

# Environment & Operational Services

## Environment and Climate Action Scrutiny

16 December 2020



**WASTE SERVICE CHANGE,  
FLYTIPPING  
&  
REUSE AND RECYCLING  
CENTRE**

# WASTE SERVICE CHANGE

# Waste Service Changes

## Recap on scope and implementation

- Affected properties with a wheeled bin – circa 90,000

### 4 November 2019:

- Changed from mixed food and garden waste collected fortnightly
- A new separate weekly food recycling service
- To a paid for garden waste collection (£65 per bin per year)

### 2 March 2020:

- Changed from a weekly collection of refuse and dry recycling
- To refuse and dry recycling collected on alternative weeks

**COMING SOON**

**Your recycling and rubbish collections ARE CHANGING**



Sign up to the Council's Waste and Recycling E-Newsletter to stay updated on all the changes

Good for Enfield, Good for the Planet

[www.enfield.gov.uk/enewsletters](http://www.enfield.gov.uk/enewsletters)

**ENFIELD**  
Council 

**Apply for your garden waste collection service today! Don't miss out!**

[www.enfield.gov.uk/bins](http://www.enfield.gov.uk/bins)

**APPLY NOW**



# Waste Service Changes – Work Streams



## Procurement and associated works:

- New vehicles (7 food vehicles)
- Purchased and delivered larger wheeled bins
- Food caddies and liners
- Removal of unwanted garden bins

## ICT payment system:

- Developed and implemented garden registration payment systems (online, contact centre operative and Pay Point)
- Plus automated Interactive Voice Response (IVR) for renewals

## Communications:

- Large scale and targeted communication campaign to notify residents of the changes

## Operations:

- Collection rounds: Changed 70 refuse & 70 dry recycling rounds, created 35 new food rounds and 15 new garden rounds

## Project governance:

- Fortnightly project team meetings (made-up of multidiscipline Council staff)
- Monthly Waste Implementation Board meetings (Chaired by Cabinet Member for Environment and Sustainability, includes Cllrs and directors).  
The project team reports into this board



# Positives - Communications

- **Communications worked well around service change and promoting the paid for garden service**
- Information included:
  - A generic leaflet, a caddy leaflet and a collection calendar informing residents of the changes, how to use the service and what to do with unwanted garden bins (between Sept 2019 and Mar 2020)
  - Bin hangers - marketing of sign-up to the new paid for garden service (Oct 2019) and moving to AWC in March 2020
- **Marketing included:**
  - Roadshows
  - Posters / leaflets
  - Social media
  - Adverts in local papers (inc ethnic press)
  - Outdoor advertising
  - Hand to hand flyering
  - Community engagement
  - Door knocking
  - Vehicle livery
  - Bin hangers
  - Council E Newsletters



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# Challenges

## ICT

- There was a problem with the ICT platform in November 2019 due to a northern Europe Microsoft issue
- Unforeseen and untimely website crash

