



CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

GWŶS I GYFARFOD O'R CYNGOR

C.Hanagan
Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
Y Pafiliynau
Parc Hen Lofa'r Cambrian
Cwm Clydach CF40 2XX

Dolen gyswllt: Ms J Nicholls - Prif Swyddog Gwasanaethau Democrataidd (01443 424098)

DYMA WŶS I CHI i gyfarfod o **PWYLLGOR CRAFFU - CYNNAL GWASANAETHAU CYHOEDDUS, CYMUNEDAU A FFYNIANT** yn cael ei gynnal yn **Siambwr Y Cyngor, Y Pafiliynau, Cwm Clydach, CF40 2XX** ar **DYDD IAU, 12FED MEDI, 2019** am **5.00 PM**.

Caiff Aelodau nad ydyn nhw'n aelodau o'r pwyllgor ac aelodau o'r cyhoedd gyfrannu yn y cyfarfod ar faterion y cyfarfod er bydd y cais yn ôl doethineb y Cadeirydd. Gofynnwn i chi roi gwybod i Wasanaethau Democrataidd erbyn Dydd Mawrth, 10 Medi 2019 trwy ddefnyddio'r manylion cyswllt uchod, gan gynnwys rhoi gwybod a fyddwch chi'n siarad Cymraeg neu Saesneg.

AGENDA

Tudalennau

1. DATGAN BUDDIANT

Derbyn datganiadau o fuddiannau personol gan Aelodau, yn unol â gofynion y Cod Ymddygiad.

Noder:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, mae rhaid iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

2. COFNODION

Derbyn cofnodion cyfarfod blaenorol y Pwyllgor Craffu – Cynnal Gwasanaethau Cyhoeddus, Cymunedau a Ffyniant a gafodd ei gynnal ar 11 Gorffennaf 2019.

3 - 6

3. **SESIWN YMGYSYLLTU – Y PWYLLGOR CRAFFU A'R CABINET**

Derbyn Cynghorydd y Fwrdeistref Sirol A. Crimmings (Aelod o'r Cabinet ar faterion yr Amgylchedd, Hamdden a Gwasanaethau Treftadaeth), i roi trosolwg i Aelodau'r Pwyllgor Craffu o'r gwaith sy'n rhan o bortffolio'r Aelod o'r Cabinet. (Mae adroddiad, i gael ei drafod gan Aelodau, wedi'i atodi i fynd gyda'r eitem yma.)

7 - 24

4. **AILGYLCHU MEWN ARDALOEDD CYMUNEDOL**

Aelodau'r Pwyllgor Craffu Cynnal Gwasanaethau Cyhoeddus, Cymunedau a Ffyniant yn derbyn adroddiad terfynol y Gweithgor Craffu mewn perthynas ag 'Ailgylchu mewn Ardaloedd Cymunedol', ac yn rhoi sylwadau arno.

25 - 78

5. **MATERION BRYD**

Trafod unrhyw faterion sydd, yn ôl doethineb y Cadeirydd, yn faterion brys yng ngoleuni amgylchiadau arbennig.

Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu

Cylchreliad:-

(Y Cynghorwyr Bwrdeistref Sirol Y Cynghorydd S Bradwick a Y Cynghorydd T Williams – Cadeirydd ac Is-gadeirydd, yn y drefn honno)

Y Cynghorwyr Bwrdeistref Sirol:

Y Cynghorydd M Weaver, Y Cynghorydd G Stacey, Y Cynghorydd A Chapman, Y Cynghorydd Owen-Jones, Y Cynghorydd W Treeby, Y Cynghorydd D Grehan, Y Cynghorydd E George, Y Cynghorydd G Hughes, Y Cynghorydd W Owen, Y Cynghorydd S Pickering, Y Cynghorydd M Diamond and Y Cynghorydd A Fox

RHONDDA CYNON TAF COUNCIL

Minutes of the meeting of the Public Service Delivery, Communities and Prosperity Scrutiny Committee meeting held on Thursday, 11 July 2019 at 5.00 pm at the Committee Room 1, The Pavilions, Cambrian Park, Clydach Park, Tonypany, CF40 2XX.

County Borough Councillors - Public Service Delivery, Communities and Prosperity Scrutiny Committee Members in attendance:-

Councillor S Bradwick (Chair)

Councillor T Williams	Councillor M Weaver
Councillor G Stacey	Councillor A Chapman
Councillor D Owen-Jones	Councillor D Grehan
Councillor G Hughes	Councillor W Owen
Councillor S Pickering	Councillor M Diamond

Officers in attendance

Mr N Wheeler – Group Director, Prosperity, Development & Frontline Services
Mr S. Humphries – Head of Legal Services, Planning & Environment

43 Apology

An apology of absence was received from County Borough Councillors A. S. Fox, E. George and W. Treeby.

44 Declaration of Interest

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

45 Welcome & Chair's Remarks

The Chair welcomed County Borough Councillor M. Diamond to the Committee as a returning member.

The Chair also acknowledged the recent 'Love Where You Live' awards which are in their eleventh year and had been held in Coleg Y Cymoedd,

46 Minutes

It was **RESOLVED** to approve the minutes of the 14th March 2019 as an accurate reflection of the meeting.

47 Matters Arising

Agenda Item 41 – RCT's Welsh Public Library Standards Assessment 2017-18

Members queried whether the revised mobile library routes had been circulated.

It was agreed that this information would be provided to all Members of the Committee via email.

48 Public Service Delivery, Communities & Prosperity Scrutiny Committee Draft Work Programme 2019/20

The Senior Democratic Services Officer presented the report of the Service Director, Democratic Services & Communications which sought Members' approval of the Public Service Delivery, Communities & Prosperity Scrutiny Committee Work Programme for the Municipal Year 2019/20 (up until the end of December 2019 in the first instance).

Members were informed that following a request by the Overview & Scrutiny Committee that the Service Director Democratic Services & Communications undertake a review of the current Council Scrutiny arrangements, a number of improvements have been made to areas of Scrutiny to include the terms of reference for each Committee, the work programmes and improvements to the public engagement section of the Council website.

With regards to the Scrutiny Work Programmes, it was clarified that they are now more streamlined and have been developed with enough flexibility to accommodate additional items throughout the year. It was suggested that each Scrutiny Committee would have the opportunity to review their respective work programme on a quarterly basis to ensure that the items are still valid and appropriate. In conclusion, Members were reminded that the work programmes have aligned themselves with the Council's Corporate Performance themes and priorities as well as acknowledging the seven Well-being of Future Generations goals.

In addition, the Senior Democratic Services Officer referred Members to the table outlining the activity since May 2019 in respect of the development of the work programmes and their subsequent sign off by each of the individual Scrutiny Committees.

The Chair referred to the attached Work Programme, particularly the Highways, Transportation & Strategic Projects Supplementary Capital Programme which would be reported in November 2019 and consider the Council's investment in its local highways and transportation schemes. He suggested that a site visit could be undertaken to assess the work of the river bridge repairs across the County Borough, in conjunction with the local Members.

In conclusion, the Senior Democratic Services Officer requested that Members agree the Work Programme until the end of December 2019 with the opportunity to review the document at quarterly intervals to ensure the items included are relevant.

Following consideration of the report it was **RESOLVED** to:-

1. Agree the Scrutiny Work Programme for the 2019/20 Municipal Year (up until December 2019 in the first instance);and
2. Agree that the Work Programme will be reviewed at quarterly intervals

48 Report on the Management of Recyclable Material in Rhondda Cynon Taf.

The Group Director Prosperity, Development and Frontline Services presented his report on the management of recyclable material in Rhondda Cynon Taf in conjunction with a Power Point presentation under the following headings:-

- Different Types of plastic
- What do we collect?
- What do we do with the material?
- What we are currently developing?
- BBC Documentary
- How many bags were found? & where they were found?
- My recent holiday
- Conclusion
- Any Questions

Following the classification of different plastics the Group Director explained how the local authority currently collects its plastic, how and where it recycles the materials it can collect. Members were assured that the local authority, where possible, will look to recycle the material locally, however as this is not always possible keeping the process within the UK market is a priority. For example, plastic films are sent to Cardiff Trident Park incinerator, PVC and rigid plastics are sent to a company in Neath. The rigid plastics are sorted into target types and are washed/shredded ready for sale to UK extrusion companies. It was confirmed however that the facility in Bryn Pica will soon be able to deal with rigid plastics at a local level.

The Group Director highlighted the recent recycling developments such as the new materials recovery facility, (MRF) which he confirmed Members would be able to visit once operational and the SBRI mattress facility which will now allow the local authority to recycle mattress material, formerly a difficult material to recycle.

The Group Director reminded Members of the recent BBC documentary, which aimed to highlight the 'potentially inappropriate' operating practices of accredited waste management companies. One empty recycling bag from this Authority was found within plastic waste from across the UK outside a town near the Malaysia capital of Kuala Lumpur. In response to the claim the Council has sought and received assurances from its UK waste processing contractors, all of whom are licensed, that the Council's waste has been properly processed.

Members of the Scrutiny Committee commented that empty recycling bags are used in a number of ways, in some cases taken on holidays by residents of RCT.

The Group Director assured Scrutiny that the Council is looking at ways in which it can reduce its use of plastic including at its many events held across the County Borough. He also confirmed that following the BBC documentary, the Municipal recycling figures have not been affected and in fact increased in the months following the airing of the BBC documentary.

Scrutiny discussed the importance of the Supermarkets leading the way by reducing their plastic packaging, particularly the single use plastics and improving their recycling labelling of plastic items for consumers. The Group Director confirmed that trials have been undertaken in some retail outlets in Pontypridd town with water refill points in an effort to reduce the sale of plastic water bottles. At this point, the Chair stressed that the issue of how the Council

is tackling its plastic waste would be addressed by the overarching Scrutiny Committee at a future meeting of the Overview & Scrutiny Committee.

The Chair also reminded Scrutiny that the work in relation to recycling in communal areas was nearing completion and a final report including appropriate recommendations would be forthcoming. He alluded to the recent recycling engagement day, held on the 3rd July which had been very successful, engaging residents of Rhydyfelin with food waste pledges, recycling competitions for children as well as door knocking and face to face contact with residents to discuss any barriers to recycling. The Chair wished to formally thank the Waste Services Strategic & Ops Officer for her involvement and Newydd Housing Association for their cooperation and engagement with RCT Officers in carrying out the work.

In conclusion it was **RESOLVED** to:-

1. Acknowledge the information contained within the Power Point presentation and accompanying report in relation to how the Council tackles its plastic recycling; and
2. Agree that the issue of how the Council tackles and recycles its plastic waste be further considered at a future meeting of the Overview & Scrutiny Committee;

49 Training

Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee were asked to consider any training needs for the municipal year 2019/20 which they consider would enable them to carry out their scrutiny role in a more effective way.

It was **RESOLVED** that Members receive training in respect of recycling contamination, and that consideration is given to the training being held in advance of the 5pm start of a future Committee.

This meeting closed at 5.50pm

**Cllr S Bradwick
Chairman**



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2019/2020

PUBLIC SERVICE DELIVERY, COMMUNITIES AND PROSPERITY SCRUTINY COMMITTEE

12th SEPTEMBER 2019

REPORT OF THE CABINET MEMBER FOR ENVIRONMENT, LEISURE & HERITAGE SERVICES

Author: Nigel Wheeler (Group Director – Prosperity, Development & Frontline Services). Tel: 01443 827364

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to provide Members with an update on the progress made in advancing the portfolio responsibilities of the Cabinet Member.

2.0 RECOMMENDATIONS

2.1 It is recommended that Members scrutinise the content of the report.

3.0 REASONS FOR RECOMMENDATIONS

3.1 To challenge any arising matters or issues with the relevant Cabinet Member and to ensure that the appropriate mechanisms are in place to effectively scrutinise the Executive.

4.0 BACKGROUND

4.1 On the 22nd January, 2018, the [Overview & Scrutiny Committee](#) considered a report regarding the engagement of the Executive at future Scrutiny Committees going forward.

4.2 At the meeting Members agreed to receive Cabinet Members at future Scrutiny meetings on a quarterly basis to present relevant information relating to their portfolio areas, alongside the relevant Director.

4.3 Such an approach will provide Scrutiny Members with the opportunity to further challenge the Executive, as the Cabinet Members can provide details (both verbal and written) relating to the potential challenges facing the services, as

well as the opportunities and policy changes currently being considered. This approach would allow each Cabinet Member the opportunity to update Scrutiny Members on the delivery of their respective areas of the Corporate Plan, reference Key Performance Indicators and important details of policies being considered for future decisions which are referenced for future business, or those which have been developed since the last publicised Work Programme.

5.0 WASTE SERVICES

5.1 We continue to be committed to increasing recycling levels and achieving the 70% recycling target set by Welsh Government for 2024/25. In 2018/19, we recycled, reused or composted 61.00% of our waste. The recycling target for 2019/20 set by Welsh Government is 64%, and our provisional recycling rate for Q1 is currently over 68%. RCT are currently exceeding this year's target and are close to achieving the future target of 70%.

5.2 We continue to raise awareness of recycling and encourage and support residents to recycle more. Earlier this year, Welsh Government supported and funded 'Everyone's Doing IT' a joint recycling campaign with six South East Wales Local Authorities. The campaign included the slogan 'Stop, Think, Recycle and encouraged residents to recycle as much as they can, particularly as more people across Wales are now choosing to recycle, and question those that are not. During February and March 2019, we worked with Ynysybwl residents to improve their recycling levels as part of this campaign, undertaking targeted engagement to positively influence recycling behaviours. The results achieved below demonstrate the impact of the campaign from the targeted awareness raising with Ynysybwl residents.

- 1,069 properties in Ynysybwl targeted as part of the campaign
- 157 more households now recycle correctly (31%)
- 119 households have positively increased their recycling habits
- 57 more households now recycle

5.3 In addition to the areas identified in the campaign above, we have also worked with and involved residents in other communities through face-to-face doorstep engagement, support and clear information on how to recycle, we have seen positive results.

5.4 We have also worked with primary schools across RCT to raise awareness of recycling through various recycling competitions including:

- **Easter egg packaging competition** – 45 Primary schools took part and collected 1.4 tonnes of packaging.
- **Christmas card competition** – 60 Primary schools took part, with approximately 4 tonnes of cards collected.
- **School uniform competition** – 29 Primary schools took part, 1.75 tonnes of uniform collected.
- **Battery competition** – 40 Primary schools took part, with 1.74 tonnes of batteries collected.

5.5 In July 2018 we celebrated the 10th annual 'Love where you Live' awards ceremony which recognised those residents that are involved and use inspirational activity in the community to help improve the local environment,

prevent environmental issues escalating and keep Rhondda Cynon Taf safe, clean and green. The award ceremony was held in July and entries continue to be of a very high standard.

