

# Public Document Pack

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To: Cllr Matt Wright (Chairman)

CS/NG

Councillors: Haydn Bateman, Peter Curtis,  
Chris Dolphin, Ian Dunbar, David Evans,  
Veronica Gay, Cindy Hinds, Ray Hughes,  
Joe Johnson, Colin Legg, Nancy Matthews,  
Ann Minshull, Paul Shotton and Carolyn Thomas

16 January 2014

Tracy Waters 01352 702331

Dear Sir / Madam

A meeting of the **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **WEDNESDAY, 22ND JANUARY, 2014** at **10.15 AM** to consider the following items.

**\*\* Members will note the start of the meeting is 15 minutes later than normal. This is for a short informal meeting at 10am to receive a briefing on declarations of interest from the Monitoring Officer/Deputy Monitoring Officer\*\***

Yours faithfully

Democracy & Governance Manager

## **A G E N D A**

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 1 - 4)

To confirm as a correct record the minutes of the meeting held on 16<sup>th</sup> December 2013.

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The Council welcomes correspondence in Welsh or English  
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

4 **THE COUNCIL'S HOUSEHOLD WASTE COLLECTION POLICY** (Pages 5 - 20)

Report of the Director of Environment enclosed.

5 **TOWN CENTRES, HIGH STREETS AND RETAIL AREAS** (Pages 21 - 28)

Report of the Environment and Social Care Overview & Scrutiny Facilitator enclosed.

6 **FORWARD WORK PROGRAMME** (Pages 29 - 34)

Report of the Environment and Social Care Overview & Scrutiny Facilitator enclosed.

## **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** **16 DECEMBER 2013**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council, held at County Hall, Mold on Monday, 16 December 2013.

### **PRESENT: Councillor Matt Wright (Chairman)**

Councillors: Haydn Bateman, Peter Curtis, Chris Dolphin, Ian Dunbar, Veronica Gay, Ray Hughes, Joe Johnson, Nancy Matthews, Paul Shotton and Carolyn Thomas

**SUBSTITUTIONS:** Councillor Glyn Banks for Ann Minshull

**APOLOGIES:** Councillor David Evans

**ALSO PRESENT:** Councillor Aaron Shotton

### **CONTRIBUTORS:**

Cabinet Member for Waste Strategy, Public Protection and Leisure, Director of Environment, and Assistant Business Development Officer. (For minute No. 48) Mr. Edward Hunt, Superfast Cymru Programme Director

### **IN ATTENDANCE:**

Member Engagement Manager and Committee Officer

## **46. DECLARATIONS OF INTEREST (including Whipping Declarations)**

There were no declarations of interest.

## **47. MINUTES**

The minutes of the meeting of the Committee held on 13 November 2013 were submitted.

### **Accuracy**

Page 5: Councillor Paul Shotton asked that the word 'not' be removed from the first line of the fourth paragraph.

### **RESOLVED:**

That subject to the above the minutes be received, approved and signed by the Chairman as a correct record.

## **48. PRESENTATION BY SUPERFAST CYMRU**

The Chairman welcomed and introduced Mr. Edward Hunt, Superfast Cymru Programme Director, and invited him to give a presentation on Superfast Cymru. Mr. Hunt provided background information and context and

explained that the project was created in partnership with BT and the Welsh Government. The main points of the presentation were:

- Aims of Superfast Cymru
- The 'Open' Network
- Rollout progress
- Plans for Flintshire
- Why fibre broadband

The Chairman thanked Mr. Hunt for a detailed and informative presentation and invited Members to raise questions. The Chairman indicated that he would be exercising his discretion to allow a member of the public attending the meeting to speak and ask a question. He formally welcomed Mr Paul Hill to the meeting.

Councillor Ian Dunbar commented on the cost, which he felt could be prohibitive, for some residential customers and small businesses switching to fibre broadband. Mr. Hunt advised that due to market competition the cost of transferring to fibre broadband was relatively low and with some providers there may be no charge at all for existing customers. He outlined the benefits of fibre broadband and advised that the inability for old internet connections to continue to meet needs was the biggest driver.

Councillor Carolyn Thomas highlighted the significant problems concerning broadband connection which was experienced by residents, farmers, and businesses in rural areas. Mr. Paul Hill explained the difficulties he had experienced in establishing a consistent internet connection in his rural area. Mr. Hunt agreed to discuss externally the issues and concerns raised and outlined the work being undertaken on rural and urban deployment and commented on the size of the engineering project. He gave reassurance that there would be no single large area in Flintshire or Wales which would not have access to a broadband service: the intention was to achieve 96% penetration, which would be amongst the highest achieved globally. The 4% would not be related to a discrete geographical area, but would instead be individual properties which proved 'hard to reach' across the country.

Councillor Chris Dolphin commented on the impact that advances in information technology had on local communities and cited the closure of high street shops and banks as an example.

Councillor Veronica Gay suggested that all community centres should be connected to fibre broadband.

During discussion Mr. Hunt advised of the work being undertaken in conjunction with the Authority's Economic Development Team to inform residents in Flintshire of Superfast Cymru and the availability of fibre broadband. It was agreed that Mr. Hunt would liaise with the Director of Environment following the meeting concerning some issues which had been encountered with marketing. It was also suggested that information on

Superfast Cymru be included in the Authority's newsletter Your Community Your Council, and that a press release be submitted following the meeting.

**RESOLVED**

That the presentation be received.

**49. FORWARD WORK PROGRAMME**

The Member Engagement Manager introduced the Forward Work Programme of the Committee.

Members reviewed the current programme and agreed that the following items be considered at the next meeting:

- Town Centres and High Streets
- Review of Council's Waste Policy

The Chairman informed Members that prior to the next meeting a budget consultation meeting would be held and Members would be notified of the date when confirmed.

