

27 March 2024**Agenda Item: 7**

REPORT OF THE CHAIRMAN OF THE PLACE SELECT COMMITTEE

OUTCOMES OF THE SCRUTINY REVIEW OF HOUSEHOLD WASTE RECYCLING CENTRES

Purpose of the Report

1. To share the findings from the scrutiny task and finish review of Household Waste Recycling Centres (HWRCs) with the Place Select Committee.
2. To seek the Select Committee's endorsement for the review's recommendations to be submitted to Cabinet for consideration.

Information

3. In January 2022, the Transport and Environment Committee gave approval for the commissioning of a Strategic Review of the Household Waste Recycling Centre (HWRC) network in Nottinghamshire. This review would support the planning of activity that would ensure that both individual HWRC facilities, as well as the wider network, were fit for the future.
4. At the meeting of the Place Select Committee held on 5 July 2023 members received a report that provided an update on the work that had been carried out as part of the HWRC Strategic Review. Members of the committee were advised that the recommendations that had so far been identified still required further analysis and evaluation to fully understand their potential impact on how the Council's HWRC network operated and what the network could look like in the future. It was also noted that as the full impact of the changes from the implementation of the Environment Act 2021, as well as of other Government changes around waste and recycling requirements were still not clear, it was not yet possible to fully understand their impact on the provision of HWRCs and other waste and recycling services.
5. As a result of the discussion that took place it was resolved:

"That a scrutiny task and finish working group be established to carry out further scrutiny on, and to feed into the work being carried out on the review of Household Waste Recycling Centre provision.

(That) The Chairman and Vice-Chairman, in consultation with officers create a scope that will determine the work of the task and finish working group".

Scoping the Review

6. Subsequently work was carried out to “scope” the review. This work was carried out by the Chairman Place Select Committee, in consultation with the Interim Service Director - Place and Communities and the Group Manager - Place Commissioning. This work identified the key objectives for review as well as setting out the strategic context in which the issues involved would be considered.
7. As a result of the scoping work that was carried out, the key objectives that would guide the review were identified as being:
 - To gain an understanding of the current HWRC network and to consider how the network could look in the future: e.g. range of materials accepted, opening times, accessibility etc.
 - To consider the work undertaken so far of the HWRC Strategic Review.
 - To gain an understanding of the potential implications on the delivery of HWRCs due to the changes to the waste system through the Resources and Waste Strategy and the Environment Act 2021.
 - To review how the HWRC service could be delivered in the future within the current contractual framework to improve the efficiency and performance.
 - To examine how the Council’s approach to the delivery of HWRCs could look in the future to deliver a sustainable service that also provides the best possible service to Nottinghamshire residents.

Once the scoping document had been approved by the Chairman, it was circulated to all members of the Place Select Committee. At this point all members of the committee were invited to express their interest in being part of the review group or to nominate another member of their Group to take their place.

Link to Council Priorities

9. The work of the scrutiny function should always focus on supporting the delivery of the Council’s strategic priorities, which will in turn develop the provision of the best possible services to the residents of Nottinghamshire. The work that was carried out in scoping the review identified that it would support a range of strategic priorities, as well as the strategies and policies that underpinned them.

The Nottinghamshire Plan 2021 - 2031

10. The Nottinghamshire Plan 2021-31 sets out the strategic vision for the future of the county and the Council. The activity in the Nottinghamshire Plan is built around achieving a 10-year vision for a ‘healthy, prosperous and greener future for everyone’. This vision is supported by nine ambitions that act as a framework for all Council activity. The scoping of the review identified that it would support the following ambition of the Plan:
 - Ambition 9: Protecting the environment and reducing our carbon footprint.

Medium-Term Financial Strategy

11. The Council continues to operate in an extremely challenging and uncertain financial environment following a period of significant budget reductions, on-going spending pressures and the Covid-19 pandemic.

The Review process

12. The members of the review group were:

- Councillor Nigel Moxon (Chairman)
- Councillor Richard Butler
- Councillor Anne Callaghan BEM
- Councillor Robert Cordon
- Councillor Jim Creamer

13. The review was carried out using a variety of methods, including informal meetings, HWRC site visits and the consideration of written evidence. The different stages of the review are detailed below.

