1. **Summary**

1.1. This report provides an update on the new food and fortnightly waste collection service and an update on the performance of the bulky waste Collection service.

2. **Recommendations**

2.1. The Sustainable Development Select Committee is recommended to:

- To note the contents of the report.
- To discuss the item and provide views on the content.

3. **Background – New Food & Fortnightly Waste Services**

3.1. As a result of a number of challenges and drivers, officers modelled a range of service options and the option approved at Mayor & Cabinet in February 2016. These were:

- The introduction of a subscription garden waste service;
- The introduction of a weekly food waste service;
- A reduction in the collection frequency of residual waste to fortnightly, and
- retaining the current recycling & garden waste collections weekly

**Challenges & drivers for service changes**

3.2. Improved Environmental Performance - Lewisham’s recycling rate is one of the lowest in the country and by changing the services that are offered could have a significant impact on reducing waste in the first instance, increasing the amount that is recycled or composted and reducing the carbon footprint of waste and recycling collected and disposed of.

3.3. There are a number of benefits to recycling more than we currently do, including reducing the amount of waste sent to incineration, conserving natural resources such as wood, water and minerals, and preventing pollution by reducing the need to collect new raw materials. Lewisham does have a good range of materials that can be recycled, however, not all residents are using the services to their full potential. There could also be significant gains both in performance and environmental impact on collecting food waste. By the very nature of collecting food waste people often see how much is being wasted and change their habits to reduce their waste accordingly. Further, collecting food waste produces biogas providing a source of renewable energy that is carbon neutral and a fertiliser rich in nitrogen.
3.4. Financial - The financial drivers are around the need to make savings in the current budget climate, whilst at the same time running effective and efficient services.

3.5. Reductions in government funding, combined with increased costs of collection and disposal and a volatile recyclable market has significantly increased pressure on waste budgets in recent years.

3.6. Legislation - There are two key regulations in the Waste (England and Wales) (Amendment) Regulations 2012, as detailed below:

- Regulation 12 - places an ongoing requirement for local authorities to apply the waste hierarchy;
- Regulation 13 – from 1 January 2015, waste collection authorities must collect waste paper, metal, plastic and glass separately and imposes a duty on waste collection authorities, from that date, when making arrangements for the collection of such waste, to ensure that those arrangements are by way of separate collection. These duties apply where separate collection is necessary (the Necessity Test) to ensure that waste undergoes recovery operations in accordance with the directive and to facilitate or improve recovery; and where it is technically, environmentally and economically practicable (The TEEP Test).

3.7. Future waste planning-The SELCHP Energy from Waste (EfW) contract ends in early 2024. The contract prices for EfW tend to be much higher than other forms of waste treatment and with a growing population potentially producing more waste and recycling, it is necessary to explore all options for managing waste and recycling effectively and efficiently.

4. Overview of change to current service

4.1. Lewisham currently provide a weekly collection of the 180ltr black refuse bin and the green 240ltr recycling bin. A garden waste collection service is provided on a weekly basis to residents that have subscribed to the service.

4.2. The new service will take effect on the 2nd October to Lewisham residents that currently have a wheeled bin collection (80,000), except high density red routes. The following items can be disposed of in the food caddy:

- Meat and fish - raw and cooked including bones
- Fruit and vegetables - raw and cooked
- All dairy products such as eggs and cheese
- Bread, cakes and pastries
- Rice, pasta and beans
- Uneaten food from your plates and dishes
- Tea bags and coffee grounds
- Nut shells

4.3. The 180ltr Black refuse bin will be collected fortnightly. The recycling bin will remain the same with a weekly collection. The food and for residents that have subscribed to the garden waste collection service, collection will be on a weekly basis. All collections will be made on the same day.

4.4. Under exceptional circumstances we may consider replacing a standard 180ltr black wheelie bin for a larger 240ltr wheelie bin.

4.5. An update report will be provided within 6 months of the service commencing.
Disposal

4.6. An interim contract with Veolia UK has been approved for the food and garden waste. The organic waste will be collected at the kerbside and will be tipped at Veolia Southwark, where it will be transported to an In Vessel composting (IVC) facility. The contract has been agreed for 1 year allowing Lewisham to collate tonnage data to enable us to go out to tender.

Vehicles

4.7. A total of 24 vehicles will be in operation. 8 vehicles will be assigned to residual, 8 to recycling and 8 to collect the food and garden waste.

4.8. It was agreed at M&C on 7/6/17 that these vehicles would be bought rather than leased.

Communications

4.9. A comprehensive communication strategy is in place with available resources for communication, community engagement and monitoring activities.

- From the beginning of August, the Lewisham website will be updated informing residents of the change in service, pop up boxes will open on all pages.
- Posters will be displayed around the borough on JC Decaux boards, from the beginning of September.
- Posters will be displayed at libraries, park entrances, Cllr surgeries and Laurence House from the 24th July.
- Social media will be used to advertise and inform residents of the changes on a weekly/daily basis, as of 24th July.
- Information will be published in the autumn edition of Lewisham Life during August.
- Information will be advertised in the press from 24th July.
- E-newsletters will be sent to over 35,000 residents at different times during the implementation process.
- A letter will be sent to all kerbside properties on the 24th July.
- Postcards will be handed out at the Reuse & Recycling centre and Access Point from end of July.
- Road Shows will be held during September and October at Deptford, Lewisham, Catford and Sydenham.
- Bin tags will be used to inform residents in advance of the start date.
- Waste Advisers will engage with residents from September.
- From the 24th July, Leaflets will be delivered to all kerbside properties.
- From September, a telephone holding message will be used across services via the Call centre.
- Presentation will be available from beginning of September at Access Point, Laurence House.
- Members briefing note has been prepared and will be circulated in advance of implementation date.

