

PERTH AND KINROSS COUNCIL**Environment Committee****26 March 2014****SCOTLAND'S RESOURCE SECTOR COMMITMENT****Report by Depute Director (Environment)**

Scotland's Resource Sector Commitment (SRSC) sets out standards which will drive continuous improvement, excellent customer service, and to enable businesses to reduce waste and be more resource efficient.

By signing up to this voluntary customer and supplier commitment, Perth and Kinross Council will be able to demonstrate their support for Scotland's zero waste ambitions.

1. BACKGROUND / MAIN ISSUES

- 1.1 Perth and Kinross Council provides a well established and nationally recognised Commercial Waste & Recycling Service to businesses, organisations and our own internal Council Services. The customer interface is managed by the Waste Services' Commercial Waste & Contracts Team and the collections are undertaken by Direct Services (Operations).
- 1.2 The Council offers an integrated package of commercial waste and recycling collection services to businesses in the Perth and Kinross area. These are compliant with new Waste (Scotland) Regulations 2012 and with the Environmental Protection Act 1990.

Collection services currently include:

- Residual Waste
 - Food Waste
 - Glass (Mixed and colour segregated)
 - Dry Mixed Recyclates (paper, cardboard, cans, plastics)
 - Cardboard Recycling
 - Garden waste
 - Skip Hire (where at least 70% recycling is achievable from the waste collected)
- 1.3 Customer feedback is recorded through customer satisfaction surveys and meetings with businesses. The Council's Commercial Waste Team also signpost businesses to other sources of advice, training and funding.

- 1.4 Perth and Kinross Council is already a signatory to the Waste Collection Commitment, which sets out the principles for domestic waste collection services. This was agreed at the Environment Committee on 26 May 2010 (Report No. 10/266).

2. PROPOSALS

- 2.1 Scotland's Resource Sector Commitment has been developed jointly by the Scottish Government, Zero Waste Scotland, representatives of the resource management sector and its customers.
- 2.2 The Commitment has been developed to demonstrate the industry's commitment to Scotland's zero waste ambitions and delivering this commitment in relation to non-domestic customers. The Scottish Government's Zero Waste Plan targets a continuing shift away from the use of landfill towards investment in high-quality recycling and resource recovery, with a focus on maximising benefits to the Scottish economy, while also protecting the environment. These ambitions have been reinforced by the legal framework of the Waste (Scotland) Regulations 2012.
- 2.3 The objective of the voluntary agreement is to continue to progress towards a more resource efficient economy through an agreed set of actions and behaviours. The Commitment is detailed in Appendix 1.
- 2.4 The Commitment is for any organisation involved in providing waste or resource management services to commercial customers in Scotland. This includes:
- Local authorities
 - Private and third sector resource management businesses
 - Resource management associations and trade bodies.
- 2.5 Officers believe that Perth and Kinross Council already meets the requirements outlined in Scotland's Resource Sector Commitment. Details of these activities can also be seen in Appendix 1. By signing up to the Scotland-wide Commitment, the Council will be able to demonstrate that our waste & recycling customers will receive:
- High-quality collection & recycling services
 - Advice on preventing waste and using resources efficiently
 - Opportunities to provide feedback and ideas for improving our services
 - Clear and user-friendly contract management
- 2.6 It will also demonstrate that the Council is committed to helping businesses reduce waste, recycle more, save money and meet their legal responsibilities in managing waste, as well as demonstrate communicating service expectations to customers.

- 2.7 The Commitment supports the Perth and Kinross Economic Strategy (2009 – 2014) with a long term approach to build on the positive impact that caring for the environment could bring to the local economy, by stimulating job creation and business opportunities.
- 2.8 Resource management organisations, such as Perth and Kinross Council, can register their details or download the Commitment by visiting www.zerowastescotland.org.uk/ResourceCommitment.
- 2.9 If the Environment Committee agrees to sign-up to this commitment, officers would inform Zero Waste Scotland. The Council will then be required to submit the evidence in Appendix 1 to demonstrate we meet the sign-up standards. Zero Waste Scotland would then inform the Council if we meet the standards set out.
- 2.10 13 organisations have already signed up to the Commitment. Perth and Kinross Council would be the 3rd Scottish Local Authority to do so, if approval is given to this report.