The Member Engagement Manager suggested that the item on the North Wales Residual Waste Partnership which was scheduled for the meeting of the Committee to be held on 26 February 2014 may be withdrawn in view of the current timings of the procurement process and the outcome of the Joint Committee meeting to be held in January 2014.

The Member Engagement Manager also asked that Members consider agreement to the Environment and Social Care Overview & Scrutiny Facilitator updating the Forward Work Programme, as required, in conjunction with the Chairman and Vice Chairman.

Councillor Nancy Matthews asked if the report on the Review of the Council's Waste Policy could be sent to Members as early as possible for consideration. The Director of Environment said he would circulate the draft report in the New Year.

**RESOLVED:**

- (a) That subject to the above the Forward Work Programme be agreed; and
- (b) That the item on the North Wales Residual Waste Partnership which was scheduled for the meeting of the Committee to be held on 26 February 2014 may be withdrawn, subject to the current timings of the procurement process and the outcome of the Joint Committee meeting to be held in January 2014.

**50. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED:**

That the press and public be excluded for the remainder of the meeting for the following item by virtue of exempt information under paragraph(s) 14 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

**51. UPDATE ON NORTH WALES RESIDUAL WASTE TREATMENT PROJECT AND THE SUB-REGIONAL FOOD WASTE PROJECT**

The Director of Environment introduced a report to update Members on progress of the North Wales Residual Waste Treatment Project's (NWRWTP) procurement process and on progress of the Sub-Regional Food Waste Project

With reference to the NWRWTP, the Director reported on the main considerations which were detailed in the report.

Concerning the Sub-Regional Food Waste Project the Director advised that interim services continued to run smoothly with no operational issues being reported. Construction of the new treatment facility was progressing following delay and it was anticipated that the facility would be fully operational mid 2014. In conclusion the Director commented on the 'spend to save' proposals in relation to an anticipated capital receipt to be gained in the future.

**RESOLVED**

That the report be noted.

**52. ATTENDANCE BY MEMBERS OF THE PRESS AND PUBLIC**

There was one member of the public and no members of the press in attendance.

(The meeting commenced at 10.00 am and ended at 11.50 am).

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**Chairman**

# Agenda Item 4

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **ENVIRONMENT AND OVERVIEW SCRUTINY COMMITTEE**

**DATE:** **WEDNESDAY 22 JANUARY 2014**

**REPORT BY:** **DIRECTOR OF ENVIRONMENT**

**SUBJECT:** **THE COUNCIL'S HOUSEHOLD WASTE COLLECTION POLICY**

### **1.00 PURPOSE OF REPORT**

1.01 To inform members of the committee of the proposals to review and update the Council's Waste Collection Policy

### **2.00 BACKGROUND**

2.01 On 15<sup>th</sup> March 2011 the Council's Executive formally approved its Household Waste Collection Policy which supported the introduction of a Managed Weekly Collection (MWC) service, fundamentally changing the way the Council collected all domestic waste in the County. The new MWC service was designed to increase participation in recycling and reduce the Councils reliance on landfill in order meet the challenging targets set out in the all Wales National Strategy 'Towards Zero Waste'.

2.02 Failure to meet the WG National Strategy targets could result in infraction charges being levied against the Council totalling £200 for each tonne of waste land filled above the defined allowance. In addition, a further £200/tonne infraction charge could be levied if the Council fails to achieve the Statutory Waste Recycling target in the same period. Therefore if the Council fails to meet the target by (say) 1,000 tonnes (roughly equivalent to just 1% of the Councils current Municipal Waste Arising), this could result in a financial penalty of £400,000 for that year alone.

2.03 Since the introduction of the policy and the new collection arrangements, recycling levels across all areas of the County have increased, allowing the Council to achieve the 2012 – 13 statutory target and to be well on track to achieve the subsequent targets - which are shown below:

**Table 1 - Summary of municipal waste targets**

TARGET FOR EACH INDIVIDUAL LOCAL AUTHORITY:	TARGETS FOR EACH TARGET YEAR			
	12-13	15-16	19-20	24-25
Minimum levels of reuse and recycling / composting (or AD)	52%	58%	64%	70%
Minimum levels of AD (or composting if	12%	14%	16%	16%

currently committed to this technology) of source separated food waste from kitchens as part of the combined recycling/composting target above				
Minimum proportion of reuse/recycling/composting that must come from source separation (kerbside, bring and/or civic amenity (CA) site	80%	80%	80%	80%
Maximum level of energy from waste per annum	-	42%	36%	30%
Maximum level of landfill	-	-	10%	5%
Maximum level of residual household waste per inhabitant per annum	295kg	258kg	210kg	150kg

2.04 The service is partly funded by WG though the Sustainable Waste Management Grant (SWMG). The level of the grant was reduced by approximately 5% or £149,470 during the financial year 2013-14 and indications are that further reductions are to be expected in 2014 – 15 and beyond.

2.05 It is good practise to review all formal Council policies to ensure they are still appropriate and meet the needs of both the residents and the Council. It is also important to ensure that by the application of the policy, the Council avoids any financially damaging infraction charges in future years. In addition there are a number of elements within current waste policies which are not being implemented and that therefore require amending i.e.

- Side waste collection policy – Changes detailed in new policy
- HRC provision

2.06 To provide clarity and a single document which provides detailed information on the Councils complete waste collection service, the new policy has been extended to include detailing operations at the Councils Household Recycling Centres (HRC's) and 'Bring Sites'.

