

HMO Licensing – The Oxford Way

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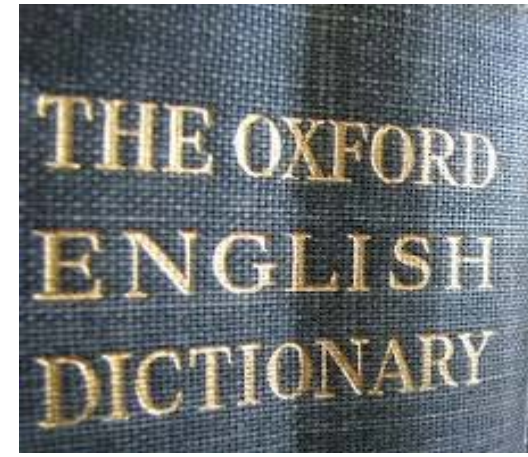


Introduction

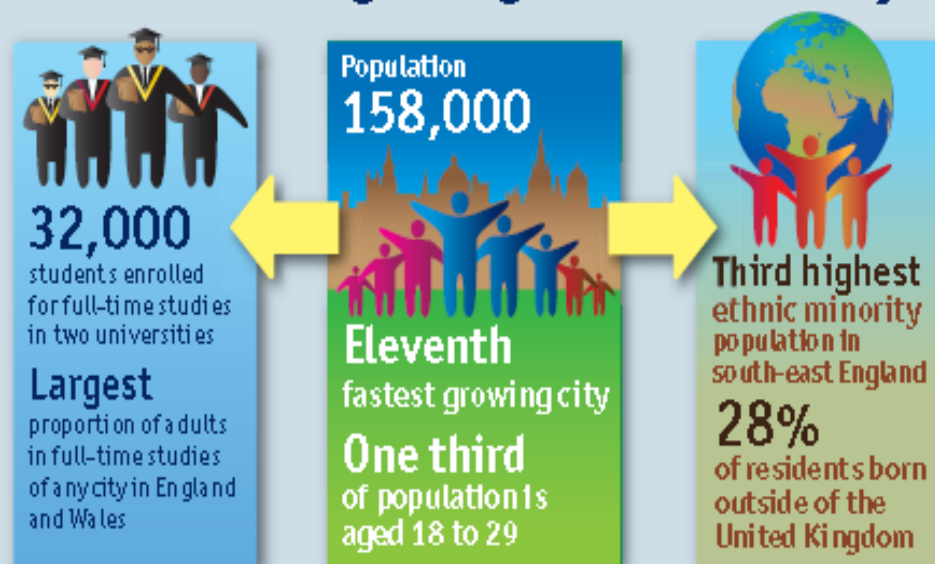
- Rationale for adopting Additional HMO Licensing
- Cost and process of implementation
- Impact and outcomes



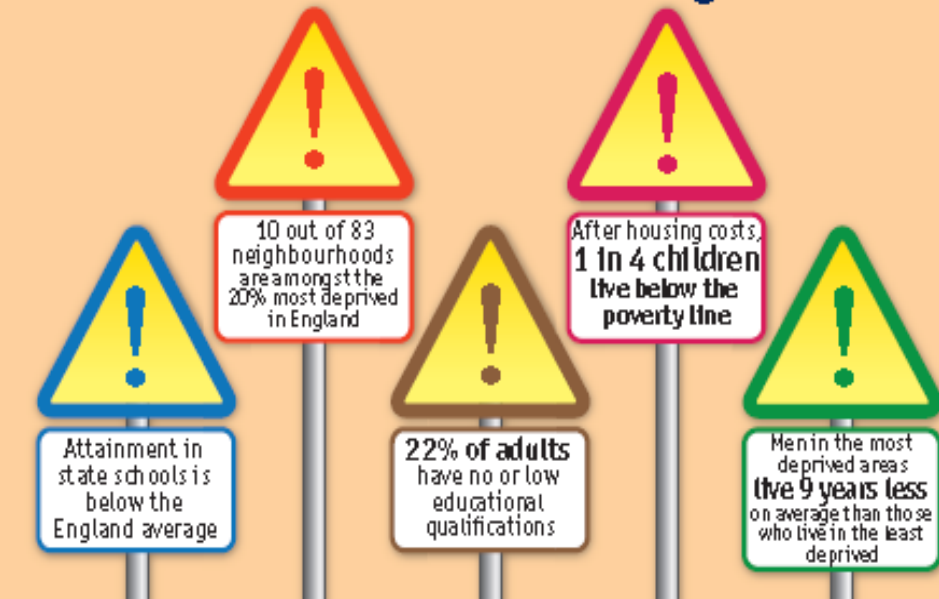
Why Oxford?....



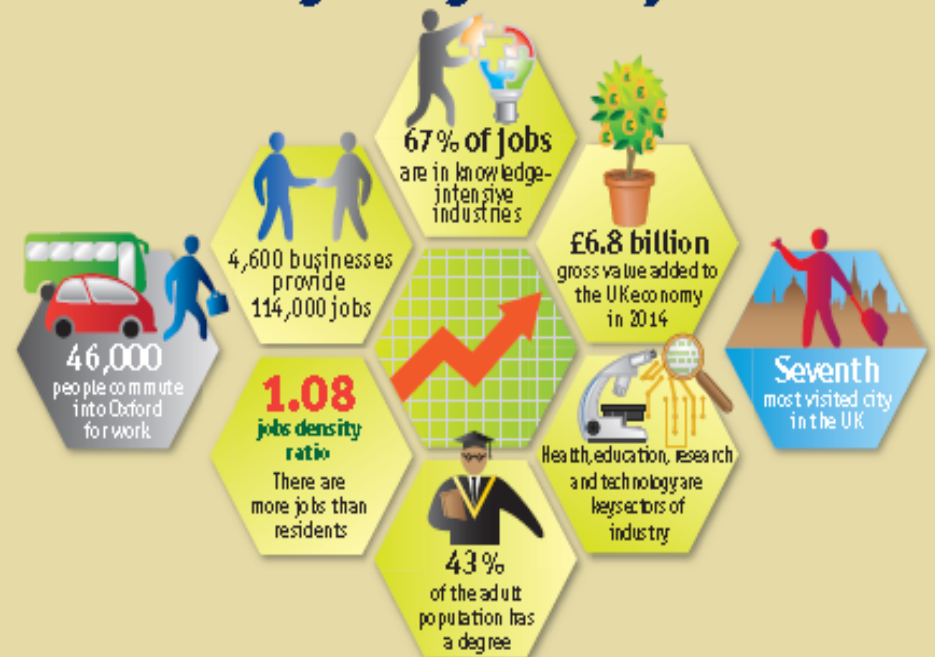
Oxford is a fast-growing international city



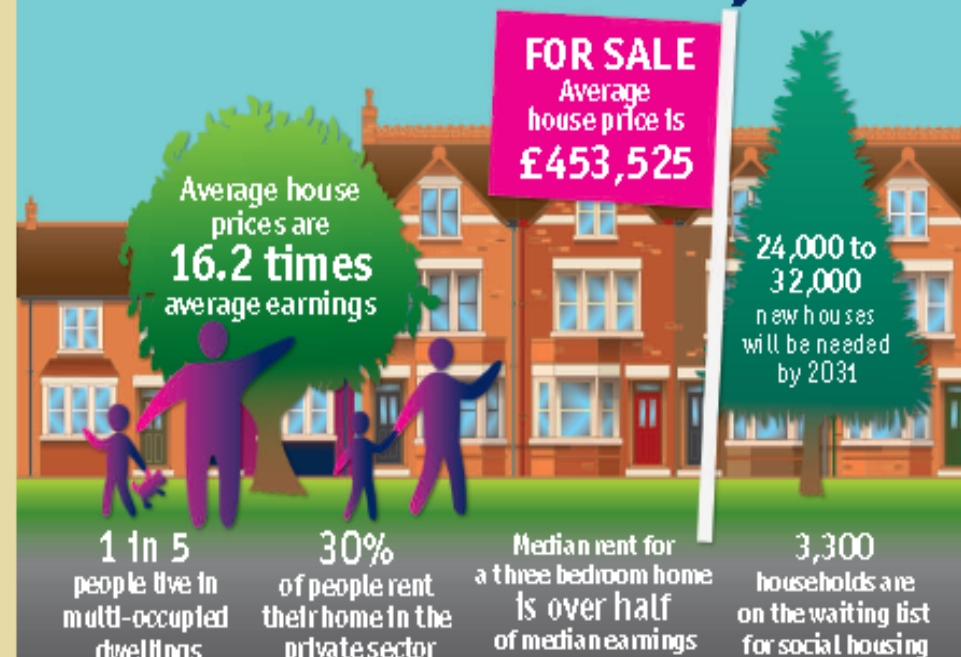
Oxford is not without its challenges

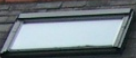


Oxford has a growing economy



Oxford is the least affordable city in the UK





SV

WJ SV







Corporate Priorities

- **Building a world-class city for everyone**
 - More housing, better housing for all
- **Improved private rented sector**
 - Regulation is necessary to improve standards
 - HMOs are the priority
- **Fully utilised existing powers**
- **Additional licensing identified as best tool to deliver significant improvements**



The Journey.....

- **Mandatory licensing introduced in 2006**
- **Additional licensing bid made in 2008**
- **April 2010 – new powers thanks to “General Consent”**
- **Scheme approved October 2010 with phased introduction**
- **Article 4 direction 2012 to help balance communities**



Additional Licensing

- **Scheme is self-funding**
- **Flexible fees and charges structure**
- **Provides mechanism to encourage landlords to co-operate**
- **Creates a level playing field, good landlords no longer being undercut by bad**
- **Additional powers to regulate/enforce**



Our Approach – Annual Licensing

Benefits

- More regular income flow
- Makes fee more affordable for all landlords
- Links with property requirements e.g. gas certificates
- Regular contact ensures standards are maintained
- Decrease noise and refuse service requests

Downside

- Repeated applications (intensity)
- Inspection commitment
- Perceived as overly bureaucratic



Licensing Outcomes

- **Council licensed some 3,440 HMOs**
- **Responded to 2,754 service requests relating to conditions in HMOs**
- **Carried out a total of 19,746 visits to HMOs**
- **Issued licences with over 80,000 conditions**
 - 49,000 to deal with lack of acceptable minimum standards and management
 - 12,600 to deal with Fire Safety
 - 35,000 to address health and safety issues
 - 1,600 to address insufficient amenities and facilities



Impact on service requests

	July 2008 to Jan 2011	Jan 2011 to July 2013	July 2013 to Jan 2015	Change from July 2008 to Jan 2011	Change from Jul 2013 to Jan 2015
Tenancy Issues	1152	1221	811	Up 6%	Down 34%
Noisy parties	600	256	552	Down 57%	Up 54%
Rubbish	4822	1641	1518	Down 66%	Down 7%
Poor conditions	2332	1459	674	Down 37%	Down 54%

Benefits

- **Est. £3.2m investment in improving HMOs**
- **Improvements recognised**
- **Compliance rates running at 48%**
- **Increased number of accredited landlords**
- **More professional approach to management**



Recycling in Oxford

- Key council priority – Cleaner Greener Oxford
- 50% recycling rate target
- The Management of Houses in Multiple Occupation (England) Regulations 2006 require Landlords to provide adequate bins for the storage of refuse, having regard to the disposal services provided by the Local Authority



What can be recycled?



- Around 80% of all waste can be recycled
- Food recycling for all properties
- Contamination procedure in place



Collections

- Bins are emptied fortnightly – 1 week recycling, 1 week refuse, food weekly
- Collection crews go in to get bins and return them from HMO's
- Free bulky collection service
- Side waste won't be collected



Bin capacity

- Collect no greater quantity of domestic waste from refuse bins than from recycling bins.
- Will not collect recycling or refuse material unless correctly presented in a bin meeting Council's specification.
- The minimum bin requirements in HMOs are:



Number of occupiers	Recycling			Refuse
	Indoor food caddy	Outdoor food recycling bin	Blue recycling wheeled bin	Green refuse wheeled bin
3	1 × 7 litre per kitchen	1 × 23 litre per property	1 × 240 litre	1 × 180 litre
4	1 × 7 litre per kitchen	1 × 23 litre per property	1 × 240 litre	1 × 180 litre
5	1 × 7 litre per kitchen	1 × 23 litre per property	1 × 360 litre	1 × 240 litre
6	1 × 7 litre per kitchen	1–2 × 23 litre per property	1 × 360 litre	1 × 360 litre
7+	1 × 7 litre per kitchen	1–3 × 23 litre per property	Contact the Recycling Team to determine your requirements	

Working together

- Work with landlords
- Work with council colleagues
- Provide clear information to tenants
- Provide correct clearly labelled bins
- Education, education, education!



BUT.....

