

CABINET
12 December 2023

PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: WASTE, RECYCLING AND STREET CLEANSING CONTRACT SERVICE DESIGN

REPORT OF: SHARED SERVICE MANAGER – WASTE MANAGEMENT

EXECUTIVE MEMBER: CLLR AMY ALLEN, EXECUTIVE MEMBER FOR RECYCLING AND WASTE

COUNCIL PRIORITY: SUSTAINABILITY

1. EXECUTIVE SUMMARY

Cabinet agreed the service design for the new waste, recycling and street cleansing contract on 25 October 2022, along with new aims and principles of the Shared Service, based around delivering services which are both financially and environmentally sustainable.

Officers are currently undergoing a competitive dialogue procurement and are seeking a decision from Cabinet on further service design options that will be taken forward with the intention of supporting the long-term financial sustainability of the service and the Council.

2. RECOMMENDATIONS

- 2.1. That the Cabinet agree the service changes described in 8.2 c) of the report relating to the three-weekly collection of separated paper and cardboard predominantly in bins and the three weekly collection of the remaining dry mixed recycling (A 3,3,3 cycle as described in Appendix 3) be implemented as part of the new waste recycling and street cleansing contract which commences in 2025, the implementation date shall be delegated to the Service Director: Place in consultation with Project Board (in any event to be within four months of contract commencement).
- 2.2. That the Cabinet agree that in the event that the Council is required to make a decision to provide fortnightly collection of residual waste that the dry recycling service shall be fully commingled.
- 2.3. That the Cabinet agree the service changes described in 8.2 d) of the report relating to the removal of the requirement for a continuous street cleansing presence in town centres and moving the back to standard time to 9am be implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.4. That the Cabinet agree the service changes described in 8.2 e) relating to a removal of approximately 30% of litter bins from predominantly outside the town centres be implemented during the mobilisation of new waste recycling and street cleansing contract for 2025.

- 2.5. That the Cabinet agree the service changes described in 8.2 f) relating to a change to an input specification for high-speed road cleansing to once per year be implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.6. That that Cabinet agree the service changes described in 8.2 g) relating to the removal of dedicated seasonal leaf fall management be implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.7. That the Cabinet agree the service changes described in 8.2 h) relating to an extension of the bin delivery/repair Service Level Agreement (SLA) from 5 days to 9 days being implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.8. That the Cabinet agree the service changes described in 8.2 i) relating to an extension of the missed bin rectification SLA from 5pm the next working day to 72 hours except for missed whole streets which will remain 5pm the next working day, being implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.9. That the Cabinet agree the service changes described in 8.2 j) relating to a change in street cleansing SLAs being implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.10. That the Cabinet agree the service changes described in 8.2 k) relating to reducing the number of items collected as part of bulky waste services from six to three being implemented as part of the new waste recycling and street cleansing contract in 2025.
- 2.11. That the Cabinet note that the Capital expenditure identified in 10.3 of this report will need to be added to the Capital programme as part of the 2024/25 budget process.

3. REASONS FOR RECOMMENDATIONS

- 3.1. The initial tenders that were received identified that significant cost increases are likely from the waste, recycling and street cleansing services in the next contract. The competitive dialogue procurement process allows the Council to explore service design options which may present benefits to the Council.
- 3.2. Officers have considered the initial offers from bidders and discussed opportunities for specification changes with them, which are aligned with the Council's aims for high performance, but that will reduce the costs to the Council with minimal impacts on perceived performance.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. Officers have considered the options regarding the service design described in 8.2 a) and b) in the report but these present either increased risks or the potential for increased overall costs when compared to the proposal.
- 4.2. Making no changes was considered but this would mean the council lost the expected financial benefits from this decision.

4.3. Otherwise See Part 2 report.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1 Independent workshops were held with a small group of administration Councillors from East Herts Council (EHC) and North Herts Council (NHC) in September 2023 to discuss potential options for changes to the service specification on both waste and recycling and street cleansing. The findings from these workshops were then identified to Project Board on 2 October 2023.

