

Report sponsor: Director of Public Protection
and Streetpride
Report author: Technical Manager (Waste)

Raynesway Household Waste Recycling Centre access

Purpose

- 1.1 To provide Cabinet with an update on Raynesway Household Waste Recycling Centre (HWRC) following Council Motion: Access to Raynesway Household Waste Recycling Centre on 22 September 2021.
- 1.2 To provide some background on HWRC usage.
- 1.3 To provide information regarding the budget implications of reopening the HWRC as requested.

Recommendation(s)

- 2.1 To continue the method of operation at Raynesway HWRC.
- 2.2 To note the contents of the report.

Reason(s)

- 3.1 The current method of operation at Raynesway HWRC has provided budget savings of £575,000 from 2021/22 onwards. This is significant in support of balancing the Council's budget.
- 3.2 Data now available as a result of the booking system, suggests that reopening the site to pre-pandemic levels and without a booking system would suit the needs of those with non-domestic waste, not necessarily the customers the HWRC is intended to serve.

Supporting information

- 4.1 During the initial stages of the Covid-19 pandemic, the council was able to safely reopen Raynesway HWRC because of the introduction of a booking system and social distancing measures.
- 4.2 Bookings can be made online; this is the quickest and easiest way to do so. Customers can also book a visit to Raynesway HWRC over the phone via Derby Direct.

- 4.3 Initially, the booking system was essential as the capacity of the site was reduced to enable social distancing, as well as to prevent congestion and safety issues on the local road network. Additionally, access was required to the transfer station at the same location to continue waste collections unhindered.
- 4.4 Prior to the booking system/restrictions it became apparent that the HWRC was being misused by some groups including traders. The booking system has enabled information to be gathered and analysed on usage; this has demonstrated usage by traders, who should be legally disposing of their waste through trade contracts, of up to 76 bookings in 18 months.
- 4.5 The council took the decision to continue with the Raynesway HWRC booking system in a cabinet report dated 9 December 2020. At the same time, additional changes were approved and comprised providing a maximum of 12 visits per year for Derby and Derbyshire households only. These changes were implemented on July 12th, with the intention of discouraging non-household waste disposal at Raynesway and to free up capacity for residents.
- 4.6 By limiting bookings, customers are also incentivised to cancel their bookings if they cannot make them – previously customers were not showing up for 24% of bookings made, blocking access for those who needed them.
- 4.7 Data collected from the initial version of the booking system, along with customer satisfaction surveys indicated that up to 10% of site users had travelled from outside the county to use Raynesway, as is the risk when you are surrounded by other authorities operating HWRC restrictions in some form or another (Nottingham city and the county, Stoke city, Staffordshire, Leicester city and the county, Sheffield city etc). As these site users will no longer be able to book, they will need to use their local services, again reducing the disposal burden on Derby.
- 4.8 These changes combined are producing savings of £575,000. This saving comes at a time when demand across all Council services increased due to the COVID-19 pandemic and supports balancing the Council's finances. To remove the booking system and reinstate pre-pandemic opening hours, would require the reversal of this decision, as well as a budget increase to fund this.
- 4.9 During 2020/21, the extra tonnages collected at the kerbside due to the pandemic led to an increase in waste disposal costs of £1.1m and this additional tonnage is continuing in 2021/22.

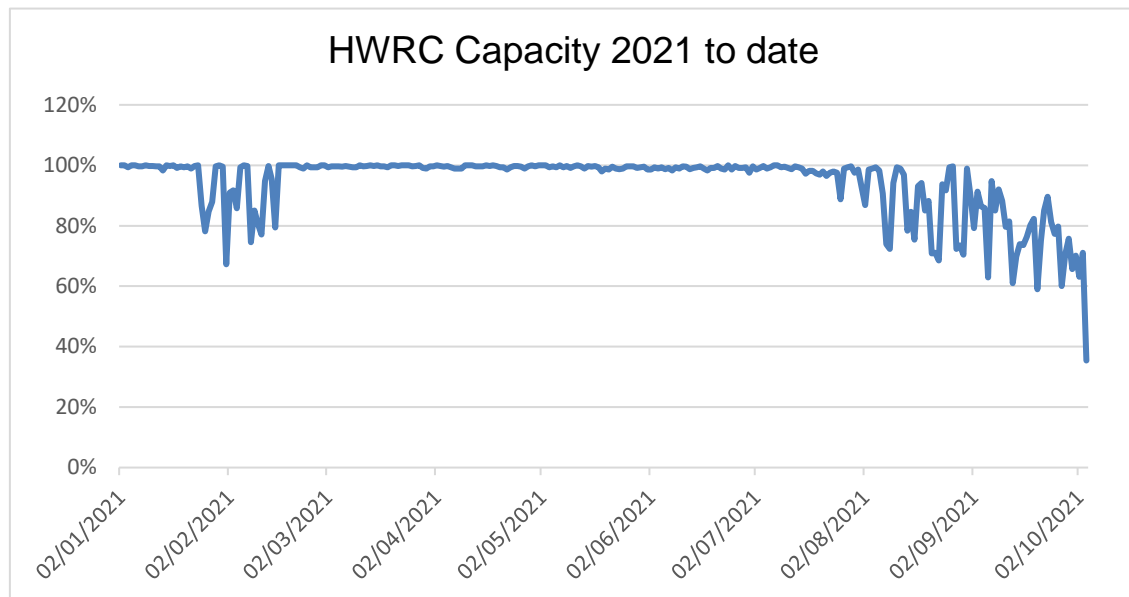
- 4.10 The decision to limit visits per household is not intended to impact on those customers with household waste. 12 visits per year is considered more than adequate for most customers, with many visiting just a few times a year. Booking data shows that since the 12-visit maximum was introduced (July), most addresses have visited only once, even more haven't visited at all.

