



**WATFORD
BOROUGH
COUNCIL**

OVERVIEW AND SCRUTINY COMMITTEE

18 November 2021

7.00 pm

Town Hall, Watford

Contact

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For information about attending meetings please visit the [council's website](#).

Publication date: 10 November 2021

Committee Membership

Councillor A Grimston (Chair)

Councillor J Dhindsa (Vice-Chair)

Councillors S Feldman, P Hannon, T Osborn, M Parker, G Saffery, B Stanton and M Turmaine

Agenda

Part A - Open to the Public

1. Apologies for Absence/Committee Membership

2. Disclosure of interests (if any)

3. Minutes

The [minutes](#) of the meeting held on 21 October 2021 to be submitted and signed.

4. Review of the Impact of the changes to the waste and recycling service (Pages 4 - 14)

Report of Head of Leisure and Environmental Services

5. Executive Decision Progress Report (Pages 15 - 20)

The Scrutiny Committee is asked to review the latest edition of the Executive Decision Progress Report and consider whether any further information is required.

6. Hertfordshire County Council's Health Scrutiny Committee

Councillor Grimston, the Council's appointed representative to the County Council's Health Scrutiny Committee to provide an update.

7. Work Programme (Pages 21 - 23)

The scrutiny committee is asked to review the current version of the work programme and consider any additional areas councillors wish to scrutinise.

8. Date of Next Meeting

The next meeting will be Thursday 16 December 2021.

Overview and Scrutiny Committee to further note that should there be a call-in following the meeting of Cabinet on 6 December, a meeting will be required on Thursday 23 December to consider the call-in only.

Agenda Item 4

Part A

Report to: Overview and Scrutiny Committee

Date of meeting: 18 November 2021

Report author: Head of Leisure & Environmental Services

Title: Review of the Impact of the Changes to the Waste and Recycling Service (Phase 1 – Houses) - Year 1 (2020 - 2021)

1.0 Summary

1.1 This report provides information to Overview and Scrutiny Committee members on the impact of the changes to the kerbside waste collection service introduced from 1 September 2020 as part of the wider Waste Streets and Parks Year 1 (September 2020 - July 2021) service.

1.2 Members will recall that prior to agreeing the service changes a Member and Officer Implementation Group was set up to direct the service change project. The group was chaired by Mayor Taylor and supported by the Group Head of Community and Environmental Services. The agreed project plan and specific tasks were produced and delivered by jointly by the council and Veolia. The council also benefited from the previous experience and expertise of our waste contactor Veolia who had carried out similar projects for other local authorities in recent years.

2.0 Risks

2.1 The table below details the risk that were identified as part of the project plan and subsequently mitigated during the implementation of the service changes.

Nature of risk	Consequence	Suggested Control Measures	Response (treat, tolerate, terminate or transfer)	Risk Rating (combination of severity and likelihood)
Reputational risk to the council linked to service changes.	Failure to understand the reasons for the change linked to the need to improve recycling rates, reduce waste sent for disposal and	Effective and robust communications to explain the changes to residents and ensure responsive and timely responses to any	Treat	Treat Unlikely (3) x High (3) = rating of 9

	landfill (particularly food waste) and secure the council's financial model by ensuring the waste and recycling service is affordable.	resident enquiry or issue.		
The contractors do not deliver contract and service specification outlined in the contract.	The facility or services is not available for residents and customer to use	Regular contract monitoring by the council to review the contract and KPI'S requirement are being met by the contractor .	Treat	Unlikely (2) x High (3) = rating of 6
Contractor organisation goes into administration.	As above	As above. Regular review of contractor's accounts.	Tolerate	Unlikely (2) x High (3) = rating of 6
Contractor merges with another provider or is taken over by another company/ charity.	Could have no impact on the service. Or New company tries to alter the contract/SLA and KPIs which impacts on the programme or service.	As above. Option to terminate the contract early.	Tolerate	Unlikely (2) x High (3) = rating of 6
Death or injury to a customer/user or member of staff.	Distress to injured parties. Reputational risk to council and contractor in failings in health and safety compliance is identified.	Regular partnership monitoring by the council to review the health and safety and contract requirements are being met and reviewed by the contractor.	Treat	Unlikely (2) x High (3) = rating of 6