6. FORWARD PLAN

6.1 This report contains a recommendation on a key Executive decision that was first notified to the public in the Forward Plan on 13 October 2023.

7. BACKGROUND

7.1. East Herts Council (EHC) and North Herts Council (NHC) entered into a Shared Service arrangement in 2017 and a joint contract was let which commenced in May 2018.

7.2. The service comprises a 'client' management structure located at the Buntingford Depot and two operational hubs comprising separate contractor management teams and separate contractor workforces for East and North Herts Councils.

7.3. The current service covers the requirements for the collection of waste and recycling from approximately 124,000 households and over 1,920 commercial customers as well as street cleansing services across East and North Hertfordshire.

7.4. In 2014, the Councils agreed to progress from a Strategic Outline Case to an Outline Business Case for the shared service specifically exploring potential additional savings in joint contracts, savings in client overheads including depot costs, governance and management proposals and jointly agreed policies to form the basis of a joint specification.

7.5. Prior to the formation of the shared service client team in December 2017, both Councils made unilateral decisions on the service offering to residents for waste, recycling and street cleansing services which formed the basis of the joint contract with Urbaser.

7.6. The independent decision making at each authority led to different decisions being made by North Herts Council and East Herts Council regarding the provision of services to residents.

7.7. At their respective Executive/Cabinet meetings on 19 April 2022 and 22 March 2022, new aim and principles for the shared service were agreed, focusing on efficient services which are environmentally and financially sustainable. The aim and principles are attached in Appendix 1.

7.8. At the respective Executive/Cabinet meetings on 25 October 2022 the service design for the new waste, recycling and street cleansing contract was agreed and minor changes

to the specification were delegated to the Service Director of Place for NHC and Head of Operations for EHC, in consultation with Project Board.

- 7.9. On 21 October 2023 the government published its response to its consultation on the resources and waste strategy and resulting in proposed legislative and statutory guidance changes. Officers are in the process of reviewing the information and will be responding to a further consultation on the statutory guidance aimed at supporting the governments 'simpler recycling' proposals.
- 7.10. Some elements of the governments legislative and statutory guidance changes are not aligned with the current contract specification but at this stage there is insufficient clarity to make any further formal decisions. It is expected that further decisions will be required in mid 2024 once more detail is known.
- 7.11. Officers will work with consultants Eunomia and legal representatives Sharpe Pritchard to ensure that the procurement exercise, as far as reasonability practicable, can progress on its current timeline and provide sufficient opportunities for any necessary changes required to the specification.

8. RELEVANT CONSIDERATIONS

- 8.1. The initial tenders for the new contract have identified that the costs of a new contract will be significantly over budget and anticipated inflationary cost rises. Officers have been in dialogue with bidders to explore options regarding changes to the specification requirements, which may bring forward savings against their final bid prices.
- 8.2. Officers therefore considered alternative service design options in consultation with project board. The options considered included a variety of changes to the specification, most notably:
 - a) A change from source separated paper to fully commingled dry mixed recycling
 - b) The monthly (four weekly) collection of separated paper
 - c) The three weekly collection of separated paper and cardboard predominantly in bins and the three weekly collection of the remaining dry mixed recycling (A 3,3,3 cycle)
 - d) A removal of the continuous street cleansing presence in town centres and back to standard by 9am (including SLA changes identified in '1' below).
 - e) A removal of approximately 30% of litter bins from predominantly outside the town centres
 - f) A change to an input* specification for high-speed road cleansing to once per year
 - g) Removal of additional dedicated seasonal leaf fall clearance.
 - h) An extension of the bin delivery/repair SLA to from 5 days to 9 days.
 - i) An extension of missed bin rectification SLA from 5pm the next working day to 72 hours with the exception of missed whole streets which will remain 5pm the next working day.
 - j) A change in all of the following street cleansing SLAs

Type	Current Specification	Proposed
1 Cubic Metre fly tipping	2 working days	5 working days
10 Cubic Metre fly tipping	10 working days	10 working days or by agreement with the Supervising Officer
Grade B - Medium intensity Retail	6 hours	Remove rectification requirement for grade B.
Grade B - High Intensity Retail	3 hours	5 hours
Grade C - Medium Intensity Housing	48 hours	3 working days
Grade D - Medium Intensity Housing	24 hours	48 hours
Grade C - Low Intensity Housing	3 working days	5 working days
Grade D - Low Intensity Housing	48 hours	3 working days

k) To reduce the number of items collected as part of bulky waste services from six to three.

