



EAST RIDING
OF YORKSHIRE COUNCIL

Meeting financial and environmental challenges

Sarah Atkinson
Service Manager Waste
Treatment and Disposal





The Authority

336,000 residents

162,000 households

Rural nature brings waste collection challenges

What we collect

Household Waste

Fortnightly collections

13 million bin collections per year

Commercial Waste

3900 customers



non-recyclable residual waste
→ energy recovery



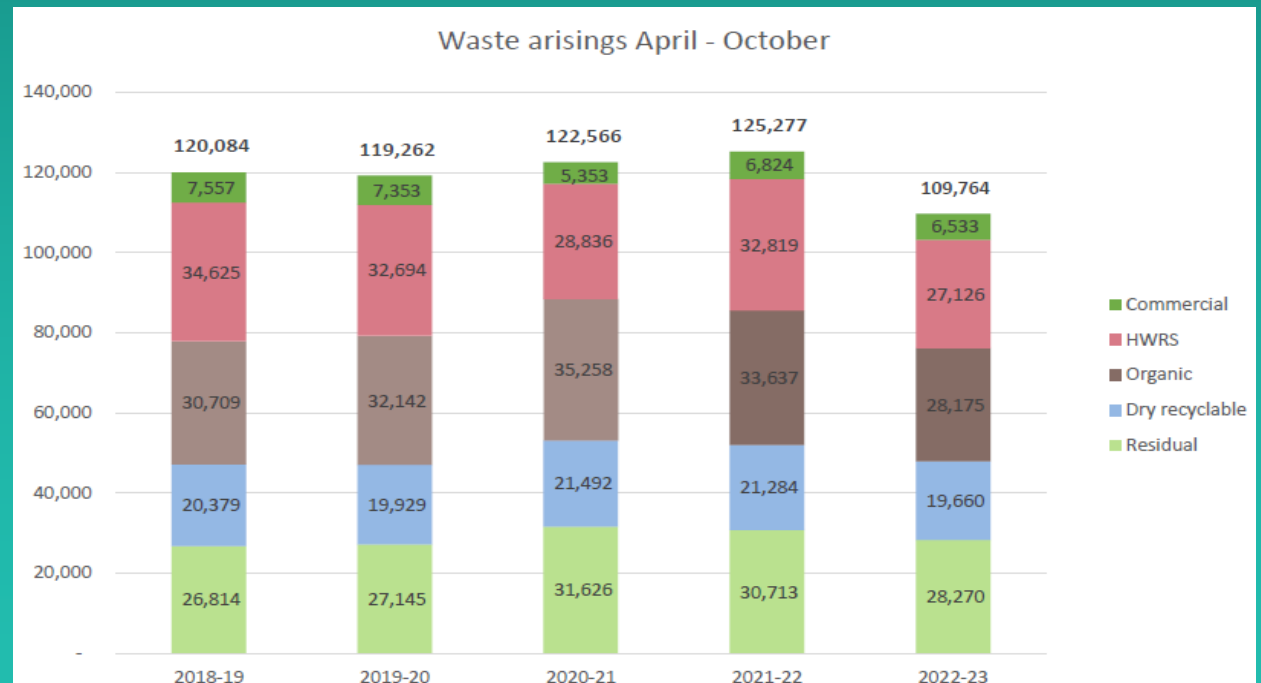
mixed dry recyclables
→ MRF



kitchen and garden waste
→ IVC facility

Background

- **Waste collection in house**
- **Waste disposal – four separate contracts £15m per year**
- **Pressure from annual contract inflation and property growth**
- **2021/22 recycling rate 60.1%**
- **Residual waste per household is high at 447kg/hh**
- **Drop in 22-23 across all waste streams**



Round rescheduling

Why make changes?



Moving waste from green to blue

9,000 new builds in the next 6 years

Piecemeal changes led to imbalances

Round rescheduling

Invested in round scheduling software

Implemented a complete round reschedule which absorbed the property growth without needing additional rounds

Move to zonal working means annual round rebalancing can be done without impacting residents



