

Report to:	TOURISM, ECONOMY AND COMMUNITIES SCRUTINY COMMITTEE
Relevant Officer:	John-Paul Lovie, Head of Waste (Policy and Partnerships)
Date of Meeting	8 February 2023

WASTE, CLEANSING AND STREETSCENE SERVICES ANNUAL REPORT

1.0 Purpose of the report:

- 1.1 The purpose of this report is to provide a basis for the Scrutiny Committee to review the services in relation to delivery with an emphasis on headline data and performance indicators. It will provide a brief outline of the various elements of the services delivered, identify areas of good performance and highlight any current or anticipated barriers or challenges as well as enabling opportunities.

2.0 Recommendation:

- 2.1 To review the performance of the services, receive feedback from the committee and identify any matters for further scrutiny.

3.0 Reasons for recommendation:

- 3.1 To ensure effective scrutiny of the Waste, Cleansing and StreetScene services.

- 3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

- 3.2b Is the recommendation in accordance with the Council's approved budget? Yes

4.0 Other alternative options to be considered:

- Request Internal Audit to schedule in to the annual work plan programme.
- Refer to external audit.

5.0 Council Priority:

- 5.1 The relevant Council Priority is:

- Communities: Creating stronger communities and increasing resilience.

6.0 Background Information

6.1 SCOPE OF THE REPORT

Waste Services (*Waste*), Street Cleansing (*Cleansing*) & StreetScene are some of the most important, high-profile frontline public service areas responsible for delivering a broad range of specialist environmental services to the residents, business and visitors of Blackpool.

Blackpool Waste Services (BWS) Ltd, T/A ENVECO North West Environmental Services (ENVECO) Ltd, is the wholly owned company of Blackpool Council with responsibility for the discharge of these functions (with the exception of Waste Disposal) and mandate for improving environmental performance and outcomes for the people of Blackpool.

This relationship is managed via client / contract arrangement with the Council as the shareholder.

The scope of this report includes all operational activities within these functional service areas, namely;

WASTE - including:

- Kerbside Refuse and Recycling Collection Service delivered by ENVECO
- Household Waste Recycling Centre (HWRC), including the 'The Re-Use Shop'
- Trade (or business) Waste
- Waste Disposal (including the Lancashire Waste Partnership (LWP) with Lancashire County Council (LCC))
- Third Sector Partnerships including Bulky Matters (bulky items collection), Rover and the Re-New Workshop (furniture reuse and refurbishment), Keep Blackpool Tidy, 'Friends of' Groups.

CLEANSING / STREETSCENE– including:

- Street Cleansing and Sweeping
- Neighbourhood Environmental Action Team (NEAT) incorporating Enforcement & Fly tipping
- Street Litter Bins
- Beach Cleaning
- Weed Treatment
- Grounds and Open Space Maintenance

- Parks Operations (including Playground Inspections)
- Graffiti Removal
- Building (office) Cleaning (including window cleaning)
- Pest Control
- Alley Gate Maintenance.

6.2 BUDGET INFORMATION

Waste, Cleansing & StreetScene represent a significant proportion of annual council spend.

The combined budgets for the services are in the region of £18m.

6.3 **What is going well?**

6.3.1 **Kerbside Collections (ENVECO)**

Since the insourcing of the kerbside refuse and recycling collection service, noticeable changes and improvements have been realized.

