



# Increasing commercial income under TEEP and tackling illegal waste disposal at HWRC sites

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# Topics



- Dealing with TEEP in a commercial waste context
- Increasing income through business take-up on increased recycling collections
- Limiting income losses on trade disposal by using Automatic Number Plate Recognition and CCTV
- Using new in-cab technology and CCTV cameras on our refuse collection vehicles

# North Lincolnshire



- Created 1996 North Lincolnshire is a mixed urban-rural unitary (old South Humberside)
- Main town is Scunthorpe, rest are market towns like Brigg, Epworth and Barton
- Humberside Airport, oil refineries, Tata steelworks, food manufacturing, agriculture
- 170,000 population
- 74,000 households
- 6,000 registered businesses – 1400 customers

# North Lincolnshire



- Households receive separate AWC of:
  - Residual waste (140 ltr) Wk 1
  - Dry recycling: glass, cans, paper, small WEEE ( 2 x 38 ltr box) Wk 1
  - Garden waste (140 ltr) Wk 2
  - Commingled plastics + cardboard (140 ltr) Wk 2
- Businesses can have
  - Residual waste
  - Commingled plastic, cardboard, cans
  - Separate paper or glass

# North Lincolnshire



- Household and business collections are done by the same vehicle in the majority of collections
- Have one two stream vehicle for separated paper and commingled plastic/card/cans but this is now being stretched due to additional TEEP collections we have generated
- Whole service review in summer 2015 will seek to increase business capacity by separating out trade customers into discrete rounds (as it was before they were combined with the domestic collections)

# TEEP and trade waste



- Decided easiest material to target was glass
- In November wrote to all cafes, pubs, clubs and restaurants about their glass but wanted to initiate a dialogue on all materials
- Balance of getting businesses to change from single container for all waste to separated collections
- Businesses frequently choose one large container for all waste and recycling to reduce cost
- Hard job to convince elected members in October close to an election year but we achieved it!

# TEEP letter Nov 2014



From January 2015 the law is changing for how the council and other waste management companies will be allowed to collect recyclable materials.

Where necessary and possible glass, metals, paper (including cardboard) and plastic need to be collected separately and kept separated. This is aimed at increasing recycling and improving the quality of the materials collected.

We have noticed whilst collecting your general waste bin that you produce a lot of glass which could be recycled. The new law requires that we must collect this separately from your general waste from January. We already provide separate recycling collections to households and other businesses across the area.

Please contact us on our telephone number **01724 297848** so we can review your collection arrangements and agree the best solution for you so we can continue to collect from January onwards. During the review we will look at all of the recyclables covered by the new law - glass, metals, paper (including cardboard) and plastic.

If you do not contact us we may have to withdraw our collection service as the council cannot knowingly conduct its business unlawfully.

# TEEP engagement



- Those businesses who contacted us had a discussion based on their Duty of Care return and their identified waste types
- We focussed on where there were sufficient quantities of recyclable materials to warrant separation and collection
- Produced some interesting responses:
  - “I take my recycling to the HWRC”
  - “I take it to the bring bank”
  - “We burn all our plastic and card”



# TEEP engagement



- Lack of response prompted visit by technical officers to try and engage
- Most communications problems with trade customers due to the staff at the premises not being the person named on the DoC paperwork who we write to
- Ultimately have to consider withdrawal of their collection service if they won't engage with us over TEEP

# TEEP termination letter



Further to our previous correspondence concerning your waste and recycling and our collection service, I am writing to inform you that due to your failure to respond to our correspondence we are terminating your agreement with us in one month from the date of this letter.

From January 2015 the law changed for how the council and other waste management companies will be allowed to collect recyclable materials. Where necessary and possible glass, metals, paper, cardboard and plastic need to be collected separately and kept separated. This is aimed at increasing recycling and improving the quality of the materials collected.

