternative way to achieve the savings.
- Grant approval for the Assistant Director of Community Services to tender for the purchase of the required bins and the associated exchange program.
- Delegate authority to the Director of Environmental Services to award the contract to the successful company.

Decision:

Background Doc(s):

- Financial Forecast and Budget Process 2015-17 (10th November 2014)
- 2015/16 and 2016/17 Budget Report to Cabinet (16th February 2015)

Summary:

In his report to Cabinet on 10th November 2014 entitled 'Financial Forecast and Budget Process 2015-17' the Chief Executive identified the Council's saving target for the period 2015-17 as £43 million. This included a savings target for Environmental Services of £5.3 to £6.3 million during 2015-17.

The costs of disposing of residual waste in Bolton has increased significantly in recent years from approximately £16 million in 2011/12 to approximately £20 million in 2014/15.

This reflects new facilities coming on line as part of the Greater Manchester 25 year PFI arrangement, the capital investment in sustainable infrastructure and the rising cost of landfill tax (increasing at £8 per tonne per year) which reached £80 per tonne in 2014/15.

The allocation of the majority of waste disposal costs across the Greater Manchester PFI arrangement is dependent on the tonnages of each waste stream delivered by each authority. As other Greater Manchester Authorities introduce changes that significantly reduce the tonnages of residual waste they collect, the cost per tonne of residual waste increases.

Saving money by further reducing the amount of waste sent for disposal, through providing slimmer grey bins and more support to further increase recycling was identified as having the potential to achieve £1.25 million of the savings target for Environmental Services.

This option formed part of the budget Consultation in November 2014. On 16th February 2015 in his report entitled '2015/16 and 2016/17 Budget Report', the Chief Executive provided feedback from the consultation on the budget savings options and 51% of residents agreed with the proposal to exchange the current 240 litre grey bins for the slimmer 140 litre bins.

This proposal is recommended for implementation between June 2016 and November 2016.

A borough wide engagement campaign is proposed to take place during 2015/16 to inform residents of the changes and support them to recycle their waste in the lead up to the changes.

The alternative option of introducing three weekly waste and recycling collections was considered and although it requires lower capital investment, the impact on staff and customers was found to be much greater.

	Contents	Page Nos
1.	Introduction	5
2.	Background Information	5
3.	Waste and Recycling Performance	5
4.	Current Waste and Recycling Collection Service	7
5.	Waste Disposal	8
6.	Strategic Budget Consultation	9
7.	Proposal	15
8.	Financial Assessment	17
9.	Implementation Plan	18
10.	Waste Audits and Assisted Collections	19
11.	New and Replacement Bin Policy Change	20
12.	Procurement of Bins and the Associated Exchange Programme	20
13.	Public Engagement	20
14.	Great Manchester Position	24
15.	Alternative 3 Weekly Option	25
16.	Equality Impact Assessment	25
17.	Conclusion	26
18.	Recommendations	26
App 1	Kg of Residual Waste Collected Per Household in Bolton 2012/13 – 2014/15	27
App 2	Recycling Rate Performance in Bolton 2012/13-2014/15	28

App 3	Waste and Recycling across Greater Manchester	29
App 4	Waste and Recycling Collection Zones and Details of Exchange Programme	30
App5	Equality Impact Assessment	40

1. Introduction

In his report to Cabinet on 10th November 2014 entitled 'Financial Forecast and Budget Process 2015-17' the Chief Executive identified the Council's saving target for the period 2015-17 as £43 million. This included a savings target for Environmental Services of £5.3 to £6.3 million during 2015-17.

Saving money by further reducing the amount of waste sent for disposal, through providing slimmer grey bins and more support to further increase recycling was identified as having the potential to achieve £1.25 million of the savings target for Environmental Services.

In November 2014 the Council carried out a budget consultation to find out residents' views on a number of proposals and this service change formed part of the consultation.

2. Background Information

2.1 Service Changes

The Waste and Recycling collection service has undergone a number of changes in recent years to improve efficiency, reduce the amount of residual waste collected and increase recycling.

Date	Service Change
September 2009	Waste modernisation.
October 2010	Introduced four weekly recycling and alternate weekly residual collections to hard to reach properties (1,644 properties).
October 2011	Residents covered by the garden waste scheme allowed to put food waste in the green bin.
April 2013	Food only collections rolled out to properties with little or no gardens.
May 2013	Managed Weekly Collections rolled out to all households.

3. Waste and Recycling Performance

3.1. Performance in Bolton

Waste and recycling performance in Bolton has improved significantly in recent years with the introduction of Managed Weekly Collections.

The kg of residual waste collected per household decreased by 99.08kg per household from 561.50kg (2012/13) to 462.42kg (2014/15) (see Appendix 1) and the recycling rate in Bolton increased by approximately 8.20% from 30.70% (2012/13) to approximately 38.90% (2014/15) (see Appendix 2).

The improvements in 2013/14 were a result of the introduction of Managed Weekly Collections. In 2014/15 the continued improvement is a result of work to educate residents more about waste and recycling and a drive to change behaviour.

By looking at the composition of waste collected from the kerbside and what tonnages we are collecting for recycling we are able to calculate the capture rates for the different waste streams. Based on the best available composition data Bolton is currently capturing the following percentages:

Waste Stream	% of Waste Stream Captured for Recycling
Paper and Cardboard (Beige bin)	60%
Glass, cans and plastic bottles (Burgundy bin)	72%
Garden Waste (Green bin)	Approximately 77% *
Food Waste (Green bin and green food waste container)	Approximately 36% *

* Please note that it is not possible to accurately calculate the percentage capture for food waste and garden waste separately as they are collected together. The garden waste tonnages captured prior to the introduction of food waste collections have therefore been used and the figures are approximate.

The capture rates show that we are capturing a large amount of garden waste, but approximately 23% of garden waste still remains in the grey bins.

We are capturing significant amounts of pulpables and co-mingled but there is still room for improvement if we can get more residents recycling and get those that are recycling to recycle more items.

Food waste shows the lowest capture rate and has significant room for improvement.

We believe approximately 20% of residents are still not doing any recycling, 20% are recycling everything they can and the other 60% are doing some recycling but not all the time and not all waste streams.

3.2. Greater Manchester Performance

The disposal of waste in Bolton forms part of the 25 year Greater Manchester PFI contract. The contract sets out targets for diversion from landfill and for the recycling and composting of waste.

In 2013/14, 54.48% of waste in Greater Manchester was diverted away from landfill. This included 40.85% being recycled or composted. The contract has a recycling target of diverting 75% of waste from landfill and recycling or composting 50% of that waste.

To achieve an overall 50% recycling rate means that Bolton's element needs to be in the region of 45%.

There is potential risk that if the Greater Manchester target is not achieved, Defra could review PFI credits, particularly since our £124.5m award is by far the largest issued. As a result, measures need to be put in place to ensure that that overall figure is delivered.

Other authorities in Greater Manchester have, or are planning to change their collection systems to restrict the amount of residual waste they collect. As they do so their performance will improve and Bolton will be left behind and move from being a mid-performing authority in Greater Manchester to a

low performing authority. Appendix 3 shows the kg of household waste collected and the recycling rate for the Greater Manchester Authorities in 2013/14 along with details of the residual waste collection schemes in place at this time.

A number of authorities have implemented collection changes since 2013/14 and these authorities are likely to show improved performance in 2014/15 e.g. Bury Council moved to 3 weekly collections in October 2014.

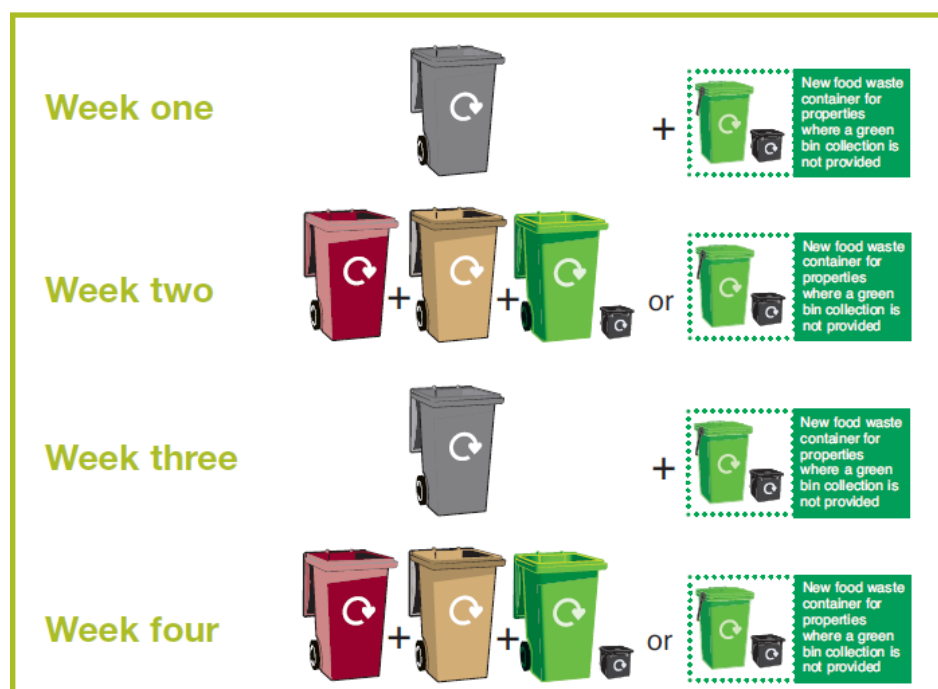
4. Current Waste and Recycling Collection Service






4.1. Standard Service

The Council operates a Managed Weekly Waste collection service, which was introduced in May 2013 and costs approximately £7.8 million per year.

There are a 113,500 properties that form part of the standard collection service.

These properties receive waste and recycling collections in the following pattern:



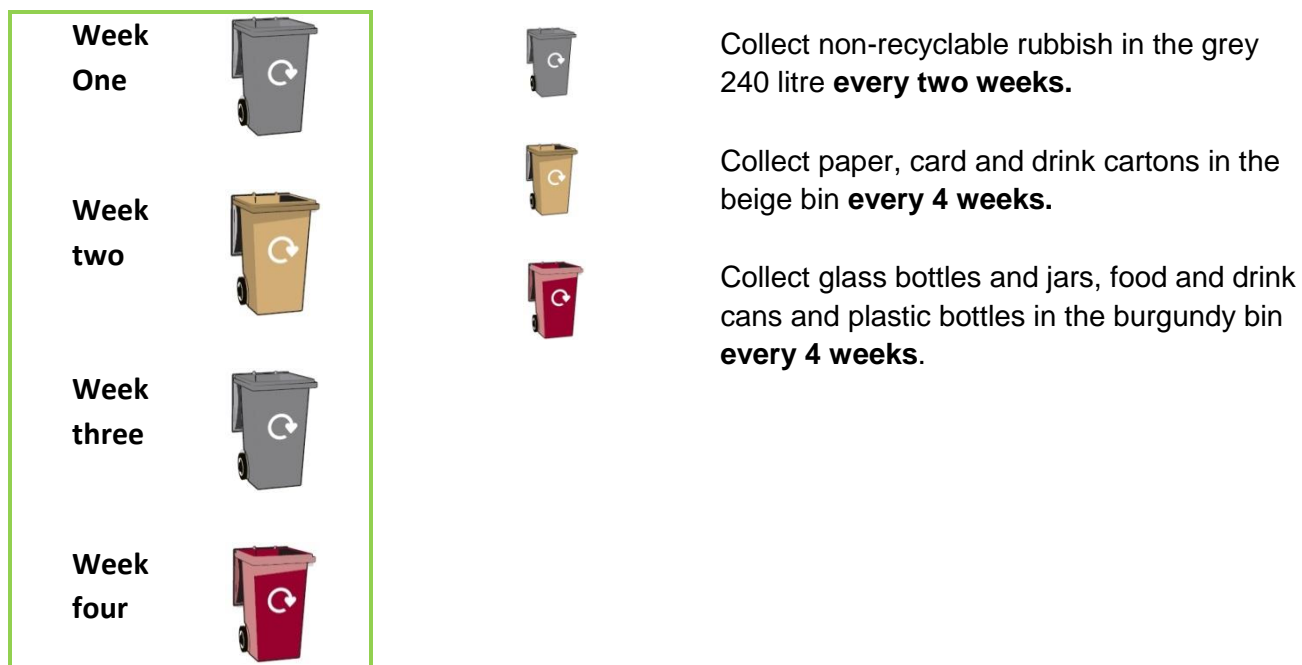
-  Collect non-recyclable rubbish in the grey bins **every two weeks**
-  Collect glass, cans and plastic bottles in the burgundy bin **every two weeks**
-  Collect paper, card and drinks cartons in the beige bin **every two weeks**
-  Collect food and garden waste in the green bin **every two weeks**
-  Collect food waste **every week** in a new food waste container where a green bin collection is not provided
-  Small black kitchen container for all food waste scrapings to use in the home

If you currently have a green box or paper bag, these will continue to be collected on the recycling week

4.2. Rural Collection Service

The Rural Collection service covers 1,644 properties in Bolton. These properties receive a similar service to the standard collection service, but recycling bins are emptied every four weeks and they do not have access to a food or garden waste collection service. Residents living in rural properties are encouraged to compost at home.

