

1. Guildford Borough Council

1.1 Introduction

Guildford Borough Council (Guildford) in the west of the County of Surrey covers an area of approximately 29,200 hectares. It has a population of approximately 131,000 people housed in approximately 54,834 properties. 52% of the population live within the rural areas of the Borough such as the North Downs. The town of Guildford is the main urban centre with a population of 67,000. There are 3,467 (6.5%) multi-occupancy properties in the Borough.

1.2 Current Waste Service

Waste services at Guildford are carried out by the Council's 'in-house' Direct Services Organisation. This will be reviewed under a best value review in 2010. Currently, the main waste collection service provided by Guildford is a weekly collection of waste presented at the 'back-door' of properties. Guildford provides residents with 30 black plastic sacks every six months for the containment of waste. If the householder runs out of sacks they are expected to purchase their own. Residents are asked to avoid presenting waste in supermarket bags and other receptacles as they are difficult to collect. Guildford asks residents to place sacks at the 'back door' for operatives to collect, however approximately 60% of households visited place waste sacks at the kerbside for collection.

A 'clear-all' policy is adhered to which means that operatives collect all waste which is placed for collection. However this policy does not include bulky waste items or any sacks which are considered to be too heavy to collect safely.

Residents of multi-occupancy properties are provided with large storage bins (770 or 1,100 litre paladins) in communal areas, in which they are asked to place waste for the weekly waste collection service.

Table 1.1 summarises the fleet operated by Guildford for the waste collection service.

These vehicles are 'owned' on varying lease terms and there is no overall lease expiry date. Guildford operates eight front line waste rounds using four 23 tonne Refuse Collection Vehicles (RCVs), two narrow access 23 tonne RCVs, one 18 tonne RCV and one 26 tonne RCV. These front line RCVs are crewed by a driver and up to four loaders. The number of loaders fluctuates depending upon the nature of the round on particular days. A transit van is used to collect waste from areas which are difficult to access (i.e. rural areas) and is known as the 'LINK' round. It is crewed by a driver and one loader. The operatives work a 36 hour week. The waste vehicles deliver waste to the Waste Transfer Station at Slyfield Green in Guildford, operated by Surrey Waste Management Limited (SWM). Each vehicle tips an average of 5.5 tonnes of waste twice a day.

The budget for waste collection services in 2006/07 was £3,341,036 which means it cost each household in the Borough £60.93

Table 1.1 Guildford Refuse Collection Vehicles

Type of Refuse Collection Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
26 tonne Dennis/Norba RCV	1	Approximately 10.5 tonnes	Lease
26 tonne Volvo Freighter*	1	Approximately 10.5 tonnes	Lease
23 tonne Dennis Eagle RCV	4	Approximately 9 tonnes	Lease
23 tonne Dennis/Norba (6 x2)	2	Approximately 9 tonnes	Lease
18 tonne Dennis Eagle RCV	1	Approximately 7 tonnes	Lease
7.5 tonne Mitsubishi/Norba**	1	Approximately 3.5 tonnes	Lease

* Spare vehicle

** LINK transit van

1.3 Current Recycling Service

1.3.1 Kerbside Dry Recyclables Collections

Guildford currently offers a weekly kerbside dry recyclables collection service to 98% of the properties in the district (53, 761 properties). Residents are requested to separate dry recyclable materials into two 55 litre re-usable boxes:

- Purple box - Paper and cardboard; and
- Green box - Glass bottles and jars, mixed cans, plastic bottles, household batteries and aerosols.
- In a tied carrier bag - textiles

The boxes are provided by Guildford for the collection service. Residents can purchase additional boxes at a cost of £2.52 per box.