5.6 We have progressed our plans for the Bryn Pica Eco Park Development with funding and outline planning arrangements now in place. Ground clearance investigations have been undertaken successfully for the first phase of the scheme and the strategic business case has been developed which includes the site design and building layout as agreed Cabinet in outline plans last year.

5.7 As part of the Budget Consultation process, residents have told us:

“This is a good idea. All recycling done on one site rather than hauling to external companies all over the country – carbon footprint reduction.”

“We’ve all got to do a lot more to recycle and protect the environment”.

5.8 The multi-million-pound Eco Park development will help turn more rubbish into a resource by collecting and re-using waste materials such as the heat and electrical energy produced on site. The scheme will also bring other benefits that the Eco Park will bring to residents, communities and businesses include:

- Interest from businesses to locate within the County Borough, taking advantage of cheap sustainable energy.
- Increased employment opportunities within Cynon Valley, for people with a range of skills.
- Using cheap sustainable (green) energy to facilitate the local economy.

5.9 A new MRF is currently being installed at Bryn Pica which will significantly improve the efficiency and effectiveness of the MRF operation which will contribute positively to the Council achieving Welsh Government’s recycling targets. The new technology deploys a series of processes to sort materials through technological process rather than manually “picking” different waste streams into their commodity types. The new equipment will

- Process in the region of 120 tonne per 10 hour shift;
- Reduce the manpower requirements substantially;
- Improve the recovery of recyclable materials (both quality and quantity);
- Reduce residual waste from the process with resultant lower disposal costs;
- Have a guaranteed useful life of at least 10 years;

6.0 STREET CLEANSING & GRASS CUTTING

6.1 The Street Cleansing service has made positive progress in recent years against a backdrop of austerity measures and the resultant budget pressures on local services. The service has taken a proactive approach to reviewing resource levels and working practices to ensure efficiencies and service changes are identified to provide value for money whilst continuing to improve service standards. The service remains focussed on keeping the cleanliness of our streets and highways at a high standard and has maintained a high level of performance last year.

- 6.2 97.6% of our streets were graded B and above (that is streets considered by members of the public to have an acceptable level of cleanliness). This is above the 2017-18 all Wales figure of 95.8%.
- 6.3 The amount of dog fouling and graffiti on our streets has decreased this year. The percentage presence of dog fouling decreased to below 15% dipping to 13.7% and graffiti remains below 5%.
- 6.4 There has been a decline in fly tipping incidents despite significant changes to Waste collection allowances (2 black bags / no side waste) which was introduced in June 2017. 96.94% fly tipping removed within 5 working days, 11th in Wales, above the Welsh average of 95.08%. Average number of days to remove fly tipping was 2.21 days exceeding the target of less than 5 days. 23.64% fly tipping incidents led to enforcement activity

Number fly tipping incidents:	
2013/14	3,399
2014/15	3,729
2015/16	3,746
2016/17	4,116
2017/18	3,591
2018/19	3,153

- 6.5 Dog fouling (internal data) Since PSPO team set up in November 2017 – issued 277 FPNs
- 6.6 2,521 Fixed Penalty Notices issued and 2,642 warning letters (for litter/waste/dog-fouling/fly-posting offences and incidents)
- 6.7 Review and improvements in Street Cleansing operational practices and schedules. The service is built on the experience and local knowledge of staff to target resources to maximise productivity and to provide a variety of work to the operational teams. This has resulted in changes to working practices including ‘working from home’, detailed reviews of cleansing and sweeping schedules. Focusing resources on street cleaning activities from Mondays to Wednesdays/Thursdays then undertaking more detailed cleansing work – removing detritus from kerblines, cutting overgrowth/weeds, to improve the overall street environment. This has provided the teams with greater pride and ownership of their areas by giving them the opportunity to select and suggest specific areas of concern. Town Centres remain a clear focus and improvements have been made with increased early morning sweeping and pressure washing.
- 6.8 Transferring grass cutting/overgrowth maintenance to Street Cleansing. The Street Cleansing service has developed into a ‘streetscene’ service by realigning other street services – highways grass cutting, overgrowth, enforcement, together with close coordination with other key related services namely Waste & Recycling and Highway Maintenance.
- 6.9 Tackling fly tipping with robust enforcement and response teams. The presence of fly tipping across the County Borough is a blight on the environment as well as having a negative impact on habitats and causing pollution. The Enforcement team investigates all incidents of fly-tipping and undertakes a

range of activities to try to raise awareness and take enforcement action to reduce the impact of fly-tipping. Actions include surveillance, patrols, visits to businesses, general clearance of fly tips, enforcement action through legal procedures. The changes in Waste collection limits to '2 black bags' or 'no side waste' has also required close monitoring, awareness and enforcement actions to be undertaken to minimise any potential increase in fly-tipping.

- 6.10 Tackling dog fouling. The presence of dog fouling has been a long-standing problem and following widespread public consultation and support has resulted in the introduction of a Public Spaces Protection Order from October 2017. In order to regulate the PSPO additional staff resources have been employed to patrol and enforce the rules around dog controls and dog fouling in all parts of the community (streets/parks/countryside routes/playgrounds/schools). The service has invested in awareness raising campaigns, provision of free dog bags, provision of over 300 new dog bins.
- 6.11 Community project working. The service has set up a Community Green Team to work jointly with community groups and schools and Keep Wales Tidy to transform or develop areas into outdoor facilities or pockets of land into community use. This encourages local schools and community groups to take ownership and get involved in maintaining areas once the initial 'kick start' is provided by the team. Examples of projects include :- log circles and seating areas for school children to enjoy outdoor features/gardens and to learn about planting and wildlife; creating spaces into allotment use and litter picking/fly tip clearance with groups

7.0 FACILITIES CLEANING

- 7.1 In 2018/2019 we have significantly invested £135,000 in the refurbishment of 2 more Public Conveniences situated in Talbot Green and Treorchy. In the refurbishment we needed to consider the product design, recommendations in building layout ensuring that we used high quality solid surface products that enabled end users to benefit from the most robust sanitary ware, eliminating many of the problems experienced by the use of conventional washroom materials/products. This durable sanitary ware is designed to normalise the washroom environment and coupled with their intelligent water management systems it offers significant water and energy savings giving us a comprehensive water control.
- 7.2 We have in total 18 Public Conveniences throughout Rhondda Cynon which we maintain together with 24 urinals. We have installed electronic opening and closing devices on the toilets so that we can control the opening and closing times by our computers or phones. This system has enabled us to close the toilets in emergency situations, spending more time cleaning the premises and less time on the road.
- 7.3 During 2018/2019 3 more schools made the decision to come in house with ourselves, they are Tonyrefail Community School which also consists of the Primary School, Cwmaman Primary and Llanhari Primary which added another £202,818.77 to our income.
- 7.4 We have worked with the Heads of the schools making sure that the cleaners were trained to British Institute of Cleaning Science and invested in the correct

machinery. We worked on the cleaning routines in the school and changed the way in which the cleaners had worked to ensure we had the correct productivity in place and that the school would be cleaned to a high standard. We monitor the cleaning on a regular basis and work with the Heads/Maintenance Officers, Cleaners and discuss daily problems that we face.

- 7.5 2018/2019 has been a challenging year for us with buildings being closed and new premises coming on. We work closely with Corporate Estates to ensure that we know in advance of any potential closures that might involve redundancies. If you can imagine it's like a massive jigsaw but regular meetings with Corporate enable us to discuss the possibility of moving cleaning staff to other areas and saving jobs.
- 7.6 Throughout 2018 /2019 RCTCBC facilities cleaning team have worked in partnership with Health and Social Care to improve the outcomes for service users experiencing challenges in the home environment as a result of substance mis-use, physical and mental ill health, frail, elderly and dementia. Our innovative project tackles poor home conditions that enable small works and aids and adaptations to progress allowing the service user to be released from hospital and return home with a package of care.
- 7.7 Our cleaning service team has a long history of working with Public Health and Community Services to tackle home conditions that require home sanitizing, removing bodily fluids, accumulated waste, foodstuff, infestations, hoarding and viruses.
- 7.8 The Wellbeing and Future Generations (Wales) Act 2015 aims to improve the social, economic, environmental and cultural well-being of Wales. Our service supports agencies to tackle self-harm and self-neglect thus working towards the wellbeing goals.
- 7.9 There is a growing problem across the country with hoarding, self-neglect and increasingly poor home conditions that require the intervention of public service. The cost to local authorities and individuals to address these issues can be expensive.
- 7.10 Our expert team is trained to British Institute of Science and our staff are trained to deliver certified training and are DBS checked to provide assurance to agencies that we have the skills to work with the most vulnerable in our communities.
- 7.11 We identified the ability to support other agencies and individuals in the community and started by advertising our services on the Council website. Demand and interest in our service has grown steadily and we developed working relationships with health and social care.
- 7.12 The service we provide is professional and we are respectful at all times that we are working in our clients home. We tailor our approach and services to meet their needs.

- 7.13 Some of the challenges we face include working with the threat of physical and verbal abuse especially when our client is experiencing poor mental health or dementia and we recognize that the situation can create stress for them.
- 7.14 Fundamentally our service has been built on the principles of “doing with” and not “doing for or to” our clients working to restore their dignity paving the way for longer term care and support packages to build their skills and capacity to achieve independent living
- 7.15 During 2018/2019 we have worked in the homes of clients enabling them to return home from hospital regaining the dignity and their independence. This is ongoing and sad to say the figures increase yearly.

8.0 FLEET

- 8.1 Being a support service to all council departments that utilise vehicles our main focus is in keeping the vehicles operational.
- 8.2 This year, in line with the cyclical fleet replacement programme we also put a particular emphasis on an attempt to reduce the overall fleet size by improving vehicle utilisation. At the same time ever mindful on improving our “green profile” in operating the latest in engineering design / more fuel efficient vehicles.
- 8.3 By working in collaboration with our vehicle end users, we were able to assist them in finalising their service reviews, resulting in improving their transportation needs by obtaining the most fit for purpose vehicles but at the same time reducing transport costs. As an example, the review within Community & Children’s Services was finalised and this saw an overall reduction in both the number of vehicles they operate and the total cost of providing that transport. The vehicles they now have also means that the service is to a large extent future proofed, and should be able to meet the ever changing demands of community support in both the children’s and adults areas over the coming years.
- 8.4 In terms of performance the service ended the year in an overall budget surplus position as far as the revenue budget goes. The funding for the fleet replacement comes from the capital budget allocated. This was closely managed and we took delivery of 72 new vehicles during the period April 2018 to March 2019. Some of these were the second line gritters in the Highways department which help to bolster the winter maintenance provision.
- 8.5 Improved MI systems has enabled the saving of one admin post. Two of the former full time posts are now covered by part time staff. All key performance indicators were met and we finished the year on green status.
- 8.6 Our relationship with VOSA and the DVSA continues in good form and we remain a double green operator in terms of the OCRS (The Operator Compliance Risk Score) that these government organisations use to monitor vehicle roadworthiness and compliance to legal standards in all vehicle operators.

- 8.7 Fleet size reduced overall by 6 vehicles, despite growth in some areas like recycling/waste collection due to both extending the green season and the use of dedicated vehicles for some waste streams and also the introduction of newer services like parking and littering enforcement
- 8.8 The % of fleet vehicles meeting the latest design standards in Carbon / NOX gas emissions (Euro 6 and/or sub 100g/km) rose from 39% of our fleet in April 2018 to 59% as of April 2019.
- 8.9 Driver licence checks have now been centralised in Fleet and this has led to better management overall with timely checks so reducing the risk of drivers being on the road with invalid licences
- 8.10 Challenges within the service that we met (and are still meeting)
- High sickness levels, especially in the vehicle workshop
 - Difficulty in recruiting fully qualified motor mechanics – there is a severe industry shortage
 - The change to Euro 6 and most recently Euro 6.2 has made vehicle maintenance more challenging. Better diagnostic equipment and extensive training is required. The need for external maintenance support has grown and continues to grow at the fast pace in line with these design changes.
 - Vehicle purchase prices are increasing, several times a year in the case of some manufacturers, When evaluating the costs of hire versus buy, we are now finding that in many cases the cost of buying and maintaining in house is far more costly than hiring the vehicles with maintenance carried out by the vehicle hire company. This year we moved the replacement of the large street sweeper vehicles from outright purchase to a long term hire (5 years) and savings calculated at over £30,000 are expected to materialise over the contract period.

9.0 HTS TRANSPORT

- 9.1 The Council advocates that the provision of an enhanced school transport service encourages school attendance and operates the largest and most generous school transport service in Wales.
- 9.2 In 2018/19, the service worked with 66 coach, minibuss and taxi contractors to operate 424 school routes, using 400 vehicles ranging from taxis to 70 seat coaches and specially adapted vehicles, as well as local bus season tickets, to provide transport for 12,007 learners each day, at a cost of £9,505,215 per annum.
- 11,118 mainstream learners to English medium, Welsh medium and faith schools and colleges at a cost of £6,290,297.
 - 889 learners with additional learning needs to units and other educational establishments at a cost of £3,214,918.
- 9.3 Being a frontline service, its delivery is high on the political agenda and discussed at the regular 1:1 meetings that the service's Directors have with the Leader of the Council, and at senior management briefings with the Cabinet Member for Environment, Leisure & Heritage Services. The Council publishes

its Learner Travel Policy, Information and Arrangements annually. It underpins the operational management of school transport service and its application has full Cabinet support.

- 9.4 The Policy shows how the Council exercises its discretionary powers under the Learner Travel (Wales) Measure 2008, and sets a clear strategic direction within the context of the statutory requirement. Embedded within, the associated operational guidance ensures that the Service's transport procurement and route planning strategies are clear, and applied consistently and equitably across the County Borough, so that anomalies in provision do not set a precedent to justify additional entitlement beyond the already very generous eligibility criteria.
- 9.5 The return to school in September is the focus for customer contact. The service made extensive use of press releases and social media, such as Website, Twitter and Facebook, to exchange information and keep users informed. Call centre scripting contains the most up to date detail taken from the Council's Learner Travel Policy, Information and Arrangements. "Transport Travel Packs" were issued to the incoming Year 7 pupils during transition visits to their new secondary schools, advising on safe travel, behaviour on school buses, the wearing of seatbelts, and the importance of carrying the bus pass at all times.
- 9.6 Enhanced proactive monitoring ensures that transport contractors deliver the required standard, with warnings or terminations being issued where appropriate. Contractors apply "No Pass No Travel" strictly to ensure that Comprehensive School learners travel on the correct buses. This has reduced unnecessary overcrowding, helped with vehicle and route scheduling, and has led to improved behaviour. The importance now attached by parents and learners to the school bus pass is emphasised as the replacement of lost bus passes accounted for 68% of the customer contact in July and August 2018.
- 9.7 The significant changes resulting from the mainstream school transport review and the retendering in the Rhondda to complement the 21st Century Schools investment attracted a higher level of public contact before the start of the 2018/19 academic year. The communication strategy made intensive use of the call centre for first responses, with self-service web based communications and customer transactions. This allowed the service to focus on the more complicated enquiries and released staff to spend more time on adding service value and reducing costs. Even so, 1,911 residents made school transport enquiries between July and September 2018 (53% of the total for 2018/19).
- 9.8 The high level of customer feedback helps to improve the operation and minimise ongoing complaints. An annual review of the customer interface, following the return to school in September, identified the causation factors for the remaining interaction and messages were refined and clarified in order to improve the ways in which the service communicates with parents/carers, pupils, schools and contractors, ensuring that business processes and service delivery remained effective and consistent.
- 9.9 An example of this was the introduction of an e-form used by parents of those children with additional learning needs who are entitled to free school transport to provide information about their child. It has helped the contractors to

understand each passenger's likes and dislikes, behavioural and medical needs, and specific requirements. This has had a positive impact on the journey experience to and from school for these vulnerable learners, ensuring that their service is tailored and better able to provide comfortable, safe and stress free transport.

