



SWP Action Plan

Authority name: Surrey Heath Borough Council

Covers period: April 2015 onwards

Completed by: Tim Pashen

Performance against SWP targets (to be updated by SWP Manager)

#	Indicator	2019/20 TARGET	2013/14 PERFORMANCE	2014/15 PERFORMANCE	RAG	Comments
		SWP	Surrey Heath Borough Council			
1	Total household waste and recycling per person	Quartile 1	(342 kg/person)	337 kg/person		Household waste per person is decreasing. National comparator figures have not been released yet.
2	Recycling and recovery rate	70%	63.1%	63.6%		Recycling and recovery rate has increased.
3	Percentage of municipal waste sent to landfill	0%	N/A	N/A		
4	Cost of waste management per household	No increase from 2013/14 (£158)	£68	£71		Increase in cost of waste per household

Action Plan

Communications (to be completed by Surrey Heath Borough Council)

Ref #	Action title	Action description	Reference to Joint Strategy	Delivery status	Delivery			Outcome			
			Workstream no : Action no		Completion date	RAG	Comments	Outcome description (must be SMART)	Realisation date	RAG	Comments
C1	Welcome pack	Work with revenues team to ensure relevant information on waste services and collection days gets sent out with Council Tax bills for all residents at the end of the financial year and to send to all new Council tax payers moving into the Borough.	2:2	Completed	01/04/2015			By 31st March 2016, to see a rise in the recycling rate as compared to the 2014/2015 rate.	31/03/2016		
C2	Textiles	To participate in the SWP textiles campaign by posting information on the Council's web site and in the Council's magazine "Heathscene"	7:7, 7:9	Completed	01/06/2015			By 31st March 2016 to have increased the amount of textiles and WEEE collected from the kerbside and our bring sites (LNB Containers) by 10% (5 tonnes).	31/03/2016		
C3	Food Waste	Deliver a communications campaign to remind residents that food waste cannot be put in the residual bin	7:7, 7:9	Completed	31/12/2015			By 31st March 2016 to have maintained or increased the amount of food waste composted compared to the 2014/2015 rate.	31/03/2016		we have seen a 9% increase (2015/16) as a result.

C3a	Food Waste	(modified) "no food waste" sticker put on the RECYCLING bin (in addition to above)		Completed			this was carried out due to noticable increase in food in DMR after "no food sticker" put on refuse bin				NB change in wording to "food <u>waste</u> caddy"
C4	Garden Waste	To increase membership of the garden waste club by 1,000 though a range of promotional activities.	2:2, 7:1	partially completed	31/03/2016		8629 members (end march 2016) so additional membership achieved but tonnage only increased by 169t	By 31st March 2016 to have increased the amount of garden waste composted by 400 tonnes as compared to the amount collected in 2014/2015 and to increase the recycling rate by 1%.	31/03/2016		new target for march 2017 of 9500
C5	To increase participation in the kerbside recycling service	To target areas where participation is low with a range of promotional activities including bin hangars	2:3, 7:7	In Progress	31/03/2016		Additional resource is focussing on the project. Surrey Waste Partnership doorstepping campaign in progress.	By 31st March 2016 to have increased the recycling rate by 0.5%.	31/03/2016		slight shift in focus to recycling quality - red & yellow bin hangers & recycle right guide issued.

Service and operations (to be completed by Surrey Heath Borough Council)

Ref #	Action title	Action description	Reference to Joint Strategy	Delivery status	Delivery			Outcome			
			Workstream no : Action no		Completion date	RAG	Comments	Outcome description (must be SMART)	Realisation date	RAG	Comments
S1	Bring Sites	To carry out a review of the recycling bring sites in the Borough and to change bins where possible to increase capacity for the collection of textiles and WEEE.	7:1, 7:7	In Progress	31/03/2016		1100s for DMR removed due to continued contamination & Palm paper & card banks due to significant increase in cost.	By 31st March 2016 to have increased the amount of textiles and WEEE collected from the kerbside and our bring sites (LNB Containers) by 10% (5 tonnes).	31/03/2016		do not currently have DHL WEEE banks. May opportunity to increase Book & Music (BHF)
S2	Bulky Textile collections	To introduce a bulky textile collection scheme to supplement the current kerbside textile scheme, in conjunction with 3rd party provider	7:1, 7:7	In Progress	31/03/2016		Free collection service for large quantity textile collections is being offered via internet. This will be advertised more widely to raise awareness.	By 31st March 2016 to have increased the amount of textiles and WEEE collected from the kerbside and our bring sites (LNB Containers) by 10% (5 tonnes).	31/03/2016		3rd part provider does appear to be feasible at this point
S3	Reduce Contamination	To work with residents and contractor crews to reduce the MRF input contamination rates.	8:1	completed	31/03/2016		Additional resource is focussing on the project. Analysis and planning are in progress.	By 31st March 2016 to reduce the MRF input contamination rates to no greater than 10%.	31/03/2016		multiple rejected loads between november & december. Significant reduction in January & february - no rejected loads in March

Policy (to be completed by Surrey Heath Borough Council)

Ref #	Action title	Action description	Reference to Joint Strategy	Delivery status	Delivery			Outcome			
			Workstream no : Action no		Completion date	RAG	Comments	Outcome description (must be SMART)	Realisation date	RAG	Comments
P1	Garden Waste	To freeze the subscription of the garden waste club membership to 2014/2015 fees.	7:1	Completed	01/05/2015		Freeze in 2015/2016 - prices agreed. A subsidy of £23,500 will be paid to the contractor to achieve this.	By 31st March 2016 to have increased the amount of garden waste composted by 400 tonnes as compared to the amount collected in 2014/2015 and to increase the recycling rate by 1%.	31/03/2016		this will not be achieved for 2016/17 as, despite a further subsidy (23K), our contractor has identified further costs.
P2	Highway Leaves	Through the SWP to lobby the Environment Agency to lift the ban on the composting of Highway leaves and street arisings.	6:2	In Progress	31/03/2016			By 31st March 2016 to have increased the combined reuse, recycling and composting rate by 5%.	31/03/2016		There is a big risk that the Environment Agency will not lift the ban on composting highway leaves.
P3	Bulky Waste Collections	To transfer bulky waste collections to the Surrey Reuse Network	7:3	In Progress	31/03/2018		residents already divereted to RN by CC & website prior to booking bulky collection.	By 31st March 2017 to have reused or recycled at least 50% of the bulky waste collected.	31/03/2018		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.
P4	Healthcare waste	Support the project for the joint collection of healthcare waste	9:2	In Progress	31/03/2018		have worked to siginificantly reduce number of clinical customers (regular sack collections now about 27 collections/week)	By 31 March 2016 to see a reduction in the Healthcare collection costs as compared to 2014/2015 costs.	31/03/2018		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.
P5	Joint Waste Procurement	To participate in the joint waste collection contract procurement project	4:2	In Progress	03/09/2016			By February 2018 to achieve a contract saving of £371,000 per annum.	31/03/2018		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.
P6	Green Waste	To participate in the SWP joint selling of garden waste	9:2	In Progress	06/09/2016			By September 2016 to have achieved a saving across the SWP of £100,000.	06/09/2016		Being actioned in conjunction with Joint Waste Procurement project, commencing February 2018.