**3.00 CONSIDERATIONS**

3.01 The proposed policy relies heavily on the continuing participation of Flintshire citizens to ensure that recycling levels remain high, and the further development and promotion of the new collection service is considered essential if the Council is to achieve the targets set by WG.

A summary of the main changes to the policy are as follows:

3.02 The new Collection Policy provides greater clarity for collection arrangements allowing curtilage rather than kerbside collections to take place. It also provides clarity on the liability issues in respect of containers placed for collection.

3.03 Residents can continue to purchase a second Garden waste bin however the number of garden waste bins at individual properties will be restricted to a maximum of two. Properties currently with more than this number will continue to



be serviced.

- 3.04 The collection of side waste will continue in order to avoid littering. However the process for residents whom continue to present side waste is clarified in the new Policy. Properties presenting excess side waste will be noted by the crews and staff from the service will then call on the resident to investigate the level of waste being produced at the property. If the resident continues to present side waste and refuses to reduce their waste by recycling, a formal notification process will be followed to ensure the resident is aware of the collection arrangements and the need to recycle. Continued failure to follow the advice issued during this process may result in action being taken under the powers within the Environment Protection Act 1990.
- 3.05 The number of HRC sites will be considered further as one element of the broader Assets Review however the proposed changes resulting from the completion of the Sandycroft HRC site are detailed in the policy. This includes closure of the current facilities in Saltney and Queensferry once the new facility in Sandycroft opens
- 3.06 The opening times for all HRC sites have been amended to reflect the footfall levels at the sites. The opening hours will also prevent overtime working for staff and remove the need for lone working at the sites during the evening and morning periods.
- 3.07 The Council Van Permit Scheme, which allows residents with vans to use the HRC site's has been amended to limit all van owners to the HRC sites in Greenfield, and Mold which are more suited to receiving these vehicles. The proposal is intended to reduce the risk of confrontations with staff at the remaining sites, where a clear instruction will be advertised informing all users that vans are not accepted into the public areas of the facility. Resources will be allocated to the Greenfield and Mold sites to manage van usage and ensure compliance with the policy. The proposed arrangements will be further monitored by operators based in Alltami using the new CCTV system and the complete van ban in all public areas of the remaining sites will be easier to manage and will improve the safety of Council staff
- 3.08 The Council will continue to offer Trade customers in the County the opportunity to dispose of their garden waste and general waste in Greenfield HRC site only. This will be a chargeable service with details of the charges available on the Council's Fees and Charges listing.

#### **4.00 RECOMMENDATIONS**

- 4.01 That Environment Overview and Scrutiny Committee note the proposed changes to the Council Waste Collection Policy

#### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 The service is part funded by the Welsh Government through the Sustainable Waste Management Grant. There has been a reduction in this grant in the current year of approximately 5% (£149,470) and further reduction are expected in future years.

5.02 The remaining service is budgeted within the Environment Directorate budget

**6.00 ANTI POVERTY IMPACT**

6.01 Not applicable

**7.00 ENVIRONMENTAL IMPACT**

7.01 Achieving the recycling targets will reduce landfill and also reduce the Council carbon footprint.

**8.00 EQUALITIES IMPACT**

8.01 The service will continue to provide a full Assisted Collection service for the elderly and disabled members of the community

**9.00 PERSONNEL IMPLICATIONS**

9.01 No impact

**10.00 CONSULTATION REQUIRED**

10.01 Notification to all HRC site users of revised opening hours

**11.00 CONSULTATION UNDERTAKEN**

11.01 With Cabinet Member

11.02 With Local Member in respect of Saltney and Queensferry HRC site closure

**12.00 APPENDICES**

12.01 The Councils Waste Collection Policy

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

**Contact Officer: S Jones**

**Telephone: 01352 704700**

**Email: Stephen.o.jones@flintshire.gov.uk**



**Flintshire County Council**

**HOUSEHOLD WASTE COLLECTION  
POLICY.**

**HOUSEHOLD RECYCLING CENTRE  
OPERATIONS.**

**AND**

**THE COUNCIL'S BRING SITE SERVICE**

**December 2013**



## **POLICY FOR HOUSEHOLD WASTE COLLECTION**

### **1.0 Legislation**

**1.1** Under the terms of the Environmental Protection Act, 1990, Flintshire County Council (the "Council") is classed as a Waste Collection and Disposal Authority, and as such has a statutory duty to collect household waste from all domestic properties in the County. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection receptacle(s);
- Where the receptacle(s) must be placed for the purpose of collecting and emptying;
- The waste types which may or may not be placed within each of the receptacle(s).

### **2.0 Household Waste Collection Eligibility**

**2.1** Each household in Flintshire registered on the Council Tax Register will be entitled to receive a waste collection service.

**2.2** Places of religious worship, registered charities and community halls (where no business activity takes place for profit) may be entitled to the standard waste collection service offered to householders.

### **3.0 Collection Frequency**

**3.1** The Council operates a Managed Weekly Collection (MWC) service offering the following:

- A weekly collection of all recyclable material which should be cleaned and separated by the residents. This includes – Glass, Plastics, Card/Paper and Cans
- A weekly collection of food waste
- A fortnightly collection of a 180 litre general domestic waste container  
*Alternating with:*
- A fortnightly collection of 140litre green/garden waste container

### **4.0 Containers for the Storage of Waste Materials**

**4.1** Where operationally possible all households have been included in the MWC service and the properties will receive curtilage collections. However in some locations specific collection points have been identified by the Council and in some locations (particularly flats) local collections will be provided from communal wheeled bin(s) which are provided for the purpose of storing waste materials prior to collection.

