

CABINET

16 APRIL 2013

EFFICIENCIES OF NEW RECYCLING SERVICE

Portfolio Holder: Councillor Phil Filmer, Front Line Services

Report from: Robin Cooper, Director of Regeneration, Community & Culture

Author: Sarah Dagwell, Head of Waste Services
Steve Baker, Waste Development Manager

Summary

Recycling and organics collections are to be increased to weekly; the launch is scheduled for Monday 28 October 2013. This service enhancement has been fully funded by Department for Communities and Local Government.

Alongside this change, Waste Services is recommending three service stances that could save significant revenue expenditure by reducing the cost of waste disposal and ensuring the collection fleet provides best value for Medway. This report reviews current policy positions, demonstrates the potential savings available if recommendations are agreed and how they would be implemented. The service stance reviews are:

- paper/card only to be collected if placed out separately from other recyclables (containers)
- non collection of garden waste when presented mixed with residual waste black sacks
- non collection of garden waste in excess of 1x brown wheeled bin + 2x sacks or 4x sacks or 1x 23L food bin + 4x sacks

1. Budget and Policy Framework

- 1.1 The recommendations set out in this report support the priorities and values contained within the Council Plan 2013-2015 (Policy Framework), specifically Giving Value for Money and the commitment to increase recycling and reduce waste going to landfill sites. If the recommendations are implemented in full savings against current

budgets can be realised, otherwise there will be an unfunded pressure. This is therefore a matter for Cabinet.

2. Background

- 2.1 On 22 November, the Department of Communities and Local Government (DCLG) confirmed that Medway's bid, in partnership with Veolia, had been awarded the full funding (£14,029,901 over three years) for the weekly collections services. This was reported to Cabinet on 27 November 2012, where the Cabinet approved a contract variation that would facilitate an increase in the frequency of recycling and organics kerbside collections from fortnightly to weekly (ref:205/2012).
- 2.2 DCLG have also confirmed that the Authority can bank any efficiency savings gained from delivering the project, hence ongoing discussions with Veolia regarding the optimum resource requirements of the weekly service and fleet.
- 2.3 Revenue savings of approximately £200,000 per annum relating to reductions in disposal tonnages are anticipated as a result of weekly recycling and organics collections alone. These have been taken into account in the budget build process for 2013/2014.
- 2.4 Further revenue savings can however be achieved by adopting the recommendations set out in sections 3 – 5 below.
- 2.5 A Diversity Impact Assessment screening form has been undertaken and is attached appendix 3. Whilst it is not necessary to undertake a full assessment, a number of issues have been identified to be considered at the next review.

3. Kerbside recycling collections

- 3.1 As part of the weekly collection partnership, Veolia have raised concerns over the continued collection of fully commingled materials i.e. paper and card not separated out from containers (cans, glass bottles, household packaging). A high proportion of residents¹ continue to present fully commingled material (paper/card mixed with cans, glass, plastics).
- 3.2 The transportation and sorting of fully commingled material currently costs Medway £34.03 per tonne. However, this price assumed full separation and is not sustainable for the contractor if they are required

¹ From set out survey undertaken in February 2013 of a high performing area, 18% of participants made no attempt to separate out paper/card from other recyclables, presenting fully commingled materials instead.

to continue manual sorting. Paper/card presented separately incurs no charge at all.

- 3.3 The DCLG funding represents an opportunity for Medway to review its service provision with regards collecting fully commingled materials with minimum impact on residents. Moving to weekly collection services effectively doubles storage and container capacity for recycling.
- 3.4 To ensure maximum efficiency, Waste Services are proposing a service stance that will cease the collection of fully commingled materials. However, residents will still be able to use their clear sacks for the 'container mix' (cans, glass, foil, mixed household plastic packaging), with paper and card put into the blue reusable bags. This aligns with the ethos of Veolia's original variant bid as accepted by Cabinet at time of tender and the existing instructions to residents.
- 3.5 Veolia have agreed, as long as residents clearly separate out clean paper/card, it will be collected as paper/card recycling regardless of the method of its containment.