- **Enforcement is inevitable**
- **Fundamental element to licensing of HMO`s**
- **Cracking down on “Rogue Landlords”**
- **Reactive and Proactive**
- **Educate and advise**



Thank you for listening



www.oxford.gov.uk



Relationships between Waste Collection Systems and MSD's

Presentation to APSE

Dr David Thomas

4th April 2017

David.Thomas@gre.ac.uk



Aim

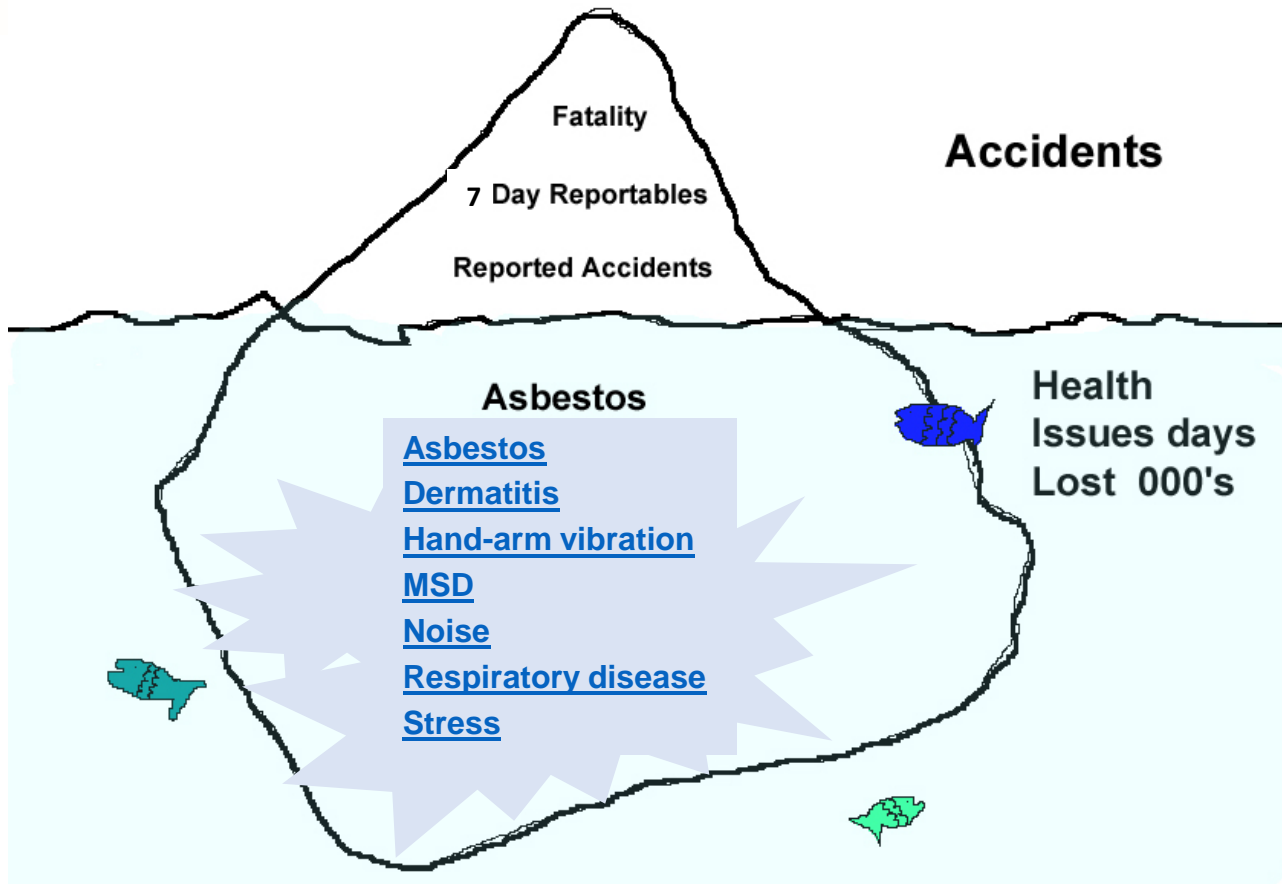
For the waste industry to take a sustainable approach to Human Resource Management.

ILO

For delegates to understand:

- How work is a cause of significant ill health
- The importance of workforce engagement
- The importance of seeking and applying knowledge

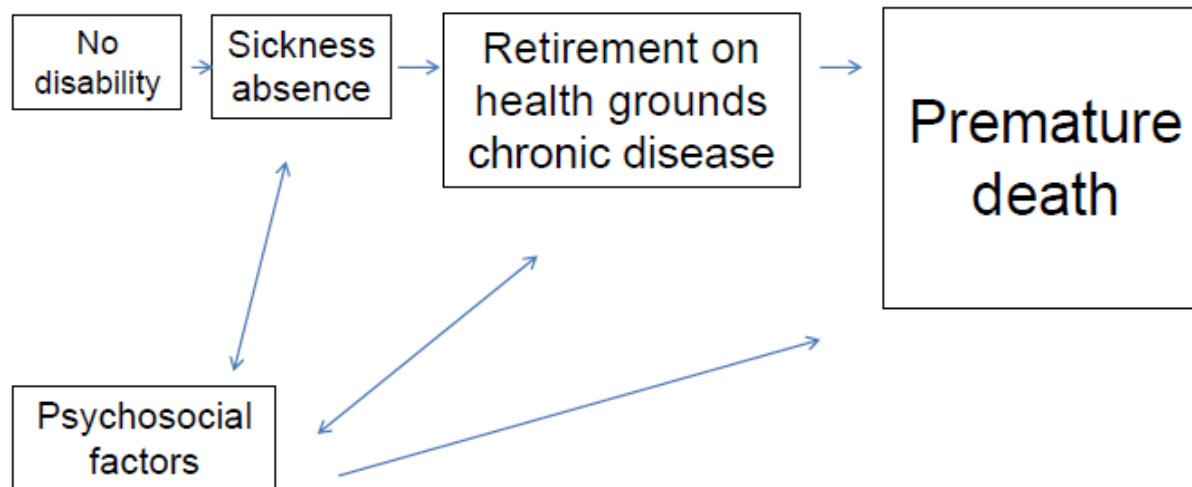
Accidents are just the tip of the Iceberg



Occupational Deaths EU & UK 2011

	Eur.Union	U.K.
• Work-related circulatory diseases	53,419	6,345
• Occupational cancer	102,527	13,330
• Work-related communicable dis.	5,000	694
• Respiratory diseases	12,079	1,570
• All work-related diseases	187,492	24,376
• Fatal occupational injuries	<u>4,692</u>	<u>717</u>
• Total occupational mortality	<u>192,184</u>	<u>25,093</u>

Why is it an issue?



Consider....

- **Evidence**
science, research, knowledge on work life, sustainability
- **Ethics**
socially sustainable solutions, quality of work life, equal treatment , defend the vulnerable in the world of work
- **Engagement**
openly engage in dialogue with staff, policy makers, stakeholders, clients, interested parties
- **Enforcement**
minimum requirement: follow regulatory measures

*Occupational Diseases Are Common
Common Diseases are Occupational*

Industry Problem

- Entrrenched views
- Historic Problem – Wheeled bins v Boxes
- Chere/WRAP – Research
- Better quality of recycling when hand sorted than MRFs
- Modern MRFs can produce high quality material
- HSL Studies and Academic Research

Still happening



Industry Headlines

RoSPA – Work related Accidents & Ill health cost
£20- £30b

Work Foundation – Over 40 million workers in
Europe are affected by MSDs attributable with work

PWC – absenteeism costs UK business £32bn pa

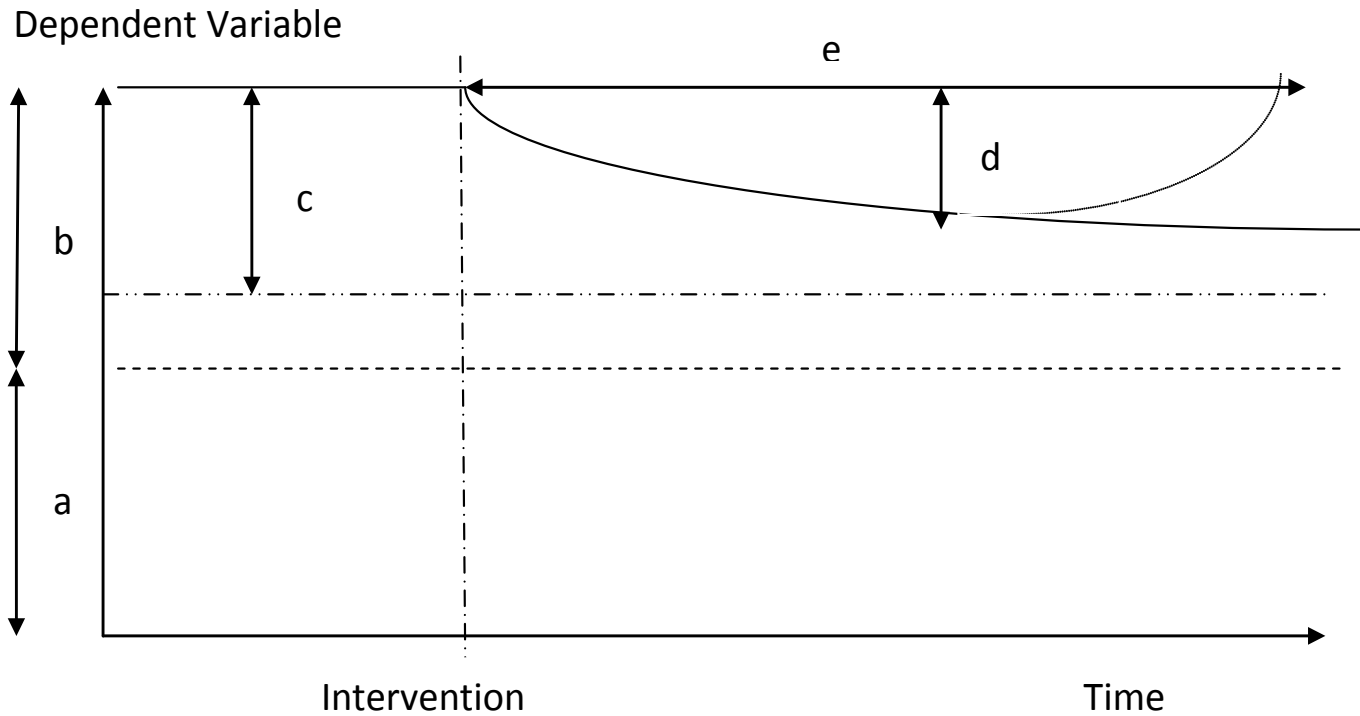
HSL- Considering W&R sector as a whole, levels of
sickness absence are approx. 30% higher than
those of other comparable sectors

MSDs and Ill Health – Aim

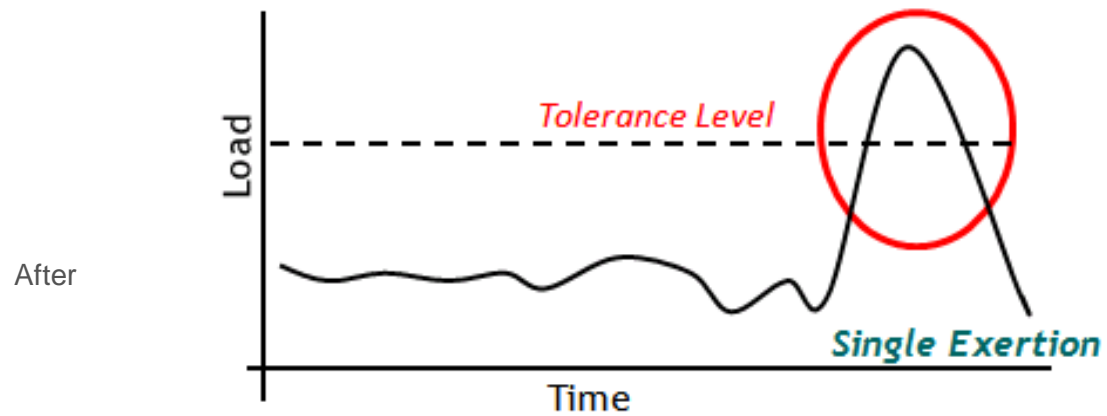
“Investigate common domestic waste kerbside collection and recycling practices in the UK to establish their relationship with operative’s health around musculoskeletal (MSD) injuries as a contribution to the risk assessment decision making process”.

