

NEW FOREST DISTRICT COUNCIL WASTE MANAGEMENT STRATEGY 2014 - 2016

1. INTRODUCTION

- 1.1 This report sets out a draft of the Council's revised Waste Management Strategy.
- 1.2 It is best practice for New Forest District Council have a waste strategy to encompass all aspects of waste collection within the authority's area. Waste management is one of the most important and high profile services provided by the Council.
- 1.3 The Council's first Waste Management Strategy was published in August 2004 and updated in 200. In the rapidly changing area of waste management, much has been achieved since that time. It is now time to revisit the Strategy, to update it to comply with any legislative changes and link it to the Council's corporate strategy and the Project Integra Joint Municipal Waste Management Strategy. Since the publication of the 2009 Waste Management Strategy there have been many developments in the area of waste management and a new waste strategy is required.
- # 1.4 A copy of the draft Waste Management Strategy is attached as Appendix 1. The document follows a similar format to the previous Waste Management Strategy. Many of the short term and medium term actions set out in the 2009 Waste Management Strategy have been achieved. This updated strategy sets out new priorities for the Council.

2. WASTE MANAGEMENT STRATEGY

- 2.1 The new Waste Management Strategy links to the Council's Corporate Plan 2012-16 "Delivering for our Communities" with the following aims:
- Improving service to the customer
 - Managing all our resources efficiently
 - Maintaining excellent performance in the delivery of services
 - Developing effective partnerships with other local organisations
- 2.2 A working party of members and officers of this Council was set up to review the challenges and success of the previous waste strategy and to develop a strategy which will be in place until 2016 and then be aligned to the timescale for future corporate plans.
- 2.3 The new Draft Waste Management Strategy is attached as Appendix 1 and includes comments and amendments suggested by the member working party as well comments from consultation with Project Integra, Hampshire County Council, the New Forest National Park Authority, New Milton Town Council and Hythe and Dibden Parish Council.

3. FINANCIAL IMPLICATIONS

- 3.1 Many of the proposals listed in the Waste Management Strategy will have financial implications. The proposals for waste management operations or changes to recycling schemes will need to form part of the Council's annual expenditure plan process.

4. CRIME AND DISORDER IMPLICATIONS

- 4.1 The Waste Management Strategy makes recommendations which will have implications for the way that the Council deals with environmental crimes such as littering and fly tipping.

5. ENVIRONMENTAL IMPLICATIONS

- 5.1 One of the most important aims of the Waste Management Strategy is to improve the environment in the New Forest. Improvements to recycling practices, refuse collection and street cleaning will all have positive benefits for the local environment.

6. EQUALITY IMPLICATIONS AND DIVERSITY

- 6.1 There are no equality and diversity implications arising from this report.

7. PORTFOLIO HOLDER'S COMMENTS

The Environment Portfolio Holder thanks the members of the Task and Finish Group for their work and supports their recommendations.

8. CONCLUSION

- 8.1 The Council's first Waste Management Strategy was published in August 2004 and revised in 2009. A Member Task and Finish group has worked with Officers from Environment Services to revise the Strategy. The document has also been shared with a number of external organisations and where appropriate these comments have been incorporated into the document.

9. RECOMMENDATION

- 9.1 That the Cabinet recommend to Council the approval the revised New Forest District Council Waste Management Strategy 2014 - 2016

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Background Papers:

Joint Municipal Waste Management
Strategy - Attached

New Forest
District Council

Waste Management Strategy 2014-2016

Sept 2014

FINAL DRAFT

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Abbreviations

ERF	Energy Recovery Facility
FPN	Fixed Penalty Notice
HCC	Hampshire County Council
JMWMS	Joint Municipal Waste Management Strategy
MRF	Materials Recovery Facility
NFDC	New Forest District Council
PI	Project Integra
WCA	Waste collection authority
WDA	Waste disposal authority
WEEE	Waste Electrical and Electronic Equipment
WFD	Waste Framework Directive

1. Introduction

1.1 How this strategy was developed

This strategy has been developed with the council's key priorities of:

- Improving service to the customer
- Managing all our resources efficiently
- Maintaining excellent performance in the delivery of services
- Developing effective partnerships with other local organisations

A working party of members and officers of New Forest District Council (NFDC) was set up to review the challenges and success of the previous waste strategy and to develop a strategy for the next 2 years. This will bring the waste strategy in line with the Corporate Plan and the Project Integra Action Plan which both run until 2016.

1.2 Responsibilities

New Forest District Council (NFDC) is a waste collection authority (WCA). This means the council is responsible for the collection of regular household waste and recycling. Household waste is collected free of charge from properties, with the exception of certain excluded items, such as garden waste and bulky items.

New Forest District Council is committed to weekly rubbish collections for the duration of this strategy.

Waste from other sources, such as businesses, can be collected by the WCA if requested but a charge will be made.

The collected waste is taken to a site or sites designated by the waste disposal authority (WDA).

Hampshire County Council (HCC) is the WDA for NFDC. The county council must dispose of or treat the municipal waste collected by NFDC and other WCAs in Hampshire. They also provide sites for residents to deposit their own waste and arrange for its treatment or disposal.

1.3 Project Integra

NFDC is a member of Project Integra (PI), a Hampshire-wide waste management partnership.

The PI partnership includes HCC, the unitary authorities of Portsmouth City Council and Southampton City Council, all of Hampshire's WCAs and Veolia Environment Services.

PI's overall objective is to *"provide a long-term solution for dealing with Hampshire's municipal waste in an environmentally-sound, cost-effective and reliable way. Success in*

achieving this depends on joint working between all the parties in the best interest of the community at large.”

The PI strategic board reviewed the Joint Municipal Waste Management Strategy (JMWMS) in 2012. The JMWMS covers the period 2013-2023 and provides PI members with a focus for operational work, annual action plans and a common strategy.

1.4 Key drivers

There are multiple key drivers for this waste management strategy:

Waste Framework Directive (2008/98/EC) and Waste (England and Wales) Regulations 2011

A 50% recycling target was set for Member States following the revision of the Waste Framework Directive (WFD). This is to be achieved by 2020. England is expected to meet these targets under existing policies and so no recycling targets have been set for local authorities.

The Waste Framework Directive states that, as of January 1 2015, the four materials of glass, metal, paper and plastic must be collected separately to facilitate or improve recovery where it is technically, environmentally or economically practicable (TEEP) to do so.

This has been transposed into UK law via Regulation 13 of the Waste (England and Wales) Regulations 2011. This council will be working closely with other PI partners to assess whether comingled collections provide high quality recycling and whether separate collections would be viable under the TEEP guidelines.

Under the WFD, transposed into UK law by Regulation 12 of the Waste (England and Wales) Regulations 2011, consideration must be given to the waste hierarchy in the priority order of:

- Prevention;
- Preparing for re-use;
- Recycling;
- Other recovery (for example energy recovery);
- Disposal

Environmental Protection Act 1990

Sets out provisions for dealing with environmental crime such as fly-tipping and also the legal framework required for duty of care for waste

Clean Neighbourhoods and Environment Act 2005

Additional controls and penalties for litter, fly-tipping, nuisance vehicles and waste

Project Integra Joint Municipal Waste Management Strategy (JMWMS) and annual Action Plan

The refreshed JMWMS identifies the strategic direction of municipal waste management in Hampshire up to 2023. The overarching theme of the strategy is to *"manage the*

effectiveness of its sustainable material resources system to maximise efficient reuse and recycling of material resources and minimise the need for disposal in accordance with the national waste hierarchy”

The overarching theme is translated into annual action plans, with more specific objectives. The current action plan covers the period 2013-16 and can be found at hants.gov.uk/projectintegra

NFDC corporate plan – Delivering for our Communities

NFDC’s corporate plan “Delivering for our Communities” covers the period 2012-2016. Within this plan are commitments to ensure streets and public places are clean, promote the wise use of natural resources and to deliver the waste collection service people want.

Internal improvement plans

A Green Audit in 2008 resulted in several improvement plans on the way in which the council operates.

The improvement plans include items such as the way we operate our vehicles and the way we understand and plan for the impact of climate change.

2. Objectives

The objectives of this strategy are to:

1. Develop a three-year medium term plan for waste management
2. Promote waste minimisation
3. Provide a waste management system that provides value for money and meets the needs and expectations of New Forest residents
4. Improve the quality and capture of recyclable material
5. Continue to work with partners to achieve an integrated waste management system
6. Ensure streets and public places are clean

3. Current performance

This section outlines each of the schemes addressed by this waste strategy, their current performance and future objectives.

3.1 Amount of household waste collected - Overview

A summary of the total amount of household waste generated and recycled in the New Forest over the past 5 years is shown in Table 1.

Table 1: Summary of household waste collected in the New Forest over 5 years

Year	Total household waste collected	Total household waste sent for final disposal	Total household waste sent for recycling or composting	Percentage of waste sent for recycling or composting
2008/09	60,460.21	40,600.05	19,860.16	32.85
2009/10	60,420.63	41,819.52	18,601.11	30.79
2010/11	59,700.31	41,007.76	18,692.55	31.31
2011/12	58,853.92	40,825.58	18,028.34	30.63
2012/13	57,921.49	40,738.11	17,183.38	29.67
2013/14	TBC	TBC	TBC	TBC

NFDC offers an assisted collection to residents who are unable to move their sack to the edge of their property and have nobody at the address to help them. Table 2 shows the number of assisted collections carried out per depot.

Table 2: Assisted collections by NFDC refuse and recycling teams

Depot	Number of assisted collections
Totton	157
Ringwood	89
Lymington	501

3.2 Household waste collection

Background

New Forest District Council allocates 26 black sacks to each household in the district every six months. The sacks are delivered by an in-house team. If householders need additional sacks, they can purchase them from a local information office or from their usual retail outlet.

The sacks are collected once a week. Residents are required to tie the bags and place them at the curtilage of their property by 6am on their collection day.

A ban has been implemented on the following materials in the black sacks:

- Garden waste
- Trade waste
- Electrical items
- Hazardous waste (such as white spirit, clinical waste and asbestos)
- Bulky items
- Paint

Sacks containing these items will not be collected. If the sack contains trade waste, the crew leaves a sticker on the bag identifying this and requesting the owner contact customer services.

Current performance

The amount of household waste collected in black sacks is shown in Table 3 below.

Table 3: Tonnage collected in black sacks over 5 years

Year	Collected in black sacks
2008/09	35,136.71 tonnes
2009/10	35,189.65 tonnes
2010/11	35,198.49 tonnes
2011/12	34,940.51 tonnes
2012/13	34,794.20 tonnes
2013/14	TBC

There has been an encouraging, if small, decline in the amount of household waste generated in recent years. The average New Forest household will produce 507.58kg of residual rubbish each year.

Waste audits have shown that there is still some material being disposed of in the black sacks that should have been recycled.

Sampling in 2012 and 2013 showed that black sacks contained, by weight, up to 12% paper and card and up to 10% glass.

Future vision

Waste reduction forms a key part of both this strategy and the overall PI JMWMS. To reduce the amount of waste produced is the highest point on the waste hierarchy and the most beneficial action.

There should not be any recyclable material being placed in the black sacks. Residents can recycle paper, card, tins, cans, aerosols and plastic bottles in the clear sack and glass bottles and jars in the black box.

To support waste reduction and recycling, residents will be encouraged to place no more than three sacks of residual waste out for collection each week.

Trade waste and the banned items listed above have different disposal routes to the black sacks. Instances of these in the black sacks should be kept to an absolute minimum and crews should know not to collect them.

Key actions

- Reduce the amount of recyclable material being disposed of through the black sacks
- Target traders who are using the domestic black sack service to dispose of trade waste without paying for it
- Investigate potential for wheeled bin collections for multi-occupancy residences

3.3 Household recycling collection

Background

Every household in the district is given a supply of 36 clear sacks every six months. Householders can buy extra clear sacks from the local information office. These can be used for paper, card, tins, cans, aerosols and plastic bottles.

The sacks are collected once a week, on the same day as the black rubbish sack. They should be tied and placed at the curtilage by 6am on the collection day.

There is no limit on the amount of recycling that will be collected as long as it is contained in an appropriate container (i.e. a clear sack, whether it is issued by NFDC or not).

Current performance

Table 4 shows the amount of recycling collected each year in the clear sacks.

Table 4: Tonnage collected in clear sacks over 5 years

Year	Tonnage
2008/09	12,556.92
2009/10	11,799.15
2010/11	11,690.75
2011/12	11,403.49
2012/13	10,822.22
2013/14	TBC

The amount of recycling carried out through the clear sack scheme has declined over the 5 years to 2012/13.

The main contributing factors to this decline are changes to packaging legislation and the recession.

Waste analysis gives an indication of the average contamination found in clear sacks. In the 2012/13, the contamination rate for NFDC was 8.76%. Most of this contamination could be classed as “contra” material – that is waste that technically can be recycled somewhere in the world but that is not a targeted material. The rest of the contamination is “residual”, which are items such as food and garden waste.

Crew members receive training on contamination as part of their induction. They will assess the sacks and make a decision on whether there is too much contamination to be recycled. In the worst cases, where the sack contains too much residual material, it will be disposed of with the black sacks.

The amount of contamination in the clear sacks is average for authorities in Hampshire. PI has developed a contamination compact as part of the 2013/14 action plan. This will help to reduce the amount of contamination in the clear sacks.

Future vision

As discussed in Section 3.2, there is still recyclable material that could be removed from the black sacks. This would increase the amount being recycled through the clear sack scheme as much of it is paper.

The Waste (England and Wales) Regulations 2011, as mentioned in Section 1.4 of this document, requires this council to make separate collections of glass, metal, paper and plastic to facilitate or improve recovery, where it is technically, environmentally or economically practicable (TEEP). NFDC will be assessing whether the current collection arrangements result in high quality recycling using the tools and advice from WRAP, PI and legal professionals.

Key actions

- Actively engage with other PI partners to implement the contamination compact
- Continue and evolve in-house crew recycling training

3.4 Household glass

Background

NFDC secured funding from a central government fund in 2012 to introduce household glass collections. In return, NFDC guaranteed to keep weekly refuse collections until at least 2018.

The main aim of the scheme was to improve access to glass recycling and thereby reduce the amount of glass in the residual waste stream.

Household glass collections were introduced in 2013 to approximately 40,000 households. Another 30,000 households will be introduced in early 2014.

Glass bottles and jars are collected once every four weeks in a black plastic container. The container should be placed just within the boundary of the property by 7am on the collection day.

Flats were not issued boxes due to safety and storage concerns. Instead, NFDC will be working with residents and landlords throughout 2014 to introduce communal bins where appropriate.

Current performance

A phased implementation of household glass collections started in July 2013, with the last major phase being completed in February 2014. The tonnages collected in the first few months of the scheme are shown in Table 5.

Table 5: Amount of glass collected through the household glass collections

Month	Amount collected
July	95.86 tonnes
August	68.72 tonnes
September	73.38 tonnes
October	118.42 tonnes
November	113.2 tonnes
December	127.84 tonnes
January	160.80 tonnes
February	165.76 tonnes
March	195.16 tonnes

Two waste advisors were employed during the implementation of the schemes to monitor its uptake. NFDC was anticipating 60 – 65% participation over two collections but it was monitored at 40%.

The waste advisors visited properties that were recorded as not participating over two collections and the majority of them were intending to use the service in the future.

Future vision

The introduction of the household glass collections makes it easier for residents to recycle their bottles and jars. There should no longer be significant amounts of glass being placed in the black sacks.

Key actions

- Roll out household glass collections to all households
- Continue to meet collection targets and increase where possible

3.5 Garden waste

Background

A chargeable garden waste scheme was introduced in 2005. It is available to all residents and 12,000 licences are issued each year.

Residents are given a reusable sack, which is collected once a fortnight. Additional sacks can be purchased at a reduced rate.

A maximum of 25kg of garden waste can be placed in each bag. Additional side waste is not taken.

Residents can renew their subscription to the scheme by cheque, online payment, cash or Direct Debit. The Direct Debit option was introduced in 2012 to make it easier for residents to renew their subscription and to reduce the administration of the scheme.

Current performance

The tonnage collected from the garden waste service has increased over the past 4 years, as shown in Table 6.

Table 6: Amount of garden waste collected through the garden waste service

Year	Tonnage collected
2009/10	2,176.07 tonnes
2010/11	2,294.00 tonnes
2011/12	2,559.52 tonnes
2012/13	2,600.87 tonnes
2013/14	TBC

At the start of the 2014/15 collection period, there were 10,024 individual customers and 14,114 licences had been issued.

Future vision

The tonnage collected through the garden waste scheme has been stable over recent years. NFDC will aim to maintain the number of licences issued and tonnage collected.

The Direct Debit renewal option makes it easier for residents to renew their membership to the scheme and reduces office administration. More residents will be encouraged to renew by Direct Debit.

Trials at the composting facility took place to determine whether collections in paper sacks would be detrimental to the quality of the product. This will be investigated as an option in conjunction with the existing scheme.

Key actions

- Continue to encourage residents to renew via Direct Debit to reduce administration costs
- Maintain current performance for tonnage and licences
- Investigate the potential for introducing paper sacks as one-off collections to existing customers as an alternative to additional sacks

3.6 Recycling centres

Background

There are over 100 recycling centres across the New Forest for local residents to use in addition to their clear sacks.

Banks that can be found at recycling centres include:

- Green banks for glass bottles and jars
- Red banks for paper and cardboard, including shredded paper
- Blue banks for cans and plastic bottles
- Charity banks for textiles, shoes and books

A review of the recycling centres was undertaken in 2011/12 and the number of banks on each site generally reduced. This was due to:

- No longer needing to colour separate the glass bottles and jars. Bottle banks now accept all colours and they are sorted at the reprocessor.
- Removal of plastic bottle and can banks at most sites as residents can recycle these through the clear sack

The recycling centres continue to be well-used but the use of bottle banks will be monitored following the introduction of household glass collections.

Current performance

Table 7: Materials collected from recycling centres

	Glass	Paper	Textiles	Books
2009/10	4,844.43 tonnes	1,098.13 tonnes	516.08 tonnes	44.95 tonnes
2010/11	4,618.38 tonnes	981.47 tonnes	497.11 tonnes	50.67 tonnes
2011/12	4,266.10 tonnes	791.50 tonnes	456.42 tonnes	41.84 tonnes
2012/13	4,300.62 tonnes	766.46 tonnes	477.17 tonnes	33.80 tonnes
2013/14	TBC	TBC	TBC	TBC

Future vision

The recycling centres are an integral part of the waste service provided by NFDC. They increase the range of materials that residents can recycle beyond what is collected at kerbside.

The sites are well-used but there are options to develop them by reviewing the materials collected.

Glass recycling banks will be monitored following the start of household glass collections. Banks will be removed if they are no longer viable to offset the cost of household collections.

Potential material streams that could be added to the recycling centres include small WEEE and NFDC-collected textiles.

Key actions

- Review the number and location of recycling centres
- Review the materials collected at recycling centres and reduce or expand the range as appropriate

3.7 Household bulky waste

Background

NFDC offers a chargeable bulky waste collection for household waste such as furniture, fridges and carpet that residents may find difficult to transport to the household waste recycling centre (HWRC).

The charge for this service covers the cost of collection. Residents who are in receipt of benefits may claim one free collection (of up to 3 items) per financial year.

Certain items are excluded from the bulky waste collection service and residents are advised at the time of booking.

Current performance

The number of special collections has stayed fairly consistent over the past few years, as shown in Table 8.

Table 8: Number of special collections made by NFDC per year

Year	Number of special collections made
2009/10	4,109

2010/11	4,099
2011/12	3,665
2012/13	3,994
2013/14	TBC

Future vision

Residents wishing to book a bulky waste collection currently need to do so by phoning customer services or visiting an information office. Other authorities allow their residents to book online, which lessens the administration of the service.

Key actions

- Investigate potential for introducing online booking for bulky waste collections

3.8 Clinical waste

Background

Residents who are treating themselves at home are entitled to a collection of clinical waste when referred by a healthcare professional. This may be used syringes or items such as dressings that are infectious. It is collected in a yellow sharps box or yellow sack. The current policy is not to charge for this service.

As part of PI, NFDC follows the Hampshire Healthcare Waste Protocol. This protocol was refreshed in 2013.

Residents must request the service through a healthcare professional. The form is sent to the waste and recycling section and the resident is given a unique reference number. A box or sacks can then be delivered or collected as necessary.

Offensive waste (e.g. stoma bags) can be double-wrapped and placed in the normal black refuse sack.

Residents using the clinical sacks have a weekly collection. Residents using the sharps boxes call customer services when the box is $\frac{3}{4}$ full to arrange a replacement when required.

Current performance

The annual tonnage of clinical waste collected has been consistent over the past few years.

Table 9: Clinical waste collected by NFDC

Year	Tonnage collected
2008/09	24.58
2009/10	21.16
2010/11	21.64
2011/12	21.66
2012/13	21.62
2013/14	TBC

There are currently 3,000 residents registered to be eligible for clinical waste collections.

Future vision

The need for the initial registration form to be completed by a healthcare professional can cause confusion or delays for the resident. NFDC will actively engage with local GP surgeries and hospitals to clarify the registration process and necessity for the registration form to be completed accurately.

Key actions

- Review clinical waste registrations and remove residents that have not used the service for more than two years

3.9 Waste minimisation

Background

Regulation 12 of the Waste (England and Wales) Regulations 2011 set out a need to apply the waste hierarchy to waste management, as set out in Figure 1 below.

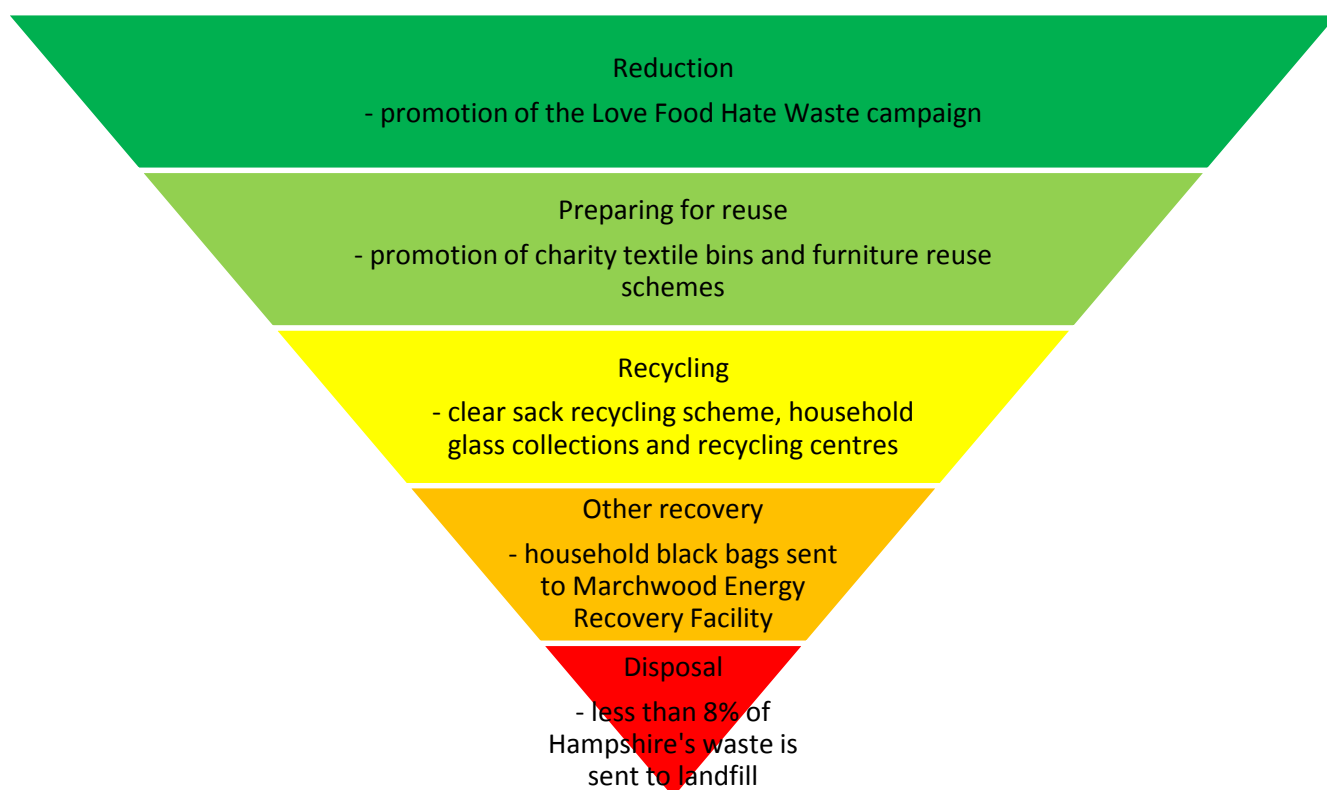


Figure 1: The waste hierarchy

The New Forest performs well under this guidance as residents are generally good at recycling. This means that, across Hampshire, less than 8% of waste is sent to landfill as household black bag rubbish is incinerated with energy recovery.

A waste prevention plan is a key element of the PI annual action plan, due to be completed in June 2014 and implemented up to 2016. NFDC has always worked with PI on initiatives and campaigns and will work closely with other partners on waste prevention.

Current performance

The average New Forest household throws away 722kg of rubbish and recycling every year. This has decreased in recent years but there is still more that could be done.

Table 10: Total waste arising per household

Year	Number of households	Residual waste per HH (kg)	Waste sent for reuse, recycling or composting per HH (kg)	Total waste per HH (kg)
2008/09	78,943	514.3	251.58	765.87
2009/10	79,310	527.29	234.54	761.83
2010/11	79,690	514.59	234.57	749.16
2011/12	80,010	510.26	225.33	735.58
2012/13	80,260	507.58	214.10	721.67
2013/14	TBC	TBC	TBC	TBC

NFDC actively promotes waste minimisation to residents through campaigns such as Love Food Hate Waste and works with other PI partners on practical ways to reduce waste.

Future vision

More encouragement and education is needed to move up the waste hierarchy into reuse and reduction.

Anecdotally, waste audits have shown that there is still avoidable food waste, such as bakery products and dairy products, being thrown away. Reducing the amount of avoidable food waste would be both environmentally beneficial and financially beneficial for the resident. NFDC will continue to promote the Love Food Hate Waste campaign over the introduction of food waste collections unless the latter becomes a viable option for the community.

Other potential avenues of waste reduction and reuse include the textile, WEEE and furniture streams. There are organisations working within the district that NFDC could work with to encourage reuse and reduction.

Key actions

- Implement the PI waste prevention plan within the district

3.10 Commercial waste

Background

All businesses have a duty to separate and dispose of their waste. NFDC runs a commercial waste service that covers the same materials as the household collections (general rubbish,

paper, card, tins, cans, aerosols, plastic bottles and glass). Businesses do not have to use NFDC; there are many private companies that offer a collection service.

There are various container options, depending on the size and needs of the business.

Customers can purchase green trade waste stickers and clear sacks for recycling and green sacks for rubbish. Larger businesses are served with 1100 litre containers.

A charge is made for the service to cover the cost of collection.

Current performance

There are currently 1,500 businesses having their waste collected by NFDC. Tonnages collected through the commercial waste scheme are shown in Table 11.

Table 11: Commercial waste tonnages collected from 2008-2013

YEAR	REFUSE	RECYCLING	GLASS
2008/09	580.39	198.45	
2009/10	520.38	195.93	290.7
2010/11	512.62	190.28	277.1
2011/12	498.77	260.23	255.96
2012/13	643.11	249.33	463.17
2013/14	TBC	TBC	TBC

Future vision

NFDC introduced a direct debit payment option in 2013. This has spread the cost of waste collections for customers and streamlined the payment process for this council. More customers will be encouraged to pay by Direct Debit.

NFDC's commercial waste service is an option for businesses in the district but they can use other waste contractors. The priority for this council is to remove commercial waste from the domestic waste stream.

Key actions

- Work with ICT to develop an online portal for commercial waste customers
- Work with ICT and other internal partners to build a database of all businesses within the New Forest district
- Target businesses that are disposing of commercial waste through the domestic waste stream

3.11 Abandoned vehicles

Background

Abandoned vehicles are a nuisance and potential hazard to local residents. NFDC has a duty under the following pieces of legislation to remove a vehicle that has been abandoned in the area:

- Refuse Disposal (Amenity) Act 1978
- Road Traffic Regulation Act 1984
- Removal and Disposal of Vehicles Regulations 1986
- Clean Neighbourhoods and Environment Act 2005 (CNAE)

This duty does not apply to vehicles that are not on the carriageway where the cost of removing them is unreasonably high.

There is no official definition of “abandoned” but NFDC uses the untaxed nature of a vehicle with other criteria to determine whether it is abandoned. Such criteria may include:

- No registered keeper on the Driver and Vehicle Licensing Agency’s (DVLA) record
- Damaged, burnt out or unroadworthy
- Stationary for a significant amount of time

If an officer determines that a vehicle has been abandoned, they will begin a series of notices that warn the owner that the vehicle will be removed and disposed if they do not claim it. After a period of 21 days, if no owner has come forward, the vehicle will be removed and taken to the relevant waste disposal authority (HCC). Following this, it may be destroyed or held in storage.

The CNAE gives NFDC additional powers to remove “nuisance” vehicles. No notice period needs to be given before a nuisance vehicle is removed and NFDC will invoke these powers where a vehicle is deemed to be an immediate danger to the public or an arson risk.

Current performance

The number of abandoned vehicles removed by this authority has decreased over the past few years, as evidenced in Table 12.

Table 12: Number of abandoned vehicles removed between 2009 and 2013

Year	Number of abandoned vehicles removed
2009/10	32
2010/11	16
2011/12	17
2012/13	10
2013/14	TBC

The reduction in the number of removals can be attributed to the increased price of scrap metal and the ELV (Producer Responsibility) Regulations 2005 making it easier and cheaper for the final owner to dispose of a vehicle.

Future vision

Members of the public frequently report vehicles as abandoned but, upon investigation, these are taxed and not classed as abandoned. Investigating potential abandoned vehicles does take up officer time. Partnership working between environment services and customer services to clarify the council’s policy on abandoned vehicles could help to reduce the number of investigations carried out.

Key actions

- o Work with customer services to clarify this council's definition of abandoned vehicles so this information can be passed to residents before an investigation is begun

3.12 Street cleaning

Background

Under the Environmental Protection Act 1990, this council is the principal litter authority for the district. It is NFDC's duty to keep adopted highways (excluding the motorway) and council-owned open spaces free of litter, detritus, graffiti and fly-posting.

This duty is achieved through a combination of manual sweeping, mechanical sweeping and litter picking.

Current performance

Monitoring is carried out every quarter using guidance from the Environmental Protection Act 1990 code of practice on litter and refuse.

The code sets out zones to which street cleansing apply, such as:

- Zone 1 – Town centre areas
- Zone 2 – High density residential areas
- Zone 3 – Low density residential area

The code also describes grades of litter:

- Grade A - No litter or refuse
- Grade B - Predominantly free of litter and refuse
- Grade C - Widespread distribution of litter
- Grade D - Heavily littered

Different cleansing standards apply to different zones, with the most stringent standards applying to Zone 1 areas. If the grade of a particular area falls below an acceptable standard, there will be a timeframe in which it must be rectified. This timeframe will be dependant the litter zone.

Results of monitoring carried out in 2013 are set out in Table 13.

Table 13: Results of litter monitoring carried out during 2013 and targets for 2014

Category and criteria	Score (2013)
Litter:	
Average % of streets inspected considered clean (grade A or B)	98%
Detritus:	
Average % of streets inspected considered clean (grade A or B)	96%
Fly-posting:	0%

Average % of streets found to have unacceptable fly-posting

Graffiti:

Average % of streets found to have unacceptable graffiti

0%

The cleanliness of streets in the New Forest is generally of a high standard and the low level of complaints reflects this.

NFDC has adopted enforcement powers provided in the CNAE (2005) to fine supermarkets for abandoned shopping trolleys. This has worked well and the number of abandoned trolleys has decreased.

Each year, NFDC works in partnership with the New Forest National Park Authority (NFNPA) and the Forestry Commission (FC) to run litter education sessions in schools. The assemblies are always very popular and in 2013, the promotions assistant worked with Brockenhurst College on a litter plan.

Future vision

The current high standard of street cleaning in the New Forest needs to be retained amongst increased pressure from emerging fast food outlets and increased visitor numbers.

NFDC has been using the Love Where You Live brand since 2012 but this has not been particularly successful in raising awareness. A review of the key messages and branding of litter initiatives needs to be carried out.

NFDC has always promoted litter education over enforcement action. However, the use of fixed penalty notices (FPNs) needs to be reviewed and NFDC will pursue all options to encourage legislation to deter and prosecute littering from vehicles.

Street cleaning operations need to be continually reviewed to optimise efficiency whilst keeping a high standard and getting best value for residents.

Key actions

- Review operational needs as required to reduce costs
- Review working patterns to find ways of covering busier periods with the existing team
- Review the use of FPNs and arrange staff training if necessary
- Review the branding of litter initiatives in the New Forest
- Support new legislation that gives the principal litter authority powers to fine registered owners of vehicles from which litter is dropped

3.13 Fly-tipping

Background

The illegal dumping of waste is not just unsightly but can also be environmentally and socially damaging. It is in particular concern in this authority due to its inclusion of a National Park and the potential harm to wildlife.

Under the Environmental Protection Act 1990 (EPA), NFDC is responsible for clearing fly-tipping on public land. Private land is the responsibility of the landowner and the Forestry Commission is responsible for fly-tipping on Crown Lands.

Current performance

The number of fly-tipping incidents dealt with by NFDC has decreased over the last few years, as illustrated in Table 14.

Table 14: Annual number of fly-tipping incidents dealt with by NFDC

Year	Number of reported fly-tipping incidents
2008/9	1,011
2009/10	892
2010/11	965
2011/12	821
2012/13	742
2013/14	TBC

Information about each incident, such as type of waste and size of tip, is recorded and uploaded to the national Flycapture database each month.

Generally, the rubbish being fly-tipped comes from households rather than businesses and covers items such as furniture or general sacks of rubbish. There are hotspots for fly-tipping in some urban areas.

A new smartphone app developed by the council's ICT services team gives residents another tool for reporting fly-tipping. It includes the ability to include a photo which will capture the GPS location of the fly-tip, making it easier for crews to find. This app has been promoted by the environment services team since its launch. The app has been downloaded by approximately 600. The app will be actively promoted to increase the number of users to 1,000.

Future vision

The number of occurrences has fallen but fly-tipping is an environmental crime that should be reduced to an absolute minimum.

Outcomes from a Hampshire-wide review of the provision of Household Waste Recycling Centres (HWRC), taking place during 2014, could impact on the rate of fly-tipping in the New Forest. NFDC will be working with HCC and its partners to make this a positive impact.

NFDC will investigate enforcement options, especially around fly-tipping hotspots, to discourage future fly-tipping. This will be done in conjunction with the Forestry Commission and the Community Safety Team.

Key actions

- Gather more data on fly-tipping hotspots on council land and use it to tackle known offenders
- Promote the correct disposal routes for household rubbish and the council's bulky waste collection service

3.14 Promotion and education

Background

The promotion of the council's waste services is essential for residents to be able to understand what they need to do. Without regular, clear guidance on what to recycle, collection days and anti-litter information the amount of recycling would be expected to decrease and the amount of contamination would rise.

NFDC is committed to the promotion of waste and recycling. Duties of the post include school visits, community talks and attendance at local events.

In addition to this, information leaflets are included in every role of black and clear sacks and specific campaigns are carried out each year.

NFDC delivers recycling initiatives both as part of the PI communications brand, Recycle for Hampshire, and on its own. An annual contribution is made to Recycle for Hampshire to provide communications support and campaigns for PI partners as well as to support the school outreach programme.

Current performance

The number of residents directly spoken to at events, at home or through direct mail campaigns is outlined in Table 15.

Table 15: Number of residents directly spoken to regarding recycling

Year	Number of events attended	Number of people spoken to at event	Direct contact at home	Direct mail (potential reach)
2009	36	6,839		
2010	67	8,935	2,582	6,000
2011	81	9,029	660	2,000
2012	65	8,054		80,000
2013	58	6,800		

Future vision

There has been a large reduction in the amount of recyclable material being thrown away in the residual stream.

MAF-led sampling, which covers all rounds, indicates that there is still some work to do. There is some material being discarded in the black sacks that could have been recycled and some material being placed in the clear sack that should not be there.

This council will continue to raise awareness of waste reduction and educate residents about correct recycling.

Key actions

- Review NFDC's contribution to, and benefits resulting from, the Recycle for Hampshire brand
- Continue to promote the wise use of resources to the community through education, attendance at events and literature
- Develop key campaign messages based on evidence from the MAF, resident feedback and crew insight