** In an 'input' specification the Council prescribes the frequency of cleansing which may or may not meet the needs of an area but limits the resource requirements and cost liabilities of the contractor. In an 'output' specification which is as currently drafted the contractor must ensure that cleansing standards are maintained regardless of the resource requirements and the full cost liability sits with the contractor. This liability and risk can lead to increased costs when the operational costs are high due to complexities in the operational resources needed and the extent of the work needed is unclear.*

8.3. A final decision is needed in order to progress with the procurement and not delay the mobilisation of the contract. Due to extremely tight timescales, it would not be possible to bring a further report to Executive and Cabinet without delaying the procurement by a further three months. This would reduce the mobilisation time from approximately 13 months to around 10 months and impact on the successful mobilisation of the contract, including but not limited to the ability to procurement new vehicles in time for contract commencement and sufficiently check data for new waste management IT systems and set up IT integrations.

8.4. See Part 2 Report

8.5. See Part 2 Report

8.6. See Part 2 Report

Street Cleansing

8.7. During the week beginning 6th November officers met with bidders in dialogue to explore the affordability concerns of the Council and discuss the proposals described in 8.2 of this report to determine the benefits and disbenefits of the respective specification changes.

- 8.8. In the majority of areas the focus of officers has been to reduce the impact on the performance of the contract and the consequential appearance of the street scape by allowing more flexibility in operations from bidders.
- 8.9. Bidders have identified that by combining some of the elements in 8.2 they are able to use staff and vehicle resources more flexibly to deliver cost savings with minimal impacts on the appearance of streets.
- 8.10. For item 8.2 d) the removal of the continuous presence requirement does not necessarily mean there will be no continuous presence offered by bidders it merely means that bidders can independently determine the necessary resource needed to deliver the standards required by the contract. The standards themselves have not changed.
- 8.11. For 8.2 d) the additional hour in the morning to bring town centres up to standard means that fewer early morning resources are required, and this also allows for the street cleansing standards required between 0900 and 1800 to be covered by one shift rather than it being necessary to operate two shifts. Footfall prior to 9am is generally lower than at other times of the day and dialogue with bidders has indicated that schedules would likely be built to tackle those areas with an extensive night time economy and early morning trading first but there are some risks of residents noticing a little more litter on their way to work.
- 8.12. In addition in 8.2 j) it is proposed to increase the Service Level Agreement (SLA) also known as the rectification time period from 3 hours for very low levels of litter (Grade B) in town centres to 5 hours. This again gives bidders the flexibility and the ability to best determine how to resource the contract and it will not always mean that it takes 5 hours to resolve minor problems as the contract standard remains requiring the standards to be maintained. It is also not proposed to change the response times in town centres for Grade C and D levels of litter and detritus which will be rectified more swiftly. The adjusted response times are still well within the guidance recommendations set out in the Code of Practice on Litter and Refuse (COPLAR).
- 8.13. In 8.2 j) other SLA changes are also proposed, these again allow bidders to have more resource flexibility. For example with fly tipping this gives more flexibility to operate zonally or use subcontractors for larger flytips rather than maintaining in house resources.
- 8.14. The proposed medium intensity SLA changes are not in line with COPLAR recommendations, however this does not mean that it will always take the maximum time for a resolution to a littering problem, nor does it prevent client officers requesting a more swift rectification. It is also important to note that these changes do not affect either parks and open spaces nor the response times necessary to rectify overflowing litter bins, which also vary depending on the area but are a maximum of 24 hours.
- 8.15. In 8.2 g) this proposes the removal of seasonal leaf fall. The predominantly affects NHC as EHC removed this requirement prior to the current contract. Any change in the provision of seasonal leaf fall management will be accompanied by other specification drafting to ensure that footpaths or roads which may become hazardous from slippery leaves or roads which are flood prone are effectively managed.