3.6 Financial rationale

<i>DCLG model: full implementation of Twin-stream (paper/card fully separated from commingled)</i>	
Material Recycling Facility gate fee including haulage	£34.03
Tonnage of commingled (assumes 83% of available paper/card successfully extracted at source)	8079
Tonnage of clean paper/card	10121
Total processing charge of commingled (A)	£274,928

<i>AS IS model: continued collection of fully commingled material (fortnightly collections)</i>	
Material Recycling Facility gate fee including haulage	£34.03
Tonnage of commingled (based on 2012/13 performance)	11380
Tonnage of clean paper/card	6820
Total processing charge of commingled (B)	£387,261

Veolia model: continued collection of fully commingled material after weekly collections launch and full MRF used	
Material Recycling Facility gate fee including haulage	£63.82
Tonnage of commingled (based on 2012/13 performance)	11380
Tonnage of clean paper/card	6820
Total processing charge of commingled (C)	£726,272

Potential savings against forecasted budget if service stance adopted for weekly collections (B-A)	£112,333
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Potential pressure if service stance not adopted for weekly collections (C-B)	£339,011
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3.7 Implementation of recommended service stance

- 3.7.1 Between now and the launch date of 28 October 2013, an extensive communication campaign will be taking place as detailed in Appendix 1. Once the message has been embedded with residents, at the start of the launch of weekly collections, the dry recycling collection service will not collect bags consisting of fully commingled material, i.e. where obvious quantities of paper/card can be identified in with glass, cans and plastic packaging.
- 3.7.2 From this point, the procedure for engaging residents who incorrectly present waste and recycling is written into the waste collection contract and appears in Appendix 2 of this report. In summary, the collection operative affixes a note to any receptacle containing fully mixed recyclate (i.e. containers mixed with paper and card). These items will be left for the resident to re-sort and the address reported to Waste Services using existing procedure. A follow-up letter is then sent by Waste Services to the resident explaining the service provision and advising accordingly. If necessary a visit will be made by a Waste Services' officer to help assist the resident to sort their waste and ensure they have the correct containers to enable them to recycle properly.

3.8 Risks

Risk	Initial Rating	Mitigation	Revised Rating
<p>Lots of recycling left on the street.</p> <p>It is likely that, in the first few months, bags of recycling will need advisory notices attached to them. We expect the majority of householders to re-bag what they have put out and present correctly the following week. However, some residents will complain and/or not comply. Since a change in the law, the powers that local authorities have to persuade residents to comply have diminished.</p>	B2	<p>The strength of the extensive communications campaign (see appendix 1 for details) supporting the launch of weekly collections and any service stance will reduce the chance of large-scale problems. An intensive education and leniency period of two months prior to launch will provide Waste Services with time to inform residents that have not yet understood the message. The Community Officers will engage those that leave waste and recycling out for extended periods (2-days+ after collection day).</p>	C3
<p>Increased pressure on existing resources to manage change</p> <p>There will be significant strain on existing Waste Services and Community Safety human resources during the bedding in period of this service stance.</p>	B2	<p>Waste Services will have a dedicated project officer that can assist in engaging residents having difficulty or issue with the service provision. Additionally, the proposed new structure for the Community Officers will align with staff being able to assist with projects such as this in the local community. Help will also be sought from community groups and Medway Waste Forum to engage with local residents groups.</p>	C3

<p>Residents' dissatisfaction leads to recycling being put in black sacks instead</p> <p>This will impact upon the savings predicted in 2.3 & 3.6</p>	<p>B2</p>	<p>As per above, a high level of education with the local community to explain why they are being asked to split out paper and card, the cost savings being achieved by the local authority and the environmental benefits to recycling. Medway has over 74% participation in the recycling services, and this will be closely monitored.</p>	<p>D3</p>
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4. Non collection of garden waste presented within residual waste

- 4.1 On 5 August 2008 Cabinet agreed “...not to accept garden waste if placed within domestic residual waste but accept only as part of the garden waste collection scheme” (decision 167/2008 refers). As a result, clause 8.5 of the current Waste Collection Contract held with Veolia states

“The Contractor shall ensure that no Garden Waste shall be deposited within Residual Household Waste collection vehicles”

This decision has never been actively enforced either by Medway Council or Veolia.

- 4.2 Due to the weekly collections and borough wide distribution of wheeled bins, bags and smaller food bins for organic waste (food and garden waste), it is expected the implementation of this service stance would have minimum impact on the residents of Medway.

4.3 Financial rationale

- 4.3.1 Organic waste processing at £47.17 per tonne is significantly cheaper than landfill at £104.27 per tonne. It is impossible to estimate the total savings that could be gained through this service stance but with garden waste collected weekly from every household, there should be no reason for it to be presented as refuse.

4.4 Implementation of recommended service stance

- 4.4.1 From 28 October 2013, after a period of communications engagement with all residents (as detailed in Appendix 1), the refuse collection service will not collect garden waste presented as residual waste.
- 4.4.2 From this point, the procedure for engaging residents who incorrectly present waste and recycling is written into the waste collection contract

and appears in Appendix 2 of this report. In summary, the collection operative affixes a note to any receptacle presented as refuse but containing garden waste. These items will be left for the resident to resort and the address reported to Waste Services using existing procedure. A follow-up letter is then sent by Waste Services to the resident explaining the service provision and advising accordingly. If necessary a visit will be made by a Waste Services' officer to help assist the resident to sort their waste and ensure they have the correct containers to enable them to recycle properly.

4.5 Risk

Risk	Initial Rating	Mitigation	Revised Rating
Resident does not have a brown bin/bag. Some residents may not have been using their brown bin/bags; or these could have been lost or stolen	D3	Veolia will be working with Medway Council to ensure sufficient stock of bins and bags are available to cope with a temporary increase in demand. Additionally, the waste services officers will be used to assist with deliveries if demand is high.	E4
Black sacks left on street. Some residents may not at first be using their brown bin/bags for garden waste and some sacks may be left on the street	D3	The strength of the extensive communications campaign (see appendix 1 for details) supporting the launch of weekly collections and any service stance will reduce the chance of large-scale problems. An intensive education and leniency period of two months prior to launch will provide Waste Services with time to inform residents that have not yet understood the message. The Community Officers will engage those that leave waste and recycling out for extended periods (2-days+ after collection day).	E4

5. Non-collection of excessive garden waste

- 5.1 The allocation of 240Litre brown bins for food/garden waste has always been on the basis of one per household. Since 2002, residents have been advised that only 1x brown bin + 2x open, non-black sacks of

garden waste OR 4x open, non-black sacks of garden waste can be presented per collection. Clause 8.7 in the Collection Contract states:

The Contractor shall collect side Garden Waste that is put out for the kerbside collection by householders up to a maximum of two (2) sacks supplied by the householder where these sacks are presented for collection alongside their allocated Garden/Kitchen Waste Wheeled Bin or allocated brown sacks.

- 5.2 Our contractor has made us aware of over 500 properties that have acquired two or more brown bins, regularly presenting both. Collection of these has caused fairness to be called into question when refusing to supply other householders with additional brown bins.
- 5.3 With the introduction of weekly collections, we are effectively doubling all household capacity for garden waste disposal. Excess garden waste, over and above the allocated amount, should be home composted or taken to one of the three Household Waste and Recycling Centres where Medway incurs no gate fee.

5.4 Financial rationale

- 5.4.1 Organic waste currently costs £47.17 per tonne to process. With collections becoming weekly, it is likely that the total amount of garden waste collected annually will increase alongside the increased convenience of the service. It therefore seems a reasonable time to be strict on the existing '1x bin + 2x sacks' policy and cease collections from multiple brown bins (as residents will have double capacity) and *if possible* to take back misallocated bins.
- 5.4.2 It should be noted that any garden waste taken to the three Household Waste & Recycling Centres *does not* incur a cost to Medway Council. This is covered by the annual management fee for these sites regardless of the amount of garden waste deposited at them.

5.5 Implementation of recommended service stance

- 5.5.1 After a period of structured engagement with all residents (detailed in Appendix 1), the organics collection service will restrict the amount of material it collects from each household from 28th October 2013. The restrictions will be:
- 1x 240L brown wheeled bin + 2x sacks, or
 - 4x sacks, or
 - 1x 23L food bin + 4x sacks
- 5.5.2 From this point, the procedure for engaging residents who incorrectly present waste and recycling is written into the waste collection contract and appears in Appendix 2 of this report. In summary, the collection operative affixes a note to any non-collected receptacles that are over-and-above the allocation specified in 5.5.1. A follow-up letter is then

sent by Waste Services to the resident explaining the service provision and advising accordingly.