Materials are sorted by operatives at the kerbside and placed in designated compartments on the Kerbsiders. Each Kerbsider has five compartments and at the kerbside operatives separate dry recyclables into these compartments according to material group:

- Paper and cardboard;
- Steel and aluminium cans and plastic bottles;
- Mixed Glass;
- Textiles; and
- Household batteries

Materials are raised by a hydraulic pumping mechanism and deposited into one of the three compartments in the main body of the vehicle. This collection method enables Guildford to reduce the contamination of collected dry recyclables. Guildford provides some designated multi-occupancy properties with five communal bins (i.e. 240 litre), in which residents can place paper, mixed glass, plastic bottles and cans. These are serviced by the kerbsider fleet which has been retro fitted with bin lifts. Approximately 500 properties are provided with assisted collections, this involves operatives collecting kerbside boxes from the 'back-door' rather than the kerbside. This service is offered to elderly, infirm and disabled residents only.

The dry recyclables service is operated by ten collection rounds. Table 1.2 summarises the vehicles that Guildford uses for this service. Guildford deploys eight full size Terberg multicompartamental Kerbsiders and two shorter-wheel base Terberg

multi-compartmental Kerbsiders as front line vehicles. In addition, a 'Link' transit van is used to collect dry recyclables from areas that are difficult to access.

The crew structures differ according on the size of the vehicle and round. Eight front line Kerbsiders are crewed by a driver and two loaders. The two smaller Kerbsiders are crewed by a driver and a loader on three days of the week and a driver and two loaders on two days of the week. The 'LINK' vehicle is crewed by a driver and a loader.

All material collected by the kerbside recycling service is delivered to the Waste Transfer Station at Slyfield Green, managed by SWM.

Table 1.2 Guildford Recycling Collection Vehicles

Type of Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
Terberg 5 compartmental Kerbsiders	8	Approximately 7.5 tonnes	Leased until 2010
Terberg 5 compartmental Kerbsiders (short wheel base)	2	Approximately 7.5 tonnes	Lease until 2010
7.5 tonne Mitsubishi/Norba	1	Approximately 3.5 tonnes	Lease

1.3.2 Kerbside Green Waste Collections

Guildford offers residents a fortnightly kerbside collection service for garden waste from all low rise properties. Currently, residents of multi-occupancy properties are not offered this service. To participate in this service residents are required to pay an annual subscription fee. For this subscription fee residents receive up to four re-usable sacks, in which they can place garden waste (i.e. leaves, grass cuttings, small prunings, weeds and small branches) for collection by operatives. Residents are also provided with vouchers, which they are asked to place in a clear pocket on the outside of the re-usable sacks. Operatives will only collect sacks which contain a voucher in the pocket.

Approximately 500 properties are provided with assisted collections, this involves operatives collecting garden waste sacks from the 'back-door' rather than the kerbside. This service is offered to elderly, infirm and disabled residents only. Three 18 tonne RCV's are used for the three front line garden waste rounds (Table 1.3). In addition, a 'LINK' vehicle is used to collect garden waste from areas in the Borough that are difficult to access with a larger vehicle. The number of rounds do not alter during the year, however the number of crew used on each garden waste vehicle varies depending on the season and the amount of garden waste that requires collection. Guildford hires in agency personnel on an ad-hoc basis to operate the service.

1.3.3 Food waste collection trial.

Guildford has set itself a challenging recycling and home composting target of 60% by 2010. In 2007, Guildford was awarded funding from the Waste and Resources Action Programme (WRAP) to carry out a food waste collection

trial. This trial included 3,000 households each of which was supplied with a 7ltr kitchen caddy and a 20ltr kerbside bin in which to present the materials on a weekly basis. The trial commenced in May 2007 and an average of 20 tonnes of food waste was collected per month adding a further 9.5% to the recycling rate in the trial area.

In December 2007 Guildford launched a new trial involving 1800 of the residents in the food waste collection trial area which was marketed to residents as the “Recycling Works Trial”. In this scheme residents received weekly collections of food waste, weekly collections of dry recyclables, fortnightly collections of garden waste (if members of the scheme) and fortnightly collections of residual waste from a 190ltr wheeled bin. Results from the trial indicate that a 63.5% recycling rate was achieved in the trial area with dry recycling accounting for 36.9%, food waste recycling for 15.9% and garden waste 11%. The trial was extremely popular with residents with 92% expressing a wish for the trial to continue in a postal survey.