Some of the notable service improvement initiatives have been delivered since the inception of ENVECO are:

- Bags to Bins – circa 428 additional properties have now been provide with the means to recycle by replacing their weekly black bag collection with an alternate weekly wheeled bin system, including a 90ltr hessian sack for paper and cardboard, contributing to increasing the towns recycling rate.
- Household batteries are now also collected and recycled alongside the blue bin collections.
- Unauthorized bin retrieval – the removal of unauthorized additional grey bins is being rolled out in a phased approach. To date, in the region of 241 unauthorized grey bins have been retrieved (equivalent to around 6 tons of waste every fortnight) which will assist in contributing to increasing the municipal recycling rate by encouraging residents to utilize their recycling bin and bag to their full extent.
- Waste Amnesty's – a number of 'waste amnesty's' have also been delivered in wards at the request of, and funded by, Councilors. These amnesties provide residents with an opportunity to have a clear out of waste and unwanted items such as large bulky items and furniture, etc. safe in the knowledge that it will disposed of safely and correctly. This assists residents

who don't have the means to utilize the HWRC as well as those who cannot afford to make use of the Bulky Matters service by providing community based skips, etc.

6.3.2 **HWRC - Household Waste Recycling Centre**

The HWRC at Bristol Avenue continues to perform well having had to react to Covid-19 by making major changes and adjustments to the way the site operates. Normal service has now resumed and the full range of waste streams and bays are operational once more. Checking of black bag waste to separate out recycling has also been reinstated, contributing to the overall recycling rate at the site which is currently around 68%.

Since the integration with ENVECO, the site has undertaken vast improvements and always looks visibly clean and tidy, presenting a good image to the public.

The skip haulage contract has also been brought in-house which has not only realized efficiencies but has added more flexibility in terms of servicing the skips located on site and at Layton Depot.

A key change to UK legislation around Persistent Organic Pollutants (POP's) has been brought in to force on the 1st of January 2023, which we are required to be compliant with. This relates specifically to the 'forever chemicals' predominantly found in fire retardants in Waste Upholstered Domestic Seating (WUDS). These harmful chemicals do not degrade and require specialist incineration. This change will likely lead to increased skip movements due to the requirement for this waste to be separately managed but should not impact on disposal tonnages.

The HWRC also supports Public Health in the recycling and reuse of various medical aids, such as wheelchairs, crutches, etc. which are specially cleaned and then reused instead of new equipment needing to be purchased.

The HWRC also actively supports community initiatives like Project Search and Chance to Shine, helping some of the most vulnerable in society to develop life skills through offering work placements and employment to disadvantage individuals. The site has been recognized as a leading example of supporting these types of initiatives.

6.3.3 **Bulky Matters**

The Bulky Matters service is delivered in partnership Wyre BC and with third sector operators Calico. The service offers collection of bulky household items like furniture, cookers, fridges, etc. on an appointment basis from within customer's houses.

The service is well received and well used by residents with 5,335 collections carried out over the last year which resulted in 8,123 items reused or recycled (equivalent to 269 tons). This resulted in around a £50k disposal saving with over 75% of bookings made online.

Bulky Matters also work with the Social Fund, supporting some of the most vulnerable in the community by providing home-start packs and essential items like furniture and beds, bedding, etc.

Although the service performs well overall, due to the popularity of the service with residents, wait times are currently around 2 weeks from date of booking to collection which can put off some customers and potentially lead to fly-tipping.

6.3.4 Green Waste Subscription

Subscription based green waste collections continue to perform well with around 9,341 customers signing up to the service again during the current year. The level of subscriptions tends to remain fairly constant from one year to the next at between 9,000 and 10,000.

The cost of a green waste subscription is £40 per annum for one bin and £30 per annum for additional bins which generates in the region of £400k revenue each year.

The cost of green waste collections to residents will remain unchanged for 23/24 which will be welcomed by residents in the face of the ongoing cost of living crisis.

6.3.5 Waste Disposal

The waste disposal function is discharged in conjunction with Lancashire County Council via the Lancashire Waste Partnership (LWP) with two waste treatment facilities; one located in Thornton and one in Leyland - wholly owned by LCC and Blackpool Council. The waste treatment facilities are operated by Lancashire Renewables Ltd on behalf of the LWP. An in-year underspend of around £250k is forecast at year end outturn demonstrating continued positive performance.