3. CONCLUSION AND RECOMMENDATION(S)

- 3.1 Agreeing to Scotland's Resource Sector Commitment would provide the Council with an opportunity to demonstrate to the community and to our customers, the quality of our commercial waste and recycling services, benchmarked against an objective set of standards, developed nationally and supported by the Scottish Government. It would also provide a basis for continuing to improve commercial waste and recycling services, which represent value for money, and which meet the needs of our business customers.
- 3.2 It is recommended that the Environment Committee agree to sign-up to Scotland's Resource Sector Commitment.

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	None
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	Yes
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	Yes
Internal	None
External	Yes
Communication	Yes
Communications Plan	None

1. Strategic Implications

Community Plan / Single Outcome Agreement

- 1.1 The commitment relates to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement by reducing the local and global environmental impact of our consumption and production by managing commercial waste and increasing recycling rates.

Corporate Plan

- 1.2 The Council's Corporate Plan 2013 – 2018 lays out five outcome focussed strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:
- i) Giving every child the best start in life
 - ii) Developing educated, responsible and informed citizens
 - iii) Promoting a prosperous, inclusive and sustainable economy
 - iv) Supporting people to lead independent, healthy and active lives
 - v) Creating a safe and sustainable place for future generations.
- 1.3 This report relates to (v) above.

2. Resource Implications

Financial

- 2.1 The Head of Finance has been consulted in the preparation of this report. There are no financial implications arising directly from the recommendations of this report.

Workforce

- 2.2 The proposals in this report have no workforce implications.

Asset Management (land, property, IT)

- 2.3 The proposals in this report have no asset management implications.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **not relevant** for the purposes of EqIA

Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. The proposals have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

Legal and Governance

- 3.5 The proposals in this report have no legal or governance implications.

Risk

- 3.6 The proposals in this report have no risk implications

4. Consultation

Internal

- 4.1 No internal consultation required.

External

- 4.2 Zero Waste Scotland has been consulted in relation to the SRSC submission.

5. Communication

- 5.1 Appropriate communications channels will be used to highlight to the business community that Perth and Kinross Council have signed up to the SRSC. This will be co-ordinated through the Waste Awareness Officers and Corporate Communications Team.

2. BACKGROUND PAPERS

No relevant background papers.

3. APPENDICES

Appendix 1: Scotland's Resource Sector Commitment - Perth and Kinross Council Submission

Appendix 1

Scotland's Resource Sector Commitment - Perth & Kinross Council Submission

No.	Item	Evidence
1	Resource operators to provide information to customers, or giving advice on other sources of information, allowing them to plan for decreased waste volumes year on year (contribution to Scottish Government waste reduction targets).	- Perth & Kinross Council provide a Waste & Recycling Business pack which contains general information on all services provided - The Council provides Waste & Recycling Audit Sheets, including a separate Food Waste Audit Sheet, to customers in order to help identify the waste streams they produce and the relative amounts. This assists the Commercial Waste Team in providing advice to businesses on waste reduction measures. These are made available in the Waste & Recycling Business Pack, as well as, online. - The Council also offers a Zero Waste Compliance Visit by the Commercial Waste Team. This was advertised in a letter sent to all businesses in Perth & Kinross, as well as on customers' 2013/14 invoice and renewal letter. - The Council website (www.pkc.gov.uk/commercial) also signposts businesses to further sources of advice, such as Resource Efficient Scotland. <u>Attachments</u> - Perth & Kinross Council Commercial Waste & Recycling Information Pack - Waste & Recycling Audit Sheet (<i>blank version & completed example</i>) - Food Waste Recycling Sheet (<i>blank version</i>) - Invoice/Renewal Letter
2	Duty of Care information to be clear. Provision of information to customers on waste volumes, recycling achieved and, where possible, be in a position to provide details of end destination if requested.	- Perth & Kinross Council provides Duty of Care documentation which accompanies the customer's annual invoice. These records are stored on the Commercial Waste system – Whitespace. We also have developed Duty of Care documentation for commercial sacks customers and customers accessing the Recycling Centres. - Customers are provided information on waste volumes, on request. The Council has standardised weights for each waste stream and thereforean indicative calculation can be made based on the size of container, type of material and frequency of collection.