- 9.10 Greater use of the Capita ONE Management Information System has streamlined the transfer of pupil data between the schools, the Admissions Team in Education and Lifelong Learning (ELL) and the Integrated Transport Unit (ITU). During the year, the development of additional specific transport reports has saved further time, eliminated the duplication of effort and removed the potential for data loss or corruption during transfer. With these routines embedded into the daily routine, efficiencies have been achieved efficiencies, reducing costs and improving service delivery standards.
- 9.11 With support from Corporate Finance, robust financial monitoring procedures have enabled effective budget monitoring and provided the information necessary to manage effectively a highly volatile and changeable service. Together with enhanced gate-keeping procedures that manage exceptional transport arrangements against a clearly defined policy, service creep has been contained enabling delivery well within the agreed budget for the tenth year running.
- 9.12 The school transport service is constantly changing to maximize its efficiency with amendments to routes every summer, such as undertaking the addition or removal of stops, to ensure proactive vehicle efficient scheduling. In the 2018/19 financial year, the service also benefitted in full from the more efficient vehicle utilisation under the Cynon mainstream retendering. There was also the part year impact of the Rhondda mainstream retendering. Published policies are refined annually to reflect operational practice, and the latest review removed eligibility anomalies across the Council from September 2018 to resolve historic cases of over-entitlement also had a financial benefit.
- 9.13 The three phase mainstream school transport re-tendering was completed in time for the return to school in September 2018. Amounting to £6,822,857 in 2016/17 before the project commenced (63.9% of the school transport service), full year savings of £1,031,306 (15.1%) have been achieved by adopting a strategic approach to contract award and management. This has maximised the use of 70 seat vehicles and the award of large multi vehicle contracts that link a number of routes together.
- 9.14 The highways network, and hence safe walking routes, is constantly evolving as a result of improvements such as new crossings, developments and road safety features. These changes can affect eligibility for free school transport and therefore it is prudent to review periodically the impact of such changes and update individual eligibility. The most recent review of the mainstream school transport provision, implemented from the start of the 2018/19 academic year, removed transport on 7 secondary school and 3 primary school routes at a full year saving of £207,400, as the routes were deemed available to be walked safely.
- 9.15 Against a backdrop of austerity measures, school transport services continued to meet performance and budget targets, and deliver an excellent service

standard. Benchmarking exercises with other Councils, learning from their best practice, has ensured positive progress and service performance that compares well with the other Welsh Councils.

- 9.16 The daily transport cost per pupil with additional learning needs in 2018/19 was £18.45, compared with £17.29 (5th in Wales) in 2017/18, when the Wales average was £22.12.
- 9.17 The daily transport cost per mainstream secondary school pupil in 2018/19 was £3.03, with the average load per mainstream school transport vehicle being 51. This compares with £3.27 (4th in Wales), with the average load per mainstream school transport vehicle being 48 (1st in Wales) in 2017/18, when the Wales average was £3.98, with an average load of 28.
- 9.18 The Council treats the Welsh Language no less favourably, and has reviewed and translated its standard letters for wide audiences. It offers parents the opportunity to communicate with the service in Welsh and keep records of the requests as part of the admissions process. No one has requested this service to date. Three staff within the Service have a working knowledge of spoken and written Welsh.
- 9.19 During 2018 the Service received 2 requests for correspondence through the medium on Welsh, and 2 telephone calls from residents wishing to converse in Welsh were handled through the Call Centre. Again, there were no complaints about the service's use of the Welsh Language during this period.
- 9.20 In 2018/19, transport to a Welsh Medium or Dual Language School was provided to 3,577 mainstream learners. This represents 32.2% of the total. An Equality Impact Assessment considered that the impact of the Learner Travel Policy, Information and Arrangements was substantially positive in its effects on the Welsh language community, provided it delivered the school transport consistently and equitably. The latest review ensured that this was the case and it removed the identified anomalies from September 2018.
- 9.21 The SEN transport provision is tailored to the individual needs of the learner by a specialist team within the Service, and reflects the physical make-up of the community, with 889 of the 12,007 transported learners (7.4%) having additional learning needs. Throughout the year, special training in autism and epilepsy awareness, first aid, and understanding and managing challenging behaviour was provided for further drivers and passenger assistants.
- 9.22 In 2018/19, school transport has been delivered and managed in the most effective and integrated manner through a legislatively compliant and planned procurement strategy that embraces the Council's policy for discretionary school transport. Moving forward, daily operations will seek to maximise efficient customer interface, balancing service delivery against expectations. It will also be important to ensure that that the momentum of savings achieved through operational efficiencies is earmarked against as a further period of the consequential pressures under the next 21st Century Schools initiative.

10.0 CPE & ENFORCEMENT

- 10.1 Following the demise of the former South Wales Police Traffic Warden service in December 2010, the CPE Service, a combined on and off-street parking enforcement service, was introduced by the Council in Rhondda Cynon Taf in August 2012. The Council currently employs 12 Civil Enforcement Officers (CEOs) with 2 Civil Enforcement Officer Team Leaders whom patrol RCT enforcing on-street Traffic Regulation Orders, (marked and / or signed traffic restrictions) and the Council's off-street car parks estate. They have the Authority to issue Penalty Charge Notices (PCNs) of up to £70 to any vehicle observed to be parking unlawfully.
- 10.2 The back-office PCN processing function is a vital part of the Service with many items of correspondence associated with the parking penalty enforcement process, (including responses to formal representations, DVLA queries and Traffic Enforcement Centre debt registrations), having legislative timescales to be adhered to.
- 10.3 In 2018-19 RCT became the Lead Authority of the South Wales Parking Group (SWPG) – a regional collaboration with Merthyr Tydfil CBC – for the processing of all PCNs issued across both Councils. Since assuming responsibility for the back-office PCN Processing function from Merthyr Tydfil CBC earlier in April 2018, the Council demonstrated the ability to successfully deliver this key service function on behalf of both Councils.
- 10.4 Additionally, during 2018-19, Councils in the former Gwent region, (Caerphilly CBC, Newport CC, Torfaen CBC, Monmouthshire CBC and Blaenau Gwent CBC), all resolved to apply for CPE powers across their individual County Boroughs; all expressed a desire for RCT to undertake such work on their behalf, thus expanding the SWPG.
- 10.5 The Council subsequently mentored each of the Councils listed above through the process of applying for CPE powers and all signed-up to an over-arching SLA with Council accordingly. From the commencement of the following year, 2019-20, all said Councils began their enforcement operations with RCT firmly established as a regional hub for PCN processing work.
- 10.6 A key role that the Civil Enforcement Officers (CEOs) undertake is in relation to dealing with complaints of vehicles parked on Keep Clear markings outside schools, on zig-zag lines approaching pedestrian crossings and in Clearways at bus stops, their physical presence prevents parking only whilst they are there. Once CEOs leave the area, indiscriminate parking re-occurs.
- 10.7 Following Cabinet approval to pursue a mobile camera parking enforcement solution in late 2017-18, in 2018-19 the Council successfully procured a new enforcement vehicle, which is fully equipped with an Automatic Number Plate Recognition (ANPR) camera, utilising cutting edge infra-red technology to capture clearly defined images of vehicles parking unlawfully outside our schools, in bus stops and on pedestrian crossings.
- 10.8 Officers spent the summer on 2018-19 mapping hundreds of Traffic Regulation Orders onto the vehicle's software system, undertaking remedial works on

those sets of restrictions that required additional signage or refreshed carriageway markings, and thoroughly testing enforcement schedules.

- 10.9 Having received formal approval from the Welsh Government, which permitted the Council to use a so-called “approved device” parking enforcement methodology, the Council started enforcing the restrictions detailed above from 3rd September 2018 to coincide with the start of the 2018-19 school year.
- 10.10 The Council currently provides high quality and well maintained car parking facilities in all our town centres providing over 2500 parking spaces (pay & display in Pontypridd and Aberdare).
- 10.11 All said parking facilities have the benefit of lighting and CCTV, and the Council provide around 180 disabled bays for which there is no charge.
- 10.12 The Council currently has over 40 designated on-street Residential Parking Zones. The administration of Permits to park in in such Zones is undertaken by the Parking Services department and approximately 3,000 Residential Parking Permits were issued in 2018-19.

11.0 COUNTRYSIDE & PUBLIC RIGHTS OF WAY

- 11.1 Continued development of the biodiversity grassland management programme using cut and collect technology, which in 2019 has seen the close and successful integration of working between the Streetcare and Countryside Departments. In support of the Council’s Biodiversity Duty.
- 11.2 The continued successful implementation of biodiversity grazing on Council owned land, and through integration of effort with the planning department, the delivery through planning agreements of an increasing number conservation grazing outputs on development sites. In support of the Council’s Biodiversity Duty. Through partnership work the continued delivery of the Heathy Hillside Project to prevent grass fires in RCT and deliver biodiversity outputs. In support of the Biodiversity Duty and RCT Community Safety Plan. As a partner with NPT CBC (lead) the successful securing of the ‘Lost Peatlands’ Heritage Lottery Funding to delivery habitat restoration and community involvement in and around the Pen y Cymoedd Windfarm scheme.
- 11.3 Over the last 6 months a start has been made on delivering the RCTCBC Tree Management System with mapping now complete and surveying of high risk areas has started. The section is still able to actively manage many of the 68 Key Countryside sites for public enjoyment and biodiversity additionally helping to contribute meaningfully to the Council’s Biodiversity duty.
- 11.4 The visitor centre at Barry Sidings Countryside Park has been successfully leased to a private individual who has developed the site with a thriving café and bike hub. Visitor numbers have never been higher.
- 11.5 RCTCBC Rights of Way Improvement Plan “Out & About Two” has been completed on time and ahead of many other Welsh Local Authorities. The delivery plan will now look to carry out necessary actions to maintain an effective Rights of Way service throughout the borough.

12.0 LEISURE

- 12.1 Over the course of the last 12 months the Council has continued to deliver on its significant investment at its leisure facilities.
- 12.2 The Ron Jones stadium and Danny Evans Stand officially opened to the public in October 2018 and has just completed its first season of operation which has been extremely popular with over 20'000 visitors . The track has attracted many regional and local athletic meets and has been very well utilised by Aberdare community school and many of the local schools for their sports days. The track has forged great links with Welsh Athletics who have held a number seminars, coaching courses and regional meets and only see their use increasing in future years. The completion of the track, stadium and stand has completed the full regeneration of the area providing the Aberdare area with unrivalled sports and exercise facilities.
- 12.3 In November 2018 the refurbishment of the changing facilities at Abercynon SC were completed. This also included the complete upgrading of the main pool hall from repainting of the pool tank, renewal of air handing and ventilation system and upgrade of the ceiling thereby future proofing the facility for many years to come, in a total investment of over £400k.
- 12.4 January 2019 saw the opening of the brand new fitness facilities and 4G pitches at Rhondda Fach Leisure Centre, both upgrades were complemented with refurbishment of their changing facilities and corridors, circulation and reception areas. The facilities has been extremely well received and very well utilised with membership and usage growing by over 50%. The new pitches now attract a great number of local clubs to train and play at the first indoor 4G pitch in the authority.
- 12.5 The Sobell Leisure Centre is about to commence the refurbishment of its gym facility, development of a stand-alone spin studio and installation of a new turnstiles. This work is due for completion by Oct 2019. Additional work will also be carried out to upgrade the pool changing facilities during December 2019 and undertake work on the main pool.
- 12.6 The development of Llys Cadwyn has continued in readiness for a facility handover in mid Feb 2020. The development of the gym and class studio is at an advanced stage and tenders will shortly be issued for the provision of fitness equipment.

13.0 PARKS AND OUTDOOR SPORTS FACILITIES

- 13.1 2019/20 is the second year of a 3 year investment programme into the Councils parks and outdoor sports facilities. In 2018/19 the programme concentrated on improvements to the general infrastructure (roads, paths, walls, fences etc.) with over £750K works completed across the County Borough. In 2019/20 these infrastructure works continue alongside badly needed drainage schemes on football and rugby pitches
- 13.2 The recent completion and opening of 3G facilities at YG Rhydywaun and Bryncelynog Comprehensive School takes the total number of outdoor 3G facilities delivered to 13 across the County Borough. The Council has recently

announced funding for the development of a 3G facility in the Treorchy area to deliver on the Local Authority's ambition of providing residents with access to a 3G facility within a 3 mile radius of their home, no matter where they live.

- 13.3 The Council ambition to provide athletics facilities in each of the three constituent areas of RCT is near completion. The new facilities at Bryn Celynnog Comprehensive School includes an outdoor athletics facility as part of the wider package. In the Rhondda, works are now underway to make improvements (£800k) to the playing field and athletics track at the King George V facility in Clydach Vale. Works include resurfacing the track with a new synthetic surface and the installation of new floodlights ensuring the facility can be used all year around. This facility is due to open in later in the year.

14.0 PLAY AREAS

- 14.1 Continuing with the improvement programme for children's play facilities remains a core commitment of the Council, and at the end of this financial year a further 17 playgrounds will have been upgraded and modernised. Since the commencement of the programme in 2015, 111 play areas will have benefited from nearly £4 million of investment. As well as investing in Children's playgrounds a further £200k was allocated this year for the improvements of Multi Use Games Areas (MUGA's) and skate parks. Funding has been used to colour coat and line mark the courts and plans are in place to renew a skate park which has reached the end of its life.

15.0 HERITAGE AND VISITOR ATTRACTIONS

- 15.1 Capital investment in 2016 has enabled Welsh Mining Experience to progress as an award winning tourist attraction gaining recognition from many accolades such as:
- Welsh Hospital Awards – Winner – Best Family Venue of the Year 2018
 - Welsh Hospitality Awards - Highly Commended Events Team 2018
 - Autism Friendly Award 2019
 - Welsh Government Award - Visitor Attraction Quality Assurance Service Award 2019
 - Dog Friendly Attraction 2019
 - Certificate of excellence from TripAdvisor 2019
 - Sandford Excellence in Education Award 2019
 - National Museum of Wales – Gained full accreditation for the first time in the sites history.
- 15.2 Sporting Heroes - Successful HLF application for – 18 month funded programme to introduce Heritage information boards within sporting changing rooms and facilities to celebrate the successes of local sporting Heroes from within the immediate communities.
- 15.3 In August 2019 the recently opened 'Coal Society' is the latest addition to the permanent exhibition spaces that tells the domestic story of life in the Rhondda from 1800's to the present day and is an accessible learning experience for all visitors incorporating the latest in touch screen interpretation.

