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Changes to Derby's Household Waste Recycling Centre at Raynesway

Purpose

- 1.1 Raynesway Household Waste Recycling Centre (HWRC) is a facility provided for residents to deposit their own household waste as required by section 51(1)(b) of the Environmental Protection Act 1990.
- 1.2 The site is operated by HW Martin on behalf of Renewi and the City Council. HW Martin is incentivised to maximise recycling and to recover as much value from the waste as possible. For the financial year 2019/20 the site had a throughput of 19,420 tonnes.
- 1.3 The site is located on Raynesway in Derby, is accessed via an industrial estate and is next to the waste transfer station which is used by the council's refuse vehicles for the bulk and transfer of residual waste (black bins). One challenge over the years has been the impact of queuing and maintaining traffic flow at peak times such as during the spring and at Bank Holiday periods.
- 1.4 The proposals in this report seek to improve access to the site for legitimate users, by actively managing access and preventing misuse or excessive use of the site, and to prevent queuing as much as possible whilst still allowing access for local residents.
- 1.5 The information from the MiPermit booking system, will enable the continued monitoring of site usage and availability to maximise available booking slots for local residents by mitigating the misuse of the site and reducing 'no-shows'.

Recommendations

- 2.1 To approve the continued use of the MiPermit booking system at the HWRC.
- 2.2 To agree that measures be put in place to restrict access to the Raynesway HWRC to residents of Derby and Derbyshire only.
- 2.3 To agree that the maximum number of visits to the Raynesway HWRC per household per year be limited to twelve.
- 2.4 To agree that access to the HWRC for those who misuse the facility or fail to adhere to site policy will be refused.

Reasons

- 3.1 Based on current and historic management information, restricting access to the HWRC to twelve visits per household per year provides more than sufficient access for most households. Since the site reopened following the initial national lockdown in March, data shows that most people who have visited the HWRC have done so only once in the three-and-a-half-month period from June to September. By limiting visits, customers will only book when they intend on visiting and this will help spread visits across the year, allowing fair access for all.
- 3.2 The HWRC is for the disposal of household waste; it is therefore important that steps are taken to prevent the unauthorised disposal of business/commercial waste at the HWRC, which is contravention of the site's licence. Restricting visits to twelve times per year makes the HWRC a less viable option for those disposing of business/commercial waste, as most traders will have too much, too often. Reducing these unauthorised business/commercial waste tonnages will in turn reduce the cost of disposal of this waste to the Council.
- 3.3 Discouraging businesses and traders from using the HWRC will free up site capacity and booking slots for household recycling and disposal use and will improve customer satisfaction with the HWRC service.
- 3.4 Additionally, discouraging businesses and traders will support the site operator in complying with the terms of the site licence, which only permits the site to accept waste which residents bring from their own household.
- 3.5 Excluding residents from other local authority areas (apart from Derby City and Derbyshire County) will ensure the Council is not picking up the costs associated with the disposal of waste created in other areas. This will also increase the number of booking slots available for use by local (Derby and Derbyshire) households.
- 3.6 Use of the MiPermit booking system will enable the Council to continue to manage long-term issues such as queues and local gridlock at peak times and allows continued COVID secure operations and social distancing by users.

Supporting information

- 4.1 The HWRC is provided for the recycling/disposal of reasonable amounts of household waste. The site is not for the disposal of large quantities of waste (for example, that arising from home renovation projects where a skip would be a more suitable option) or for the disposal of waste arising from business activities (it is a legal requirement that a site licensed to accept business waste or a trade waste service provider must be used).
- 4.2 As a result of COVID restrictions, the MiPermit parking booking system has been used to enable customers to book slots to visit the HWRC and therefore limit throughput to enable social distancing for customers and site staff. It is recommended that the MiPermit booking system be retained and further developed to introduce and administer a (free of charge) twelve visit per year e-permit.

- 4.4 Each time an eligible household books an HWRC visit, a visit would be deducted from their e-permit. Once a household has used their twelve visits, they will be unable to book any more until the following year.
- 4.5 Restrictions, including permits are becoming commonplace in some form or another at HWRCs across the country (see appendix 1). One of the key drivers for restrictions are to prevent misuse of HWRC sites by businesses and traders.
- 4.6 Since the introduction of MiPermit, it has become clear that the site is being misused by some, particularly suspected traders/businesses. Reducing the number of visits for all will mean that the site is no longer an option for the disposal of large quantities of non-household waste and businesses will need to seek legitimate alternatives.
- 4.7 These measures will reduce the ability to block book (including booking and not turning up). This will help manage and spread visits throughout the year, freeing up slots for household users who are telling us they are having to wait sometime between booking and being able to visit.
- 4.8 Data from the site opening in mid-May to the end of September supports the above. There were 37,965 bookings made to visit the site over this period. Of these 24%, over 9,000 customers, did not show up. In one example, a person booked 27 times and failed to turn up for 24 of the slots. It is therefore clear that preventing over booking by minimising potential bookings to twelve, will free up slots which can be used by other residents.
- 4.9 The most prolific site users booked 45 and 43 slots over this same 138-day period. Not only did they fail to turn up for bookings, 12 and 5 respectively, but one booked using an email address for a property development and lettings company. The top ten most common users made 296 bookings between them, they did not show up for 106 slots (36%), but even so this means that 1 or 2 of these ten people were visiting site daily. This is clearly far in excess of what is required to dispose of household waste from their own house.
- 4.10 At the other end of the scale, most customers (12,452) made only one booking during this period.
- 4.11 The continued use of MiPermit and asking customers to make bookings before visiting will also help resolve ongoing traffic management issues at the site. Prior to the implementation of the MiPermit scheme, the local area would become gridlocked as a result of high traffic volumes and queuing; which would impact on access to local businesses and to the waste transfer station, which is essential for maintaining the Council's waste collection services. By managing throughput at the HWRC with the MiPermit booking system, this has resolved these issues, which has been positively received by local businesses and has ensured no impacts on the Council's waste collection services.
- 4.12 In addition, the Council has received positive feedback from customers regarding how improved the experience of visiting site is, due to easier access, certainty of their time slot and lack of queuing.

- 4.13 From historic customer satisfaction surveys, approximately 10% of site users have travelled from outside Derby and Derbyshire to use Raynesway. It is recommended therefore that these customers will not be permitted to book/use the site in the future and instead utilise the HWRCs within their own authority area. This will prevent the Council from picking up the costs of disposing of waste from another area.
- 4.14 Instead only Derby and Derbyshire residents would be permitted to use Raynesway HWRC in future. is recommended as a reasonable approach under the current joint working arrangements.
- 4.15 Existing policies and processes will continue, for example, the limit of some types of waste, such as non-domestic DIY waste. This is included on the Council's web page.
- 4.16 Where a person disregards site management policy, for example, limits for specific material streams, excessive visits, suspected trade waste they will be challenged by site staff. Where people behave inappropriately, for example, failure to comply with site policy or health and safety policy, or are found to have been abusive to staff, this may lead to them being prevented from making future bookings and visiting the site, either as a temporary measure, or indefinitely depending on the severity of the issue.

Public/stakeholder engagement

- 5.1 Waste management officers have spoken with other councils about their approach to restricting access, which have successfully delivered the desired outcomes, and the measures proposed in this Report are in line with strategies being adopted in other areas.
- 5.2 Derbyshire County Council have also been consulted on the recommendations in this report as there may be some impact on their HWRC provision and they are supportive.
- 5.3 Waste management officers have consulted with HW Martin and Renewi about the proposals and they are supportive of the changes.
- 5.4 Waste management officers have spoken to local businesses who are very supportive of the booking system and wish to see it continue.
- 5.5 Most of the feedback received through the Council's customer services systems and online channels, such as Google reviews, has been positive. Customers have commented positively on issues including improvements in their experience due to the new arrangements, the site was safe as well as being well organised and easy to use, the lack of queuing was welcomed and the staff on site were professional and friendly.

