
SURREY HEATH BOROUGH COUNCIL

Updated 29th January 2008

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1.1 Introduction

Surrey Heath Borough Council (Surrey Heath) is in the north west of the County of Surrey and shares its border with three other Surrey Boroughs, two Berkshire Districts and two Hampshire Districts. The Borough covers an area of just over 9,400 hectares and is home to a resident population of approximately 80,700¹.

The Borough is considered to be semi-rural with an estimated 50:50 ratio of urban areas to rural. There are approximately 33,500 properties in the Borough predominantly spread across the urban centres of Bagshot, Bisley, Camberley, Chobham, Deepcut, Frimley, Frimley Green, Mytchett, West End and Windlesham. Approximately 3.8% (1,270) are considered to be either flats or multi-occupancy properties.

1.2 Current Waste Service

Surrey Heath awarded its waste collection contract to Verdant Group Plc in February 2001, thus Verdant currently undertakes all waste collections in the Borough. The service provided is a 'back door' collection service where waste operatives are required to collect sacks from the back door or any other reasonable location of resident's properties. Surrey Heath provides residents with 60 sacks per annum (two deliveries of 30 sacks) for the service. There is no limit to the number of sacks which residents can place for collection, however residents are expected to purchase sacks privately if they require more than 60 per annum.

Approximately 600 properties in the Borough are unable to receive a back door collection, mainly due to being high rise or a multi-occupancy property. These properties are provided with communal wheeled bins.

Surrey Heath operates a 'clear-all' policy which means that all waste sacks presented for collection are collected by waste operatives. Operatives are also asked to reject sacks which are too heavy as they present a health and safety risk in terms of manual handling.

The Contractor operates six front-line Refuse Collection Vehicles (RCVs) for the collection of waste in Surrey Heath. Table 1.1 presents Surrey Heaths RCV fleet. The front-line service comprises five 26 tonne RCVs crewed by a driver and four loaders, and one 18 tonne RCV also crewed by a driver and four loaders. In addition to this front-line fleet, the Contractor provides a 15 tonne RCV to collect from hard to access properties and provide additional support work (e.g. catch-up work, missed bins, special collections, etc.). An average of two tips are made per day by each of the RCVs at an average tip weight of 8.5 tonnes.

The crews work on a 'task and finish' basis which generally equates to approximately 40 hours per week. The number of hours worked per week is influenced by the amount and weight of waste placed for collection each week.

¹ Data from the Chartered Institute of Public Finance and Accountancy

Table 1.1 Surrey Heath Collection Vehicles

Type of Refuse Collection Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
26 tonne RCV	5	Approximately 10.5 tonnes	Verdant Group Plc
18 tonne RCV	1	Approximately 8 tonnes	Verdant Group Plc
15 tonne RCV	1	Approximately 7 tonnes	Verdant Group Plc

1.3 Current Household Waste Recycling Service

1.3.1 Dry Recyclables Collections

Surrey Heath offers all properties in the Borough including the flats and multi-occupancy properties a limited kerbside collection service for recyclables.

The service offered to all households in the Borough is a weekly collection of newspapers, magazines, mixed cans and aerosols. Residents are asked to put these materials in supermarket plastic bags and place them for collection at the kerbside. The recycling operatives then either collect and sort the materials at the kerbside or load the full bags onto the collection vehicle to be sorted at the transfer station at the end of the collection round.

Residents of multi-occupancy properties, schools, residential homes, churches, and charities have a separate and dedicated vehicle to collect their recyclate and new wheeled bins have been provided free of charge.

This method of door step collection does not lend itself to the use of compaction vehicles so the contractor deploys caged vehicles to undertake collections. Table 1.2 presents a description of these vehicles. Each vehicle is crewed by a two operatives, both of whom are sufficiently qualified to drive the caged vehicle.

The collected paper is delivered to either a Waste Transfer Station at Slyfield Green in Guildford which is operated on behalf of the Surrey County Council (SCC) by Surrey Waste Management (SWM), or to the MRF at Hartley Wintney run by Biffa Waste Services. Cans are taken to Slyfield Green for processing.

The weight of materials collected from the doorstep has fluctuated over the last few years with the tonnage collected in 2006/07 being just over 1,840, an increase over 2005/06 of 140 tonnes. The performance of the recycling service is impressive considering that it is a relatively basic service, with Surrey Heath registering an overall recycling rate of nearly 29.8%.

