

# **ELMBRIDGE BOROUGH COUNCIL**

Residual Waste Treatment Assessment  
Supplementary Report SR-6

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## **1. ELMBRIDGE BOROUGH COUNCIL**

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### **1.1 Introduction**

Elmbridge Borough Council is in the North East of the County of Surrey. The Borough covers around 9 633 hectares and comprises fourteen main centres of population; Claygate, Cobham, East Molesey, West Molesey, Esher, Hersham, Hinchley Wood, Long Ditton, Thames Ditton, Oatlands, Oxshott, Stoke D'Abernon, Walton-on-Thames and Weybridge. Approximately 57% of The Council is classified as green belt. It has a population of approximately 130,260 living in nearly 53,880 properties. Of these properties approximately 6,500 are communal.

The Council is committed to providing high quality, value-for-money waste collection recycling, and composting services to the community. Our service principles respect the waste hierarchy, and include a commitment to waste minimisation, reuse and to further increase recycling and composting levels. In recent years the Council has invested to improve waste collection services and increase recycling and composting levels. We believe community engagement is essential in helping deliver sustainable waste management and we will work with the voluntary and community sectors in the development and improvement of our waste, recycling and composting services. The Council's website and publications such as The Elmbridge Review are used to regularly promote waste, recycling and composting services and initiatives to ensure residents are kept informed and empowered to better manage their waste. In summer 2007 we engaged with over 5000 residents during our Get Recycling campaign, through a series of roadshows and door knocking.

Household waste levels within Elmbridge are currently amongst the highest in Surrey, and our efforts to reduce waste and promote waste minimisation - includes a policy of only emptying one refuse wheeled bin per household and proactive enforcement to reduce illicit contamination by commercial waste. The 2002/3 surrey wide waste audit showed that over 20% of waste sent to landfill was garden waste that could be composted. In 2007, following an awareness raising campaign, the Council banned garden waste from being put into the refuse wheeled bin, and launched a garden waste collection service for which an annual charge is made. In it's first year this service is expected to help increase the Council's composting rate to 6%. Home composting continues to be promoted as the preferred method of dealing with garden waste.

From 2006 the Council's popular and convenient kerbside wheeled bin recycling service has been available to all households including the majority of communal properties. Where there is a local demand, these collection services are complemented by convenient recycling centres in key locations within the borough. In 2007/08 the Council piloted a 1 year kitchen waste collection service in parts of the borough as part of a Surrey wide initiative to investigate kitchen waste collections. This has been extended for another year and will be expanded from 3000 to 6500 properties in 2008.

The Council is committed to the important work of developing and implementing a Joint Municipal Waste Management Strategy for Surrey together with the other surrey waste authorities, and will review and update its Strategy accordingly.

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## 1.2 Current Refuse Collection Service

As part of a combined waste collection recycling and street cleaning contract, Veolia Environmental Services Limited is contracted by the Council to collect residual waste (refuse) from households within the borough. The seven-year contract commenced in June 2003 and has an end date of June 2010. There is an option to extend the contract for a further seven years.

The refuse collection service is provided to all households in the borough. Approximately, 98% of the Borough receives a weekly wheeled-bin collection service with the remaining properties receiving a 'black sack' collection. Residents are asked to put refuse into the wheeled bin provided and place it at the curtilage for collection. Collectors are not required to collect refuse that is placed outside of the wheeled bin.

Approximately 850 households are assigned 'assisted collections'; where operatives collect refuse from an agreed location on the property. This service is generally offered to the elderly and infirm who are unable to carry refuse to the edge of their properties.

Veolia Ltd operates ten refuse collection rounds each day between Monday and Friday including one which is used to collect refuse from areas which are difficult to access e.g. narrow cul-de-sac's.

Table 1.1 summarises the described above. The Refuse Collection Vehicles (RCVs) are crewed by one driver and two loaders whom are contracted to a 40-hour week.

**Table 1.1 Refuse Collection Vehicles (RCV)**

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Type	Number	Payload	Owned by
26 Tonne Dennis Elite	9	11 tonne	Veolia Limited
GEM Small RCV	1	4 tonne	Veolia Limited

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After collection, refuse is delivered to the Charlton Lane Waste Transfer Station in Sunbury, which is managed by Surrey Waste Management (SWM) on behalf of Surrey County Council (SCC). Each vehicle deposits on average approximately 7.7 tonnes of refuse at the facility twice daily.

The cost of the waste collection (including the capital cost arising from the provision of recycling wheeled bins) is currently operating at £61.42 per household (2006/07) Performance Indicator BV86).

## 1.3 Current Household Recycling Collection Services

### 1.3.1 Dry Recyclables Collections

Veolia Environmental Services Limited is responsible for the collection of dry recyclables from the edge under its waste collection recycling and street-cleaning contract with the Council.

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All households are provided with a fortnightly co-mingled dry recyclable collection service. The residents of these households are provided with a 240 litre (140 or 360 if requested) blue-lidded, green wheeled bin in which they are asked to place:

- Paper (newspaper, magazines, telephone directories, yellow pages, office paper and white envelopes),
- Card (greeting cards, cardboard packaging),
- Plastic bottles,
- Steel/aluminium food and drinks cans,
- Glass bottles and jars

Residents are asked to place the wheeled bin at the edge of their property on the same day as their refuse is collected but on the alternate week of a two-week cycle.

Veolia Ltd operates five recycling collection rounds collecting co-mingled dry recyclables each day between Monday and Friday, including one used to access difficult to reach properties.

Table 1.2 summarises the vehicles operated for this service. The collection vehicles are fitted with mechanical lifts and are used for the wheeled bin collections of co-mingled recyclables. All vehicles are crewed by a driver and two loaders, who are contracted to a 40-hour working week.

**Table 1.2 Recyclable Collection Vehicles**

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Type of Vehicle	Number	Payload	Owned by
26 tonne RCV	7	11 tonne	Veolia Ltd
7.5 Tonne Farid Micro	1	2.5 Tonne	The Council

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### **1.3.2 Household Biodegradable Waste Collections**

The Council offers a borough wide “opt in” chargeable collection service for garden waste. Residents are charged an annual subscription fee for which they receive either two reusable 80 litre plastic sacks in which they are asked to place garden waste for composting. Alternatively residents may pay a higher subscription fee and purchase a 240 litre wheeled bin to receive a wheeled bin collection service.

Over 11,000 households subscribed to the scheme in 2007. To meet this demand the Council has funded three collection rounds (narrow bodied open back RCV’s) operated by a driver and one loader. Through further promotion in 2008, the Council hopes to increase the number of subscribers to 13,000 by the end of 2008.

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### 1.3.3 Bring Sites

Following the inclusion of glass in the recycling wheeled bin, the number of bring sites across the Borough were reduced from 21 sites to 6 prime centres. These prime centres have facilities for the collection of paper, cardboard, cans, glass, tetra pak and textiles. Plastic bottle banks will be introduced at the remaining sites in 2008.

Veolia Limited collects the paper, glass and cans from these sites under the terms of the waste collection contract. A specialist textiles reuse and re-processing company, LM Barry, are responsible for the textiles/shoes bring sites Civic Amenity Sites

Residents of the Borough can take recyclable materials to the SWM operated Civic Amenity (CA) sites at Charlton Lane, Sunbury-on-Thames or Randall's Road, Leatherhead. Both CA sites are set up to allow for the segregation of the following materials for recycling:

- Paper
- Cardboard
- Glass bottles and jars
- Aluminium and steel cans
- Aluminium foil
- Green garden waste
- Mobile phones
- Hardcore
- Scrap metals
- White goods
- Car batteries
- Motor oil
- Textiles and shoes
- Gas cylinders

### 1.3.4 Materials End Markets and Disposal

The materials collected by the blue-lidded wheeled bin recycling service are delivered to the Materials Recycling Facility (MRF) operated by Grundon Waste Management Services Limited, at Leatherhead, for sorting. Grundon Waste Management Services arrange the onward transport to re-processors. Glass, paper and cans collected from bring sites are delivered to Surrey Waste Management (SWM),

Textiles and shoes are collected and transported by LM Barry.