Another wave of Covid 19 and future local lockdowns.	The facility or services is not available for residents and customer to use.	Regular partnership monitoring by the council to review the health and safety and contract requirements are being met and reviewed by the contractor.	Tolerate	Unlikely (3) x High (3) = rating of 9
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3.0 Recommendations

- 3.1 To review the report and supporting information and consider whether any further action is required.

Further information:

Chris Fennell - Chris.fennell@watford.gov.uk

Report approved by: Alan Gough Group Head of Community & Environmental Services

4.0 Detailed proposal

- 4.1 The original waste, recycling, streets and parks contract was awarded on a 7 years + 8 years basis starting from 1 July 2013, with Veolia being the successful company. The detailed proposals behind the approved service changes are as set out in the approved Cabinet report on 6 January 2020. These service changes to the waste and recycling services have been introduced for the benefit of the environment, encouraging recycling and reducing the disposal of non-recyclable waste.
- 4.2 The changes to the kerbside collection service in Phase 1 which formed part of the contract extension agreed with Veolia are detailed below:
1. The introduction of a weekly food waste collection service (small brown bins)
 2. Continue with the weekly collection of recycling (blue lidded bins)
 3. A change from weekly to fortnightly collections of the general waste service (black bins) for those residents living in houses (flats and apartments are part of Phase 2)
 4. The introduction of a chargeable fortnightly garden waste service (green bins) all formed part of the contract extension agreement between WBC and Veolia. (Appendix 1 – Why your bin collection service has changed and Appendix 2 details the prices for Hertfordshire Council garden waste services)

‘Making recycling your bin of choice’

4.3 The changes to the collection service were communicated to residents via the dedicated website www.watfordrecycles.com

4.4 The impact of the service changes are:

- The 2020/2021 recycling rate grew to 50.2% from 45.3% in the previous financial year.
- This is a year on year increase of 4.9%
- We are currently in Q3 of the 2021/2022 financial year and the recycling rate is tracking at 4% above the same period last year.
- In 2020/2021 we collected 238 less tonnes of general waste.
- In 2020/2021 we collected 1015 additional tonnes of food waste which was sent for anaerobic digestion and turned into green electricity.
- To date, 2142 tonnes of separately collected food waste has been recycled - this is enough to power 237 homes for a year, or 86,451 homes for a day or 10,011,708 kettles. We currently have 14,121 customers signed up to the garden waste service.
- With the introduction of a chargeable garden waste service in 2020/2021 we still saw an increase of 253 tonnes of mixed garden and food waste being collected.

Note: The financial year runs from April to March. The service change came into effect in September 2020 so a full financial year of results will not be declared until after April 2022. Statistics are recorded in Waste Data Flow producing the official annual recycling rate. The pandemic has meant more people are now at home therefore it is nationally recognised that more waste and recycling is generally being collected from the kerbside since the start of the pandemic.

4.5 Appendix 3 details the local authority league table comparison of Herts LAs for the financial year 2020/2021. In this year Watford has moved ranking position from 7th to 6th (out of 10 councils) following the introduction of the service change in September 2020. Watford's recycling rate % increase was the highest in the county at 4.9% with Dacorum in second position with an increase of 1.7% (a difference of 3.2%).

4.6 The Garden Waste Collection Service commenced from 1 September 2020 with the first year running to 31 August 2021. Each service year follows the same date pattern renewing on 1 September annually. The current charges for the fortnightly collection of garden waste are set out below, the same charges also apply to each additional green bin. Residents are able to have up to a maximum of seven green bins per household.