Table 1.2 Surrey Heath Recycling Collection Vehicles

Type of Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
7.5 tonne tipping tail lift	3	Approximately 3.5 tonnes	Verdant Group Plc

1.3.2 Kerbside Green Waste Collections

Surrey Heath provides a green waste collection service to all households for garden waste. The service is a fortnightly service using a subscription based system of wheeled bins. (Table 1.3). After collection, green waste is delivered to Waste Transfer Station at Camberley, and sent in bulk to a processor in Basingstoke (Veolia).

Table 1.3 Surrey Heath Biodegradable Waste Collection Vehicle

Type of Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
7.5 tonne RCV	One	Approximately 2.0 tonnes	Verdant Group Plc

1.3.3 Bring Sites

Surrey Heath currently operates a network of 470 bring bank containers distributed across 54 locations within the Borough. The range of materials is comprehensive with the following materials being collected at these sites:

- Newspapers, pamphlets junk mail
- Mixed cans
- Cardboard & Tetrapak
- Books
- Aluminium Foil
- Textiles & Shoes
- Plastic bottles
- Plastic bags
- Glass
- Vehicle batteries

The recycling banks are serviced by a wide range of contractors including Verdant Group Plc (on behalf of Surrey Heath), private sector firms and charities. The tonnages for all these materials are credited to Surrey Heath but the materials become the property of the contractors.

Mixed paper, cardboard, and plastic bottles collected by Verdant Group plc are baled and stored before being sold. The income goes to Surrey Heath.

1.3.4 Community Recycling Sites

SCC maintains two Community Recycling Sites (CRS) sites in the Borough one at Wilton Road, Camberley and one at Swift Lane, Bagshot. Residents of Surrey Heath can deposit and segregate the following materials at these CA sites:

- Glass
- Cans
- Newspapers and magazines
- Clothing and textiles
- Cardboard and mixed paper
- Bric-a-brac
- Hardcore and rubble
- Scrap metal
- Car batteries
- Fire extinguishers
- Foil
- Fridges and freezers
- Garden waste
- Gas cylinders
- Engine oil and filters
- Mobile phones + WEEE

Surrey Heath is not responsible for the CRS sites and refers all queries to Surrey Waste Management Limited.

1.3.5 Materials End Markets and Disposal

Newspapers and magazines and mixed cans collected by the kerbside crews are either delivered to the SWM facility at Slyfield Transfer Station where SWM arranges for it to either be collected or delivered to the appropriate re-processors, or to the Biffa MRF at Hartley Wintney.

As already described, the bring bank sites are serviced by a number of different organisations. These organisations are responsible for the use and transfer of the materials

Table 1.4 summarises the final destinations for these materials:

Table 1.4 Current Destinations of Materials Collected for Recycling (Contract periods unknown)

Material	Destination
Newspapers and magazines (kerbside)	SWM, Waste Transfer Station, Slyfield or Biffa Hartley Wintney. (Final destination: Aylesford Newsprint, Kent)
Newspapers and magazines Bring Sites	Collected by SITA and sent to: Aylesford Newsprint, Kent.
Glass & Tetrapak	Recresco, Southampton

Material	Destination
Mixed cans	SWM, Waste Transfer Station, Slyfield Green, Guildford. (Final destination: Sims Metal Recycling Company)
Cardboard & Mixed Paper	Sevenside Recycling Ltd & Biffa (SCA)
Aluminium Foil	Sims Metals, Yateley
Plastic bottles	JFC (ex-Delleve Plastics), St Helens, Lancs
Textiles	TRAID, Black Country Rag and Wiper, and British Heart Foundation
Shoes	European Recycling Co Ltd
Books	Oxfam & British Heart Foundation
Plastic bags	JFC Plastics, St Helens, Lancs
Junk mail	Abitibi
Batteries	Vintons metals
Greenwaste	Veolia in Basingstoke

1.4 Bulky Waste Collection Service

Surrey Heath offers a bulky waste collection service to households within the Borough. Surrey Heath collects any items that will not fit in a waste sack for a charge of £15.00 for the administration of the service and £11.00 per item collected. This means that the collection of one item would cost £26.00.

A 7.5 tonne vehicle with rear tail lift collects the bulky items crewed by a driver and one loader. The service is only offered on two days per week, on the other days the vehicle is deployed to collect fly-tips, collect from restricted access properties, and to deliver wheeled containers and home compost bins. Where possible bulky items are recycled or re-used.

The bulky waste service operates two days each week. To book a collection residents are required to phone Surrey Heath. Collections are made seven days after the receipt of payment.