Recresco are responsible for servicing the tetra pak recycling banks.

Table 1.3 sets out the destinations of materials currently collected.

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**Table 1.3 Current Destinations of materials collected for recycling (Contract periods unknown)**

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<b>Material</b>	<b>Destination</b>
Paper	SWM (Randalls Road)
Glass Separated	SWM (Slyfield)
Steel Cans	SWM (Charlton Lane)
Aluminium Cans	SWM (Charlton Lane)
Textiles and shoes	LM Barry
Tetra Pak	Recresco
Blue Lidded bin material	Grundon (Leatherhead)

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#### **1.4 Bulky Waste Collection Service**

The Council offers a special collection service for bulky waste, for which a charge is made. A maximum of seven items will be collected from any one household per visit although a quote is provided for larger jobs. Residents who receive means tested benefits are offered a concessionary discount.

To organise a bulky waste collection residents are asked to complete a bulky waste collection form and send the form with payment to the Council. Bulky waste collection details are forwarded to Veolia Limited who makes arrangements directly with the resident for collection.

A tail lift vehicle crewed by one driver and one loader operates this service. Bulky items are delivered to Charlton Lane and SWM organises the final treatment/disposal.

#### **1.5 Commercial Waste**

On request, the Council's contractor may offer a commercial waste collection service for local businesses or industries. These enquiries are directed toward Veolia Commercial Waste Services. In early 2008, a pilot commercial cardboard recycling commenced in parts of the Borough. This service is overseen by Surrey County Council.

#### **1.6 Additional Collection Service Information**

- The Council provides residents with a free clinical waste collection service to ensure that clinical waste is correctly and safely disposed of. Residents are included in the service after a request has been made from a healthcare professional on their behalf.
  - Promotion of recycling, reuse and waste minimisation is continual throughout the year through the Council website.
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- Annual calendars are distributed to residents each December, highlighting collection service arrangement and timings.
  - Four editions of the “Elmbridge Review” are produced per year. This is a glossy summary magazine, which covers all the services and issues undertaken by the Council.
  - An e-newsletter is to be sent to subscribers of the garden waste collection service in summer 2008
  - Litterbins for the separate collection of recyclable and general waste have been installed in Weybridge town centre as a trial.

### **1.7 Current Waste Disposal Contract Arrangements**

In September 1999, SCC entered into a waste disposal contract with SWM to provide waste management services for a period of 25-years. SWM is a wholly owned subsidiary company of SITA (UK) one of the largest waste management companies operating in the UK.

The contract requires SWM to:

- Operate the 15 CA Sites and 3 Waste Transfer Stations within the County;
- Provide facilities to deal with all the waste delivered by the eleven Borough and District Councils and CA sites;
- Develop facilities to deal with recyclable materials collected by the Borough and District Councils and CA sites within Surrey; and
- Recover value from 40% of all household waste produced in Surrey by 31 March 2007.

At the Leatherhead and Guildford Household Waste Recycling Sites, large bays have been constructed to provide local points where Surrey waste collection authorities can deliver recyclable materials collected from householders and recycling banks. A third facility has also been constructed at Shepperton which uses equipment to separate mixed recyclable materials. (only mixed plastic and cans).

### **1.8 Household Waste to be Collected**

Table 1.4 shows the arisings of controlled waste expected to be collected by the Council

There have been various studies undertaken of potential recycling and composting rates, which could be achieved across Surrey. These are summarised in Supplementary Report 4 (SR-4 to the JMWMS). The levels of future service performance will critically depend upon public participation and support, and will be updated in light of agreed service alterations.