5.6 Risk

Risk	Initial Rating	Mitigation	Revised Rating
Residents complain about second bin not being emptied.	C3	Dialogue will take place with the resident to explain the service stance around one bin per household. Bins will only be removed with resident's permission unless left 'fly tipped' on the public highway.	E3

6 Financial and legal implications

- 6.1 Any changes in contract terms are being reviewed as part of the contract variation agreed at Cabinet on 27 November 2012 (ref 205/2012).
- 6.2 Financial implications are detailed in sections 3.6, 4.3 and 5.4 above.
- 6.3 If the recommendation in relation to paper and card separation is not adopted, a budget pressure of £339,000 will arise.

7. Recommendations

- 7.1 It is recommended that Cabinet adopt the service changes:
- 7.1.1 Paper/card only to be collected if placed out separately from other recyclables (containers)
- 7.1.2 Non-collection of garden waste when presented mixed with residual waste black sacks
- 7.1.3 Non-collection of garden waste in excess of
- 1x brown wheeled bin + 2x sacks; or
 - 4x sacks or
 - 1x 23L food bin + 4x sacks

8. Suggested reasons for decision(s)

- 8.1 For the majority of residents, weekly collections of recycling and organic waste will provide an increased level of convenience whilst overcoming a number of barriers to participation, e.g., storage of materials, fear of smell/flies from food waste, etc.
- 8.2 These recommendations offer best value to the local tax payer, both financially and environmentally.

8.3 If the recommendations are not adopted, a financial pressure will be placed on the service.

Lead officer contact

Sarah Dagwell, Head of Waste Services
Steve Baker, Waste Development Manager

Background papers

None

Communications Plan Summary

Local promotions *commence May and run throughout 2013*

- Public events, roadshows, markets, shopping centres, community talks, members information events

Residents' focus groups *during May*

- Two groups of differing age ranges critically analyse the draft designs of each message to be circulated via the weekly collections communications campaign, i.e., leaflets, advice stickers, instructions, adverts

Social Media *commencing July*

- Regular tweets, Yammer and Facebook updates informing followers of weekly collections progress and service information

Medway Matters

- June/July issue: at least half page article on weekly collections
- August/September: 4-page centre spread providing full instructions on how to use weekly recycling and organics kerbside services

5th August to 26th October - period of targeted education and engagement

- Reminder notices of the correct way to present waste and recycling service are sent to households as necessary.

Community officer support *5th August to 26th October*

- After relevant training, Community Officers assist Waste Services in advising householders identified by crews as having difficulties presenting waste and recycling in the correct way.

General advertising *commencing September*

- Billboards, bus stops, railway stations
- Contact point/library posters

Door-stepping *September*

- Team of 3-4 trained personnel visiting targeted areas to engage residents door-to-door, offering advice and any containment required (such as blue reusable bags).

Kitchen caddy/liners delivery *September/October*

- Leaflet to be delivered along with caddy/liners promoting weekly services, importance of food waste recycling and any service restrictions for garden waste.

CONTAMINATION POLICY
(as per waste collection contract)

Contamination policy for kerbside refuse, garden/food and co-mingled dry recycling collections (Draft)

Introduction

1. Contractor's procedure for refuse collection
2. Contractor's procedure for dry recycling/garden/food collection
3. Contractor's procedure for repeat contamination offenders
4. Council procedures

Introduction

This procedure is specifically design to ensure that all residents using the kerbside services have been provided with adequate information on how to do so properly. It seeks to deliver a chain of engagement that proves the council and its contractors have been as informative and as helpful as reasonably possible in engaging residents who have presented wrong materials in their designated receptacles.

If at any stage there is no alternative but to raise legal proceedings against a household that repeatedly attempts to misuse any of the kerbside services, it will be imperative that the chronological evidence of all engagement has been documented and that individuals have had plenty of opportunity to discuss issues and alter their behaviour.