- 15.4 2019 has also seen a major development to the education offer and with 10 new educational workshops providing Schools with an extended learning experience linked to the National Curriculum which resulted in the educational offer being recognised via the highly coveted Sandford Award.
- 15.5 WME achieved full Museum Accreditation award for the first time ever and also supported the Cynon Valley Museum Trust through successful re-application. Further to this, the Heritage Service based at WME have brought in around £53,000 worth of external funding for heritage projects and events as well as supporting community groups gain additional funding for their own heritage based projects and consultancy for the Insole Court Archive Group.
- 15.6 The Heritage service were invited to speak at the Welsh Federation Annual Conference and also gave a talk on International Women's Day at Pontypridd Museums and were also selected to feature in the Welsh Museum Advocacy Day at the Senydd in 2018 and again for 2019 later on this year and have curated and produced over 10 temporary exhibitions.
- 15.7 The Heritage Services first apprentice, Esta joined us in 2018, and has just been notified that she has been shortlisted for the WAG Apprenticeship Awards Cymru in the Tomorrows Talent award. Esta has been instrumental in re-developing WME's educational programme which has just been awarded the Sandford Award, a quality assured mark after a rigorous assessment and our Educational Outreach Officer, Kathrin has successfully been awarded a full bursary to attend the Group for Educators in Museums 2019 Conference worth over £400
- 15.8 The National Lido of Wales, Lido Ponty is Rhondda Cynon Taf County Borough Councils' number one tourist attraction. Since reopening in 2015 after refurbishment, it has gone from strength to strength welcoming in excess of 340,000 visitors with 164,000 being achieved within the last 2 seasons. This cements the fact that it always appears in the top ten places to visit in Wales.
- 15.9 The lido in the last 2 years has become an approved training centre for the Royal Lifesaving Society enabling Lifeguards to be trained to a high standard within the awarding body. Lifeguards who are trained at the Lido inevitable go on to work through the summer season with us.

16. EQUALITY AND DIVERSITY IMPLICATIONS

- 16.1 There are no negative or adverse equality or diversity implications associated with this report.

17. CONSULTATION

- 17.1 There are no consultation implications aligned to this report.

18. FINANCIAL IMPLICATION(S)

- 18.1 There are no financial implications associated with this report.

19. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

19.1 There are no legal implications associated with this report.

20. LINKS TO THE COUNCIL'S CORPORATE PLAN / OTHER CORPORATE PRIORITIES/SIP

20.1 Places – creating neighbourhoods where people are proud to live.

20.2 People – promoting independence and positive lives for everyone.

20.3 Economy – building a strong economy.

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

PUBLIC SERVICE DELIVERY, COMMUNITIES AND PROSPERITY SCRUTINY COMMITTEE

12th SEPTEMBER 2019

RECYCLING IN COMMUNAL AREAS; WORKING GROUP

REPORT OF THE DIRECTOR OF COMMUNICATIONS & DEMOCRATIC SERVICES.

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee with the findings of the Scrutiny Working Group, which was established to deal with 'Recycling in Communal Areas' following a [presentation](#) by the Group Director- Prosperity, Development & Frontline Services at its meeting held on the 27th of September 2018.

2. RECOMMENDATIONS

- 2.1 To receive the final report of the Scrutiny Working Group;
- 2.2 To consider the recommendations proposed by the work group; and if endorsed,
- 2.3 To refer the findings and agreed recommendations to the Council's Cabinet.

3. BACKGROUND

- 3.1 At the meeting of the Public Service Delivery, Communities & Prosperity Scrutiny Committee held on the 27th of September 2018, Scrutiny received a [presentation](#) in respect of Communal Area Recycling from the Group Director- Prosperity, Development & Frontline Services, who outlined the barriers facing the service area, particularly when collecting from bin collection points (BCP's) across the County Borough.
- 3.2 The Public Service Delivery, Communities & Prosperity Scrutiny Committee **resolved** to set up a Working Group, tasked with improving communal area recycling across RCT.
- 3.3 The Working Group Members comprised of County Borough Councillors S. Bradwick (Chair), T. Williams (Vice Chair), D. Owen-Jones, G. Hughes,

M. Weaver, W. Owen, W. Treeby, S. Pickering, G. Stacey and D. Grehan.

- 3.4 At its inaugural meeting on the 15th November 2018, the Scrutiny Working Group looked to establish two sub groups to oversee two specific programmes of work:-
- Recycling and the role of Social Landlords; and
 - Recycling Enforcement issues
- 3.5 At that meeting, nominations were also sought for each sub group. It was agreed that a nominated chair, with the support of a lead officer, would organise the sub group's activities.

4. FINAL REPORT OF THE SCRUTINY WORKING GROUP

- 4.1 Attached is the final report of the Working Group, which contains the findings and recommendations, following the review that was undertaken between November 2018 to July 2019.
- 4.2 The Working Group were informed of the current barriers facing the Council in respect of enforcement and that due to the transient nature of HMOs , licencing conditions can be difficult to monitor and enforce.
- 4.3 The Working Group also recognised that a formal agreement between Waste Services and Planning should be formed to improve designs at new housing developments and estates across RCT.
- 4.4 The overarching Working Group received and considered the interim report on enforcement issues and agreed that the enforcement recommendations be considered as part of a wider project involving the main housing providers in RCT, as can be seen in the recommendations contained in the attached report.
- 4.5 Officers from the Council's Waste Services department have been heavily involved in this process. Extensive research culminated in the roll out of a 'Community Engagement Day' in Rhydyfelin, as referenced in the attached report.
- 4.6 The Working Group are confident that the recommendations will go some way to improving the current situation with a positive impact for residents across the County Borough and for our future generations.

5. CONCLUSION

- 5.1 The review of the issues surrounding 'Recycling in Communal Areas' has culminated in the recommendations listed in the attached Working Group report, which will allow Members to form an evidenced based view on this important matter.

6. EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 Equality and diversity implications will be considered as part of the Working

Group's recommendations and any subsequent implementation arrangements.

7. CONSULTATION

- 7.1 A consultation was undertaken in partnership with Newydd Housing Association, as referenced in the attached report.

8. FINANCIAL AND RESOURCE IMPLICATIONS

- 8.1 Financial and resource implications will be considered as part of the Working Group's recommendations and any subsequent implementation arrangements

9. LINKS TO THE COUNCILS CORPORATE PLAN AND FUTURE GENERATIONS – SUSTAINABLE DEVELOPMENT

- 9.1 The proposals in this report are consistent with the priorities of the Council's Corporate Plan, in particular "Place – creating neighbourhoods where people are proud to live and work".
- 9.2 The outputs of the Strategy will also assist the Council contribute to the Wellbeing goals that 'The Wellbeing of Future Generations (Wales) Act 2015' has put in place:-
- A prosperous Wales
 - A resilient Wales
 - A Wales of cohesive communities
 - A globally responsible Wales.

**LOCAL GOVERNMENT ACT 1972
as amended by**

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
Public Service Delivery, Communities & Prosperity Scrutiny Committee**

Recycling In Communal Areas Working Group Report.

**REPORT OF THE DIRECTOR OF COMMUNICATIONS AND DEMOCRATIC
SERVICES.**

12th September 2019.

Contact Officer: Sarah Handy (Graduate Scrutiny Research Officer) Tel No:- (01443) 424099.

GWEITHGOR
AILGYLCHU

RECYCLING
WORKING
GROUP



Adroddiad y Gweithgor Craffu
Report of the Scrutiny Working Group



RHONDDA CYNON TAF

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FOREWORD



From the very start, the Public Service Delivery, Communities & Prosperity Scrutiny Committee recognised the importance and responsibility that came with this scrutiny review. Back in 2018, as part of our committee work programme we had identified the need to consider in depth the issues caused by communal recycling areas for the wider environment of the communities we as Councillors represent. The committee received a [presentation](#) from the Group Director - Prosperity, Development & Frontline Services in respect of 'Communal Area Recycling', which highlighted the number of barriers faced by waste services, particularly when collecting from bin collection points (BCP's) across the County Borough.

With these barriers in mind, and in order for the Council to meet its statutory recycling target of 70% by 2024/25, the Committee agreed to create a Working Group to assist in taking forward a Communal area recycling strategy, with the view to developing recommendations for consideration by the Council's Cabinet.

When we began our work last November, we could not have anticipated the frustrations this matter sometimes causes. In conjunction with this, recycling is a key priority for the Council and it is hoped that through the findings of this Working Group and our subsequent sixteen recommendations we can help make a difference.

That said, as a Working Group, we are conscious that in this current financial climate, there will always need to be a balance between practical solutions and additional financial resources when the Cabinet consider any scrutiny recommendations; we recognise that the Council already prioritises the continued improvement of recycling across the County Borough. This has made our work even more relevant and we have consulted with many stakeholders along the way to ensure we conducted our research in a thorough and proper manner to provide recommendations, which we believe will make a positive and tangible difference to recycling performance in RCT for the Cabinet to consider.

Our thanks goes to the six major housing providers that assisted us with our research, with particular reference to Newydd Housing Association, who worked with the Council's streetcare services to set up a pilot and form a unique partnership to tackle the issues in Rhydyfelin, culminating in a positive '[Rhyd Recycling Rescue](#)' event, which allowed us to engage with residents young and old, to tackle this important issue. Such engagement has been valuable to us as a Working Group to assist in ensuring our findings and recommendations were sustainable, fit for purpose and help make a real difference to the communities for all its residents, with a positive impact for the Council too. Early reports suggest that there has already been an improvement in the Rhydyfelin area and long may this continue. Following the success of the trial in Rhydyfelin, it is hoped that further pilot schemes will be rolled out across the County Borough.

I would like to thank all Members of the Working Group and Officers for their diligence, dedication, passion and valuable input into this Working Group review over the last 9 months. I am also grateful to my Vice- Chair, County Borough Councillor T. Williams, for chairing the Enforcement Sub Group. I would like to place on record my personal thanks to Sarah Handy and Julia Nicholls, our dedicated Scrutiny Officers, for all their hard work and dedication. Special thanks also goes to Nicola Jones, the Waste Services Strategic & Ops Officer, for her outstanding commitment, hard work and support.

As a group, we are confident that our findings and recommendations will improve the current situation with a positive impact for residents of the County Borough and for our future generations with a positive environmental impact through increased recycling and awareness.

County Borough Councillor S. Bradwick

Chair

MEMBERSHIP

The Working Group comprised of the following Members of the Public Service Delivery, Communities & Prosperity Scrutiny Committee:-



Cllr S. Bradwick (Chair)



Cllr T. Williams (Vice-Chair)



Cllr D. Owen-Jones



Cllr G. Hughes



Cllr M. Weaver



Cllr W. Owen



Cllr W. Treeby



Cllr S. Pickering



Cllr G. Stacey



Cllr D. Grehan

TERMS OF REFERENCE AND METHODOLOGY

1. Introduction

- 1.1 The Scrutiny Working Group was established as a result of a [presentation](#) that was provided to the Public Service Delivery, Communities & Prosperity Scrutiny Committee on the 27th of September 2018.
- 1.2 Members of the Committee were asked to consider how Waste Services could meet the Council's statutory recycling target of 70% by 2024/25 and to determine the feasibility of the Council's long-term waste management strategy.
- 1.3 On the 27th of September 2018, the Public Service Delivery, Communities & Prosperity Scrutiny Committee **resolved** to set up a Working Group, tasked with improving communal area recycling across RCT.

2 Terms of Reference and methodology

- 2.1 At its inaugural meeting on the 15th of November 2018, the following key points were incorporated into the terms of reference:-

That the working group consider:-

- The Strategic Approach taken to understand the issue of recycling in communal areas across the County Borough;
- Current policy and practice within Rhondda Cynon Taf in respect of recycling in communal areas and the options available to mitigate the impact of contamination within these areas;
- The extent to which the options and approaches available are deployed currently and their relative effectiveness;
- The emerging issues concerning recycling in communal areas, with particular reference to the role of social housing landlords;
- The impact contamination in communal areas has on the overall municipal recycling targets;
- The impact of the Council's residual waste policy upon recycling in communal areas;
- How to improve the service for residents of communal housing;
- The development of a Service Level Agreement between the Local Authority and Social Landlords;
- Planning guidance for refuse and recycling provision in future developments; and,
- Making appropriate recommendations.

How will this be done:-

- Review the current position in relation to collection methods and arrangements for communal areas across the County Borough;
- Understand the financial Incentives available to the Authority;
- Understand the Enforcement Powers available to the Authority and the policies and practices that apply to their current use;
- Consider the activity and performance information related to the various approaches available and review their relative effectiveness;
- Consider the emerging issues which may be of impact with particular reference to the role of social housing landlords across the County Borough;
- Establish the views of residents in relation to the challenges and current issues associated with recycling in communal areas; and,
- Consider other 'Good Practice' schemes / case studies/ approaches within other Local Authorities

Potential Stakeholders:-

- Council Officers (Streetcare Services/Highways/Planning/Enforcement);
- Residents;
- Social Housing Landlords; and,
- Local Members

Where will this be done:-

- Meetings at Council offices;
- Site Visits/Accompany Streetcare Services Staff on their recycling collections;
- Meetings out in the community

2.2 The Working Group of the Public Service Delivery, Communities & Prosperity Scrutiny Committee undertook scrutiny of 'Recycling in Communal Areas' over a 9 month period between November 2018 and July 2019.

2.3 An [interim report](#) was presented to the Cabinet on the 9th April 2019 and it was **resolved** ([Minute No 141 refers](#)):-

i.To acknowledge the Interim report of the Scrutiny Working Group;

ii.That a community recycling engagement event is held at one of the following areas, which have been identified as areas of poor recycling and high levels of black bag waste, in partnership with the Social Housing Landlords and the Council's Streetcare Services team:-

- Rhydyfelin;

iii.To consider progressing an appropriate pilot scheme in one of the above areas, such as the coloured refuse bags scheme/ or the 'Red/Amber/Green' letter scheme;

iv.To direct the Council's legal department to undertake meetings with the Housing Associations in respect of data sharing and/or Service Level Agreements; and,

v.That Waste Services are consulted on major planning applications, as appropriate.

2.4 In view of the decision taken by the Cabinet, the Working Group undertook preparatory work in respect of a 'Community Engagement Day' in Rhydyfelin.

