

## RECYCLING REVIEW ACTION PLAN 2013

Recommendation	Reason	Steps involved	When	Lead	Progress
<p><b>Rec 1</b></p> <p>That this Group recognises and congratulates the hard work that has been undertaken by the Council Employees across the authority and the residents of the Borough to reduce the amount of residual waste being sent to landfill and to increase the amount of waste being recycled.</p>	<p>The Group believes that both residents and Council Employees have worked extremely hard to get to the levels of recycling that have currently been achieved but also feels that for this to improve the hard work should be congratulated and promoted.</p>	<p>Promote the achievements already made in every way possible; via local; press, Council website, Township Forums, use of banners etc</p>	<p>Ongoing</p>	<p>Neil Long</p>	<p>Recycling needs to be promoted at every opportunity to ensure that it becomes a way of life.</p> <p>Ongoing - continuous</p> <p>All Township Forums attended to promote recycling and to thank residents for progress already made</p> <p>A new promotional campaign was launched in September 2012 borough wide. Campaign being relaunched in coming weeks.</p> <p>Communications campaign ongoing and website promoted</p>
<p><b>Rec 2</b></p> <p>That Ward Councillors are encouraged to become 'Recycling Champions' in their areas by promoting recycling wherever possible and work with the Waste Management Section to identify solutions for specific areas."</p>	<p>This will help Members to promote recycling to residents who may not be aware of it and to highlight any areas of concern. It will also promote neighbourhood working.</p>	<p>Provide Members with as much knowledge of recycling as possible to enable them to pass this advice on. This particularly applies to initiatives in their Ward.</p>	<p>ongoing</p>	<p>Glenn Stuart</p> <p>Neil Long</p>	<p>Packs should be provided for newly elected Members to promote recycling. Visits to Greater Manchester's (GMWDA's) household waste treatment facilities should be available for any Councillor that wants to attend.</p> <p>Available to all Councillors</p>

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		That Members are encouraged to contact waste management with issues that they have in relation to specific recycling schemes or recycling issues of residents. However, questions/ complaints specific to collections should always be directed through the CCC.	ongoing		<p>Ensure that Councillors have the correct contact information for their wards. n/a. there is no specific Ward information.</p> <p>Already offer pre Council training sessions and attendance at Member Development Sessions.</p> <p>All Councillors are school governors and governors receive information and training on recycling.</p>
<p><b>Rec 3</b></p> <p>That, to assist with ongoing work in relation to contaminated bins, all new bins are numbered by the Council before being delivered to properties and households where the bins are not numbered are encouraged to do so.</p>	<p>Will give residents' 'ownership' and ensure that waste operatives can correctly record where recycling is not being undertaken.</p>	<p>All new bins should be pre-numbered before leaving the depot.</p>	ongoing	Glenn Stuart	<p>This is already being carried out and will continue.</p> <p>All new bin deliveries are labelled by white number stickers and black marker.</p>
<p><b>Rec 4</b></p> <p>That the use of enforcement in relation to contaminated bins be considered – this would only be as a last resort and for repeat offenders.</p>	<p>This would act as both a deterrent and a warning to those that are continuing to contaminate their bins.</p>	<p>Identify steps needed to be taken and any issues that may be encountered.</p> <p>What staffing would be required?</p>	Sept 2013	<p>Neil Long</p> <p>Lorraine Chamberlin</p>	<p>This is currently undertaken by other Councils, ask them for information on any issues and obstacles they encountered.</p> <p>A report entitled 'Business Case for an Enhanced Recycling Service that Aims to Achieve a Household Waste Recycling Rate of 50% and Beyond'</p>

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					<p>was approved at Cabinet on 18 September.</p> <p>The report included reference to a new 'Waste Regulatory and Enforcement Policy' and the establishment of a Waste Enforcement Team. The team should be in place this calendar year.</p>
<p><b>Rec 5</b></p> <p>That all waste operatives are regularly reminded to use the software correctly as this may assist to reduce the number of complaints received and the number of missed collections.</p>	<p>This will ensure that the correct information is being recorded and is reliable. Will help to record where issues are occurring regularly and enable action to be taken.</p>	<p>Provide written reminders in memo's and verbal reminders as and when required to all operatives.</p>	<p>July 2013</p>	<p>Glenn Stuart</p>	<p>Significant investment was made into the in-cab technology and as such, the information gathered using technology should be as accurate as it can be.</p> <p>Continuous</p> <p>Waste operatives attend ongoing training and the software used is further developed as technology becomes available</p>
<p><b>Rec 6</b></p> <p>That Members should receive regular reports setting out targets versus actuals and highlighting where improvements need to be made and how this can be done.</p>	<p>This will highlight areas where targets are not being reached and allow Councillors to target specific areas that may fall within their wards.</p>	<p>Liaise with Members on what information they would like to receive.</p> <p>Use information gathered from the systems in place to monitor targets.</p>	<p>ongoing</p>	<p>Neil Long</p> <p>Glenn Stuart</p>	<p>Look at what is required and the possibility of merging recommendations 6, 7 and 8</p> <p>Investigate what information is available and how this can be provided to Councillors.</p> <p>Can this be done ward by ward? It cannot be done by Ward. The service does not operate along Ward boundaries.</p>