- 4.2 All containers supplied to householders for the purpose of the waste/recycling collection service shall remain in the ownership of the Council. When householders move home they will be required to leave all wheeled bins and recycling boxes at the property for the new occupant to use. The only exemptions are additional garden waste bins (Brown Bins) that have been purchased by the householder from the Council.
- 4.3 Householders are responsible for the storage, safe keeping and cleaning of waste containers provided by the Council.
- 4.4 Each householder in the scheme shall be provided with the following containers free of charge in which to store their waste:
- 1 x 180 litre black wheeled bin for non recyclable waste. Only waste produced by a household on a normal day to day basis should be placed in this wheeled bin (i.e. it should not contain non standard items such as bulky waste, commercial waste or recyclable waste).
  - 1 x 55 litre blue recycling box (for plastic bottles, mixed cans and mixed glass). Households requesting additional recycling capacity shall be provided with reusable weighted woven sacks for separating plastic bottles and mixed cans (the box will then be used for glass only). Recycling products placed in these receptacles should be rinsed and be free of the material originally stored in them.
  - 1 x 60 litre blue reusable plastic sack (for paper and cardboard). Additional sacks will be available on request.
  - 1 x 25 Litre caddy for the storage of food waste and a smaller 7 Litre caddy for use in the kitchen. Householders will also be supplied with a roll of 52 biodegradable bags for food waste. Householders will be supplied with additional bags (free of charge) when the notification sticker within the roll is presented by residents on collection day.
  - 1 x 140 litre brown wheeled bin for green garden waste. If an additional bin is required please see paragraph 4.12
- 4.5 All containers supplied by the Council should only be used for the storage of items as prescribed by the Council. Failure to do so may result in the Council retrieving the container(s) from the households.
- 4.6 Households must separate their waste items into the appropriate containers as per the advice provided by the Council. If the householder fails to correctly segregate their waste materials into the prescribed containers as required, the waste **may not** be collected and this **shall not** be classed as a missed collection. Following such an incident the householder must place the waste items in the correct container which will then be collected at the next scheduled collection.
- 4.7 Any request to provide a new wheeled bin, recycling box or green food bags (e.g. due to damage or if a new property has been built etc) shall be

made by initially contacting the Streetscene service through the Streetscene Contact Centre (01352 701234) or through the Councils website.

Deliveries will be made by Streetscene staff within the operating standard

- 4.8 Where a household has 6 or more permanent occupants, they may make a request for a larger, 240 litre wheeled bin for the storage of non recyclable waste. This service shall be subject to annual review and the 240 litre wheeled bin will be exchanged for a standard 180 litre wheeled bin once the number of permanent occupants reduces below 6.
- 4.9 Where a household with fewer than 6 permanent occupants believe they have a need for a larger bin (240 litres) than the standard 180 litre wheeled bin supplied, applications can be made to the Council for consideration
- 4.10 Only 1 wheeled bin for non recyclable waste will be supplied and emptied per property.
- 4.11 Where a household produces large quantities of green garden waste, they may purchase one additional 140 litre wheeled bin for the storage of this material. The provision of additional wheeled bin for this purpose shall be subject to availability and households will be restricted to a maximum of 2 wheeled bins for garden waste. The charge for additional brown bins will be reviewed annually and details of current charges are available on the Council's Fees & Charges listing. Households with more than two bins will be continue to receive a collection service subject to further notice..

## **5.0 Collection Points**

- 5.1 All wheeled bins, food containers and recycling boxes/bags must be placed on the drive or footway within one metre of the curtilage or boundary of the property and be easily accessible to the crews without the need to open gates etc. Where this is not possible the containers should be placed on the footway/verge outside the property, at a point causing minimal obstruction to the highway users
- 5.2 The collection point for householders with long private drives will be the point where their drive meets the adopted highway.
- 5.3 Where appropriate collection vehicles will travel along un-adopted roads allowing residents to present their waste containers at the same point on their property as though the road were adopted (5.1). This does not mean that the Council will maintain the road and should the road be deemed unsuitable for the vehicles involved or if the owner of the road refuses to allow the vehicle to use the road, the residents will be required to bring their containers to the nearest adopted highway
- 5.4 Where required, site specific arrangements will be made for collections at flats or properties with narrow or difficult access arrangements. These

specific collection arrangements will be advised to the householder by the Council.

**5.5** Wheeled bins and recycling containers **will be** returned to their point of origin by the collection crews immediately after collection

**5.6** The householder must collect their wheeled bins/recycling boxes after they have been emptied and return them to within the boundary of their property on the day of collection. Containers should not be permanently stored on the public highway.

## **6.0 Collection Day and Time**

**6.1** Wheeled bin and recycling collections will generally take place on the same day each week

**6.2** Wheeled bins, food containers and recycling boxes/bags should be presented for collection by 7.00 am on the day of collection and removed after collections have taken place (which could be up until 5pm). Containers may be placed at their collection point on the evening before collection however the Council will not accept liability for any injury or damage to third parties as a result of any incidents occurring with a container left on the public highway outside of these periods unless caused by the acts or omissions of its employees, contractors or agents.

**6.3** It may be necessary for the Council to change collection days from time to time e.g. over the Christmas and New Year period and on some occasions the waste collection service will have to be suspended due to a service disruption (e.g. during heavy snow, fuel shortage etc). The Council will make every effort to minimise the level of disruption to householders during these periods and will try to rectify any missed collections as soon as the cause of the disruption comes to an end. Notification of changed collection days in these instances will be available on the Councils website and from the Councils Streetscene Contact Centre.

**6.4** Where the Council is unable to collect any missed waste collections due to a service disruption, householders should retain their waste materials until the next scheduled collection when the all of the material will be collected. The Council would encourage residents to use their nearest HRC for the disposal of all waste types in these instances.

