

**Summary Waste Strategy Action Plan Update**

Red – No progress

Amber – In progress

Green - Completed

List of Actions						
Measure	Actions required	Lead Officers	Link to other actions?	RAG Status	Forecasted Completion Date	Comments\Evidence
1. Live Feed: To modernise service delivery and help facilitate improved service monitoring for the benefit of customers, it is proposed to implement an in-cab live feed data system for waste vehicles	a. Complete refuse survey	NLT/AJ	8	Green		Survey completed, given to Digital Services June 23 and uploaded.
	b. Complete recycling survey	NLT/AJ	8	Green		Survey completed, given to Digital Services June 23, and uploaded.
	c. Identify collection points	NLT/AJ	8	Amber	End June 24	List compiled from survey data. Survey Team to carry out analysis and grade each collection point for programme to be developed – parked at present due to other Measures taking precedence
	d. Identify un-adopted lanes with collections	NLT/AJ	8	Green	End Dec 23	Completed. Un-adopted roads/lanes account for 11% of rear collections across the Borough.
	e. Work with Digital Services and Fleet Review to identify technology/software solution	NLT/AJ		Green	End March 24	Digital Services Transformation Board Service Request submitted May 23. Support approved 12 <sup>th</sup> October 23. Demonstrations held with suitable supplier and testimonials received from other Authorities who have already purchased same system. Solution identified
	f. Procure & install system	NLT/AJ		Amber		Moving forward with Procurement process in conjunction with the Fleet Review.
2. Employ a Recycling Officer (Grade 5) to pursue increased community engagement including schools engagement, produce online & physical educational materials.	a. Update JD/PS and Advert – and advertise	NLT/AJ		Green		Appointment September 23
	b. Order IT Equipment and Phone	NLT/AJ		Green		Completed May 23
	c. Programme of Works required i.e. Do not overfill messages etc.	NLT/AJ		Green		Ongoing

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		As requested by Scrutiny Committee priority to be given to a communications protocol to be developed to highlight Council policy on missed collections and ensure consistent messaging					
3.	To re-introduce free biodegradable 'dog waste' bags for public use. Bags to be made available for collection in community locations such as local shops alongside existing provision of food waste bags. An update on the provision of dog poo bags to be provided in the first quarterly performance report available 12 months after bags are made publically available and include a list of pick up points across the County Borough	a. Design and order bags	NLT/AJ (with comms)			Bags received June 2023	
		b. Identify locations with Local Members	NLT			Final list of locations circulated to Members August 23.	
		c. Price up dispensers and bags and installation (only wards without outlets)	NLT/AJ/Neighbourhood			End Oct 23	To be considered 12 months after roll-out (only one ward without agreed outlets). Checked for Churches or Chapels that might accept instead. No alternative Location identified. Spoke to Local Member who has confirmed satisfied we have done all we can and accepts no dog bags will be available for drop-in collection in ward.
		d. Monitor customer data and food bag data	AH			End March 24	Ongoing albeit no viable performance measure can be identified.
		e. Website update on bags being available	NLT/AJ				Information published on website on August 23
		f. Storage location within Stores to be identified	NLT/HaDS				Agreed storage space located in overflow room of SRC stores.
4.	Implement an additional Grade 4 delivery driver and van for recycling equipment along with an overtime budget allocation for times of increased service demand (i.e. summer for green bags, Christmas etc.). In addition, investigate the feasibility of	a. Advertise and appoint	GS/NLT			Appointment made June 2023.	
		b. Order delivery tablet	NLT/AJ			Completed May 23	
		c. Review delivery timescales when post in place – currently stands at 18 days	GS/NLT/AJ			End June 24	In progress. RACO team to take over all bin deliveries in June 24 so delivery of full kits can be distributed and delivery zones further revised to bring down waiting times.
		d. Agree new delivery zones & liaise with IT	GS/NLT/AJ				Draft new zones prepared based on service demand per area for last year.