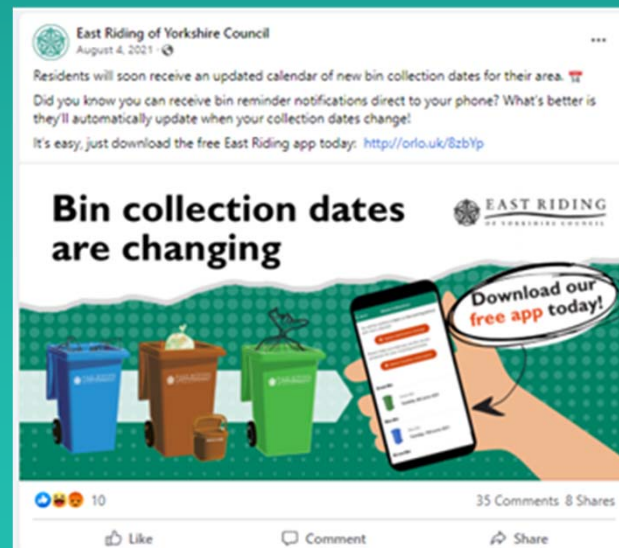
YOUR BIN COLLECTION DATES ARE CHANGING FROM 19 JULY 2021

Look out for the new calendar being posted to you

Download the new, free 'East Riding' app to receive bin reminder notifications, which will automatically update when your collection dates change. Or visit www.eastriding.gov.uk/app

www.eastriding.gov.uk/bins

EAST RIDING OF YORKSHIRE COUNCIL



East Riding of Yorkshire Council
August 4, 2021

Residents will soon receive an updated calendar of new bin collection dates for their area. 📅

Did you know you can receive bin reminder notifications direct to your phone? What's better is they'll automatically update when your collection dates change!

It's easy, just download the free East Riding app today: <http://orfo.uk/zbYp>

Bin collection dates are changing

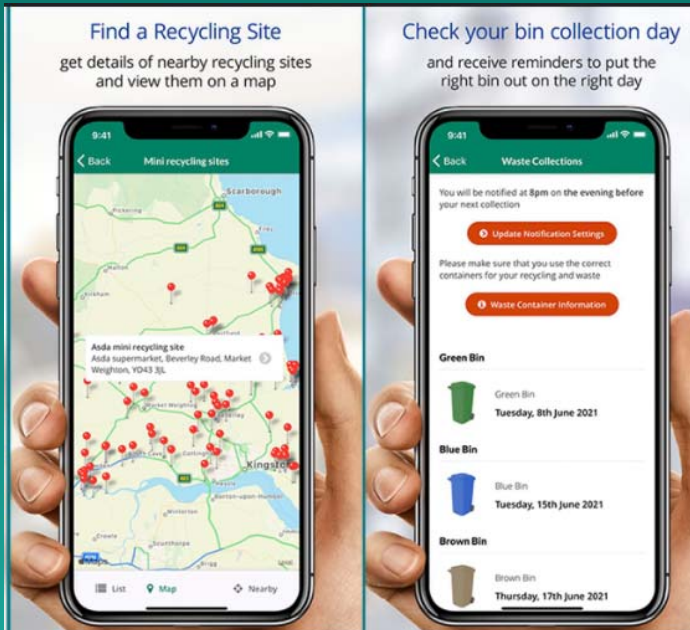
Download our free app today!

10 reactions · 35 Comments · 8 Shares

Reduced annual operating costs by £193k

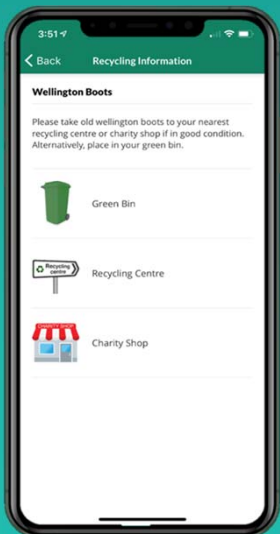
Overall fortnightly impact	Current	New
Total Miles	28,642	24,081
Fuel used (litres)	32,222	27,092
Emissions kg (CO ₂)	86,730	73,148
Fuel cost	£35,443	£29,801

East Riding app



Replaced the popular text message reminder service

Lower cost – costing nearly £80k less per year and unrestricted notifications



Additional functionality including 'Find My Nearest' and 'Can I Recycle It?'