The table below details the current prices:

- Standard annual charge of £40.00 (per bin)
- Customers in receipt of certain income based benefits will be entitled to a concessionary rate of £35 (per bin)
- Additional charge per bin - £40 (per bin)

Appendix 2 – details the other Hertfordshire Council who charge for garden waste

5.0 Implications

5.1 Financial

5.1.1 The Shared Director of Finance comments that there is likely to be shortfall in the income projected for 2020/21 which will be picked up through the budget monitoring process. Implementation in 1 September 2020, will however, be significant in ensuring that income targets for 2021/22 can be met. *(Extract from the 4 May 2020 Cabinet report)*

5.2 Legal Issues (Monitoring Officer)

5.2.1 There are no legal implications in this report.

5.3 Equalities, Human Rights and Data Protection

5.3.1 An EIA was included in the original report and formed part of the comprehensive documents considered by cabinet when making its original decisions.

5.4 Staffing

5.4.1 The introduction of a chargeable garden waste service required an additional member staff to manage these arrangements. This has been factored into the estimated net income from the garden waste service.

5.5 Accommodation

5.5.1 There are no accommodation issues arising from this report

5.6 Community Safety/Crime and Disorder

5.6.1 There are no community safety/crime and disorder issues arising from this report

5.7 Sustainability

5.7.1 The introduction of a weekly food waste collection and the encouragement to make the recycling bin the bin of choice can only be beneficial for the environment.

Appendices

- Appendix 1 - Why your bin collection service has changed (Extract from the website)
- Appendix 2 – Fees and charges for Hertfordshire LA garden waste services
- Appendix 3 – Hertfordshire councils recycling comparison table

- Appendix 4 - Local Authority recycling comparison table
- Appendix 5 – Outputs from Severn Trent Green Power

Background papers

- 4 May 2020 Cabinet report
- 6 January 2020 Cabinet report

Appendix 1 - Why your bin collection service has changed (Extract from the website www.watfordrecycles.com)

Green bin (garden waste)

- Since 2009, the money the council receives from central government has been cut by 70%. This means we have had to look at how we pay for all the services we provide
- Garden waste is a discretionary service (one we don't have to provide) and there are many residents (those in flats/apartments or homes without gardens) who do not use the service
- We want to keep providing the service and think it's better, and fairer, to offer a paid for service for those who want it – the payment will go towards covering the cost of the service
- Nearly two thirds of councils now charge for collecting garden waste

Brown bin (food waste)

- Recent feedback from residents shows people would recycle more food waste if collected weekly
- Collecting food waste every week stops food getting smelly and frees up space in the black bin
- Food waste makes up around 30% of the waste currently thrown away in the black bin. Recycling it is much better for the environment because it is turned into electricity and compost

Black bin (non-recyclable waste)

- Over 60% of household waste can be recycled and doesn't need to go in the black bin
- By collecting recyclables and food waste every week, most household waste will be taken away weekly, leaving more space in the black bin for waste that cannot be recycled
- As people are recycling more, over three quarters of councils now collect non-recyclable waste fortnightly or less frequently

Blue-lidded bin (recyclable waste)

- To encourage residents to continue recycling, we are keeping blue-lidded bin collections weekly.

Appendix 2 – Prices for Hertfordshire Council garden waste services fees

Year	2021/22			
Authority	Standard Charge	Concession	Extra bin	Bin supply charge
Broxbourne	£48	None	£48	None
East Herts	£49	None	£49	£35
North Herts	£40	£20	£40	£35
St Albans	£45	£35	£50	None
Three Rivers	£45	£37	£80	None
Watford	£40	£35	£40	None
Dacorum	None	None	£55	£25
Welwyn Hatfield	£35	None	£60	None

Appendix 3 – Hertfordshire councils recycling comparison table

Changes in recycling and composting 2020/2021 Hertfordshire as declared on Waste Data Flow				
Ranking	Authority	2020/21	2019/20	Change
1	St Albans	64.20%	63.00%	1.20%
2	Three Rivers	63.10%	64.10%	-1.00%
3	North Herts	55.90%	57.50%	-1.60%
4	Dacorum	54.50%	52.80%	1.70%
5	East Herts	51.50%	50.70%	0.80%
6	Watford	50.20%	45.30%	4.90%
7	Wel / Hat	47.80%	46.60%	1.20%
8	Hertsmere	44.40%	44.40%	---
9	Broxbourne	42.40%	41.50%	0.90%
10	Stevenage	40.20%	39.50%	0.70%