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	'click & collect' facilities at HWRCs or other staffed locations.	to make amendments to ordering system and Service First					
		e. Conduct feasibility study for consideration	AH			Click & Collect feasibility study ongoing. Proposed to implement 'soft launch' of 20 'slots' per day for click and collect at Briton Ferry in the first instance. Digital Services Transformation Service request submitted and awaiting prioritisation.	
5.	Amend the pilot fortnightly nappy collection to include provision of a storage bin in addition to provision of purple collection sacks if desired by the resident, noting that currently 2,756 households have ordered AHP bags. (Neighbourhood zone teams to subsequently collect nappy storage bins no longer required for recycling going forward). Consideration of using the material storage bins for presentation to be given.	a. Decision on trial presentation area required	GS			Bryncoch given higher density of service users and pod vehicle accessibility.	
		b. Source suitable storage bins and order	NLT/AJ			Only Blue bins available. Ordered.	
		c. Update website and any associated comms inc. definition of AHP.	NLT/AJ			End March 24 (final working pending Digital Services prioritisation)	Launched on 12 <sup>th</sup> February. Some negative 'press' received on social media albeit proposal stemmed from feedback from initial pilot, however positive response received by delivery driver 'on the door step' and via mail.
		d. Write to existing users to advise of change	NLT/AJ			Linked to C	Done
		e. Agree system with Neighbourhood and set up associated Service First codes	NLT/AJ/ Neighbourhood			TBC once Customer Hub is rolled out	Service First being redesigned as Customer Hub so will pick up once redesign is complete
		f. Agree storage location of stock	NLT/HADS				No space in SRC for initial delivery have been delivered to transfer station
6.	Review 'side waste' exemption policy and associated T & C's re: provision of AHP collections and current abuse issues. Also, review litter/waste	a. Review Policies from other Councils	NLT		End March 24	'Round robin' email sent to Welsh Authorities asking for details of their current Policies. Poor response. Asked APSE for responses to similar network queries. Responses not applicable to our review.	

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	enforcement policies where required.	b. Review reasons for current exemptions and work with Legal Services on revised policies	NLT/AJ			End July 24	RACO team have provided feedback on changes they think are required. Draft policy revisions to be produced.
		c. Review application process and website (inc. exemption system itself)	NLT/AJ			No estimated date for completion, pending actions	Feedback sought from RACO's on improvements and amendments required. System update linked to the implementation of Live Feed (Measure 1) and Service First redesign. It is Digital Services' intention for the purchased system to replace all current applications used by Waste Services.
		d. Programme of works to remove E stickered bins	GS/NLT/AJ				Ongoing. Crews, Side Waste Officers and Neighbourhood all providing lists in course of duties.
		e. Reminder letters to all current customers highlighting E-Stickers are not for bins and only additional non-recyclable bags	NLT/AJ				Reminder letter sent.
7.	Review receptacles provided for recycling collections. In the meantime, better marketing of 'do not overfill bags etc.	a. Check market for any new designs on a regular basis	NLT/AJ				Samples of current on market designs received.
		b. Trial currently available bag designs on the Terberg and bring forward proposed changes if appropriate	CR/GS/NLT			Linked to delivery of new recycling vehicles under procurement	Trials conducted on our Terberg eRRV and new design EV Romaquip. Initial feedback indicates larger 'Swansea' style bags work with both vehicles. Possible new supplier identified with secure fixing to hessians. Awaiting costs per unit and new vehicle tender responses before any recommendation brought forward.
		c. Better marketing measure included in measure 2.	N/A			N/A	See Measure 2

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8. Cleaner streets following collections.  It is proposed to action some measures to help keep streets cleaner and to help crews take more ownership of their rounds as follows:  <ul style="list-style-type: none"> <li>• Compile accurate records of collection rounds and rebalance them where necessary (a survey of refuse rounds has already been completed, and a survey of recycling rounds is programmed for April);</li> <li>• Look at maintaining greater stability of crews allocated to rounds;</li> <li>• Better messaging associated with adverse weather and wind-blown litter (linked to Measure 2);</li> <li>• Maximise the use of wheeled bins where practicable to minimise impact of animals;</li> <li>• Further improve coordination with street cleansing;</li> </ul>	a. Meet with Neighbourhood colleagues to look at current street cleansing rounds and agree better coordination	GS/NLT/Neighbourhood				Meeting held with all zone sups and new inspection regime agreed for RACO's to visit problem areas every week.
	b. Asses cost of cleansing un-adopted lanes that have waste collections	NLT/AJ/Neighbourhood	1 & 11		Oct 24	List compiled from survey data and resourcing/cost for cleaning lanes used for waste collection being calculated.
	c. Assess all black bags residents for bins and update black bag delivery list	GS/NLT/AJ			End November 24	Survey Team reviewed properties on current black bag list. Next stage is to 'door knock' those properties that could/should have a bin to reduce bag list and the use of single use plastic bags.
	d. Crew stability to be addressed	GS				Vacancies appointed and ongoing sickness & other HR issues being address. Additional HR officer commissioned for Streetcare
	e. Use survey data to assess missed collections and mess left after collection and damaged kit on a crew by crew basis	NLT/AJ (to provide report to GS for action)	1			System in place by end March 24

