IMPROVING PLACES SELECT COMMISSION

Venue: **Town Hall, Moorgate Street, ROTHERHAM. S60 2TH**

Date: **Thursday, 18th April, 2019**

Time: **1.30 p.m.**

A G E N D A

1. To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.

2. To determine any item(s) the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.

3. Apologies for absence

4. Declarations of Interest

5. Questions from members of the public and the press

6. Minutes of the previous meetings held on 14th February and 7th March, 2019 (herewith) (Pages 1 - 13)

Communications

7. Rother Valley Caravan Park
   Verbal update by the Chair

8. Immobilisation Policy
   Verbal update by Tom Smith, Assistant Director, Community Safety & Streetscene

9. Emergency Planning
   Verbal update by Councillor Wyatt

Discussion

10. Refuse and Recycling Collections Service Changes Update (Pages 14 - 22)
    Tom Smith, Assistant Director, Community Safety & Streetscene

11. Date and time of 2019/20 meetings:-
    Thursday, 6th June, 2019

    25th July

    19th September

    31st October

    19th December

    30th January, 2020

    5th March

    all commencing at 1.30 p.m.

Improving Places Select Commission Membership 2018/19:-
Chair – Councillor Mallinder
Vice-Chair – Councillor Sansome

Councillors Atkin, Buckley, B. Cutts, Elliot, Fenwick-Green, Jepson, Jones, Khan, McNeely, Reeder, Sheppard, Julie Turner, Vjestica, Walsh, Whysall and Wyatt.

Co-opted Members:- Mrs. W. Birch and Mrs. L. Shears.

IMPROVING PLACES SELECT COMMISSION
Thursday, 14th February, 2019

Present:- Councillor Mallinder (in the Chair); The Mayor (Councillor Buckley); Councillors Atkin, Birch, Buckley, Elliot, Fenwick-Green, Jepson, Jones, Khan, McNeely, Reeder, Mrs. L. Shears, Sheppard, Vjestica, Walsh, Whysall and Wyatt, Mrs. W. Birch and Mrs. L. Shears (Co-opted Members)

Councillor Hoddinott, Cabinet Member for Waste, Roads and Community Safety, was in attendance for Minute No. 42 (Update report on the Agreement between Dignity Funerals Ltd. and Rotherham Metropolitan Borough Council).

Apologies for absence were received from Councillors B. Cutts, Sansome and Julie Turner.

The webcast of the Council Meeting can be viewed at:-
https://rotherham.public-i.tv/core/portal/home

38. DECLARATIONS OF INTEREST

There were no Declarations of Interest to report.

39. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no members of the press or public present at the meeting.

40. COMMUNICATIONS

There were no communications to report.

41. MINUTES OF THE PREVIOUS MEETING HELD ON 20TH DECEMBER, 2018

Consideration was given to the minutes of the previous meeting held on 20th December, 2018.

Resolved:- That the minutes of the previous meeting of the Improving Places Select Commission held on Thursday, 20th December, 2018, be approved as a correct record.

42. UPDATE REPORT ON THE AGREEMENT BETWEEN DIGNITY FUNERALS LTD. AND ROTHERHAM METROPOLITAN BOROUGH COUNCIL

Councillor Hoddinott, Cabinet Member for Waste, Roads and Community Safety, presented an update on the Agreement between Dignity Funerals Ltd. and the Council as requested by the Select Commission at its meeting on 26th July, 2018 (Minute No. 11 refers). Louise Sennitt (Superintendent Registrar), Polly Hamilton (Assistant Director, Culture,

Sport and Tourism) and Nicola Cook (Dignity) were also in attendance to answer any questions by Members.

Management of the contract within the Council had changed significantly and had now moved from Licensing to being under the remit of Registrars where it now linked to other Registrar Services and allowed for close links with the Coroner's Office.

The report included information under the recommendations made at the July Select Commission as follows:-

Performance Management Framework

- There was a total of 54 Key Performance Indicators which had been RAG rated. 2 were red, 4 were amber and 48 were green.
- There were 12 Service improvement targets of which 2 were red, one was amber and 9 were green.
- A table of Key Performance Indicators and performance targets that had been met were set out in Appendix 1 of the report submitted.

Project Liaison Group

- First meeting took place in November 2018 and planned quarterly throughout 2019.
- Future meetings would consider additional burial space at Masbrough Cemetery, review of the Memorial Masons' Registration Scheme and a refreshed Equality Analysis.