1. Contractor's procedure for refuse collection

- 1.1 Refuse crews may be presented with items not accepted on the kerbside refuse service. Such items include:
 - Bulky Household Waste;
 - Construction and demolition waste (as per the Controlled Waste Regulations 1992) including rubble, bricks, tiles, metal and soil;
 - Garden Waste.

Where such item/s are presented for collection, refuse crews should leave them in situ and attach an advisory sticker/tag (as approved by the council) to the item/s A note of the house number, street name and route number should be made on the driver's log sheet along with a brief description of the item/s left behind. If the origin of these items

cannot reasonably be ascertained, then the collection crew must provide an accurate location of where the waste was presented.

- 1.2 It is the contractor's responsibility to update the relevant IT system by 10am on the following working day so that the council can retrieve all information regarding any contamination or non-collected waste items.

2. Contractor's procedure for dry recycling/garden/food collection

- 2.1 When crews are presented with a heavily contaminated recycling receptacle (one clearly containing general refuse or consisting of an obviously high level of unacceptable items), they should attach an advisory sticker/tag (as approved by the council) to the receptacle and leave it in situ. A note of the house number, street name and route number should be made on the driver's log sheet along with a brief description of the item/s left behind. If the origin of these items cannot reasonably be ascertained, then crew must provide an accurate location of where the receptacle was presented.

- 2.2 When the recycling crew are presented with a lightly contaminated receptacle (one containing one-off items such as a sizeable piece of polystyrene or an item of clothing), they should attempt to remove the item before emptying the receptacle into their freighter, replacing the previously removed item back in to the same receptacle afterwards. If the removal of the contaminant/s cannot be done safely and without causing street litter, then an advisory sticker/tag should be attached and the receptacle left in situ. Either action should be noted on the drivers log sheet.

A note of the house number, street name and route number should be made on the driver's log sheet along with a brief description of the contaminants left behind. If the origin of these items cannot reasonably be ascertained, then crew must provide an accurate location of where the receptacle was presented.

- 2.3 It is the contractor's responsibility to the update the relevant IT system by 10am on the following working day so that the council can retrieve all information regarding any contamination or non-collected waste items.

3. Contractor's procedure for repeat contamination offenders

- 3.1 The council reserve the right to issue the contractor with list of repeat offenders at intervals determined by the council
- 3.2 If the further inappropriate use of the kerbside services is discovered amongst this list (NOTE: this implies at least three incidences of

contamination per household) within a three-month period of its issue, then an alternative advisory sticker/tag (as approved by the council) must be attached to the receptacle and the relevant stages for refuse (1.1, 1.2) or recycling/garden/food (2.1, 2.2, 2.3) must be followed.

4. Council procedure

- 4.1 The council reserves the right of instructing the contractor to clear and dispose of any non-collected/contaminated refuse, recycling, garden and food waste at any time.
- 4.2 For first-time incidents of non-collections/contamination, a notice will be posted to the household stating the reason for waste/recycling being left behind or separated out along with any relevant leaflets/waste information.
- 4.3 For first-time reports of non-collection/contamination occurring at undefined locations, the council reserves the right to instruct the contractor to clear the waste.
- 4.4 For second-time incidents of non-collection/contamination within a three month period, either a posted or hand delivered notice stating the duty of care that the household has, will be delivered to the offending household.
- 4.5 For second-time reports of non-collection/contamination occurring at undefined locations, the council will attempt to deliver information/education to relevant households by a method of their choice. The council reserves the right to instruct the contractor to clear the waste.
- 4.6 For more than two incidents within a three-month period, the council reserves the right to instruct the contractor accordingly. It is likely that there will be some liaison or handover to an enforcement team at this stage. The councils reserves the right to instruct the contractor to clear and dispose of the waste