The image below shows the current collection system in place for rural properties:



4.3. Flats and Apartments

There are a total of 8,708 properties in Bolton that are part of the communal collection service. When Managed Weekly collections were introduced a number of flats and apartments were changed to receive a fortnightly collection service. However 41% still receive a weekly collection service.

Recycling Officers continue to work towards moving all flats and apartments to a fortnightly collection, but due to space restrictions for bins this is proving difficult. It should however be noted that, although they receive a weekly collection, the majority of these properties only have the capacity, in the number of bins they have, to collect the same amount of waste as those residents on a fortnightly collection.

5. Waste Disposal

The cost of disposing of residual waste in Bolton has increased significantly in recent years from approximately £16 million in 2011/12 to approximately £20 million in 2014/15.

This reflects new facilities coming on line as part of the Greater Manchester 25 year PFI arrangement, the capital investment in sustainable infrastructure and the rising cost of landfill tax (increasing at £8 per tonne per year) which reached £80 per tonne in 2014/15.

The allocation of the majority of waste disposal costs across the Greater Manchester PFI arrangement is dependent on the tonnages of each waste stream delivered by each authority. As other Greater Manchester Authorities introduce changes that significantly reduce the tonnages of residual waste they collect, the cost per tonne of residual waste increases.

In 2015/16 it will cost £308.24 per tonne (includes landfill tax increase) for the disposal of residual waste through the contract. It will cost £56.20 for the processing of food and garden waste and Bolton will receive £25 per tonne income for waste collected for recycling. This demonstrates a significant cost difference in the different waste streams and highlights the need to move waste away from the residual waste streams and into recycling. The pricing structure was set up in this way in 2009 and agreed with the 9 Waste Collection Authority Treasurers to incentivise recycling.

The introduction of Managed Weekly collections in May 2013 prevented a sharp rise in disposal costs in 2013/14. Further reductions in the tonnages of residual waste collected in 2014/15 have helped contribute to the reduction in cost in 2014/15.

Financial Year	2011/12	2012/13	2013/14	2014/15
Total Waste Disposal Levy Costs	£15,993,477	£19,318,023	£20,828,841	£19,973,356

Bolton Council needs to make savings on the waste disposal budget and restricting the amount of residual waste capacity residents have will reduce the amount of residual waste collected and therefore reduce cost.

Other Greater Manchester Authorities that have restricted residual waste services collect significantly less waste and therefore pay less for disposal.

6. Strategic Budget Consultation

6.1. Random Sample Survey

In November 2014 a survey form was posted to a random sample of 10,000 households in the borough. The consultation sought to ascertain the views of interested parties on the financial challenges faced by the council over the next few years. A total of 919 responses were received.

Within the survey form there was a question about changes to the bin service:

How strongly do you agree or disagree with the following statement:

	Agree	Neutral	Disagree	Base
Maintain the frequency of waste collection services and deliver savings by reducing the size of the grey (residual waste) bin	51%	14%	35%	901

A response of 901 to this question gives a confidence interval of +/-3%, meaning that we can be 95% certain that the true results (had everyone in the borough answered this question) would be between 48% and 54%.

6.2. Comments related to changes to the bin service

Within the questionnaire, respondents were asked the following question:

6.2.1 Please describe what you think the impact of the proposals will be on you and your family.

A total of 113 comments to this question related to the proposed changes to the bin service. The key areas of concern and the service response to these issues are as follows:

6.2.2 Concerns about environmental / hygiene issues including smells (from nappies, food waste, dog excrement), attraction of vermin/pests (maggots, rats), and environmental health implications of this.

The proposed collection changes mean that all waste and recycling collections remain at the current frequency. This means there should be no changes to the amount of time waste remains in the bins between collections. Residents will be advised to continue to follow the guidelines below:

- keep containers out of direct sunlight
- do not place loose waste into the bins. Always ensure that waste is properly contained and that there is no access for flies or rodents e.g. use bin liners to contain your waste and keep your bin lid closed
- use the liners provided to wrap food waste
- clean your bins regularly

6.2.3 Concerns that those in large households / large families (themselves) would struggle because they had too much grey-bin waste

If the changes are approved then a borough wide engagement campaign will begin to prepare residents for the changes. Residents will be encouraged to ensure they are using all the recycling facilities available to them in advance of the changes and given help and support to reduce, reuse and recycle more.

If residents are using all the recycling bins available to them we would expect that the subsequent reduction in their residual waste would enable them to manage with the slimmer 140 litre grey bin.

To provide more support to larger families it is proposed that the waste audit process is amended to allow households with six or more residents to apply for additional capacity (see section 10).

6.2.4 Worries about fly tipping / over-spill of bin-bags / rubbish lying around

If the changes are approved then a borough wide engagement campaign will begin to prepare residents for the changes. Residents will be encouraged to ensure they are using all the recycling facilities available to them in advance of the changes and given help and support to reduce, reuse and recycle more.

Residents will be reminded that excess waste cannot be presented for collection and that it is an offence to fly tip waste. Details of the bulky waste collection service and the additional materials that can be recycled at the Household Waste Recycling centres will be promoted.

Five new behaviour change teams have been introduced with 3 people on each team, one of which has enforcement abilities. These teams are working in areas of deprivation to identify issues and work with the community to change behaviour and improve the Environment. This covers a range of tasks including dealing with contaminated recycling bins, low level fly tipping and neighbourhood improvements. Where there is evidence that residents are deliberately mismanaging their waste despite advice and guidance, enforcement action will be taken

Days of action will take place as the new collections go live to support residents in areas where excess waste and fly tipping are found to be a problem.

6.2.5 The changes will result in more trips to the tip (carbon emissions / transport costs)

If residents are recycling then it is expected that most households should be able to manage with the 140 litre grey bin.

Where similar changes have taken place in other Greater Manchester Authorities there has been no marked increase in the use of the Household Waste Recycling Centres.

6.2.6 Problems at certain times of the year e.g. when doing DIY, Christmas etc.

Extra waste can be produced at a number of times throughout the year, but in most cases that waste is likely to be recyclable. For example during Christmas and New Year wrapping paper and cardboard packaging can all be recycled in the beige bin. Additional plastic bottles, glass bottles and jars, drinks and food cans can all be placed in the burgundy bin and leftover food can be recycled in the green waste bin or the food waste container.

For items that cannot be recycled at the kerbside there are facilities at the Household Waste Recycling Centres where a much wider range of material such as wood, metals and carpets can be recycled.

The Household Waste Recycling Centres are located at:

- Hurstwood Court, Raikes Lane Industrial Estate, BL3 2NH
- Salford Road, Over Hulton, BL5 1DG

Further information on opening times and what can be recycled, visit www.recycleforgreatermanchester.com.

6.2.7 Changes already made in order to adapt to fortnightly collections / already recycle as much as possible.

Residents who feel they have made all the changes possible and are using all the recycling facilities but are still unable to manage their waste, can apply for a waste audit. If they match the set criteria then the Recycling Officer may authorise additional waste capacity. If, however, the resident does not qualify the Officers will be happy to provide advice and guidance on how to minimise waste.

Sometimes capacity can also be increased by simple measures such as squashing the air out of bin liners before tying them up, or squashing items before they go in the bin.

6.2.8 The cost of replacing the bins / what will happen to the old bins?

Delivering new 140 litre bins to all household will require investment. However, the majority of bins in Bolton are around 25 years old and the replacement rate is therefore likely to increase. Delivering the new bins will present the opportunity for all bins to be stickered with the property address to make it easier for residents to identify their bin on collection days.

All old 240 litre bins will be collected from residents and will be recycled.

6.3 Savings Suggestions

6.3.1 Respondents were also asked; can you think of any other ways Bolton Council can make the savings whilst still delivering statutory services?

A total of 45 suggestions related to the proposed changes to the bin service, key suggestions related to:

6.3.2 Need to look at the size of the household; one or two people in a household may be able to manage but others less so. Reduce waste collection for single occupied houses.

Larger households are currently addressed through the waste audit process.

It is recommended that the audit process is amended to allow households with six or more residents to apply for additional capacity, compared to the current policy of seven or more. In addition any resident who needs help and support to manage their waste better can apply for a waste audit where support and advice will be provided (see section 10).

6.3.3 Work with firms to reduce unnecessary packaging; impossible to fit everything into a slim-line bin due to all the packaging that cannot be recycled.

There is an increased awareness with business and trade enterprises to address the issue of excess packaging and through the Waste Resource Action Programme central government encourages businesses to contribute to a more sustainable economy by building waste reduction into their product design and delivering new and improved products and services.

6.3.4 Improve the recycling facilities – especially yoghurt containers, margarine tubs

There is currently no stable market in the UK for low grade plastics like margarine tubs and yoghurt pots. The Materials Recovery Facility that separates the recycling collected in the burgundy bin has space on the end to allow the separation of the other plastics if a stable market is established. However this plastic that remains in the grey bin does not go completely to waste as it has a high calorific value and is therefore used to generate electricity.

There are already supermarkets which provide recycling facilities for items which cannot go into council recycling bins such as carrier bags.

6.3.5 Save money by collecting the recycling less frequently

The Council is proposing to continue to collect both recycling waste streams, co-mingled and pulpables (burgundy and beige bins), every fortnight in order to encourage residents to recycle more. The service will be monitoring the expected increase in recycling and looking at how full the bins are.

6.3.6 Install community bins or share bins with neighbours

The council is happy for residents to share waste and recycling bins if they desire and communal facilities can be considered if residents feel they would be the best provisions for their area. They may be a good solution in back streets areas where residents struggle to have space for individual recycling bins. However, residents would need to take ownership for the facilities to ensure that they do not become used for residual waste and that they only contain items that can be recycled.

If a community e.g. back street would like to trial a communal facility in their area the council will work with the residents to try and agree a suitable facility and location. A community reward scheme will be offered to encourage small communities to work together to make communal recycling work. E.g. If communal recycling is introduced and the amount of recycling collected in an area increases over a set period then the council would provide hanging basket to residents to put up in the communal areas. Each request would need to be assessed case by case by a Recycling Officer and a plan agreed with the community.

6.3.7 Give composting-type bins which reduce the food volume fairly quickly

Composting is an efficient and cost effective way to dispose of food and garden waste and approximately 30% of householders already compost at home. To encourage more householders to do

so, the Council has teamed up with getcomposting.com to provide reduced price compost bins. Further information can be found on their website www.getcomposting.com or by ringing 0844 571 4444.

6.3.8 Generate income by fining people who don't recycle properly

The Recycling, Education and Enforcement teams are working together to reduce fly tipping and side waste, increase recycling, and educate and advise residents on the need to manage their waste correctly.

The savings from the reduction of non-recyclable waste is the primary aim of the proposal and any enforcement activity will be conducted to help facilitate this aim. The primary role of the education and enforcement teams will be to educate and change people's behaviour however it is realistic to assume that there will be some customers who continue to show blatant disregard to the service requirements and in these cases enforcement action will be sanctioned.

7 Proposal

7.2 Overview

To achieve the £1.25m savings target for Waste we propose to exchange all 240 litre grey bins for slimmer 140 litre bins and continue to collect them every fortnight.

Residents will receive the following service:



Proposal Summary

Investment Required*	Capital for recycling bins -	£319k
	Capital for 140 litre bins -	£1.712m
	One off for recycling engagement campaign -	£390k
	One off for 140 exchange programme -	£912k
	Total for recycling engagement campaign -	£709k
	Total for 140 exchange programme -	£2.624m
Savings Projections Per Annum**	Total saving (Disposal) -	£1.25m
Pay Back Period	2.7 years	
Kg of Residual Waste Per Household	420kgs	
Potential Recycling Rate	47%	
HR and Staffing Implications	No changes to collection rounds and no impact on staff	

7.3 Benefits of the Proposal

There are a number of benefits to the proposed collection service:

- Stockport and Trafford already operate this option and collect significantly less residual waste, resulting in lower disposal costs.
- Tameside have completed a trial in areas similar to Bolton and are now swapping all residents to a 140 litre bin collected fortnightly.
- There will be no change to the amount of time waste is in the grey bins. This was the main concern from residents when managed weekly collections were introduced.
- No changes to waste or recycling collection rounds.
- No impact on staff.
- All residents would have new bins.
- Much of the current bin stock is 25 years old and replacement requests are likely to increase as the bins get older
- Opportunity to sticker all bins with addresses so residents and collection crews can identify bins.
- No change to the impact during periods of suspended service e.g. bad weather.
- Over 1,600 residents have already chosen to have a grey 140 litre bin (exchanged as part of slim your bin campaign or purchased).

7.4 Slim Your Bin Campaign

In early 2014/15 the council took a decision to offer residents the opportunity to choose to exchange their grey 240 litre wheeled bin for a slimmer 140 litre wheeled bin free of charge. A target of exchanging 500 bins was set. However the campaign exceeded expectations and 1,335 residents had opted to slim their bin by end March 2015.