There is much uncertainty around waste disposal in the current climate with so many targets and milestones that need to be achieved, looming on the horizon. In the wake of Brexit and then Covid-19, the delivery of central governments Waste and Resources Strategy and subsequent Environment Bill has stalled however, work is ongoing across the partnership to look for innovative ways to reduce the cost of waste disposal and increase recycle income.

Significant progress has also been made in terms of investment in the treatment facilities in order to gear-up for the separate collection of food waste and other

future policy as set out in the governments Resources and Waste Strategy (RAWS).

6.3.6 **Rover**

Rover – Mobile Recycling Service continues to operate across the town, especially in those wards with low car ownership. This gives people who do not have the means to utilise the HWRC or Bulky Matters services, the opportunity for recycling unwanted household items.

Last year Rover collected over 156,000 items from over 7,500 customer visits. This represented a weight of nearly 500 tons in recyclable material.

6.3.7 **Street Cleansing**

Another 10 x employees have been trained in specialist weed treatment application and have achieved a much improved baseline for the approach to this season's growth.

The service has introduced mechanical sweeping to residential highways and footways as part of the Cleaning Inspection Monitoring System (CIMS). Each street across the entire borough is inspected once each month which generates a cleansing score and notes to inform resource priorities. CIMS also enables for highway interventions including first response letters for overhanging trees impacting on pedestrian safety and gravel and stone escaping owner's driveways aiding the build-up of detritus and weed growth.

Increased investment in the NEAT service where the borough is broken down into 6 areas, 2 of which are located in high-density inner wards. Each area has a dedicated NEAT Officer and a multi-skilled assistant (2 x multi-skilled assistants in high density inner wards). This provision will capture all the day to day reactive requests for service as well as proactively improve environmental quality via planned work programmes. The aspiration for the service is for residents to be notified via social media when mechanical sweeping is due to be carried out in order to maximise effectiveness which is currently restricted by parked vehicles.

NEAT Officers are able to (and do) undertake enforcement activities but will initially attempt to employ a softer approach to assist and educate, such the 'Inspect & Quote' service, to enable sensible solutions rather than using full blown enforcement powers in the first instance.

Plans are in place to introduce a dedicated NEAT Officer in to the town centre/tourism/Business Improvement District to increase quality inspections and low-level environmental enforcement.

6.4 What isn't going well and why?

6.4.1 Depot Infrastructure

As part of the phase 2 ENVECO integration, the depot at Layton, along with responsibility for its management and maintenance transferred to ENVECO under a long-term lease arrangement.

Layton Depot has, in recent years, benefited from some significant investment as a result of the integration with ENVECO. An extension to the Central Vehicle Maintenance Unit (CVMU), including a HGV bay and the CCTV control room are a couple of good examples. However, further investment is needed in order to future-proof the site to ensure its continued use as an operational base from which to deliver the broad range of specialist environmental services.

A condition survey was carried out in 2023 which highlighted the requirement for future capital investment in the infrastructure to ensure it remains fit for purpose. This will be approached in partnership between Blackpool Council and BWS on an invest-to-save basis with the level of investment being negotiated and agreed between the two depot shareholders.

This approach will also enable to the depot to re-purpose itself in relation to new technologies such as solar power/energy efficiency though utilization of large roofed areas for solar farms; water capture, cleansing and recycling and also potential development of a sub-station for the future delivery of an electric fleet.

6.4.2 Weed Treatment and Control

Historically, weed growth and control has presented a constant challenge and that continues to be the case, nonetheless due to the impact of severe weather in treatment applications but also in terms of resource planning.

However, significant advancement has been made in the approach to these challenges, in particular the attainment of the 10 x NEAT Officers/Assistants all achieving their NVQ level 2 in Herbicide Treatment (knapsack and quad bike applications). These additional trained staff have enabled an overall improvement over the previous two years.

Also, investment in new equipment is supporting this approach with 2 x compact sweepers being procured with specialist weed ripping and clearing attachments enabling a much quicker and efficient treatment.