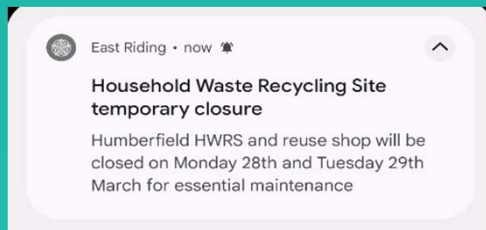
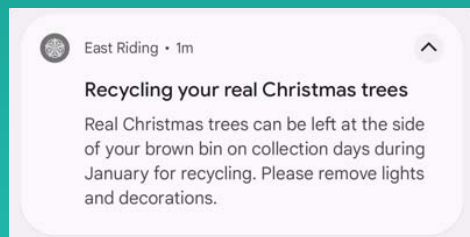
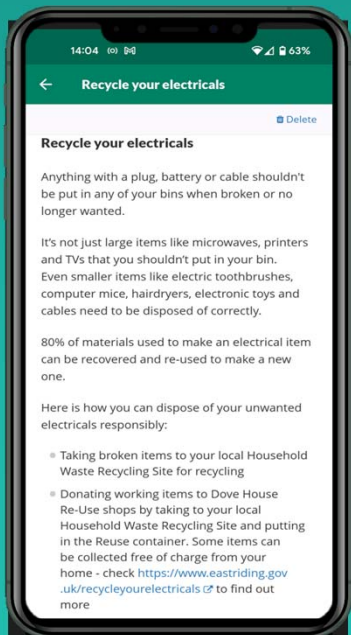
East Riding app



Launched in June 2021 alongside round changes

Currently at 61,000 subscribers

Every street in East Riding has at least one subscriber



Use to send a range of notifications to different audiences

HWRC Residents' Pass

Pressure on 'border sites' with neighbouring councils having reduced opening hours and chargeable waste streams

Postcode surveys showed 10-20% users non-residents

Sites suffering queues which at some sites directly impacted on the highway

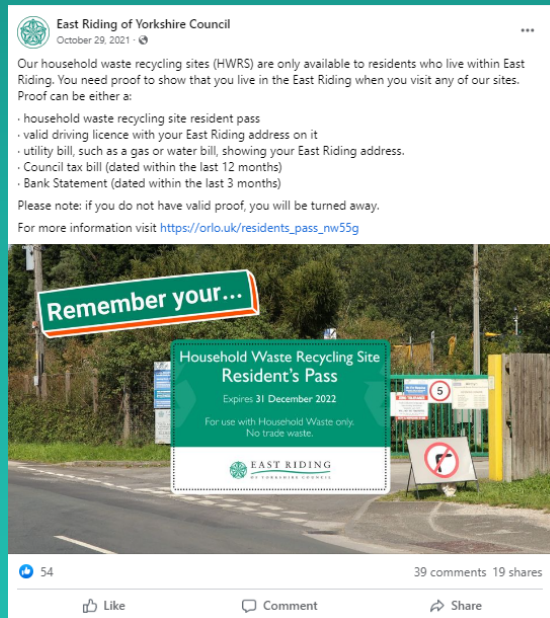
Rising disposal costs

HWRC Resident's Pass

Household Waste Recycling Site Resident's Pass

Expires 31 December 2022

For use with Household Waste only.
No trade waste.



Introduced in October 2021

21 complaints but tended to relate to the format of the pass rather than the scheme

Drop in traffic counts by 13% and tonnages by 18%

Disposal savings of £200k per year and improved access for residents

Bag sorting at HWRC

30% of black bags in general waste skip contained recyclables

Publicity campaign advising residents to pre sort waste before taking to HWRC



LET'S GET IT SORTED

CHANGES AT YOUR HOUSEHOLD
WASTE RECYCLING SITE

Scrap metal

Mixed textiles and clothes

Hard plastics

Electricals

Wood

Garden waste

Please sort the waste you bring to the HWRS to ensure only non-recyclables go in the general waste container.

TOGETHER WE CAN RECYCLE MORE

www.eastriding.gov.uk/bins

EAST RIDING OF YORKSHIRE COUNCIL

FCC

Any residents arriving with mixed bags of waste directed to sorting table to remove recyclables and place in the bins provided

Not enforced, but encouraged and vast majority do comply. Very few complaints received.

Bag sorting at HWRC

40 tonnes per month diverted across the 10 sites in the sorting bins = 480t per year

Residual waste on sites expected to be 1900t down – partly behaviour change brought about by bag sorting, but other factors at play



Recycling rates on sites increased by 3-5%

Annual HWRC recycling performance projected to be 82%

Contamination in blue bins

Increased during Covid and has remained elevated

Revenue share within the blue bin contract puts a financial value on quality

Focus on black bags, textiles, electricals and nappies in communication campaigns

Moved contaminated bin reporting system onto our in-house bespoke CRM system to allow follow up from recycling officers and feedback to crews



Next steps

Continue work with crews and contractors to improve contaminated bin process and follow up. Looking to develop training videos for frontline staff.

Focus on key messages for blue bin of empty, rinse and loose

HWRC commercial vehicle permit system moving to online system

Expand app to offer waste prevention and reuse, and also potentially the residents pass

Thank you

sarah.atkinson@eastriding.gov.uk