- 8.16. In 8.2 e) it is proposed to reduce the number of litter bins across the two districts by approximately 30%. This would equate to approximately 400 litter bins. This reduction would focus on street locations where there are two or more litterbins within close proximity and litter bins which have minimal use and would be supported by the new waste communications post who will be responsible for promoting the traditional 'take your litter home' messages. Officers are in the process of reviewing recent audit work to determine the locations most suited to removal.
- 8.17. It should be accepted that the removal of litter bins may have an impact in some streets, however some studies also show that litter bins can actually attract more litter than would otherwise be present.
- 8.18. It is not possible to sufficiently reduce contract resources and therefore contract costs associated with litter bins without a commitment to reducing litter bin numbers significantly. Officers will use guidance from WRAPs Binfrastucture report to determine the most suitable locations for bins and this will remove the current differences across parishes and wards which have evolved and persisted through historical arrangements. In addition, the contract standards will remain for litter and the remaining litter bins.
- 8.19. Once officers are clear which litter bins are most suited to removal that Councillors be consulted to take account of local knowledge and help determine the final siting of remaining bins. The total number of bins in each area will be in line with the requirement to reduce the numbers across the district by 30%. Any changes will not affect bins in parks and open spaces.
- 8.20. Item 8.2 f) relates predominantly to dual carriageways but also some high-speed single carriageway roads where lane closures are required in order to undertake litter picking works safely. This work is extremely costly to the Council, whether provided in the contract or separately and we will require that where possible contractors will work together jointly to work on the road network both reducing impacts on road users and reducing costs to the taxpayer. Any change to this element of the specification would put the onus for meeting our statutory duties with the Council rather than our contractor. There are risks that public expectations and needs are in excess of the contractual requirements and consequently budgets and it would be necessary for councillors to accept that the high- speed roads may have periods where increased quantities of litter are visible. Officers will undertake regular assessments of the road network to determine if further work is needed between the scheduled cleanses.
- 8.21. It is not proposed to change the requirements for managing litter and litterbins in the laybys on high-speed roads.

Waste Management

- 8.22. Officers have explored with bidders three alternative service design solutions for waste and recycling collections identified in 8.2 a), b) and c), to determine if more financially sustainable alternatives exist. All three options explored will deliver collection contract cost savings.
- 8.23. The three options identified also impact on material sales and Material Recovery Facility (MRF) contracts. Paper entering the fully commingled stream has significantly less value (sometimes a significant cost) over paper collected separately in the current kerbside boxes. This is due to processing costs which are paid 'per tonne' for material sent to an

MRF. The Part 2 Appendix 2 shows recent published domestic mill paper price indices. These are examples and are not based on our current contract prices which traditionally perform well due to high quality materials with low contamination.