## **7.0 Presentation**

**7.1** All waste must be presented in Council supplied containers to ensure its safe collection. Lids on wheeled bins must be shut when the waste is collected in order to ensure the health and safety of the collection crews and prevent damage to the containers and the vehicle lifting equipment..

**7.2** Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicles will not be taken. In these cases householders will have to loosen the materials themselves ready for the next scheduled collection.

**7.3** All non recyclable waste must be contained within the Council supplied black wheeled bin. Properties presenting excess side waste will be noted by the crews and staff from the service will then call on the resident to investigate the level of waste being produced at the property. If the resident continues to present side waste and refuses to reduce their waste by recycling, a formal notification process will be followed to ensure the resident is aware of the collection arrangements and the need to recycle. Continued failure to follow the advice issued during this process may result in action being taken under the powers within the Environment Protection Act 1990. The side waste will however be collected to reduce littering in the locality.

## **7.0 Assisted Collections**

**7.1** Where, through frailty or incapacity, a householder cannot present their 180 litre wheeled bin or recycling boxes at the curtilage, and subject to there being no other able bodied person living at the property, the householder may make a formal request to the Council for an Assisted Collection. If an Assisted Collection is approved a suitable collection point on the property shall be agreed with the householder and collections will then take place from this point. All containers will be returned to the collection point by the waste teams once they have been emptied.

**7.2** Assisted Collections will be restricted to those households who are in genuine need following approval of an application to the Council. The Council will review every individual case every two years.

## **8.0 Missed Kerbside Collections**

**9.1** If a wheeled bin or recycling container is placed out ready for collection at a collection point as specified in section 5 and on the correct collection day and time, and is not picked up by the Council, then this will be classed as a missed collection. As the Council undertakes almost one million individual collections each month in the County, inevitably there will be some missed collections each day

**9.2** Where a genuine missed collection is reported the Council will endeavour to return and collect the waste the following working day.

**9.3** Where it is proven that the householder has failed to place the bin out for collection at a collection point as specified in section 5 or on the designated day and time; the Council will not return for the collection and the resident will be required to place their waste for collection on the next collection date.

**9.4** Missed collections can be reported through the Streetscene Contact Centre or through the Councils web-site

## **10.0 Clinical Household Waste Collection**



- 10.1** The Council provides a collection service for clinical household waste from householders upon request from the relevant Health Care provider, via a prescribed application form.
- 10.2** The Council shall provide a suitable container for the householder to store their clinical waste.
- 10.3** An agreed collection point, day of collection, frequency of collection and any other specific instructions regarding this service, will be agreed between the Council and the householder.
- 11.0 Bulky Household Waste Collection**
- 11.1** The Council provides a bulky waste collection services for householders. This is a chargeable service for 1 to 5 items (or up to 10 bin bags). Extra items, up to a maximum of 5, are also collected at an additional charge. The cost for each of these services will be shown in the Council's Fees & Charges listing which is reviewed each year. Fridges and Freezers are collected free of charge
- 11.2** Householders in receipt of Income Support, Unemployment Benefit, Disability Living Allowance, State Pension or Guaranteed Pension Credits will be provided with up to two free collections per year if required. Proof of benefit will be required.
- 11.3** Following a request for a bulky household waste collection service, the collection shall take place within the prescribed Streetscene standard period.
- 11.4** Typical examples of bulky waste that will be accepted include the following - mattress's, bed frames, chairs, tables, TV's, carpets, hi-fi's, cupboards, standard cookers, sideboards, lamps, children's toys, computers, bookcases etc. A three piece suite will count as three items.
- 11.5** Small waste objects should be placed into a box, sack or suitable container and this will then be counted as one item. Only the items listed during the original request to the Council will be collected and additional items will not be collected.
- 11.6** No commercial or industrial waste will be collected however a trade waste will be accepted at Greenfield HRC site with the appropriate permit.
- 11.7** All items must be presented for collection by 07.00 hours on the specified day of collection. All items of waste must be left in the front of the nominated property and clearly visible from the highway. They should be presented in a safe fashion which does not cause any obstruction or danger to the public. The Council will not enter houses to collect waste items. The collection point for properties with difficult access e.g. flats shall be agreed with the Council at the point of request and before collections are made.

- 11.8** The Council reserves the right to refuse the collection of any waste items that may cause harm or may have an affect on the health and safety of waste collection staff.
- 11.9** Home Improvements including kitchen/bathroom renewals, fitted wardrobes and any soils & rubble from landscaping works **will not be collected** as part of a bulky waste collection and households should make the appropriate arrangements with their contractor to ensure they comply with their own duty of care for the safe disposal of the material.

## **HOUSEHOLD RECYCLING CENTRES**

- 1.0** Flintshire County Council operates 8 HRC sites at the following locations across the County:

- Greenfield
- Flint
- Mold
- Hope
- Connahs Quay
- Saltney & Queensferry – To be replaced by Sandycroft
- Buckley

- 1.1** In recent years and in line with the Councils Waste Management Strategy, the emphasis at the sites has changed from a simple tipping facility to one which allows the Council to recycle the majority of material that residents take to the sites. This change has been driven by the targets set by Welsh Assembly Government (WAG) for the amount of municipal waste recycled by each Council in Wales.

- 1.2** Approximately 30% of the total domestic waste currently produced in Flintshire is collected at the HRC sites and the average recycling rate achieved at the sites is approximately 58%. All residents using the facilities will be met by a member of the staff on the site and provided with guidance on the disposal of their material. The intention will be to ensure that as much of the waste as possible is recycled. Black bag or residual waste will then be opened on the sites by the staff and any recyclable product removed from the bag and then placed in the appropriate recycling container.

- 1.3** Space at the sites limits the number of waste types that can be recycled however every attempt is made to maximise the number of waste types that can be recycled at each site.