Table 1.3 Guildford Biodegradable Waste Collection Vehicles

Type of Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
18 tonne Dennis Eagle RCVs	3	Approximately 7 tonnes	Lease
7.5 tonne Mitsubishi/Norba	1	Approximately 3.5 tonnes	Lease

1.3.4 Bring Sites

Guildford operates a network of 45 bring sites where residents can take their recyclable materials. These brings sites are all situated in locations accessible by the public such as supermarkets, the car parks of public houses and schools. There are 268 recycling banks distributed across the sites where residents can place newspapers and magazines, cans, plastic, green glass, brown glass, clear glass, cassette tapes, compact discs, books, aluminium foil, printer cartridges, engine oil, shoes, liquid food and drinks cartons and textiles.

1.3.5 Civic Amenity Sites

The nearest Civic Amenity (CA) Site to Guildford residents is at Moorfield Road in Slyfield Green. This facility is provided by SWM under its contract with Surrey County Council (SCC).

The site is set up to allow for the segregation of the following materials:

- Glass
- Car batteries
- Cans
- Fire extinguishers

- Newspapers and magazines
- Foil
- Clothing and textiles
- Fridges and freezers
- Cardboard and mixed paper
- Garden waste
- Bric-a-brac
- Gas cylinders
- Hardcore and rubble
- Engine oil and filters
- Scrap metal
- Mobile phones
- Asbestos
- Chemical waste
- Plastic bottles
- Hard and rigid plastics
- Waste electrical equipment

1.3.6 Materials End Markets and Disposal

The recyclable materials collected by the kerbside collection service are delivered to the Moorfield Road Waste Transfer Station at Slyfield Green. SWM is responsible for the arrangement of the onward transfer of recyclable materials from this site to appropriate reprocessors.

The quality of materials received from the kerbside is very high in terms of the level of contamination. This is a result of the manual nature of the sorting system which enables non-target materials to be rejected by the collection operatives. Guildford also transports the mixed paper, card, mixed cans, plastics, colour-separated glass from bring sites to the Moorfield Road Waste Transfer Station.

Recyclable material collected from bring sites by other organisations is kept by them, and its onward transport or use is arranged by the operator.

1.4 Bulky Waste Collection Service

Guildford provides a bulky waste collection service to its residents. This service is charged at a standard rate of £12.50 for the collection of one item and £18.20 for two to five items. If a resident requires the collection of more than five items, the cost will be assessed and agreed before collection.

To organise a bulky waste collection residents are asked to complete a bulky waste collection request form, attach the appropriate payment and send the form to Guildford. Guildford will schedule the collection and inform the resident. The current waiting period for a bulky collection is between seven and fourteen days. The service is operated four days per week and uses two vehicles; a 26 tonne open back tipper with Hiab crane and a flatbed transit. Currently, no bulky waste is recycled by Guildford.

1.5 Commercial Waste

Guildford offers a commercial waste service to trade customers within the district. The service is operated by three standard RCVs collecting co-mingled commercial and domestic waste, with different vehicles being used each week depending upon availability. All vehicles are crewed by one driver and one loader.

Guildford can provide sacks and wheeled containers for the containment of trade waste depending on the customers need.

Trade customers can also opt into three of the commercial recycling schemes offered by Guildford. One scheme is a collection service for card, which is operated five days a week.

A further scheme is a collection service for co-mingled paper, plastics and cans. This service also operates 5 days per week.

Finally there is a collection service for mixed glass from licenced premises which operates on Mondays and Fridays.

1.6 Additional Information

Guildford states a figure of 2,327 tonnes of street sweepings collected in the period 2006/07.

Between 250 and 300 tonnes of this waste is recycled by a process of screening and sorting which separates the leaf litter from the general sweepings. This leaf litter is then composted which accounts for the amount recycled.

