

Appendix 1 Summary of Recommendations and Response

Recommendation No. 1	That any future changes to the permit system shall be clearly advertised to the general public - in an appropriate time frame to avoid confusion. This shall include the sending of a letter to all members of the public who are currently registered to the scheme. Dates of implementation shall be clearly identified and displayed in an appropriate format and an appropriate transition time shall be given for the changes.			
Executive Response	ACCEPTED – All publicity relating to the service shall be clear and be delivered in an appropriate time frame and shall be agreed by Herefordshire Council (HC) and Worcestershire County Council (WCC) prior to any service change.			
Action	Owner	By When	Target/Success Criteria	Progress
Agree clear advertising with WCC	RW	Ongoing	Customer Feedback	Ongoing
Recommendation No. 2	That the database maintained by Worcestershire County Council be maintained effectively to ensure that communications can be sent out to current users regarding any changes to the system.			
Executive Response	ACCEPTED - A database will be maintained by WCC Customer Services Team which shall aid future communications.			
Action	Owner	By When	Target/Success Criteria	Progress
Maintain Database	KV	Sept 14	Communications	Ongoing
Recommendation No. 3	That Worcestershire County Council shares information maintained by them with Herefordshire Council and the Household Recycling Centre on a regular basis.			
Executive Response	ACCEPTED - WCC have confirmed that they can share any information we require. We are setting up shared access to files, reports and documents using MS SharePoint.			
Action	Owner	By When	Target/Success Criteria	Progress
Establish SharePoint link	KV	Sept 14	Establish successful link	Awaiting system passwords
Recommendation No. 4	That Herefordshire Council appropriate staff have limited access to the database to enable update of Herefordshire users' details and sending of targeted messages and requests to Worcestershire Council.			
Executive Response	ACCEPTED IN PART - Although HC are unable to gain access to the database as it is held on a system not used by HC. WCC however are able to supply useful reports to HC that, for example, will aid our Community Protection Team who investigate unlawful trade use of our Household Recycling Centres.			
Action	Owner	By When	Target/Success Criteria	Progress
Request regular reports	KV	Ongoing	Monthly reports	Ongoing

Recommendation No. 5	That signage at the Household Recycling Centres shall be improved at all sites. The signage shall identify ways to use the site safely and appropriately; inform the public of help that is available from the operatives; pictograms to inform customers without words; to inform the users of recycling levels and ways in which waste was used; to inform users of other ways to reuse and recycle; and to inform users of any proposed changes to the scheme.			
Executive Response	ACCEPTED - This shall be discussed with WCC. Changes to the service are promoted but we try to keep the costs to a minimum by using temporary signage and providing information to site staff that can be provided to customers using the sites. Permanent signs are significantly more expensive but last a long time so it's about getting the right balance.			
Action	Owner	By When	Target/Success Criteria	Progress
Install appropriate/new and improved signage where practical	RW	Ongoing	New signage	Ongoing
Recommendation No. 6	That communication about waste and enforcement activity should be improved significantly. This to be achieved by: <ul style="list-style-type: none"> Regular updates on waste i.e. recycling rates, changes to the system, enforcement action etc. to be distributed via ward updates to Ward and Parish Councillors Regular updates as above to be placed on the Council's website 			
Executive Response	ACCEPTED - Members and Parish Councils are advised of any changes to the service likely to affect residents, this included the changes to the CVT Permit system made in October 2013. We have not provided regular reports on enforcement activity but we would be very keen to explore how this can be done in a way that is informative and hopefully discourages unlawful/unsociable activity			
Action	Owner	By When	Target/Success Criteria	Progress
Provide regular updates to members and Parish Councils	KV	Monthly	Members/Parishes better informed	Periodic updates on waste management provided
Recommendation No. 7	That Herefordshire Council invests some time and resources to encouraging members of the public to consider other legal ways of dealing with their waste before bringing them to the Household Recycling Centres.			
Executive Response	ACCEPTED - Although resources have been significantly reduced over previous years to support these aims, we continue to do what we can to promote waste prevention, reuse and home composting to divert waste. For example we use Full House to collect our bulky waste and extract what items they can for re-use. We also support the operations of St Michaels Hospice, British Heart Foundation and Treasure Island. We will do a round of events in September 2014 prior to launch of our Alternate Weekly Collection (AWC) service in November. This will focus on Waste Prevention ideas including home composting, Love Food Hate Waste and re-use.			
Action	Owner	By When	Target/Success Criteria	Progress
Advertise reuse/repair opportunities'	KV	Nov 14	Waste Reduction	Further opportunities being considered