When ordering a replacement bin residents have the choice of a 240 litre bin, which has a £40 administration charge associated with it, or a 140 litre bin, which has a £10 (subsidised) administration charge. The slimmer bin has again proved popular, with 270 residents ordering the 140 litre bin (34% of orders).

At the end of March 2015 a total of 1,605 household had a slim grey bin.

The council received positive press in relation to the campaign and it highlighted that the aim of the campaign was to boost recycling. If residents use all the recycling services available to them then they should be able to cope with the collection of a 140 litre bin fortnightly in the majority of cases.

Due to the popularity of the exchange programme the target will be increased to try and get 5,000 properties to be using a slim grey bin for their residual waste by the end of 2015/16.

7.5 Collections from Rural Properties

Properties that are classed as the rural collection route (some properties are on this route as they are difficult to access) do not have access to a food waste recycling service. Rural properties are therefore not included in the exchange programme at this stage.

Options to enable a food waste collection to be provided to rural properties so they can be moved over to 140 litre bins are currently being explored as part of the Wigan partnership.

7.6 Communal Collections from Flats and Apartments

It is possible to further restrict residual waste capacity at some flats and apartments to encourage residents to recycle more. Recycling Officers will continue to work to increase recycling and reduce the tonnage of waste collected from flats and apartments.

8 Financial Assessment

8.1 Capital Cost

Implementing the proposed service change will require a capital investment of approximately £2m.

This includes the purchase of additional recycling bins that will be needed as we engage with residents prior to the changes to actively increase recycling, which will cost around £319k.

The purchase of the 140 litre wheeled bins will cost approximately £1.712m.

An element of risk has been built into these costs and a more accurate cost will be available once the items have been procured.

8.2 One-off Implementation Costs

The exchange of all 240 litre wheeled bins for 140 litre wheeled bins requires a full scale exchange programme throughout Bolton. All 240 litre bins need to be collected following the round and taken back to the depot to be sent for recycling. The new 140 litre bins then need to be delivered to residents and we hope to label all bins delivered with property addresses.

This exchange programme, along with additional resources to manage the changes is expected to cost approximately £912k.

To ensure that residents are prepared for the change and supported through the changes, investment in education and communications is required which will cost around £390k.

An element of risk has been built into these costs and a more accurate cost will be available once the items have been procured.

8.3 Projected Savings

A saving of approximately £1.25 million per annum is expected once the new collection system is in place. This will be achieved through the diversion of waste out of the residual waste stream and into the recycling bins as residents change their behaviour and start recycling more.

9 Implementation Plan

9.1 Implementation timetable

The table below shows the outline implementation timetable for the project.

Time Period	Action
July 2015	Waste Savings Report - Cabinet
August 2015 to May 2016	Public engagement to prepare for the changes
August 2015 to December 2015	Procurement exercise
January 2016 – May 2016	Contract award and bin manufacture
June 2016 – mid November 2016 (see Appendix 4)	Direct delivery of information to residents detailing exchange dates
Mid June 2016 – end November 2016 (see Appendix 4)	Exchange programme

Appendix 4 details how the borough is split up for the purpose of refuse collection and based on this how the exchange programme would take place.

Residents would receive a letter 2 weeks before the exchanges take place in their area to inform them that their grey bin will be exchanged on the next collection day and to ensure it is presented for collection. Residents will be requested to make arrangements with neighbours to present their bins if they will be on holiday.

Two weeks later, on their next collection day, the grey bin would be removed by a team following the collection crew to ensure the maximum number of bins is removed.

A separate team will be following behind delivering a 140 litre wheeled bin to all properties.

Based on exchanges in other areas it is likely that between 80% and 90% of the grey 240 litre bins will be captured and removed on the day. The remaining bins may not be presented for collection.

Crews will then be advised to not empty grey 240 litre bins going forward (unless they are approved 2nd grey bins, which they can see on the in cab technology) and they will log them on their in cab technology so they can be removed.

The details of the exchange programme will need to be finalised following the procurement exercise but Appendix 4 shows the likely approach.

10 Waste Audits and Assisted Collections

The approval process for a second grey bin has strict criteria to ensure that residents are only approved if they are already recycling everything they can.

During the initial service changes properties that already have approved second grey bins will not be affected. We will continue to monitor properties with approved second grey bins and ensure they are still required.

We would anticipate an increase in the number of waste audit requests received as some large families and households with nappies or medical waste may be recycling everything and may be unable to cope with moving to a 140 litre bin and therefore need to keep the 240 litre bin.

To assist residents that may currently be managing with the large grey bin fortnightly it is recommended that the policy to apply for a second grey bin is amended.

The new policy would be:

- Six or more people permanently resident in the household. Visitors or guests cannot be included
- Three or more of the residents of the household in nappies
- One or more of the residents with a medical condition which results in the production of extra waste (non clinical), e.g. packaging or incontinence pads

A Recycling Officer would still visit to ensure that the residents are recycling everything they can, the audit could result in one of the following outcomes:

- Household not recycling everything and following support and advice no additional capacity required
- Household allowed to keep 240 litre grey bin
- Household entitled to 240 litre grey bin plus 140 litre grey bin or 240 litre grey bin
- In exceptional circumstances a greater number of bins may be authorised
- Additional recycling bins provided

The number of assisted collection requests is not likely to increase as 140 litre bins are easier to move around than 240 litre bins.

Waste audits are assessed by experienced Recycling Officers and if the application is successful they will authorise appropriate additional waste capacity. If an application is not successful the Officers can offer help and advice on how to manage waste and make full use of all the recycling services available.

It will be publicised that residents can apply for a waste audit if they need advice and support to help them manage their waste but do not meet the criteria to apply for additional waste capacity.

11 New and Replacement Bin Policy Change

Bolton Council makes a charge (administration and delivery) for bins for new properties and for bins that have been lost, stolen or damaged. Bins damaged by the crew or collection vehicle or through wear and tear are replaced free of charge.

Residents currently have the option to order a 240 litre grey bin for a charge of £40 or a 140 litre bin for a charge of £10.

As all properties will need to be prepared for the change it is recommended that, with immediate effect, residents who order a new bin or need one replacing only have the option of ordering a 140 litre grey bin in preparation for the change.

12 Procurement of Bins and the Associated Exchange Programme

The Council will be required to tender for the purchase of the required 140 litre wheeled bins and the associated exchange programme and for the purchase of additional recycling bins.

There is an existing Framework in place (Warrington Framework Agreement), which removes the need for a European Tender, but a mini competition will need to take place to outline and assess the Council's specific requirements.

13 Public Engagement

13.1 Preparation for Changes

To ensure residents are prepared for the changes a borough wide public engagement campaign will take place and will include a number of activities.

13.2 Door to Door Engagement

A borough wide door to door engagement campaign will take place during 2015/16. This will involve door knocking all households with a specified minimum 40% contact rate.

A conversation will take place at the door to explain the changes that will take place and to encourage residents to be prepared for the changes. The option of exchanging for a slimmer bin in advance will be offered along with help and support to help residents recycle more. Residents will be advised that the presentation of side waste is not acceptable and could lead to a fine.

13.3 Case Studies

Case studies will be sourced for at least five different types of households in Bolton.

The case studies will come from households which are having trouble recycling/not recycling or who are having trouble managing their waste and do not think they would be able to cope with a slimmer grey bin.

The case studies will be sourced through the waste audits process, recommendations from crews and personal contacts. They will cover the following types of households:

- Young family with children in nappies
- Single working parent family with little time for recycling
- Large/extended family – grandparents living with family or family with lots of children
- Multi person household e.g. students or young professionals sharing a house
- Household with someone with medical needs

The households will be offered a waste audit visit by a Recycling Officer from Bolton Council. They will then be asked to keep a weekly diary for 4 weeks, detailing roughly what they have put into each bin, whether they have started reusing and recycling more and what effect this has had. After 4 weeks the Recycling Officer will revisit the household to see how things are going and they will be asked to exchange their grey bin for the slimmer bin. The Recycling Officer will be available to offer support and advice throughout the process and they will encourage residents to minimise the amount of waste they produce in the first place.

The case studies will be featured in the Bolton News at the start and finish of the 8 weeks, saying what the participants have learnt about recycling, how it has affected what they recycle and if they have reduced the amount of waste that goes in the grey bin.

13.3 Slim Your Bin Campaign

At the end of March 2015 a total of 1,605 households in Bolton had a slim grey bin.

The 'Slim Your Bin' campaign will be relaunched with a target of getting 5,000 households in the borough using a slim grey bin in advance of the changes taking place. As stated above this will also be promoted during the door knocking exercise.

A Competition will be launched for all Bolton residents who choose to 'Slim their bin' early. They will be entered into a prize draw to win free gym membership for a year with Bolton Community Leisure..

Grey bin collection crews will be provided with bin tags to promote the slim your bin campaign to households that may want to participate.

13.4 Increasing Food Waste Recycling

As shown in section 3 we are only capturing approximately 36% of the food waste that is in the kerbside waste stream. There is big scope to increase the tonnages of food waste collected and to reduce the amount of food thrown away.

To reduce the amount of food thrown away in the first place we will continue to promote the love food hate waste national campaign in Bolton.

The door knocking campaign will try and focus on ensuring residents understand the food waste recycling service and encouraging them to use the service. Door knocking in 2014/15 highlighted that

residents struggle to understand how to get more food waste liners when they run out so we will make this much clearer in the 2015/16 recycling calendar and during the door knocking activity.

A no food waste campaign, in partnership with the Waste Disposal Authority, will be tested in one collection zone with the key focus of promoting food waste recycling. It will involve a no food waste sticker being placed on the lid of all grey bins in the collection zone, the delivery of leaflets and liners to all residents and door knocking to discuss the service with residents. We will use learning from the campaign to inform the content of stickers on the slim grey bins as they are introduced.

We hope to run a campaign with the Bolton News to try and increase the number of residents participating in food waste recycling.

13.5 Schools Incentive Campaign

The Recycling Officers work with local primary schools to help educate pupils on recycling through recycling themed competitions and school assemblies. However it is often difficult to encourage some schools to sign up and as a result generally the same schools participate each time.

By holding an incentivised competition, which educates both pupils and their parents, and offers the chance of a cash prize to primary schools, we hope to encourage some of the hard to contact schools to join in.

The campaign will focus on food waste recycling and will encourage children to ensure they have the bins, caddies and liners they need at home. They will then be given tags to present on their bins on collection day that will be rewarded with a smiley face if they are presented with the right things in and a sad face if the wrong things are in the bins (support and advice will be provided in these cases). Children can return the tags to school and the school that collects the most tags per pupil will win a prize.

13.6 Communal Facilities for Communities

Incentive campaigns can encourage the community to work together to change the behaviour of residents and help and support each other. Recycling performance tends to be lowest in the inner, more built up areas of Bolton where space to store recycling bins can prove to be an issue.

By offering communities the chance to have communal recycling facilities installed that they take ownership for, in return for community rewards such as hanging baskets we hope to improve the area and get the community working together.

13.7 Right Stuff, Right Bin

The majority of resident in Bolton put the Right stuff in the Right Bin for Recycling.

Some residents are doing what they think is correct but are trying to recycle items such as yoghurt pots, carrier bags and margarine tubs, which unfortunately cannot be recycled.

Some residents are failing to recycle at all, and fill their recycling bins or neighbour recycling bins with grey bin waste.

There are then residents that have total disregard for recycling and fill their recycling bins or neighbour recycling bins with grey bin waste.

The recycling collection crews use in cab technology to record recycling bins they find that contain the wrong items. A tag is placed on the bin by the crews and the bin is not emptied. In the lead up to the campaign and during the roll out it will be necessary to have a Recycling Officer dedicated to communicating with residents who put the wrong items in the wrong bin and supporting them to understand what they should be doing differently.

13.8 Ongoing Engagement and Communication

Engagement with customers takes place continually to keep them up to date with the services provided by the council and to encourage them to recycle more. This includes:

- **Recycling Calendars** - Through September to November we will be delivering the waste and recycling calendars to all households across the borough.
- **Bolton Scene** – The changes to the service, what can be recycled and ordering recycling containers will be promoted in the Bolton Scene.
- **Bolton News** – Press releases will be provided through the press office, to inform residents of the changes.
- **Gov Delivery** – There are currently 6,500 residents who receive weekly emails to remind residents which bins are due for collection and service disruption
- **Social Media** – The changes to the service, what can be recycled and ordering recycling containers will be promoted through Twitter and Facebook
- **Website** – The waste and recycling pages will be updated and will notify the residents of the changes.
- **Agripa Panels** - Advertising on the side of the domestic vehicles notifying residents of the changes.
- **Stakeholder Engagement** – We will engage with key stakeholders in the lead up to the changes (see Appendix 5 for a list of key stakeholders).

13.9 Education and Enforcement Activity

13.9.1 Trade Waste Enforcement

In May 2015, Neighbourhood Services appointed a dedicated Trade (Business) Waste Enforcement Officer to address breaches relating commercial waste. The role involves visiting and inspecting businesses to ensure Duty of Care regulations are being practiced. To date 25 inspections have been made across the borough after reports of malpractice linked to business waste.