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					<p>Can this be done electronically – identify how regularly this would be required.</p> <p>Performance information is available to Members periodically and this will be ongoing.</p>
<p><b>Rec 7</b></p> <p>That the possibility of carrying out specific exception reporting or analytical research is considered to look at trends and highlight where improvements can be made.</p>	<p>Should identify ward specific issues which can then be targeted.</p>	<p>Identify how the software can be utilised to provide this type of information.</p>	<p>ongoing</p>	<p>Neil Long</p> <p>Glenn Stuart</p>	<p>See Rec 6</p> <p>Regular reports through portfolio holder to Star Chamber.</p> <p>Collection routes not ward specific but certain areas are recognised and if issues arise are targeted.</p>
<p><b>Rec 8</b></p> <p>That complaints relating to missed bin collections are monitored by area to highlight any patterns.</p>	<p>This would highlight trends and may identify where education was required to be carried out.</p> <p>The information could be included on with the updates to Members.</p>	<p>Customer contact centre information – meet with relevant officers to discuss how the information can be extracted.</p>	<p>Ongoing</p>	<p>Neil Long</p> <p>Glenn Stuart</p>	<p>See Rec 6</p> <p>The developments with the in-cab technology show where bins are not put out for collection. This technology also allows for operatives to report problems to the contact centre if access to a street or estate was not possible.</p>

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<p><b>Rec 9</b></p> <p>That something similar to the interactive games that were used on the visit to the recycling centre should be developed locally to be rolled out to schools across the borough. This would help to educate the young people within the borough who would then pass this on to the rest of their families.</p>	<p>The interactive games that were used at the recycling centre were fun to play but also very informative. This would be a good way of educating children who could then educate their parents and other relatives.</p>	<p>Research if there is anything produced by GMWDA that could be used.</p> <p>GMWDA has interactive games on its website – ask schools to look at these.</p> <p>Consider holding a Recycling week at schools across the borough where the pupils come up with their own interactive games based on the GMWDA - best game is rolled out across all schools in the borough.</p>	<p>From Sept 2013</p>	<p>Talat Afzal</p>	<p>This would promote recycling and get all schools involved.</p> <p>Invite Councillors to help out with this in the schools that they are Governors.</p> <p>On line games have been developed by Viridor and are available on the R4GM website. All schools have access to this resource. Schools have been signposted to the website as have recycling champions. Recycling education in schools ongoing as the recycling initiative is rolled out to all schools. All schools to be recycling by end November 2013.</p> <p>The Cabinet report referred to above includes reference to the establishment of an Officer to work in schools on an ongoing basis promoting recycling.</p>
<p><b>Rec 10</b></p> <p>That all Councillors are encouraged to attend a visit to the Customer Contact Centre.</p>	<p>This highlights the issues that the contact centre are dealing with and shows the Councillors how issues are progressed.</p>	<p>Invite Councillors to attend scheduled visits when they can be given a tour of the centre and receive an introduction before sitting in and listening to telephone calls as they are received.</p>	<p>ongoing</p>	<p>Michelle Bracegirdle</p>	<p>All councillors have been invited to attend the centre and this is being carried out on a rolling basis.</p> <p>The Councillors attend a presentation and are then able to sit with a call centre operative listening in to calls being received.</p> <p>Lists of Councillors who have attended are available.</p>

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<p><b>Rec 11</b></p> <p>That all funding opportunities in relation to the promotion of recycling are researched and applied for.</p>					<p>This is already done as demonstrated by the successful application for EU LIFE+ funding by the GMWDA on behalf of the GM Waste Partnership. All opportunities for funding are monitored on an ongoing basis.</p>