Recommendation No. 8	Composting should be further extensively advertised and encouraged as an important step for recycling for householders			
Executive Response	ACCEPTED - We shall continue to promote home composting at all events and customer contact centres. This is further supported by volunteer “master composters” who actively promote composting to the public, schools and other groups as well as providing advice. We shall promote home composting alongside our promotion of the new AWC collection service. Home composting is a key ingredient to the success of reducing the amount of waste produced by households.			
Action	Owner	By When	Target/Success Criteria	Progress
Continue to promote home composting	KV	Ongoing	Waste Reduction	Ongoing
Recommendation No. 9	That the enforcement function be enhanced to reduce the amount of trade waste entering sites and respond to fly tipping. Herefordshire and Worcestershire councils should consider the joint resourcing of this function to share costs and utilise expertise.			
Executive Response	ACCEPTED - This shall be discussed with WCC. We shall propose that a business plan be produced that will consider this possibility with the aim of reducing trade waste input and delivering additional savings.			
Action	Owner	By When	Target/Success Criteria	Progress
Discuss implementation with WCC	RW	March 2015	Agree extended enforcement	Not started
Recommendation No. 10	That an annual site user survey be introduced. The timing should be varied every year to capture the views of all users; the database could make for the efficient information gathering in addition to website advertising and web survey.			
Executive Response	ACCEPTED This shall be discussed with our partners WCC. The survey produced and circulated by Waste Management in support of the Task and Finish Group was very useful so further surveys would be beneficial.			
Action	Owner	By When	Target/Success Criteria	Progress
Discuss implementation with WCC	RW	March 2015	Agree annual site user survey	Not started

Recommendation No. 11	That double-axle trailer of the current Ifor Williams dimensions shall be allowed to enter on the sites. Consideration should be given to only allowing their access on specific days			
Executive Response	TO BE INVESTIGATED - This will be discussed with our partners WCC			
Executive Response	NOT ACCEPTED The aim of the limit was an attempt to restrict waste input, particularly that originating from traders. An increase in provision would reduce effectiveness, increase waste and thus have a cost implication.			
Action	Owner	By When	Target/Success Criteria	Progress
No Action				
Recommendation No. 12	That a green waste compactor is provided at the Rotherwas Household Recycling Centre within three months			
Executive Response	TO BE INVESTIGATED - This will be discussed with our partners WCC and our contractor to see what options there are for increasing the seasonal capacity for garden waste containers at Rotherwas.			
Action	Owner	By When	Target/Success Criteria	Progress
Recommendations to be provided by our contractors	KV	March 2015	Improved capacity	Not started
Recommendation No. 13	TO BE INVESTIGATED - That the site layouts of all Herefordshire Household Recycling Centres are revised to ensure maximum effective usage and safety			
Executive Response	This will be discussed with our partners WCC and our contractor to see what options there are for improving site layouts.			
Action	Owner	By When	Target/Success Criteria	Progress
Recommendations to be provided by our contractors	KV	March 2015	Reduced congestion, improved customer satisfaction	Not started

