

Date of Meeting	Item	Members wished to make the following recommendations	Response/Comments
17-Sep-2018	Waste Services	<u>General Comments</u>	
		<ul style="list-style-type: none"> The Committee note the rise in the recycling rates following the introduction of the new waste and recycling collection services in June 2017 and would like to thank the public of Bridgend for embracing and taking part in the new recycling scheme. 	Noted
		<ul style="list-style-type: none"> The Committee compliment the support of Kier in Community Clean ups that have been conducted in local areas with regard to the resources that they have provided. 	Noted
		<ul style="list-style-type: none"> The Committee would like to thank Kier for the supplementary day provided for recycling in Wildmill and for the additional work carried out in communal areas. Members state that improvements are being made but waste in this area still remains an issue and await the potential developments imposed by the education officers. 	Noted
		<ul style="list-style-type: none"> The Committee welcome the fact that Welsh Government and the Council are actively seeking alternative local treatment facilities from working collaboratively with neighbouring Councils for the disposal of Absorbent Hygiene Products. 	Noted
		<ul style="list-style-type: none"> With reference to Appendix B - Monthly Calls Statistics for July 2018, for ease of reference, Members request that when this information is provided in the future that the data is presented as percentage of calls taken. 	Noted
		<u>Recommendations</u>	
		<ol style="list-style-type: none"> The Committee request that the Leader makes contact with all local supermarkets and food manufacturers to phase out the use of black plastic and introduce the utilisation of alternative recyclable plastics in their place. In addition to this, Members recommend that a letter be drafted to Welsh Government encouraging them to enforce the aforementioned approach. 	Letters to be drafted on behalf of the Leader for approval and sending.
		<ol style="list-style-type: none"> In relation to the statement concerning Kiers over-reliance of agency staff and the problems that occur with missed collections when continuity is not adhered to, Members recommend that Kier employ permanent members of staff as soon as vacancies arise. The Committee further recommend that Kier look to utilise fixed term contracts for agency staff where possible to ensure short term security for their workers. 	Kier response: We are in the pursuit of making clear changes from agency to perm kier staff at Bridgend. We began the year at 50% agency staff and through the transfer programme we have managed to reduce that down to 40%, with a goal of 30% by the beginning of 2019. It should also be noted that periods of holiday or extreme long term sickness can increase our agency percentage, which we monitor a full time only basis.
<ol style="list-style-type: none"> Due to the ongoing issues in some wards with waste and co-operation with the two bag rule, Members recommend that a conscious effort is made by Officers in relation to educating residents of the Borough of the recycling and residual waste collections. Members recommend that the following proposals are explored: 	Noted		
<ul style="list-style-type: none"> The Implementation of a welcome pack for new tenants of private landlords and registered social landlords; 	Officers will develop a suitable welcome pack to include the details of the Councils waste collection arrangements, the environmental benefits of recycling and the requirements set out in legislation for the Council to achieve recycling targets. This information will be provided to private and social landlords in the area and made available on the Councils web site.		

	<ul style="list-style-type: none"> To make contact with local estate agents to confirm they are informing new residents moving into the area of where and how they must dispose of their waste; 	The above pack will also be made available to estate agents operating within the area and posted on the Councils web site.
	<ul style="list-style-type: none"> To include details of our waste service within the send out of the notice of council tax 	This is achievable on a double sided A4 sheet in black and white at a cost of £2,000, action agreed
	<ul style="list-style-type: none"> Link up with Housing Benefits, Council Tax and the Department of Working Pensions to investigate the feasibility of details of our waste service being sent out with correspondence from these departments. 	as above
	<p>Members also relayed their concerns with the contract length of the current education officers, as it is evident that the role they undertake is still critical in some areas.</p>	The ongoing retention of waste officers to promote and encourage good recycling practices across the County Borough is wholly dependent on the budget available to the Communities Directorate to secure the positions. Measures linked to finding a sustainable outcome for the disposal of the Council residual waste through its partnership with Neath Port Talbot County Borough Council and the MREC facility continue to be explored. Should a suitable outcome be achieved, this may provide the basis of a business case for funding these positions, though at this stage this cannot be guaranteed..
	<p>4 To assist with information from Member referrals being filtered by subject matter to support the collation of what concerns are being raised within each Directorate, the Committee recommend the possibility of the addition of a dropdown box or a coding system be investigated.</p>	The Member Referrals system is now undergoing a complete review, headed by the Director of Communities, this suggestion will be included in the review process.
	<p>5 In relation to the clarification of vehicle and sizes permitted to enter the Council's Community Recycling Centres (CRC), although Members understand that the policies and protocols are in place to ensure no trade waste is being disposed at any of our sites, the Committee recommend clearer communication and publication of the procedures in place is provided for both the public and for members of staff within the CRC.</p>	We are discussing alternative imagery with the communication team to make these issues clearer.
	<p>6 The Committee recommend that the issue of Waste is retained on the Forward Work Programme and for continuity is presented to Subject Overview and Scrutiny Committee 3 in approximately 6 months' time.</p>	Noted
	<p><u>Additional information</u></p>	
	<ul style="list-style-type: none"> Members have asked to receive information detailing the systems Kier have in place when receiving calls from citizens with speech impediments and other communication problems to ensure they can access the call centre and be treated appropriately. 	Kier response: Currently, we do have the facility to use text to speech, there have been 2 residents this year that have used this service. However, we are investigating the additional cost of implementing a live chat element of the service to help people with speech impediments and other special characteristics, we would like to explore offering this through the BCBC web portal.
	<ul style="list-style-type: none"> Members queried whether Kier has enough contracted staff to cover all posts at Tondu site? 	Kier response: Yes we have 110% staff coverage policy in force at all times to ensure all posts are covered.

		<ul style="list-style-type: none"> Members seek clarification of the number zero hour contracts used by Kier and agencies that utilise, to gain an understanding of the amount of zero hour contracts used across the whole of the waste contract. 	Kier response: We can confirm that we do not employ through a zero hour contract basis, this was confirmed by our agency supplier Smart solutions.
		<ul style="list-style-type: none"> In relation to the recycling rate figures, Members request to receive a breakdown of data to show what percentage was gained from recycling collected at our Community Recycling Centres and the amount acquired from recycling collected at the kerbside. 	Recycling at the CRCs accounts for approximately 34% Recycling at the kerbside accounts for approximately 30% The remaining amount is made up from recycled Street-sweepings, Highways & Parks
		<ul style="list-style-type: none"> Members would like to receive statistics in relation to other communal collections in the rest of the County Borough for comparison with the collections currently undertaken in Wildmill. 	We are unable to provide statistics for this enquiry as the Estates Vehicle services several estates/communal collection throughout the day.
		<ul style="list-style-type: none"> Due to the Absorbent Hygiene Products being considered as a budgetary issue by the Council, the Committee queried whether a proposal for incinerating the Absorbent Hygiene Products for energy had been explored, to possibly gain an income rather than expenditure for its disposal. 	If the materials are not sent for recycling they will be collected along side the Council Residual waste and disposed of through the Councils arrangements with Neath Port Talbot County Borough Council at the MREC facility in Crymlin Burrows. The materials sent to this facility are generally converted to refuse derived fuel and burnt for energy.
		<ul style="list-style-type: none"> With reference to citizens who either recycle incorrectly or not at all, Members queried how many Environmental Protection Act 1990 S46 notices have been served on residents in the County with the aim of issuing a fixed penalty notice (FPNs) for failure to comply with the said notice. 	From June 2016 - May 2017 2 FPN from June 2017 to Sept 2018 12 FPN issued for Section 46 offences