3. BACKGROUND

- 3.1 At the meeting of the Public Service Delivery, Communities & Prosperity Scrutiny Committee held on the 27th of September 2018, Scrutiny received a [presentation](#) in respect of Communal Area Recycling from the Group Director- Prosperity, Development & Frontline Services, who outlined the barriers facing the service area, particularly when collecting from bin collection points (BCP's) across the County Borough.
- 3.2 In order to meet the Council's statutory recycling target of 70% by 2024/25, the Council needs to implement various changes to its collection methods and targeting communal areas could mean the Council captures material that is more recyclable and in turn increase its percentages.
- 3.3 Scrutiny learned that the key issues for consideration in respect of the communal area recycling are lack of ownership, the inability to identify offenders of contamination and the potential for becoming magnets for fly tipping. The Group Director advised the Committee that for all residents to comply with the waste allowances and guidelines, those areas of concern would need to be reviewed and potentially a long term waste strategy would need to be taken forward.
- 3.4 The Working Group Members comprised of County Borough Councillors S. Bradwick (Chair), T. Williams (Vice Chair), D. Owen-Jones, G. Hughes, M. Weaver, W. Owen, W. Treeby, S. Pickering, G. Stacey and D. Grehan.
- 3.5 At its inaugural meeting on the 15th November 2018, the Scrutiny Working Group looked to establish two sub groups to oversee two specific programmes of work:-
- (i) Recycling and the role of Social Landlords; and
 - (ii) Recycling Enforcement issues
- 3.6 At that meeting, nominations were also sought for each sub group. It was agreed that a nominated chair, with the support of a lead officer, would organise the sub group's activities.
- 3.7 The Social Landlords Sub Group comprised of County Borough Councillors S. Bradwick (Chair), D. Owen-Jones, G. Hughes, M. Weaver and W. Owen respectively.
- 3.8 The Enforcement Sub Group comprised of County Borough Councillors T. Williams (Acting Chair of the Enforcement Sub Group), W. Treeby, S. Pickering, G. Stacey and D. Grehan respectively.

4. LICENCING IN HMOs AND COMMUNAL AREA RECYCLING

- 4.1 On the 13th December 2018, the Head of Public Protection advised the Social Landlords Sub Group in respect of the relationship between Houses in Multiple Occupations (HMOs) and communal area recycling.
- 4.2 The Working Group were informed of the current barriers facing the Council in respect of enforcement and that due to the transient nature of HMOs , licencing conditions can be difficult to monitor and enforce.

➤ Outcome:

- 4.3 The Working Group recognised that extra staff resources are needed to manage HMOs and to enforce licencing conditions across the County Borough. Members agreed to submit this recommendation to the Executive and concluded that extra resources would benefit the residents of RCT by ensuring that licencing conditions are adhered to, thereby creating a cleaner and safer environment for the service users across the County Borough.

5. PLANNING AND WASTE SERVICES (JOINT WORKING)

- 5.1 On the 24th of January 2019, the Social Landlords Sub Group considered how the Planning department could assist the Council to improve waste management across the County Borough.
- 5.2 The Working Group recognised that a formal agreement between Waste Services and Planning should be formed to improve designs at new housing Developments and estates across RCT.

➤ Outcomes:

- 5.3 Waste Services and Planning have now agreed an improved way of communicating to ensure large, new housing developments consider waste management as a key factor at design stages and use the knowledge of Waste employees during consultation periods.
- 5.4 Waste now receive formal notification from Planning on developments of 10+ dwellings. Waste have the opportunity to view the plans and meet the contractors if serious concerns are raised; for example, if bin collection points are not accessible. The plans are emailed to the recycling department where they are sent to the Area Manager for comment.
- 5.5 Waste Services need to make responses in all cases even where no collection concerns are apparent.
- 5.6 Members of the Working Group agreed that recommendations in respect of joint working should form a part of the Working Group's final recommendations to the Executive. It was recognised that improvements in respect of waste management in new housing estates would benefit the residents of RCT by creating neighbourhoods where people are proud to live and work.

6. SUB GROUP - ENFORCEMENT

- 6.1 The Enforcement Sub Group concluded its work on the 21st February 2019 and made recommendations to the overarching Scrutiny Working Group, as set out in Appendix 1 of this report.
- 6.2 The overarching Working Group received and considered the interim report on enforcement issues and agreed that the enforcement recommendations be considered as part of a wider project involving the main housing providers in RCT.

7. SUB GROUP – SOCIAL LANDLORDS

7.1 Initial desktop research was undertaken to evaluate the current procedures in place in respect of communal area recycling across the UK and beyond. These findings were used to formulate lines of enquiry with other Local Authorities and Social Housing providers across the County Borough.

7.2 On the 7th February 2019, the Social Landlords Sub Group held one to one meetings with the six major housing providers across the County Borough:-

- Trivallis;
- Newydd Housing;
- Cynon Housing;
- Rhondda Housing;
- Wales & West; and,
- Hafod Housing.

7.3 Some themes were common throughout the meetings but it was apparent that each site had individual problems that could not be tackled with the 'same brush'.

7.4 The Sub Group requested a list of the communal bin collection points that presented waste management concerns. The report indicated that 9 out of the 12 streets on the list were in one small area managed by Newydd Housing. The area in Rhydfelin consisting of 615 properties is represented by County Borough Councillor Webber. This area is made up mainly of Newydd properties but there are also privately owned households and Trivallis properties.

7.5 Following consideration, the Sub Group agreed to submit an [interim report](#) to the Cabinet. On the 9th April 2019, the Cabinet **resolved** by [Minute Number 141](#) that the Scrutiny Working Group would hold a 'Community Engagement Day' in the Rhydfelin ward.

7.6 Newydd agreed to work in partnership on the trial and further meetings took place to discuss the way forward. RCT officers and Newydd agreed to ascertain residents views on waste management and to see what the Council could do to assist residents with recycling more efficiently. Newydd informed RCT officers that increased fly tipping is also extremely concerning in this area.

7.7 The Sub Group and Newydd therefore agreed to hold an engagement day on the 3rd July that was agreed and supported by Councillor Webber and the Chair of the Working Group. The event was called 'Rhyd Recycle Rescue'. Throughout June 2019, Waste officers also undertook an analysis of black bag waste in Shakespeare Rise (a large communal bin collection point) and found that single use plastic was the most common item being disposed of by residents in this area.

8 COMMUNITY ENGAGEMENT DAY – 'RHYD RECYCLE RESCUE'

8.1 Following a number of preparatory meetings in respect of the Community Engagement day, it was agreed that a short questionnaire would be presented to residents on their opinions of recycling in the local area in the morning of the event, followed by advice / guidance and any necessary equipment to help residents going forward. To increase engagement children's activities/competitions were held in the afternoon. Residents were also asked to sign a 'food pledge', as set out in Appendix 2 of the report, where each resident was asked to pledge their support to recycle food waste and improve their recycling habits. Research conducted by the Scrutiny Working Group has shown that this approach had been successful in other Local Authorities, which the group hoped to replicate

- 8.2 Members of the Working Group attended the event as well as Councillor Crimmings, the Cabinet Member for Environment, Leisure & Heritage Services and Councillor Webber, the Cabinet Member for Council Business and the Rhydyfelin Central Ward Member. Representatives from the other five major Housing Associations were also in attendance. The event was also heavily supported by RCT officers and members of staff from Newydd.
- 8.3 The questionnaire was also available online to residents and Newydd offered a prize of an Amazon Echo to a resident who completed the questionnaire, which was selected at random. A successful 146 responses were received.
- 8.4 The results were compiled by RCT's Consultation team (as attached at Appendix 3 of this report) and found that:-
- 97% of residents said that they do dry recycling;
 - 76% of residents said that they recycle food every week;
 - 1% of residents said that they never recycle; and,
 - 17% of residents admitted that they never recycle food.
- 8.5 Although the above feedback was extremely beneficial to gauge the opinions and conduct of residents in respect of recycling, there were however concerns that these figures may be 'ambiguous' :-
- contamination in recycling bags is very high in this area and food recycling is very rare. It was interesting that Waste Services only deliver 50 rolls of recycling bags to the local shop a week whereas 68% said that this is where they collect bags from; and,
 - It was also interesting that 24% of residents said that they would recycle more/better if they had better access to recycling bags. The statistics are therefore contradicting.
- 8.6 The Consultation team received many comments that food is not recycled because there are no food bins. Waste Services therefore acted upon this information and delivered 36 food bins and a stock of bins and bags to 'The Hub' within the area. (The Hub acts as a HQ for Newydd in Rhydyfelin where residents attend inductions and for drop in advice on any personal matters.)
- 8.7 It was noted by Members that the design of the estate can make waste management quite difficult. For example, one resident with mobility problems explained that she lives alone and cannot climb a series of steps 3 times with different streams of waste (bins, recycling and food). It was therefore easier for this resident to put everything in one bag and ask a neighbour to help once a fortnight.
- 8.8 There were also some common misinformation themes arising from the event:
- residents thought recycling and food was collected fortnightly at the same time as the bins; and,
 - 20% of the residents thought that the recycling rules are 'sometimes difficult, confusing or awkward'. The rest commented that it was 'easy'.
- 8.9 The questionnaire also asked how bulky items are disposed of following Newydd's concerns about fly tipping:

- 83% of residents said that they would use Council Services (bulky waste collection, HWRC's);
- A worrying 12% of residents admitted that they would use a 'rag and bone man' or 'leave it on the highway';

8.10 The Working Group and representatives held activities for local children in the afternoon. They firstly played 'Catch a Fly Tipper' with materials provided by 'Fly Tipping Action for Wales'. The children then entered an art competition to design signs for the bin storage areas and local community, as set out in Appendix 4 of this report. The art competition categories were to design signage for:-

- Dry Recycling;
- Food Recycling;
- Nappy Recycling;
- Black Bag Waste;
- Stop Dog Fouling; and,
- Stop Fly Tipping

8.11 There were three winners announced in the afternoon, who each won a six- week family pass to the Lido in Pontypridd, sponsored by RCT leisure. Approximately twenty children attended the afternoon event and they appeared to have strong views in respect of stopping dog fouling in their local community. RCT and Newydd officers attempted to establish a promotional day at the three local schools, however, due to end of term activities the schools were not able to accommodate any further events, which may have resulted in better attendance.

8.12 The Working Group would like to thank Newydd Housing Association for their dedication to the engagement day and for their commitment to working in partnership with RCT to address the issues.

8.13 A further benefit to the engagement day was that the Housing Associations had the opportunity to discuss their own operational matters and issues, which resulted in a working partnership between Trivallis and Newydd. For example, the neighbourhood officers from both Newydd and Trivallis will shortly begin shadowing each other to share/gain further experience.

8.14 It was also interesting to note that the groups received several comments from residents regarding how 'refreshing' it was to see Newydd and RCT working together.

The 'Rhyd Recycling Rescue' Event – Capturing the day:-

The following photographs were taken throughout the day:-









RECOMMENDATIONS

The following recommendations were formed by the Working Group based on the research undertaken by the Scrutiny Working Group and feedback from the Community Engagement Day.

The recommendations were approved by the Working Group at its final meeting on the 25th of July 2019:-

1. To continue progressing with the theme of 'Rhyd Recycle Rescue' in the trial area of Rhydyfelin where by residents are encouraged to want to take ownership and change their recycling habits;
2. Direct the Council's legal department to establish the suitability of data sharing and/or Service Level Agreements and to act upon it as appropriate; to consider establishing a formal agreement between RCT officers and Social Housing Landlords to meet formally on a regular basis;
3. That Waste Services continue to be consulted on major planning applications, as appropriate and that Waste Services are consulted with prior to any new residents taking occupancy;
4. To research and review any alternatives to collecting bulky items to address the fly tipping concerns in Rhydyfelin;
5. To research and review if recycling participation improves by delivering recycling bags to every resident in the trial area, for example, an agreed allocation of bags every quarter;
6. To provide social landlords with equipment for their inductions, for example, food bins, recycling bags and leaflets, as and when required;
7. To review the locations for the current BCP's in Rhydyfelin and distribute letters to residents to remind them as to where their BCP is and the consequences of disposing their waste at another site and to consider similar trials in other areas;
8. To review the signage and the design of BCP's and the style/size of bins required;
9. To use in-cab technology to identify recycling habits and trends, such as 'WEBASPX' to identify properties that require further awareness/enforcement;
10. To consider assisted collections to residents with mobility issues; ;
11. To consider developing a formal arrangement between all schools across the County Borough and Waste Services to raise awareness on the importance of recycling efficiently and disposing waste appropriately;
12. The development of an appropriate pilot scheme in Rhydyfelin, such as coloured refuse bags or the 'Red/Amber/Green' letter scheme and to use 'WEBASPX' to identify properties/areas of concern; a project plan will be developed to outline

the timescales for identification of the trial areas, a communication timeline, a 'go live' date, follow up consultation and monitoring;

13. To consider progressing with the 'Hackney Bin trial' in Rhydyfelin and if recycling quality improves to consider a roll out into other areas across the County Borough;
14. That further investigation is given to the option of using CCTV at communal bin collection points as a deterrent to disposing of contaminated recycling, excess black bags and bulky items;
15. That successful prosecutions in respect of those residents who continuously refuse to recycle should be promoted and publicised by appropriate means to act as a deterrent to other residents; and,
16. That an extra two enforcement officers are provided within the Waste Service department to meet and enhance the needs of the service. In doing so, [the group acknowledges](#) the possible revenue implications to the Council, [yet for the reasons and benefits outlined within the report, it is recommended that such resources are additionally funded to prevent any detriment to the service area.](#)

CONCLUSION AND OUTCOMES

The Working Group were asked to consider how Waste Services could meet the Council's statutory recycling target of 70% by 2024/25 and to determine the feasibility of the Council's long-term waste management strategy.

The Working Group acknowledged the procedures that were already in place in respect of communal area recycling and considered how to improve upon them.

The recommendations listed in this report have been formed as a result of the work undertaken by the Scrutiny Working Group, tasked with improving communal area recycling across RCT. Members of the Scrutiny Working Group are confident that the findings and recommendations will assist the Council to improve waste management across the County Borough, which will further assist the Council in achieving the recycling targets statutory required. Many are short term and immediate actions, which can be implemented, whilst others are longer- term developments for progressing the Council's waste management strategy. The Working Group recognised that the Council will need to balance the areas identified against the wider priorities of the Council and its medium term financial planning.

Members of the Working Group agreed that implementing the recommendations have the potential to deliver a positive outcome with the Council capturing more material that is recyclable and in turn increase its percentages, which the working group believe should continue to be a key priority for the Council.

The Work Group believe that the proposals in this report are consistent with the priorities of the Council's Corporate Plan, in particular "Place – creating neighbourhoods where people are proud to live and work":-

- Rhondda Cynon Taf's local environment will be clean and attractive; and,
- Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents.

These proposals are also consistent with the Well-being Goals under the Wellbeing of Future Generations (Wales) Act 2015 and will achieve the following positive outcomes for the residents of RCT:-

- A healthier Wales – a society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood; and,
- A Wales of cohesive communities – attractive, viable, safe and well-connected communities.

