

<b>Committee(s)</b>	<b>Dated:</b>
Port Health and Environmental Services	05 May 2015
<b>Subject:</b> Five year extension of London Wide Hazardous Waste Collection and Disposal Service update.	<b>Public</b>
<b>Report of:</b> Director of the Built Environment	<b>For Information</b>

### Summary

The City currently acts as the lead authority for the London-wide Hazardous Waste Collection and Disposal Service, which is delivered through a contract with PHS Waste Management.

The current contract commenced on 1 October 2010 for five years, with the option to extend by a further five years subject to satisfactory performance and further authority being obtained from your Committee and sufficient numbers of participating boroughs.

Authority was obtained from your Committee to extend the contract on 18 November 2014. Subsequently 31 of the 32 boroughs, including the City, have agreed to the contract extension and therefore the contract with PHS Waste management will be extended for five years commencing 01 October 2015.

### Recommendation(s)

Members are asked to:

- Note the report.

### Main Report

#### Background

1. The current contract commenced on 1 October 2010 for five years, with the option to extend by a further five years subject to satisfactory performance and further authority being obtained from your Committee and the participating boroughs.
2. Authority was obtained from your Committee on 18th November 2014 and subsequently 31 of the 32 boroughs, including the City, have agreed to the contract extension and therefore the contract with PHS Waste management will be extended for five years commencing 01 October 2015.
3. LB Islington have decided not be included in the contract extension. Officers are aware they LB Islington are bringing a lot of services back in-house but despite

being contacted a number of times LB Islington have declined to explain further the reason why they no longer wish to continue to participate in the service.

4. To assist participating boroughs in their decision on whether to extend the current contract an external review of the service was undertaken by the London Waste and Recycling Board (LWARB). This review consisted of a desk based analysis of data from the household hazardous waste collection service; a review of the contract documentation; information gathering from the Boroughs to gauge their views on the current service; and the scope for improvement to the service and most appropriate options for achieving this.
5. A consultation workshop was also held where officers presented to representatives of the participating Boroughs details of how the current service operates and views on current and future service operation were obtained.
6. The review concluded that as all of the Boroughs are happy with the current service, there are no obvious objections to extending the existing contract for five years. The Borough officers felt that it is a valuable service for residents that is well managed. The service also enables the Boroughs to provide for the appropriate management of household chemicals. It is part of their Duty of Care and environmental protection responsibilities as councils to be able to offer the service. There was no appetite amongst the group to retender the contract as it is viewed as working well. There were a small number of recommendations which came from the review which officers will look at implementing.

### **Current Position**

7. Comptroller and City Solicitors have written formally to PHS Waste Management confirming the five year contract extension from 01 October 2015 to 30 September 2020.

### **Options**

8. The contract review identified some future options for service improvement:
  - As an improvement to the contract reporting information, clarification of European Waste Catalogue codes would provide a greater transparency in terms of reporting the various material streams collected through the service and the charges being levied.
  - The contract review identified the current use of RPI as the metric for annual price increases. The CPI Index is currently running at a lower rate than RPI and could generate savings for the contract in future retender exercises.
  - All boroughs to provide improved and consistent information in call centres regarding household hazardous waste so that consistent information can be provided to residents regarding the most appropriate recycling and disposal routes for household hazardous items.

- All Boroughs to improve the level of detail provided on websites regarding the central service, in particular to provide consistent contact details to residents for the central service (telephone number and web address), details of the materials that can be accepted, e.g. both chemicals and asbestos and which household chemicals can be collected. Reference to the option for using online application forms to request the collection service should also be made by all Boroughs.
- Information provided to residents on how to handle left over paint could be improved, in particular the promotion of paint re-use as a first priority followed by paint recycling and then disposal through the collection service is an approach that could be developed. Each Borough could also share information with the City regarding paint re-use operations in their boroughs so that the call centre staff could divert callers to these services first prior to using the central collection service. These measures could help improve the efficiency of the service ensuring that it only collects from households the materials that need to be collected. The approach is also consistent with applying the waste hierarchy.

## **Proposals**

9. Following recommendations in the review Officers will incorporate more European waste Catalogue codes in the reporting back to Boroughs of the types of waste collected from residents.
10. It is proposed that your Officers will assist LWARB in compiling call centre scripts for Boroughs in order that the same information is supplied to residents regarding the central service.
11. Officers will assist Boroughs in reviewing their websites ensuring that a consistent message is given to residents including a link to the on-line request portal.
12. Boroughs will be asked to provide details of any re-paint schemes which operate within their boundaries.

## **Corporate & Strategic Implications**

13. The City acting as lead authority on behalf of all London Boroughs (with the exception of Hillingdon and Islington) for the provision of this service provides an excellent example of joined up partnership working on a London-wide scale. It also reinforces the City's position of providing services or amenities for the benefit of London as a whole and fits with one of the three strategic aims "to provide valued services to London and the nation"

## **Implications**

14. Due to the increase in usage of this service there may be a need to increase staffing in the future depending on demand. This initially would be on a part time basis during the peak spring/summer period and cover would be provided on an

agency basis although it is hoped that with more applications being made on line this need may be reduced. This type of scenario is already provided for within the existing Borough Agreements and any additional costs involved would be shared amongst the participating authorities, and the impact on the City would be minimal.

15. The overall feedback from the Boroughs was that the current service is reasonably priced and a relatively small cost when compared the total cost of waste and recycling services. The right service provision was felt to be more important than cost, although equally they would not like the cost to rise excessively in the future as budgetary pressures continue to be faced by all of the Boroughs.
16. The estimated cost of the contract for the present financial year is £363,000. The charge to the City for the last financial year was less than £3,000 (equivalent to its proportion of the fixed costs plus collection costs). Due to LB Islington opting out of the service their portion of the fixed standing costs around £3800 will need to be apportioned out across the other participating boroughs leading to around £100 per annum additional charge to the City.

## **Conclusion**

17. The present contractual and administrative arrangements have provided an essential and reliable service to the participating London authorities. The service has also gained praise from other bodies and other local authorities have used it as a model on which to base their own schemes. The existence of the service has meant a significant amount of hazardous waste generated in London has been managed properly.

## **Appendices**

- None

## **Background Papers**

Five year extension of London Wide Hazardous Waste Collection and Disposal Service dated 18 November 2014.

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