- 8.24. The fully commingled option in 8.2 a) is a relatively simple solution for residents, however will mean there are no bin collections on some weeks only food waste caddy collection. It also presents risks around the achievability of savings due to the significant impact on the cost of processing paper through a MRF. It is likely however that paper capture will continue to reduce year on year due to consumer trends and more digital media. This could of course also increase the value of good quality source separated paper.
- 8.25. During the Executive report on 25th October 2022 a service solution in the event of a mandate for separate fibre was explored. Although the governments Simpler Recycling model has not mandated separate fibre officers have explored this model further as a cost saving option.
- 8.26. The service solution identified in 8.2 c) would mean residents would receive a weekly collection of food waste and a three weekly collection of other recycling waste streams alongside the already agreed three weekly collection of residual waste. E.g.
Week 1 – Food, Containers & packaging e.g cans, plastics, glass
Week 2 – Food, Cardboard and Paper
Week 3 – Food, Residual waste
- 8.27. Garden waste would remain fortnightly for those residents who subscribe to the service.
- 8.28. This expanded extended frequency cycle would help to mitigate the costs of an additional bin collection as fewer rounds are required each week as well as reduce the additional carbon impacts of the introduction of the service as a whole. A more detailed summary of this proposal is provided in Appendix 3.
- 8.29. The capture of paper and cardboard could drop if these material streams were only collected via a box service. It would therefore be necessary to consider the roll out of wheeled bins to the majority of the district.
- 8.30. The proposal is therefore to issue a new bin to all non-terraced houses. With maisonettes and terraced properties being offered an ‘opt-in’ choice whether they wish to have a bin or just utilise their existing box. The primary consideration for this proposal is that many terraced properties have only small frontages or front directly onto the road with no off street storage. There is an estimated Capital cost of £2,290,000 for providing new bins across the two authorities, based on the provision of 100,000 bins. Property numbers across the authorities are significantly higher than this but we estimate that there are approximately 26,000 flatted properties and 38,000 terraced properties and therefore this number is considered sufficient. Full details of the preferred solution from bidders is still to be discussed at dialogue and therefore there is opportunity for officers to refine the position on the provision of bins. There will also be an ongoing cost for replacement/repairs and new build properties for the provision of a new bin.
- 8.31. In order to maximise the opportunity from issuing new bins it is proposed that in East Herts a new purple lidded 180L bin be issued which would become the new residual waste bin, with the existing residual waste bin becoming the commingled ‘containers and packaging’ bin and the existing commingled bin becoming the ‘paper and cardboard’ bin. (A similar change to that done in North Herts in 2013)

- 8.32. In North Herts a new blue lidded 240L bin would be issued which would become the new 'paper and cardboard' bin, replacing the box.
- 8.33. During the public consultation held during 2022 on waste services we asked questions regarding bin capacity 48.5% of North Herts residents and 85% of East Herts residents felt their recycling bin was full or overflowing, with 27% feeling they did not have enough recycling capacity. Under the existing system and existing proposed service solution for 2025 residents have a 240L bin and 55L box giving a recycling capacity of 885L over 6 weeks. Under the system proposed in 8.2 c) the capacity over 6 weeks would rise to 960L, providing additional capacity for plastic film.
- 8.34. These changes would be supported by the previously agreed, at the 25th October 22 Executive/Cabinet, 'waste communications officer' post. It is however proposed to incorporate another temporary post into the service change directly responsible for fixing issues which arise with containers. This staff member would be issued with a van and would assist with container swaps, delivery of ad hoc missing containers, stickering containers and resident run throughs to help residents adjusting to the change. Ad hoc deliveries/swaps can be expensive at the start of service changes when operating under a contract and therefore this is likely to be more cost effective than utilising the contract and allows the contractor to focus on business as usual. It is proposed therefore to include for an additional post across the two authorities for up to 6 months.
- 8.35. In addition officers will consider the benefits of utilising a phone app for service related reminders including bin collection days, sufficient details are not available for consideration in this report and therefore if proposed will be brought forward as part of the budget setting proposals in 2024.
- 8.36. Items 8.2 h) and i) relate to SLA changes to common contacts for the waste and recycling service. This will allow additional flexibility within the contractors resource to operate more zonally and we anticipate that extending the SLA for bin deliveries and repair will allow for more consideration of the repair requirements of the contract, when previously bin deliveries have been considered easier when meeting shorter SLAs. By adjusting the SLAs this will also likely reduce the risk pricing attached to the contract associated with the performance management regime (PMR).
- 8.37. It is proposed in 8.2 k) to reduce the number of items collected during bulky waste collections from up to six to up to three. This allows bidders to more effectively manage the efficiency of collections by not needing to allow time for tipping after every collection. In addition, the Council can consider changes to charges at a later date.