Appendix 4 – Local Authority recycling comparison table (similar urban authorities)

Data source: WasteDataFlow

Authority	Recycling Rate 2020/21	Service offered to houses
Watford	50.20%	Recycling, food and chargeable garden
Hillingdon	37.3%	Recycling, food and garden
Harrow	35.8%	Recycling, food and chargeable garden
Brent	33.4%	Recycling, food and chargeable garden
Luton	29.5%	Recycling and chargeable garden
Slough	26.5%	Recycling and garden

Appendix 5 – Outputs from separately collected food waste delivered into Severn Trent Green Power

Data source: Severn Trent Green Power

			INPUTS
Tonnes Treated	t	2,142	
Biogas Produced	m3	406,980	
Energy Generated-Electric Equivalent	MWh e	1,001	
Electricity expressed as number of kettles boiled	kettles boiled	10,011,708	
hours of fav tv show (large lcd tv)	hours	20,023,416	based on 50 watts consumptions
hours run for 10 watt bulb	hours	100,117,080	
fridge freezer powered for a year	ff powered for a year	3,337	based on 300kWh per annum
Digestate Fertiliser Produced	t	2,999	
homes powered for a year	homes for a year	237	
homes powered for a day	homes	86,451	



Executive Decision Progress Report

From May 2021

Contact Officer: Jodie Kloss
Senior Democratic Services Officer

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All officer decisions are available on the [Officer Decision Register](#) or on the full [Decision Register](#). Only key decisions are shown below. Further information about [forthcoming decisions](#) is available online.

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
07/06/21 Cabinet	10/07/19	Joint Safeguarding and Domestic Abuse Policy Lead officer: Justine Hoy	No	Approved by Cabinet 07/06/21
07/06/21 Cabinet	03/05/21	Economic Growth Strategy Lead officer: Alistair Napier	No	Approved by Cabinet 07/06/21
05/07/21 Cabinet	03/06/21	Financial outturn Lead officer: Alison Scott	No	Approved by Cabinet 05/07/21
05/07/21 Cabinet	03/06/21	Local Development Scheme Lead officer: Jack Green	No	Approved by Cabinet 05/07/21
20/07/21 Cabinet and Council	03/05/21	Watford Local Plan: Submission Document Lead officer: Jack Green	No	Approved by Cabinet 05/07/21 Approved by Council 19/07/21

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
11/08/21 Group Head of Place Shaping	24/03/21	Social Rented Local Lettings Plan Lead officer: Laura Marland	No	Approved by Group Head of Place Shaping 02/08/21
06/09/21 Cabinet	30/06/21	SW Herts Joint Strategic Plan Statement of Common Ground Lead officer: Jack Green	No	Approved by Cabinet 06/09/21
06/09/21 Cabinet	30/06/21	SW Herts Joint Strategic Plan Statement of Community Involvement Lead officer: Jack Green	No	Approved by Cabinet 06/09/21
04/10/21 Cabinet	05/08/2021	Rediscovering the River Colne Programme 2021-2031 Lead officer: Hayley Page / Paul Stacey	No	Approved by Cabinet 04/10/21
04/10/21 Cabinet	03/09/2021	Litter strategy for Watford 2021-2026 Lead officer: Hayley Page	No	Approved by Cabinet 04/10/21