Review Meeting One

14. The first meeting of the review group took place on Tuesday 10 October 2023. At this meeting members received a presentation from Mark Walker, Interim Service Director, Place and Communities and Mick Allen, Group Manager Place Commissioning. The following issues were covered.

Changes to Government legislation

15. The implementation of the Environment Act 2021. The Resource and Waste Strategy for England sets out a series of proposals to improve the preservation of material resources through minimising waste and promoting resource efficiency. Whilst guidance on implementation is still to be finalised, the strategy put forwards the key proposals of extended producer responsibility, deposit return schemes would impact on HWRC service.

The HWRC contract and network

16. The Nottinghamshire Waste Management is managed predominantly through a 26-year PFI contract with Veolia, that commenced in June 2006. The contract, worth approximately £35m per annum covers recycling, composting and energy recovery services. Nottinghamshire has a total of 12 Recycle Centres that are located across the seven districts and boroughs, in line with core population centres. Many are also located near to old landfill locations. All HWRCs in Nottinghamshire are open every day of the year except Christmas Day, Boxing Day and New Year's Day.
18. Veolia subcontracts HWRC operations to individual site licensees. This method of operation used a performance driven payment mechanism alongside a minimal hourly charge for site operators. In this model, site licensees generated income to cover their operating costs by sorting through the waste carefully and selling it on through various outlets. This operating

model, known as “Totting”, offers the Council value for money, whilst also incentivising high recycling performance by site operators.

19. HWRC provision in neighbouring areas

| Local Authority | Population | No. of sites | Sites per 100,000 of population | Total operating hours | Opening hours per head of population | Opening hours per 100,000 people |
|------------------------|----------------|--------------|---------------------------------|-----------------------|--------------------------------------|----------------------------------|
| Nottinghamshire | 824,800 | 12 | 1.45 | 45,024 | 0.055 | 5,459 |
| Derbyshire | 794,600 | 9 | 1.13 | 30,951 | 0.039 | 3,895 |
| Doncaster | 286,866 | 6 | 2.09 | 14,738 | 0.051 | 5,138 |
| Leicestershire | 712,366 | 14 | 1.97 | 27,846 | 0.039 | 3,868 |
| Lincolnshire | 768,364 | 11 | 1.43 | 21,331 | 0.028 | 2,776 |
| NE Lincolnshire | 157,000 | 2 | 1.27 | 7,240 | 0.046 | 4,611 |
| Nottingham | 323,600 | 1 | 0.31 | 3,752 | 0.012 | 1,159 |
| Rotherham | 265,800 | 4 | 1.50 | 8,736 | 0.033 | 3,287 |

20. HWRC Performance

- In 2021/22 the HWRC network in Nottinghamshire collected 89,629 tonnes of waste of which 23,251 tonnes is construction and demolition waste.
- For the 66,279 tonnes of household waste collected, 77% was recycled.
- The average household waste collected at HWRCs in Nottinghamshire per person per year is 82kg/per person/per year compared to a national average of 80kg/ per person/per year.
- Five materials make up 71% of overall output tonnages – hardcore, green waste, chipboard, timber, and ferrous metals.
- Currently 98% of the Nottinghamshire population live within 20 minutes of their nearest HWRC (based on peak travel times). It was noted that the National Assessment of Civic Amenity Sites recommended a maximum driving time of 20 minutes in urban areas and 30 minutes in rural areas for most residents.

21. Performance information for each HWRC site (2021/22):

| Site | Total Tonnage | Household Waste Tonnage | Household Waste % | Overall Recycling Rate % | Household Waste Recycling Rate % |
|-----------|---------------|-------------------------|-------------------|--------------------------|----------------------------------|
| Beeston | 6,252 | 4,864 | 78% | 87% | 83% |
| Bilthorpe | 5,360 | 3,823 | 71% | 85% | 80% |
| Calverton | 8,823 | 6,856 | 78% | 89% | 86% |
| Giltbrook | 6,125 | 4,394 | 72% | 84% | 77% |

| | | | | | |
|-------------------|--------------|--------------|------------|------------|------------|
| Hucknall | 5,374 | 4,214 | 78% | 75% | 69% |
| Kirkby | 7,988 | 5,722 | 72% | 73% | 63% |
| Mansfield | 7,925 | 5,953 | 75% | 78% | 71% |
| Newark | 10,032 | 7,537 | 75% | 85% | 80% |
| Retford | 7,030 | 5,290 | 75% | 81% | 75% |
| Warsop | 7,277 | 4,881 | 67% | 87% | 80% |
| West Bridgford | 6,909 | 5,241 | 76% | 77% | 70% |
| Worksop | 10,535 | 7,504 | 71% | 87% | 81% |
| Average | 7,469 | 5,523 | 74% | 82% | 77% |