9. LEGAL IMPLICATIONS

- 9.1 The Cabinet has authority to decide to proceed with a Competitive Dialogue procurement for the waste & recycling collection and street cleansing contract. Cabinet terms of reference at 5.7.36 state that Cabinet may exercise the following functions: "*To determine those procurement matters reserved to Cabinet by the Contract Procurement Rules.*" The recommendation contained within this report will allow officers to consider alternative service design options within that Competitive Dialogue process in consultation with the Waste Project Board. Additionally, Cabinet has authority at 5.7.15

to “oversee the provision of all the Council’s services other than those functions reserved to the Council.”

9.2 The council has statutory duties in relation to the collection of waste as set out in section 45 of the Environmental Protection Act 1990. Waste collection authorities have a duty to arrange for the separate collection of at least two types of recyclable waste from households (section 45A, EPA 1990). From the 1st January 2015, waste collection authorities were under a duty to collect waste paper, metal, plastic and glass separately, by virtue of Regulation 13 of the Waste (England and Wales) Regulations 2011 (SI 2011/988) (Waste Regulations 2011). Additionally, the Environment Act 2021 includes the powers to introduce a consistent set of materials that must generally be collected individually, separated from all households and businesses, including food waste. However, there are no specific legal implications in relation to that duty arising from this report.

9.3 Otherwise, see Part 2 report.

10. FINANCIAL IMPLICATIONS

10.1. The Council’s budget and Medium Term Financial Strategy has had a core assumption that the new contract would be in line with the current budget. That was on the basis that:

- There was no better information to go on, especially with unknown Government proposals in relation to consistent collections, Deposit Return Scheme and Extended Producer Responsibility.
- We have already put in place measures in the new contract specification that should help reduce costs (e.g. three weekly collections), but the exact financial impact was unknown.
- Whilst the Council does not provide capital funding for contract vehicles, it does capitalise the cost of the vehicles (this is in line with accounting regulations). This use of capital funding reduces the revenue cost of the contract. This revenue saving is currently added to a reserve for future vehicle funding. To help balance the budget the Council could choose not to fund the capital cost of the vehicles in this way.
- In addition to the core assumption, a risk was highlighted that there could be a risk of higher costs with the contract. This risk is what has now happened.

10.2. In addition to the contract costs an initial cost for the officer identified in 8.31 of the report has been identified as up to £8k (North Herts share).

10.3. In addition to the contract costs there is also the cost of new 240L bins. The cost of the bins themselves will be around £1.03 million, plus there will be delivery costs estimated to be around £140K. The cost of the bins will be treated as capital expenditure. The Council has not previously capitalised bin delivery costs but will review whether this is allowed under accounting guidance.

10.4. There will also be an additional annual cost for paper and cardboard bins in relation to new properties and replacements where there are breakages. This is partly off-set by the reduction in costs for the current boxes. The aim of the new contract is also to repair (rather than replace) more bins, which will also help reduce replacement costs. It is difficult to estimate the costs of replacements, but it is expected that they would start off low and then increase over time. The life of a wheeled bin should be at least 10 years, but replacement or repair is adhoc as required. The estimated costs are £4k capital with

delivery costs estimated at under £1k for the first two years. Bins for new properties are not included in this total and will be funded through any developer contributions (where available) or growth in the Council Tax base.

- 10.5. As detailed in the risk section, there are uncertainties in relation to the recent announcement from DEFRA regarding frequency of residual waste collections. If it was not possible to extend the frequency of residual waste collections, then that would increase contract costs. Those costs could be higher than they would have been if DEFRA do not provide certainty as soon as possible. The availability of New Burdens funding for weekly food collection would help the Council's budget forecasts, but the amount of any funding is unknown and may not be known until later in 2024.
- 10.6. There are decisions that can be made in relation to waste services that affect the budget position, but do not relate to the contract specification (e.g. levels of fees and charges). These will have to be considered at some stage, but are not within the scope of this report.