Investigations have resulted in 14 Legal Notices being served / waiting to be served, requiring Waste Transfer Notes to be produced within 10 days. A breach of the duty of care could lead to a fixed penalty of £300, or a penalty of up to £5,000 if convicted in the Magistrates Court.

Hairdressers, takeaways and garages are among some of the recent businesses being served Legal Notices, for placing their business waste in grey bins and litter bins across Bolton.

A letter was sent to all businesses in Bolton in 2011 to remind them of their duty of care. This letter will be repeated to ensure all business are aware of their responsibility. It is proposed an additional officer is employed in the lead up to the proposed waste collection changes to help tackle the issue of Trade waste being illegally disposed of.

13.9.2 Behaviour Change Teams

Five new behaviour change teams have been introduced with 3 people on each team, one of whom has enforcement abilities. These teams are working in areas of deprivation to identify issues and work with the community to change behaviour and improve the Environment. This covers a range of issues, including contaminated recycling bins, low level fly tipping and neighbourhood improvements.

13.9.3 Side Waste and Fly Tipping

Householders must ensure that household waste is properly disposed of. Residents that fail to comply with guidance for managing waste may be issued with a fine:

- Presentation of side waste – on the spot fine of £75
- Fly tipping – up £5000 for general domestic waste infringements

13.9.4 Contamination of Recycling Bins

The Education and Enforcement Team are currently looking into the possibility of utilising section 46 of the Environmental Protection Act if people deliberately contaminate recycling bins with general waste. This can result in a fixed penalty of up to £80.

13.10 Days of Action

To ensure the proposed changes run smoothly and residents receive the help and support they may need, days of action will take place in areas where it is evident residents are struggling with the exchange and not recycling everything. Days of action will involve a visible presence in the areas and door knocking to provide further help and support. Following days of action, if residents then fail to manage their waste then it may be necessary to take appropriate enforcement action.

14 Greater Manchester Position

The introduction of collection services that reduce residual waste capacity are relatively new and there is very little substantiated information available.

Within Greater Manchester a number of authorities have implemented changes to reduce the amount of residual waste they collect and seen significant savings as a result.

Stockport and Trafford Council both carry out residual waste collections in a 140 litre wheeled bin every fortnight.

Tameside have approximately 30,000 properties on the fortnightly collection of a 140 litre bin and have approval to roll the service out to the rest of the borough.

Bury Council have taken the alternative approach and introduced 3 weekly grey bin collections (using the 240 litre bin) in October 2014.

Other Greater Manchester Authorities are considering options to reduce residual waste capacity, to avoid increasing waste disposal costs and to increase recycling performance.

15 Alternative Three-Weekly Option

Following the introduction of three-weekly collections in Bury in October 2014 this option was also considered for Bolton as it was identified as also having the potential to make the required saving.

Three-weekly collections require lower capital investment, but the impact on customers and staff was found to be much greater.

The option was discounted for the following reasons:

- Waste remains in the bin for an increased time period (main concern when we moved to fortnightly collections).
- Complex 6 weekly collection cycle for residents is difficult for residents to understand.
- Greater impact and longer catch up times during periods of bad weather or other service disruption.
- Reduction in recycling collection frequency to three-weekly.
- Waste and recycling collection rounds need to be redesigned.
- Bins could be heavier for residents and collection crews.
- Changes to collection rounds.
- Over 1,600 residents already have a grey 140 litre bin (exchanged as part of slim your bin campaign or purchased). These may need to be swapped back.
- Increased number of requests for assisted collections as bins become heavier for residents
- Impact in the summer not yet tested. Potential for changing Environment Agency requirements and possible need for an odour control system which could cost the council a significant amount of money.

16 Equality Impact Assessment (EIA)

Under the Equality Act 2010, the council must have due regard to:

Eliminating unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act;

Advancing equality of opportunity between people who share a protected characteristic and people who do not share it; and

Fostering good relations between people who share a protected characteristic and people who do not share it.

It is therefore important to consider how the proposals contained within this report may positively or negatively affect this work. To support this analysis, an Equality Impact Assessment ("EIA") screening form has been completed for the proposals outlined in this report, and is attached at Appendix 5.

Most households will find that they are able to manage their household waste with adequate capacity with this new collection regime if they utilise the recycling service available to them correctly.

The EIA looks at the anticipated (positive and/or negative) impacts of the proposal on people from Bolton's diverse communities, and whether any group (or groups) is likely to be directly or indirectly differentially affected.

Due to the nature of the proposals, it is possible that there could be some adverse impact for a variety of groups. This analysis is set out in more detail in the EIA.

17 Conclusion

In conclusion, in order to achieve the savings target allocated to waste there is a need to significantly reduce the amount of residual waste the Council collects. The exchange of the current 240 litre grey bins for 140 litre bins will enable the Council to do this with minimum impact on residents. If residents are recycling their waste then the vast majority should be able to cope with the collection of a 140 litre bin fortnightly. Special arrangements are in place to assist households that have more than 6 people living in them, 2 or more children in nappies or a medical condition that results in the production of extra waste.

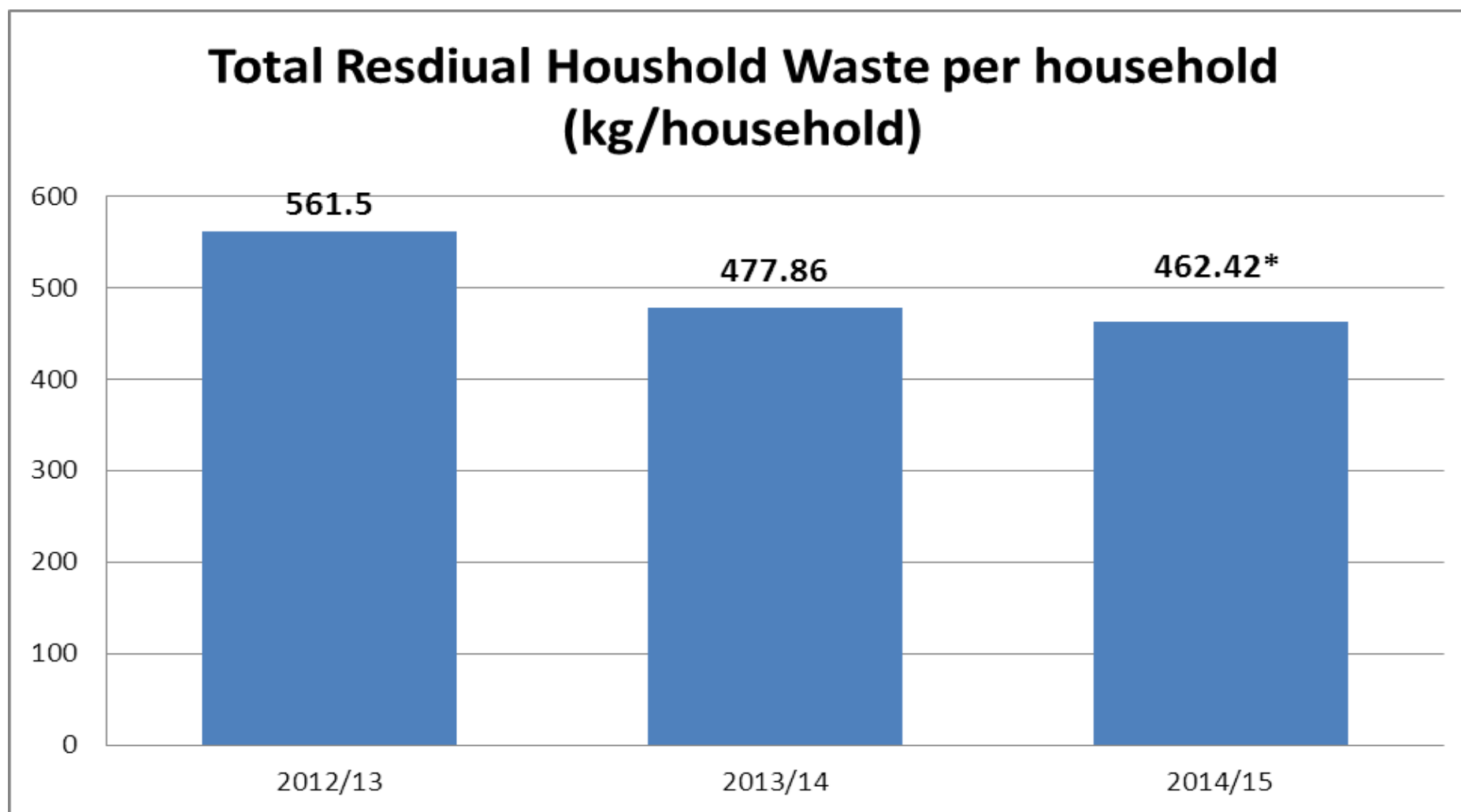
The proposal will significantly reduce the amount of residual waste collected in Bolton and increase the recycling rate. This in turn will reduce waste disposal costs

18 Recommendations

The Cabinet is requested to:

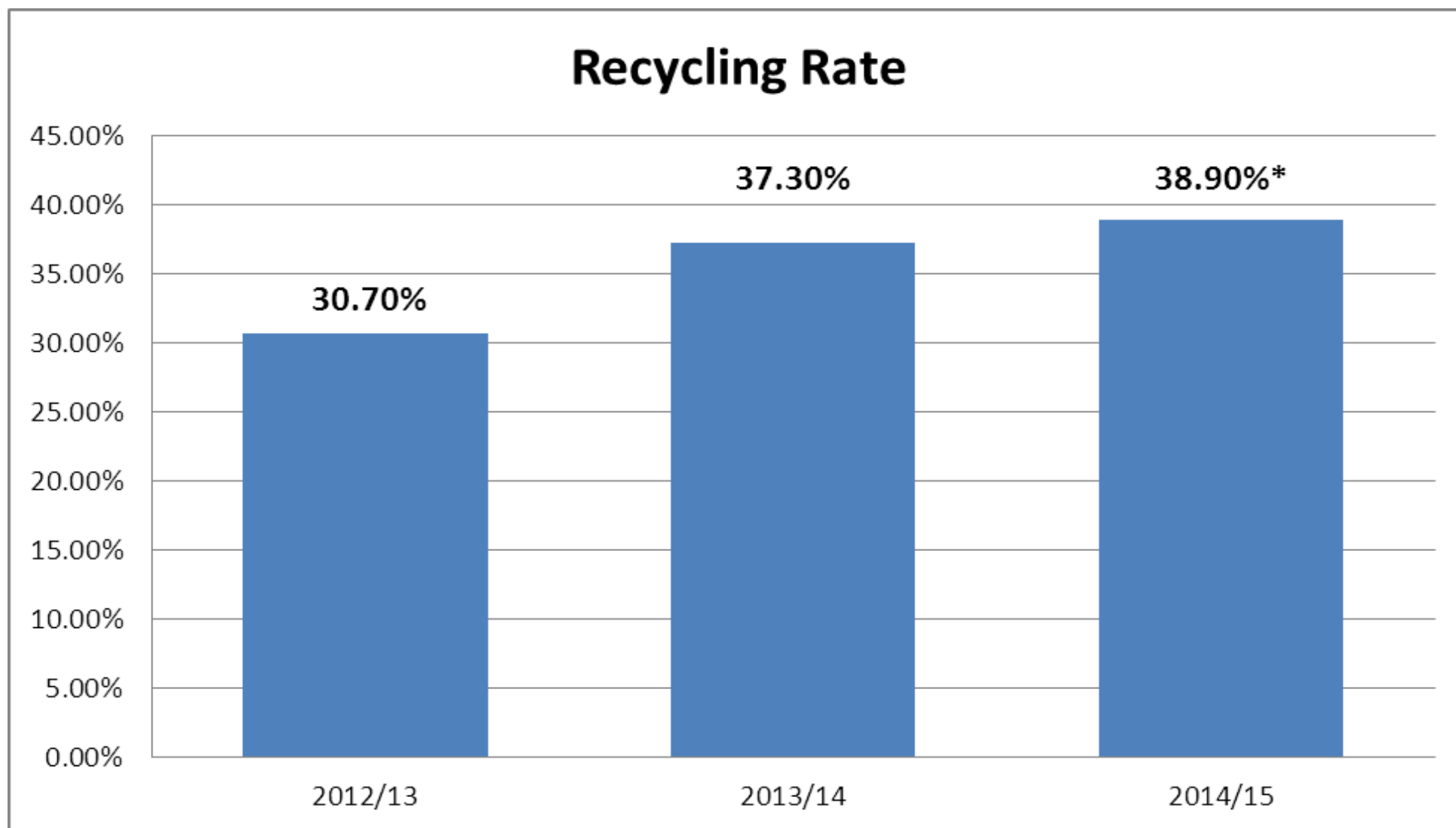
- Approve the proposal to exchange all grey 240 litre wheeled bins for 140 litre wheeled bins and continue to collect all waste and recycling bins at the current frequency.
- Approve the immediate implementation of the replacement bin policy change.
- Approve the changes to the waste audit policy.
- Note that consideration was given to an alternative way to achieve the savings.
- Grant approval for the Assistant Director of Community Services to tender for the purchase of the required bins and the associated exchange program.
- Delegate authority to the Director of Environmental Services to award the contract to the successful tenderer.