Waste advisors

4.10. Officers are currently recruiting 10 Waste Advisors who will start September for a 6 month period. The Waste Advisors will engage with householders providing help and advice by door knocking and carrying out roadshows.
around the borough. They will carry out a participation survey prior to the commencement of the new service and carry out a further survey after the service has been implemented, targeting areas that are not using the service.

Caddies and bags

4.11. Properties will receive a 23 litre outside food bin and a smaller 5 litre indoor kitchen caddy. An initial supply of biodegradable liners will be provided. Thereafter residents will need to purchase liners from supermarkets.

4.12. Internal and external bins are currently stored at Willow Way where 2 leaflets, including the collection calendar, and the bags will be packed in the caddy prior to distribution. Distribution of the caddies and leaflets will commence 25/07/2017.

5. Environment Division Structure Chart

5.1. The below structure chart is an up to date chart (2017/18) which includes changes for the new service delivery.

6. Complaints and Casework

6.1. The Lewisham web site will hold all relevant information about the service changes and constant reminders that residual waste will be changing to a fortnightly service. If residents feel that they have not been able to find the answer to their question or would like to raise a complaint there are options available:

- Requests & complaints can be raised via the Lewisham Website
- Via email
- letter
- Via call back, to allow for residents that do not have access to the internet.

6.2. The complaint procedure is in line with corporate procedures.
6.3. Service requests will be logged on the Love Lewisham app by members of staff. This allows the service to monitor issues and identify areas of concern before members of the public report issues.

7. **Back ground – Bulky Waste Collection Service**

7.1. On 1st April 2016 the responsibility for this service was transferred from the Environment Division’s Street Cleaning group to Lewisham Homes. Lewisham Homes have provided an update on the performance of the Bulky waste service. Please see appendix A

8. **Financial Implications**

8.1. There are no financial implications relating to this report.

9. **Legal Implications**

9.1. There are no legal implications relating to this report.

10. **Equalities Implications**

10.1. There are no equalities implications relating to this report.

11. **Environmental Implications**

11.1. Environmental considerations have been taken into account in this report.

12. **Crime and Disorder Implications.**

12.1. There are no crime and disorder implications relating to this report.

13. **Conclusion**

13.1. This paper provides the Committee with an overview of the current and planned waste & recycling services and an update on the performance of the Bulky waste collection service. This report seeks to capture the views of the Committee on the new waste & recycling service and on the current performance of the bulky waste collection service.

14. **Further Information**

14.1. For further information please contact Wendy Nicholas, Strategic Waste & Environment Manager at wendy.nicholas@lewisham.gov.uk or 020 8314 2194
1. Lewisham Homes took responsibility for the collection and disposal of bulk refuse and fly-tipping on the estates in manages from 1 April 2016.

2. The service forms part of the Environmental Services Division, which also manages internal and external cleaning (caretaking) and grounds maintenance. It’s currently operated with 8 staff using 4 x 3.5 tonne tippers. The teams collect from bulk refuse points adjacent to Lewisham Homes-managed blocks as well as any fly-tipping at these locations and elsewhere on communal housing land.

3. In 2016/17 the teams collected and tipped 3,679 tonnes of bulk and fly-tipping – an average of 307 tonnes per month. The cost of the service for the year was £343,472, excluding tipping cost. This was £6.5k lower than in 2015/15.

4. Tipping costs in 2016/17 were £456,868. They are charged to the HRA, but form part of the service charge to leaseholders.

5. Based on tipping records over the last five months, we expect a substantial increase in volumes and costs in 2017/18.

6. Since February 2017, there has been a steep increase in the amount of bulk and fly-tipping. From 1 April 2016 to 31 January 2017, the teams collected an average of 281 tonnes per month. From 1 February to 30 June, the estimated average was 473 tonnes per month.

7. If this trend is continued, Lewisham Homes expects to collect and tip in the region of 6,000 tonnes of bulk refuse and fly-tips in 2017/18. The increase in the volume and slightly increased charges mean, in 2016/17, the cost of tipping alone is estimated to be £759k.

8. Customer satisfaction with the service in 2016/17 appears to have improved compared with previous years. However, since June 2016, Lewisham Homes has measured customer satisfaction with external cleaning whole rather than separating bulk collection and estate sweeping. Although simpler, it makes comparisons between current satisfaction levels and last year’s levels less straightforward.

9. We can compare satisfaction with all external services (i.e. external cleaning and grounds maintenance) up to 2015/16, with external cleaning in 2016/17. Out of a sample of 999 customers surveyed in 2016/17, 72% were satisfied. This is an improvement compared with 2014/15 (65%), and 2015/16 (58%).

10. These satisfaction levels are lower than those for Lewisham Homes’ other Environmental Services, and managers are integrating the bulk service more fully within its Caretaking service to further improve performance – particularly in view of the 62% increase in the pressure on the service this year to date.