- 1.4** Due to Health and Safety concerns Asbestos products will only be accepted at Greenfield and Buckley HRC sites. The material should be presented in plastic bags (which are supplied at the HRC sites if required) and place in the designated skip for storage prior to disposal. Similarly building rubble and soil can only be accepted at Buckley, Mold and Greenfield

- 1.5** The opening hours for the facilities will be as follows:

Summer (March – Sept)	Opens	09.00 hours
	Closes	19.00 hours

Winter (Oct – Feb)	Opens	09.00 hours
	Closes	17.00 hours

**1.6** Commercial vehicles and vans will only be accepted at the Greenfield and Mold HRC site with a permit, in order to reduce conflict with staff at other sites. Compliance will be monitored using CCTV cameras which are on all of the sites

**1.7** The number of HRC sites required across the County will be considered further as one element of the broader Assets Review.

## **VAN PERMITS AT HRC SITES**

### **Why are permits necessary?**

- To stop illegal use of the sites by businesses - only the Greenfield site can accept any commercial waste with the necessary permit
- To meet the requirements of environmental legislation.
- To reduce congestion at the sites making general visits safer, quicker and easier.

### **What types of vehicles are restricted?**

Drivers of the following vehicles must be in possession of a permit to dispose of waste. This restriction on vans applies to company vehicles, hired vehicles and borrowed vehicles and includes:

- Lorries
- Vans
- Pick-ups
- Trailers (with more than one axle)
- Mini-buses
- Any vehicle that might be seen as 'commercial'

### **Criteria**

If a Flintshire resident can satisfy three simple criteria they can apply for a permit from Flintshire County Council and continue to use the nominated HRC for disposal.

- The vehicle must be registered to the resident, not a business or other organisation.
- The vehicle must be registered to an address in Flintshire.
- The vehicle must not be sign-written or display advertising.

If the resident cannot satisfy the above conditions, they will not be permitted to bring the vehicle into the nominated HRC

### **How to apply**

There are 2 ways to apply for a permit:

**Email** the completed permit application form (available on the Councils website) to [Streetscene@flintshire.gov.uk](mailto:Streetscene@flintshire.gov.uk) along with scanned copies of the required documents, or

**Post** the completed permit application form to Streetscene together with copies of the required documents,

The following documents should be included in the application:

- Vehicle registration Document (V5) Section 4, 5, 6 & 7 and
- Two recent utilities bills/Council Tax demands

Photocopies or scanned copies of documents are acceptable and we will return any originals sent.

Permits will then be collected from Alltami depot when the suitability of the vehicle will be assessed by staff

There is no fee required for permits.

### **Process**

1. **The van permits will only apply in the Greenfield HRC site and no other sites will accept vans with permits.**
2. Once the application is approved the applicant will receive a card with vehicle details noted and 12 numbered boxes around the edge, these will be hole punched by the attendant on site each time you visit.
3. The permit can be used for a maximum of 12 visits per year. The Recycling Park staff will not allow you access to the site if you do not have a permit.
4. If the vehicle is changes during the year a new permit for the new vehicle will be required.
5. If the van is hired for less than 7 days and taking household waste to a Flintshire County Council HRC a "one off" permit is required from the above The hire documents should be presented and checked by site staff. Hired vans will only be accepted at Greenfield HRC site
6. If a vehicle is to be used that is not registered to a residents address e.g. a company or borrowed vehicle, a one-off permit can be applied for. This will allow **access to Greenfield HRC site only, up to three times over two weeks** from the date of issue.

Cars are not restricted and do not need a permit unless towing a trailer with more than one axle.

The Council will provide permits for Commercial waste to be disposed of at Greenfield HRC site only. This includes commercial disposal of green garden waste at the Councils composting facility.

**For details of commercial disposal costs and arrangements please contact Flintshire County Council Streetscene Contact Centre 01352 701234.**

## **‘BRING’ SITE OPERATIONS**

**1.1** In addition to the HRC sites the Council also operates 23 strategically placed Bring Sites' which allow residents to recycle locally. The sites are in the following locations.

- Bagillt, The Stag Car Park
- Broughton, Retail Park
- Broughton, Village Centre
- Buckley, Potters Wheel
- Caergwrle, High Street
- Caerwys, Caerwys School
- Caerwys, Marian Lucy Common
- Connah's Quay, Somerfield
- Halkyn, Blue Bell Inn
- Hawarden, Tinkersdale
- Higher Kinnerton, The Royal Oak
- Higher Kinnerton, The Swan
- Holywell, Tesco Car Park
- Leeswood, Community Centre
- Mold, Farmfoods Car Park
- Mold, Somerfields Car Park
- Mold, Tesco Car Park
- New Brighton, Beaufort Park Hotel
- Queensferry, Asda Car Park
- Rhydymwyn, Antelope Inn
- Saltney, Morrisons
- Saltney, Sports & Social Club
- Shotton, Charmleys Lane Car Park.

**1.2** The sites will include a single unit providing storage for separated glass, cans, plastic and paper/card and a separate unit for recycled textiles. The textile bank will be emptied and managed under contract by a nominated contractor. The single glass, plastic etc storage facility will be managed by the Council's own staff.

**1.3** The provision of Bring sites are subject to review and provided subject to the level of demand in a particular area

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## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **WEDNESDAY, 22 JANUARY 2014**

**REPORT BY:** **ENVIRONMENT OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:** **TOWN CENTRES, HIGH STREETS AND RETAIL AREAS**

### **1.00 PURPOSE OF REPORT**

1.01 To consider how the Environment Overview & Scrutiny Committee can undertake a review of Town Centre and High Street regeneration.

