

Woking Borough Council

Introduction

Woking Borough Council (WBC) is an urban Borough situated in the North of the County of Surrey. The Borough covers around 6,359 hectares and comprises 14 main centres of population; Brookwood, Byfleet, Goldsworth Park, Horsell, Kingfield/Westfield, Knaphill, Mayford, Old Woking, Pyrford, Sheerwater, Maybury, Sutton Green, St Johns and West Byfleet. It has a population of approximately 90,700 living in nearly 39,500 properties. 5% of these properties are multi-occupancy residences.

Current Refuse Service

Biffa Waste Services Ltd are contracted by WBC to collect domestic refuse from properties within the Borough. The seven year waste collection contract, signed in September 2000, has been extended for a further two years and currently has a contract end date of September 2009.

WBC collects refuse from all 39,500 properties in the Borough. The majority of properties receive an alternate weekly collection of wheeled bins, one of which is for residual waste (black bin) and the other (black bin with blue lid) for dry mixed recyclables. The standard issue wheeled bin provides 240 litre capacity but this may be varied dependent upon the household meeting specified scheme guidance.

The Borough-wide implementation of the alternate weekly collection (AWC) system was completed during March 2006. The number of properties not using wheeled bins is around 10%. These exceptions are due to the physical characteristics of the properties not being conducive to using the bins safely and effectively. In these circumstances, the usual receptacles provided are black refuse sacks for the residual waste and blue sacks for the dry mixed recyclable waste. These are collected on alternate weeks. The majority of multi-occupancy properties within the Borough are serviced via communal bin compounds. The type of communal storage bin provided depends upon the size and location of the property, work is ongoing to find the best individual solution on a site by site basis. The frequency of residual waste collections at multi-occupancy properties varies depending upon the available capacity at each site, collections are scheduled either alternate weekly, weekly or a small number of properties receive a twice weekly residual waste collection to prevent overloading of communal containers.

The scheme is operated by a fleet of standard Refuse Collection Vehicles (RCV's) with automatic bin-lift. WBC has introduced a 'no side waste' policy which means that only refuse presented in the wheeled bins will be collected by the crews, thereby encouraging waste minimisation.

A number of properties (approximately 5%) are assigned 'assisted collections'. The waste collectors collect the wheeled bins from an agreed point rather than from the boundary of the property. This service is offered to people who are mobility impaired, elderly or infirm and are unable to carry sacks or move wheeled bins to the boundary of their properties.

Table 1. shows a description of the RCV's currently used for the collection of refuse and recycling in the Borough. WBC operate 8 collection rounds (7 x AWC rounds + 1 communal bin round) to provide the alternate weekly collection service each day between Monday and Friday. All of the RCV's used in the alternate weekly collection service are crewed by a driver and two loaders. The crews operate a 40 hour week. In addition to the vehicles listed in Table 1, a "box" lorry, crewed by a driver and one loader, is employed to provide the bulky waste collection service.

Table 1 - Woking Refuse and Recycling Collection Vehicles for AWC

Type of Refuse Collection Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
26 tonne, 6x2	8	11 tonne	Owned by Biffa Waste
24 tonne, 6x2	1	8.5 tonne	Owned by Biffa Waste
7.5 tonne, 4x2	1	2 tonnes	Hired by Biffa Waste (additional to contract)

After collection, residual waste is delivered to the Slyfield Waste Transfer Station in Guildford, which is managed by Surrey Waste Management Ltd (SWML). Each vehicle deposits approximately 9 tonnes of residual waste at the depot twice daily.

In 2006/07, the combined cost of the Borough's waste and recycling collection services was £52.57 per household (Best Value Performance Indicator 86).

Current Recycling Service

Kerbside Dry Recyclables Collections

Biffa Waste Services Ltd are responsible for the collection of dry recyclables from the property boundary under its contract with Woking.