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
04/10/21 Cabinet	24/09/2021	Community Protection Compliance Policy Lead officer: Jamie MacKenzie	No	Approved by Cabinet 04/10/21
01/11/21 Cabinet	05/08/2021	Watford Riverwell LABV Business Plan 2021-22 Lead officer: Peter Hall / Lauren Sharkey	Yes, part exempt on the grounds that exempt information (as defined in Schedule 12A Local Government Act 1972) of the following description is likely to be disclosed: Paragraph 3 – information relating to the financial or business affairs of any particular person (including those of the council).	Approved by Cabinet 01/11/2021
23/11/21 Head of Property and Regeneration	08/11/2021	Letting at Croxley Business Park Lead officer: Peter Hall	No	-
06/12/21 Cabinet	04/11/21	Town Hall Quarter Programme: Colosseum Refurbishment Business Case Lead officer: Liam Hornsby	No	-
06/12/21 Cabinet	04/11/21	Town Hall Quarter Programme: Town Hall Business Case	No	

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
		Lead officer: Liam Hornsby		
06/12/21 Cabinet	30/06/21	Woodside Master Plan Update Lead officer: Abid Khalil	Yes, part exempt on the grounds that exempt information (as defined in Schedule 12A Local Government Act 1972) of the following description is likely to be disclosed: Paragraph 3 – information relating to the financial or business affairs of any particular person (including those of the council).	-
06/12/21 Cabinet	03/06/21	Watford Business Park - Delegated Authority to appoint a Principal Contractor Lead officer: Lauren Sharkey	Yes, part exempt on the grounds that exempt information (as defined in Schedule 12A Local Government Act 1972) of the following description is likely to be disclosed: Paragraph 3 – information relating to the financial or business affairs of any particular person (including those of the council).	-
July 2022 Cabinet	08/01/21	Community and Operational Property Management Framework	No	-

Date key decision is due to be taken and by whom	Proposed decision published in the Notice of Executive Decisions	Details of the proposed decision	Does the decision contain any exempt information requiring it to be considered in private and what are the reasons for this?	Status
		Lead officer: Andrew Cox		
July 2022 Cabinet	05/08/2021	Hackney Carriage and Private Hire Strategy 2021-2025 Lead officer: Jamie MacKenzie	No	-

**Overview and Scrutiny Committee
Work programme 2021/22**

Date	Publishing	Topics	Speakers
24 June	16 June	<ul style="list-style-type: none"> • Hospital redevelopment plans – to comment on West Hertfordshire Hospitals NHS Trust’s plans • Update on WBC’s Strategic Framework – to review progress achieved on the Council Plan, Organisation Development Strategy and Covid-19 Road to Renewal Plan 	<ul style="list-style-type: none"> • Helen Brown (Deputy Chief Executive) and Louise Halfpenny (Director of Communications) • Kathryn Robson (Executive Head of Corporate Strategy & Communications), Terry Baldwin (Executive Head of HR and OD), Liam Hornsby (Head of Enterprise Programme Management Office)
22 July	14 July	<ul style="list-style-type: none"> • Homelessness strategy – to provide more context and understanding around the ‘Everyone In’ campaign and the statutory homeless figures • Quarter 4 2020/21 Council Performance Report - to monitor and challenge results 	<ul style="list-style-type: none"> • Ayaz Maqsood (Head of Housing), Liz Smale (Housing Strategy Officer) • Andrew Cox (Group Head of Transformation), Claire Dow (Business Intelligence Manager), Kathryn Robson (Executive Head of Corporate Strategy & Communications)
23 Sept	15 Sept	<ul style="list-style-type: none"> • Quarter 1 2021/22 Council Performance Report - to monitor and challenge results • CCTV review – to review Watford’s CCTV coverage and the council’s approach to its use 	<ul style="list-style-type: none"> • Andrew Cox (Group Head of Transformation), Claire Dow (Business Intelligence Manager), Kathryn Robson (Executive Head of Corporate Strategy & Communications) • Alan Gough (Group Head of Community and Environmental Services), Andy Smith (Head of Transport and Infrastructure)
21 Oct	13 Oct	<ul style="list-style-type: none"> • Update on WBC’s Strategic Framework – to review progress achieved on the Council Plan, Organisation Development Strategy and Covid-19 Road to Renewal Plan • Updated Road to Renewal Plan • Sustainable transport: Beryl Bikes, Arriva Click, Transport App – to review the council’s sustainable transport contracts 	<ul style="list-style-type: none"> • Kathryn Robson (Executive Head of Corporate Strategy & Communications), Terry Baldwin (Executive Head of HR and OD), Liam Hornsby (Head of Enterprise Programme Management Office) • Liam Hornsby (Head of Enterprise Programme Management Office) • Alan Gough (Group Head of Community and Environmental Services), Chris Fennell (Head of Leisure and Environmental Services), Kim Bloomfield (Contract and Relationship Manager - Sustainable Transport)