1.7 Waste Disposal Contract Arrangements

In September 1999, SCC entered into a 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 Waste Transfer Stations, 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 (currently only mixed plastic and cans).

1.8 Controlled Wastes to be Collected

In calculating and extrapolating municipal waste growth for the periods of this Action Plan, Entec has assumed an annual waste growth of 0.5% from 2005/06 onwards. Waste arisings have fluctuated in recent years however recent waste growth

projections indicate that this lower growth rate could be achieved (Supplementary Report 1 to the JMWMS).

Table 1.5 shows the arisings of controlled waste expected to be collected in Guildford between 2005 and 2008. (2007/08 are estimated figures)

Table 1.5 Controlled Wastes

Waste stream	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
Domestic mixed waste	36,097	34,001	31,754	30,091	30,560	27,700
Trade waste						
Street sweepings	2,339	2,324	1,862	2,372	2,327	2,150
Bulky waste	402	299	358			
Clinical waste	0	0	0	0	0	0
Recyclable material	4,661	6,063	9,372	12,164	12,791	14,086
Compostable material	1,132	1,026	1,555	3,628	4,193	5,350
Recycling & composting rate (%)	17.35	20.37	27.16	32.73	34.06	39.40
Total arisings	46,989	46,132	46,643	48,256	49,872	49,286

1.9 Controlled Waste to be Dealt with by Recycling

Table 1.6 shows the quantities of controlled waste that Guildford expects to collect for recycling during the period of this plan.

Guildford reported a recycling rate of 27% for 2004/05 and has therefore already exceeded the 2005/06 Best Value Performance Indicator recycling and composting target of 21%.

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 1.6 Projected Quantities of Waste to be Collected for Recycling for the Period 2004-2009

Material	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
Paper and cardboard	3,793	4,626	6,976	7,511	7,991		
Glass	2,609	3,004	3,233	3,631	3,776		
Cans/Plastic bottles	429	536	640	752	853		
Textiles	187	191	210	234	129		

Oil	?	?	?	?	?		
Co-mingled kerbside collected material	0	0	0	0	0		
Compostable material	1,132	1,026	1,555	3,628	4,193		
Total	8,150	9,383	12,614	15,756	16,942		

N.B. Values rounded to nearest tonne

1.10 Future Plans

1.10.1 Future Plans Agreed by Council Members

- Guildford has signed-up to the development of a Joint Municipal Waste Management Strategy and to be a prominent member of the SLGA (Surrey Local Government Association), both of which aim to improve the standards of waste management across Surrey.

1.10.2 Potential Future Plans

- Officers have recently recommended that the “Recycling Works” trial as described in 1.3.3 above be rolled out borough-wide from October 2009 and this has now been approved by Council Members.

Summary Sheet – Guildford Borough Council

General

Demographic Value

Size of Authority 29,200 ha

Population 130,978

Number of properties 54,834

Number of multi-occupancy properties 3,467

Rural population 52%

Waste Services

Service Description

Waste collection contractor Guildford Direct Service Operations

Container(s) provided - 1800 properties have 190ltr wheeled bin with the remainder on Black sacks.

Collection frequency – 1800 properties fortnightly the remainder weekly

Tonnage 2006/07 - 30,560

Recycling Services

Services	Targeted materials	Containers	Contractors	Other details
Kerbside dry recyclables	Mixed paper, cans, plastic bottles, mixed glass, textiles, household batteries	2 X 55ltr kerbside boxes (Purple for paper, green for glass, plastics, cans.	Guildford Borough Council	Weekly
Green waste	Garden waste	Re-usable sacks	Guildford Borough Council	Fortnightly
Food waste. (3,000 properties)	Cooked and uncooked food.	7ltr kitchen caddie 20 ltr kerbside container	Guildford Borough Council	Weekly
Bring sites	Glass, paper, liquid food cartons, cans, card, foil, printer cartridges, cassette tapes, engine oil, shoes, textiles, books and CDs	Banks	Various	45 sites.