Appendix 1: Kg of Residual Waste Collected Per Household in Bolton 2012/13 – 2014/15



*Please note the figures could change slightly subject to cross checks 27

Appendix 2: Recycling Rate Performance in Bolton 2012/13 – 2014/15



*Please note the figures could change slightly subject to cross checks

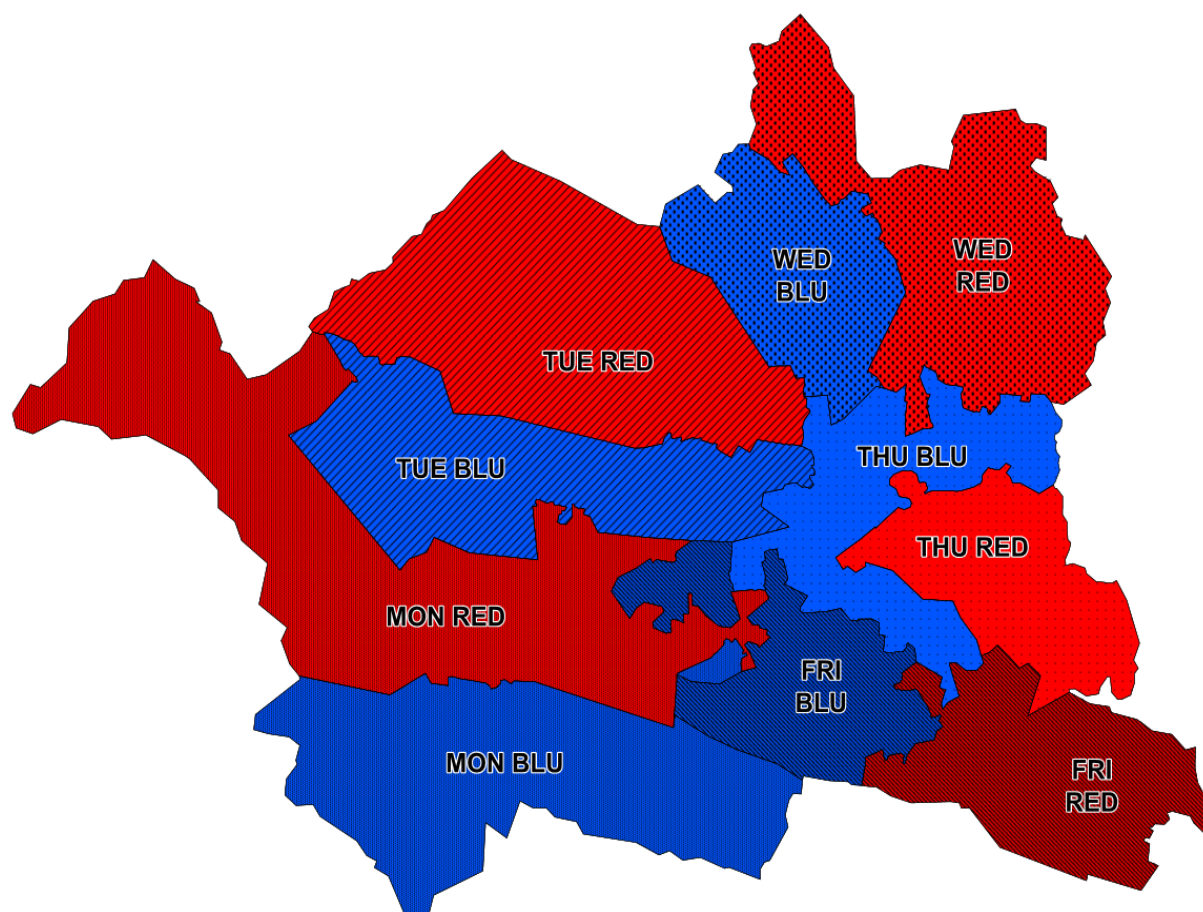
Appendix 3: Waste and Recycling Across Greater Manchester

Local Authority	2013/14			Major Service Changes Since 2013/14
	N191 Total Residual Household Waste per Household (kg/household)	N192 Percentage HH waste sent for Reuse, Recycling or Composting	Residual Waste Collection Service	
Bolton MBC	477.86	37.33%	240 Litre emptied fortnightly	
Bury MBC	462.41	42.96%	240 Litre emptied fortnightly	3 weekly grey bin collections
Greater Manchester WDA (MBC)	518.36	44.47%	N/a	
Manchester City Council MBC	485.21	34.93%	240 Litre emptied fortnightly	
Oldham MBC	508.04	35.79%	240 Litre emptied fortnightly	
Rochdale MBC	493.96	32.94%	240 Litre emptied fortnightly	
Salford City Council MBC	442.28	39.82%	240 Litre emptied fortnightly	
Stockport MBC	312.93	61.11%	140 Litre emptied fortnightly	
Tameside MBC	430.57	39.52%	240 Litre emptied fortnightly	Currently moving to fortnightly residual waste in a 140 litre
Trafford MBC	361.55	57.54%	140 Litre emptied fortnightly	

Appendix 4: Waste and Recycling Collection Zones and Details of Exchange Programme

Collection Zones

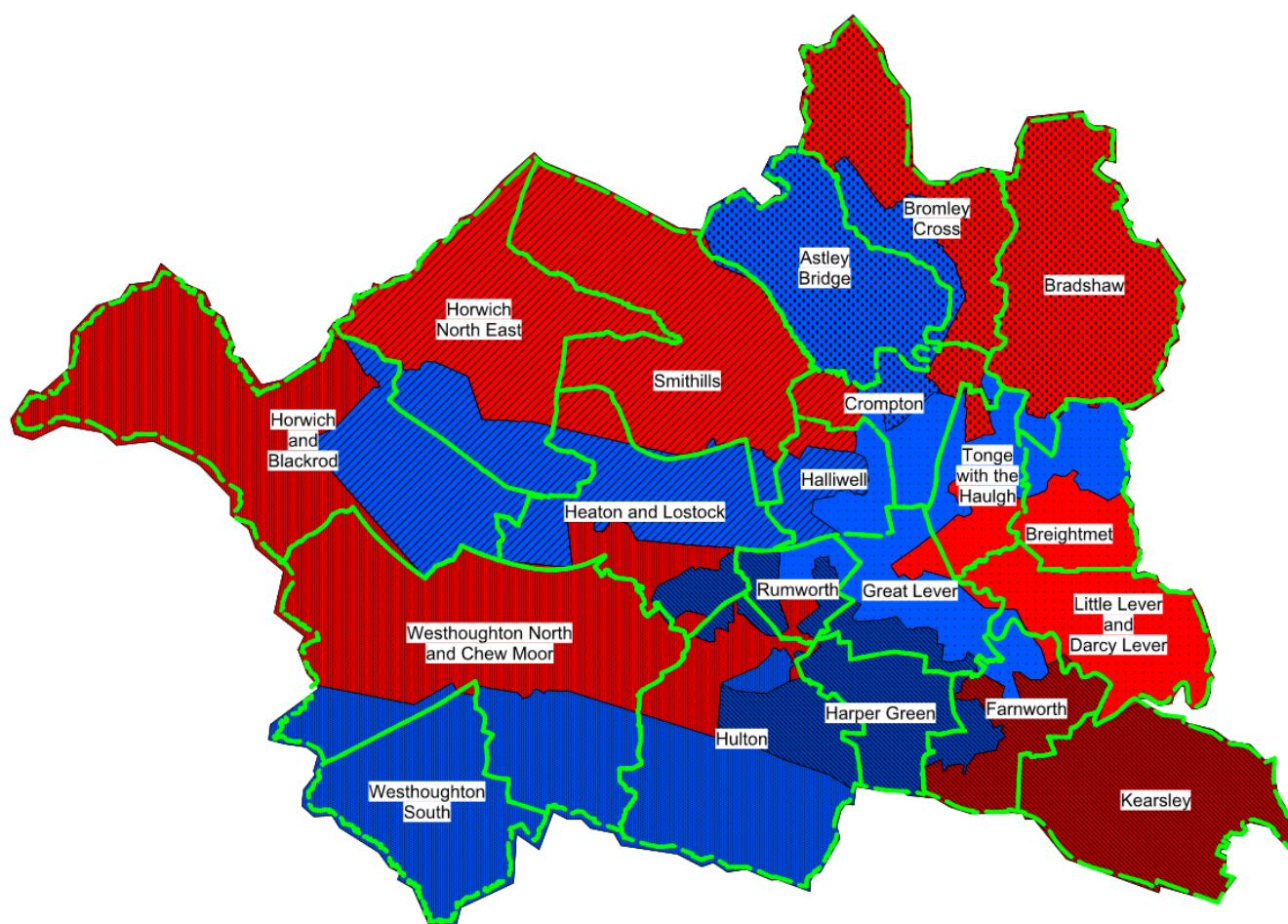
Bolton Council is split into 5 collection zones for the purpose of refuse collection and each zone is split into red and blue week.



On week one all properties in the red areas have their grey bins emptied and properties in the blue areas have their recycling bins emptied. On week two this changes over and properties in the red areas have their recycling bins emptied and properties in the blue areas have their grey bins emptied. Each red and blue area is split into eleven grey bin collection rounds.

Bolton Wards

The map below shows the collection zones and wards in Bolton.



Proposed Exchange Programme

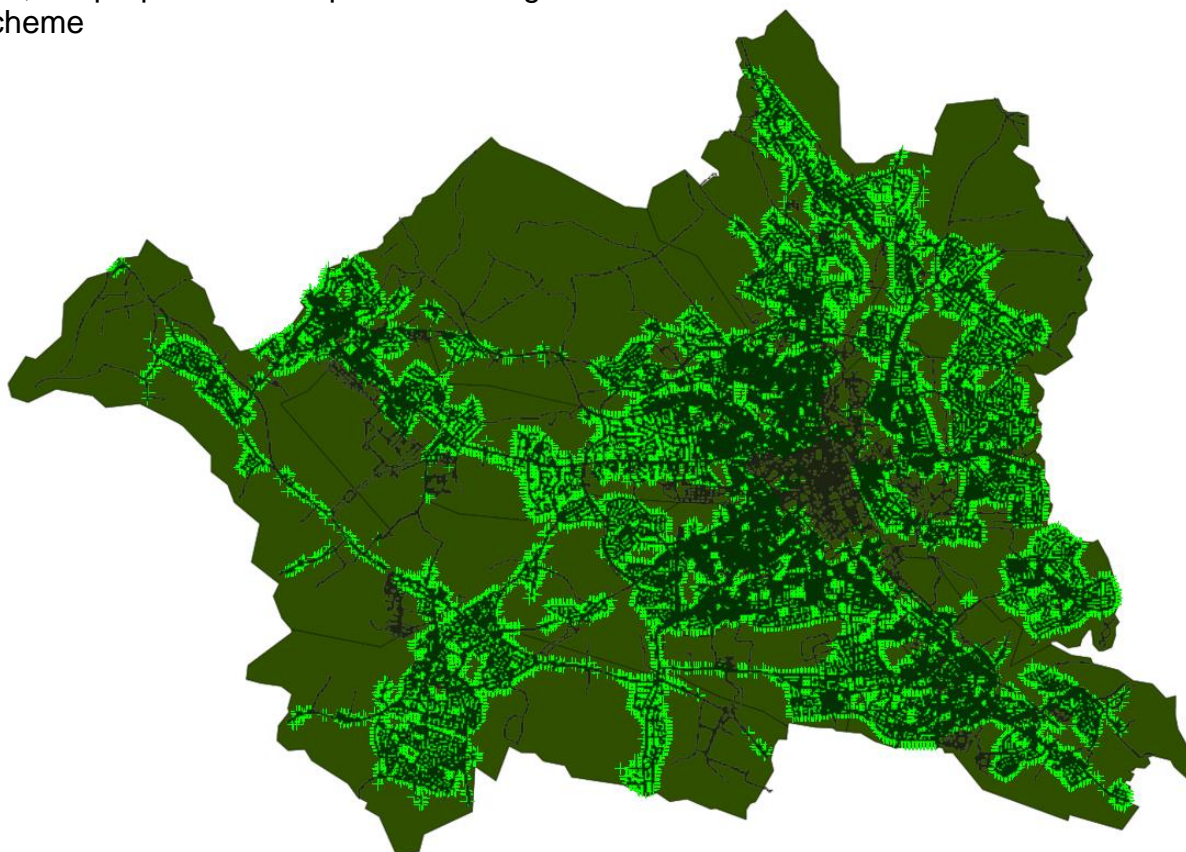
The exchange programme would take place in eleven phases between 20 June 2016 and 18 November 2016. Each phase is made up of one grey bin collection round per day over the two week collection cycle. Residents would receive a letter to inform them their bins are being exchanged on the collection day before the exchanges take place.