Multi-Faith Involvement

- The Superintendent Registrar had joined the Rotherham Faith and Community Leaders Forum and had attended 2 meetings where Bereavement Services were discussed.
- Progress reports and new issues identified for discussions would be future agenda items.

Annual Performance Report

- Draft report received with the final documents to be submitted to the June Select Commission.
- Detailed on the Performance Management Framework would be reported by exception.

East Herringthorpe Chapel

- Extensive renovation works completed with the Chapel having been open for services since October 2018.
- Open events held for Members, funeral directors, ministers, celebrants and other key partners to view the improved facility.
- Christmas memorial service held on 1st December 2018 for those who had attended services in the temporary chapel during renovation works.
- An Easter memorial service to be held on 28th April 2019 when the Chapel will be officially re-opened by the Mayor of Rotherham.

Discussion ensued with the following issues raised/clarified:-

- Catholic burials – it had been established that there was no shortage of spaces within the Borough.

- Child burials – in Rotherham certain aspects of the burials were free and certain funeral directors (Dignity and Co-op) provided free funerals but the desire was to make sure it was fair and equitable for everyone involved. Theresa May had made a commitment quite a while ago around free child burials, however, the information had not come through and the promise not acted upon. Some clarity was required and the promise enacted would give a real clear steer.

- Secure storage of the registers – different options had been considered but proved to be very expensive. An option currently being explored with Dignity's IT Department was that of scanning all the registers, provision of a computer system in the reception and the registers removed and stored securely off site. There was no longer a statutory requirement to update the paper copies providing there was an electronic record.

- Planned periodic meetings with funeral directors – Dignity had invited all the funeral directors to a meeting on 25th March but as of yet had received no responses. Some did not feel there was a need to meet as they worked quite well with Dignity and preferred the 1:1 approach rather than a forum. A decision would be made at the end of February (the deadline for responses).

- Lighting on East Herringthorpe driveway – Dignity had not been aware of this issue but would look into it.

- Blocked drains – there was always an issue with blocked drains and there had been many CCTV investigations carried out with another scheduled to take place quite soon.

- Extended hours pilot - the pilot would allow an assessment to be of how successful it was before any contract amendment.

- Memorial Masons Registration Scheme – any stonemason who erected a memorial in a cemetery needed to have the appropriate insurances and also be connected with the appropriate affiliation (NAM or BRAM). Currently this came under the purview of the contractors but would form part of the review as to whether it came back into the management of the Crematorium Office. Every year the stonemasons had to apply for a permit and had to have all their certificates/verifications/insurance to provide assurance that they were safe and should anything happen when fixing a gravestone they had the correct liabilities to protect

themselves, the public and any damage to headstones. A new stonemason in Rotherham wished to carry out works inside the cemetery which had never happened before in Rotherham and was less costly for families. Rotherham's Registration Scheme was very outdated and did not allow for this new practice. It had been agreed that the Scheme would be discussed at the Project Liaison Group with a view to it being updated and come into practice for when stonemasons registered next year.

- Project Liaison Group minutes – it was not a problem for these to be submitted to the Select Commission in future

- Timescale for the repair of pathways in Wath Cemetery – there was a priority list of all the pathways which would take a number of years to complete.

- Short notice burials – it was a very mixed picture with regard to what other authorities provided. The provision of extended burial hours would put Rotherham in the top section of local authority provision.

- Coroner's Office – regular meetings took place to discuss a range of issues including options to formalise an out of hours arrangement that would link into the burials pilot. The Coroner had been invited to attend the wider community meeting to be held in March. There had been a review of the Terms and Conditions nationally of Coroner pay and out of hours' provision. At the present time there were no changes as far as Rotherham's residents were concerned. Arrangements for funding the Coroner's Service were managed jointly with Doncaster and there would be discussions in the next financial year about the out of hours provision.

- Environmental friendly burial options – this was currently not a priority. Dignity had not received any requests so far for woodland burials or environmentally friendly burial areas.

- Comments, complaints and compliments – it was very difficult for the Crematorium/Cemetery to survey families as they were not the ones having 1:1 contact with the families. It was important to be very mindful and extremely sensitive in how the issue of a survey was approached. Work had taken place last year with an independent company who had carried out an industry service survey, covering everything people would want from a bereavement service. Once the format of the survey was complete it would be shared for the purposes of feedback.

  All complaints, comments and requests for service were reviewed as part of the new performance management measures on a monthly basis. They were monitored, recorded and reported back

to the Cabinet Member.