Customer Satisfaction

22. The annual customer satisfaction survey that was carried out across the HWRC network in 2023 showed that 98% of users were either “quite” or “very” satisfied with the service that was provided across the network. It was noted that Newark, Bilsthorpe, and Calverton were the top performing sites for customer satisfaction, with Kirkby-in-Ashfield, Mansfield, and Retford being the sites where users were least satisfied. Suggestions for improvement that had been made had been around site layout and size, queuing to access sites and the accessibility of waste containers.

The challenges that were being faced in the operation of the HWRC network.

23. A number of operational were outlined which have significant financial and capacity implications for the sites including:

Trade waste abuse

- Inappropriate use of sites by traders' that placed additional disposal costs on the Council.
- Estimates had shown that circa 10% of the tonnage of materials received at HWRCs was either trade waste or from outside of Nottinghamshire (or both). These activities created additional costs to the Council of at least £400,000 for disposal alone.

Cross border inputs

- High utilisation of sites with low population coverage such as Newark and Worksop, indicated that there was a potential issue with residents from outside of Nottinghamshire making use of the HWRCs.

Population growth and distribution

- By 2032 forecasts were showing that Nottinghamshire's population would have grown by approximately 47,000 residents.
- Continued housing growth would place additional pressure on sites that were already close to capacity, such as Mansfield, Kirkby-in-Ashfield, Retford and West Bridgford. Contributions from housing developers were also being sought in the areas that were closest to these sites.

Site specific related constraints

- Members of the review group were advised of the constraints and limitations of each of the 12 HWRC sites that impacted on the optimal operation of each site. Issues that were being experienced at some sites across the HWRC network were related to, small sites, site location, vehicle access, congestion on nearby roads, ramp access to disposal containers and sites having to close when disposal containers were being moved around on site.

23. After receiving the information, members of the review group took the opportunity to ask questions and to discuss the issues that had been raised.

Review Meeting Two – HWRC Site Visits

24. The second meeting of the review group took place on Tuesday 17 October where members carried out site visits to the Newark, Warsop, Mansfield, Kirkby-in-Ashfield, Calverton and West Bridgford HWRCs. Members were accompanied on the visits by Mark Walker, Interim Service Director, Place and Communities and Mick Allen, Group Manager Place Commissioning. These site visits provided members with the opportunity to view a representative range of sites that made up the HWRC network and enabled members to gain a thorough understanding of the benefits, limitations, and operational issues of each site as well as of the wider HWRC network.

Review Meeting Three

25. The third meeting of the review group took place on Tuesday 21 November 2023. At this meeting members received a presentation from Mick Allen, Group Manager Place Commissioning on the strategic review of the HWRC network that had been carried out by the Council with the advice and support of independent consultants AECOM.

The agreed scope for the strategic review had been:

- to assess the condition and potential of the current network of 12 HWRCs using appropriate assessment criteria i.e., scope for development, accessibility, suitability of location/surrounding land use, household coverage, travel times/distances, environmental impact, meeting RWS requirements and affordability.
- to recommend a core long-term network of HWRCs for the county, including consideration of the above criteria, the need to replace those sites that had a limited life span, and any opportunities for providing sites in new locations to serve key areas of the county.

- to identify strategic locations of any new HWRCs.
- to consider the issues of cross border usage and trade waste.
- to assess the potential to expand the reuse offer.