Need to publish

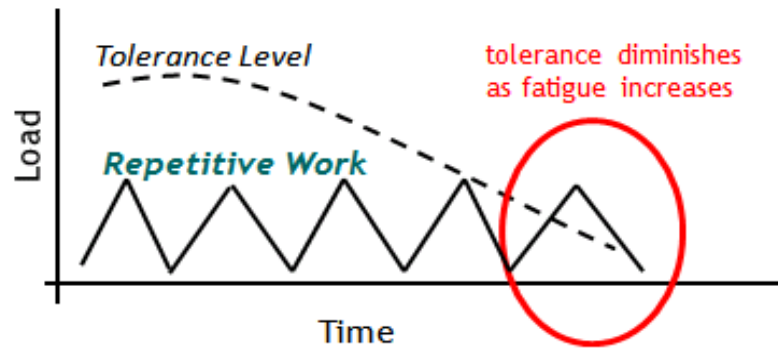
Consider Ergonomic Intervention



The work of McGill (1)

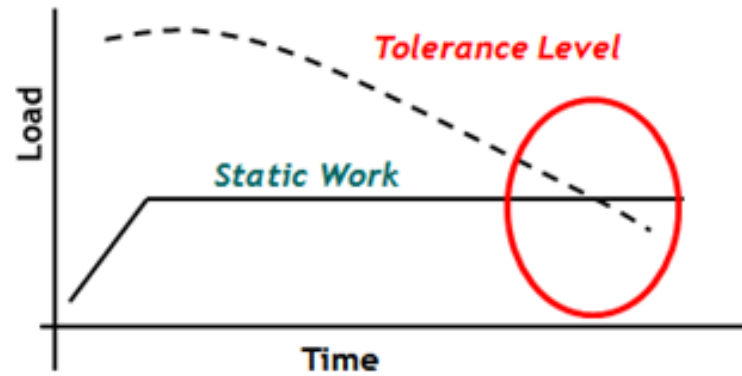


The work of McGill (2)



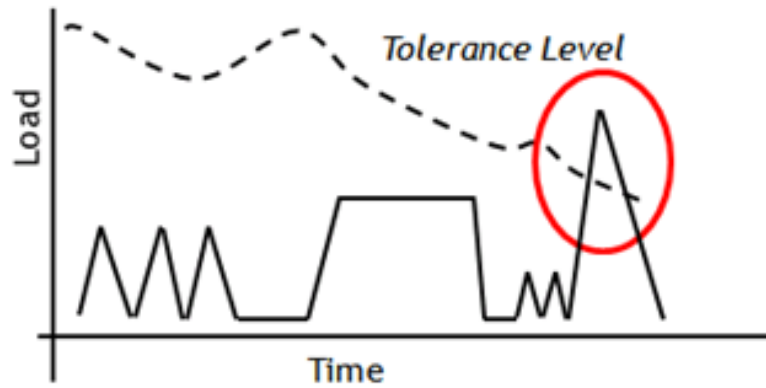
After DASH

The work of McGill (3)



After DASH

The work of McGill (4)



After DASH

Other Parts of the Body

Not just the back - Consider:

Shoulder

Knee

Lower Leg

Wrist

Literature Review

Extended search carried out

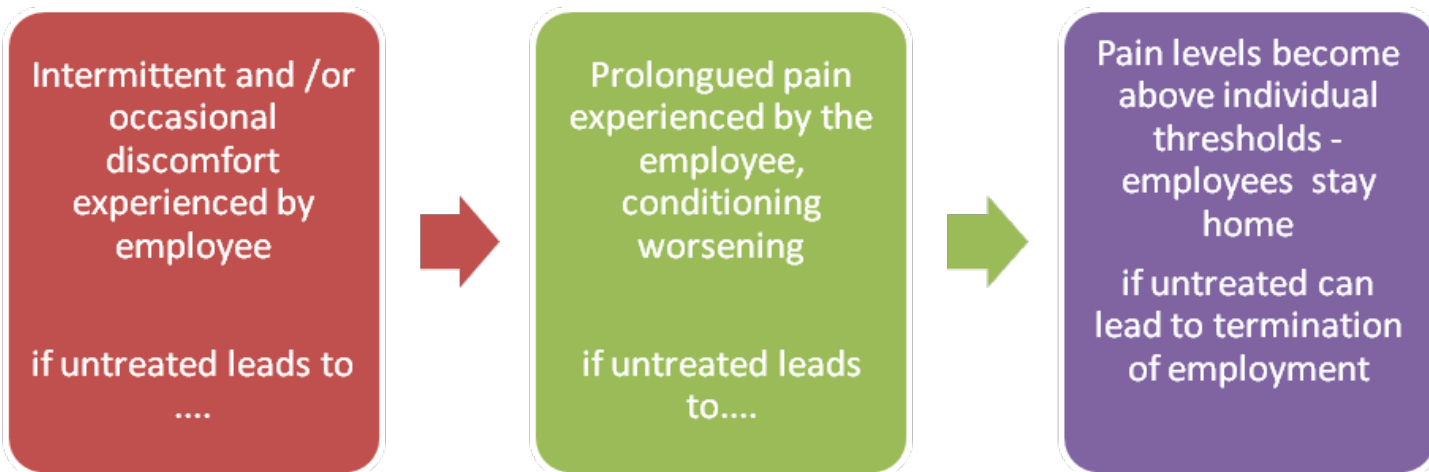
HSE /HSL Research Reports

Peer Reviewed information from university data
bases

Grey literature from local authorities...

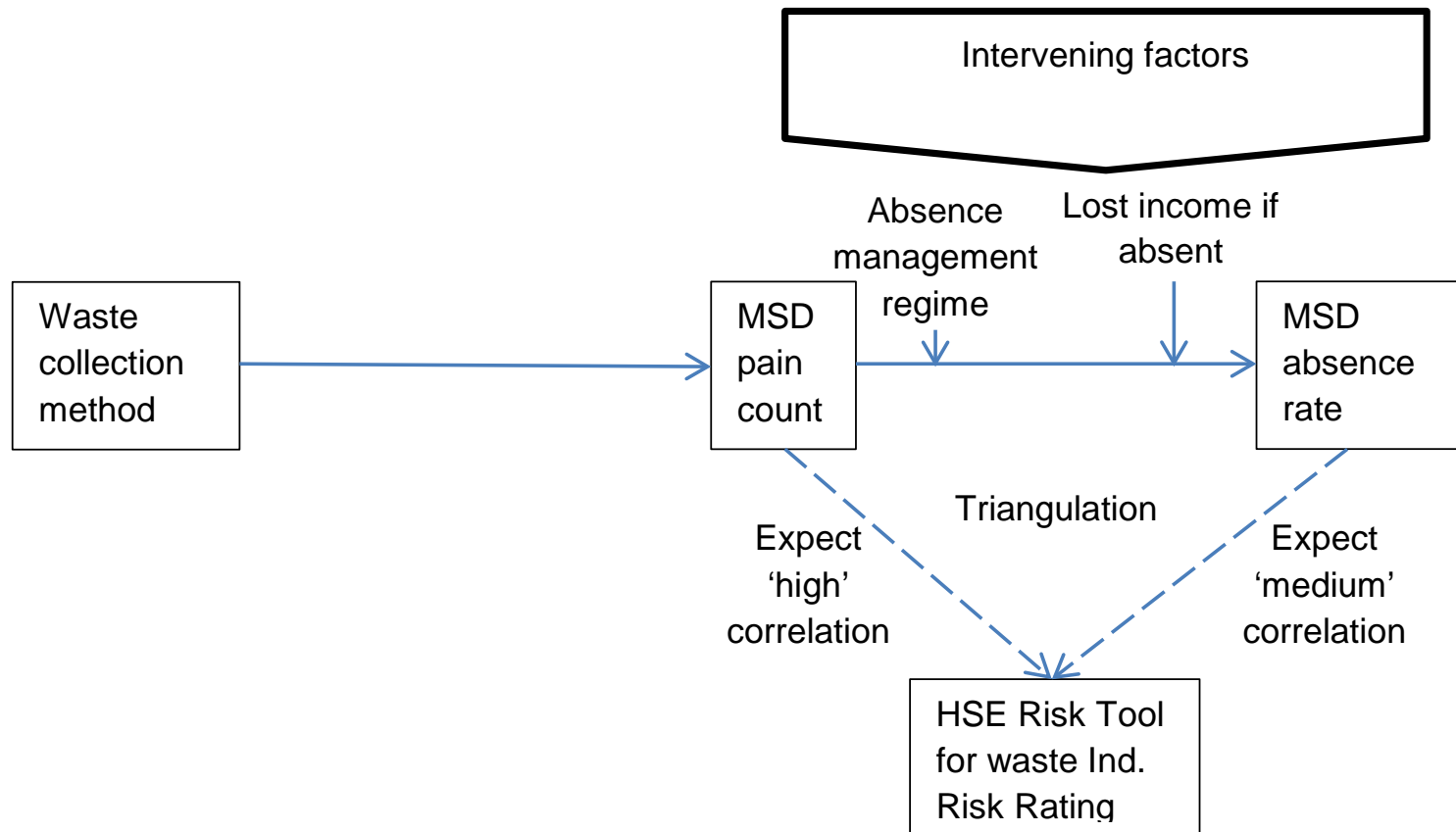
Global – providing in the English Language

Why we are doing this



Adapted from
Thomas (2012)

Methods Followed



Key Contacts

65 LA's contacted

20 provided information

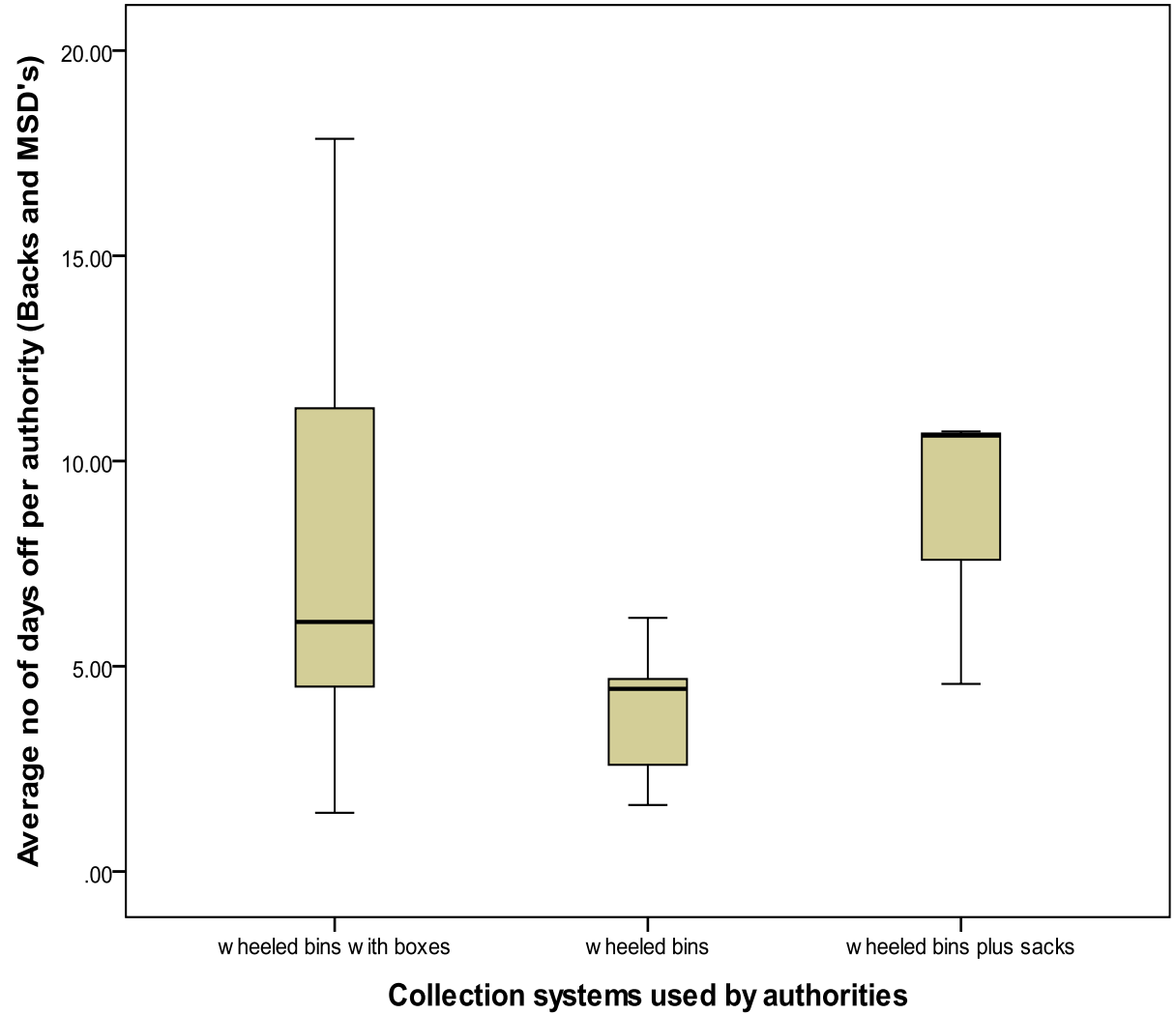
15 sets was useable

5 authorities – followed up work

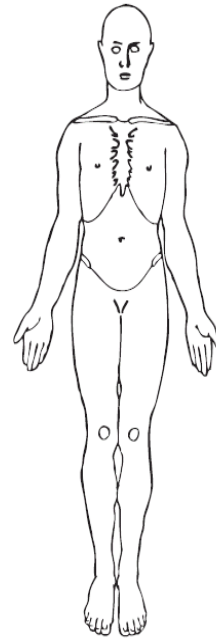
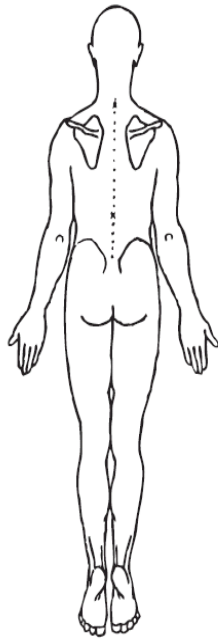
AVDC in effect a case study

Direct contact, FOI of limited use

Some Fin



Body Mapping – What is it?