## Caddy delivery

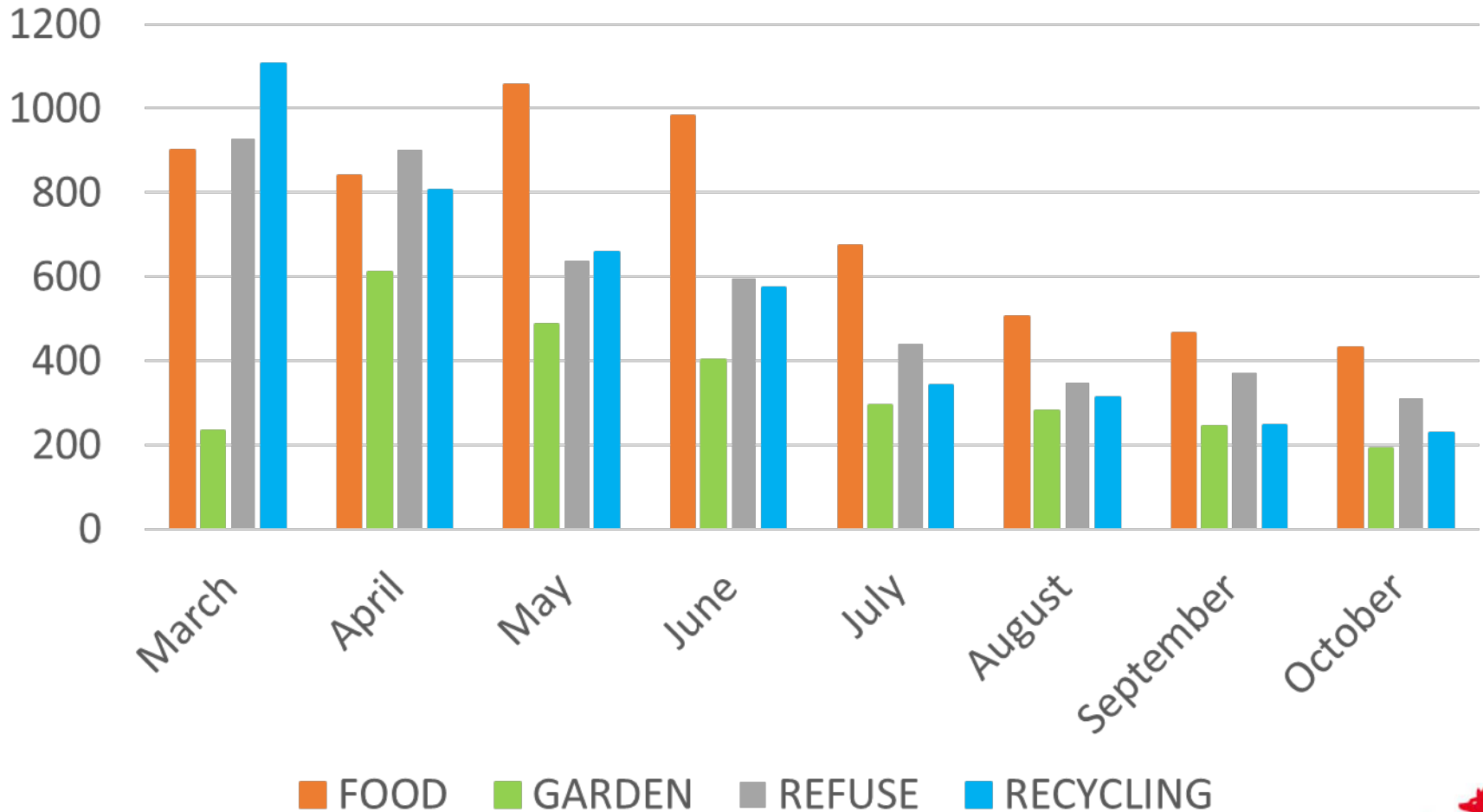
- ~90,000 caddies delivered in Oct 2019
- Issues with caddies going missing / theft / broken
- Minor mapping issues so some properties missed

## Missed bins

- Waste and recycling services underwent major planned changes which required 190 new rounds being created.
- As expected the service settled over a 6 month period

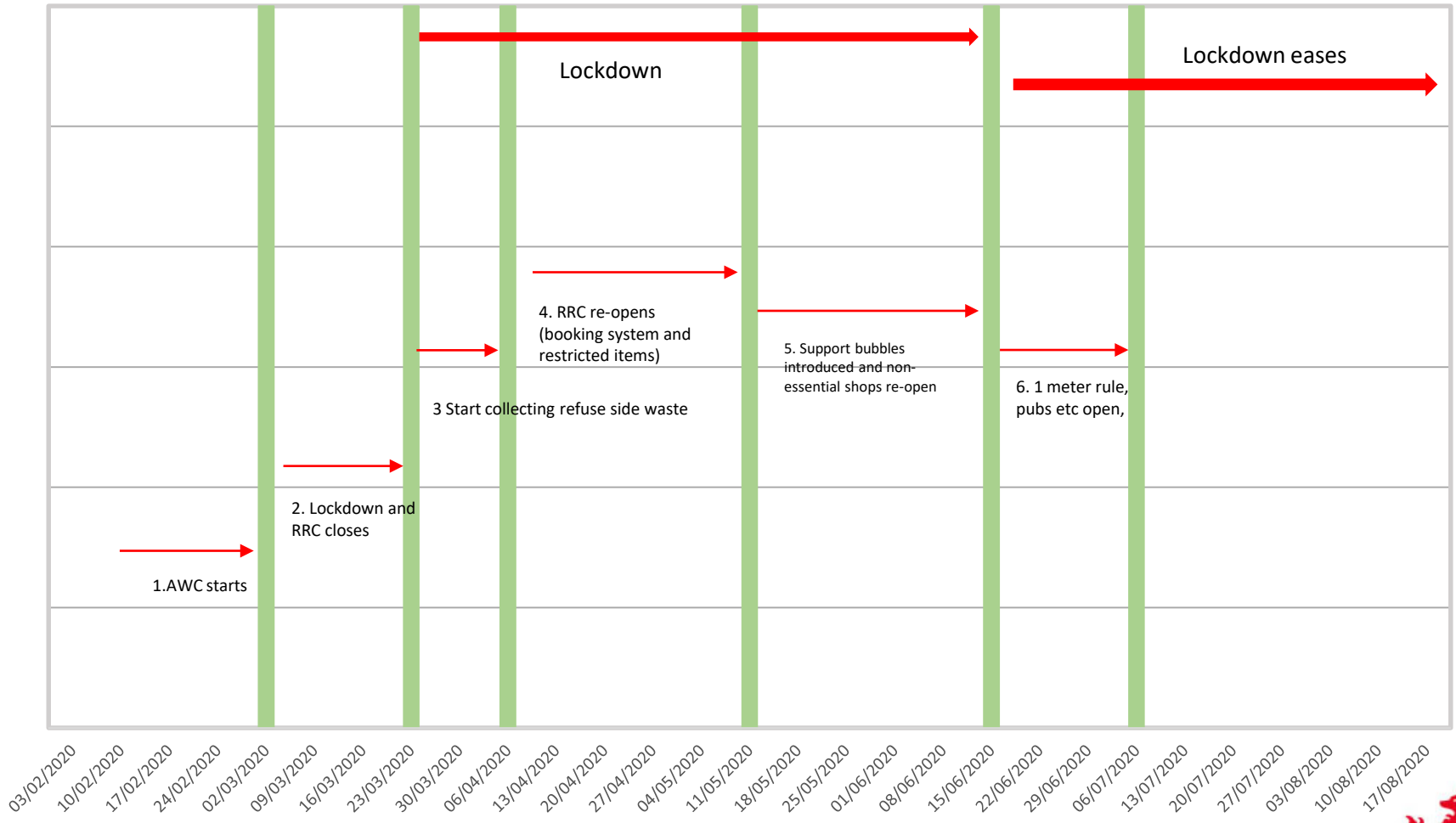
# Challenges – missed bins

Collection Crews

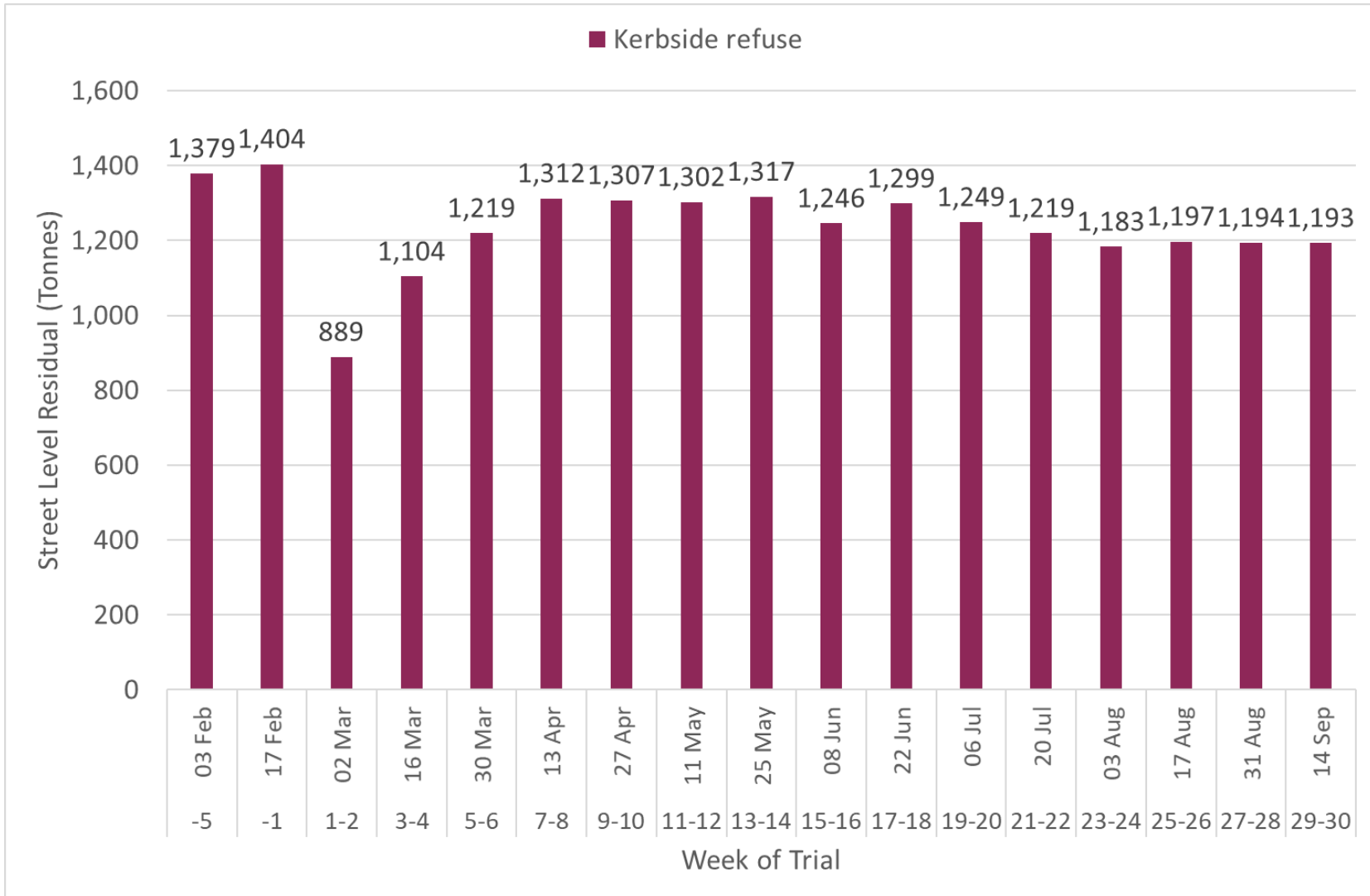




# Impact of Covid - timeline



# Impact of Covid on refuse collected from wheeled bins



# Impact of Covid – Response

- Maintained all collection services (including refuse, dry recycling, food recycling and garden waste), when some **London boroughs reduced their waste collection services**.
- Staffing levels for waste collections were around 17% less than normal levels, however, by mid-April they started to return to BAU levels.
- As has been seen all across London, extra general rubbish was created as a result of more people working and isolating at home. We accepted side waste – no more than two sacks on collection day.
- Additional resource was deployed to ensure that the streets remained clean and clear of rubbish/recycling: This included:
  - additional fly tip crews during the day, afternoon and weekend support.
  - additional waste and recycling collection support vehicles were deployed to support rounds where over-capacity was identified (used vehicle routing software)

# Impact of Covid – Response

- Personal Protective Equipment (PPE) is already in place and there are showers at Morson Road Depot that all staff can use.
- To support our staff further, we made sure additional PPE was and still is available such as disposable gloves, overalls, aprons, face masks, hand sanitiser and disposable wipes.
- The inside of the vehicle cabs are also being sanitised daily.
- Crews are being asked to spend the minimum time they can in cabs and refuse loaders are being picked up on-route to minimise the amount of staff gathering in depots. Management have staggered start times to achieve this too.

# Impact of Covid

## Impact on Waste Service Change

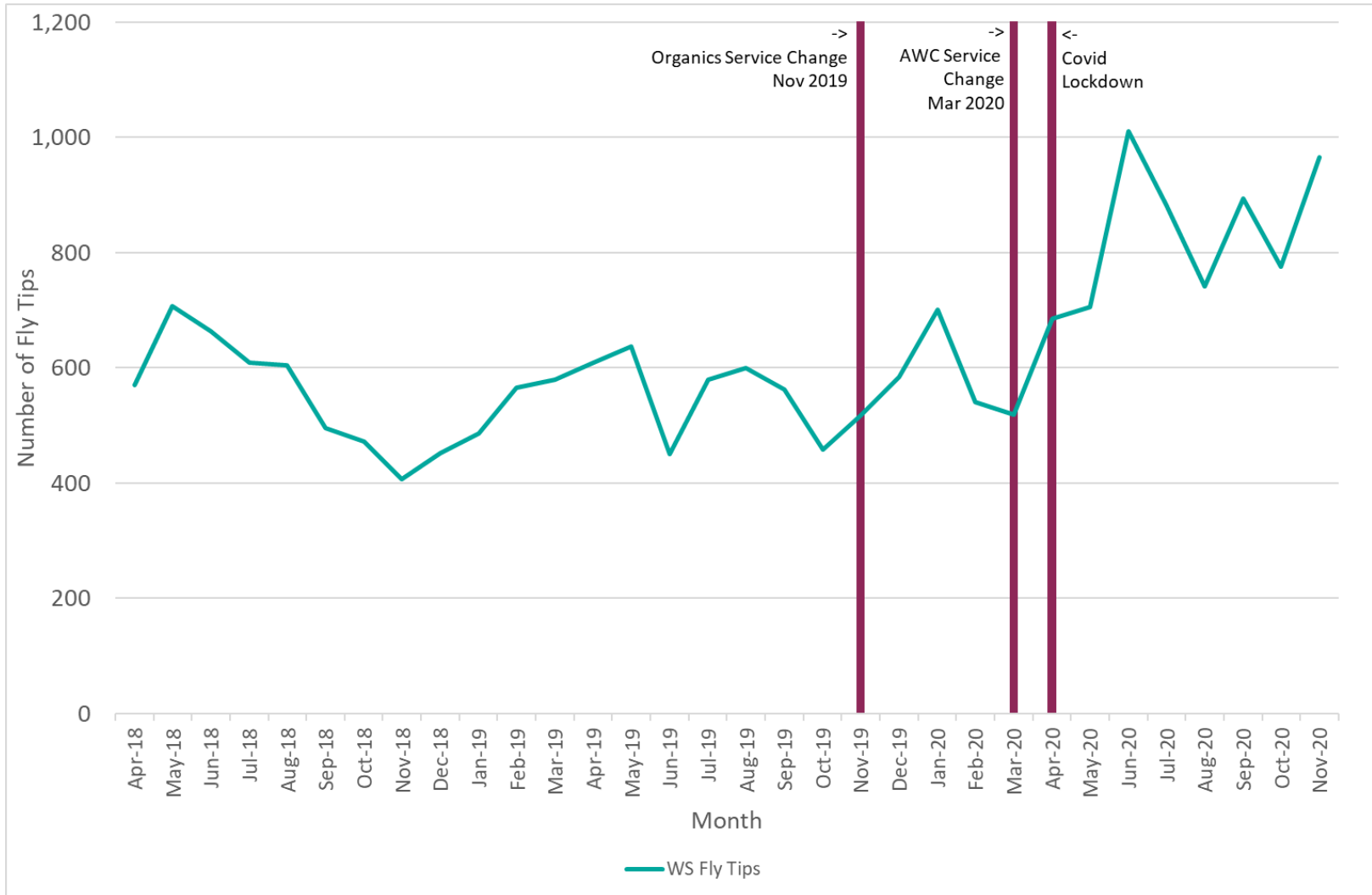
- 3 weeks of AWC collections before lock-down
- Temporary collection of side waste (Apr – Oct)
- More waste collected from wheeled bins at kerbside (refuse, dry, food)
- Delayed resident engagement work and communication behaviour change campaign – unlikely until 2021/22

## General Covid impact

- More waste generated from communal estates
- Higher numbers of reported flytipping
- Barrowell Reuse and Recycling Centre temporary closed

# FLYTIPPING

# Flytipping - Impact of Covid



# Flytipping

- **Growth investment £500k into street cleaning and fly tipping and includes:**
- 1 x Responsive team & 1 x Residential team
- Operating a clear all function
- Focussed on west of borough 2 days per week and east of borough 3 days per week
- Street washing – Spring Clean
- **Upper Edmonton:**
- 2 x Barrows & 2 x Responsive teams
- Operating a clear all function
- There has been an improvement in Upper Edmonton due to the additional resource
- There has been a positive knock-on effect in the neighbouring wards (Haselbury, Edmonton Green and Lower Edmonton)
- **Enforcement:**
- There has been 7,850 Fixed Penalty Notices and Statutory Notices Served between Sept 2019 and Sept 2020
- 60% of the enforcement actions take place in 10 wards in the east of the borough (Ponders End, Turkey Street, Enfield Lock, Enfield Highway, Edmonton Green, Haselbury, Jubilee, Upper Edmonton, Lower Edmonton & Bowes)