Financial context

26. Members considered the financial context in relation to the delivery of the HWRC network.

- The Budget Update Report to Cabinet on the 9 November 2023 noted the County Council was currently forecasting a three-year deficit to 2026/27 of £60.2m.
- Services are reviewing ongoing expenditure and seeking opportunities to reduce revenue spend where appropriate and feasible.
- As Waste Disposal Authority, the Council must arrange and pay for all waste collected by the Borough and District Council's as Waste Collection Authorities and all waste delivered to the recycling centres by residents.
- Waste savings accrue mainly from limiting the amount of waste collected/received.
- The County Council cannot limit the collections by the WCAs without agreement but can partly control the waste received at the recycling centres.

As such, it was noted reviewing how the HWRC network could be delivered provided an opportunity for efficiencies and savings to be identified.

Alternative scenarios for the delivery of the HWRC network

27. A range of illustrative potential options for how the HWRC network could look like in the future were presented.

28. The options that had been developed considered issues around the operational constraints, efficiency, scope for improvement, population coverage and the proximity to other sites. It was also noted that in developing the illustrative options that consideration of any site-specific planning related issues or land availability had not been factored in.

29. The principle that a well-managed and well-designed site, with minimal queueing would provide a better user experience for residents than a site that may be closer but that had queueing at the entrance had been adopted throughout.

30. It was noted that a reconfigured service could deliver operational savings of up to £1.7m per annum and would have minimal service impact, with 97% or more of the population still within a 20 minute drive of a site in any of the illustrative scenarios.

31. After receiving the information, members of the review group took the opportunity to ask questions and to discuss the issues that had been raised.

Review activity and recommendations

32. Members of the review group examined the provision of the current HWRC network and the level of service that it delivered to residents.

The current HWRC network

33. The current HWRC network is made up of 12 sites of varying quality that are mostly located around previous landfill disposal sites, other sites with a history of waste use, or on areas of land owned or controlled by the County Council. Members of the review group noted how the current HWRC network had not been designed strategically around considerations such as site location and size, site accessibility, the needs of residents when using sites, or strategically around overall network provision.

HWRC site limitations

34. Many of the HWRCs in the current network are located on relatively small sites where there is very limited or no capacity for them to expand. This creates numerous issues that adversely impact on their ability to deliver the best and most efficient service as well as negatively impacting on the experience of residents when using the sites.
35. Members of the review group noted how the location and accessibility of each HWRC impacted on the experience of residents when using HWRCs. The highest levels of resident satisfaction are at the newer HWRCs that are located on purpose built sites with good vehicular access. During the sites visits members of the review group saw at first hand the delays and difficulties of entering and exiting HWRCs when a relatively small number of vehicles were present at any one time. These issues are particularly difficult at the West Bridgford HWRC.
36. Members noted however that due the size and location of some of the current HWRCs (such as Mansfield and West Bridgford that are located in built up areas and near the locations of previous landfill disposal sites), it would not be possible for these sites to be expanded or redesigned to improve access and to create a better user experience for residents. Members of the review group agreed that ideally that HWRC sites should be located where there was adequate space for disposal containers to be serviced without sites needing to be closed, enabled residents' vehicles to move easily around sites and where the operation of the sites did not impact on the operation of neighbouring businesses.

HWRC Site efficiency

37. As part of the review process members considered performance information for each HWRC site for 2021/22. Across all sites 82% of all waste and 77% of household waste was recycled with the highest performing site for household waste recycling being Calverton at 86% of waste deposited and the lowest being Kirkby-in-Ashfield at 63%. Full performance information is detailed at paragraph 20.
38. As noted earlier, the service delivery model, known as "Totting", offers the Council value for money, but also incentivises high recycling performance by site operators as it is in their financial interest to recycle as much of the waste taken to HWRCs as possible. Having reviewed the performance information, members found that HWRCs located on purpose built or larger sites performed better in terms of recycling than sites that were located on small, cramped sites.
39. Members agreed that these sites, such as Kirkby-in-Ashfield and Mansfield, did not have the available space to enable the site operators to sort the waste as effectively as they would like.

Customer satisfaction

40. Members of the review group agreed that the current HWRC network, due to the limitations of some of the existing sites, did not provide an optimal or equal level of service to residents across Nottinghamshire, and that some sites, due their limited space and inability to expand had little potential to be improved further and to respond to the areas of improvement raised by residents through the annual Customer Survey.