Phase	Start Date		End Date	Letter Sent
Phase 01	20/06/2016	to	01/07/2016	06/06/2016
Phase 02	04/07/2016	to	15/07/2016	20/06/2016
Phase 03	18/07/2016	to	29/07/2016	04/07/2016
Phase 04	01/08/2016	to	12/08/2016	18/07/2016
Phase 05	15/08/2016	to	26/08/2016	01/08/2016
Phase 06	29/08/2016	to	09/09/2016	15/08/2016
Phase 07	12/09/2016	to	23/09/2016	29/08/2016
Phase 08	26/09/2016	to	07/10/2016	12/09/2016
Phase 09	10/10/2016	to	21/10/2016	26/09/2016
Phase 10	24/10/2016	to	04/11/2016	10/10/2016
Phase 11	07/11/2016	to	18/11/2016	24/10/2016

Finishing mid-November will allow the end of November and early December to remove bins not captured in the first round of the exchanges.

Scope of the exchange scheme

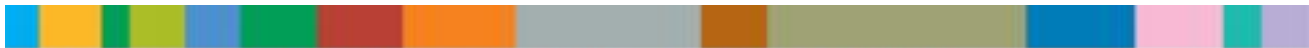
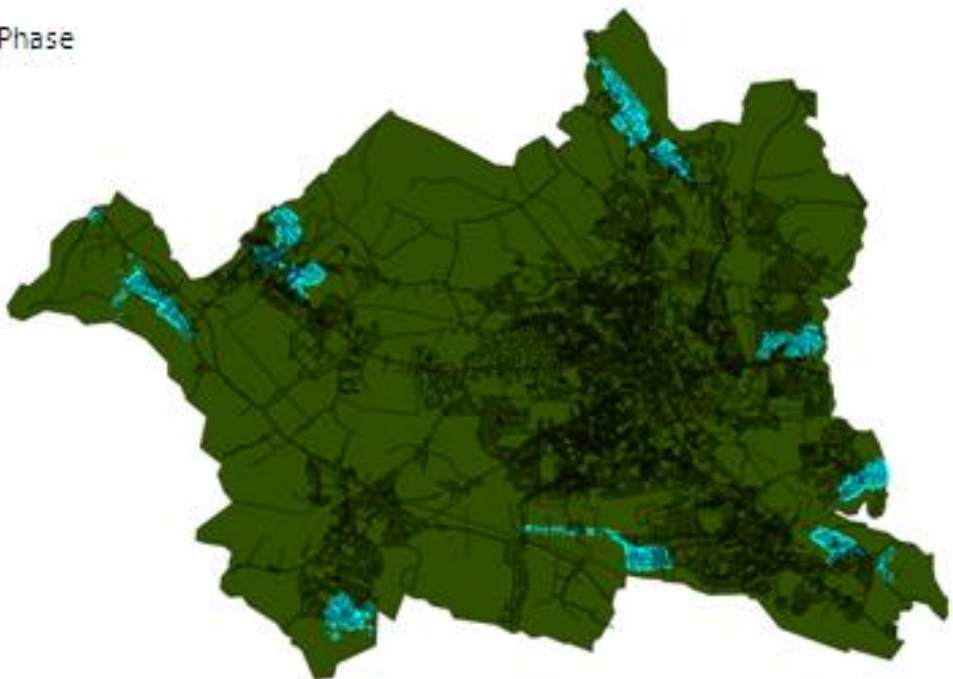
113,500 properties in scope for exchange scheme





Phase 01 Monday 20 June – Friday 1 July

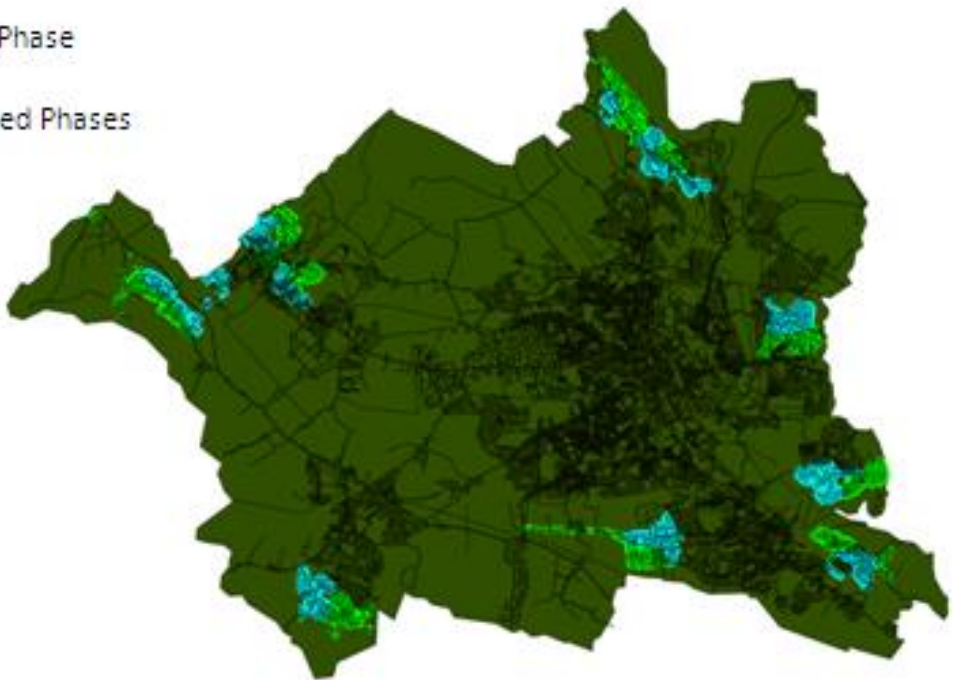
● Current Phase



Phase 02 Monday 4 July – Friday 15 July

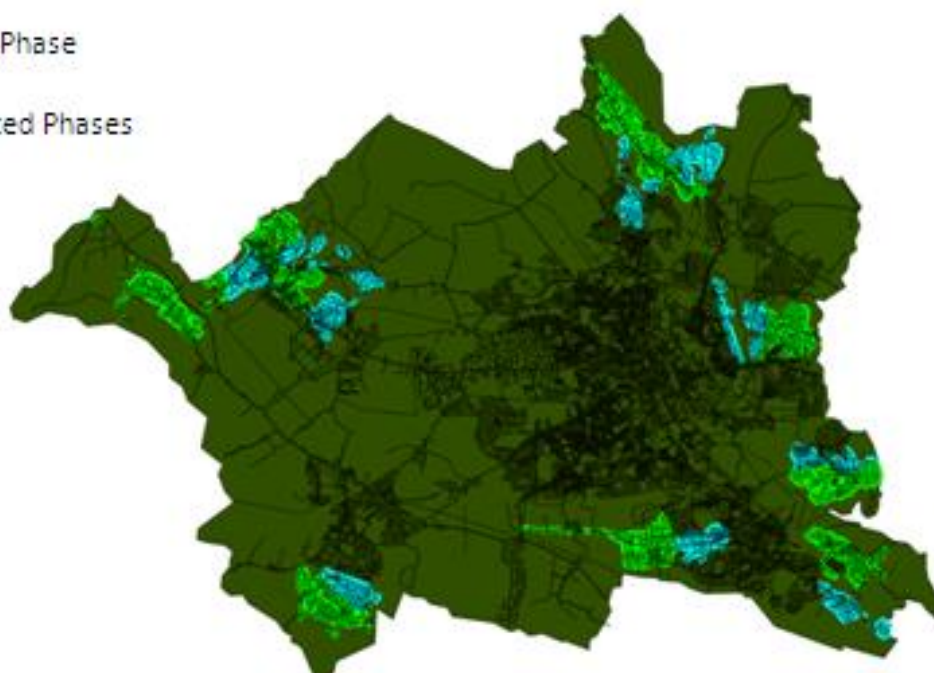
● Current Phase

● Completed Phases



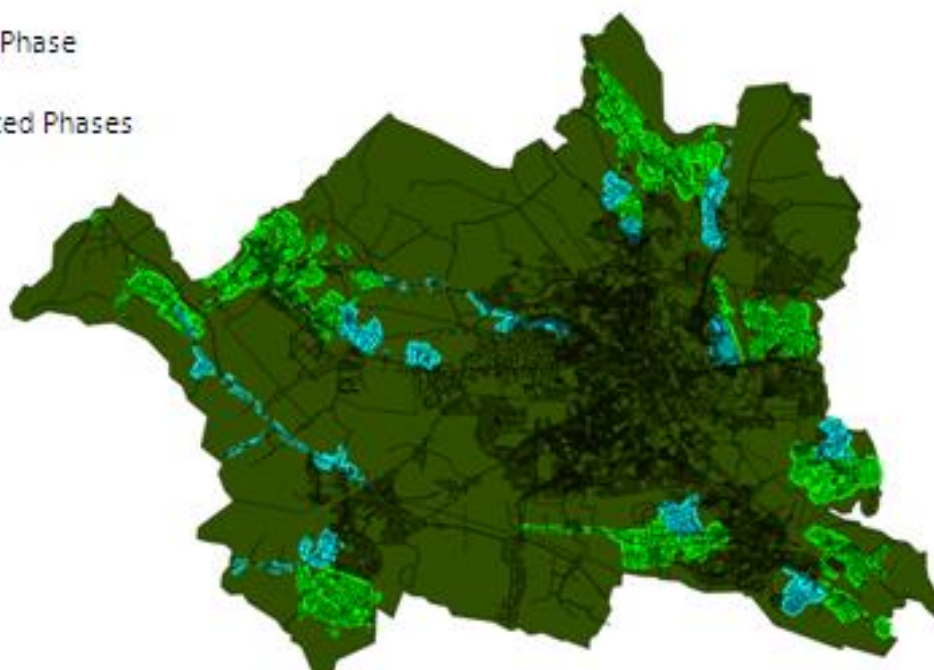
Phase 03 Monday 18 July – Friday 29 July

- Current Phase
- Completed Phases



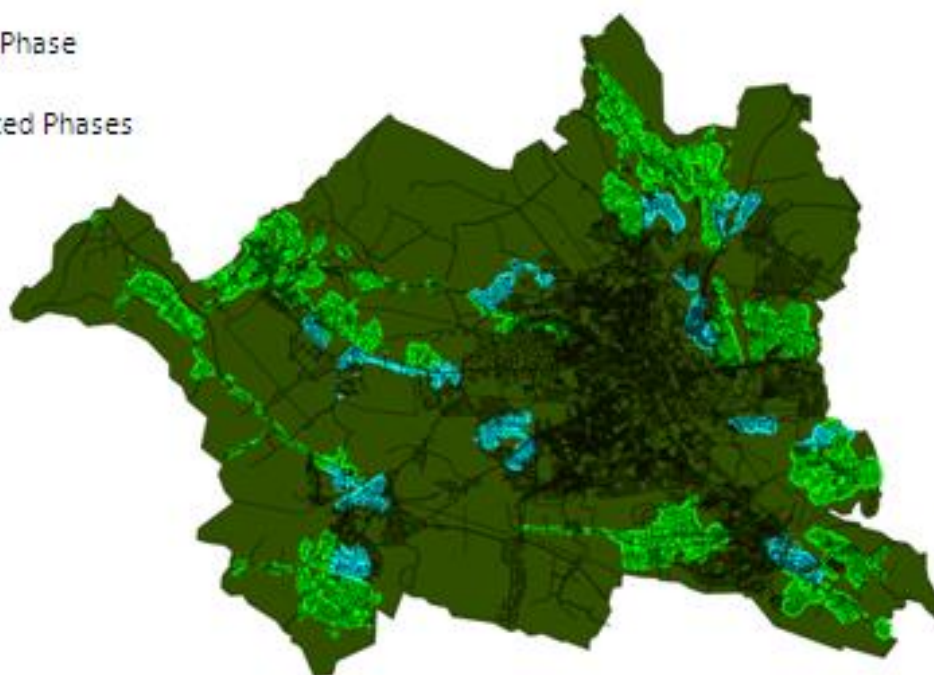
Phase 04 Monday 1 August – Friday 18 August