No.	Item	Evidence
		- Perth & Kinross Council provides information on end destinations of the materials on request. We are developing waste journeys, for both domestic and commercial waste, and these waste journey charts are to be made available online for all Council waste customers by the end of 2013. This will possibly include video documentary evidence. We will also look to include this information with the invoice and Duty of Care documentation in 2014. <u>Attachments</u> - Waste Transfer Note (<i>blank version</i>) - Standardised Volume Conversion Sheet
3	Clear contract language, transparent pricing to customers and straightforward conditions for those who wish to change provider.	- Perth & Kinross Council provides contract information including clear Terms & Conditions with the customer invoice. The Council will be reviewing the Contract Terms and Conditions for 2014/15 to ensure that they are in line with the requirements of the Waste (Scotland) Regulations 2012. - The Council's pricing is transparent and available online. All customers are charged the same rates regardless of location. - If a customer wishes to change from the Council to another provider they are only required to give one month's notice. The customer is not tied into a lengthy contract. <u>Attachments</u> - Perth & Kinross Contract Terms & Conditions
4	Appropriate containerisation and advice on proper waste presentation as part of contract.	- Perth & Kinross Council has a Waste & Recycling Bin Policy which is highlighted to customers. - Perth & Kinross Council provides a range of internal and external containers and sacks and these are detailed in the Council's Business Pack (available in hard copy or online). - Containers are appropriately decalated and leaflets/posters are provided on request. - Waste presentation information is highlighted in the Contract Terms & Conditions.

No.	Item	Evidence
		<u>Attachments</u> • Waste & Recycling Bin Policy • Perth & Kinross Council Commercial Waste & Recycling Information Pack • Perth & Kinross Contract Terms & Conditions
5	Resource operators provide easy ways to communicate and give feedback.	Perth & Kinross Council provides a range of ways for customers to communicate with us and give their feedback. These include: • Advertising that the customer can contact the Commercial Waste Team by phone, email or request a Zero Waste Compliance visit. Contact details are provided on our business packs. • Council Website (www.pkc.gov.uk/commercial) • Social Media: Facebook and Twitter • Online Customer Service Forms (www.pkc.gov.uk/article/5421/Contact-our-Commercial-Waste-Team) • Contract management meetings with higher value customers • Customers can provide feedback in the Commercial Waste Customer Satisfaction Survey. The most recent survey was issued in February 2014. • If a customer has a genuine complaint they can also use the Council's Complaint Procedure (www.pkc.gov.uk/article/5731/Complaints) <u>Attachments</u> • Perth & Kinross Council Business Pack • Commercial Waste Customer Satisfaction Survey • List of commercial customers for ZWS to contact for testimonials • Duchally Country Estate Testimonial

No.	Item	Evidence
6	Local authorities should provide collection systems in line with the Zero Waste Scotland Kerbside Collection Good Practice Guide, and for all other signatories similar good industry practice should apply.	• In 2011 Perth & Kinross Council carried out a Commercial Waste Services Best Value Review which brought forward recommendations to deliver a best value service for the Council and commercial waste customers, to address financial pressures and to provide a service that meets the Scottish Government's aspirations for a Zero Waste Scotland. • Many of the recommendations implemented such as, introducing a dry recyclable waste collection service, separate food waste collection and continuing with an in-house glass recycling service, are also in line with the Local Authority Kerbside Good Practice Guide (September 2012) which sets out how to deliver high-performing services in a cost effective, safe and environmentally conscious manner. • The integrated package of services we now provide is also in line with the Waste Hierarchy Guidance and Duty of Care: Code of Practice and are designed to maximise the capture of high-quality materials and to apply the waste hierarchy by prioritising high levels of closed-loop recycling. • In terms of increasing the capture of recyclables, in 2014/15 we will also be reviewing whether we can achieve additional capture by investigating additional materials that can be recycled. The Council currently manage non-recyclable waste through application of Contract Terms and Conditions and Waste & Recycling Bin Policy. Targeted communications are also used as new services are rolled out and web-based information is extensively utilised.