(Difficult) EASE OF GATHERING ACCURATE INFORMATION (Easy)



Adapted from
Thomas (2012)

What is APC (APC=P/E)

APC = Average Pain Count

APC= No. of Pain Markers (P)/number of employees (E)

Epidemiological

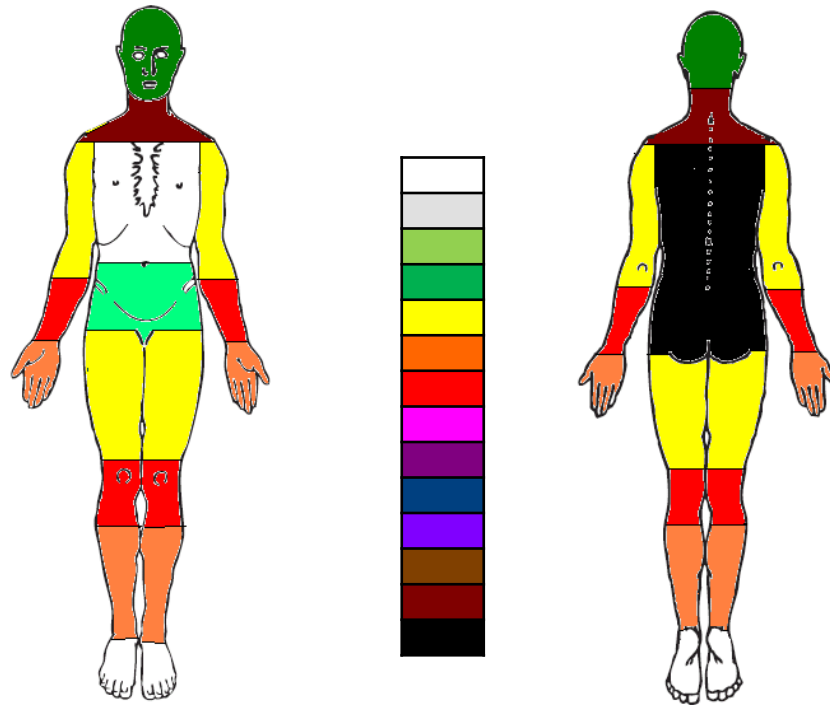
Simple process utilising amount of pain experienced within a work group

Is a very useful comparator of pain being experienced by different work groups

Worked Examples

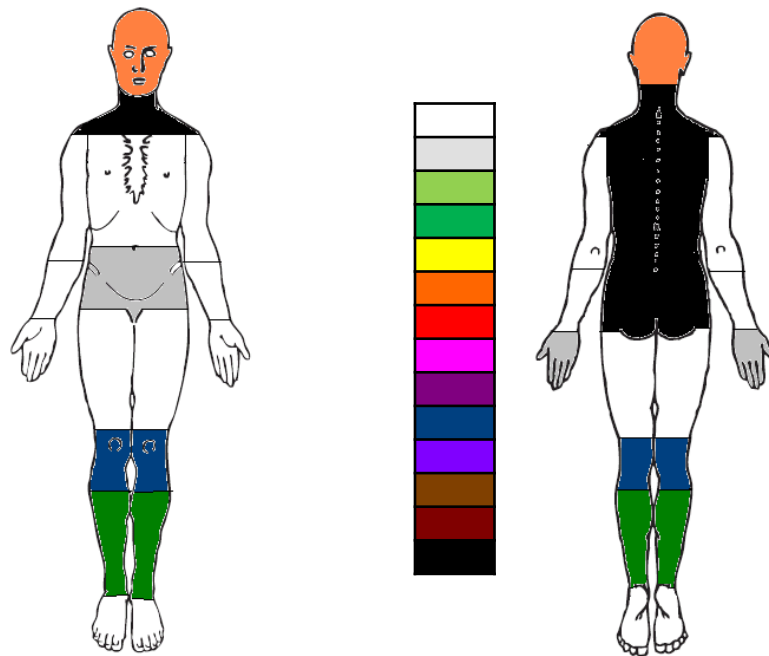
1. Comparison of pain amongst refuse collectors carrying out waste collection using different methods
2. Identification of pain experienced by office based staff at AVDC

Workstream 1 Example – Loader recycling Boxes



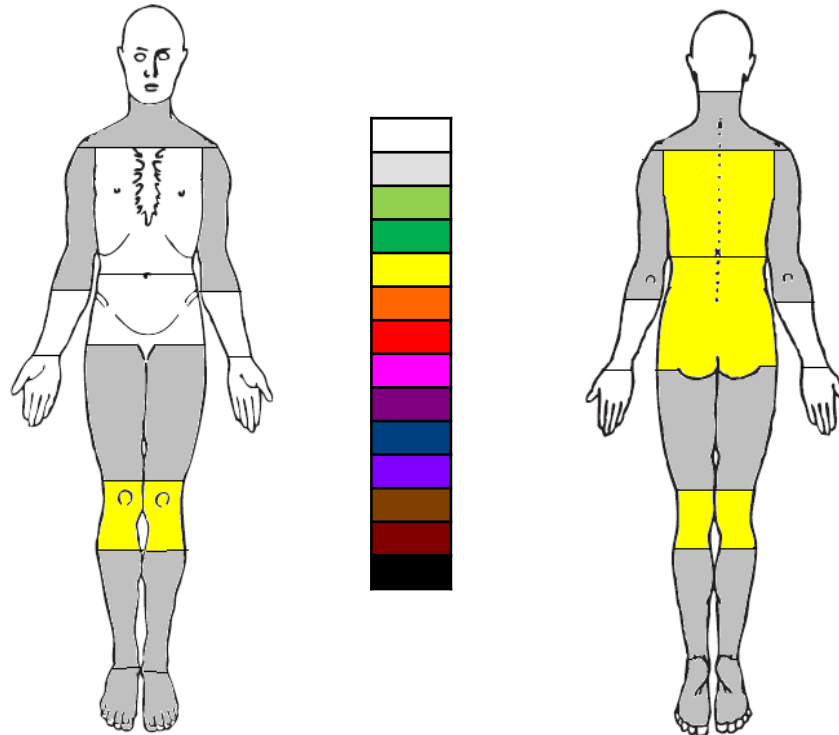
Adapted from
Thomas (2012)

Example – Drivers



Adapted from
Thomas (2012)

Example – All Service – Wheeled Bins



Adapted from
Thomas (2012)

System Risk Assessment



Health and Safety
Executive

Collecting, transfer, treatment and processing household waste and recyclables

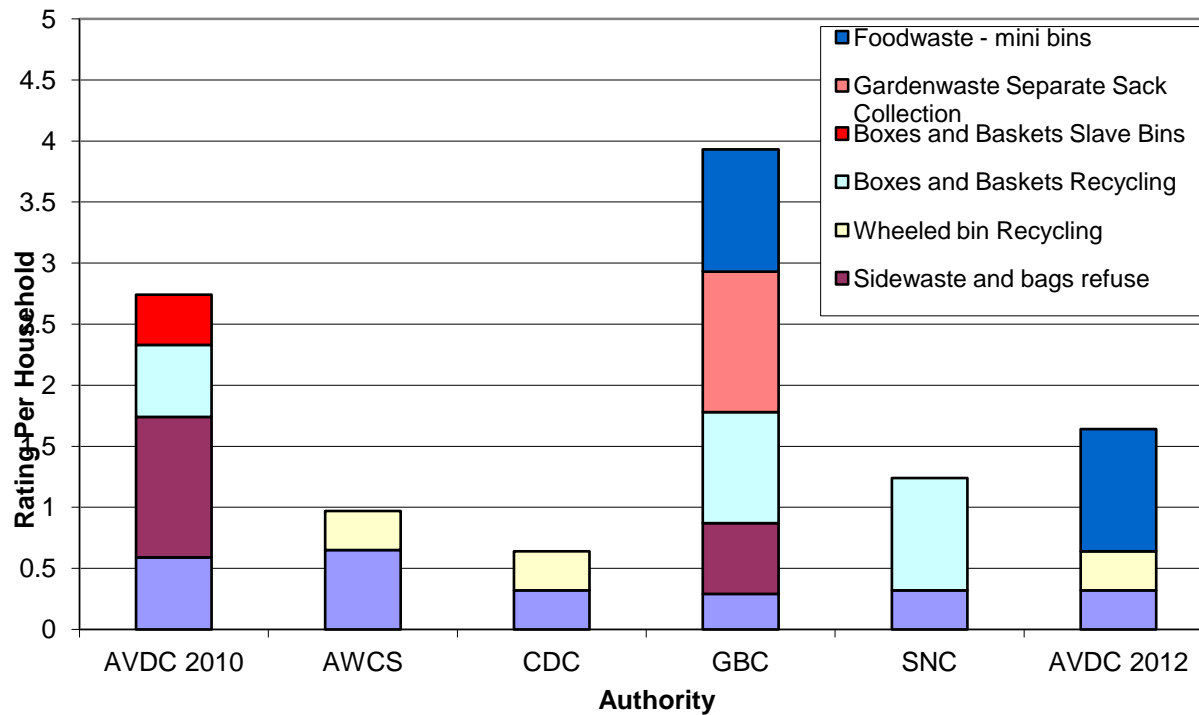
Assessment of the occupational health and safety risks of systems to provide HSE, local authorities, waste/recycling companies and others with data that will assist in the selection of the most appropriate system whilst meeting environmental targets

Prepared by the **Health and Safety Laboratory**
for the Health and Safety Executive 2008

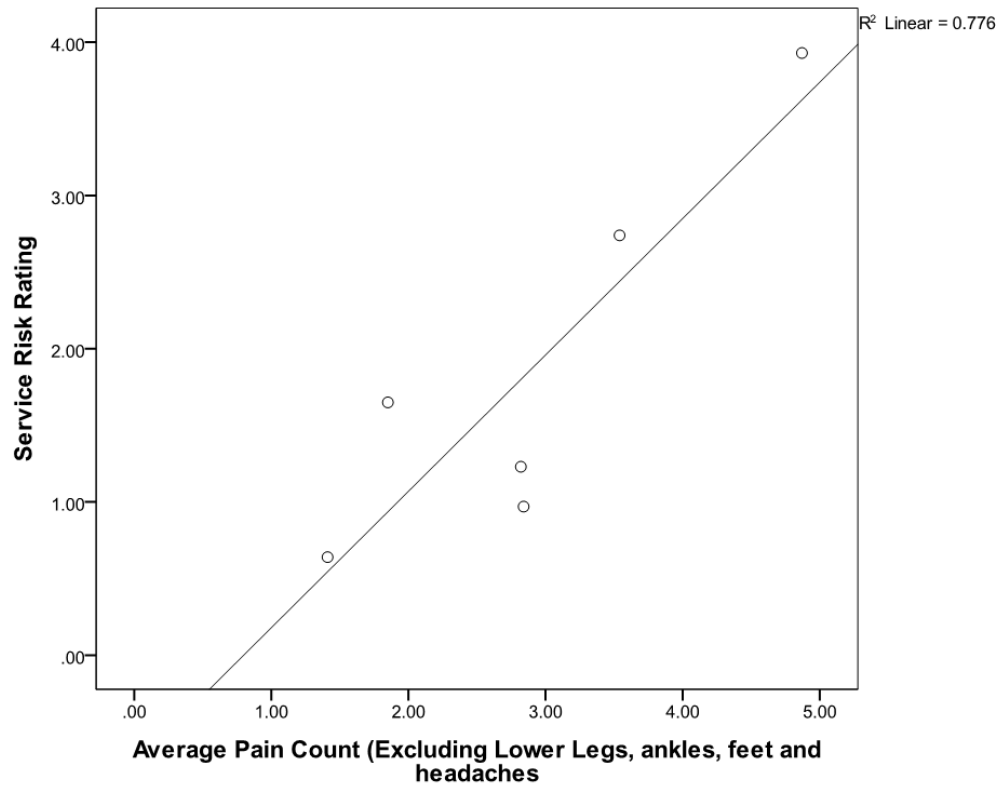
Shane Turner, Jane Hopkinson, Laraine Oxley,
Sandra Gadd, Nicola Healey & Peter Marlow
Health and Safety Laboratory
Harpur Hill
Buxton
SK17 9JN