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	<ul style="list-style-type: none"> <li>In the context that the council does not currently cleanse un-adopted streets/lanes at all – assess the number where we undertake waste collections and the cost of cleaning these as part of Measure 11.</li> </ul>						
9.	Employ two additional Recycling Awareness and Compliance Officers and: <ul style="list-style-type: none"> <li>Complete 'Collection Point' plotting programme and introduce communal recycling facilities where required/beneficial;</li> <li>Roll-out further bin numbering to hotspots;</li> <li>Complete current 'front of house' collections trials;</li> <li>Continue with further changes to collections from rear lanes to front of house where there are acute rear</li> </ul>	a. Advertise and appoint	NLT/AJ				Appointments made in July and August 23
		b. Order vehicles and IT equipment	NLT/AJ				
		c. Revise zones to split workload fairly over 5 officers	NLT/AJ				New Zones agreed and implemented as September 23. Members and Contact Centre informed
		d. Order £35k worth of bin numbers & identify further scheme areas	NLT/AJ				Officers identifying areas. Numbers received. Schemes identified and ongoing. Next schemes to be conducted in Maes Gareth Edwards, GCG & Roman Road, Banwen
		e. Grade all collection points from inspection following outcome of survey and create programme of works to deal	NLT/AJ				List being compiled from survey data. Survey Team to carry out analysis and grade each collection point for programme to be developed
		f. Identify areas requiring FoH collections and meet with Local Members to agree programme	GS/NLT/AJ				Rolling Programme

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	lane environmental issues if appropriate; <ul style="list-style-type: none"> <li>• Increase waste enforcement in rear lanes where collections moved to front of house;</li> <li>• Review FPN levels for environmental/waste offences</li> </ul>	g. Meet Neighbourhood to agree rear lane enforcement	CR/NLT/Neighbourhood			Priority currently on f.
		h. Meet Neighbourhood to review FPN levels	NLT		End April 24	Meeting held. Note to be prepared for HoS/Cab Member consideration
		i. List any other 'hot spot' areas with Neighbourhood and programme to address	NLT/AJ			Complete. Hotspots overlapped with new RACO zones and weekly inspection sheets to be introduced.
		j. Use weighbridge information in conjunction with survey data to identify low participation in recycling areas and programme awareness events	NLT/AJ		End April 24	Survey in progress
10.	Engage through enforcement those households not taking part in any way in the Council's recycling scheme, and those not participating in the recycling of food waste specifically.  Undertake a pilot of stepped, targeted enforcement in Seven Sisters to test paperwork and procedures, and then roll out to other areas. (Note: Seven Sisters one of the lower participating areas for food waste recycling)	a. Meet with Local Members for pilot area to discuss the process	NLT/AJ			Meeting held and programme of activity agreed
		b. Encouragement letter to be sent to all residents	AJ/Council Tax		End November 23	Letters issued
		c. Conduct initial participation survey on ward	NLT/AJ			
		d. Community Events to promote recycling and issue any additional food waste bins & bags or any other equipment required	NLT/AJ & Local Members		End November 23	Events arranged November 2023
		e. Further participation survey after 4 weeks	NLT/AJ			
		f. Visit non participating properties	NLT/AJ			900 properties being visited starting on week commencing 19 <sup>th</sup> February 2024

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		g. Report on progress and any improvement to Cabinet Member and Local Members	CR/NLT		End March 24	To be completed following door knocking exercise and final participation survey	
		h. Send covering letter and Section 46 Notice	NLT/AJ		End April 24	Last stage of agreed programme and will be dependent on door knocking outcome and final participation survey	
		i. Any associated enforcement work	NLT/AJ				
11.	Conduct formal consultation with Households, the workforce and their Trade Union Representatives, and other stakeholders such as our Trade Waste customers, on moving to three weekly collections of non-recyclable residual waste with the existing 3 bag/140ltr wheeled bin limit, alongside continuing with <u>weekly</u> collections of recyclable waste including food waste; paper and card; plastic and metal cans; household batteries and glass. The consultation to explore the way forward with green waste and nappy collection frequencies.	a. Create a draft 3 weekly service proposal including vehicle and staffing costs etc.	CR/GS/MDJ/AH/NLT			Survey completed and rounds digitised. Proposal analysis started November 23 and complete March 24.	
		b. Draft consultation document and Member briefing note	CR/GS/MDJ/AH/NLT		April 24	Discussions held with colleagues in Corporate Services. Draft Stakeholder consultation document prepared. Report to Board April 24	
		c. Carry out consultation exercise and report outcome to Board	CR/GS/MDJ/AH/NLT			Autumn 24	Programmed consultation start 6 <sup>th</sup> May 24, to run for 6 weeks
12.	Continue with booking system at HWRCs	a. Order improved tablets for site operatives	AH/NLT/AJ			Completed and ongoing.	