Number of bookings per address during period	Frequency
1	6457
2	1987
3	688
4	292
5	136
6	68
7	35
8	15
9	10
10	13
11	10
12	9

- 4.11 The restrictions make the HWRC a less viable option for those with trade waste and other forms of non-domestic waste. The site isn't licensed to accept this type of waste and therefore legally, it cannot be accepted. Nor should the council and residents of the city be funding its disposal.
- 4.12 If customers have a genuine reason for having more household waste than usual (for example they have moved home) waste officers are able to speak to them and advise on their options.
- 4.13 Ongoing monitoring is taking place to enable the waste disposal team to adjust access to Raynesway to meet customers' demand and improve availability within budget. Availability has increased since the booking system was introduced as follows.

Date	Slots per Week	Overall change in Weekly slots available
May 2020	1,472	-
June 2020	1,840	368 extra slots (+25%)
July 2020	2,160	320 extra slots (+17%)
December 2020	2,592	432 extra slots (+20%)

- 4.14 The graph below shows to what extent the available bookings have been used since January 2021.



- 4.15 Demand is seasonal and therefore varies throughout the year. At times during the summer, some customers did experience a wait of a few days to visit site. However, availability has generally been good since the beginning of August, so currently anyone wanting to visit Raynesway could, even on the same day.
- 4.16 The following is a snapshot of current availability (taken at midday on 26th October). Bookings will increase as the week goes on, but as we move from Autumn towards Winter you can already see capacity exceeding demand, which brings into question whether increasing access to the HWRC year-round would be a good use of resources.

Date	Booked capacity
25/10/2021	55%
26/10/2021	66%
27/10/2021	38%
28/10/2021	28%
29/10/2021	19%
30/10/2021	15%
31/10/2021	10%

- 4.17 A recent study considered whether restrictions at HWRCs (in this case charging for certain waste streams) increases fly tipping. It found no link between the two. However, the model did show that deprivation is a major influencing factor within urban areas.

Public/stakeholder engagement

- 5.1 The booking system has benefitted businesses who have been negatively impacted by traffic jams and local gridlock from people queueing to access the HWRC. Since the introduction of the booking system, this is no longer an issue. The local businesses who share Raynesway Park have expressed their satisfaction with the changes along with concern for the potential impact of removing the booking system on their business. Additionally, during this period, the regular contact waste services had from the local Police regarding concerns about the safety of the highway due to Raynesway HWRC traffic has stopped.
- 5.2 HW Martins, the site operators are supportive of the booking system. The new arrangements assist in the management of long-term issues (such as misuse of the centre) but in a much less contentious manner. This wider use of the booking system is reducing the likelihood of face-to-face conflict for site operators whilst trying to enforce the terms of the site licence.
- 5.3 Other local authorities experiencing similar issues to Derby at their HWRC, have expressed an interest in our findings and the additional information we are gathering, as well as potentially introducing similar schemes in their area.
- 5.4 Anecdotally, feedback from the public about pre-booking has been reasonably balanced with some customers asking for the booking system to be retained.

Other options

- 6.1 To change opening hours in line with a seasonal model. Demand for the HWRC is seasonal. Once longer-term data on customer demand is available, the council could consider increasing access in line with this, for example summer and winter hours, instead of standard year-round opening hours and providing this was affordable. NOT RECOMMENDED
- 6.2 To apply a charge for some waste streams. Some other local authorities are charging customers to deposit certain non-household wastes for example concrete, rubble and plasterboard. However, this is not a popular option (it was introduced and quickly withdrawn in Derbyshire) and would take some administering in terms of managing and taking payment. NOT RECOMMENDED

Financial and value for money issues

- 7.1 Whilst there are no financial implications as a direct result of the recommendations made in this report, the continued restriction of non-domestic waste into the HWRC, ensures that Derby residents are not funding the disposal of waste that should be dealt with elsewhere.
- 7.2 By combining fair access to all, whilst limiting the opportunity for excessive use, the council is fulfilling its statutory duty at a significantly reduced cost.
- 7.3 Changes made at Raynesway HWRC during the pandemic formed part of the Council's Medium Term Financial Plan and reduced costs as detailed in paragraph 4.8.

Legal implications

- 8.1 Raynesway Household Waste Recycling Centre (HWRC) is a facility provided for people resident in the area to deposit their own household waste as required by section 51(1)(b) of the Environmental Protection Act 1990.
- 8.2 Raynesway Household Waste Recycling Centre can only legally accept household waste due to the terms of the licence. This excludes trade/business waste and domestic DIY type wastes in significant quantities.

Climate implications

- 9.1 Eliminating the queues for Raynesway HWRC means there are no longer large numbers of vehicles sat idling for long periods of time, nor are there unnecessary abandoned journeys where people are unable to gain access. This has the effect of reducing vehicle emissions.
- 9.2 Restricting the numbers on site enables site staff to be more vigilant and attentive to help customers maximise the amount of their waste which can be reused, composted or recycled and improving material quality (i.e. reducing contamination).

Other significant implications

- 10.1 The existence of a booking system means that we have a lot more intelligence to enable us to make informed decisions and best meet customer needs. Without the booking system, this valuable insight would not be available.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal	Olu Idowu	25/10/21
Finance	Amanda Fletcher	27/10/21
Service Director(s)	Samantha Dennis	22/10/21
Report sponsor	Samantha Dennis	22/10/21
Other(s)		

Background papers:
List of appendices: