

Notice of a public meeting of

Decision Session - Executive Member for Environment

To: Councillor Waller

Date: Monday, 10 August 2015

Time: 3.00 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

Notice to Members- Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Wednesday 12th August 2015.**

*With the exception of matters that have been subject of a previous call in, require Full Council approval or are urgent which are not subject to the call in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by at **5.00 pm on Thursday 6th August 2015.**

1. **Declarations of Interest**

At this point in the meeting, the Cabinet Member is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they might have in respect of business on this agenda.

2. **Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is at **5.00 pm on Friday 7th August 2015**. Members of the public may register to speak on an item on the agenda or an issue within the Executive Member's remit.

Filming, Recording or Webcasting Meetings

Please note this meeting may be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

3. Resilient Council to Climate Change and Climate Risks

(Pages 1 - 12)

This report highlights how taking timely actions to build climate resilience that deliver multiple benefits across council services makes good business sense. It also recommends that City of York Council, if selected, takes part in a new Targeted Adaptation Support for Council (TASC) programme.

4. Extension to Green Waste Collections (Pages 13 - 16)

This report provides options, as requested by the Executive Member, to extend green waste collections over the winter period in order to improve the service and respond to customer demand.

5. Arrangements for Household Waste Collections for Christmas 2015 (Pages 17 - 26)

This report provides options to introduce temporary arrangements for the collection of household waste over the Christmas Period.

6. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officers:

Catherine Clarke and Louise Cook (jobshare)

01904 551031

Email- catherine.clarke@york.gov.uk/louise.cook@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

**Ta informacja może być dostarczona w twoim
własnym języku. (Polish)**

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550



Decision Session - Executive Member for Environment**10th August 2015**

Report of the Director of City and Environmental Services

Resilient Council to Climate Change and Climate Risks**Summary**

1. This report highlights how taking timely actions to build climate resilience that deliver multiple benefits across council services makes good business sense. It also recommends CYC, if selected, takes part in a new Targeted Adaptation Support for Council (TASC) programme.

Recommendations

2. The Executive Member for the Environment is asked to consider:
 - 1) Formally recognising the risks climate change may pose to CYC / City services and operations, and how taking timely, cost effective action makes good business sense.

Reason: Continue to develop as resilient council to climate change and climate risks

Background

3. In 2010 City of York Council (CYC) committed to reduce greenhouse gas emissions across the city and better prepare and adapt York's communities and businesses for the likely impacts associated with climate change. In order to meet this long term commitment a climate change framework and action plan were approved in 2010 by the Council's Executive.
https://www.york.gov.uk/download/.../climate_change_summary.pdf
4. The Action Plan aims to reduce greenhouse gas emissions and also to better prepare our city for climate change. The latter stream

of work is also sometimes referred to as climate adaptation or climate resilience and is the focus of this paper.

Why build climate resilience?

5. The record breaking severe weather that we've seen over recent years in the UK highlights the urgent need to prepare and adapt our communities and businesses and the infrastructure that we all rely on. The overall financial cost to businesses of the flooding in 2012 was up to £200 million. However, heat and draught also have considerable economic and social costs. Combined, flooding, droughts and heatwaves are set to become more common with a changing climate and it will cost us considerably more if we fail to take timely, proactive responses.
6. The Government through its National Adaptation Plan has been doing work with key sectors across the UK to help them understand climate risks and build resilience against a changing climate. In 2010 CYC received government funding to assess our current and future vulnerability to a changing climate. We also carried out a high-level risk assessment to determine key services that could be at risk now and in the future. Adapting to a changing climate is also embedded into major current strategies and services / operations including: Development Management policies, emerging Local Plan, Joint Strategic Needs Assessment, Flood Risk Management Strategy, Highways Maintenance Efficiency Programme.
7. Like any business, City of York Council will face a variety of climate risks. They will impact on supply chains, operations and our customers across the city. It's the variability and intensity of these types of weather events that are likely to offer the biggest challenge. See Annex 1 which illustrates some of the possible risks associated to a changing climate for CYC / city.
8. Figure 1 illustrates why it also makes good business sense for council's to manage the impacts of severe weather and climate change, including flooding, storms, erosion, heat waves, extreme cold, water stress and drought.

3. Action to develop climate resilience delivers multiple benefits across different council service areas.

The key benefits to councils include:

- a. **Avoiding costs and making savings.** Developing greater resilience to climate impacts can help to avoid costs to councils and lead to savings in the costs of service provision. At one development site in Cambridge, sustainable drainage measures are projected to avoid costs to council services, homeowners and industry of £5.8m through measures costing £2.1m.
- b. **Supporting economic growth.** Climate-related risks to sites and infrastructure can hinder economic growth but a focus on climate resilience can generate economic opportunities. Liverpool City Council and the Liverpool Local Enterprise Partnership (LEP) are seeking to create the world's first sustainable coastal city region cluster ('AquaFutures'), specialising in marine impacts, river clean-up and water smart infrastructure.
- c. **Safeguarding vulnerable residents.** It is often the most vulnerable in society who are most affected by climate impacts and who will, therefore, most benefit from council action to develop climate resilience. A scheme in Islington identifies households most vulnerable to heat and cold through a 'seasonal health referral network', whereby those providing services from the voluntary or community sector are able to refer service users' details to the Seasonal Health & Affordable Warmth team at the council.
- d. **Protecting and enhancing the natural environment.** The natural environment can play a key role in developing resilience, e.g. through improving air quality or providing flood or drought alleviation, and significant environmental benefits can be delivered by initiatives to develop climate resilience. Research involving Birmingham and Coventry City Councils illustrates a wide range of potential benefits of water sensitive urban design and integrated catchment management, including combating of extreme heat, improving air quality, increasing council tax income and creating jobs.

4. Many actions which develop climate resilience are low-cost.

Hampshire County Council, in conjunction with partners, have invested officer time in developing community resilience in areas affected by flooding. This has significantly reduced the level of response needed from external agencies during floods, saving significant sums of money for the council.

Climate Ready Councils, Climate Ready et al (2015)

http://www.local.gov.uk/web/guest/climate-local/_journal_content/56/10180/5832192/ARTICLE

Free targeted support for local authorities

9. Through Climate Ready's TASC project there is an unique opportunity to receive free support and guidance on how to increase resilience to climate change and climate risks for one council. See Annex 2 for details.
10. On 31st July 2015, CYC formally applied to take part in the TASC programme. A summary of the work is detailed below:

Key actions of TASC programme

- Series of 1:1 briefing sessions for key service / operational managers
- Workshops to 1) understand climate risks and 2) plan mitigation measures session with senior operational officers / managers
- Creation of a CYC climate adaptation plan broken into service areas and embedded into services

Key services to take part

Existing staff from Education, Economic Development, Transport and Highways, Public Health, Social Care, Flood Risk, Planning, Housing, People and Communities, Emergency Planning, Sustainability.

Benefits

- Up-skilling of existing senior / operational officers currently working in this area
- Builds on existing work and the work carried out in 2010
- Refreshes CYC understanding of it's exposure to adverse weather and future climate risks
- A new assessment of current risks and adaptation interventions per service area
- A comprehensive list of directorate actions to embed and mitigate current and future climate risk
- Creation of a new refreshed Corporate Adaptation Plan for CYC
- Enable CYC to share this work with partners and Small and Medium Sized Enterprises (SME) across the city to help raise awareness and reduce future adverse socio-economic impacts across the city.

Outcomes

All services across CYC understand climate risks and have measures in place now and in the future to ensure resilience to a changing climate

11. Should the Executive Member accept the recommendation in the report, and should CYC be selected to take part in the TASC programme, then CYC will need to allocate a small amount of existing resources to support this programme (30 – 35 days in total of officer time (across the whole council).

Consultation

12. The following areas of the council have committed to support the TASC project: Public Health, Flood Risk, Housing, Communities, Sustainability, Transport, Highways and Waste and Planning.

Options

13. Option 1. The Executive Member for the Environment formally recognises that climate resilience makes good business sense and CYC take advantage of the TASC support (if selected) to ensure CYC is a resilient council to climate change and climate risks.

Option 2. The Executive Member for the Environment does not wish to support the policy recommendation above.

Analysis

14.

<i>Option</i>	<i>Advantages</i>	<i>Disadvantages</i>
1.	<p>Free service that will:</p> <p>up-skill senior / operational officers currently working on these areas across the council</p> <p>Builds on existing work and the work carried out in 2010 Refreshes CYC</p> <p>Increase understanding of CYCs exposure to adverse weather and future climate risks</p>	<p>Small amount of officer time required to support the programme (~30 – 35 days worth)</p>

	<p>Create a new assessment of current risks and adaptation interventions per service area</p> <p>Create a comprehensive list of directorate actions to embed and mitigate current and future climate risk</p> <p>Creation of a new refreshed Corporate Adaptation Plan for CYC</p> <p>Enable CYC to share this work with partners and SME across the city to help raise awareness and reduce future adverse socio-economic impacts across the city.</p>	
2.	No additional officer time required.	<p>None of the above benefits as per para 10 delivered.</p> <p>Continue a business as usual approach to adaptation.</p>

Council Plan

15. This work directly contributes to the new draft Council Plan's commitments to embed environmental sustainability into everything that we do and to reduce carbon emissions.

Implications

16.

- **Financial** – *N/a at this stage*
- **Human Resources (HR)** – see para 11 requiring 30 – 35 days of officer time to take part in TASC programme (if CYC is selected)
- **Equalities** – *N/a at this stage.*
- **Legal** – *N/a at this stage*
- **Crime and Disorder** - *N/a at this stage*

- **Information Technology (IT)** - N/a at this stage
- **Property** - N/a at this stage
- **Other** - N/a at this stage

Risk Management

17. This work will help CYC to take proactive, timely, cost-effective approaches to building a resilient council. The TASC programme will help reduce CYC's vulnerability to current and future climate risks.

Contact Details

Author:

Jacqui Warren
Sustainability Officer
DCSD
Tel 01904 551666

Chief Officer Responsible for the report:

Neil Ferris
Director CES

**Report
Approved**

Date 31/07/2015

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

None

Annexes

1. Summary of possible key climate risks (City of York Climate change risk assessment 2010)
2. TASC programme

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Annex 1 Summary of possible key climate risks (City of York Climate change risk assessment 2010)

RECEPTOR	FUTURE CLIMATIC CONDITION	IMPACT	CONSEQUENCE
Built Infrastructure - all types of property	Increased winter rainfall	Flooding	buildings on low-lying areas at risk of flooding, increased property damage
Transport	Increased winter rainfall	Flooding	Serious flooding of highway network adjacent to major rivers and consequential impact on other rivers and becks
Natural Environment	Hotter/Drier summers and increased rainfall intensity	Summer flash Flooding	Unable to carry out key maintenance work and key breeding species disrupted
Built Infrastructure - all types of property	Increased summer temperatures	Overheating	reduced comfort in buildings for occupants - increased need for air conditioning - potential fatalities, particularly with an ageing population
Tourism and Economic Development	Increased winter rainfall, Increased rainfall intensity, increased storminess	Winter and summer flooding, storms	Loss of key outdoor events – linked with general perception that York is not safe to visit
Tourism	Increased summer temperature, increased winter temperature, decreased summer rainfall	Longer tourist season	Increased number of tourists, greater use of outdoor venues
Road network	increased summer temperature/ decreased summer rainfall	Heatwaves - increased risk of photochemical pollution episodes & resultant poor air quality	Restrictions to the road network and vehicle usage - due to risk health problems in vulnerable groups
Cycle and Footpath Network	Increased winter rainfall/increased rainfall intensity	Flooding	Closing of riverside cycle routes and footpaths more frequently

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TASC project: Free targeted support for Local Authorities

Unique opportunity to increase resilience to climate change and climate risks

Introduction

Climate Ready is developing an exclusive opportunity for a local authority - or group of neighbouring authorities - to work directly with us to help improve its resilience to the impacts of climate change. This involves receiving targeted support across a range of local authority services such as health, planning, housing and transport. We want to work with a selected local authority – or group of neighbouring authorities - that has high ambition to ensure its services are more resilient to the impacts of climate change, but has so far lacked the strategic support necessary to take the next steps.

This unique project entitled TASC: **Targeted Adaptation Support for Councils** is taking place this financial year (2015/16).

We invite local authorities to submit initial expressions of interest by 5pm Friday 3rd July in order to take advantage of this offer.

About Climate Ready and the focus on Local Government

The Climate Ready Support Service, led by the Environment Agency, provides advice and support to the public, private and voluntary sector to enable them to adapt to the changing climate. Climate Ready has achieved a successful track record in developing sector-specific tools, guidance and tailored support to encourage action on adaptation in England. This has reinforced the National Adaptation Programme and the ambitions within the Climate Change Act.

Local councils have a central role in taking forward actions that will help people, services and communities adapt to the changing climate. They are the elected and accountable bodies responsible for planning and shaping local places. Localism has given greater powers and permissions to Local Government through reforms in planning law (NPPF), health (Health and Social Care Act) and the establishment of Local Enterprise Partnerships (LEPs) to help drive economic growth. Through the Flood and Water Management Act, Lead Local Flood Authorities are also now responsible for managing flood risk from local sources.

Local Government therefore remains a key audience for our work on adaptation.

Benefits: the selected local authority will benefit from...

- ...an expert, independent, facilitator who will help you develop actions on adaptation to climate change across different services, resulting in an ***agreed climate resilience plan for your area***;
- ...tailored advice to help protect people, services and communities from climate risks;
- ...free expert advice on increasing resilience to climate change across a range of local authority functions such as health, housing and infrastructure;
- ...supporting Climate Ready in the process of road-testing our adaptation tools in a real-life setting. This will enable us to capture valuable information about the benefits – and limitations – of our products;
- ...being able to identify barriers, opportunities, and ways of working which can facilitate climate preparedness. This will not only be useful for the selected local authority, but the process and its key messages can be shared beyond to help others adapt too;
- ...working with us to monitor the effectiveness of our overall intervention: we will revisit after a certain period of time to understand how adaptation actions have developed over time;

Acceptance criteria

Local authorities – or groupings of local authorities - must fulfil the following acceptance criteria as part of the selection procedure:

- Demonstrate a strong appetite to raise the ambition and delivery of climate change adaptation actions across different services, directorates and geographies. Ideally this should extend beyond the delivery of essential services to the management of council estates, and to supporting local communities and businesses in times of severe weather. Our offer of support will primarily be focussed around the Climate Ready support tools which have been developed through the health, infrastructure, local government and built environment themes. We will also use products designed for officers and members, as developed through the related Climate Local initiative.
- Demonstrate willingness and senior level support for the proposed project across a range of directorates and services (Involvement of all the roles below is not an absolute requirement.) such as:
 - Director of Public Health / Chair of the Health and Wellbeing Board
 - Director/Head of Planning, Development and Major Projects
 - Director/ Head of housing
 - Head of Corporate Resources/Finance
 - Director/Head of Transport and Highways
 - Director/Head of People, Places & Communities
 - Director/Heads of Sustainability/Environment, environmental services
 - Councillors with a strong interest in adapting to climate change

NB We welcome suggestions and proposals from Local Authorities – or groups of local authorities - who are able to offer support from a combination of the above roles, or those working at a senior level within similar functions. It is not essential to involve all of these roles.

- Willingness from a combination of the above suggested roles to engage in a programme of training and facilitated sessions from Climate Ready and its partners (including expert facilitator), to help inform, support, and inspire action on climate change adaptation. The aim is to empower the local authority – or group of local authorities - to embed resilience to climate change into service delivery.

How to register your interest

If you are interested in taking advantage of this opportunity please email jim.hodgson@environment-agency.gov.uk with 'TASC application' in the subject line header, with a paragraph explaining why adaptation to climate change is important for your local authority or the group of local authorities who you have agreed to work with. You do not have to fulfil all of the above acceptance criteria; it is merely an expression of interest at this stage. If you would like to discuss this opportunity in more detail you can also contact Jim Hodgson on **01179 344 772** or via the above email address.

You will then be sent a questionnaire to complete and return, which will provide us with more detail about how you might benefit from this opportunity.

Deadline for initial expressions of interest will be **5pm Friday 3rd July**

Deadline for completed questionnaires thereafter will be **5pm Friday 31st July**



The climate is changing. Are you?

A support service led by the Environment Agency
www.gov.uk/government/policies/adapting-to-climate-change



Decision Session - Executive Member for
Environment

10 August 2015

Report of the Assistant Director (Communities, Culture and Public
Realm)

Extension to Green Waste Collections

Summary

1. This report provides options, as requested by the Executive Member, to extend green waste collections over the winter period in order to improve the service and respond to customer demand.

Recommendations

2. The Executive Member is recommended to decide on the timing of two additional green waste collections, either:
 - two additional collections in November, or
 - one additional collection in November and one additional collection in January

Reason: To ensure optimum amounts of green waste are collected and to provide an excellent service to customers.

Background

3. Since October 2005, the City of York Council (CYC) has carried out garden waste collections to eligible properties across York, starting with 60,000 properties and growing to more than 66,000 today. There are, however, around 19,000 properties that do not have any garden waste collection. These are in areas where the main method of refuse collection is by sack, and where bins would not be suitable, as well as in areas where the properties do not have gardens.
4. From the outset, CYC's collections took place on a fortnightly basis throughout the year. Starting in winter 2011, however, Members agreed to move the collections from fortnightly to every four weeks during the winter period. During the summer, an average of 327 tonnes of garden waste is collected per week.

During the winter period this average drops to 115 tonnes per week; however, the cost to collect remains the same. The move to four weekly winter collections facilitated a budget reduction whilst maintaining the free service to all eligible properties during the busy spring and summer period.

5. In April 2013 Cabinet agreed, based on the low tonnage collected over the winter, to suspend the service completely during the winter months to help meet budget savings targets. This service change was implemented in late October / early November 2013. The service is now, to all intents and purpose, a seasonal service carried out between the start of April and the end of October each year.
6. At the same time, the basic service was standardised as 1 x 180 litre green wheeled bin collected fortnightly during the April to October collection season. Residents were given the opportunity to have additional garden waste bins emptied from their property for an annual charge of £35 per bin. This subscription scheme only operates during the normal collection period (over the spring and summer) and has attracted a little over 1,500 subscribers. There are no plans to alter payments for this service due to budget pressures.
7. Several residents complained to the Council about the suspension of the winter service and the fact that green waste was not collected during the autumn and winter leaving full green bins from the end of October when the service ceased for winter. In response, a one-off additional collection was introduced in January 2015 in response to customer dissatisfaction about green waste been left in the bins over winter.

Proposals

8. There is now an opportunity to respond in a planned way to create sustainable arrangements to meet customer demand by introducing two additional collections for residents as set out in paragraph 12 below.
9. At the same time we will address options for properties that do not currently have a green waste collection. In previous years additional garden waste collections were funded by local ward committees who would distribute sacks to residents to present garden waste for collection at designated collection points. These collections were discontinued when City of York Council introduced city-wide garden waste collection and ward funds were allocated to other projects.

We will look to explore options for wards, over the next twelve months, enabling them once again to have access to appropriate green waste collection methods where required.

Consultation

10. No formal consultation has taken place, however feedback from residents in various forms has been taken into consideration.

Options

11. There are three options available to the council. These are:
 - a. To maintain the current spring and summer only collections,
 - b. To add two additional collections in November,
 - c. To add one additional collection in November and one additional collection in January.

Analysis

12. Options b) and c) will respond to expressed customer demand which option a) does not.
13. Option b) will be more effective in terms of clearing all of householders' autumn green waste.
14. Option c), on the other hand, will leave the risk of some autumn green waste, particularly fallen leaves, not being collected until mid January which may result in customer complaints; however, it will allow customers to recycle Christmas trees.

Implications

15. **Financial Implications:** A growth item of £64k was included in the July Council budget in order to fund the two additional rounds.
16. **Human Resources:** The additional collections can be staffed within existing arrangements.
17. **Equalities:** An initial Equality Impact Assessment (EIA) screening shows no equality impacts from these proposals.
18. The report has no additional implications relating to: Human Resources, Legal, Crime and Disorder, Information Technology, Property.

Corporate Priorities

- 19. The proposals in this report are in line with the Council Plan priority to Place a Focus on Frontline Services.

Risk Management

- 20. In compliance with the Council’s risk management strategy the main risks that have been identified associated with the proposals contained in this report are those which could lead to the inability to meet business objectives and to deliver services, leading to damage to the Council’s reputation and failure to meet stakeholders’ expectations. The level of risk is assessed as “Very Low”. This means that periodic monitoring is required of the operation of the new arrangements.

Annexes: None

Contact Details

Author:

Russell Stone
Head of Operations
Communities &
Neighbourhoods

Chief Officer responsible for report:

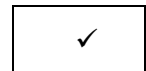
Charlie Croft
Assistant Director (Communities, Culture
& Public Realm)

Report Approved



Wards Affected: All

All



For further information please contact the author of the report.

Background Papers: None



Decision Session - Executive Member for
Environment

10 August 2015

Report of the Assistant Director (Communities, Culture and Public
Realm)

Arrangements for Household Waste Collections for Christmas 2015

Summary

1. This report provides options to introduce temporary arrangements for the collection of household waste over the Christmas Period.
2. These options have been requested by the Executive Member following the confusion and complaints that followed the collections over Christmas 2014, particularly the four week gap some residents saw between collections of recycling prior to and after Christmas.

Recommendations

3. The Executive Member is recommended to approve options b and c in paragraph 9:
 - To introduce new temporary arrangements for collections dates.
 - To communicate the temporary arrangements in three phases as detailed in the communications plan.

Reason: To ensure that as little disruption as possible to collection of household waste and to ensure that all residents have full knowledge of the arrangements.

Background

4. The collection of household waste is undertaken on an alternate week basis, (recycling materials one week, grey waste the next).
5. Due to the Christmas and New Year bank holidays temporary arrangements have to be put in place. Various collection arrangements have been implemented over recent years in order to minimise the impact of temporary arrangements on residents whilst ensuring service provision is returned to normal as soon as possible.

6. The most recent arrangements saw us close the service down for the full Christmas week. All households received a grey waste collection the week before and after Christmas but almost half of households had a gap of four weeks between recycling collections, which brought about customer complaints and confusion as to waste presentation dates. A full day's overtime working was required on all collection rounds in order to return to normal schedules at the earliest opportunity.
7. Changes to collection dates were communicated via the annual calendar of collections, either stickers on bins or hangers on bins, the council's website and social media.

Consultation

8. No formal consultation has taken place; however feedback from residents in various forms has been taken into consideration.

Options

9. There are three options available to the Council in order to improve the service for customers. These are:
 - a. To utilise the arrangements put in place for Christmas 2014.
 - b. To introduce new temporary arrangements for collections dates as detailed in **Annex 1**.
 - c. To communicate the temporary arrangements in three phases as detailed in the communications plan see **Annex 2**

Analysis

10. Option a) may bring about a repeat of the confusion and complaints experienced in 2014 whilst continuing to incur additional costs.
11. Option b) will respond to customer concerns regarding recycling collections and will reduce staffing costs.
12. Option c) will ensure that, as far as possible, all residents are informed of the temporary arrangements and are aware of where and how to request further information if required.

Implications

13. **Human Resources:** Agreements will be required with front line employees regarding the close down period; however, as this is a minor change to previous years, this should not be an issue.

14. **Equalities** – An initial EIA screening shows no equality impacts from these proposals.
15. The report has no additional implications relating to: Finance, Legal, Crime and Disorder, Information Technology, Property.

Corporate Priorities

16. The proposals in this report are in line with the Council Plan priority to Place a Focus on Frontline Services.

Risk Management

17. In compliance with the Council's risk management strategy the main risks that have been identified associated with the proposals contained in this report are those which could lead to the inability to meet business objectives and to deliver services, leading to damage to the Council's reputation and failure to meet stakeholders' expectations. The level of risk is assessed as "Very Low". This means that periodic monitoring is required of the operation of the new arrangements.

Contact Details

Author:

Russell Stone
Head of Operations
Communities &
Neighbourhoods

Chief Officer:

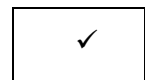
Charlie Croft
Assistant Director

Report Approved



Wards Affected: All

All



For further information please contact the author of the report.

Background Papers:

Annexes:

- 1) - Details of collection days.
- 2) - Communications plan.

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Waste Collections Christmas 2015

December 2015

January 2016

A1

Mon		7	14	21	28
Tue	1	8	15	22	29*
Wed	2	9	16	23	30
Thur	3	10	17	24	31
Fri	4	11	18	25	

Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thur		7	14	21	28
Fri	1	8	15	22	29

A2

Mon		7	14	21	28
Tue	1	8	15	22	29*
Wed	2	9	16	23	30
Thur	3	10	17	24	31
Fri	4	11	18	25	

Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thur		7	14	21	28
Fri	1	8	15	22	29

B1

Mon		7	14	21	28
Tue	1	8	15	22	29*
Wed	2	9	16	23	30
Thur	3	10	17	24	31
Fri	4	11	18	25	

Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thur		7	14	21	28
Fri	1	8	15	22	29

B2

Mon		7	14	21	28
Tue	1	8	15	22	29*
Wed	2	9	16	23	30
Thur	3	10	17	24	31
Fri	4	11	18	25	

Mon		4	11	18	25
Tue		5	12	19	26
Wed		6	13	20	27
Thur		7	14	21	28
Fri	1	8	15	22	29

REFUSE
RECYCLING
REF & REC
NO SERVICE

*COLLECTION FOR RESIDENTS NOT COLLECTED ON XMAS DAY ONLY

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	COMMUNICATION TYPE	FREQUENCY / DATE	OBJECTIVE	MEDIUM	COMMS FORMAT
PHASE 1	Roll out of Christmas waste & recycling calendars	October (TBC)	To inform residents/media that the changes to the service are being made	<p>Push our comms out via proactive press releases/ Interviews.</p> <p>Design and production of calendars in house</p> <p>Distribution TBC following procurement</p>	<ul style="list-style-type: none"> - Press release and FAQs - Social media - Website content including FAQs/leaflet - Internal comms - Reception boards (internal/external) - Posters (sent to partners) - Residents Association notice boards.
	City wide newsletter	November (start of – TBC)	To inform residents/media that the changes to the service are being made	Page lead article in the citywide newsletter Our City	<ul style="list-style-type: none"> - Our City’s Autumn edition - 90,000 households plus businesses
	Interviews/features	Extended coverage to coincide with roll out of calendars	To support the citywide distribution of calendars	Push our comms out via proactive press releases/ Interviews.	

PHASE 2	Poster campaign	November	To remind residents of the impending changes to collections and that information is being distributed.	Posters to be distributed to community venues city wide inc Garden Centres/ partners/groups/ Parish/Ward cllrs/staff at CYC...	- Posters designed in-house.
	Composting Campaign	TBC as above	Possible introduction of new campaign to sit alongside the changes to garden waste		- Press release - Social media - Website content - Internal comms - Reception boards (internal/external) - Posters (sent to partners) - Residents Association notice boards.
	CYC owned	As above	To support the citywide distribution of calendars		- Recycling/waste vehicles - Bus stop timetable posters (citywide). - Mansion House notice board
	Streets Ahead	Dates to be confirmed	To support the citywide distribution of calendars	CYC owned newsletter to 8,000 tenants	Write articles for the CYC tenant magazine (quarterly)

PHASE 3	Ongoing social media advertising and engagement	December - January	To support the distribution of the calendars primarily and following this to promote additional garden waste collections and Christmas recycling.	Facebook/Twitter/web updates	Scheduled updates in accordance with operational plan
	Reminder press release	December – before Christmas	Garden waste collections and Christmas recycling reminder press release	Supported by social media	Scheduled updates in accordance with operational plan

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