- Maintenance logs of toilet facilities – there was an expectation that chapel attendants would inspect the facilities between services and check the maintenance and cleanliness. There had been one complaint received regarding the toilet facilities.

- Cost of a plaque on a communal bench – feedback had been received that the cost was too high. Work was still taking place on the memorials the Council provided with discussions ongoing with regard to making it affordable for families.

- Possible traffic issues impacting from the extended hours pilot – consideration had not been given as to the traffic on the surrounding road network. It was felt that later funeral traffic may impact on rush hour traffic. This would be monitored as part of the pilot and include discussions with Highways colleagues.

- Communication with Vicars and parishes in the outlying areas of the Borough - the extension in burial times would be communicated through the Community Group as well as the meeting with community leaders, faith leaders, key stakeholders and partners. It would also be communicated to funeral directors who played a big part in helping families.

- Bereavement Services – there were some areas that were not covered by Dignity and still had the traditional churchyards for burials and disposal of cremated remains for which the church authorities could only charge a low burial fee. The Authority used to allocate a small grant to churches whom had no other sources of income, but unfortunately it had been a reluctant budget cut some years ago. It was hoped that one day there may be an ability to revisit and provide some financial assistance for the services that were carried out on behalf of communities that did not have local authority cemeteries.

- Role of funeral directors – it was hoped, through the Project Liaison Group, to discuss with funeral directors their expectations, timings and families' expectations. With everyone's co-operation further improvements could be made.

- Disabled parking – there had been an issue during the chapel renovation works due to the strict one-way system in operation. It had not been an issue since the chapel re-opening and anyone parking illegally in the disabled bays outside the chapel would be asked to move their vehicles by the chapel attendants.

Resolved:- (1) That the report and the progress made in accordance with the Performance Management Framework be noted.

(2) That the 2018/19 annual performance report be submitted to the June meeting of the Select Commission.

(3) That the results of the pilot into extended hours be submitted to the Select Commission once known.

(4) That the extended burial time pilot include the issues raised at the meeting i.e. the possible impact of the traffic on the surrounding road network and the communication to churches in outlying areas of the Borough.

(5) That minutes from the Project Liaison Group be submitted to the Select Commission for information.

(6) That consideration be given to the submission of any complaints received in an anonymised format.

43. DATE AND TIME OF THE NEXT MEETING - THURSDAY, 7TH MARCH, 2019, COMMENCING AT 1.30 P.M.

Resolved:- That a further meeting be held on Thursday, 7th March, 2019, commencing at 1.30 p.m.

IMPROVING PLACES SELECT COMMISSION
Thursday, 7th March, 2019

Present:- Councillor Mallinder (in the Chair); Councillors Atkin, Buckley, B. Cutts, Elliot, Jepson, Jones, Khan, McNeely, Reeder, Sheppard, Vjestica, Walsh, Whysall and Wyatt.

Also in attendance Mrs. W. Birch and Mrs. L. Shears (Rotherfed), Co-optees.

Apologies for absence were received from Councillors Fenwick-Green and Sansome.

The webcast of the Council Meeting can be viewed at:-
https://rotherham.public-i.tv/core/portal/home

44. DECLARATIONS OF INTEREST

Councillor Sheppard declared a personal interest as he was Chair of the Planning Board so was technically involved with the Community Infrastructure Levy from the Planning Board perspective.

45. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no questions from members of the public.

46. COMMUNICATIONS

There were none.

47. MINUTES OF THE PREVIOUS MEETING HELD ON 14TH FEBRUARY, 2019

Resolved:- (1) That the minutes of the previous meeting of the Improving Places Selection Commission held on Thursday, 14th February, 2019 be deferred due to a number of comments having been received after the agenda had been published.

(2) That the minutes of the previous meeting be included for consideration as part of the agenda pack for the meeting scheduled for Thursday, 18th April, 2019.

(3) That prior to consideration of the minutes in April, 2019, further information be provided to the Select Commission on the outcome of the decision with funeral directors and circulation of the Project Liaison Group minutes.

48. UPDATE ON THE ROTHERHAM COMMUNITY INFRASTRUCTURE LEVY

Consideration was given to the report introduced by Councillor Lelliott, Cabinet Member for Jobs and the Local Economy, which provided an update on the implementation of the Rotherham Community Infrastructure Levy (CIL), which was a financial charge via the Planning system, introduced as a tool for local authorities in England and Wales to help deliver infrastructure to support the development of their area.