Changes to the waste system through the Resources and Waste Strategy and the Environment Act 2021

41. These changes are likely to impact on the type and amount of waste taken by HWRCs as well as changing the responsibilities of both Borough and District Councils as Waste Collection Authorities and of the County Council as the Waste Disposal Authority. Members of the review group noted that these changes as well as future potential changes to legislation around the disposal of waste could also impact on the amount and type of waste collected at HWRCs. Members of the review group agreed that the current HWRC network did not have the flexibility around service delivery that would be required due the legislative changes.

Recommendation One

That having considered the operational constraints, site efficiency, and the potential and scope for improvement of the existing HWRC network, a reconfiguration of the HWRC network should be carried out as the HWRC network in its current form does not provide the required level of customer service to residents or the flexibility to adequately adapt to the changes being introduced through the Environment Act 2021 and other Government guidance on recycling.

Recommendation Two

That in any future network configuration, HWRC sites should be located where:

- a) there is adequate space for disposal containers to be serviced without sites needing to be closed and that also enable residents' vehicles to move easily around sites.**
- b) vehicles accessing sites to deposit waste do not create traffic flow problems on approach and surrounding roads.**
- c) there is the potential for them to expand and to adapt to legislative changes in the type of waste that HWRCs are required to receive.**

Strategic Review/How the HWRC network could look like in the future.

42. Members of the review group noted that a reconfiguration of the HWRC network, as well as providing opportunities to deliver an enhanced level of service to residents, would also enable efficiencies and savings within the service to be identified which would support the activity being carried out across the Council to protect and enhance key services whilst also supporting the financial sustainability of the Council.

43. Members of the review group now considered a range of illustrative potential options that had been developed as part of the Strategic Review for how the HWRC network could look like in the future.
44. Members of the review group were in agreement that minimal, small scale changes to the existing HWRC network, whilst requiring significant work to implement, did not adequately support the work being carried across the Council to make financial savings as well as not offering a significantly improved service to residents in large areas of Nottinghamshire.
45. All of the scenarios that were considered by the review group proposed the opening of new “supersites”. No firm locations for these new sites had been considered as part of the production of these scenarios. There are however a range of possible sites across Nottinghamshire that are either owned by the Council or are designated as industrial/waste sites in the district and borough council’s Local Plans and where these “supersites” could potentially be located.

Recommendation Three

That having considered the potential alternative scenarios of how the HWRC network could look like in the future, that a reconfiguration of the HWRC network should be investigated further to gain a detailed understanding of potential benefits and limitations.

Recommendation Four

That having considered the potential alternative scenarios, minimal small-scale changes should not be considered further as that does not address many of the current challenges being faced in the delivery of the wider HWRC network.

46. Currently residents must register their vehicles online on the Council’s website before visiting a HWRC. Registration of vehicles can also be carried out over the phone through the Customer Service Centre. These processes were introduced to help support activities to ensure that only Nottinghamshire residents used the HWRCs and to discourage cross border use and the disposal of trade waste. HWRC staff are able to check vehicle number plates using electronic devices to determine their registration status. If the registration number of the vehicle being used has not been registered when accessing a HWRC, access may be refused.
47. Due to the manual process of checking registrations, every vehicle accessing a HWRC is not checked, with HWRC staff checking registrations where there is a suspicion of cross border or trade waste use. Members of the review group considered whether the introduction of technology, such as Automatic Number Plate Recognition (ANPR) could be used to tighten the controls around unauthorised use at HWRCs.
48. ANPR technology is used by other authorities such as Lincolnshire, Hampshire, and Kent County Councils to support the enforcement of their HWRC access rules. Members agreed that the introduction of ANPR could have benefits in reducing cross border and trade waste use of HWRCs (and the associated costs of disposing of this waste incurred by the Council) but noted that its implementation across the HWRC network would have a financial impact and also could also increase pressure on HWRC staff who would be required to turn more vehicles away from HWRCs.