		<ul style="list-style-type: none"> New task group proposal: Sustainable Transport Strategy – to approve the proposal, membership and Chair. 	<ul style="list-style-type: none"> Jodie Kloss (Senior Democratic Services Officer)
18 Nov	10 Nov	<ul style="list-style-type: none"> Review of service changes to waste collections, including green waste – to examine the impact of changes introduced to the council’s waste collections in September 2020 	<ul style="list-style-type: none"> Chris Fennell (Head of Leisure and Environmental Services), Ruth Young (Contract Manager – Waste, Recycling and Markets), Laura Allan (Contract Manager – Waste, Recycling and Markets) and Hayley Page (Contract Manager – Parks and Streetcare) Darren Harding (Veolia)
16 Dec	08 Dec	<ul style="list-style-type: none"> Quarter 2 2021/22 Council Performance Report - to monitor and challenge results W3RT Task Group recommendations – update on progress New task group proposal: electric vehicles – to approve the proposal, membership and Chair. 	<ul style="list-style-type: none"> Andrew Cox (Group Head of Transformation), Claire Dow (Business Intelligence Manager), Kathryn Robson (Executive Head of Corporate Strategy & Communications) Cllr Glen Saffery (Task Group Chair), Bob Jones (W3RT, CEO) Jodie Kloss (Senior Democratic Services Officer)
23 Dec	15 Dec	<ul style="list-style-type: none"> Call-in (only if required) 	<ul style="list-style-type: none"> <i>Meeting to be cancelled if no call-in.</i>
03 Feb	26 Jan	<ul style="list-style-type: none"> Responding to the impacts of Covid 19 on Watford’s BAME communities and street name policy review task group – to review progress against the task group’s recommendations Sustainable Transport Strategy Task Group final report 	<ul style="list-style-type: none"> Cllr Favour Ezeifedi (Task Group Chair) Cllr Amanda Grimston (Task Group Chair) and Jodie Kloss (Senior Democratic Services Officer)
24 Feb	16 Feb	<ul style="list-style-type: none"> Update on WBC’s Strategic Framework – to review progress achieved on the Council Plan, Organisation Development Strategy and Covid-19 Road to Renewal Plan Electric Vehicles Task Group final report 	<ul style="list-style-type: none"> Kathryn Robson (Executive Head of Corporate Strategy & Communication), Terry Baldwin (Executive Head of HR and OD), Liam Hornsby (Head of Enterprise Programme Management Office) Task Group Chair and Jodie Kloss (Senior Democratic Services Officer)
17 Mar	09 Mar	<ul style="list-style-type: none"> Community Safety Partnership – to review the update on the 2021/22 plan and consider objectives for 2022/23 	<ul style="list-style-type: none"> Liam Fitzgerald (Community Safety Co-ordinator)

		<ul style="list-style-type: none"> Quarter 3 2020/21 Council Performance Report - to monitor and challenge results 	<ul style="list-style-type: none"> Andrew Cox (Group Head of Transformation), Claire Dow (Business Intelligence Manager), Kathryn Robson (Executive Head of Corporate Strategy & Communications)
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Other possible items to be scheduled:

- Council's Nomination Policy – to review proposed changes to how the council assesses applications to its housing register and the rules determining nominations to vacant homes owned by local housing associations.
- Update on benefits
- Review of corporate property strategy – to consider the review's findings and recommendations
- Update on Sustainable Transport Contracts (June/July 2022)
- Review of CCTV move to the new Police station (22/23)