Other options

- 6.1 As some other local authorities are doing, it would be possible to charge customers for depositing 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.

- 6.2 In the past, the Council has used a permit system for vans and trailers only in an attempt to discourage traders. The MiPermit data shows that suspected traders are visiting the HWRC in regular vehicles (small hatchbacks, family cars, 4x4s) and therefore has not necessarily maximised the impact required.

Financial and value for money issues

- 7.1 Reducing waste arisings (from sources such as traders, non-Derby/Derbyshire waste, those misusing or excessively using the site) will reduce the associated disposal costs resulting in budgetary savings of approximately £150k.

Legal implications

- 8.1 Disposal authorities are required by section 51 (1)(b) of the Environmental Protection Act 1990 to provide a facility for residents to deposit their household waste. However, in order to comply with the terms of our licence, the council cannot accept trade/business waste at the HWRC. The recommended changes will help and support the site operators and officers in enforcing this.

Climate implications

- 9.1 With the reduction in queuing the numbers of vehicles potentially sat idling for long periods of time will reduce, in turn having a positive effect on reducing emissions.
- 9.2 The council also undertakes activities and campaigns to promote the reduce, reuse, recycle approach to minimise the waste generated.
- 9.3 The site contractor is also incentivised to maximise recycling and to recover as much value from the waste as possible.

Other significant implications

- 10.1 These measures will improve customer satisfaction by allowing fair access for all households.
- 10.2 Wider use of the MiPermit booking system will reduce the likelihood for face to face conflict for site operators whilst trying to enforce the terms of the site licence.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal	Emily Feenan	26 November 2020
Finance	Amanda Fletcher	26 November 2020
Service Director(s)	Samantha Dennis	26 November 2020
Report sponsor	Rachel North	26 November 2020
Other(s)	Mags Young	26 November 2020

Background papers: List of appendices:

Summary of measures in place at other councils HWRCs (the list is not exhaustive):

- Derbyshire – states Derbyshire residents but no checks are in place.
- Leicester city – permits for trailers and vans, 12 visits/year.
- Leicestershire - charges for some non-household type waste (DIY type non-household waste). Permit needed to deposit certain wastes e.g. chemicals and to access site with a trailer or van, 12 visits over 2 years. Van and trailer permits are currently suspended in lieu of booking system for all due to Covid.
- Nottingham city – charge for some wastes (DIY type non-household waste). Nottingham City residents only.
- Nottinghamshire – Nottinghamshire residents only (not Nottingham City). Customers must pre-register. One site introduced a booking scheme (very busy) – 1 visit per fortnight.
- Sheffield city – Permits are required for those with vans and trailers, 12 visits per year. For Sheffield residents only.
- Staffordshire – Staffordshire residents only.
- Stoke city – charge for some wastes (DIY type non-household waste).
- Cardiff City – Booking system for all, limited to 10 visits per year for vans. Cardiff residents only
- Hampshire County Council – Booking system for all. Limited to one visit per week. Hampshire residents only
- Kent County Council – Booking system for all. Limited to 4 visits per month. Kent residents only
- Coventry City – Booking system in place for Coventry residents only.
- Suffolk Council – booking system in place, Suffolk residents only, limited to 1 visit per week.

- Blackburn with Darwen Borough Council – Booking system in place, limited to 1 visit per month,
- Medway council – Booking system in place, limited to 2 visits every 4 weeks. One site allows cars only.
- Swindon Council – Booking system in place, limited to 2 visits per month and Swindon residents only.
- Leeds City Council – booking system in place, Leeds residents only, limited to 2 bookings per week.
- Southampton City Council – booking system in place, limited to 3 slots per week and no more than 2 per day, Southampton residents only.
- Wiltshire council – booking system in place, Wiltshire residents only, limit on cars to 2 visits per month and vans to 1 visit per month.
- Wolverhampton City Council – booking system in place, Wolverhampton residents only,
- Warwickshire County Council – booking system in place, limited to 1 visit per fortnight.