No.	Item	Evidence
7	If a company does not offer a particular element of service, it may provide information on who else might have that service available, or alternatively sign-post customers to Zero Waste Scotland or other similar independent information.	The Council have an extensive integrated package of waste and recycling services. However, we endeavour to provide further information, advice and signposting to other organisations where we do not provide that resource. Some examples include: • The Council produce the A-Z 'Reduce, Reuse, Recycle' guide which contains a comprehensive list of hints, tips and contact information to help businesses ensure that their waste becomes a resource. You can download a PDF version of the A-Z recycling guide [1Mb], or view a copy of our Interactive A-Z online. • Signpost to the Zero Waste Scotland's Business Resource Centre http://www.zerowastescotland.org.uk/BusinessResourceCentre and Resource Efficient Scotland website (http://www.resourceefficientscotland.com/) • Support , training and funding opportunities signposted to at www.pkcgov.uk/article/5393/Support-and-advice-for-business • Signpost to the Business Reuse Exchange Website (http://www.pkcgov.uk/article/2597/Reuse-Exchange-Website). This website enables businesses to easily pass on unwanted, good quality items for reuse via local Charity Shops and Reuse Projects across Perth and Kinross.
8	Resource operators may offer an audit of producers' waste streams for major customers and provide sign-posting of information (Zero Waste Scotland & SEPA resources) otherwise.	• Perth & Kinross Council provides Waste & Recycling Audit Sheets, including a separate Food Waste Audit Sheet, to customers in order to help identify the waste streams they produce and the relative amounts. These are made available in the Business Pack, as well as online. • In 2012, the Waste Team also undertook an audit for Education & Children's Services. The report identified efficiencies that could be achieved in Education & Children's Services Waste & Recycling Contract. In particular, after a selection of schools were audited, it examined where savings could be made through addressing issues such as ensuring that the recycling services are fully utilised. • Support , training and funding advice is signposted to at www.pkcgov.uk/article/5393/Support-and-advice-for-business In addition, the Council also work collaboratively with other organisations to provide waste minimisation & resource efficiency advice. For example:

No.	Item	Evidence
		Business Waste Minimisation Project (BWMP) -The BWMP was carried out by Perth & Kinross Council between 2010 and 2012 to highlight to businesses the potential savings gained through waste minimisation and resource efficiency. The Project was supported by other organisations such as Forward Scotland, Energy Saving Trust and SEPA. Six businesses from across Perth and Kinross took part in the Project. Participating businesses were supported (through environmental audits and advice) so as to be able to implement actions that would bring about environmental benefits and cost savings for their business. The results of the Project can be accessed here - http://www.pkc.gov.uk/CHttpHandler.ashx?id=1258&p=0 <u>Attachments</u> • Waste & Recycling Audit Sheet (blank version & completed example) • Food Waste Recycling Sheet (blank) • School Waste Audit Report
9	Any revisions to contract arrangements in light of legal requirements or service alteration will be advised to customers in advance.	• The Council issues a letter to accompany all invoices and this advises of any service changes, additions or legal requirements • To advise all business about the implications of the Waste (Scotland) Regulations 2012, a mailing was done in conjunction with Business Rates to all businesses in Perth & Kinross in April 2013 • Changes to festive collection arrangements are made by public notice advertisements and advisory letters and weather alerts are available at www.pkc.gov.uk to advise if there will be any disruption to the operational service • News updates posted on Commercial Waste website news/campaigns page: www.pkc.gov.uk/article/5384/News-campaigns-and-key-dates <u>Attachments</u> • Copy of Business Rates Letter • Copy of Festive Collection Advisory Letter