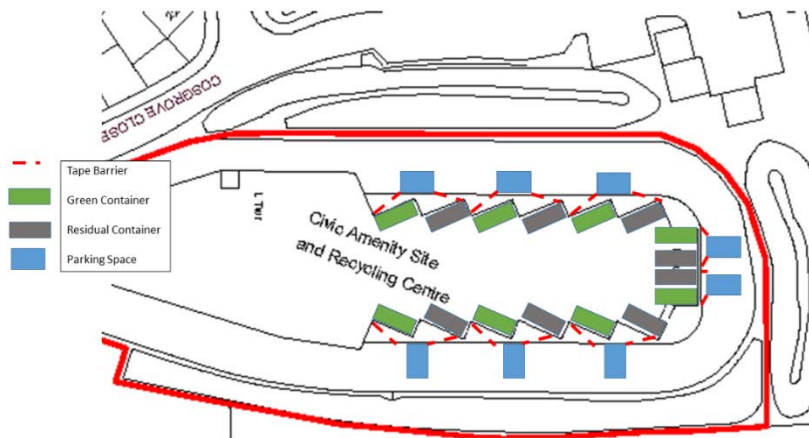


# REUSE AND RECYCLING CENTRE

# Barrowell Green Reuse and Recycling Centre – temporary closed

- The centre closed on 24 March 2020 as a result of government advice that visits to recycling centres were not deemed essential during the first lockdown
- Some other authorities continued to operate their centres, to support their reduced collection services
- Enfield continued to provide kerbside collection services throughout lock down as normal, therefore the centre remained closed for the safety of both staff and users

# Barrowell Green Reuse and Recycling Centre - reopened



- The centre reopened in May with a new layout, allowing for the recycling and disposal of just garden waste, mixed recycling and general refuse. Limitations were also put in place. This was to ensure safety for all users and maximise throughput
- The amended site layout can be seen here
- Many material off takers were unavailable at this time

# Barrowell Green Reuse and Recycling Centre - reopened

- Since the re-opening of the centre in May 2020 the centre has been operating an appointment system
- This has been regularly reviewed and improved
- Currently, the centre has 480 appointments available every day (7 days per week), and these are readily available
- Same day or next day appointments can be booked

# Barrowell Green Reuse and Recycling Centre - reopened

- The appointment system was semi manual to begin with and replaced by an automated system operated by Enfield's commercial microsite
- This was further improved with more and more appointments added as restrictions lifted
- All materials were accepted by the Summer including some new materials were introduced for recycling e.g. carpets
- With the additions of online appointment amendments and cancellation in real time
- Van and pedestrian access is allowed
- The Revive Reuse shop is open

# Barrowell Green Reuse and Recycling Centre - reopened

- We are on average receiving 2 written compliments into the council each week
- Resident's compliment the appointment system and the centre operation
- The appointment system allows us to obtain details of residents visiting the centre, manage traffic in the local area and ensure that social distancing measures are followed, ensuring the safety of all visitors and staff

# Barrowell Green Reuse and Recycling Centre - reopened

I just need to say that since Covid arrived I have had to use the centre on a number of occasions. The experience has been exemplary!

Excellent and brilliantly organised service experienced today at Barrow Well Green Recycling Centre. Very helpful and friendly staff.

Had my second visit to Barrowell green recycling centre today. An extremely smooth, well organised system in place . The staff were polite and helpful. Much better than the bun fight that used to exist before the appointment system. Thanks

# NEXT STEPS



# Looking forward

- **Waste Service Change:**
- Collection of temporary side waste ceased in early Oct 2020
- Waste levels have reduced but are still elevated compared to pre-Covid
- Resident engagement work and communication behaviour change campaign has been delayed:
- Plan to get back on track with the original plan for engagement
- Communication behaviour change campaign – 2021/22
  
- **Other Waste:**
- Improve recycling and reduce waste from estates e.g. implement the Reuse and Recycling Plan
- Reduce flytipping through education and enforcement
- Continue to review performance at the Reuse and Recycling Centre

**THANK YOU**

**Q & A**