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**Table 1.4 Controlled Wastes – Based on Existing Waste Recycling Services**

<b>Waste Stream Collected (t/pa)</b>	<b>2002/03</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08*</b>	<b>2008/09</b>
Household waste (includes bulky waste)	48,234	44,805	44,968	42,990	40294	26,944	
Street sweepings	2,794	2,590	2,699	<i>Inc in above</i>	<i>Inc in above</i>	<i>Inc in above</i>	
Recyclable material	6,477	7,917	9,578	11,413	13,233	10,514	
Compostable material	32	172	242	150	1094	2596	
Recycling & composting rate (%)	11.9	15.3	17.9	21.2	25.9	32.7	
<b>Total Arising</b>	<b>54,743</b>	<b>52,895</b>	<b>54,788</b>	<b>54,553</b>	<b>41,777*</b>	<b>55,290*</b>	

*N.B. Values rounded to nearest tonne*

*\* Total arisings for 2007/08 are based on provisional data for the period April to December only from Supplementary Report 1 to the JMWMS, and will be updated in line with final audited figures.*

### 1.9 Household Waste to be Dealt with for Recycling Purposes

The Council achieved a recycling and composting rate of 25.9% for 20006/07 and 32% to the third quarter in 20007/08.

There have been various studies undertaken of potential recycling and composting rates, which could be achieved across Surrey. These are summarised in Supplementary Report 4 (SR-4 to the JMWMS). The levels of future service performance will critically depend upon public participation and support, and will be updated in light of agreed service alterations.

**Table 1.5 Projected quantities of waste to be collected for recycling for the period 2004-2009**

<b>Material, (t/pa)</b>	<b>2002/03</b>	<b>2003/04</b>	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
Paper	3,599	3,337	2,356	985	407	312	
Card	372	357	308	284	-	-	
Glass	1,537	2,372	2,556	1225	1148	1105	
Cans	34	30	22	15	5	7	
Textiles (including shoes)	95	107	45	50	55	40	
Co-mingled cartilage collected material (paper, card, cans, plastic bottles)	840	1,715	4,292	7230	9935	11355	
Garden waste	32	172	242	150	1094	3384	
<b>Total</b>	<b>6,509</b>	<b>8,089</b>	<b>9,821</b>	<b>9,939</b>	<b>12,644</b>	<b>16,203</b>	

N.B. Values rounded to nearest tonne

### **1.10 Future Plans Agreed by the Council**

- Increase the number of garden waste subscribers to 13,000
  - Continue to investigate kitchen waste collections
  - Run a high profile waste minimisation campaign in summer, with emphasis on reducing the use of plastic bags
  - Update the Council's Action Plan towards meeting the Surrey Joint Municipal Waste Management Strategy
  - Review the litterbin recycling trial and expand to all town centres within the borough
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# Summary Sheet - Elmbridge Borough Council

## General

Demographic	Value
Size of Authority	9,633 Ha
Population	130,260
Number of properties	53,880
Number of multi-occupancy properties	6,500
Rural population	None

## Refuse Services

Service	Description
Refuse collection contractor	Veolia Limited
Container(s) provided	Wheeled bin, curtilage  770/1100 litre Euro Bin, communal
Collection frequency	Weekly
Tonnage 20056/7	55,252

## Recycling Services

Service	Targeted materials	Container(s)	Contractor(s)	Other Details
Co-mingled curtilage scheme	Paper Cardboard Cans Plastic bottles	Wheeled bin	Veolia Limited	Fortnightly collection
Opt in garden waste curtilage service	Garden waste	Reusable sacks/ wheeled bins	Veolia Limited	Fortnightly collection
Bring sites	Paper Cans Glass Tetra Pak Textiles/shoes	1100 litre containers	Veolia Limited, SWM Recresco, and LM Barry	6 bring sites