Although we expect weed control to continue to be a particularly challenging to address, we believe that the changes made to our approach, planning and

resourcing will lead to sustainable year-on-year improvements in managing growth.

5.6.3 Alley Gates and Un-adopted Alley's

Alley gates are an asset of the Council and maintained by ENVECO on our behalf. Alley gates contribute to promoting community safety and assisting to reduce crime and anti-social behavior and are looked on favorably by our residents.

Many of the alley gates are now passed their end-of-life and in need not only of significant maintenance but wholesale replacement in many instances. The Council does not hold any budget for alley gates and in the past have been paid for out of ward budgets. We are actively looking with at ways we can alleviate the issues in relation to alley gates with ENVECO as we realize their importance in maintaining safe communities.

Linked to this is the challenge around un-adopted alleys. Un-adopted alleys are effectively private land and not owned by the Council. They are owned, and the responsibility of, the abutting landowners. It is neither financially nor operationally feasible for the Council to adopted all of these.

The Council and ENVECO have supported a number of residents to clean up their un-adopted alleys by providing equipment, materials and waste collection and will continue to help local communities to look after their un-adopted alleys as far as reasonable practicable.

6.4.4 Recruitment and Retention

Recruitment has, over the last year, been an area that has posed significant challenges – not just within the Council and it's wholly owned companies but locally and nationally too. It is a challenged mirrored across industries and sectors alike and linked to the ongoing economic and financial volatility that country now finds itself in, exacerbated by Brexit and the Covid-19 pandemic.

ENEVCO had particular issues to manage around HGV drivers as was well documented over the last 12 months around their supply and demand and associated pay rates.

In response to this ENVECO have established a HGV driver training program utilizing the government's apprenticeship levy in order to strengthen the organizational resilience. The program has already inducted its first cohort of trainees on the HGV course of which 9 x staff will undertake their practical assessments at the end of February 2023. There had also been difficulties in recruiting to other positions such as the Waste Minimisation posts and the Marketing post which needed to be re-

recruited to after a lack of suitable applications. These, however, have now been filled although retention is still a concern going forward.

6.4.5 **Local Municipal Waste Strategy**

We are currently without any officially approved Local Municipal Waste Strategy in Lancashire. The previous strategy expired on 2020 and a number of factors have contributed to the delay in producing a new strategy - Brexit, Covid-19 and lack of clarity from central government being some of the main contributors.

Other issues relating to post-pandemic changes to waste arising's, compositional variations in waste, emerging policy & legislation, the future utilisation of our major assets (Waste Treatment Facilities) and the end of our landfill contract in 2025 have all come together to create a perfect storm fostering a climate of uncertainty and unease both locally and nationally as set out in item 5.5.1 below – lack of strategic clarity.

In response, Blackpool Council is actively working alongside Lancashire County Council to ensure that we are best placed to meet the future challenges of this ever changing landscape. The key challenge being to identify a non-landfill solution for the treatment of circa 220,000 tons of residual waste post- 2025.

As a result Blackpool and LCC have produced an Outline Waste Processing Strategy 2022 – 2027 which offers clarity and certainty as to how we will operate our waste collection and disposal services over the medium term.

The overarching aim of which is: *“To achieve the best environmental and social outcomes possible from the wastes we manage, within the realistic processing, financial and carbon options available.”*

6.5.

6.5.1 **What are the barriers to improvement?**

Lack of Strategic Clarity

Central government published its Resources and Waste Strategy (RAWS) in 2018 setting out its strategic aims for the management of wastes across the UK along with a timeframe for the achievement of key milestones. This was then followed up by the enactment of Environment Bill in 2020, the legislative means by which the RAWS would be achieved – both documents are in support of the government's 25 year Environment Plan.

Key policies relating to environmental impact/climate change, circularity and resource sustainability, increasing recycling and minimising waste arising are focused themes of the strategy.