The Working Group has identified 16 Recommendations for the Executive to consider and take forward. The group believe that these recommendations will further strengthen the services provided for the benefit of residents and the future of Rhondda Cynon Taf.

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****MUNICIPAL YEAR 2018-19****REPORT OF THE DIRECTOR OF COMMUNICATIONS AND INTERIM HEAD OF
DEMOCRATIC SERVICES****RECYCLING IN COMMUNAL AREAS- SUB GROUP (ENFORCEMENT)****1. PURPOSE OF THE REPORT**

The purpose of this report is to provide Members of the Sub Group (Social Landlords) with the findings of the Scrutiny Sub Group which was established to deal with 'Enforcement' issues.

2. RECOMMENDATION

- 2.1 It is recommended that Members consider the proposals of the Enforcement Sub Group as set out at paragraph 9.

3. BACKGROUND

- 3.1 At its meeting held on the 27th September 2018, Scrutiny received a presentation in respect of Communal Area Recycling from the Director, Highways & Streetcare Services who outlined the barriers facing the service areas particularly when collecting from bin collection points (BCP's) across the County Borough. In order to meet the Council's statutory recycling targets, 70% by 2024/2025, the Council needs to implement various changes to its collection methods and targeting communal areas could mean the Council captures more recyclable material and in turn increase its percentages whilst ensuring high levels of customer satisfaction with the waste collections.
- 3.2 Scrutiny learned that the key issues for consideration in respect of the communal area recycling are lack of ownership, the inability to identify offenders of contamination and the potential for the areas to become magnets for fly tipping. The Director advised that for all residents to comply with the waste allowances and guidelines, those areas of concern would need to be reviewed and potentially a long term waste strategy could be set up.

- 3.3 Following consideration of the report Scrutiny resolved to establish a Working Group to consider the issues in greater detail, particularly the enforcement approaches available to the Council and whether partnerships can be improved. At the inaugural meeting of the Scrutiny Working Group held on the 15th November 2018 it was decided that due to the large remit of the Scrutiny Working Group it would be more beneficial to establish two Sub Working Groups to oversee two specific programmes of work i.e :-
- Recycling and the role of Social Landlords
 - Recycling enforcement issues
- 3.2 It was proposed that the two sub groups would progress simultaneously and report their respective findings and draft recommendations to the Scrutiny Working Group, as a whole, at the end of their review.

4. **ENFORCEMENT**

- 4.1 Members of the enforcement sub group included Councillors T Williams (Chair), D Grehan, S Pickering, G Stacey and W Treeby and in total met on three occasions, i.e 29th November 2018, 13th December 2018 and the 21st February 2019. At its inaugural meeting the Working Group were appraised of the Council's current enforcement powers when tackling problem communal areas and learned that the key legislation used for dealing with waste on land is Section 46 of the Environmental Protection Act 1990.
- 4.2 As a commitment to reducing the number of contaminated bags and side waste in communal areas the service areas have identified a process to follow which was highlighted to members who requested an overview of the current enforcement powers available to the Council so they could understand the current process for dealing with problem communal areas. Currently the enforcement teams have processes in place to address contaminated recycling bags, bags left out on the highway or too many bags. They can sticker bags so that residents can be identified and approached with a view to officers raising awareness with the residents.
- 4.3 In the past the Council had no powers to tackle residents who were unwilling to participate in the Council's recycling scheme but in conjunction with Welsh Government and all Welsh Councils, there are ways in which these issues can be addressed under Section 46 of the Environmental Protection Act (EPA) which allows a waste authority to specify what may/may not be placed in any specified container, by way of notice. As such, the local authority may inform a resident that they cannot place recyclable material within their residual bin/bag.
- 4.4 If the Notice is breached and the residents fail to comply with any of the requirements set out in the schedule (which is set out in the form of an accompanying letter), residents can be issued with a £100 Fixed Penalty Notice (FPN). The Council has always maintained that enforcement is a tool which can be used as a last resort and when all other avenues have been exhausted.

5. **OTHER LOCAL AUTHORITIES**

- 5.1 Members of the Sub Group received information on how other Welsh Local Authorities deal with the issue of communal bin area recycling, which presented them with an array of different responses. Of those that provided a response, Cardiff City Council, Blaenau Gwent CBC, Caerphilly CBC, Neath Port Talbot CBC and Carmarthenshire CBC, most agreed that this is a challenging area to address and to enforce as it is often impossible to identify those residents who are not engaging with the recycling scheme or to identify where the contaminants have come from.
- 5.2 Two of those that responded indicated that they had/were in the process of removing the collection points completely in favour of near-entrance collection facilities. This had been undertaken in conjunction with waste wardens on site to deliver guidance and support and to date seems to have been a successful pilot. One of the Local Authorities had operated a waste amnesty which had given their residents the opportunity to dispose of any unwanted items.
- 5.3 In all cases where the Local Authorities had responded, they were keen to exchange examples of good practice.

6. **PILOT SCHEME**

- 6.1 During their review it emerged that the main concern for enforcement is the inability to identify those responsible for contaminating their waste, those residents exceeding their 2 black bag allowance per fortnight on a regular basis and those who generally do not take part in the Council's recycling schemes. It became evident that investigating the content of the bags to identify those responsible is a drain on the service area resources and officer time and often with little success.
- 6.2 Members were keen to progress the idea of an appropriate pilot scheme such as coloured refuse bags or similar which would overcome the issue of identifying those who are not engaging in the service. As such, the responsibility would ultimately rest with the individual resident. This system would enable Enforcement Officers to easily identify any culprits of contamination and take any necessary action.
- 6.3 The Working Group acknowledged that in order to roll out an appropriate pilot scheme to an identified area would also require sufficient information and support for all the residents within the communal building. It was proposed by the Working Group that:-
- a) Any pilot scheme should be properly managed - door to door canvassing of residents is an effective method of delivering equipment and communication messages to ensure that residents understand what the scheme is and how to use it correctly but can be resource intensive;
 - b) Training and information to internal team members, who will be

the front line for resident enquiries, should be available to allow for better communication with householders.

7. JOINT WORKING

- 7.1 During the course of the review the Working Group was keen to meet with officers from other service areas to understand how the work of waste enforcement is undertaken and how the different strands of work come together. In the first instance Members received the Pollution & Public Health Manager who outlined the work of his team, how they deal with waste on private land and cases of fly-tipping on open land which are often referred to the team by the Streetcare Enforcement Officers. It was evident that the Pollution & Public Health team and Streetcare Services have undertaken discussions as to how the two service areas can pool resources to assist in improving recycling rates and address the problems posed by recycling in communal areas.
- 7.2 The Working Group also met with an Officer from Streetcare Services to discuss the real issues facing the staff on the ground in respect of barriers to participation in recycling within communal areas.
- 7.3 Members identified the importance of service areas working well with each other, with the wider public and Elected Members and recognised the importance of good communication.

8. CCTV

- 8.1 The Working Group considered the option of potentially using CCTV as a tool in tackling the problems faced by the local authority in communal areas. The Working Group learned that there are a number of cameras in use by the local authority to help deter crime, detect crime and use the evidence in court proceedings. It can also assist the local authority in its enforcement and regulatory functions within the areas covered. The CCTV activity adheres to the Rhondda Cynon Taf County Borough Council public space surveillance CCTV Scheme.
- 8.2 The Group discussed the advantages and disadvantages of using CCTV as a tool to enforce against those residents who refuse to engage in the municipal recycling scheme and those who fly tip. Issues considered included the legal framework, setting up and maintaining the suitable surveillance systems, costs involved which cover appropriate signage and staff resources to review the evidence and take relevant enforcement action.
- 8.3 Some Members considered that Fixed Penalty Notices were more effective as a deterrent but felt that there need to be a bigger push in publicising those that have been successfully prosecuted via local papers, the Council's newsletters, Council website and even to local radio and that every means possible should be used to publicise the successes.

9. **PROPOSALS**

9.1 The Working Group found the matter of enforcement to be of value to the overall work of the wider Scrutiny Working Group established to consider recycling in communal areas. The following are proposals which can be evaluated and reviewed when the work of the Scrutiny Working Group has been concluded.

9.2 The Scrutiny Working Group is asked to consider the following proposals:

1. The development of an appropriate pilot scheme, such as coloured refuse bags; a project plan will be developed to outline the timescales for identification of the trial areas, a communication timeline, a 'go live' date, follow up consultation and monitoring;
2. That further investigation is given to the option of CCTV as a deterrent in overcoming repeat contamination in recycling;
3. That successful prosecutions in respect of those residents who continuously refuse to recycle should be promoted and publicised by appropriate means to act as a deterrent to other residents; and
4. That communication is improved between the individual service areas in respect of recycling, street waste and particularly recycling in communal areas so that all departments are working towards a common vision and goal.

10. **EQUALITY AND DIVERSITY IMPLICATIONS**

10.1 Equality and diversity implications will be considered as part of the Working Group's recommendations and any subsequent implementation arrangements

11. **CONSULTATION**

11.1 There are no consultation implications arising, as yet, from this report.

12. **FINANCIAL AND RESOURCE IMPLICATIONS**

12.1 Financial and resource implications will be considered as part of the Working Group's recommendations and any subsequent implementation arrangements

13. **LINKS TO THE COUNCILS CORPORATE PLAN AND FUTURE GENERATIONS – SUSTAINABLE DEVELOPMENT**

13.1 The proposals in this report are consistent with the priorities of the Council's Corporate Plan, in particular "*Place – creating neighbourhoods where people are proud to live and work*":

- *Rhondda Cynon Taf's local environment will be clean and attractive...*
- *Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents...*

13.2 These proposals are also consistent with the Well-being Goals under the Wellbeing of Future Generations (Wales) Act 2015:

- *A healthier Wales – a society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.*
- *A Wales of cohesive communities – attractive, viable, safe and well connected communities.*

LOCAL GOVERNMENT ACT, 1972
as amended by
THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
COUNCIL

List of Background Papers

Report of the Director Legal & Democratic Services
Item – Recycling in Communal Areas Working Group Report

Freestanding Matter

Recycling just ONE caddy FULL of food waste,
can create enough energy to power your TV for ONE hour!
Are you up for the Food Waste Recycling Challenge?



I OF
(NAME) (STREET NAME)

PLEDGE TO:

Recycle ALL my left over food waste
Use my NEW Caddy and FREE food waste bags,
Use the CORRECT bin at the bin collection point.

Thank you for pledging your support to recycle your food waste and improve your recycling habits by correctly using bin collection points.

SMALL actions make a HUGE difference - Over 80% of RCT residents 'SAY' they recycle their food waste and last year we collected over 11,000 tonnes, which was converted to power around 1000 homes - that's almost double the properties taking part in the "Rhyd" Recycle Rescue".

follow us



RCT and Newydd Housing Association aim to keep you updated on how 'Rhyd' Recycling Rescue is recycling food.

Did you know? You can order ALL the tools you need and get handy tips and information on-line at www.rctcbc.gov.uk/recycling.



Rhydfelin Recycling Rescue Survey

APPENDIX 3

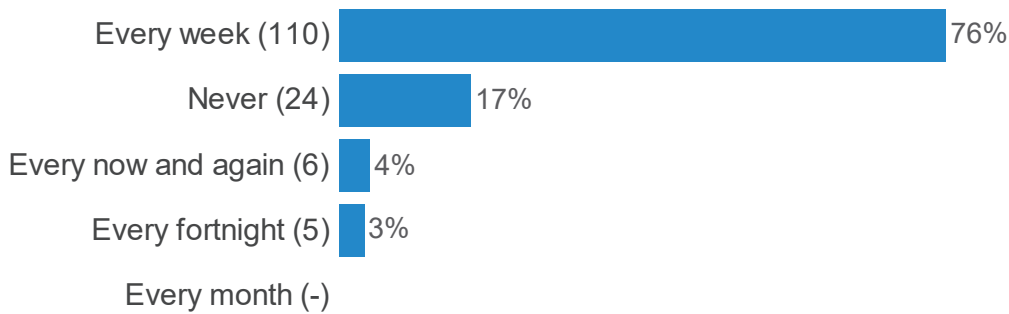
This report was generated on 09/07/19. Overall 146 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

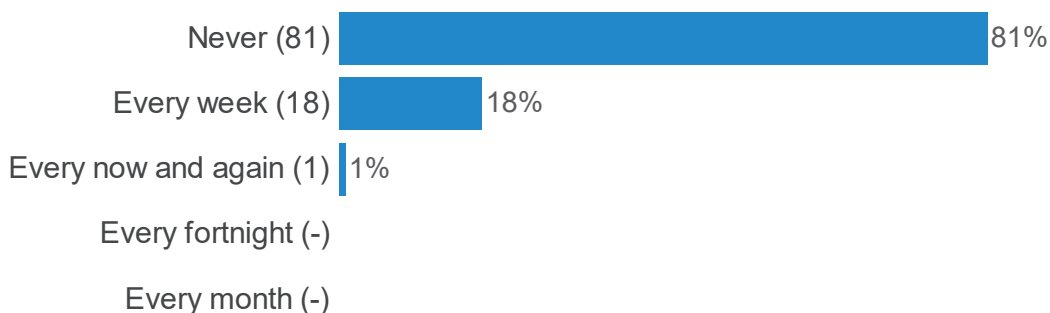
How often do you recycle? (Dry items (Plastic/Cans/Paper/Tins))



How often do you recycle? (Food)



How often do you recycle? (AHP - Nappies/Incontinent Pads (if required))



Is there a reason why you do not recycle dry items every week?

Not many items so not worth it
As I put out my recycle every two weeks same as my bins
Too much going on

What can the Council do to help you recycle dry items every week?

Nothing

Is there a reason why you do not recycle food every week?

Because it's only recycled once a fortnight by the council
it takes that long to fill the bin
No
Not many items lives on her own
As put out same time as my bin being empty

What can the Council do to help you recycle food every week?

Offer food recycling every week

Is there a reason why you do not recycle food regularly?

Haven't got a bin	Dogs
On own	Don't have a food bin
Haven't got a bin	Food bin required

What can the Council do to help you recycle food more regularly?

Providing a bin	Nothing
No	Deliver food bin
Give me a bin	Deliver food bin

Is there a reason why you do not recycle AHP (Nappies/Incontinent Pads) regularly?

Don't use them

What can the Council do to help you recycle AHP (Nappies/Incontinent Pads) more regularly?

Nothing

Is there a reason why you do not recycle dry items?

Too busy,

What can the Council do to help you recycle dry items?

N/a

Is there a reason why you do not recycle food?

Smell etc

Don't know

Didn't know it could be

No bin

Eat all the food

Dont have that much waste only peelings

No bin

Only 2 of us here and cats have the rest

Dont like it hanging about on side

No bins

Due the heat it attracts flies and in turn maggots and I also don't have a good recycling bin

The bin gets into a right state before pickup and I don't think there is a collection for it in my area.