- Current Phase
- Completed Phases



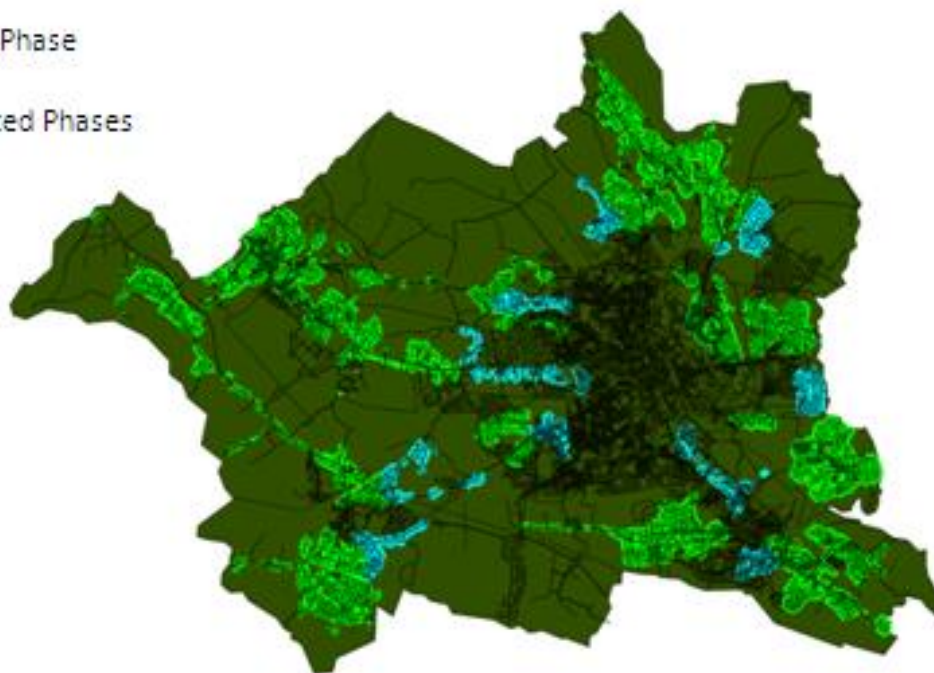
Phase 05 Monday 15 August – Friday 26 August

- Current Phase
- Completed Phases



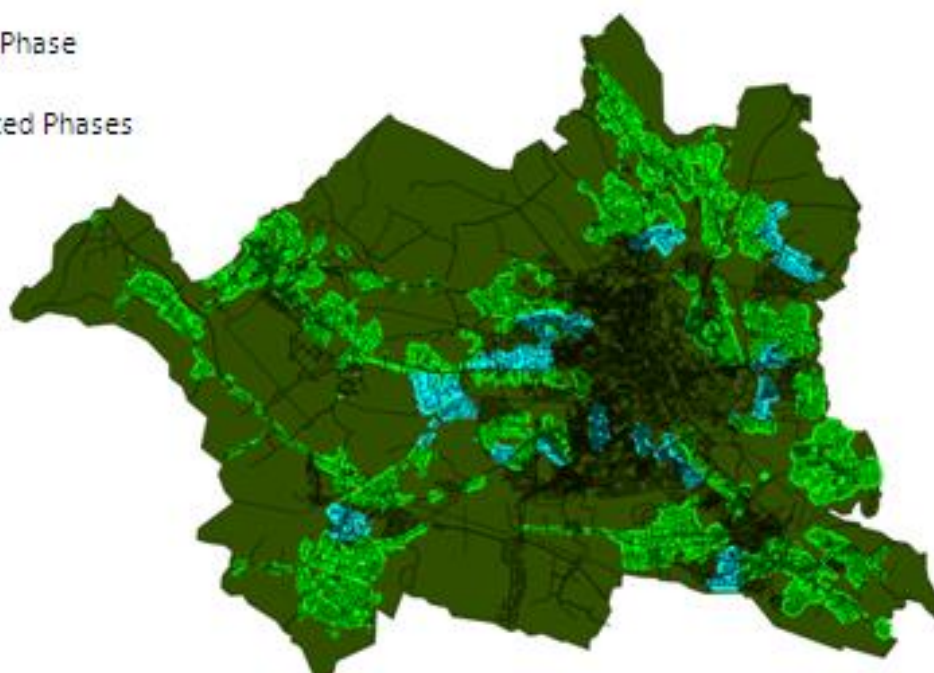
Phase 06 Monday 29 August – Friday 9 September

- Current Phase
- Completed Phases



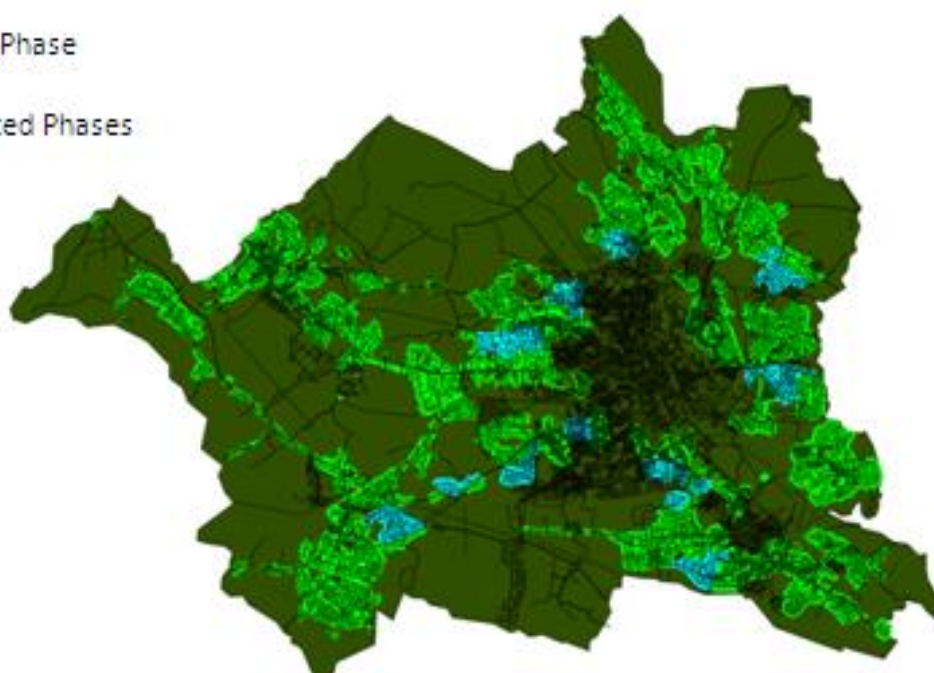
Phase 07 Monday 12 September – Friday 23 September

- Current Phase
- Completed Phases



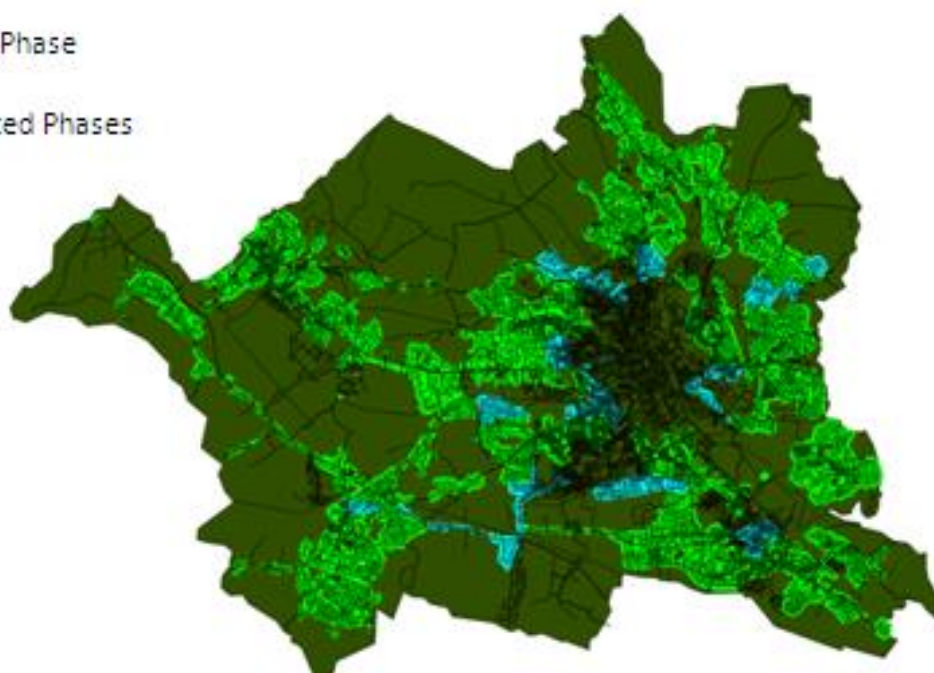
Phase 08 Monday 26 September – Friday 7 October

- Current Phase
- Completed Phases



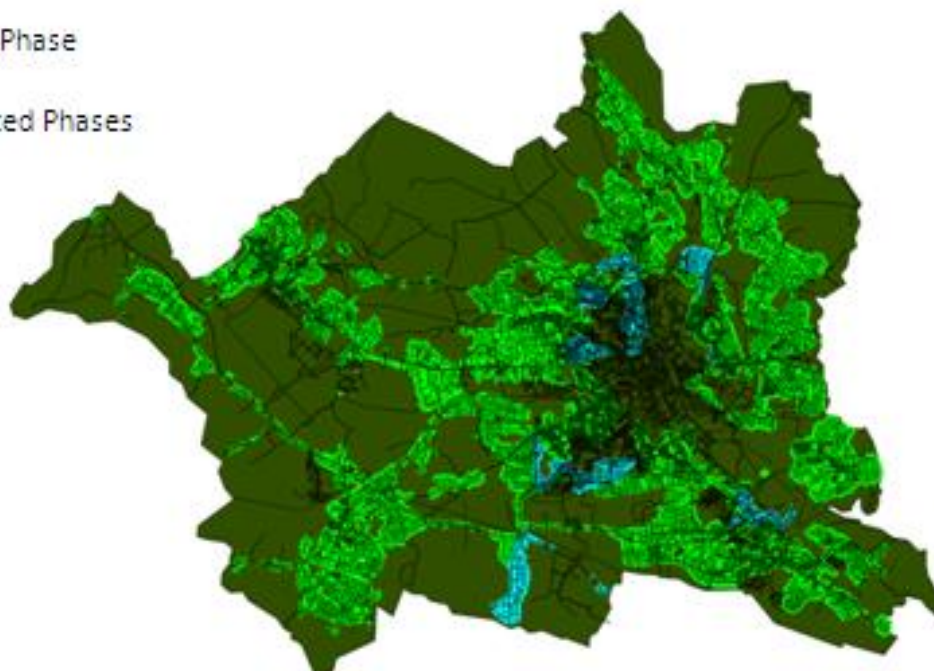
Phase 09 Monday 10 October – Friday 21 October

- Current Phase
- Completed Phases



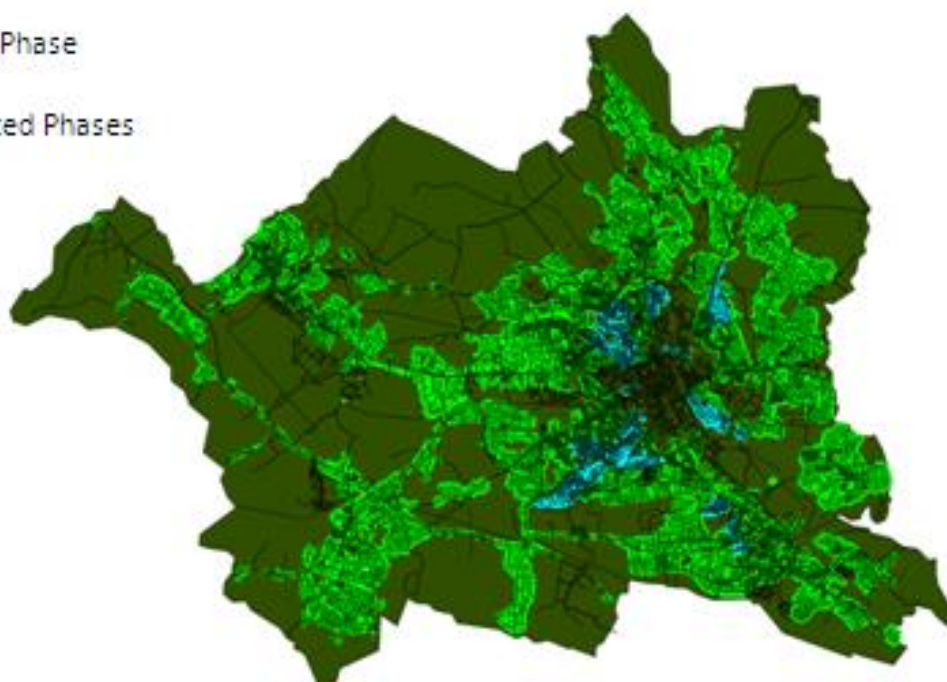
Phase 10 Monday 24 October – Friday 4 November

- Current Phase
- Completed Phases



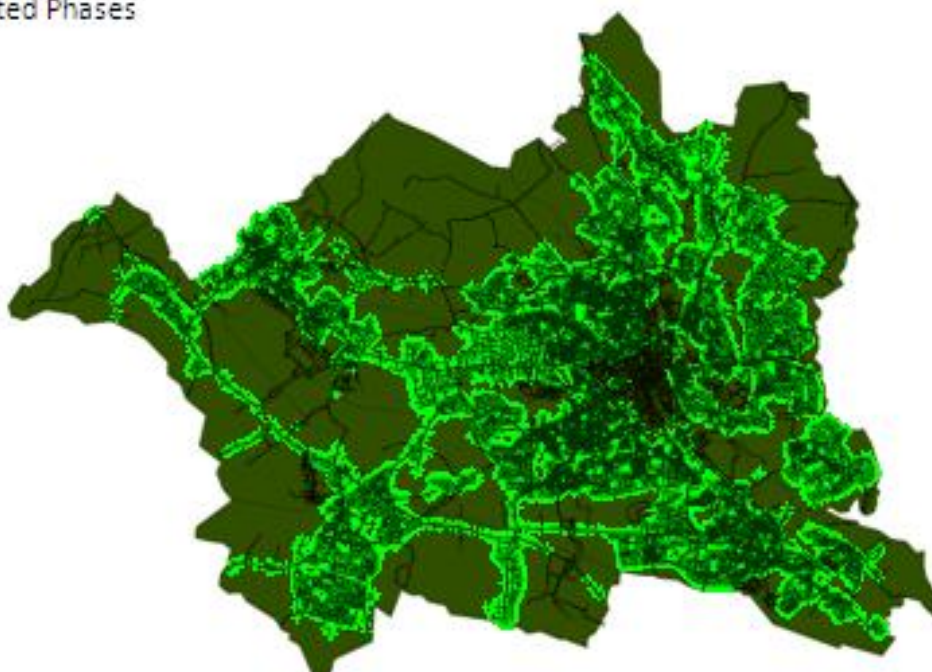
Phase 11 Monday 7 November – Friday 18 November

- Current Phase
- Completed Phases



Exchange Complete

- Completed Phases



Equality Impact Assessment Part 1: Screening Form

Title of report or proposal:
Waste Savings 2015-17

Department:	Environmental Services
Section/SIAP unit:	Waste and Fleet Management
Date:	01/05/2015

This report is for decision and is therefore subject to an Equality Impact Assessment. The following questions have been completed to ensure that this proposal, procedure or working practice does not discriminate against any particular social group. Details of the outcome of the Equality Impact Assessment have also been included in the main body of the report.