Although the delivery on these themes has been severely delayed, again due to Brexit, the pandemic, and more recently the cost of living and inflation crisis, the government has already undertaken wholesale public consultations on initiatives such as:

- Separate food waste collections
- Extended Producer Responsibility (EPR)
- Deposit Return Schemes (DRS)
- Consistency of recyclable materials
- Universal free garden waste collections.

The main barrier to implementation of the strategic aims are a lack of information from government on how these objectives will be funded. The government cites 'New Burdens Funding' as the mechanism by which these ambitious plans will be delivered yet, to date, very little concrete assurance has been provided. This has led to slippages in timeframes and strategic creep in terms of delivery.

This, in-turn, fuels a culture of uncertainty and instability in markets and sectors, resultant in a lack of investment and unwillingness to commit. Furthermore, it's hard to see how this is going to be resolved in the short term given the current economic state of affairs.

6.5.2 **Paper and Cardboard Sacks**

Paper and cardboard are currently collected in 90ltr hessian sacks which are cumbersome, lack capacity and present manual handling issues for collection crews.

Paper and card is valuable commodity in terms of recycling and income as a waste stream and one that we need to maximise. How to do this a key area of focus in relation to the ENVECO Service Improvement Group.

Ideally we would like to replace the sacks with wheeled containers for paper and card as this would have a number of benefits such as:

- Increased material capture rates
- Increased participation
- Increased material quality
- Increased material rebates

The cost of rolling out replacement bins to achieve this is the biggest barrier as it would cost in the region of £1m capital outlay for the containers/bins. Nonetheless this is something that we are

working on potential solutions to going forward.

6.5.3 **Finance / Impact of Savings**

As it becomes increasingly more challenging to fund the delivery of public services, efficiency savings are often applied to services.

Future savings pressures in this area would however unfortunately result in service reductions which would be disappointing at a time when government, businesses and residents are expecting more from their environmental services.

6.5.4 **Cost of living crisis and inflation impact**

As already referenced in previous sections of this report, the current economic situation compounded by years of austerity, can lead to impacts on residents in other areas such as:

- Reduced take up of green waste subscriptions
- Reduction in participation of recycling, including services like Bulky Matters, leading to increased instances of fly tipping
- Lower propensity to engage with environmental issues

As people struggle to make ends meet, waste and environmental behavioural compliance tend to be pushed further up the hierarchy of needs.

6.6 **PERFORMANCE**

6.6.1 **In which areas are we performing well?**

6.6.2 **Trade Waste**

An exemplar of best practice, the Trade Waste service continues to be the market leader as the largest local provider of commercial waste services in Blackpool and the Fylde coast with a local market share of around 48%.

The service operates seven days a week and provides a range of integrated waste management solutions for local business as well as waste brokerage offering, sub-contracting on behalf of most large national/multi-national waste collection companies in servicing national accounts.

The key focus for the service over the next year to continue to drive revenue generation to contribute to corporate savings as well as increasing trade recycling across the town in line with central governments' mandate.

6.6.3 **NEAT – Neighbourhood Environmental Action Team**

The NEAT service has seen significant further investment in terms of additional funding over the last couple of years to the tune of c. £250k. This investment has enabled the NEAT service to provide a consistent service provision across all council wards whilst maintaining progress on the investment introduced in November 2021 in high demand borough wards, through the provision of 8 x NEAT Officers and 6 x NEAT Assistant FTE posts.

As well as this additional investment, a restructure of the service has also been carried out which has resulted in fully trained, skilled NEAT officers working in a ward-based, zonal configuration. As well as being able to provide an enhanced reactive service, NEAT officers are able to program in proactive tasks to provide a better service and reduce duplication and waste. This includes daily shop teams, litter bin servicing and mechanical sweeping of residential, arterial and gateways into the borough.

One particular area where this approach is demonstrating improved outcomes is weed treatment and control and also mechanical sweeping of residential streets.

Another key achievement in this area would be the development and delivery of a new system/process for managing Members' requests for service. This ensures a consistent and fair approach to requests for service and also enables efficient and effective resource planning and deployment.