Woking completed the introduction of the fortnightly co-mingled dry recyclable collection scheme in March 2006. The majority of individual households have been provided with two wheeled bins, one for residual waste and one for the following recyclables; newspapers and magazines, cardboard, plastic drinks bottles, steel and aluminium cans, telephone directories and office papers. The size of bin provided is

based on the number of residents but the standard issue is 240 litre. Where it is not physically possible to store wheeled bins then residents are provided with blue sacks for co-mingled recyclable materials, again collected on alternate weeks. Where residents produce more recyclable material than the bin or sacks can accommodate, this is collected by the collection staff. Four co-mingled dry recyclables collection rounds operate on alternate weeks (3.5 rounds plus part of the eighth bulk bin round).

Since February 2007 WBC has participated in the trial of new sorting equipment at a Materials Recycling Facility (MRF) operated by Grundon Waste Management Services Ltd. This equipment is able to separate glass from the current dry recycling mix. Following a successful nine month trial the Borough wide roll out of glass collection as a part of the co-mingled mix is scheduled to start on 2nd January 2008.

Bring Sites

There are 24 bring sites across the Borough located at places accessible to the public such as supermarkets, the car parks of public houses and community centres. Most sites have facilities for the collection of newspaper & magazines, mixed cans, glass bottles and textiles/shoes. Where space allows, containers are provided to accommodate other materials such as, plastic bottles, paper based cartons and cardboard.

Woking has contracted Biffa Waste Services Ltd to service the majority of the bring sites however a number of other agencies (including Traid, SCOPE, Reading Textiles and ERC) are responsible for the textiles/shoes bring sites. Tetra Pak have funded a two year service, provided by Recresco, for the free collection of paper based cartons and SWML collect cardboard.

Table 2 shows the vehicle currently utilised for the collection of dry recyclables from bring sites across Woking. The vehicle is crewed by a driver and one loader, both are contracted to work a 40 hour week. Once the inclusion of glass in the co-mingled recycling is implemented across the borough, it is the intention to review the effectiveness of the bring site system.

In 2006/07, the direct cost of servicing the bring sites provided by Woking was £165,000. This cost was offset by £120,000 through the sale of recyclables and recycling credit income.

Table 2 Woking Recycling Collection Vehicles – Bring Sites

Type of Vehicle	Number of Vehicles	Payload	Owned by Council/Contactor/ Lease
24 tonne, 6x2,	1	11 tonne	Owned by Biffa Waste Services Ltd

Kerbside Garden Waste Collections

WBC offers a kerbside garden waste collection service to all its residents. The scheme is provided to residents on a fortnightly basis, all year round apart from two weeks over the Christmas and New Year period.

To take part, residents must place garden waste in official clear plastic sacks that can be purchased at a cost of £1.90 for 10 sacks from the Council Offices. Residents are asked to place these garden waste sacks at the vehicle kerbside for collection and onward transportation to the Waste Transfer Station at Slyfield Green, Guildford by Biffa Waste Services Ltd.

During the majority of the year Woking operates two rounds each day Monday to Friday. However, for 12 weeks within a year the service is reduced to a single collection round which operates across the Borough. Table 3 describes the vehicles utilised for the collection of garden waste in the Borough. Each vehicle is crewed by one driver and one loader.

Table 3 Woking Recycling Collection Vehicles – Kerbside Garden Waste

Type of Vehicle	Number of Vehicles	Payload	Owned by Council/Contractor/Lease
26 tonne, 6x4,	2	11 tonne	Owned by Biffa Waste Management Services Ltd

In 2006/07, the direct cost of collecting garden waste from the vehicle kerbside (collection service and gate fee) was £352,000. This cost was offset by £260,000 from the sale of clear sacks and recycling credit income.

Community Recycling Centres

Residents in the Borough can take recyclable materials to the Community Recycling Centres (CRC) at Martyrs Lane, Woking or Slyfield Green, Guildford. Both are operated by SWML. The CRCs are set up to allow for the segregation of the following materials for recycling:

- Paper
- Cardboard
- Glass bottles and jars
- Aluminium and steel cans
- Plastic bottles (Slyfield only)
- Hardcore
- Scrap metals
- White goods
- Car batteries and motor oil
- Textiles and shoes

- Green garden waste
- Mobile phones
- Batteries
- Bric a brac
- Florescent tubes
- Aluminium foil
- Gas cylinders
- Chemical waste
- Electrical goods
- Fire extinguishers

Materials End Markets and Disposal

The materials collected through the co-mingled kerbside scheme and plastics collected from bring sites across Woking are delivered to the MRF operated by Grundon Waste Management Services Ltd, at Leatherhead for sorting. Grundon Waste Management Services Ltd arrange the onward transport to re-processors.