<p>Directorate R&D</p>	<p>Name of Function or Policy or Major Service Change</p> <p>Waste Services: Weekly recycling and organic kerbside collections, the option of smaller food waste bins to residents living in certain roads where the housing type cannot accommodate brown wheeled bin and provision of a kitchen caddy and roll of liners to all households receiving a kerbside collection.</p>		
<p>Officer responsible for assessment</p> <p>Sarah Dagwell</p>	<p>Date of assessment</p> <p>February 2013</p>	<p>New or existing?</p> <p>Updated from 2010 version</p>	
<p>Defining what is being assessed</p>			
<p>1. Briefly describe the purpose and objectives</p>	<p>To provide access for all abilities and disabilities to Medway's kerbside recycling twin stream and organics collections.</p>		
<p>2. Who is intended to benefit, and in what way?</p>	<p>Residents in Medway will be able to recycle as much of their waste as possible, minimising the amount sent to landfill or energy recovery.</p>		
<p>3. What outcomes are wanted?</p>	<p>Clean, safe and environmentally sound district, where all residents can easily access services.</p>		
<p>4. What factors/forces could contribute/detract from the outcomes?</p>	<p><u>Contribute</u></p> <p>Financial Political Legal</p>	<p><u>Detract</u></p> <p>Financial Political Legal</p>	
<p>5. Who are the main stakeholders?</p>	<p>Residents; council; contractor</p>		
<p>6. Who implements this and who is responsible?</p>	<p>Council and waste services officers</p>		

Assessing impact		
7. Are there concerns that there <u>could</u> be a differential impact due to <i>racial groups</i>?	NO	
What evidence exists for this?	<p>All residents receive the same waste collection services/cleansing regime; In developing the Municipal waste management for Medway, we consulted with a very wide range of stakeholders including councillors, parish councils, other local authorities, internal officers, waste and recycling organisations, charities, resident groups churches and interested parties, including Medway diversity forum, Medway ethnic minority senior citizens association. No issues were raised.</p>	
8. Are there concerns that there <u>could</u> be a differential impact due to <i>disability</i>?	Yes	<p>1) Could be problems for identification of the different bags for the different materials for blind or partially sighted. 2) Receptacles are difficult/impossible for people of certain disabilities to get them to the kerbside for collection</p>
What evidence exists for this?	<p>1) The twin stream recycling service relies on residents sorting paper and card into a separate bag for the mixed containers. After consulting a relevant representative disability group, it was decided that not one solution fits all purposes and it was best left to the individual to manage the situation. The Waste Team will continue to assist wherever requested.</p> <p>2) Where a resident is less able bodied we offer an assisted collection where we collect their waste from their front/back doors, this applies for black bags waste, recycling and bulky items. This can be either temporary or permanent.</p> <p>The increase of recycling and organics collections to weekly is likely to spread the load of these materials, assisting a number of residents that may currently be having difficulties with the weight of individual bags/bins each fortnight.</p> <p>23L small food bins and 5L kitchen caddies have been distributed across whole communities in trials testing level and ease of use</p> <p>The 5L kitchen caddy may assist those that have difficulties in making many trips to their outdoors waste receptacles by providing them with a convenient indoor storage container</p> <p>In developing the municipal waste management for Medway, we consulted with a very wide range of stakeholders including councillors, parish councils, other local authorities, internal officers, waste and recycling organisations, charities, resident groups churches and interested parties, including Medway disability forum. No issues were raised.</p>	

<p>9. Are there concerns that there <u>could</u> be a differential impact due to <i>gender</i>?</p>	<p>NO</p>	
<p>What evidence exists for this?</p>	<p>Opinion poles asked to all genders, as was the questioners associated with the development of the waste strategy. Analysed and no significant differences in responses in respect of gender. Citizen panel questionnaire tested response to weekly collections from all genders. 23L small food bins and 5L kitchen caddies have been distributed across whole communities in trials testing level and ease of use</p>	
<p>10. Are there concerns there <u>could</u> be a differential impact due to <i>sexual orientation</i>?</p>	<p>NO</p>	
<p>What evidence exists for this?</p>	<p>All services are offered to all people.</p>	
<p>11. Are there concerns there <u>could</u> be a have a differential impact due to <i>religion or belief</i>?</p>	<p>NO</p>	
<p>What evidence exists for this?</p>	<p>In developing municipal waste management for Medway, we consulted with a very wide range of stakeholders including councillors, parish councils, other local authorities, internal officers, waste and recycling organisations, charities, resident groups churches and interested parties, including various churches and religious groups. No issues were raised. 23L small food bins and 5L kitchen caddies have been distributed across whole communities in trials testing level and ease of use</p>	
<p>12. Are there concerns there <u>could</u> be a differential impact due to people's <i>age</i>?</p>	<p>NO</p>	
<p>What evidence exists for this?</p>	<p>Assisted collections are offered to the elderly who are not able to handle wheeled bins or bags. Opinion poles asked to wide variety of ages, as was the questioners associated with the development of the waste strategy. Analysed and no significant differences in responses in respect of age groups. The team also works with the youth parliament to ensure the views of young people are also considered. Citizen panel questionnaire tested response to weekly collections from all ages. 23L small food bins and 5L kitchen caddies have been distributed across whole communities in trials testing level and ease of use</p>	