No bin but requested

No food waste

No bin

Lives alone so doesnt waste much

No large food bin

Bins got stolen

Needs a new food bin as stolen

No food bin

Haven't got a food bin

Not much waste but has agreed to have one dek Livered

No bins

What can the Council do to help you recycle food?

- Provide bin
- Provide bin
- Provide bin.
- Provide bin
- N/a
- Dont know
- Give bin
- No, weve got food bins
- Nothing really dont think i would
- Supply bin
- Supply a free recycling bin
- Make people more aware of how and when to do it, also make the pick up more often.
- Supply a new bin
- Deliver bin
- Bins to be delivered today
- Provide large food bin but communal area makes it hard because others put wrong thing in bins
- New bins to be delivered
- Provide a bin
- Provide a food bin
- Provide bin
- Bins being delivered today

Is there a reason why you do not recycle AHP (Nappies/Incontinent Pads)?

- Dont have enough now and again with grandson
- Na
- Not needed
- N/a
- No children
- Na
- N/a
- No children
- Na
- N/a
- N/a
- N/a
- No babies
- N/a
- N/a
- Stopped doing it as clyncial waste. Have a colostomy bag so cantt have collection anyway. Gets in general waste now.
- N/a

Is there a reason why you do not recycle AHP (Nappies/Incontinent Pads)?

N/a

N/a

I do not have a baby and I am not incontinent

Dont use nappies

Don't have any

Don't use nappies or incontinent pads

Don't need to

No babies

N/A

They are not used in my property

We have no-one in our household that uses them

Don't use them

No need too

I don't use them

Do not use them

I did not know they can be recycled and do not know where they would need to go.

No need

No children

Na

No children

No bin

Not needed

NA

Don't need to

No babies

Haven't got a nappy bin

Not used

Na

Don't use them

Not used

Not used

Regular grandchildren

Not used

Never started

Not used

Don't use nappies

Not used

Not used

Not used

Not used

Not used

Rhydfelin Recycling Rescue Survey

Is there a reason why you do not recycle AHP (Nappies/Incontinent Pads)?

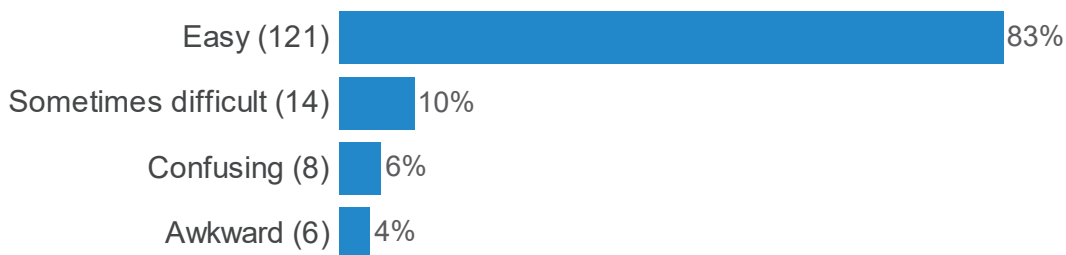
Not used

Not used

What can the Council do to help you recycle AHP (Nappies/Incontinent Pads)?

Dont know dont use service	Nothing
Na	Be more I informative
Not applicable	None
N/a	Provide bin and bags
N/a	Nothing
Na	NA
N/a	Not sure
N/a	If I had to use I would
Na	Deliver a nappy bin and bags
N/a	Nothing
N/a	Na
N/a	Nothing
N/a	Nothing
N/a	Nothing
N/a	Give me advice will look on line
Start a collection for colostomy bags	Nothing
N/a	Provide bags
N/a	Nothing
N/a	Nothing
Nothing	Nothing
No	Nothing
Don't use nappies or incontinent pads	Nothing
More information on nappy recycling	Nothing
N/A	Nothing
Nothing	Nothing

Do you think recycling in RCT is?



Please provide comments for your answer above:

Simple. Cant put everything in one bad

Cant recycle moving house cardboard bags

But large items difficult. Couldnt get rid of sofa. Couldnt get hold of number to call

Compared to Essex lots of different boxes.

Needs to be more clearer

Not enough room to store bags

Simple like putting things in black bagp

My daughter takes bags up and they go

Separate bins for rubbish

Steps to carry bags

Anything laid out for you. Send a magazine telling you what should or shouldn't put out

Chuck in bag and away

Just case of being organised, i have different bins for things.

You get the bags, know what to put items in and come every week

Not well organised

Know what you've got to do. It's simple.

It's simple to put waste in a recycling bag

My food bins are stolen all the time and I think it would be better if we were provided with separate bins for paper, tins and plastic making it easier to sort through the recyclable goods.

Just put recycling things in the bags provided by RCT.council.

As I live in flats with communal bins, it was very easy for someone to contaminate the bins for recycling with standard household waste.

Very straightforward when compared to other parts of the country

Can be confusing at times as to what you can and can't recycle

It is, can't be any easier

Very straight forward common sense really

If you mistakenly put something in the bag that's not recyclable, the sticker just notes that it contains contaminated waste and does not specify what is considered contaminated with a threat of a fine. This is completely unsatisfactory as you are not aware of what that person on the day considers to be classed as contaminated in order to not make the same mistake.

There is a lack of information to people who do not use the internet or know who to ask.

Bags provided

With bins easy without bins confusing

Hard to monitor with kids

Mixed recycling is allowed so easier than other areas

They pick up regular

Mixed recycling makes it easier

Plastic recycling

Unsure on some items

Sticker on bag that was contaminated was informative - more could be done with clothes

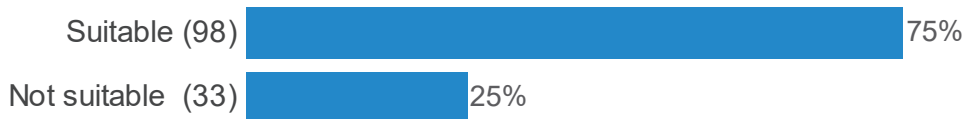
Less rubbish to go to the tip

Dont understand why people dont recycle

Please provide comments for your answer above:

- What plastic can be recycled
- Collected every week
- Bags are easy
- Recycling plant close by
- Knowing what can be taken
- Easy to put it in one bag
- Because I have to take bins down steps
- Far too much waste is created from packaging and variety of different packaging Guys on the truck are good. Sometimes stuff is left on the street though Need a dog waste bins and street bins in area Separation of items at a household level should be required
- But collection point is an issue as we have to walk 50 metres and also down steps and we're 80
- As so easy to
- Sticker was left advising it was contaminated but no explanation as to why
- Easy in general
- Can be messy have separate bags in different areas

Do you think the area where bins are stored is?



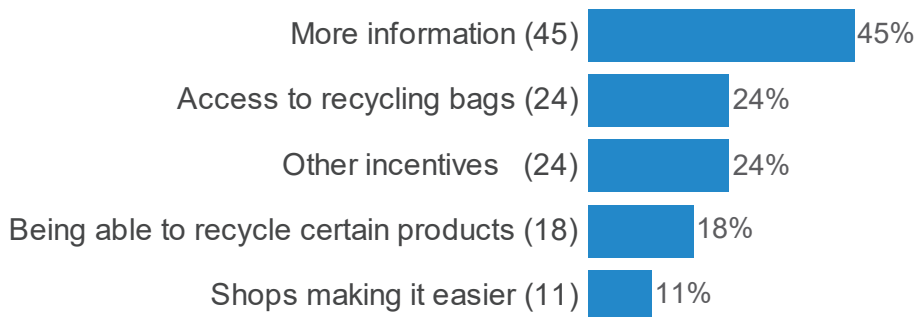
Please tell us why it is not suitable:

- Block pavements
- At the top, rubbish from down road, people kick bins, animals etc
- Na
- Cats
- Having to carry up steps
- Must carry bags to the road up steps
- Could do with bin shed
- Badly designed
- Badly designed , not clear
- Got to leave it on the road. Would be good to have somewhere to put bin
- It is on a patch of grass outside someone's house - not very hygenic
- All waste and recycling is just left in a big pile at the top of the public path
- Food waste bins are very small
- The communal area where we leave our rubbish is shared between nine houses so can look horrendous on rubbish day. There is so much rubbish obstructing the pavement
- The waste is dumped in the parking bays and sometimes left if it's deemed contaminated making the street an eyesore and quite frankly disgusting
- Because they are put next to cars, and the recycling van has hit cars

Please tell us why it is not suitable:

- Property downstairs
- It is too far away from the house and i have totake my bins down steps to the collection point
- Letters due to other tenants dumping waste
- Bags only no bins
- Recycle bin or storage area needed
- Hasto be taken to the end of the row of houses
- Seagulls get to three food bags and rubbish
- Steps to reach pavement difficult for elderly
- Other people abuse the area like fridge been dumped
- Awkward because wheelchair user
- Other people in area abusing the system
- Should be a clearly identified area - maybe 1 big bin for all recycling bags. Fly tipping also takes place at collection point
- Something needs to be put in place for recycling bags as they end up everywhere the next morning
- Up too many steps
- Should have a more enclosed area Bins go missing

What would make you recycle more or recycle better?



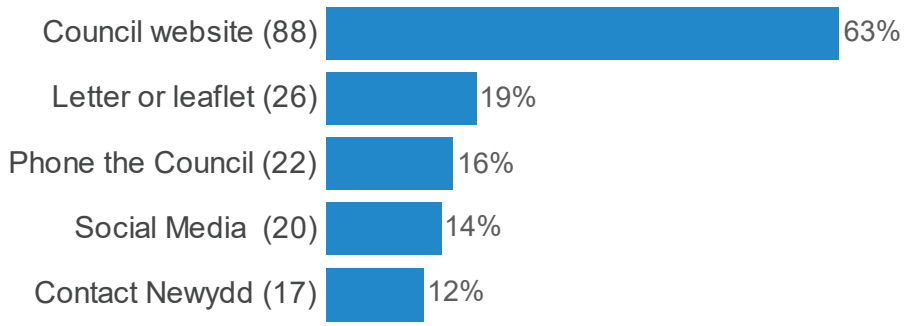
Other incentives - Please tell us your ideas?

- None of above its simple
- Batteries
- N/a
- Nothing getting into habit
- Separate bin
- Its fine
- Laziness. School education
- Its ok as it is
- Bins in shops ie nappy
- Location of bins up steps as disabled
- N/a
- Fine as is

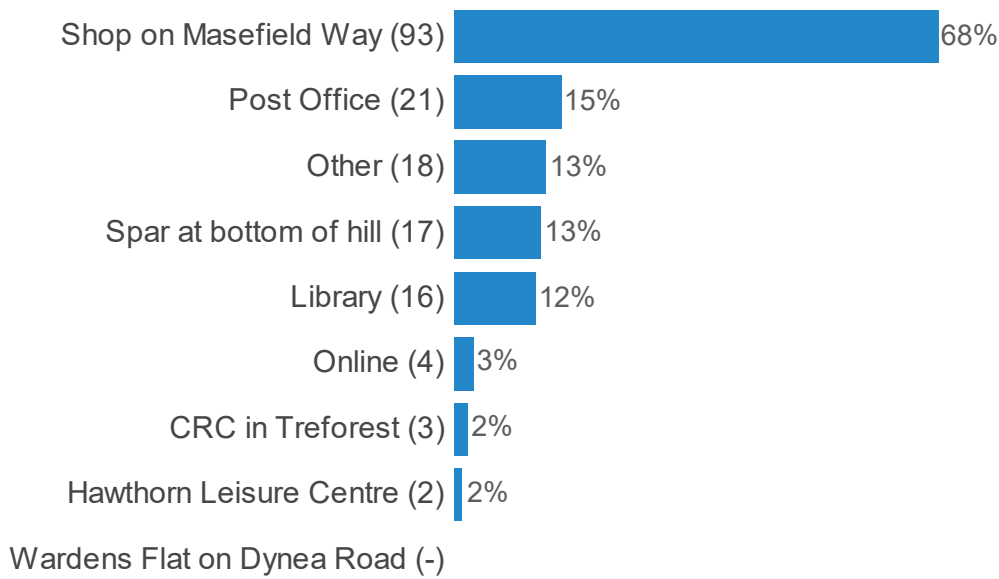
Other incentives - Please tell us your ideas?

- _____ Dont find it hard
- _____ Easy as is can recycle anything
- _____ Deliver bags to me.
- _____ Nothing in particular
- _____ Having separate things to sort out the recycling
- _____ Monetary incentives for recycling well
- _____ Recycling food wrapping and dog waste and female hygiene products
- _____ None
- _____ Supply bins
- _____ A food waste bin
- _____ Nappy bin and delivery of all bags
- _____ Items are dumped due to special collection charge
- _____ Recycling boxes/bins instead of bags
- _____ More bins for plastics etc or a community recycling skip
- _____ more bags needed for family of 5 has 2 food waste bins
- _____ Information should be more easily readable
- _____ Dragging bins to collection point
- _____ Cat waste
- _____ no problems
- _____ Better quality, bigger bags

Where would you look to find out more information about recycling and waste?



Where do you get your recycling bags from?

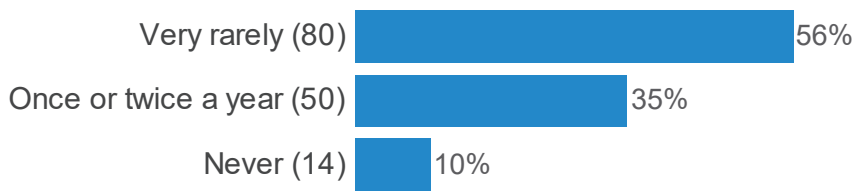


Other- Please tell us where:

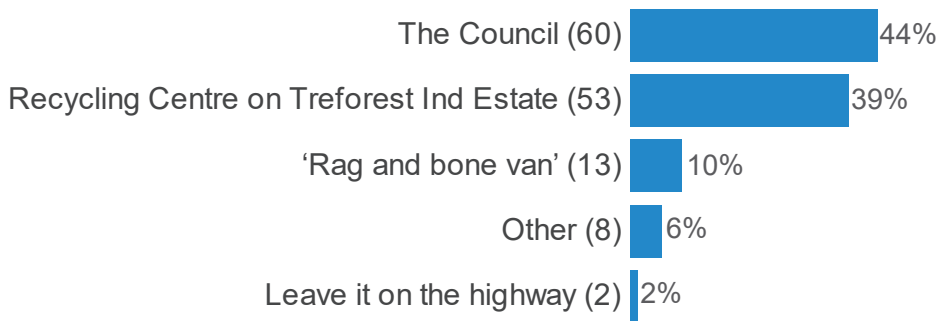
- 15 elm street valleys kids
- One for all
- N/a
- Community centre
- Elm street community hub
- Daughter pic up from shop. I used to go out to lorries but dont carry them anymore
- Valleys kids
- I work in Navigation Park
- Bin men
- Relative from RCT
- Valleys kids office
- Anywhere Im passing or neighbour /friend gets them for me
- When i put bins out i ask for them
- Collection crews
- Shop
- Off the lorry
- Father in law delivers them
- Any shop
- Bin men
- Off the collection trucks
- Relative
- Community centre

Rhydfelin Recycling Rescue Survey

How often do you need to dispose of bulky items? e.g. mattress, sofa, fridge etc



How do you get rid of bulky items?