Newspapers and magazines, cardboard, mixed cans and glass collected from the bring sites are delivered to the Waste Transfer Station, which is operated by SWML, at Slyfield Green, Guildford. The materials are stored prior to being transported to the various material re-processors, sourced by SWML. Textiles and shoes are collected by a variety of agencies and transported to various shopping outlets.

Table 4 sets out the destinations of those materials collected during 2006/07

Table 4 Current Destinations of materials collected for recycling (Contract periods unknown)

Material	Destination
Newspaper and magazines (bring site)	Slyfield Green Waste Transfer Station, Guildford (Final destination, Aylesford Newsprint, Kent)
Cardboard (bring site)	Slyfield Green Waste Transfer Station, Guildford (Final destination, Severnside, Croydon)
Glass (bring site)	Slyfield Green Waste Transfer Station, Guildford (Final destination, OI Manufacturing, Harlow)
Mixed cans (bring site)	Slyfield Green Waste Transfer Station, Guildford (Final destination, AMG Resources, Berwick-upon-Tweed).
Plastics (bring site)	Grundon MRF, Leatherhead (Final destination, YSB Recycling Limited)
Textiles and shoes (bring sites)	Various shopping outlets
Co-mingled recyclables (kerbside)	Grundon MRF, Leatherhead
Garden waste (kerbside)	Slyfield Green Waste Transfer Station, Guildford (Final destination, KPS, Chichester)

Bulky Waste Collection Service

Woking offers a “chargeable” bulky waste collection service. Residents are charged £13.75 for the collection of one bulky waste item and £4.25 for the collection of any additional items. Only residents receiving Old Age Pension or Disability Allowance receive a concession and are charged £6.25 for the first item and £1.50 for each additional item. A maximum of seven items will be collected from any one household.

To organise a bulky waste collection residents are asked to contact the Customer Services Team at Woking. Bulky waste collection details are then forwarded to Biffa Waste Services Ltd to arrange the collection.

A 3.5 tonne transit tipper is utilised for this service. This vehicle is crewed by one driver and one loader. The vehicle and crew are also utilised for the collection of fly tipped waste, clinical waste and other waste collection tasks.

Any white goods and other Waste Electronic and Electrical Equipment (WEEE) collected via the bulky waste collection service are recycled. The remaining materials are disposed of to landfill.

Commercial Waste

Biffa Waste Services Ltd act as agent to the Council in connection with the collection and disposal of commercial waste from those premises in respect of which a request to remove commercial waste has been made to the Council. All enquiries are directed to Biffa Waste Services Ltd who offer a range of chargeable services.

Additional Information

Woking provides residents with a free weekly clinical waste collection service. This service utilises small boxes for needles and syringes and yellow clinical waste sacks. Currently, around 200 residents use the clinical waste collection service and approximately 0.75 tonnes of clinical waste are collected every week.

During 2007 WBC installed 15 street recycling bins within the immediate Town centre to enable the recycling of waste produced on the street. A further 40 units have been placed close or adjacent to: larger shopping areas around the Borough; play areas; and key pedestrian routes near schools.

Future Plans

Potential Future Plans

- Following the Borough wide roll out of glass as part of the dry recycling mix, WBC will review the effectiveness of the Borough’s ‘bring sites’.

- Investigations will continue on the recycling of difficult materials such as hard plastics and batteries.
- WBC is aware of the need to continue to review changing legislation coupled with public expectations in dealing with kitchen waste. Service arrangements will be considered once it becomes clear how Surrey County Council propose to support the Waste Collection Authorities in recycling more than their current arrangements are capable of delivering.
- WBC propose to extend the scope of the street recycling initiative to replace all traditional litter bins in the Borough with combined waste and recycling units. The intention is to have in place more units across the Borough adjacent to our Play Areas and close to our schools, in the vicinity of rail stations and some of the larger shopping areas.
- WBC intends to investigate the potential for increasing the level of recycled materials collected as a part of commercial waste.