<p>13. Are there concerns that there <u>could</u> be a differential impact due to <i>being transgendered or transsexual</i>?</p>	<p>NO</p>	
<p>What evidence exists for this?</p>	<p>All services are offered to all people.</p>	
<p>14. Are there any <i>other</i> groups that would find it difficult to access/make use of the function (e.g. people with caring responsibilities or dependants, those with an offending past, or people living in rural areas)?</p>	<p>NO</p>	<p>Which group(s)? Boats/ Very rural properties Residents who are non-literate. Those where domestic economics may not stretch to affording kitchen caddy liners</p>
<p>What evidence exists for this?</p>	<p>Rural areas and caravan parks and boats are offered same service but we have to work with them regarding reasonable collection points.</p> <p>Not all residents can read English due to literacy problems or English as a second language. We have translation facilities as and when required and use pictures to explain messages whenever possible. Working with social regeneration team to ensure we are aware of areas where there is a concentration of non-English speaking residents so that we can target appropriate communication materials as and when needed.</p> <p>As part of the launch of weekly recycling and organics collections, Waste Services will be deploying a full and comprehensive communications campaign to ensure all residents have access to any necessary information and that information is easily understood. That information will include the option of using newspaper to wrap waste food in as opposed to having to by caddy lines.</p>	
<p>15. Are there concerns there <u>could</u> be a have a differential impact due to <i>multiple discriminations</i> (e.g. <u>disability and age</u>)?</p>	<p>NO</p>	
<p>What evidence exists for this?</p>	<p>As detailed in all sections above</p>	

Conclusions & recommendation		
16. Could the differential impacts identified in questions 7-15 amount to there being the potential for adverse impact?		
	NO	
17. Can the adverse impact be justified on the grounds of promoting equality of opportunity for one group? Or another reason?		Not applicable
Recommendation to proceed to a full impact assessment?		
NO	<p>This function/ policy/ service change complies with the requirements of the legislation and there is evidence to show this is the case.</p> <p>Work under taken during the development of Medway's Municipal Waste Strategy to consult with different racial, age and disability groups exist.</p>	

Action plan to make Minor modifications		
Outcome	Actions (with date of completion)	Officer responsible
Refuse wheeled bin introduction: assessment of impacts to elderly/ infirm etc	Contract option not taken up by Medway	Sarah Dagwell
Public convenience DDA	Review provision of disabled facilities at the remaining toilets and when the APC contracts expire	Michelle Chambers
Provide option of smaller 23L food bin to housing types that cannot accommodate a wheeled bin and a 5L kitchen caddy to all households receiving the kerbside organics collection service	Trial within Luton and Strood conducted under EU-funded initiative from September 2011. No adverse feedback regarding DIA issues has been reported to Waste Services.	Steve Baker
Weekly Collections of recycling and organic waste	Two independent questionnaires have been circulated testing the response to an increase in these services: one being circulated to the Citizens Panel and one via a partnership initiative with BASF. Both confirmed potential increases in usage of these services if frequencies were to increase. No negative feedback received relating to DIA issues	Steve Baker

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Planning ahead: Reminders for the next review		
Date of next review	2017 (before procurement work commences for next waste collection contract)	
Areas to check at next review (e.g. new census information, new legislation due)	Place survey Census Waste Strategy review docs Impact of wheeled bins Impact of 23litre food waste bins	
Is there <i>another</i> group (e.g. new communities) that is relevant and ought to be considered next time?		
Signed (completing officer/service manager)	Date	
Signed (service manager/Assistant Director)	Date	