The Community Infrastructure Levy was introduced by the Planning Act 2008 and adopted by the Council in 2017 and was intended to largely replace Section 106 agreements on individual planning permissions. It was intended to help to fund infrastructure such as:-

- Extra school places
- Road improvements
- Public transport improvements
- Better green spaces

Rotherham's CIL was prepared in tandem with the Local Plan Core Strategy. The strategy included an Infrastructure Delivery Plan summarising what infrastructure was required to support Local Plan growth. Government regulations set out that the Council could only spend CIL income on infrastructure to support the development of its area. It could not be used for general funding. CIL would help to fund this infrastructure, however, the total cost of the infrastructure required (£50m) far exceeded the likely income from CIL (£15m). Therefore, other sources of funding would still be required and the Council will have to prioritise how CIL income was spent.

With the aid of powerpoint Bronwen Knight, Acting Assistant Director for Planning, Regeneration and Transport, and Andy Duncan, Acting Head of Planning and Building Control, provided a presentation which detailed the aim to deliver a local plan development plan to guide all future development.

The presentation covered:-

- Strategy and sites to deliver growth.
- Rotherham Local Plan – Core Strategy.
- Rotherham Local Plan – Sites and Polices.
- Employment Growth Areas.
- Housing Growth Areas – Regulation 123 List.
- Local Plan Housing Sites.
- Why CIL was needed – 83 new housing sites, 36 employment sites and 30,200^2 m retail floorspace.
- Community Infrastructure Levy – implemented July, 2017.
- Rotherham CIL Documents – Charging Schedule, Regulation 123

List and Instalments Policy.

- Rotherham CIL Charge Rates.
- Rotherham Residential Charging Zones.
- When CIL applied
- When CIL did not apply.
- New Infrastructure.
- Example - RAG rating for schools.
- Regulation 123 List.
- Projected CIL Income – Estimate £14.7 million for the plan period = £1.3 million per year.
- CIL income received to date.
- How CIL spent was spent – Strategic (85%), Local (15%) and Admin (5%).
- CIL spend approval route.
- Payments to Parish Councils.
- CIL and Neighbourhood Planning.
- CIL income due to Parishes.
- How Parishes could spend CIL.
- Parishes supporting development.
- Parish spend of CIL.
- Parish CIL reporting – annual statement.
- Benefits of CIL over Section 106 Agreements.
- Section 106 Agreements.
- Section 106 Account in last five years.
- Section 106 spend in last five years.
- Changes to CIL and Section 106 Agreements.

A discussion and a question and answer session ensued and the following issues were raised and subsequently clarified:-

❖ Payments to Parish Councils of either15% or 25% and whether it was possible to pool together CIL for joint infrastructure projects to get maximum return.

There was scope in the regulations to pool on negotiation to support a scheme.

❖ Decision making process for non-parished areas and whether Ward Members could be involved or views sought.

The views of Ward Members would be taken on board.

❖ How do Rotherham's CIL regulations compare with others in South Yorkshire.

Other authorities were comparable with Rotherham being a little cheaper than Sheffield and the same as Bassetlaw. Part of the decision for CIL had looked at other areas and demand.

- Payment of CIL to Parish Councils and whether there were checks and balances on high expenditure items.

  Accrued CIL was issued direct to Parish Councils on a six monthly basis and any money owed had to be paid. The only restriction placed on funds was for it to be spent on infrastructure to support local development.

- CIL would provide financial support for community infrastructure for development in a particular community, but was there any consultation for non-parished areas.

  Consultation would take place with local communities, including Ward Members and neighbourhood partnerships and CIL would be provided for those areas.

- Catcliffe Parish Council's precept would be impacted on with the new Waverley Parish Council. Could the funds due to them from CIL support their revenue to help maximise their loss.

  The 15% of CIL due to Catcliffe must be spent on infrastructure development and this would have to be evidenced in the area.

- Oversight of the regulations and timeframes for CIL would be undertaken by the Housing and Regeneration Programme Delivery Board, but what happened if companies went bankrupt.

  CIL had to be paid upfront to safeguard when development began on site. Developers had a certain time limit to notify the Council and in not doing so faced a stringent fine on top of the CIL.

  The Housing and Regeneration Programme Delivery Board was not politically influenced or biased and all decisions made were fair and equitable.

- How were the CIL charging rates determined when supermarkets paid £60 and retail warehouses only paid £30.