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**Other Controlled Waste Services**

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<b>Service</b>	<b>Description</b>
Bulky waste collection	Chargeable booked collection
Clinical waste collection	Free booked collection

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**Statistics and Targets**

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<b>Data</b>	<b>Figure</b>
2005/06 Best Value Statutory Recycling target	24 %
BV PI 84 - Kg of waste collected per head of population (2006/7)	424 kg pa
2006/07 recycling rate	25.9 %
Current recycling and composting rate (third quarter 2007/8)	32 %
Achievable recycling and composting target for 2009	The Council aspires to achieve 32% in 2007/08

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## 2. ELMBRIDGE BOROUGH COUNCIL

<b>The Way Forward Policy [Policy 1]:</b>						
<b>Action</b>	<b>Resources</b>	<b>Outcomes / Measurement</b>	<b>Responsibility</b>	<b>Milestone Dates</b>	<b>Agreed / Funded</b>	<b>Priority</b>
What are you going to do?	What's needed to carry out the action	What will it achieve and how will it be measured?	Whose responsibility is it to carry out the action?	By When?	Does it have political / financial backing?	High Med or Low?
Extend and expand the kitchen waste collection pilot to 6500 properties	Waste collection resources	Participation and composting rates	EBC	2008-9	Council approved. Part funded by SCC	H
Liason with SAWN to ensure EBC high profile publicity campaign links in with county wide promotion	Officer time	Increase in recycling and composting rates	EBC	ongoing		M
Surrey wide joint promotion of home composting (WRAP Initiative)	Ongoing promotion	Waste diversion by increased home composting	SAWN	2008-9	Local authority publicity	M
<b>Waste Awareness Policy [Policy 2]:</b>						
<b>Action</b>	<b>Resources</b>	<b>Outcomes / Measurement</b>	<b>Responsibility</b>	<b>Milestone Dates</b>	<b>Agreed / Funded</b>	<b>Priority</b>
Run a high profile recycling and waste minimization publicity and information campaign with emphasis on reducing the number of plastic bags used	Officer time	Recycling Roadshow to visit towns and villages in summer.  'Door knocking' initiative to encourage / thank residents on recycling.	EBC	Summer 2008	Local Authority	H

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		A local radio advertising campaign.				
Review polices on advice and assistance on recycling available to schools.	Collection service	Offer a schools waste recycling service (chargeable). Review SCC collection pilots.	EBC	2008/9	Under consideration.	M
<b>Waste Minimisation Policy [Policy 3]:</b>						
<b>Action</b>	<b>Resources</b>	<b>Outcomes / Measurement</b>	<b>Responsibility</b>	<b>Milestone Dates</b>	<b>Agreed / Funded</b>	<b>Priority</b>
Run a high profile recycling and waste minimization publicity and information campaign		See above				H
Review polices on advice and assistance on recycling available to small businesses.	Work with officer time	Reduced contamination of household waste by commercial waste.	EBC	2008-9	NA	L
<b>Waste Recycling &amp; Composting Policy [Policy 4]:</b>						
<b>Action</b>	<b>Resources</b>	<b>Outcomes / Measurement</b>	<b>Responsibility</b>	<b>Milestone Dates</b>	<b>Agreed / Funded</b>	<b>Priority</b>
Re -publicise 'Ban' on garden waste in refuse wheeled bin	Officer time	Reduce garden waste in refuse; increase home composting and diversion to other composting services.	EBC	Summer 08	Agreed	M
Review litterbin recycling pilot and			EBC	Summer	Agreed	M

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consider expansion to town centres	Officer time	Increased awareness of recycling		2008		
<b>Residual Waste Treatment [Policy 5]:</b>						
<b>Action</b>	<b>Resources</b>	<b>Outcomes / Measurement</b>	<b>Responsibility</b>	<b>Milestone Dates</b>	<b>Agreed / Funded</b>	<b>Priority</b>