Action	Owner	By When	Target/Success Criteria	Progress
Consider in joint review being carried out by WCC	KV	March 2015	Site user satisfaction/waste reduction	WCC review in progress
Recommendation No. 15	That consideration is given to allowing vehicles outside of the permit system from some protected groups from within Herefordshire who do not have access to 'regular' cars an opportunity to dispose of their waste on specific days.			
Executive Response	TO BE INVESTIGATED - This will be discussed with our partners WCC			
Action	Owner	By When	Target/Success Criteria	Progress
Consider in joint review being carried out by WCC	KV	March 2015	Ability/limitation on size of vehicles that can be accommodated	WCC review in progress
Recommendation No. 16	That Wednesday should be designated as the formal day for vehicle types outside of the permit scheme, as mentioned within this report, to dispose of their waste.			
Executive Response	TO BE INVESTIGATED - This will be discussed with our partners WCC			
Action	Owner	By When	Target/Success Criteria	Progress
Consider possibility in partnership with WCC	KV	March 2015	Ability/limitation on size of vehicles that can be accommodated	WCC review in progress
Recommendation No. 17	That the vehicle and trailer types defined in the Commercial Vehicle/Trailer Permit Policy are reviewed to consider all different types of vehicles which may enter the site.			
Executive Response	TO BE INVESTIGATED - This can be discussed with our partners WCC. The results of this survey will inform a review to be carried out by WCC.			
Action	Owner	By When	Target/Success Criteria	Progress
Consider review in partnership with WCC	KV	March 2015	Develop revised list	WCC review in progress

Recommendation No. 18	That a review is undertaken to identify operating a blend of opening hours at the Herefordshire sites. This shall include later opening hours in Spring/ Summer and earlier closing hours in Autumn/Winter.			
Executive Response	ACCEPTED - This can be discussed with our partners WCC. HC are keen to carry out such a review with a means to reducing the overall cost of the service provided.			
Action	Owner	By When	Target/Success Criteria	Progress
Consider revised opening hours with WCC	RW	March 2016	Develop proposal	Not started
Recommendation No. 19	That consideration should be given to allowing one-off emergency permits to be issued on site.			
Executive Response	NOT ACCEPTED - There were significant problems with providing emergency permits. This cannot be controlled and in the past has been exploited by traders wishing to unlawfully dispose of their commercial waste. Site operatives do have the discretion to allow entry in exceptional circumstances, for example a relative from outside Herefordshire bringing in belongings after a resident has passed away. This discretion is reasonable enough to account for exceptional circumstances.			
Action	Owner	By When	Target/Success Criteria	Progress
No Action				
Recommendation No. 20	That consideration shall be given to providing facilities to enable the re-use of brought in items at the Household Recycling Centres e.g. furniture, water based paints and textiles etc.; thus cutting down on waste disposal and enabling community recycling.			
Executive Response	ACCEPTED - Providing reuse opportunities is a priority for HC and WCC, this is already provided at Leominster where St Michaels Hospice collect furniture for re-use and at Rotherwas where bicycles are taken for repair and re-use by Full House. We wish to provide these facilities at all sites that can accommodate.			
Action	Owner	By When	Target/Success Criteria	Progress
Discuss implementation with WCC	KV	March 2016	Reuse facilities at all HRC	Reuse facilities provided at Leominster HRC already

Recommendation No. 21	That research should be undertaken to determine the viability of a north Hereford Household Recycling Centre in view of the increased housing numbers coming forward.			
Executive Response	Not ACCEPTED - The development of a new site would incur significant additional expenditure and there is no plan to consider this at this time.			
Action	Owner	By When	Target/Success Criteria	Progress
No Action				
Recommendation No. 22	That specific training shall be given to site operatives on conflict management and dispute resolution.			
Executive Response	TO BE INVESTIGATED - Training has been provided in the past but we can discuss the opportunity with our partners WCC.			
Action	Owner	By When	Target/Success Criteria	Progress
Discuss implementation with WCC	KV	March 2015	More effective staff	Not started
Recommendation No. 23	That where Herefordshire Council are able to make identified changes to service, especially unilaterally, that these be carried out.			
Executive Response	NOT ACCEPTED - Opportunities for making unilateral changes to our service are not possible as it conflicts with our Joint Working Agreement with WCC. However all actions can be brought before our joint decision making bodies for consideration by the partnership.			
Action	Owner	By When	Target/Success Criteria	Progress
No Action				