

Household Waste Recycling Centre Service Provision Review Report
February 2014

Household Waste Recycling Centre Service Provision Review

Project Update – February 2014

Context

HWRCs provide an integral service to Hampshire's waste management network. The services provided at the sites complement Waste Collection Authorities (WCA) collections and other bring-site activities, and they contribute almost 50% of the present PI recycling achievement within the County. They provide places, at which persons resident in the area may dispose of their household waste and, in doing so, fulfil the County Council's statutory obligation under the Environmental Protection Act 1990 and contribute to enhancing the County's Quality of Place.

There are a network of 26 HWRCs in Hampshire provided by Hampshire County Council (24), Portsmouth City Council (1) and Southampton City Council (1). They are currently managed and operated on behalf of the three councils by Hopkins Recycling Ltd, under contract until 31 January 2015. The 26 sites received 225,000 tonnes of material in 2011/12 and diverted an average of 82.3% from landfill (65% recycled) with over 4 million people visiting the sites.

The HWRC Service Provision Review

The original aim of the project was, to evaluate the HWRC service and the way it is provided, in order to measure its value as a service both to Hampshire residents and Hampshire County Council. This has been achieved by assessing the HWRC network in terms of economy, efficiency, environmental performance and effectiveness.

The current financial climate and outcome of the recent Comprehensive Spending Review mean that now more than ever the County Council needs to look at our services and seek new or different ways of delivering them that ensure we continue to provide for Hampshire residents, ideally at a reduced cost, and improved efficiency. The HWRC Service is one that has the potential to offer, cost cutting and new or developing income streams that will ultimately allow the County Council to continue to provide an excellent level of service with a reduced demand on resources.

The Key Work streams

There are 8 key areas of work, some which are underway and on-going and others that are proposals or options that we are consulting with all stakeholders on.

Household Waste Recycling Centre Service Provision Review Report
February 2014

1. **Maximising Landfill Diversion** - This is an on going work stream to remove as many waste streams from the residual bin as possible. These are to be sent for recycling or energy recovery in order to increase our recycling performance and make cost savings. The key materials we are currently focussing on include; carpets, mattresses and plastics which make up a significant proportion of the material in the residual bin.

2. **Advertising at HWRCs** – We are currently undertaking a 12 month trial at 7 sites offering businesses the opportunity to use boards on the perimeter fencing inside the site to advertise their services. Take up has been positive with companies ranging from estate agents to waste companies signing up.

3. **Commercial & Industrial Waste Acceptance** – This option would enable small and medium sized enterprises access to the HWRC network to dispose of their waste for a reasonable charge. The target market is mobile businesses ‘man in a van’ (plumber, electricians, gardeners etc...) that currently have few practical or affordable options that allow them to recycle and dispose of their waste.
Should this option be selected the intention would be (in line with current best practice) to make the service simple and affordable to encourage take up and would allow provision of a service operating at the same times as the domestic service at the majority of or all sites with an electronic payment and material recording system..

4. **Soil & Rubble, Plaster Board & Asbestos** – These three material streams cost £1 million per annum in disposal costs and are also those materials most likely to be trade waste . The County Council is not obliged to accept these under legislation as it is not classified as household waste. Whilst we do accept these materials free of charge at all sites there are restrictions in place Options being considered include banning these materials completely, keeping the currently restricted amount free and charging for all material above this amount or charging for all the material brought into the sites.

5. **Trade Waste Controls** – This option seeks to enhance the current trade waste controls on sites either through the use of height barriers and or provision of an enforcement officer on site to reduce as far as is practicably possible trade waste entering the site.
If the commercial and industrial waste option or option to charge for certain materials as outlined above are implemented, these enhanced controls will be key to ensuring that they are successful.

Household Waste Recycling Centre Service Provision Review Report
February 2014

6. **HWRC Opening Hours** – HWRC Opening hours change during the year to reflect the change in daylight hours (8am - 4pm, 8am – 5pm, 8am – 7pm) but only around 10% of visits happen after 4pm and the majority occur between 9am and 4pm.
This option considers the potential to reduce hours either at the start and/or the end of the day to achieve cost savings and match the service to when the public use the sites most.
7. **Site Rationalisation** – As a necessary part of the review we are considering service provision in Hampshire in the context of current and future housing development as well as considering the overall level of service we should provide.
8. **Voluntary / Third Sector Engagement** – This option seeks to maximise the amount of re-use through the HWRC sites by working with the voluntary sector to reduce the amount of material that goes for disposal. There are both direct benefits; land fill diversion performance and reduced disposal costs and indirect benefits; provision of reusable furniture and other items to the voluntary sector to benefit those needing support across the community.

Project Timetable

The timetable set out below gives the key elements of the stakeholder engagement process we are undertaking to ensure all views are captured ahead of a member decision later in 2014:

6th December 2013	HCC Member engagement workshop I
10th January 2014	HCC Member engagement workshop II
January / February 2014	Project Integra partner engagement sessions
June- August 2014	Full public consultation
October 2014	HWRC Management Contract Award
November 2014 – January 2015	Contract Mobilisation
1 February 2015	Contract Start

The procurement process and HWRC management contract has been designed to allow us to implement changes to the service or not depending on the outcome of the consultation and subsequent decision.