11. RISK IMPLICATIONS

- 11.1 Good Risk Management supports and enhances the decision-making process, increasing the likelihood of the Council meeting its objectives and enabling it to respond quickly and effectively to change. When taking decisions, risks and opportunities must be considered.
- 11.2 On 21 October 2023, DEFRA released details of their proposals in relation to 'simpler recycling' collections. It was positive that there was confirmation that there would be local choice on the extent to which recyclable materials could be commingled, as that reduces the risk in relation to the contract. However, there was an unexpected announcement that there would be a consultation on residual waste collections having to be at least fortnightly in frequency. At this stage it is expected that this would be part of guidance and not mandated. However this is a risk in relation to increased costs for service provision, but also adds complexity and risk into the contract procurement process. Officers are working with consultants Eunomia and legal advisors Sharpe Pritchard to mitigate these risks.
- 11.3 During dialogue meetings we have asked bidders to estimate the level of cost reductions that may arise from service and specification changes, as included in the part 2 report. These savings are estimates to support decision making but can not be guaranteed. The final amounts could be lower or higher.
- 11.4 There is uncertainty over the take-up of a new paper and cardboard bin by terraced and maisonette properties. Therefore, the costs associated with the provision and future replacements of these new bins is uncertain.

12. EQUALITIES IMPLICATIONS

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

- 12.2. An Equalities Impact Assessment was completed in October 2022 based on the current proposed service specification for the waste contract from 2025. Households producing large quantities of child or adult nappies will be supported by the provision of policies allowing for these properties to remain on fortnightly residual waste collections. A further assessment will need to be carried out depending on the nature of the final service specification options taken forward prior to contract award.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. As the recommendations in the report relate to a contract above the WTO GPA threshold, Social Value has been included by an evaluation model allocating 10% weighting for social value. This will result in a sufficiently high consideration of social value at tendering.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. Overall, to date there are forecasted to be positive environmental impacts from changes to the waste contract for East and North Herts. These come, amongst other things, as a result of proposals to reduce frequency of general refuse collections from fortnightly to three weekly, meaning a reduction in emissions for NHC and a mitigation of emissions for EHC resulting from refuse freighter journeys, and an anticipated increase in resident recycling rates over time. Whilst outside the scope of the decisions being made, it is clear that there would be negative environmental implications if there was a Government decision to require at least fortnightly collection of residual waste.
- 14.2. The proposed introduction of a Waste Awareness Officer will also allow us to run more campaigns and events to support residents to reduce their waste and develop greater understanding of which items are recyclable. This will help residents to adapt to the contract changes which include a proposal to introduce plastic film into the recycling bin.
- 14.3. There are some risks that reducing litter bin provision may lead to litter related pollution however studies are beginning to show that removal of litter bins in some places reduces litter with a tendency for people to then take their litter home. Any removal of litter bins will be supported by anti-littering campaigns.
- 14.4. An environmental impact assessment was carried out in October 2022, based on the current proposed service specification for 2025 onwards. A further assessment will need to be carried out depending on the nature of the final service specification options taken forward prior to contract award.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1. There are no direct human resource implications as a result of this report.

16. APPENDICES

- 16.1. Appendix 1 – Aims and Principles of the Shared Waste Service
- 16.2. Appendix 2 – See Part 2 Report
- 16.3. Appendix 3 – Extended Frequency Summary 3,3,3

17. CONTACT OFFICERS

- 17.1 Chloe Hipwood, Shared Service Manager, Waste Management chloe.hipwood@north-herts.gov.uk
- 17.2 Sarah Kingsley, Service Director Place, sarah.kingsley@north-herts.gov.uk
- 17.3 Ian Couper, Service Director Resources, ian.couper@north-herts.gov.uk
- 17.4 Jeanette Thompson, Service Director Legal & Community, jeanette.thompson@north-herts.gov.uk
- 17.5 Isabelle Alajooz, Legal commercial Team Manager Isabelle.alajooz@north-herts.gov.uk
- 17.6 Georgina Chapman, Policy and Strategy Team Leader georgina.chapman@north-herts.gov.uk

18. BACKGROUND PAPERS

- 18.1 Other than those referred to above, and confidentially in the Part 2 report, none