  The rates for CIL were derived following technical work with consultants about market rates, viability and land costs and looked at typical land values resulting in a benchmark for the borough.

- For Parishes adopting a neighbourhood plan would parishers pay less precept.

  Adoption of a neighbourhood plan would result in a Parish Council being eligible for 25% of CIL. However, this was a separate regime to the parish precept and this would not be affected by the charge.

- As there were no adopted neighbourhood plans in the borough payments to parishes were calculated at 15% with up to 5% retained by the Council to cover the cost of applying the charge. Did this 5% come from the strategic or the local CIL.

  The Council could potentially use some of the income from CIL to administer at that point. This would be an amount up to 5% and any leftover would transfer into the general pot.

- Would Parish Councils suffer from paying an administration charge or would they get their full 15% local CIL.

  Up to 5% of CIL could be used by the Council to administer the process. At which point the administration charge was deducted would be clarified further.

- Would affordable housing bought by Local Authority be liable for CIL (example properties in South Anston) and would reducing the number of properties, therefore, reduce the CIL.

  Properties would need to meet the defined criteria to be exempt and meet the definition for affordable housing. This would then deem them exempt from a CIL payment.

- In terms of Parish Council infrastructure works would a cemetery extension fall into this remit.

  The monies paid to Parish Councils were somewhat flexible and if it could be evidence and demonstrated that this was infrastructure then this was within the rules. The Council was happy to work with Parish Councils to help them understand the rules and provide guidance on suggested proposals.

- Why had it taken six months for CIL payments to commence when the framework was approved in 2017.

  There was a six month lead in time for developers and to get the logistics for CIL put into place given the complexities of the software package. These were the reasons for the delay.

- Why was there no reference to demand and income or mention of increases in the child birth rate.

  CIL was directly related to new housing and new employment sites which required new infrastructure to support the development that was going to go ahead.

  Local plan sites were directly related to population growth and this was about developers contributing to infrastructure requirements that the Council could collect from this process.

- Section 106 funds had to be given back if it was not used. Did this apply to CIL money and would this money be used to contribute towards any grants applied for within a pool if CIL money was left for several years.

  Section 106 funds for new school places had to be used within five years. In terms of CIL pooled funds there was a grants gap of around £50 million, but CIL would only amount to about £15 million. It could be used as match funding to gain Government grants and maximise the potential for use in communities.

- If CIL was not spent would this disadvantage communities that did not have a Parish Council or could it just end up in a bigger pot.

  CIL money had to be spent on communities. Work would take place with neighbourhoods, Parish Councils and non- parished areas to ensure everyone had a say on how this money was spent in their area.

- How was it decided on how many houses could be built and when did the charge for CIL commence.

  Planning permission would specify how many houses would be built on a development. The CIL charge was made on individual properties.

- What were the reasons for the differences in charges between the £55 and the £15 larger amount in certain areas.

  The scale of charges was based on the viability of that particular area and cost of particular sites. Land values were higher in Wickersley and the values and build costs were determined on how much an area could stand. This was the reason for this tiered charging process.

- Was there a difference for CIL if land was being sold and additional pieces of lesser value were included.

  If both pieces of land were in the same area the same CIL rate was applied, but this was subject to land values and the charges set to make developments more affordable.

- Why was the CIL charge for Bassingthorpe Farm much cheaper than Wickersley - £55 and £15 was the difference.

- The Bassingthorpe Farm ground conditions required some remedial work and the building out of this development would require huge infrastructure costs.

- How was the Rotherham CIL Charging Schedule adopted and were Members involved in the decision making for CIL.

- The Rotherham CIL Charging Schedule was adopted by Council. Discussion would take place with Cabinet and Ward Members prior to the Housing and Regeneration Programme Delivery Board considered CIL spend. The Board would need some political input, but within an open and transparent process.

- Was there a rationale behind the breakdown of Section 106 spend by service area as the lowest appeared to be Transportation.

  The spend by service area needed SYPTE and Transportation to be considered together. It was normal for £500 to be sought per property towards sustainable travel and the costs were then taken as a whole.

Resolved:- (1) That officers be thanked for their very informative presentation.

(2) That the contents of the report be noted.

(3) That any updates on the progress of Neighbourhood Plans and on the Infrastructure Development Group with Ward Members be reported to the Improving Places Select Commission.

(4) That clarification be provided to the Improving Places Select Commission on the stage at which the administration charges up to 5% were deduced from CIL.