Other- Please tell us how:

- _____ All of the first 3 above
- _____ Ask dad to transport
- _____ Shops take old items away
- _____ Ring Newydd
- _____ Skip
- _____ Paid the council but cannot get it up steps to the pavement not eligible for assisted collection
- _____ Don't know
- _____ Skip
- _____ Charity
- _____ Fly tip
- _____ Collection every Friday by black truck with white fern
- _____ Have to leave outside as unsure how to arrange collection
- _____ Newydd picked it up when I asked them after about 2 weeks. Took carpet bit by bit to bin collection point after council picked it up itook more

Would you like to be entered into the prize draw to win an Amazon Echo? This prize has been provided by Newydd Housing.



Black bag waste

Black bag waste amount is

Throw away bags!
Not fags!

increasing,
animals are decreasing

Help out!
Without doubt!

Waste is a key thing in today's society as

Recycling is a fantastic part of our world as it is keeping it in place. Helping us keep a stable health in a mental and physical way.

if people aren't helping, the world will be in the state that's irreversible

Throwing nappies away could also ruin the environment

CLEAN UP!

Help out!
and throw out!



STINKY!

PLEASE RECYCLE

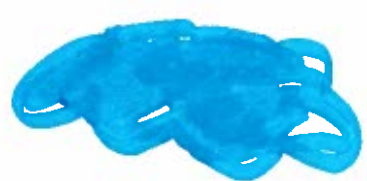
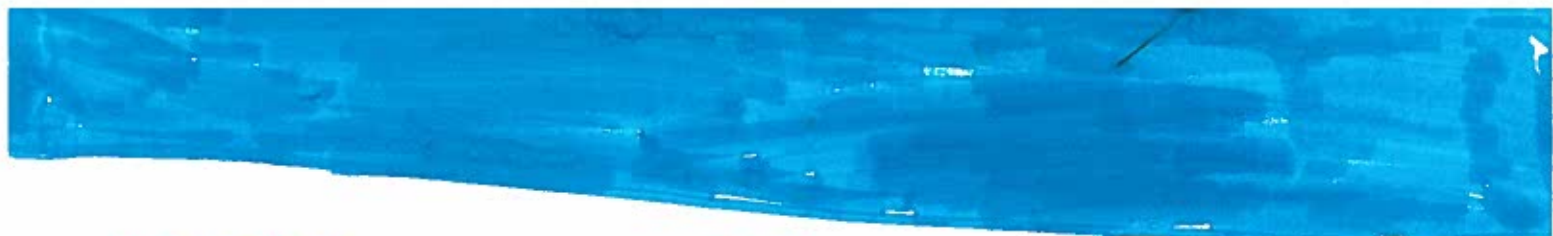
Carol
rd.

Keep the public clean by picking up your dog foul.

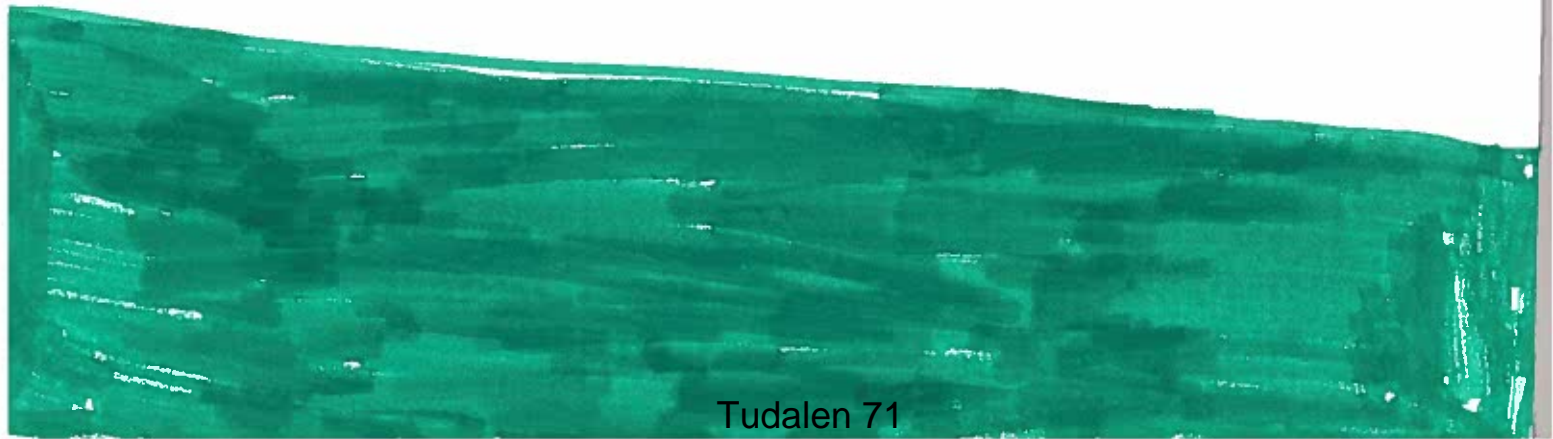
Callum Davies

Age 13

75 Wordsworth
Gardens.



~~NO FLY
TIPPING~~



Jessica Morgan

Age 13

Address 13 Tony - Fein.

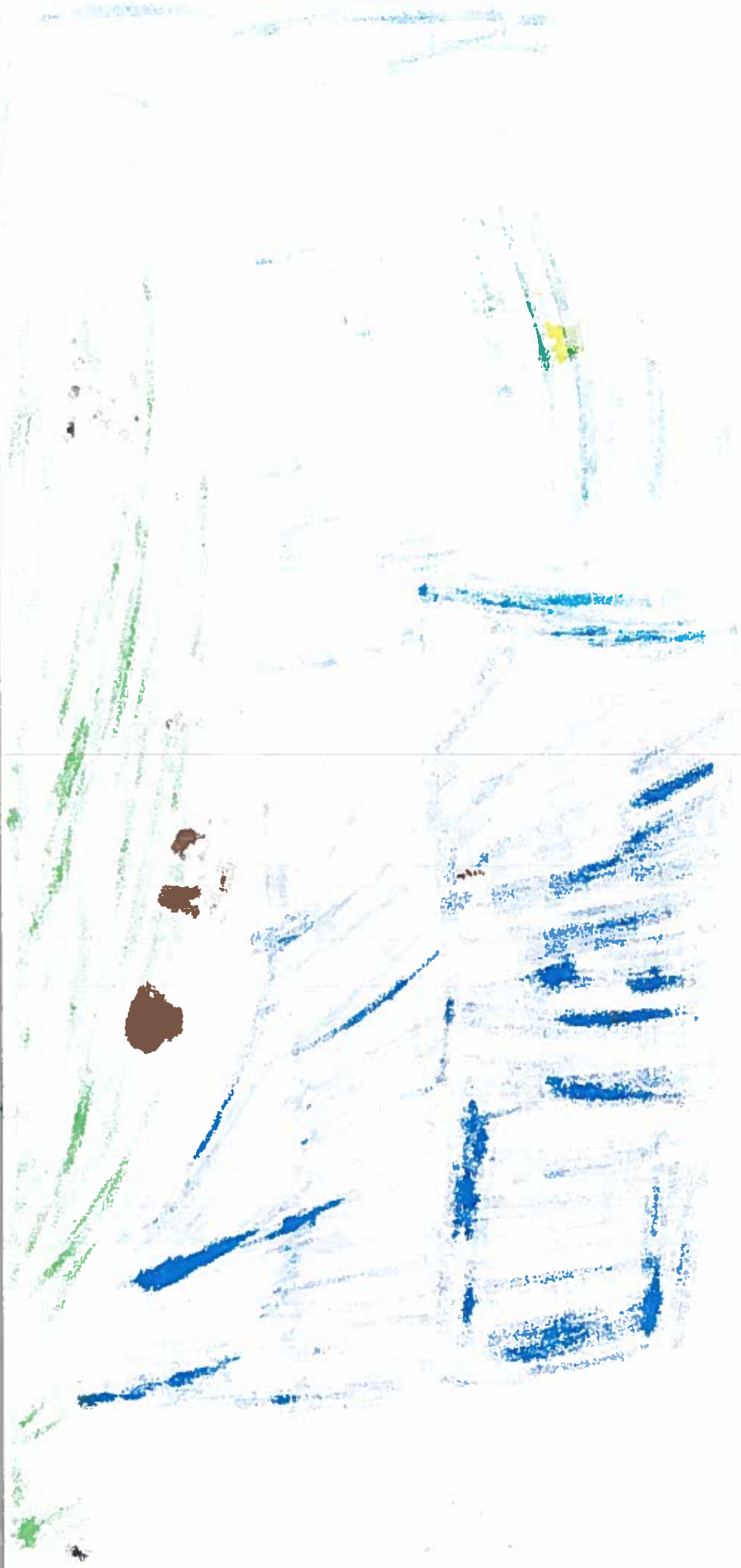
Put it in the BAN
Thats a big WA

£1000



Sarah Evans

135 Words Worth



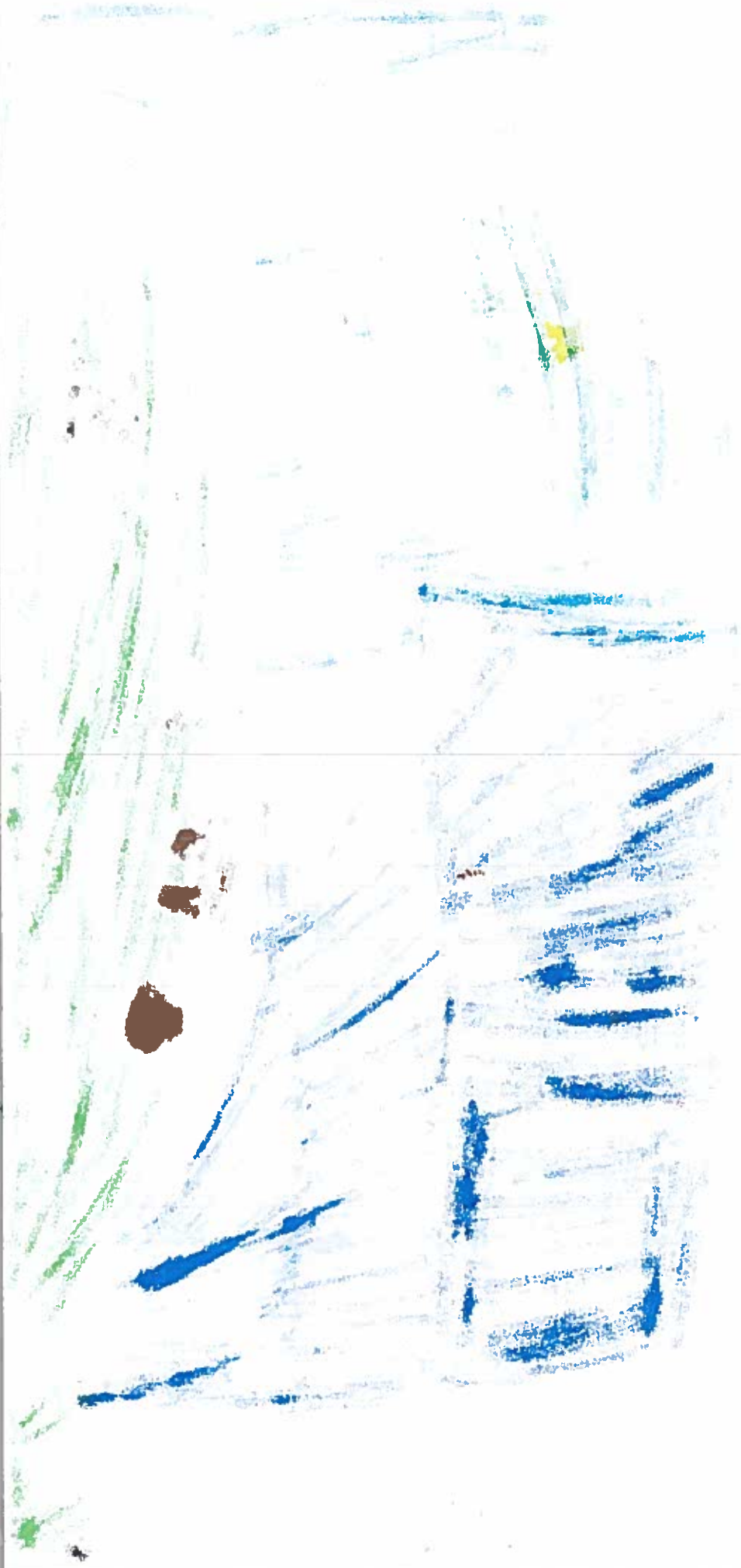
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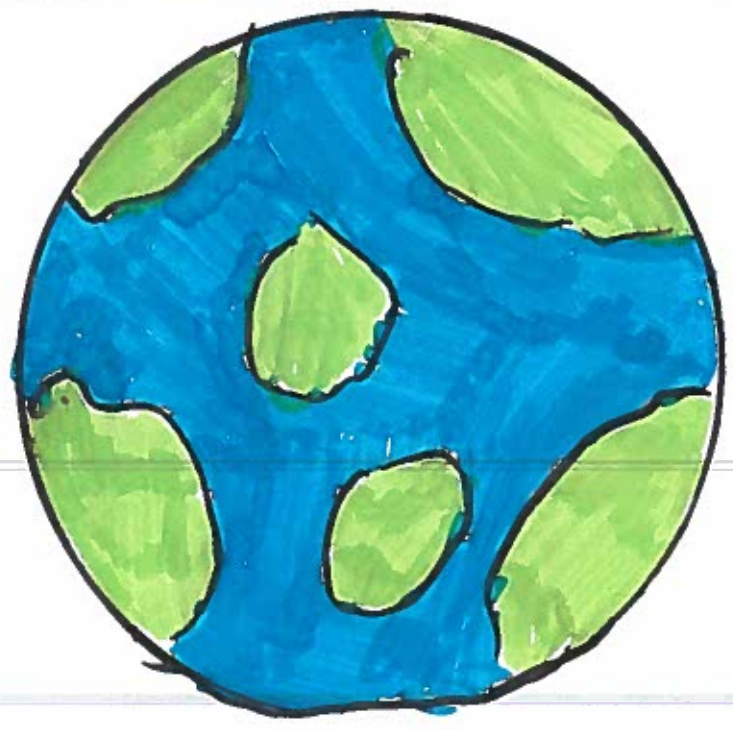


Sarah Evans

135 Words Worth



recycle



Food

Bethan P.
I'll share nikes