### **2.00 BACKGROUND**

2.01 At the Forward Work Programme planning session held in July 2013 Members of the Environment Overview and Scrutiny Committee requested that the Committee give further consideration to exploring new ways to enhance our town centres and high streets. Members also requested that Broughton be included as part of the review.

2.02 Cllr Matt Wright, Chair of the Committee convened a meeting on the 12<sup>th</sup> of December with Cllr Paul Shotton, Vice Chair, Cllr Derek Butler, Cabinet Member for Regeneration, David Heggarty, Head of Regeneration and Margaret Parry-Jones, Scrutiny Facilitator. All agreed that a considerable amount of good work was already taking place across Flintshire. It was also agreed that this was something which the Committee would be able to assist with.

2.03 At the Environment Overview & Scrutiny Committee on the 22<sup>nd</sup> May 2013 a presentation on Tourism in Flintshire was received. At the meeting comments were made regarding the need to rejuvenate town centres and the potential negative impact on tourism in Flintshire of visitors travelling on the old coast road. Additionally the need to review designated town centres with the aim of creating more sustainable town centre core areas and the need for more planning, marketing and investment was raised.

2.04 In September 2012, the Committee received a report informing Members of the progress made in developing and implementing Town Action Plans (TAPs) across eight towns in the County :-

- Buckley
- Connah's Quay

- Flint
- Holywell
- Mold
- Queensferry
- Saltney
- Shotton.

- 2.05 The Committee have received updates as part of the Quarterly Performance Report – Regeneration including:-
- Progress with the Flint Masterplan and how long term plans are in place for most town centres in Flintshire
  - The Streetscape Improvement Grant initiative funded through the Rural Development Plan
  - The Business Enhancement Scheme which was launched in February 2013 and is designed to tackle vacant premises on the High Streets in Flintshire and runs until mid 2014
- 2.06 The Quarter 4 report (January to March 2013) stated that “Progress is being made through the Town Action Plan programme in developing long term plans for each centre. However, the long term future of our town centres remains challenging and, although town centres in Flintshire are generally out-performing the national average, continued effort will be needed to help them to adapt to a changing world”.
- 2.07 The Council adopted a new style improvement plan in July 2013 which is aligned to the new three year Outcome Agreement and focuses on the priorities which are expected to have the most impact. We received the first of the new style Improvement Plan Monitoring Reports in November 2013 which reports on progress for sub priority Town and Rural Regeneration - Making local communities viable.

### **3.00 CONSIDERATIONS**

- 3.01 At the meeting held on the 12<sup>th</sup> of December all agreed that it was important to undertake a corporate review of the many different elements involved in developing and maintaining vibrant town centres and high streets. The group felt that a joined up approach was needed across the Council including planning, housing, social enterprise and working with the many stakeholders which are listed in appendix 1.

There is a considerable amount of information and research available to inform a review if undertaken. Some suggested documents are listed in appendix 1.



#### **4.00 RECOMMENDATIONS**

That the Environment Overview & Scrutiny agree to undertake a Scrutiny Review of Town Centres & High Streets as outlined in the report and appendix 1.

#### **5.00 FINANCIAL IMPLICATIONS**

None arising directly from this report.

#### **6.00 ANTI POVERTY IMPACT**

None arising directly from this report.

#### **7.00 ENVIRONMENTAL IMPACT**

None arising directly from this report.

#### **8.00 EQUALITIES IMPACT**

None arising directly from this report.

#### **9.00 PERSONNEL IMPLICATIONS**

None arising directly from this report.

#### **10.00 CONSULTATION REQUIRED**

Publication of this report constitutes consultation.

#### **11.00 CONSULTATION UNDERTAKEN**

Publication of this report constitutes consultation.

#### **12.00 APPENDICES**

Project Plan for Review of Town Centres and High Streets

#### **LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS**

None.

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**FLINTSHIRE COUNTY COUNCIL  
ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE**



**PROJECT PLAN FOR REVIEW OF TOWN CENTRES AND HIGH STREETS**

<p><b>TERMS OF REFERENCE</b></p> <p><i>Set specific objectives.</i></p> <p><i>Be clear as to what is, and, as importantly, what is not, included in the topic.</i></p>	<p>To look at the positive aspects of town centres and high streets and identify areas for improvement</p> <p>Outcome required:- to gain an understanding of the current situation for each of the Town Centres/high streets and make recommendations to fill the gaps.</p>
<p><b>EVIDENCE GATHERING</b></p> <p>➤ <b>Documents</b> <i>What? Why?</i></p>	<ul style="list-style-type: none"> <li>• Future of High Streets - Progress since the Portas Review</li> <li>• National Assembly for Wales Enterprise &amp; Business Committee – Regeneration of town centres</li> <li>• 21st Century High Streets: A new vision for our town centres – British Retail Consortium</li> <li>• National Review of Town Centres External Advisory Group Report: Community and Enterprise in Scotland’s Town Centres –</li> <li>• Flintshire Markets Developing the Future - Executive Summary</li> <li>• Data on vacant premises, footfall, etc</li> <li>• Open for Business Scheme – Business Rates Guidance</li> <li>• Business Rates – New Developments Scheme</li> <li>• Supporting High Streets and Town Centres – Background note 6 December 2013</li> </ul>