RR609
Research Report

HSE's Risk Comparator Tool



Com



Sustainability – age comparisons

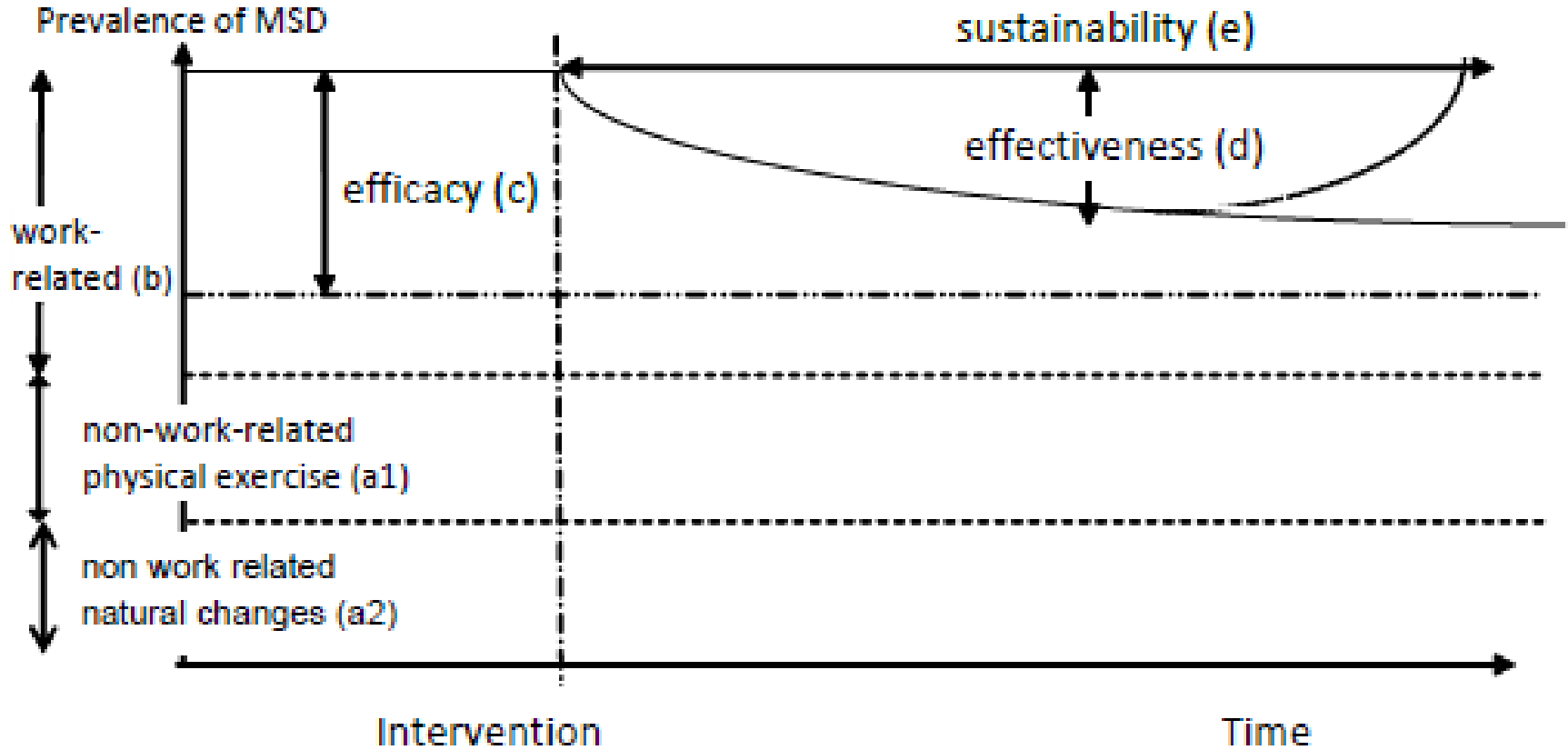
Authority	No of Participants indicating an age	Mean Age
AVDC 2013	48	38.25
AVDC 2010	62	39.42
AWCS	49	42.22
CDC	60	39.42
GBC	31	41.74
SNC	21	31.76
TOTAL	271	39.16



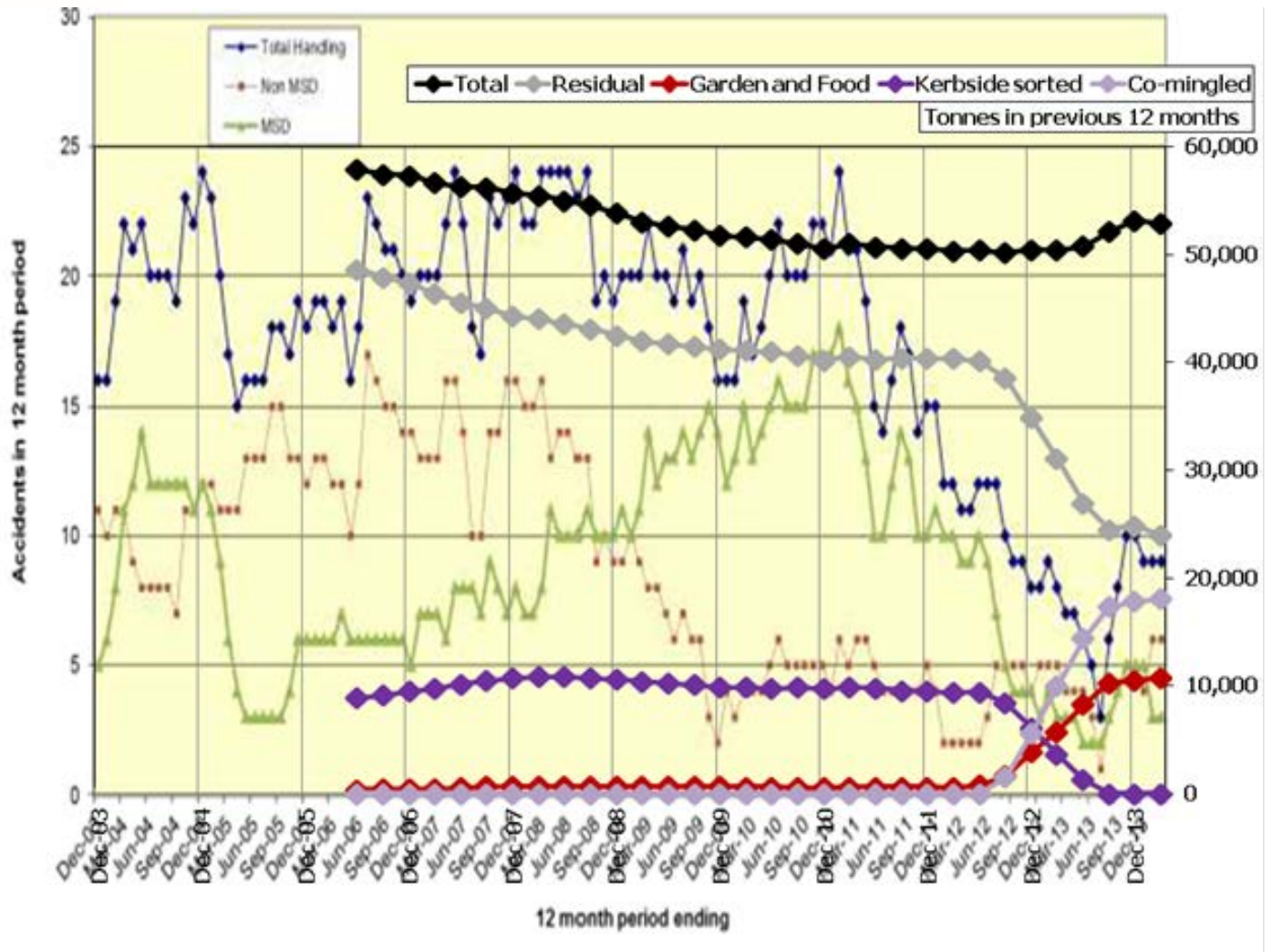
Recommendations

Further Study	6
Waste Industry	7
Use of Body Mapping	5
Others	2

Dependent Variable:
Prevalence of MSD



Case Study- From WYG Consultants



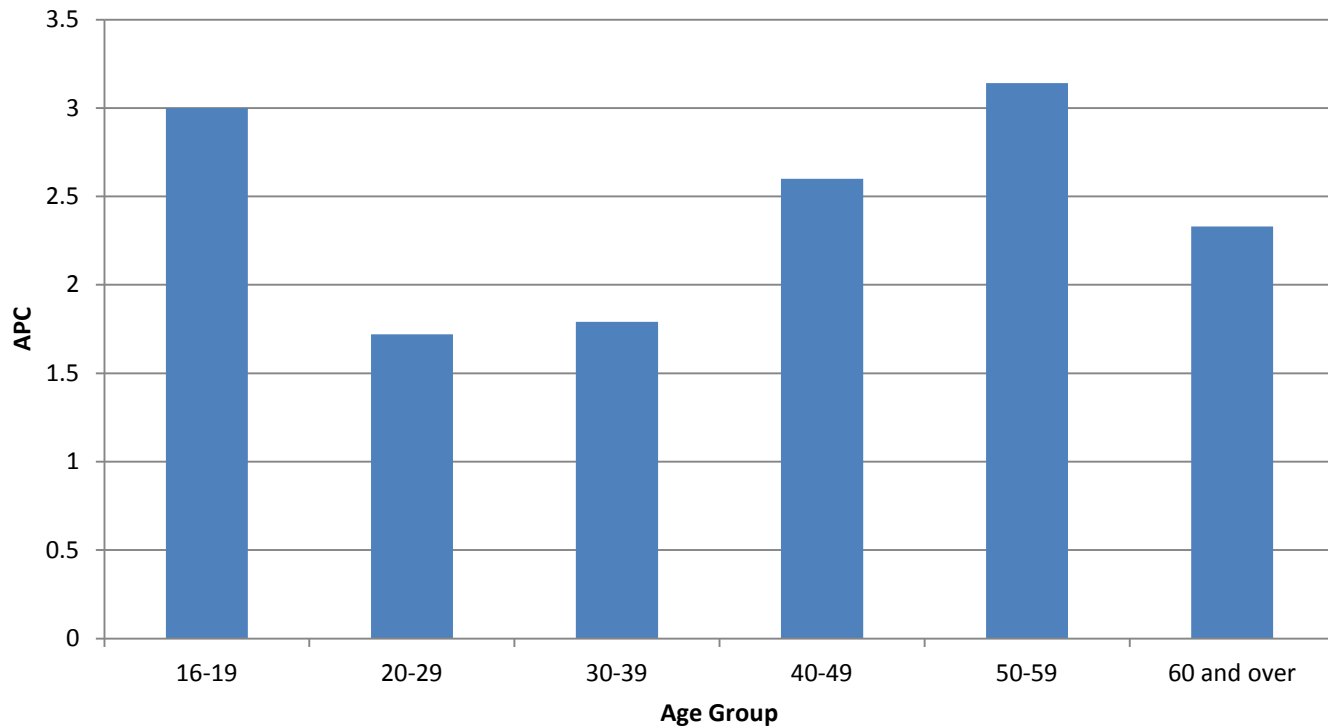
Comparison

Part of the body marked	APC 2010	APC 2013	APC 2014
Arm including elbow	0.54	0.24	0.17
Shoulder including neck	0.91	0.19	0.51
Forearm including wrist	0.14	0.26	0.12
Back (mainly lower)	0.86	0.33	0.64
Hand and Fingers	0.20	0.13	0.06
Upper Leg	0.17	0.11	0.25
Knee	0.61	0.43	0.56
Lower Leg and Ankle	0.49	0.22	0.45
Total	4.46	2.31	3.00
Total less foot, toes and head	4.02	2.07	2.35
Percentage Response Rate	96	71	95
Average Age (years) by those declaring	38.42	38.25	38.63
Average length of Service by those declaring	6.20	5.88	8.03

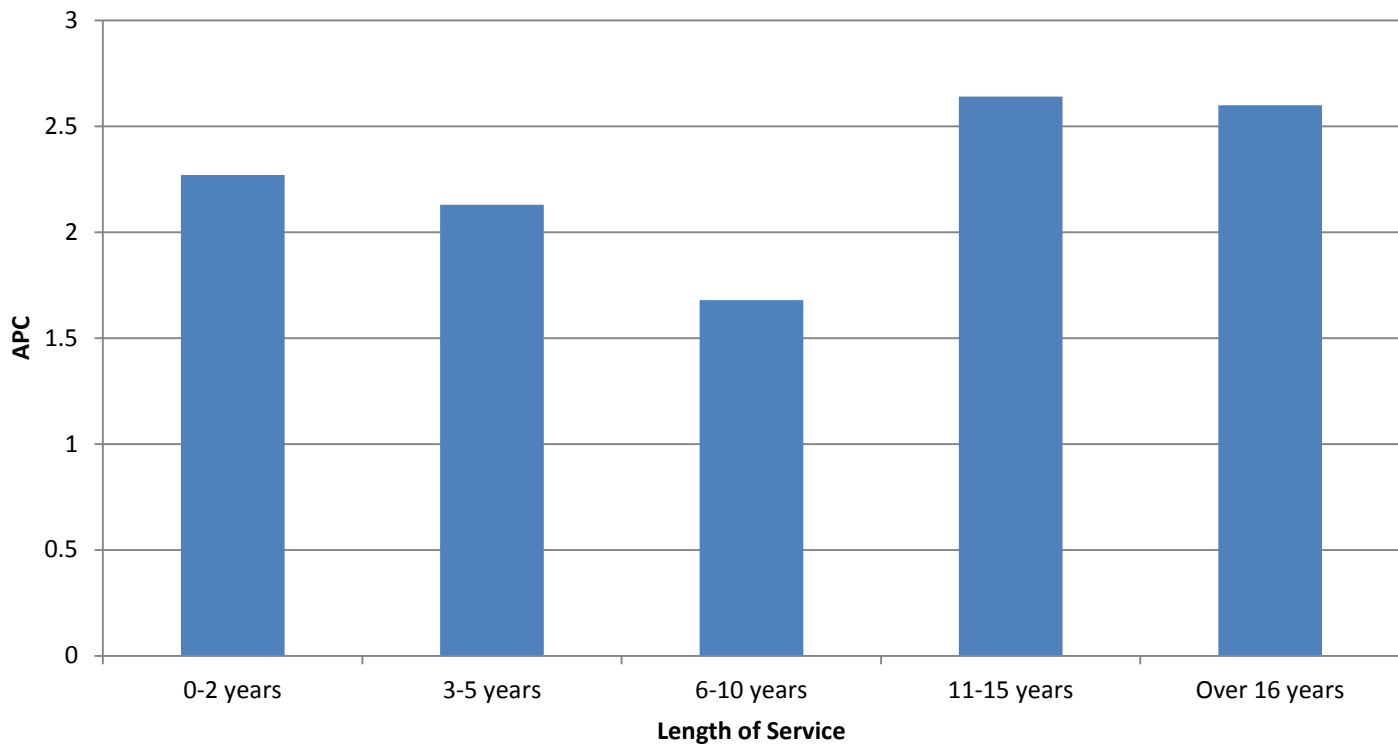
2014 APC

Activity	APC (Total less foot, lower leg toes and head)
Loader All Activity, including Wheeled Bins/Food waste - Trade Waste	1.96
Loaders- Those identifying as predominantly Food waste collectors	2.73
Loaders - Wheeled Bins Only	2.33
Mixed Activity –Loaders & Drivers	2.33
Driving all activity	2.67
Total	2.35

Comparison of APC with Age



Comparison of APC with Length of Service



On-going Challenge

Campaigner threatens councils over commingled collections

19 June 2014 | By Chiara Francavilla



Way Forward? For UK; Issues ?

Promoted by APSE



Summary

Literature review suggests relationship

Absence ill health data suggests a relationship but limited statistically significant data

Body mapping shows a relationship

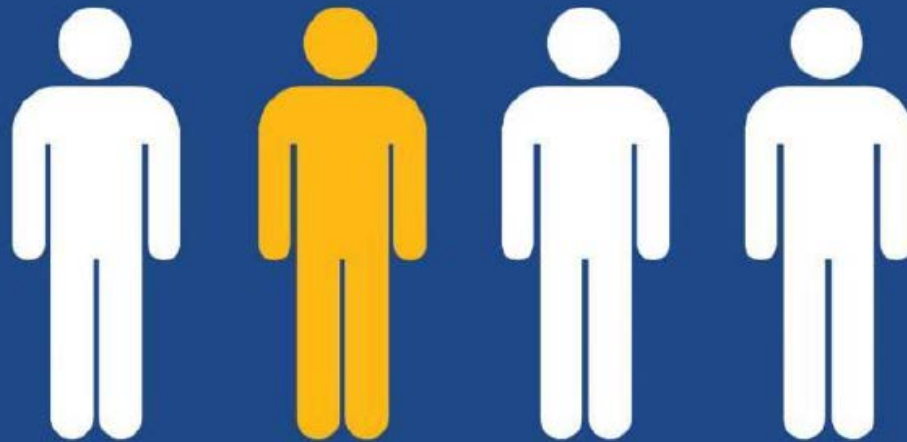
RR 609 developed from literature

Weakness in traditional H&S advice

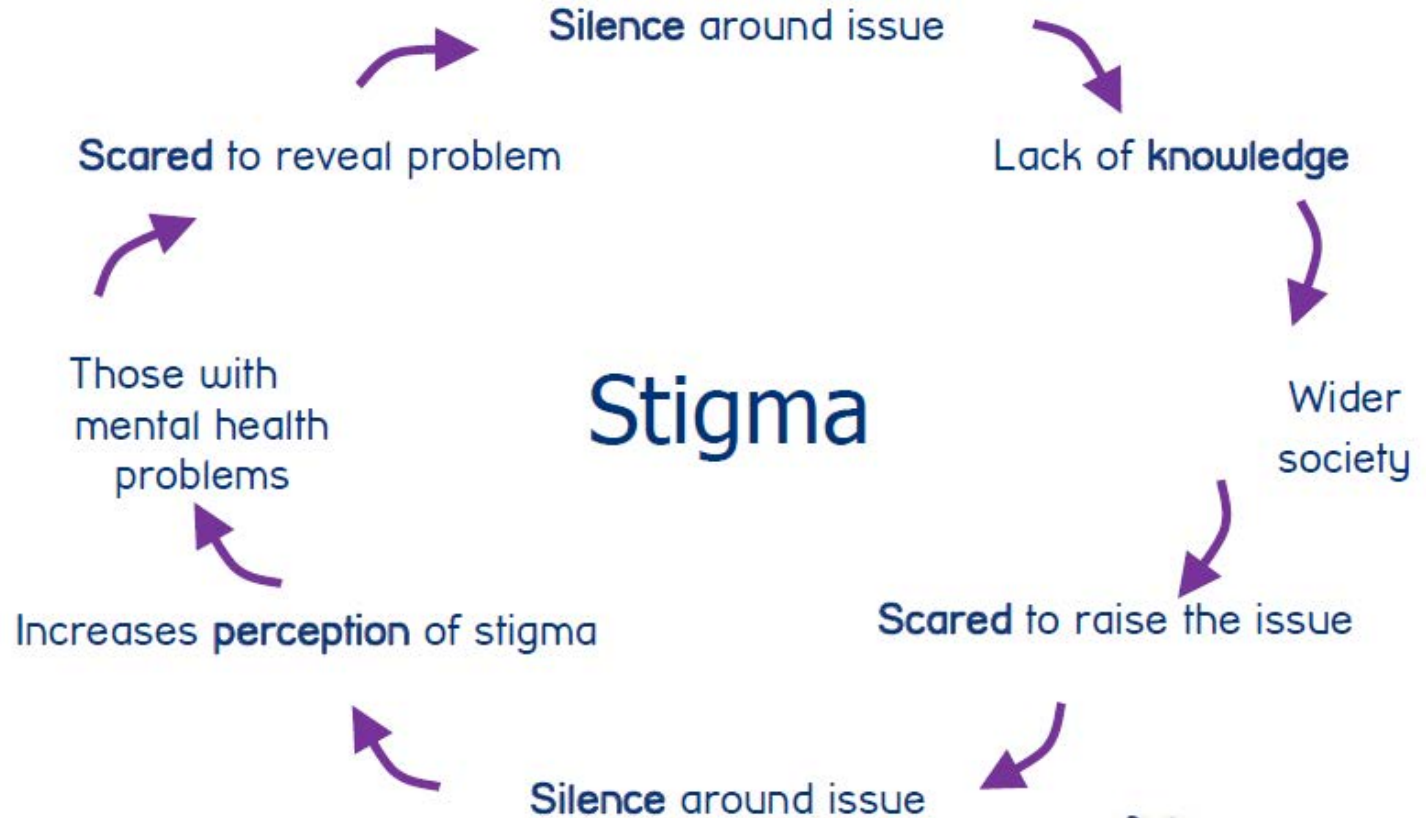
Co incidence???

Mental Health Issues..

1 in 4 people experience a mental health problem in any given year



Consider...



Work-related stress

Background

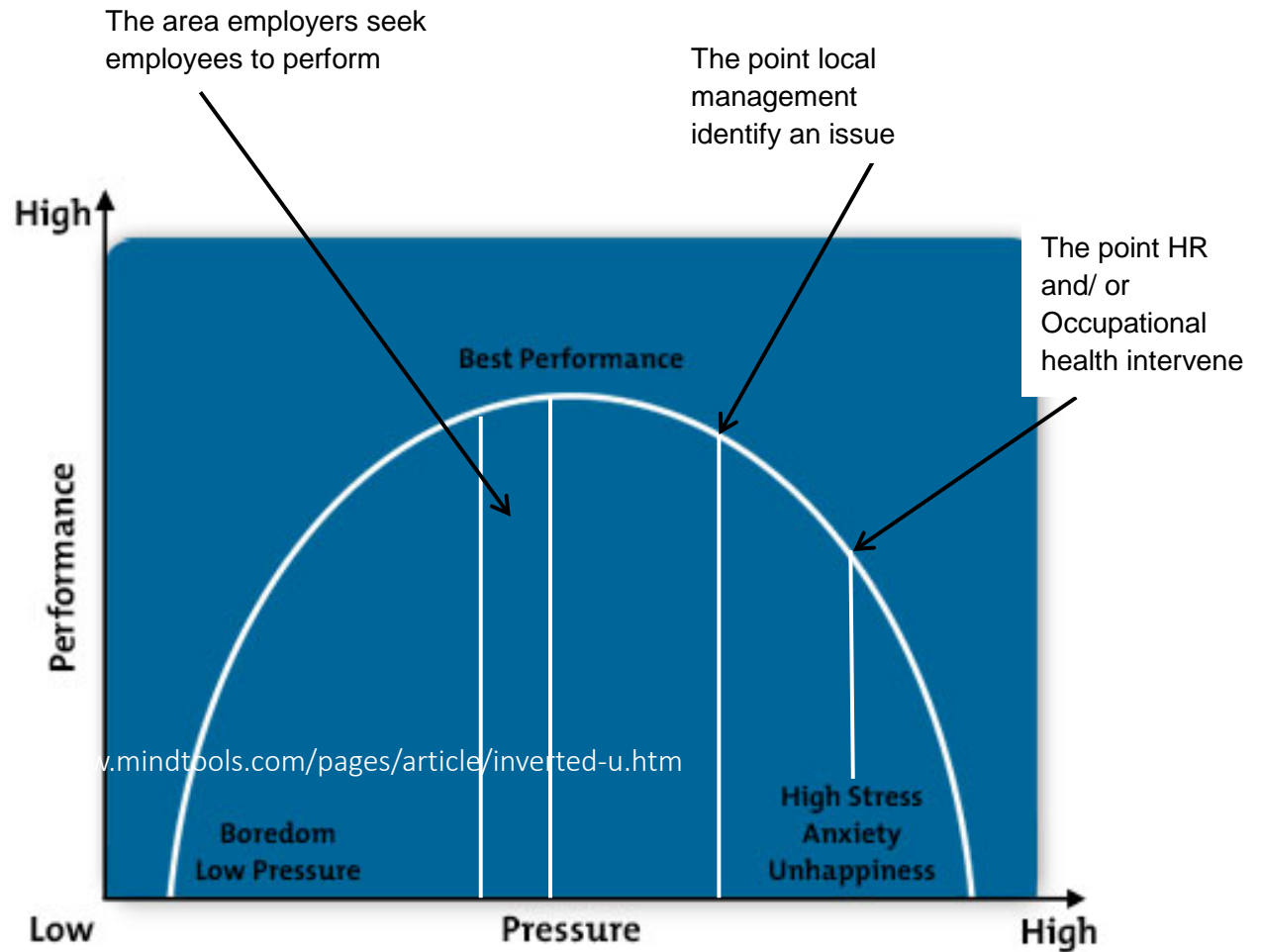
Your organisation's policy

HSE management standards

- ???????

Stress risk assessment

Yerkes-Dodson Law



The 1992 Rio Declaration on Environment and Development

No 1 -

People are entitled to a healthy and productive life in harmony with nature.

Raising the retirement age- issues?

IOSH EWMG Initiative

Listen or translate

About us | Membership | Books and resources | Training | News | Events

[Home](#) > [News](#) > Free safety training for waste collection industry

Free safety training for waste collection industry

20 November 2015

A new training programme has been launched to help keep waste collection workers safe.



The Institution of Occupational Safety and Health's (IOSH) Environmental and Waste Management Group (EWMG) has put together the bespoke training package.

The Group felt that general health and safety training alone was no longer sufficient in the industry and worked closely with IOSH's Public Services Group and the Chartered Institution of Wastes Management (CIWM) to produce the training.

The training, called Waste collection health and safety management, was launched on Thursday 19 November at a meeting of IOSH's Yorkshire Branch.

The programme is being made available to all local authorities in the UK. It is specifically aimed at team leaders who have a responsibility toward staff who collect waste and face many hazards and risks.

These hazards and risks include manual handling, mental health issues, insufficient hygiene standards and reversing refuse collection vehicles.

The material was created following consultation with the WISH Competency Working Group, Local Authorities (LAWS) and the HSE.

Related pages

You may also be interested in the following pages:

- [The burden of cancer in Great Britain: Cutaneous melanoma and exposure to sunlight \(2015\)](#)
- [IOSH well-being](#)
- [IOSH worker policy](#)
- [Move more - impact of better techniques or behaviour at work](#)
- [IOSH health and safety](#)

IOSH Twitter

 [@IOSH_tv](#)

Check out our new video which helps help tackle mental health in the workplace...

Further Information

Non H&S Background

<https://www.gre.ac.uk/ug/ach/oshe>

Existing H&S Background

<https://www.gre.ac.uk/pg/ach/saheen>

Winner



Best Service Team
Waste Management
and Recycling
APSE Service Awards 2016



SILVER WINNER

ACHIEVEMENT
AWARDS 2017

FINALIST **THE MJ**



17TH NOVEMBER - EXCEL
PUBLIC SECTOR
ENERGY &
SUSTAINABILITY
AWARDS 2016



Working for
Warwickshire

APSE Best Service Team: Waste Management and Recycling Service Winner 2016

- How did we improve recycling rates at Household Waste Recycling Centres by 18%?
- Delivering an annual return of £300,000 through HWRCs
- How have we increased social return?



Lower House Farm Re-use

- 2nd-largest HWRC Re-use Shop in the UK (we believe!)
- 3,000 ft²
- Dedicated drop-off bays plus 50+ shared parking spaces



As seen on TV



Best Practice Tours





mrw
national
recycling
awards
2014
FINALIST

Efficiency Initiative of
the Year



2014 FINALIST
AWARDS FOR
EXCELLENCE
IN RECYCLING & WASTE MANAGEMENT

Design of a Waste Management Facility




Public Sector
Sustainability
Awards 2014

Highly Commended - Most Sustainable
Public Sector Project: Waste / Recycling




GO
EXCELLENCE IN
PUBLIC
PROCUREMENT
AWARDS 2014/15

Highly Commended

GO / John F McClelland
Collaborative Procurement
Initiative of the Year Award
NON HEALTH AND NON HEALTH
RELATED ORGANISATIONS



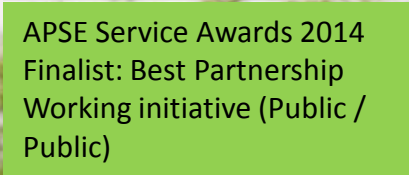
GO
EXCELLENCE IN
PUBLIC
PROCUREMENT
AWARDS 2014/15

Finalist

GO Best Service Award



zerowaste
AWARDS.COM
SILVER AWARD

APSE Service Awards 2014
Finalist: Best Partnership
Working initiative (Public /
Public)



In the Beginning

- Burton Farm HWRC opened 2003
- The Shakespeare Hospice 'selected' as re-use shop operator



£1 million+
generated for
the charity

HWRC Re-use Shop Network



First shop in 2003



Opened in 2005



Extension in 2008



Open in 2008

Princes Drive HWRC Re-Use Shop

- OJEU Tender 2010
- 45 month contract
- 5 Bidders
 - 3 Local charities
 - 1 Waste Mgt Company
 - Sue Ryder
- Fierce competition
- ‘Reluctant’ incumbent operator



Benefits of HWRC Re-use

Local Authority

- Diversion from landfill
- Reduced disposal costs
- Highlights importance of re-use in waste hierarchy
- Big Society
- Feelgood factor for site users
- Award-worthy 😊
- Fee & Biz Rates savings

Charity Operator

- Low risk and lucrative
- Raises profile
- Complements high street presence + other re-use / recycling activities
- Economy of scale
- Volunteering opps
- £££ Supports community projects

Too good to tip?

- Electricals
- Furniture
- Books, CDs
- Bric-a-brac
- Tools
- Toys & Games



How to pick a re-use partner

- a) Let us as a competitive concession contract – *how much are you willing to pay us?*
- b) Set rent + 100%
Quality evaluation
- c) Arms length e.g. via HWRC contractor
- d) Arbitrary / first come (anti-competitive?)

Prepare for:

- Cut-throat competition between bidders
- Feedback to unsuccessful bidders
- Aggressive lobbying and/or negative publicity by losers
- Exit strategy at end of term

Client Considerations

- You can never, ever have enough space!
- Dedicated car parking & drop off zones
- Good housekeeping – it's not a tip!
- Stock rotation
- Affordability / pricing
- Site and shop staff / volunteers need to work together
- Integrate contracts with HWRC operation?
- Requirements of service
- Minimum opening hours
- Minimum staffing levels
- Health & Safety plan
- Record keeping, tonnages, accounts, audit trail
- Excluded goods
- Clear roles and responsibilities
- Interaction with HWRC staff
- Responsibility for waste disposal

Austerity Prompts Pilot

- £900,000 annual savings required from WCC Waste Management
- Minimal impact on service delivery + user satisfaction
- Track record of working with 3rd Sector on Reuse Schemes – National Best Practice

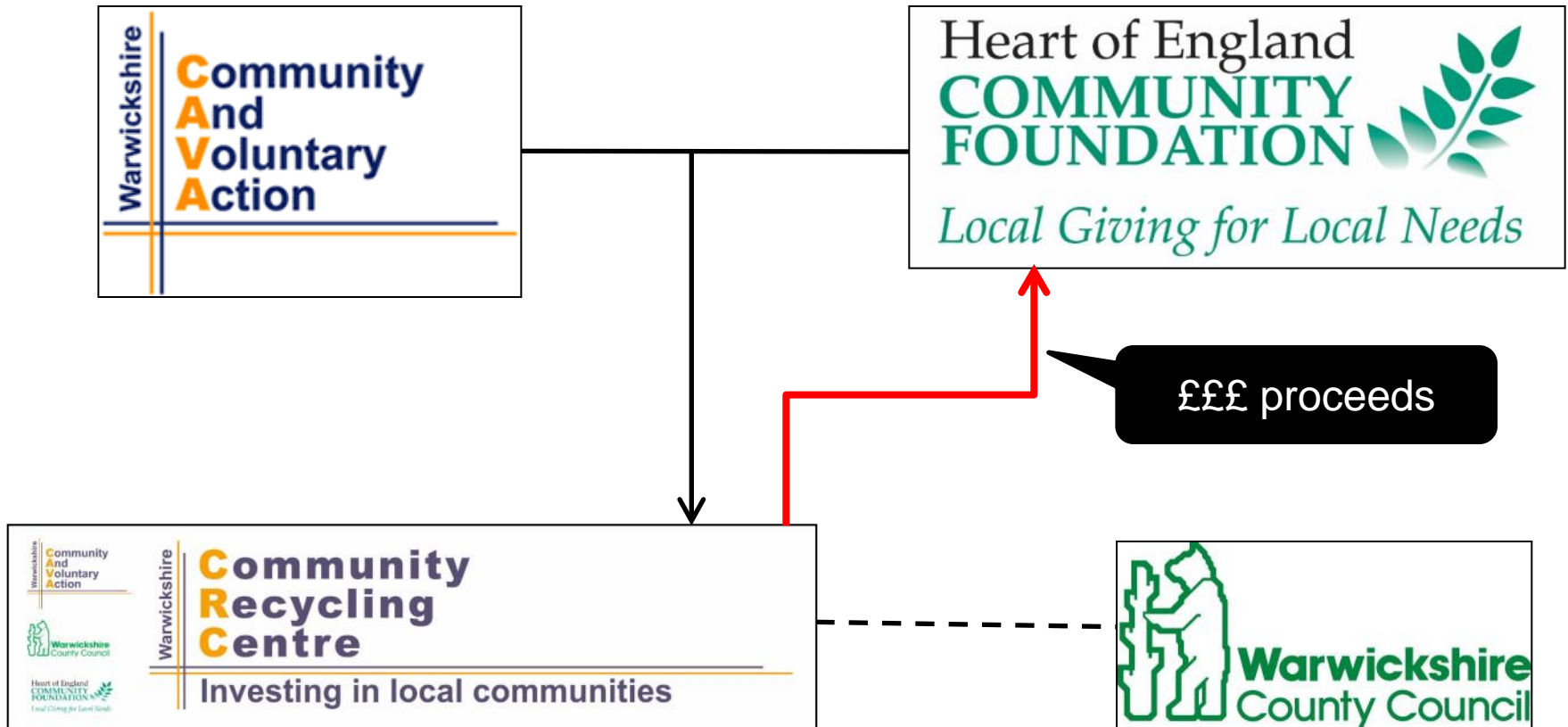


The (interim) Solution

- 6 HWRCs brought in house
- Sub-contracting of 2 sites to Social Enterprise (MOU & Lease)
- Charity Reuse Shops
- **SAVING = £6.3m over 7 years**



WCR Partnership



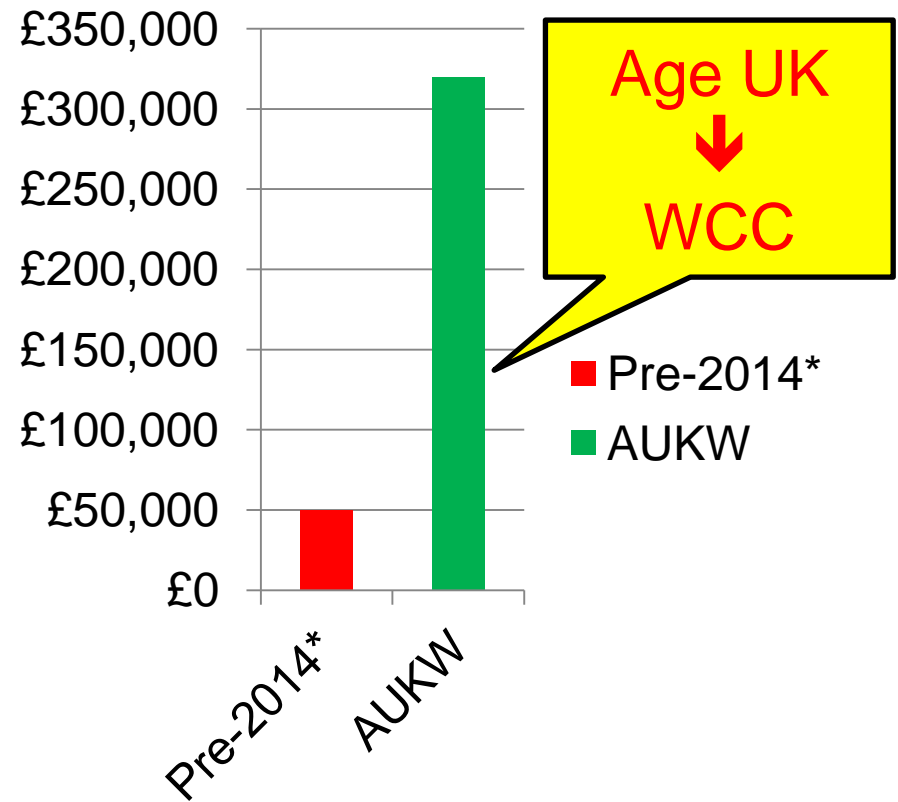
Re-use Shops Tender – key facts

- 5 year contract + up to 5 year extension
- 2 HWRCs including re-use shops
- 6 stand-alone re-use shops
- Packaged into 4 Lots
- Procurement benchmark = Minimum £50,000 'franchise' fee per Lot per year
- Scored on level of £ concession offered (70%) + quality (30%)
- Information day attracted 15 organisations
- 26 Expressions of Interest
- 5 bids
- Age UK Warwickshire won all 4 Lots!
- £3m income for WCC over 10 years

Re-use Shops Franchise Income



Franchise Fee



* Equivalent annual rental yield of re-use shops network

HWRC Re-use Franchising

- Truly innovative & ground-breaking
- Austerity-busting
- Circular economy in action
- 360 degree Sustainability
 - Social
 - Economic
 - Environmental
- Replicable & Scale-able



AUKW Recycling Partnership

- 25 FTE + 50 volunteers
- Salvages affordable, quality goods for low income families
- Diverts 700+ tonnes from landfill
- Proceeds support non-contracted services to reduce isolation and loneliness
 - befriending service
 - information and advice
 - Ageing Well exercise clubs
 - specialist day clubs and lunch clubs
- Turnover = £1 million+ in 2016/17



FCC Build HWRC FOC

- Provide / Design / Build / Operate Contract
- HWRC facility close to Nuneaton town centre
- Market testing and previous abortive procurement dictated 15 year term + extension
- Includes Charity Re-use Shop
- Trade waste option



The 'new' Judkins HWRC



Re-use Shop



Generating Social Value

- 24 Volunteers recruited and trained
- 5,000 volunteer hours to date
- Nearly 2,700 items sold (19.1 tonnes) in June 2015 alone
- Pedestrian access to shop from main road



Official Opening July 2014

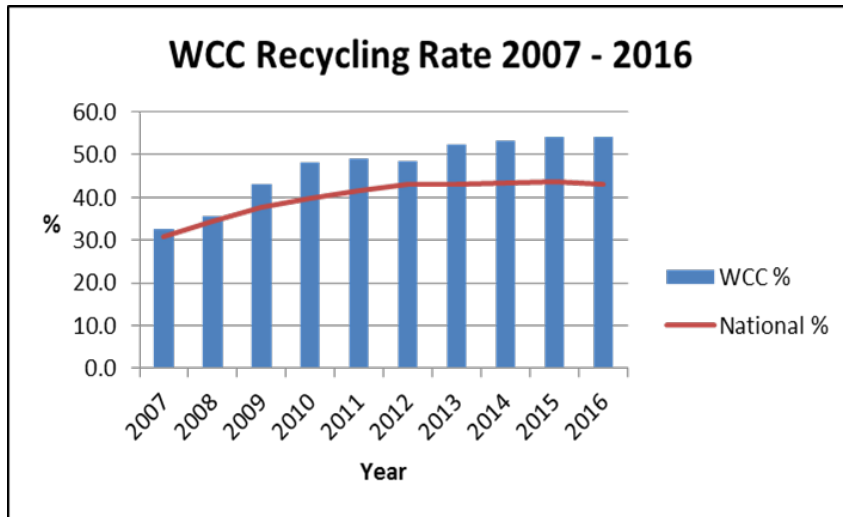


Judkins Re-use Shop



- Chapter 1 in Nuneaton wins Best Community Recycling Initiative for its operation which includes Judkins HWRC re-use shop

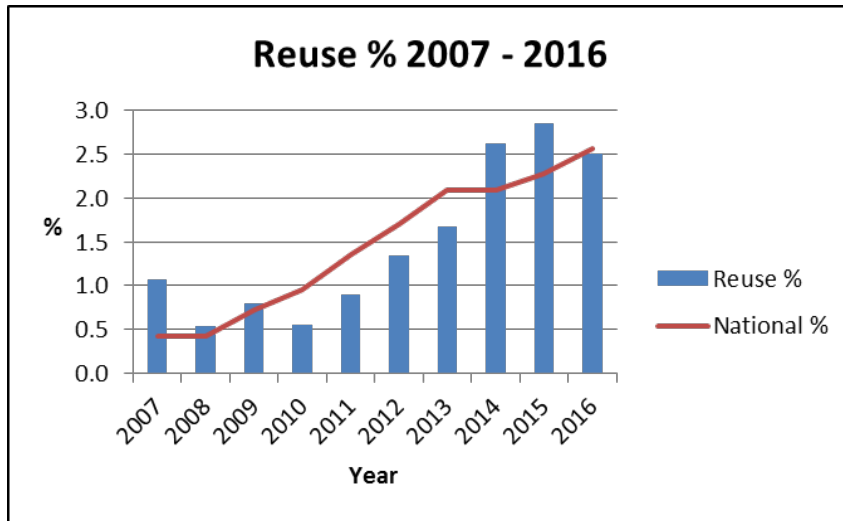
Warwickshire Recycling Rate



- WCC better than national recycling rate since 2007
- 2015-16 WCC Recycling rate 54.1% (National 43.0%)



Re-use Rate

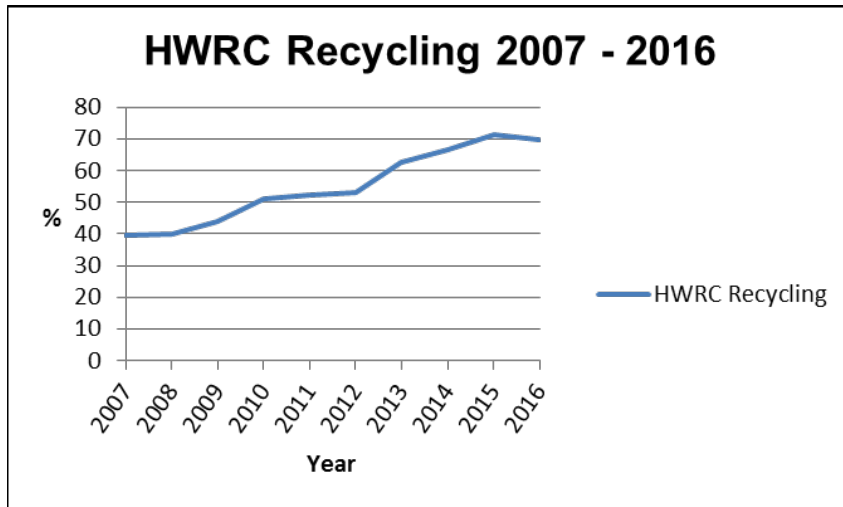


- WCC Reuse 2.5% of overall waste in 2015-16
- 6,800 tonnes reused
- Over 780 tonnes reused at Re-use shops in 15/16 (up 34%)



HWRC Recycling Rate

- HWRC Recycling rate 69.1% for 2015-16
- 15,900 tonnes recycled materials in 2006-07
- Over 26,000 tonnes recycled in 2015-16





LARAC
2012



Event Partner:



Organised by:



WINNER

WARWICKSHIRE COUNTY COUNCIL:
OUTSOURCING HWRC'S TO THE THIRD SECTOR

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LARAC 2012
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Award

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2015 LARAC



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Winner



Best Service Team
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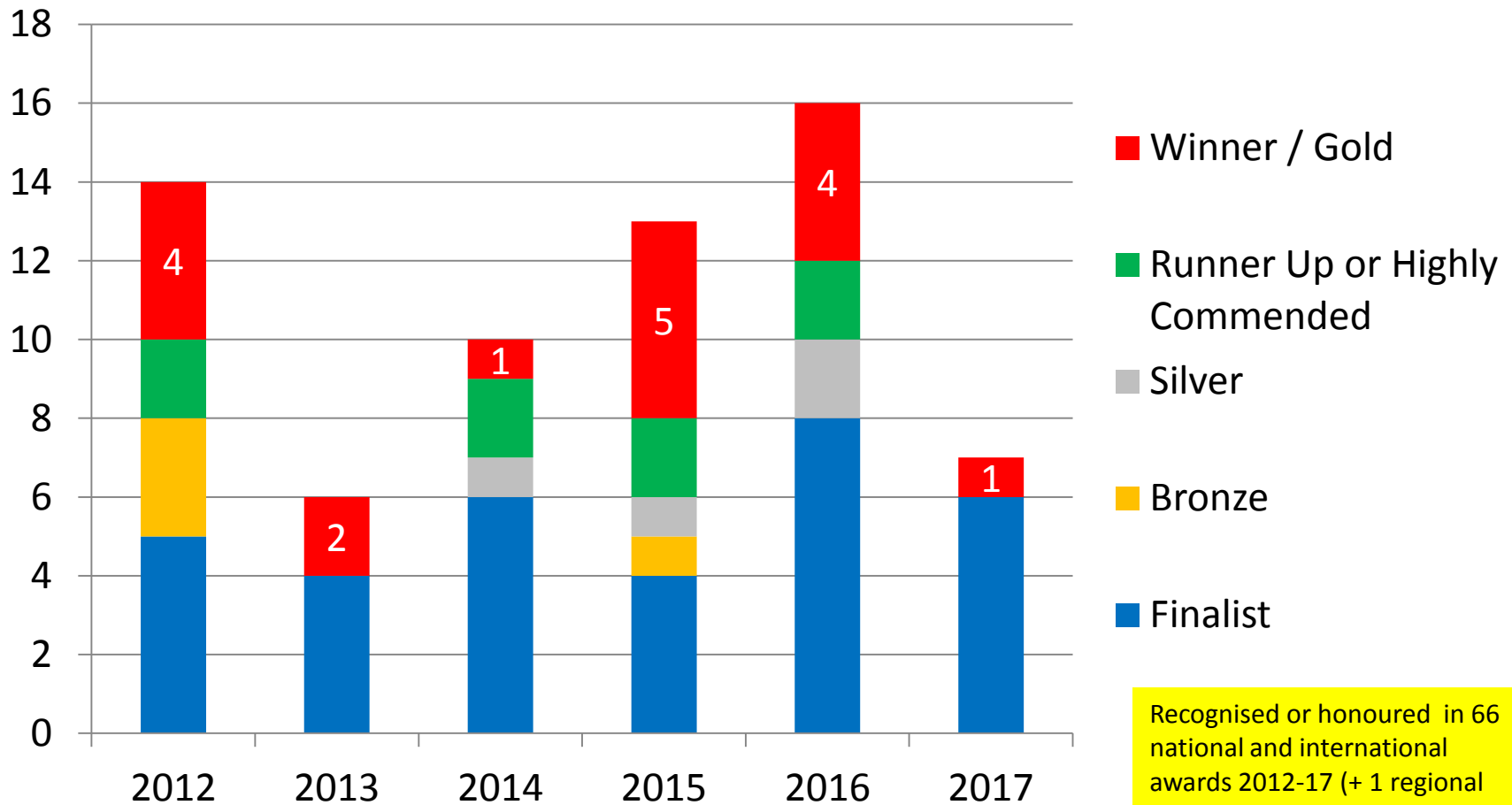
International Acclaim for HWRC Re-use



Highly Commended in the Governments, Cities & Regions category at The Circulars 2016 (international circular economy awards) – an initiative of The Young Global Leaders of The World Economic Forum. Judges were extremely impressed by ***‘the positive impact the initiative is having across Warwickshire and the UK as a whole, with Warwickshire clearly demonstrating that it is on track to achieve scalable circular value’.***

thecirculars.org

Award Success for Warwickshire County Council Waste Management Group



Recognised or honoured in 66 national and international awards 2012-17 (+ 1 regional award).

Keep In Touch

@Recycle4Warks and @SlimYourBin

www.facebook.com/recycleforwarwickshire

www.warwickshire.gov.uk/recycling

www.warwickshire.slim-your-bin.com

www.feedyourcaddy.co.uk

 **recycle for Warwickshire**

January / February 2017 e-newsletter

In this issue:

- A 'Clutter-Busting' start to 2017
- Put your dustbin on a New Year diet!
- 'In to Win' Winners

Plus:

- Spotlight on Paper & Card Recycling
- More awards for recycling in Warwickshire

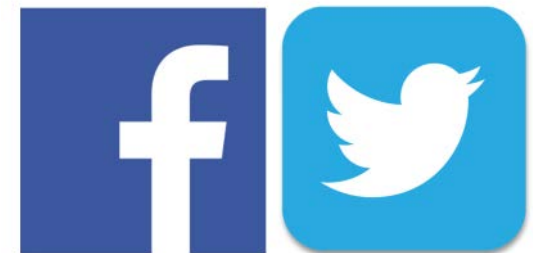


Post-Christmas Clutter?

After the season of giving and the bargains you've snapped up in the January sales, you're probably overwhelmed by a sea of unwanted presents and no-longer-needed clothes. However, we can help you to find a new home for your unwanted stuff with a simple 3-point plan.



1. **Phone a friend** – Friends and family or a neighbour may be glad to take an old TV, warm winter coat or book shelves.
2. **Sell, sell, sell** – There are lots of ways to sell items and make yourself some money - through local free newspapers, car boot sales or online e.g. [eBay](#), [Gumtree](#) or [Facebook Local Buy and Sell Groups](#).
3. **Give it away** – There are a number of organisations across Warwickshire who will be happy to have your unwanted items if they are in good condition.



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