1.5 Commercial Waste

Surrey Heath does not operate a commercial waste collection service.

1.6 Additional Information

Surrey Heath provides a clinical waste collection service where waste placed within a clinical waste sack is collected each week from eligible households. Householders are not charged for this service.

1.7 Current 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 CRS 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 RS sites;
- Develop facilities to deal with recyclable materials collected by the Borough and District Councils and CRS 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 arising has 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 arising of controlled waste expected to be collected in Surrey Heath between 2005 and 2009.

Table 1.5 Controlled Wastes

Waste Stream	2002/03 (t/pa)	2003/04 (t/pa)	2004/05 (t/pa)	2005/06 (t/pa)	2006/07 (t/pa)	2007/08 (t/pa)	2008/09 (t/pa)
Domestic mixed waste (includes bulky waste)	20753	21017	21568	21248	22032	21000	21000
Street sweepings	1539	1268	1499	1019	504	1300	1300
Clinical waste	11	13	12	12	10	12	12
Recyclable material	5685	5720	5389	5863	6386	6824	7454
Compostable material	1517	1204	1,443	1729	3085	1900	2100
Recycling and composting rate (%)	24.41	23.69	22.84	25.41	29.8	28.10	30.00
Total arising	29505	29222	29910	29871	32017	31064	31866

N.B. Values rounded to nearest tonne

The figures for 2010 will change dramatically when the new refuse/recycling contract starts in February 2009. This should enable a recycling rate of 40% by the end of 2009/2010.

1.6 Controlled Waste to be Dealt with for Recycling Purposes

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

Surrey Heath has been set a recycling target of 30% to achieve by 2006 under current national legislation.

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 (t/pa)	2003/04 (t/pa)	2004/05 (t/pa)	2005/06 (t/pa)	2006/07 (t/pa)	2007/08 (t/pa)	2008/09 (t/pa)
Paper (excluding yellow pages)	2818	2,750	2,804	3100	3007	3200	3300
Glass	1712	2,005	1,613	1675	1931	2100	2500
Cans	83	77	80	104	126	110	120
Textiles (including shoes)	158	74	138	176	198	250	300
White goods	49	27	26	19	23	25	25
Garden waste	1517	424	1,443	1730	3085	1900	2100
Cardboard	634	545	606	631	821	900	950
Plastic (bottles only)	140	157	154	191	207	230	250
Batteries	1	1.5	0.75	1	1	1	1
Books	6	4	9	8	25	8	8
Total	7118	6,065	6,874	7635	9424	8724	9554

N.B. Values rounded to nearest tonne

Summary Sheet - Surrey Heath Borough Council

General

Demographic	Value
Size of Authority	9,400 hectares
Population	80,700
Number of properties	33,500
Number of multi-occupancy properties	1,270
Rural population	50%

Waste Services

Service	Description
Waste collection contractor	Verdant Group Plc
Container(s) provided	Black sacks
Collection frequency	Weekly
Tonnage 2006/07	22334

Recycling Services

Service	Targeted materials	Container(s)	Contractor(s)	Other Details
Kerbside collection scheme	Paper, magazines and cans	Residents provide own carrier bags	Surrey Heath	Weekly collection
Opt in garden waste kerbside service	Garden waste	Provided wheeled bin	Surrey Heath Verdant Group plc	various payment schemes
Greenwaste Subscription Club				
Bring sites	Paper, magazines, cans, cardboard, books, foil,	Banks	Various	470 banks

textiles, plastic bottles,
plastic bags, glass, vehicle
batteries, shoes, junk mail
and green waste

Other Controlled Waste Services

Service	Description
Bulky waste collection	£15.00 admin fee each time plus £11.00 per item
Clinical waste collection	Yellow sack (1 per week) provided free to eligible households

Statistics and Targets

Data	Figure
2005/06 Statutory Recycling target	30%
BVPI 84 - Kg of waste collected per head of population	2006/07 - Recycled or composted - 117 kg Material to Landfill - 271 kg
2006/07 recycling rate	29.8%
Current recycling rate	at January 2008 - 30.64%
Achievable recycling target for 2009	30% - (2010 -40% using new contract starting Feb 2009)