49. As noted, the annual customer satisfaction survey that was carried out across the HWRC network during 2023 showed that 98% of users were either “quite” or “very” satisfied with the service that was provided across the network, but the issue of residents having to queue to access sites had been raised by residents as an area that required improvement. Members of the review group noted that the reconfiguration of the HWRC network with the building of purpose built and well-designed sites could alleviate the problem of queuing to access HWRCs but agreed that queuing to access sites could still be an issue, particularly at busy times during the summer and at weekends despite the extensive opening hours of Nottinghamshire HWRCs in comparison to those offered by other local authorities.
50. Members of the review group considered how the use of technology could be used to alleviate problems of queuing at HWRCs with residents being able to see in advance how busy a site was before travelling to a HWRC with their waste. Information is currently available online through Google that shows the opening times of each HWRC but is also accompanied by real time information on how busy each HWRC currently is. Members agreed that this technology had the potential to be integrated into the Council’s website and the “MyNotts” app in order to enable residents to see how busy a HWRC was in advance of making their visit. Members of the review group agreed that providing information on busyness that would then enable residents to plan their visit had many benefits and was preferable to the introduction of booked time slots that would require systems and processes to be developed.

Recommendation Five

That further work be carried out to gain an understanding of potential benefits of introducing ANPR and other technological solutions to maximise the experience of residents using HWRCs.

51. Trade waste disposal is an ongoing problem across the HWRC network, despite the ongoing focus of the site operators to enforce the no trade waste rule. It is estimated that around 10% of the tonnage currently collected at HWRCs is either trade waste or cross border waste or both. This trade waste and cross border misuse of the HWRC network incurs additional costs for the Council. Members of the review group agreed that the inappropriate use of HWRCs was a significant problem and one that created significant financial impact for the Council in disposal and other related costs.
52. During the summer of 2023 Veolia, in partnership with the County Council and Newark and Sherwood District Council launched a trial Waste Disposal Service for small traders at Newark Waste Transfer Station. This trial runs until March 2024. The scheme enables small traders to dispose of their non-recyclable waste for a competitive fee with no minimum load charge - something which is currently viewed as one of the main barriers to traders responsibly disposing of their waste. Small traders are also able to dispose of separately collected cardboard free of charge. Members noted that having a dedicated trade waste site could reduce the amount of trade waste taken to HWRCs and the related financial impact on the Council.
53. Members of the review group agreed that the potential to provide a dedicated trade waste site should be considered during any reconfiguration of the HWRC network.

Recommendation Six

That should there be a point where an HWRC site is no longer part of the network, work should be carried out to examine the potential for that HWRC site being repurposed to become a dedicated trade waste disposal site.

54. The HWRC acceptance policy was updated in January 2024 to reflect that the Council now has a legal duty to accept small amounts of DIY wastes following the introduction of the Controlled Waste Regulations 2023. There are some items that cannot be taken to HWRCs such as asbestos, car tyres, trade, commercial or industrial waste.
55. Across the current HWRC network there are some differences in the type of waste that is accepted. Small amounts of plasterboard are accepted at all sites apart from Mansfield, and paint is only accepted at Beeston, Calverton, Newark and Warsop HWRCs. As part of the review process, members of the review group learnt that the differences in what could be accepted at each HWRC were due to the limitations created by the size of HWRCs, with the collection, sorting and redistribution of paint requiring significant space that many of the HWRCs did not have. Members of the review group agreed that ideally all HWRCs in the network would accept the same types of waste to avoid creating confusion with residents and to reduce the risk of waste being disposed of inappropriately, for example through kerbside collections of household waste.
56. As already noted, members of the review group have recommended that all HWRC sites should be located on sites where there is the potential for them to expand and to adapt to legislative changes in the type of waste that HWRCs are required to be accept. Members of the review group agreed that by ensuring that HWRCs had the capacity to expand to cope with legislative changes would also have the benefit of enabling the types of waste accepted at HWRCs to be the same across the HWRC network into the future.

Recommendation Seven

That there should be an ambition to harmonise the types of waste accepted by HWRCs across the network to maximise recycling opportunities and to improve the experience of residents using HWRCs.