49. DATE AND TIME OF THE NEXT MEETING

Consideration was given to the date and time of the next meeting and in doing so the Commission were also asked to give some thought about the Work Plan for 2019/20. Any suggestions should be sent through to the Scrutiny Adviser.

Resolved:- That the next meeting of the Improving Places Select Commission take place on Thursday, 18th April, 2019 commencing at 1.30 p.m.

Rotherham Metropolitan Borough Council

Public
Improving Places Select Committee

Improving Places Select Committee, 18th April 2019

Refuse and Recycling Collections Service Changes Update.

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Paul Woodcock, Strategic Director, Regeneration and Environment

Report Author(s)

Tom Smith, Assistant Director Community Safety and Street Scene
Martin Raper, Head of Street Scene Services

Ward(s) Affected

All Wards

Summary

This report updates Improving Places Select Committee about the implementation of new waste and recycling services across Rotherham.

Recommendations

That Improving Places Select Committee note and comment on the report.

List of Appendices Included

None

Background Papers

None

Consideration by any other Council Committee, Scrutiny or Advisory Panel

No

Council Approval Required

No

Exempt from the Press and Public

No

Refuse and Recycling Collections Service Changes Update.

1. Recommendations

1.1 That Improving Places Select Committee note and comment on the report.

2. Background

2.1 Major changes to waste and recycling services in Rotherham were approved by Cabinet and Commissioners in April 2018. The changes included:

- A subscription-based garden waste collection service (£39 per year), from October 2018;
- A new black (with pink lid) 180 litre wheeled bin for household waste, from late January 2019; the colour of the bin was decide following a poll in the Rotherham Advertiser that closed on 25th April 2018;
- Using the existing green 240 litre bin for paper and card and the existing 240 litre black bin for other recycling (glass, metal, plastic), from late January 2019.

2.2 These changes were large-scale and complex. The waste service undertakes over 6,000,000 scheduled collections to 116,000 households each year.

3. Key Issues

Service Implementation and Performance

3.1 The service changes have been implemented to time and budget, with the new waste and recycling services now being delivered to over 110,000 households. Over 150,000 new wheeled bins have been delivered, including: 115,000 new pink lidded general waste bins, over 35,000 new brown garden waste bins, and around 2,000 replacement green bins for recycling to households who did not previously have them.

3.2 The transition to the new green bin service for paper and cardboard in October 2018 has been successful, with levels of paper and cardboard collected at the kerbside increasing by around 27%, when compared to the same October to March period in 2017/18.

3.3 Subscriptions to the new garden waste collection service, introduced at the same time, have exceeded expectations, with residents taking full advantage of the introductory offer of 15 collections for the price of 12. Around 35,000 households have subscribed to the service to date, with a small increase in subscriptions now being seen in the run up to Easter.

3.4 The roll-out of pink lidded bins to ‘standard’ housing stock (see sections 3.22 to 3.25) was completed on 15th March 2019 with over 110,000 pink bins being successfully delivered across the Borough. Early indications show a reduction in the weight of general waste of around 7%.

3.5 Plastic recycling, using the existing black wheeled bin, was introduced alongside the delivery of pink lidded wheeled bins. All Rotherham residents living in 'standard' housing stock (see sections 3.22 to 3.25 below) are now able to recycle plastic bottles, pots, tubs and trays at the kerbside. Collection volumes for these materials have initially increased by 50%.

3.6 Whilst the data indicates that the level of recycling has increased, and the amount of general waste being collected has reduced, a longer period of time is required to fully assess the Council's overall recycling rate as a result of the changes.

Communications, Engagement and Customer Services

3.7 The delivery of the change to services has required a focus on communications and engagement, and on customer services. An intensive communications and engagement programme has therefore underpinned the programme of service changes across the Borough.

3.8 Direct communications with residents were undertaken including letters to all households in September 2018 and January 2019, information hangers and stickers outlining the collection changes. A significant amount of face to face engagement activity has also taken place such as:

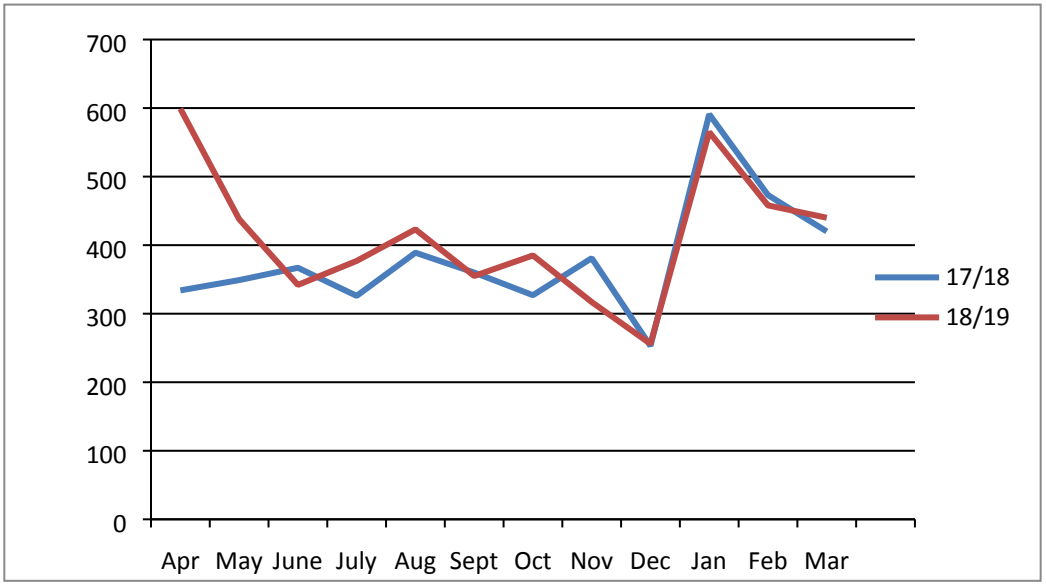
- Interactions with voluntary and community groups and organisations;
- Attendance at Rotherham Show;
- Static displays at Riverside House and other locations;
- Drop in Sessions at various locations across the Borough;
- Locality specific on the ground engagement in more challenging areas, during the roll-out
- Locality specific on the ground engagement to follow up particular issues.

3.9 The use of Social media has been key to the success of communications about the project, and has been used at all stages. The bin changes video, distributed via Facebook and Twitter, has been viewed over 49,000 times.

3.10 Customer contact has increased in line with expectations as the new services were rolled out. Following feedback about call answer rates during the transition to chargeable garden waste services in October 2018, additional staffing resources were provided to the Contact Centre as part of the second phase of changes, to ensure that customer demand could be met. Whilst contact increased to a peak in late February, the level of contact has now begun to fall.

3.11 As was expected during such a significant collection change, the service has seen a year on year increase in complaints, from 101 in 2017/18, to 17 1 in 2018/19. Of the complaints received 96% were responded to within the Council's timescales. Of the complaints received fewer than half (48%) were fully or partially upheld.

3.12 Prior to the new service being rolled out, a number of stakeholders expressed concern that the new arrangements would lead to an increase in fly tipping across the Borough. The Council records fly tipping reports from residents and have been actively monitoring these during the period of service changes. The graph below tracks the reports for the last two years and shows no major variances have occurred during the period of recycling and waste service changes.



Procurement and Contracts

3.12 In order to deliver the new service, the Council had to complete a number of large procurement and contractual exercises.

3.13 New recycling treatment contracts for paper and cardboard, and plastic, metals and glass, were successfully procured and commenced, in time for service, on 1st February 2019.

3.14 The new recycling service required work to ensure that existing contractual arrangements with Renewi, who are the Barnsley, Doncaster and Rotherham residual waste PFI contractor, were not negatively affected.

3.15 A new contract for the manufacture and delivery of the new 180 litre pink-lidded general waste, and brown garden waste wheeled bins was awarded to MGB, a Rotherham based manufacturer. MGB have successfully met the requirements in terms of delivery timescales and quality of product.

3.16 A further procurement exercise for larger communal bins, for use at flats, has been completed, with the award to Storm who are a specialist manufacturer of communal bins.

3.17 In addition, 16 additional Council-owned refuse collection vehicles were procured to complement the current fleet. All vehicles in the waste service are now of similar specification, allowing more flexibility of vehicle usage

across the service, and delivering financial savings. Delivery of the vehicles has been completed to programme, and the core refuse collection fleet is now fully owned by the Council, again with savings against historic leasing arrangements.

Further Work – Additional Bins

3.18 As part of the Council's service residents are able to apply for additional general waste capacity if they meet the criteria as follows:

- Households with 5 of more occupants –140 litre bin
- Households with 7 or more occupants – 180 litre bin.
- Medical reasons where additional capacity is required – 180 litre bin.