WASTE ACTION PLAN SURREY HEATH BOROUGH COUNCIL

The Way Forward Policy [Policy 1]:						
Action	Resources	Outcome Measurement /	Responsibility	Milestone Dates	Agreed Funded /	Priority
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?
1. Joint Working on Refuse Collection Contract	Agreements and culture change	One contract will reduce monitoring team numbers and show other cost efficiencies	Surrey Heath with partner + help from South- East Centre of Excellence	Feb 2009 when current contract expires	Political backing but financing of preparation work and extra overall costs required	High
2. Joint Working on Recycling Collection Contract	as above	as above	as above	as above	as above	High
3. joint Working with representative groups for multi-occupancy dwellings	Discussions and agreements plus education	Increased in levels of waste minimisation set against waste analysis	Surrey Heath (with contract partner)	2007 onwards Process has started	Political backing OK some capital funding but need more revenue funding	High
4. Joint Working with schools and colleges for improving recycling	as 3 above	as 3 above	as 3 above	as 3 above	as 3 above	High
Waste Awareness Policy [Policy 2]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
5. Employment of full-time Promotions Officer	Using current salary savings	Sustainability and improvement of existing waste minimisation	Surrey Heath	Now employed	Funded out of existing savings.	High

6. Education in Schools and Colleges on Waste Minimisation & recycling	Using in house Promotions Officer jointly working with Schools officer from Surrey Waste Management Limited	Improved understanding by young people of waste minimisation/recycling + potential to take information home and alter home culture. Reduced waste to landfill	Surrey Heath/ Surrey Waste Management Limited/ Schools	Now and Feb 2009 + 40% recycling by 2010	See 5 above	High
Waste Minimisation Policy [Policy 3]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
7. Education of public	Having to ride on the back of other promotions such as Heathscene magazine and Electoral Roll information	Improved knowledge and awareness by public showing more sustainable recycling figures. Also encourages debate.	Surrey Heath + partnership with Surrey County Council for general promotions campaigns	2010 - 40% recycling target	No funding - need to have assistance with revenue costs	High
8. Inclusion of policy in Corporate Plan for next five years	None necessary	tested by internal and external BVPI's	Surrey Heath and partners	2010 - 40% recycling target	Agreed politically but no funding sought	Medium
9. Education in schools	see 6 above	see 6 above	see 6 above	see 6 above	see 6 above	High
10. Encourage local re-use groups and divert bulky waste (e.g. furniture) away from landfill	Fit into current resources - encourage volunteer groups get involved	Reduced landfill	Surrey Heath with SCC + joint working with volunteers in the community	The change in collection contract Feb 2009 will allow alterations to policy	Need political and revenue backing	Medium
Note that we do not deal with Commercial Waste						
Waste Recycling & Composting Policy [Policy 4]:						

Action	Resources	Outcomes Measurement /	Responsibility	Milestone Dates	Agreed Funded /	Priority
11. Promote Home Composting	Now joined WRAP scheme starting January 2007	measurement difficult but improved education and awareness would help to reduce waste going to landfill or being dumped.	Surrey Heath	Jan 2007 + 2010 (40% recycling)	Yes	Low
12. Promote Greenwaste Club - collection of garden waste using wheeled bins	Subsidies to Verdant Group plc who are running and controlling the scheme	Improved recycling rate	Verdant Group plc	Sept 2006 (start) Feb 2009 new contract date when current scheme may become part of overall collection contract works	Yes	Low
13. Improved Doorstep Collection of Recyclate	None	Improved recycling rate and reduced waste residue to landfill	Surrey Heath and partners	Feb 2009 at change of collection contract	Politically acceptable but funding not agreed until tenders received	Medium
14. Introduction of Kitchen Waste scheme	None but need construction of In-vessel composters by SCC	Reduction in residual waste going to landfill	Surrey Heath with Surrey County Council providing processing facilities	Feb 2009	Politically agreed	Medium - building of processing facility HIGH
Residual Waste Treatment [Policy 5]:						
Action	Resources	Outcomes Measurement /	Responsibility	Milestone Dates	Agreed Funded /	Priority

15. Support SCC in providing recycling processing facilities	SCC	Improved disposal of recycle	SCC/ Surrey Heath	Feb 2009 for Surrey Heath	N/A	High
16. Support SCC in use of Community Recycling Centres	SCC	see 16 above	see 16 above	Now and 2010	N/A	High
17. Support SCC in use of Recycling Transfer Stations	SCC	see 16 above	see 16 above	Now and 2010	N/A	High
18. Support SCC in disposal of residual waste	SCC	Reduction in material going to landfill	see 16 above	2010	N/A	High

Trigger Point One:

EG: Action X needs to take place before Action Y can happen. If action X does NOT occur then we would need to look at Action Z instead