The legislation places the responsibility on the collector to determine when recyclable materials should be separated. It is our opinion that we have made every reasonable effort to implement the requirements of the legislation but your lack of cooperation means that we cannot comply. It is with regret therefore that we are terminating the service.

If you prefer that we continue to provide you with a commercial waste and recycling service please get in touch with us immediately.

# TEEP income



- Q4 income in 2014/15 was 49% up on 2013/14
- Q4 income in 2014/15 was 0.8% of annual total compared to 0.58% in 2013/14
- Majority of income received in April and May
  - 99.5% in 2014/15
  - 100.3% in 2013/14 (terminations later in year)
- April and May income for 2015/16 will be interesting!

# Income price changes



Material	% change Nov 12 to Apr 15
Paper	52.20%
Mixed cans	86.03%
Glass – clear	54.69%
Glass – green	22.21%
Glass – brown	50.87%
Glass – mixed	-133.33%
Mixed plastics	147.68%
Cardboard	77.65%
Co-mingled mixed plastics, mixed cans and cardboard	0.00%
Textiles	93.27%

# Tackling trade at HWRC sites



- From April 2014 to March 2015 completed £900k refurbishment of 8 HWRC sites
- Included traffic management, staff welfare, site security and signage, ANPR and CCTV
- CCTV stored locally on site but be viewable over broadband connection
- ANPR transmits to server at depot as much lower bandwidth demand (text plus small photo of number plate)

# Tackling trade at HWRC sites



- ANPR updates list of registrations every 10 sec
- “White list” of approved vehicles – site staff, council and contractors
- “Black list” of suspect vehicles “of interest”
- Will highlight blacklisted vehicles immediately
- Have begun discussion with police as to how we can work with them to feed our ANPR into their intelligence systems

# Tackling trade at HWRC sites



- CCTV video already been used to defend against two injury claims - we proved MoP was at fault
- CCTV already used on two theft allegations against site staff
- Multiple cameras viewing many angles provides good coverage
- ANPR tells us when they went there, CCTV shows us what they did

# Tackling trade at HWRC sites



- Next step is to tighten up our commercial vehicle permit scheme to tackle “jobbers”
- Currently unlimited access with a permit
- Want to implement 12 visits per year for commercial vehicles and large trailers
- Believe this will significantly curtail sole traders and jobbers
- Will provide evidence to council tax and benefits and DWP in joined up enforcement action



# Vehicle technology



- Currently installing in-cab terminals to provide live data exchange with our back office
- Developed by back office system provider
- Allows for route and site risk assessments to be warnings on screen that must be acknowledged by the crew
- Has the round as it should be driven but allows for deviations due to obstructions



## Alerts. BARROW ROAD



**School on Street**

Alert Type: Details of specific times bins can be collected



**BAYSGARTH SCHOOL**

Collect between 7 and 8:00 If locked please either go to office to collect a key or call Billy on 07891868049 - Please record how long you are on site.



**BAYSGARTH SCHOOL**



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**BAYSGARTH SCHOOL**



**BAYSGARTH SCHOOL**



Accept



Accept All



## Alerts. HOLGATE ROAD



**Reverse into street**

Alert Type: Reverse in. Deploy reversing assistant.



Accept



Accept All



## Alerts. MARKET LANE



**Collect Single Sided**

Alert Type: Single sided collection ONLY



Accept



Accept All

# Vehicle technology



- On vehicle CCTV tender just awarded
- Final price 50% of soft market testing price
- Used live auction to save 7.5% on bid price
- 34 vehicles (all RCVs)
- 4 cameras plus microphone at driver's side
- Viewable over 3G plus onboard recorder
- Business case based on defending 25% of third party claims and improving 50% of own fault accidents (driver behaviour)

# Technology benefits



- Feel that the in-cab route and site risk assessments and CCTV on RCVs and HWRC sites will help meet HSE requirements during next round of inspections
- Gives us eyes on the ground at the time of the event to provide evidence and support guidance and corrective training
- “If you’re doing everything right then we won’t see you doing anything wrong”



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