6.6.4 **StreetScene Services**

Separate to Street Cleansing, StreetScene encompasses a range of ancillary services and activities such as Beach Cleaning, Parks Operations, Grounds and Open Space Maintenance, Alley Gates Maintenance, Graffiti Removal and Playground Inspections.

Since the integration of Cleansing and StreetScene with ENVECO in September 2022, there has been a visible and tangible improvement to the local built environment. This has been due to the integration of staff and resources resulting in better ways of working in order to bring about the best possible outcomes in delivering a clean and well maintained town center and residential neighbourhoods.

The StreetScene teams have had some major events to plan and support including the most high profile event being the Queens Platinum Jubilee with several street parties and organised events within the Parks and Open Spaces including Anchorsholme, Claremont and Solaris Parks. Blackpool Waste Services supported requests for street cleans, additional waste collections, bins and clean up kits.

ENVECO also regularly support a number of other ongoing planned events from waste amnesties, school engagement days, supported corporate litter picks and Friends of the Parks to supporting outreach activities in other areas like Adult Social Care.

6.6.5 How do we compare with other authorities in terms of benchmarking?

The Council and Blackpool Waste Services are active members of the Association of Public Service Excellence (APSE). Through this association we subscribe to APSE's Performance Networks benchmarking group. This group allows us to compare and benchmark ourselves with other authorities and organizations or 'family groups' (in terms of demographics, deprivation indices, etc.). Attached at Appendix 2 is the most recent APSE PI Standings Report.

The number of performance indicators produced is vast and far-ranging. In essence, benchmarked against other authorities, Blackpool Council's Waste Services is a good performer (within its constraints) however, in the spirit of continuous improvement we are always looking at how to do things better and more cost effectively.

The main headline indicator for waste is the municipal recycling rate. Blackpool Council is required to report waste data in to the governments Waste Data Flow System. Recycling rates for recent years are as follows:

- 17/18 – 35.8%
- 18/19 – 39.6%
- 19/20 – 38.4%
- 20/21 – 27.5% [Covid]
- 21/22 – 41.6% [Provisional TBC].

Our recycling rate is now at the national average and it ought to be noted that the highest performing Councils can count on up to 30% of their overall rate coming from green/garden waste. Prior to subscriptions, garden waste only accounted for 12.5% of Blackpool's overall recycling rate, which reflects the low number of gardens in the Blackpool housing profile, but highlights that in all other areas of collected waste streams, we outperform most districts in Lancashire.

6.6.6 What are our priorities in terms of improving performance this year?

Some of the main overarching priorities for the forthcoming year are listed below:

- Weed Treatment and Control – to ensure that the new approach to managing weed growth continues to deliver visible improvements across the

- borough through a robust treatment and inspection regime.
- Street Cleansing – to ensure every residential street is inspected once per month and appropriate actions implemented to maintain statutory standards.
- Service Improvement Programme (SIP) – to continue to develop and deliver against the SIP in areas like increasing recycling and waste minimisation.
- To develop and create innovative marketing campaigns to strengthen public engagement and raise environmental awareness.
- To support more local events and encourage a civic ‘pride of place’.
- Increasing trade recycling.
- Undertaking preparatory actions to ensure that we are in the best possible position to meet the raft of upcoming policy initiatives being introduced by central government around things like Separate Food Waste Collections, Deposit Return Schemes (DRS), Extended Producer Responsibility (EPR) and the Consistency Agenda, etc.
- To review our carbon footprint and implement innovative techniques to minimise our impact on the environment.