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13.	Improved recovery of recycling from litter waste <ul style="list-style-type: none"> <li>Complete street litter bin and roadside litter composition analysis;</li> <li>Assess the likely impact of national DRS (Deposit Return Scheme) and EPR (Extended Producer Responsibility)</li> <li>Continue to send residual litter waste to EfW</li> </ul>	a. Collect trial samples for off-take trials	CR/MDJ			Initial samples analysed for composition. Additional separation trails done July 23 and enhanced separation now ongoing. Left over residual sent to EfW.	
		b. Complete repeated sample analysis of litter waste composition and assess outcome	CR/MDJ/AH			DRS & EPR position still evolving. Difficult to predict impact. Producers also starting to change packaging in advance of EPR. Further analysis of litter composition will be done once EPR comes in, expected October 25	
14.	Consider extending battery collections to include small electrical items – whatever will fit in the battery bag: <ul style="list-style-type: none"> <li>Pilot some collections;</li> <li>Consider material arising after bedding-in period;</li> <li>Consider increasing size of battery bag (Pilot larger bag and dedicated collection stillage under next generation of vehicles)</li> </ul> Expand small electrical item collections if pilot successful.	a. Resident feedback on proposed addition of this service via Citizen’s panel	NLT/AJ			Bags designed and ordered for Pilot area. Feedback will now be sought separate to Citizen’s Panel after discussion with corporate colleagues.	
		b. Develop service plan based on feedback	CR/GS/MDJ/AH/NLT			Contractor identified (FCC) for off-take arrangements during trial.	
		c. Communication Strategy and pilot area to be identified (new action)	NLT/GS			June 24	Pilot collection round identified, communications plan being prepared

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15.	Park' reintroduction of textile collections for now to focus on food waste recovery and other improvements.	No action required on this measure	N/A	ALL			
16.	Work with the business unit of Property & Regeneration to complete a feasibility study for provision of a 'Repair/Re-Use' shop in the commercial centres of Port Talbot, Neath and Pontardawe.  Bid to WG for Circular Economy and Transforming Towns monies to implement findings as appropriate (CE grant applications will be available on a rolling basis for two years from April 2023)	a. Meet with Reuse/repair shop organisations	AH				Meetings held with Enfys and Urban Foundry.
		b. Meet with P & R colleagues	AH				Meeting held with P & R to discuss joint bid.
		c. Prepare grant bids and submit	AH				Corporate funding not supported for feasibility work. Joint funding bid worked on with P & R colleagues. Discussions are currently ongoing regarding a property in Neath being utilised for a repair/reuse shop using WG circular economy grant funding. Proposals for Port Talbot and Pontardawe still under consideration.
17.	Commission a feasibility for a new improved HWRC site in Port Talbot/Lower Afan Valley area to replace the Cymmer facility and report findings to Members	a. Commission study and provide report	AH			End May 2024	SLR Consulting appointed January 2024, study ongoing. Output expected end May 24. Potential grant funding available towards new facility if suitable site.
18	Complete the service merger of waste collection and transfer station teams, complete Transfer Station site works & implement waste collection fleet move to co-locate with the transfer station.	a. Complete Service Merger	MR/CR/MDJ				Complete
		b. Relocation of waste collection services to the redeveloped Transfer Station to complete merger					Cabinet approval for relocation in place and all associated HR changes other than final relocation notice to staff completed. Tender for infrastructure changes to facilitate co-location of the waste fleet at the Transfer Station complete and contract

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						awarded. Relocation expected mid January 25 after the Christmas catch-up, if not before December 24.

Other Measures linked to Strategy:

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A.	Introduction of vehicle footage viewing charge	a. Meeting with Insurance, Contact Centre and Finance colleagues to agree procedure	GS/NLT/AJ			Introduced as part of Streetcare Fees and Charges 23, however had to be removed after Legal identified that a charge cannot be applied
		b. Website Update	NLT/AJ			N/A given the above
B.	Communications protocol to be developed to secure engagement with the public generally in relation to obtaining feedback on waste services via the work being undertaken through the established Citizens Panel, and during customer touch points with the service, and to highlight Council policy on missed collections.	a. Develop protocol	CR/MDJ/AH/GS/NLT	End April 24		Questionnaire being developed to hand out at community events in the first instance.  The service and Members will have the opportunity to review and overhaul the missed collection policy following the completion of measure 1.
C.	Introduce option for commercial green waste to be deposited as Briton Ferry Waste Transfer Station with associated charge per tonne.		AH			Complete