3.19 Given the changes to services and the need for equity of service across the Borough, the Council is now in the process of reviewing second bin provision. This will ensure that only those residents who are entitled to additional bins have them. The service has identified those residents who have previously made applications for additional general waste bins, and residents where collection crews have identified second general waste bins. During April, identified residents will receive a letter, directing them to make an application via the Council's website to reconfirm that the additional bin is required.

3.20 Successful applicants will receive a pack in the post, including a sticker to identify that the second bin is approved. Residents who currently have a second general waste bin can continue to present it on collection day whilst the process is being completed. All additional bins are expected to be registered by end of May.

3.21 Once the application process has been completed addition unregistered bins will not be emptied and arrangements to collect them will commence. Support is available to residents who do not meet the criteria and continue to have concerns about capacity, either through the Council's web-site or via support from our engagement team.

Further Work - Flats Project

3.22 In autumn 2018, a successful flats recycling trial saw residents positively engaging with the service and supporting the introduction of recycling, and significant increases in the levels of recycling being collected. Since then work has continued with Housing Services to develop a programme to deliver recycling to all Social Housing flats across the Borough.

3.23 An initial assessment of sites (Table 1) shows that around 53% of flats can accommodate the standard individual bin provision, but around 40% will need communal bins to enable recycling. in a number of cases this is likely to require the construction of purpose built communal bin stores. The balance of sites (7%) are a mix of individual and communal bins.

Table 1 – Flats: Summary of required bin types

	Blocks	Block %	Properties
All individual bins	628	53%	2343
Individual Pink Bin & Communal recycling	79	7%	449
All communal bins	477	40%	3085
Totals	1184		5877

3.24 The service has prepared a full implementation programme with Housing Services, to deliver site-specific arrangements. The timetable for this work is broadly as follows:

Task	**Date(s)**
Assessment of bin options by location	Mid-March (complete)
Communal bin tender exercise	March (complete)
Communal bins in stock	End April
Joint communications work with Housing Services	Mid-March to Mid-April
Site-specific communications to residents	4 weeks prior to change
Standard individual bin rollout delivery commencement	Mid-May to End October
Site Survey completion for communal bin infrastructure works	End April
Communal bin Infrastructure delivery	End March – End September
Communal bin delivery programme	Mid May – End October

3.25 Communications materials and methods are currently in production for both residents and Elected Members in relation to service options at each location.

Further Work – Communications and Engagement

3.26 Communications and engagement with residents will continue to yield further improvements to recycling quality and to sustain the current position. Engagement staff continue to work within the service providing support to those areas identified as needing assistance with understanding the scheme and materials which can be recycled, this support will continue into the summer.

4. Risks Associated with Project

4.1 All of the key risks, identified at the outset of the project have been successfully mitigated during the implementation. The only remaining risk is the volatility of recycling markets which could see higher treatment costs incurred due to this fluctuation. This risk is mitigated via contract arrangements, and close and regular monitoring of material markets.

5. Options considered and recommended proposal

5.1 The approach outlined has been considered and agreed by the Council's Waste Board.

6. Consultation

6.1 Consultation on the implementation and communications approach has taken place with the Elected Members. The approach to communications is in line with that agreed by Cabinet in April 2018.

7. Financial and Procurement Implications

7.1 Within the revenue budget agreed by Council on 28th February 2018 annual revenue savings of £1.383m from 2019/20 have been agreed in respect of these waste collection service changes. In addition the Council also agreed that £965k of additional Council Tax income generated from a 1% increase be earmarked for the kerbside collection of plastic waste, giving an ongoing net savings requirement of £418k. The financial impact of these service changes will be assessed during 2019/20.

8. Legal Implications

8.1 There are no legal implications for this report.

9. Implications for Children and Young People and Vulnerable Adults

9.1 There are no specific implications for Children and Young People and Vulnerable Adults from this report.

10. Implications for Partners and Other Directorates

10.1 There are no specific implications for Partners and Other Directorates from this report.

11. Risks and Mitigation

11.1 Any risks of this approach are routinely monitored through the Project Team and Waste Board.

12. Accountable Officer(s)

Martin Raper, Head of Street Scene Services
Tom Smith, Assistant Director, Community Safety and Street Scene

Approvals Obtained from:

	Named Officer	**Date**
Strategic Director of Finance & Customer Services	N/A	
Assistant Director of Legal Services	N/A	
Head of Procurement (if appropriate)	N/A	
Head of Human Resources (if appropriate)	N/A	

Report Author: Martin Raper, Head of Street Scene Services

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