Equality Impact Assessment Questions

1. Describe in summary the aims, objectives and purpose of the proposal, including desired outcomes:

Environmental Services need to save £5.3 to £6.3m during 2015-17.

Saving money by reducing the amount of waste sent for disposal, through providing slimmer grey bins and more support to further increase recycling, was identified as having the potential to achieve £1.25m of this saving target.

Residents will receive the following service under the proposal:



2. Who are the main stakeholders in relation to the proposal?

The following stakeholders have been identified:

- Operational waste management staff
- Back office waste management staff
- All residents in Bolton who receive a spectrum of waste collection services
- Greater Manchester Waste Disposal Authority
- Other partner Greater Manchester local authorities
- Local faith groups
- Elected Members
- Area forums
- Access Bolton staff
- Bolton@home
- Bolton Accredited and Registered Landlords Organisation (BARLO)
- Bolton's Affiliation of Tenants and Residents Associations (BATRA)
- Agency Staff

3. In summary, what are the anticipated (positive or negative) impacts of the proposal?

Under national equality legislation, the council must have due regard to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity between different groups of people
- Foster good relations between different groups of people

As a universal service, the proposed move to a smaller 140l grey bin would affect all users of the kerbside waste and recycling service. However, there may be particular impacts for some groups which would need to be managed appropriately, in order to ensure that the kerbside service is accessible for Bolton's diverse communities. These potential impacts are set out below:

Positive

- Stockport and Trafford already operate this option and collect significantly less residual waste, resulting in lower disposal costs.
- Tameside have completed a trial in areas similar to Bolton and are now swapping all residents to a 140 litre bin collected fortnightly. The 240 litre grey bin will become a recycling bin and the 140 litre recycling bin will be used to collect residual waste.
- There will be no change to the amount of time waste is in the grey bins. This was the main concern from residents when managed weekly collections were introduced.
- No changes to waste or recycling collection rounds.
- No impact on staff.
- All residents would have new bins.
- The current bin stock is 25 years old and is therefore likely to start failing so a good opportunity to replace.
- Opportunity to sticker all bins with addresses so residents and collection crews can identify bins.
- No change to the impact during periods of suspended service e.g. bad weather.
- Over 1600 residents have already chosen to have a grey 140 litre bin (exchanged as part of slim

your bin campaign or purchased).

Negative

- Residents may not be happy with the reduction in residual capacity.
- Back street waste and fly tipping may increase.
- Complaints from residents who have paid for a 240L bin (residents will need to be reminded that the charge is an administration and delivery charge and that the bin always remains the property of Bolton Council).
- The reduction in capacity may impact on large families, families with residents in nappies and residents that produce medical waste, leading to difficulties managing with a 140 litre bin.

4. With regard to the stakeholders identified above and the diversity groups set out below:

	Is there any potential for (positive or negative) differential impact?	Could this lead to adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason?	Please detail what measures or changes you will put in place to remedy any identified adverse impact
Race	Communications – some residents who do not use English as their first language may find it difficult to understand the changes to their waste service	Yes these residents may not understand the changes to the service. This could result in side waste being presented, or contamination of the recycling bins with the wrong waste	No – it will be necessary to make sure that the proposed changes are effectively communicated to all of Bolton’s diverse communities	Specific engagement will be undertaken with community groups and faith groups, to ensure that the proposed change is effectively communicated
Religion	No specific impacts in relation to religion have been identified at this time.	No specific impacts in relation to religion have been identified at this time.	No specific impacts in relation to religion have been identified at this time.	No specific impacts in relation to religion have been identified at this time.
Disability	The reduction in capacity may impact on residents with medical waste.	Yes some residents may find they require more capacity due to their medical waste.	As part of its strategy for delivering its budget, the council has sought to make savings from universal services, in order to offer a degree of protection for services for the borough’s most vulnerable people. However, it will be necessary to consider the particular needs of people who have a disability, as set out in the next column	Waste audits will be available for eligible customers. Extra Recycling Officer resources will be put in place to assess the waste audits due to an anticipated increase in requests. Assisted collections will continue to remain available to residents but we do not anticipate an increase in the number of requests as the 140 litre bin is slimmer and therefore easier to move around.

Gender (including gender reassignment)	No specific impacts in relation to gender have been identified at this time	No specific impacts in relation to gender have been identified at this time	No specific impacts in relation to gender have been identified at this time	No specific impacts in relation to gender have been identified at this time
Age	Positive Impact	No	N/A	There is likely to be a positive impact on the assisted collection services as the slimmer bins are easier for residents to move around.
Sexuality	No specific impacts in relation to sexuality have been identified at this time	No specific impacts in relation to sexuality have been identified at this time	No specific impacts in relation to sexuality have been identified at this time	No specific impacts in relation to sexuality have been identified at this time.
Caring status (including pregnancy & maternity)	Households with young children in nappies or with adults with medical needs may not have enough capacity in the proposed 140l residual container.	Potentially not enough storage capacity.	As part of its strategy for delivering its budget, the council has sought to make savings from universal services, in order to offer a degree of protection for services for the borough's most vulnerable people. However, it will be necessary to consider the particular needs of families with caring responsibilities who may have difficulty with a reduction in bin capacity, as set out in the next column.	Waste audits, which involve a visit from a Recycling Officer to assess the household's waste and recycling capacity, would be conducted upon request for larger families (policy change from seven or more residents to six or more residents), families with children in nappies and residents with medical needs. Households that are recycling as much as possible and still unable to cope with the reduced residual waste collections will be offered the opportunity to keep the 240 litre bin.

Marriage and civil partnership	No specific impacts in relation to marriage and civil partnership have been identified at this time	No specific impacts in relation to marriage and civil partnership have been identified at this time	No specific impacts in relation to marriage and civil partnership have been identified at this time	No specific impacts in relation to marriage and civil partnership have been identified at this time.
Socio-economic	<p>Households with large families living in smaller terraced houses may have difficulty managing their waste due to lack of storage space and higher than average waste production. This is likely to be of particular relevance to households in deprived areas, where there is higher density of housing</p> <p>Households without the use of a car may not be able to use the Household Waste Recycling Centres to take additional waste</p> <p>During festive periods there would be a bigger impact on this group</p>	<p>These households may find it difficult to manage their waste with a 140l fortnightly residual waste collection without increased education on how to recycle effectively.</p> <p>In addition, there may be an increase in litter and/or fly tipping if households do not increase their recycling as a result of the changes</p>	<p>As part of its strategy for delivering its budget, the council has sought to make savings from universal services, in order to offer a degree of protection for services for the borough's most vulnerable people.</p> <p>Potential ways to mitigate the impact on households in deprived communities are set out in the next column.</p>	<p>Mitigating measures proposed:</p> <ul style="list-style-type: none"> - Cases studies to be carried out using a cross section of households. - Large family waste audits to give households additional capacity if required (policy change from seven or more residents to six or more residents).. - Smaller recycling receptacles such as boxes, bags, 140 litre containers could be made available to households that have insufficient storage space. - Incentive scheme for community led communal recycling facilities. - Recycling education programme ongoing. All properties door knocked in 2015/16, to encourage recycling. - Follow up work with days of action in problem

				<p>areas.</p> <ul style="list-style-type: none"> - Residents encouraged to slim their bin in advance to help and support them through the changes.
Other comments or issues	<p>Overall impact on the borough – there may be a general increase in complaints from residents who are unhappy with the fortnightly residual 140l collection and the implementation process. The mitigation for this is a good communication and engagement campaign to explain the benefits of the new collection arrangements and the need for change. There will be constant monitoring of complaints and services performance after implementation to understand how well the service change is working.</p> <p>Health – there is a perception around environmental health issues regarding any excess waste left out or in gardens due to the capacity. Days of action will be carried out in any areas that become a problem and we will work closely with education and enforcement to ensure residents understand what is expected of them.</p> <p>Operational Staff – it is envisaged that there may be an increased number of waste audit applications due to the downsizing of the bins which will mean more work for the Recycling Officers. Additional resources will be put in place to meet demand. There will be no changes to waste and recycling collection rounds. The grey bins will be slimmer and have a positive impact on collection crews as they will be easier to move around.</p> <p>Call centre staff – it is likely that the call centre will experience higher than normal call volumes especially in the initial implementation phases. Additional staff will be required during this busy period to cover the phones in order to ensure that customer's queries are dealt with. We will work on part of the digital channel shift to enable more services to be accessible online and additional contact centre resources will be put in place.</p> <p>Festive periods – households normally produce additional waste during festive periods and this may be when many households struggle to cope with the reduced capacity – additional waste can be taken to the Household Waste Recycling Centres. A large amount of this waste can be recycled and specific campaigns will promote this.</p>			

<p>Please provide a list of the evidence used to inform this EIA, such as the results of consultation, service take-up, service monitoring, surveys, stakeholder comments and complaints where appropriate.</p> <p>If you have undertaken consultation as part of the proposal, the consultation manager will upload it on to the corporate database.</p>	<p><i>Evidence used:</i></p> <ul style="list-style-type: none"> • <i>Budget Consultation report</i> • <i>Waste tonnage information – waste data flow</i> • <i>Projected tonnages for 14/15 onwards if we did not change collection regime</i> • <i>Waste levy model – used to project disposal savings</i> • <i>Actual tonnages from other boroughs who have fortnightly residual 140l collections</i> • <i>Data from previous implementation of managed weekly collections in Bolton</i> • <i>In cab technology data</i> • <i>WRAP reports</i> • <i>Assisted collection data</i> • <i>Number of waste audit requests</i> • <i>Number of recycling container orders</i> • <i>Information from other Greater Manchester Collection Authorities</i>
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5.a Are there any gaps in your evidence or conclusions that make it difficult for you to quantify the potential adverse impact?

This project assumes that households will be encouraged to change their behaviour as a result of the bin size change. This has been proven to occur as other Local Authorities have adopted similar changes. Recycling has been proven to increase as a result of reduced domestic waste capacity. Other local authority areas that have already gone to a smaller bin have shown this to be the case however if behaviour does not change enough in Bolton we may initially see more fly tipping and recycling bin contamination issues which would subsequently have to be addressed.

5.b If so, please explain how you will explore the proposal in greater depth or please explain why no further action is required at this time.

Every household in Bolton will be door knocked during 2014/15 or 2015/16 to provide advice on support on waste and recycling and ensure they have the containers they need. Resources will be put in place as part of the planned service change to ensure we can carry out days of action and work in areas if behaviour change does not occur. In addition, public consultation on the proposals will be undertaken, and will be used to inform the final proposals.

You may wish to consider undertaking secondary data analysis, further consultation or research or investigating best practice. If you are planning to undertake further consultation or research as a result of this EIA, please contact the Consultation Manager on ext. 1083.

This EIA form and report has been checked and countersigned by the Departmental Equalities Officer before proceeding to Executive Member(s)

Please confirm the outcome of this EIA:

No major impact identified, therefore no major changes required – proceed	<input type="checkbox"/>
Adjustments to remove barriers / promote equality (mitigate impact) have been identified – proceed	<input checked="" type="checkbox"/>
Continue despite having identified potential for adverse impact/missed opportunities for promoting equality – this requires a strong justification	<input type="checkbox"/>
Stop and rethink - the EIA identifies actual or potential unlawful discrimination	<input type="checkbox"/>

Report Officer

Name: Laura Swann

Signature:

Date and Contact No: 12/5/2015 Ex: 7909

Departmental Equalities Lead Officer

Name: Emma Sewell

Signature:

Date and Contact No: 12/5/2015 Ex: 6811