6.7 FINANCE

Community and Environmental Services

Waste, Street Cleansing and StreetScene
2022-23 High Level Budget Breakdown

Area	Value £m
Envenco Phase 1 Contract Fee	3.20
Envenco Phase 2 Contract Fee	7.80
Waste Disposal (net)	10.40
Public Conveniences	0.50
Trade Waste Income	(2.00)
Green Waste Income	(0.40)
Public Health	(1.50)
Total	18.00

6.8 CROSS DEPARTMENTAL WORKING

Due to the considerable spend within these service areas, we have fostered a wide range of inter-organisational working relationships and always seek to maximise the delivery of value through the development and maintenance of robust Management Services Agreements (MSA's) between our wholly owned companies and colleagues in support services such as Procurement and Legal. This leads to closer working

relationships with key people in delivering our objectives, in key areas such as Finance and Governance services.

6.9 ENGAGEMENT AND COMMUNICATION

6.9.1 **How we communicate the good work we are doing to residents.**

ENVECO has recently appointed 2 x Waste Minimisation Officers and a Marketing Officer who is responsible for reaching out to all parts of the local community including schools, voluntary businesses, residents, etc. in order to engage and communicate the good work undertaken by the services.

They will be a key link between volunteer groups like Keep Blackpool Tidy, LoveMyBeach and the Friends of the Parks groups, arranging and supporting local events.

In addition to this, they will be responsible for the design, development and implementation of campaigns, promotions, green messaging and supporting other national initiatives like the Great British Spring Clean.

ENVECO is very active in delivering school engagement programs which involve use of the 'rubbish classroom' which is an adapted rubbish truck which visits schools and opens up to reveal a classroom which is really popular with school children and teachers alike.

The sides of the refuse fleet are also used to display large adverts and messages on vinyl wraps which can be changed and be adapted to reflect various campaigns.

ENVECO is nearing completion and launch of its own website, and supporting social media, which will also act as a platform for promotion, communication and engagement across the council.

6.9.2 **How do we know that the services we provide are making an impact and are valued by residents?**

The Councils lead client officer for Waste Management commissions a biannual Household Waste survey from the Councils in-house market research service, Infusion, which is used to inform decision making and drive future strategic ambition. A copy of the most recent survey, which was produced in May 2022, is attached at Appendix 1.

Some of the key findings of the research are listed below:

- Overall satisfaction with all types of waste and recycling collections slightly increased from 2019 to 2022;
- Across different types of waste and recycling collection there was a slight decrease in satisfaction when it came to the size and type of

bin/container/sack used for collections from 2019 to 2022;

- Satisfaction with elements of Bulky Waste Collection increased from 2019 to 2022, however, satisfaction with the Green Waste Collection Service decreased from 2019 to 2022;
- Overall satisfaction with Household Waste Recycling Centre increased from 2019 to 2022;
- Having a collection of a wider range of materials continued to be cited as the most popular action respondents felt that could persuade them to recycle more;

Getting information from Blackpool Council's website respondents cited as the most popular way they currently find out information about waste and recycling in Blackpool and was also the main preference for how respondents would like to find out information about waste and recycling.

Questionnaires from residents utilising the Rover service and the Household Waste Recycling Centre continue to be used to assist in understanding resident's perceptions and expectations of the service.

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 9(a) - Household Waste and Recycling Public Satisfaction Survey – May 2022
Appendix 9(b) - APSE Performance Network PI Standings Report 2020/21

7.0 Financial considerations:

7.1 High level budget included at item 5.9

8.0 Legal considerations:

8.1 None.

9.0 Equalities considerations:

9.1 In the course of developing this report, we have considered whether there could be any unintended adverse impacts on people because of shared characteristics protected by the Equality Act. We believe this report will not have any indirectly discriminatory effects.

10.0 Risk management considerations:

10.1 None.

11.0 Sustainability, climate change and environmental considerations:

11.1 While Blackpool Council has adopted a target of net-zero carbon emissions by 2030, in order to help mitigate the effects of climate change, the council also recognises the importance of adopting adaptation measures and sustainable alternatives in the delivery of its services and to minimise its impact on the environment in doing so. Blackpool Council and ENVECO are aligned and focused in ensuring that sustainability, circularity and resource optimisation are at the heart of its operations.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None