<p>➤ <b>Internal Contributors</b>  <i>(Both Members and officers) Who? Why?</i></p>	<p>Cllr Matt Wright, Chair of Environment O &amp; S Committee          Cllr Paul Shotton, Vice Chair of Environment O &amp; S Committee          Members of the Environment O &amp; S Committee          Cllr Derek Butler, Cabinet Member          Elected Members          David Heggarty,          Niall Waller          Business Rates – relevant officer          Housing          Planning          Director of Environment          Social Enterprise lead</p>
<p>➤ <b>External Contributors</b>  <i>(e.g. Service users, community representatives, key stakeholders, recognised experts, other organisations etc.)          Who? Why?</i></p>	<p>Town Mayors, Community Council Chairs, Town Clerks &amp; Town Centre Managers          Town &amp; Community Councillors          Business Leaders in main towns          Town partnerships          Landlords          Citizens of Flintshire</p>
<p>➤ <b>Site Visits</b>  <i>Where? Why?</i></p>	<p>To be agreed</p>
<p>➤ <b>Consultation/Research/Other Methods</b>  <i>Why? What? Who?</i>  <i>Does the Committee wish to publicise its review by issuing a Press Release and possibly invite views?</i></p>	<p>To be agreed</p>

<p><b>FORMAT OF MEETINGS</b></p> <ul style="list-style-type: none"> <li>➤ <b>Venue of Meetings</b> <i>Can they be held in the community?</i></li> <li>➤ <b>Frequency of Meetings</b></li> <li>➤ <b>Co-options</b> <i>Does the Committee wish to co-opt members onto the Committee for the review? If so, who and why?</i></li> <li>➤ <b>Member Involvement</b> <i>Full Committee, task and finish working group or individual or paired Members to drive the review.</i></li> </ul>	Mini Scrutiny Event suggested
<p><b>TIMESCALES FOR REVIEW</b> <i>Realistic and achievable timescale. Establish a commencement date and set a target date for issue of final report to the full Committee.</i></p>	
<p><b>FOLLOW UP</b> <i>What happens next? Should a Press Release be issued drawing attention to the Committee's report? Monitoring/progress reports?</i></p>	
<p><b>LESSONS LEARNED</b> <i>Review the complete process. What went well, what did not go quite so well and what can be learned for future reviews?</i></p>	

Please note that during the course of the review, the Overview & Scrutiny Facilitator will update this document when necessary. However, it should be as accurate as possible from the start of the review and any changes to this document must be approved by the full Committee.

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## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **WEDNESDAY, 22<sup>ND</sup> JANUARY 2013**

**REPORT BY:** **ENVIRONMENT & SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:** **FORWARD WORK PROGRAMME**

### **1.00 PURPOSE OF REPORT**

1.01 To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee.

### **2.00 BACKGROUND**

2.01 Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Directors. Other possible items are identified from the Cabinet Work Programme and the Strategic Assessment of Risks & Challenges.

2.02 In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

### **3.00 CONSIDERATIONS**

3.01 Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the Committees of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

**4.00 RECOMMENDATIONS**

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

**5.00 FINANCIAL IMPLICATIONS**

5.01 None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

**8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

**10.00 CONSULTATION REQUIRED**

10.01 N/A

**11.00 CONSULTATION UNDERTAKEN**

11.01 Publication of this report constitutes consultation.

**12.00 APPENDICES**

12.01 Appendix 1 – Forward Work Programme

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

None.

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# ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

## Draft Forward Work Programme

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
28 January 2014 10.30 a.m.	Budget Consultation for 2014/15	To receive and consider budget proposals and key service issues for the Environment Directorate.	Consultation	Director of Environment / Head of Finance	
26 February 2014 10.00 a.m.	North Wales Residual Waste Partnership	To consider the final bidder submission	Pre-Decision Scrutiny	Director of Environment	
	C Roads	To receive a report on C roads generally to include speed limits and maintenance	Service Delivery	Director of Environment	
	Streetscene – next steps	To advise members on the way Streetscene will move forward to include cross-departmental work.	Service Delivery	Director of Environment	
19 March 2014 10.00 a.m.	2013/14 Q3 Improvement Plan Monitoring Update	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring	Facilitator	
7 May 2014 10.00 a.m.	North Wales Residual Waste Treatment Project and sub regional food waste partnership	To receive and consider further details on the progress of the projects	Strategic (Collaboration)	Director of Environment	

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<b>Date of Meeting</b>	<b>Subject</b>	<b>Purpose of Report/Presentation</b>	<b>Scrutiny Focus</b>	<b>Responsible/ Contact Officer</b>	<b>Submission Deadline</b>
<b>11 June 2014</b> <b>10.00 a.m.</b>					
<b>9 July 2014</b> <b>10.00 a.m.</b>	<b>2013/14 Year End and Quarter 4 data</b>	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Performance Monitoring/Service Improvement	Facilitator	

**ITEMS TO BE SCHEDULED as agreed by Committee**

Item	Purpose of Report/Session	Responsible / Contact Officer
<b>Natural Resources Wales Rights of Way – to include cycle paths</b>	Deferred until 2014 – mid year	Facilitator
<b>Carbon Reduction Strategy</b>	To receive a report on the outcome of the independent assessment undertaken by the Carbon Trust	Neal Cockerton
<b>Rural Development Plan and Derelict &amp; Unsightly properties</b>	To be reported as part of Improvement Plan Monitoring Update	
<b>Energy Switching Scheme update</b>	Results of Welsh Government pilot scheme to be reported when available	Neal Cockerton
<b>Mersey Dee Alliance</b>	Progress update	Dave Heggarty

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

### REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly/ Annual	<b>Improvement Plan Monitoring and Heads of Service Performance Reports</b>	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Director of Environment
Quarterly	<b>North Wales Residual Waste Treatment Project &amp; sub regional food waste project</b>	To receive and consider further details on the progress of the project.	Director of Environment

**Site Visit to be arranged to Alltami when work is completed.**

**Empty Properties / Self build homes/plots – joint meeting with Housing O & S Committee:-**

- **Current position/ Best practice/ Thoughts from Members on way forward**