57. In Nottinghamshire, the Council has a strong history of asking people what they think about the issues and services that affect their lives. The Council regularly consults residents and other stakeholders to seek their views on proposed changes to Council services, plans, policies, and other important issues. As well as consulting on specific issues, the Council also works to carry out longer term engagement. This involves working closely with communities to ensure that they are empowered, supported, and developed to be involved in decisions that affect their lives.
58. Members of the review group agreed that extensive engagement and consultation activity should be carried out with both residents and the borough and district councils on any proposals to reconfigure the Council's HWRC network to ensure that the views and needs of residents were fully understood and used to feed into the development of any final proposal. Any changes to the Council's HWRC network would also be subject to approval by both the Department for Environment Food and Rural Affairs (DEFRA), as well as with HM Treasury.

59. In addition to the engagement and consultation activity carried out as part of the development of proposals to reconfigure the Council's HWRC network, members of the review group were in agreement that a high profile and extensive programme of communication activity should be carried out with residents throughout the transition period as well as once any new HWRC network was fully operational. Members noted that extensive communication activity would support residents to know clearly what changes there had been to the HWRC network and on how the reconfigured service operated.
60. Members of the review of the group also agreed that effective engagement the district and borough councils, in their role as Waste Collection Authorities, should be carried out before, during and after any changes to the configuration of the HWRC network.

Recommendation Eight

That any changes to the HWRC network should be supported with large scale engagement and communication with the district and borough councils and with residents.

61. Summary of recommendations

| | Recommendation |
|----|--|
| 1. | That having considered the operational constraints, site efficiency, and the potential and scope for improvement of the existing HWRC network, a reconfiguration of the HWRC network should be carried out as the HWRC network in its current form does not provide the level of customer service to residents that is required or the flexibility to adequately adapt to the changes being introduced through the Environment Act 2021 and other Government guidance on recycling. |
| 2. | That in any future network configuration, HWRC sites should be located where: <ul style="list-style-type: none"> a) there is adequate space for disposal containers to be serviced without sites needing to be closed and that also enable residents' vehicles to move easily around sites. b) vehicles accessing sites to deposit waste do not create traffic flow problems on the approach and surrounding roads. c) there is the potential for them to expand and to adapt to legislative changes in the type of waste that HWRCs are required to receive. |
| 3. | That having considered the potential alternative scenarios of how the HWRC network could look like in the future, that reconfiguration of the HWRC network should be investigated further to gain a detailed understanding of potential benefits and limitations. |
| 4. | That having considered the potential alternative scenarios, minimal small-scale changes should not be considered further as that does not address many of the current challenges being faced in the delivery of the wider HWRC network. |

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|----|--|
| 5. | That further work should be carried out to gain an understanding of potential benefits of introducing ANPR and other technological solutions to maximise the experience of residents using HWRCs. |
| 6. | That should there be a point where an HWRC site is no longer part of the network, work should be carried out to examine the potential for that HWRC site being repurposed to become a dedicated trade waste disposal site. |
| 7. | That there should be an ambition to harmonise the types of waste accepted by HWRCs across the network to maximise recycling opportunities and to improve the experience of residents using HWRCs. |
| 8. | That any changes to the HWRC network should be supported with large scale engagement and communication with the district and borough councils and with residents. |

Acknowledgments

62. The Chairman and members of the review group would like to express their thanks for the invaluable support provided during review process to, Mick Allen, Group Manager for Place Commissioning, Mark Walker, Interim Service Director for Place and Communities and Alex Dodd, Waste Strategy and Development Officer.

Other Options Considered

63. None. The recommendations of the review, if approved and to comply with the requirements of the Constitution are required to be submitted to Cabinet their consideration.

Reason/s for Recommendation/s

64. To comply with the requirements of the Constitution that the findings of a scrutiny review are submitted to the Cabinet for their consideration.

Statutory and Policy Implications

65. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

66. There are no direct financial implications relating to the recommendation of the report.

RECOMMENDATION

- 1) That the recommendations from the scrutiny review of the Household Waste Recycling Centre network, as detailed in the report, be endorsed, and referred to Cabinet for their consideration.

Councillor Mike Adams
Chairman, Place Select Committee

For any enquiries about this report please contact: Martin Elliott, Senior Scrutiny Officer,
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Constitutional Comments

67. The recommendations fall within the remit of the Place Select Committee by virtue of its terms of reference. (LPW 14/03/2024)

Financial Comments

68. There are no specific financial implications arising directly from this report. (PAA29 13/03/2024)

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Electoral Division(s) and Member(s) Affected

- All