Summary Sheet - Woking Borough Council

General

Demographic	Value
Size of Authority	6,359 Ha
Population	90,700
Number of properties	39,500
Number of multi-occupancy properties	1,975 (5%)
Rural population	None

Refuse Services

Service	Description
Refuse collection contractor	Biffa Waste Services Ltd
Container(s) provided	Black sack, kerbside Wheeled bin, kerbside 950 litre Paladin, communal 1,100 litre Euro Bin, communal
Collection frequency	Alternate weekly, with the exception of some multi-occupancy properties on a weekly or twice weekly residual waste collection
Total Household Tonnage 2006/07	35,447

Recycling Services

Service	Targeted materials	Container(s)	Contractor(s)	Other Details
Co-mingled kerbside service	Paper, card, cans, plastic bottles and glass from 2008.	Blue bag Wheeled bin	Biffa Waste Services Ltd	Alternate weekly
Opt in garden waste kerbside service	Garden waste	Clear sacks purchased from council	Biffa Waste Services Ltd	Fortnightly collection

Bring sites	Paper, cardboard, cans, plastic bottles, glass, textiles, shoes and cartons	Biffa Waste Services Ltd, Surrey Waste Management Ltd, Recresco and various agencies for textiles.	24 bring sites
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Other Controlled Waste Services

Service	Description
Bulky waste collection	Chargeable daily booked collection
Clinical waste collection	Weekly booked collection

Statistics and Targets

Data	Figure
2007/08 Statutory Recycling target	30%
2006/07 BVPI 84 - Kg of waste collected per head of population	391.68 kg pa
2006/07 recycling rate	38.4%
Current recycling rate	41.3%
Achievable recycling target for 2009/10	42%

Waste Action Plan Woking Borough Council

The Way Forward Policy [Policy 1]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
Continue to contribute to the work of the SLGA in developing partnership arrangements across all of the Surrey local authorities	Dedicated officer commitment to JMWMS process	Agreement and implementation of a partnership body to co-ordinate all municipal waste management activities across the county	This is a collective responsibility comprising Members and officers from each Surrey authority		Funding for consultancy and research approved	High
We are working with Grundons to trial new equipment at their Mole Valley plant for separating glass from the dry recyclable mix prior to other MRF processes	Resources provided from within Neighbourhood Team	The collection of glass as a part of the mixed recycling is expected to encourage residents to remove recyclable glass from their residual waste bin and place it in their recycling bin thus saving, if done borough wide, some 650 tonnes of recyclable glass going to landfill.	This will be organised by the Environmental Manager of WBC	Planned start for 2 January 2008, borough wide	No additional funding required at this stage	High
Waste Awareness Policy [Policy 2]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
Provision of a series of reminders around the need to reduce, reuse and recycle waste through a range of Council media	Existing budgets and staff time	BVPI 82 a and 82 b; and BVPI 84a	Neighbourhood Team	Monthly reports a regular feature in WBC	Funded through existing budgets	Med

Waste Minimisation Policy [Policy 3]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
We would like to work in collaboration with the other Surrey authorities as described above. One of the key messages would be that of waste reduction	As above	BVPI 84a	All Surrey authorities	SCC about to embark on 3Rs campaign. WBC to contribute as appropriate	LAA funding agreed	Med/high
Waste Recycling & Composting Policy [Policy 4]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
We are revising the mix of dry recyclables in the recycling bin by adding glass	No additional resources required	No. of tonnes of glass diverted from landfill	Neighbourhood Team WBC	Borough wide roll out 2 January 2008	No funding issues	high
We are seeking further information about the collection of organic kitchen wastes for composting	Likely to be a need to work with other Surrey authorities, perhaps on joint procurement of bins, vehicles or even the whole collection service	The desired outcome would be the implementation of a kerbside organic kitchen waste service during 2009	All Surrey authorities via SLGA Officer group	Possibly June 2008. Member meeting to identify and agree projects	Funding yet to be identified	Med/high
We are seeking to replace all of the Borough's street bins with recycling bins	Neighbourhood Team	The replacement of all the on street bins with recycling bins as installed in the trial scheme.	Neighbourhood Team	To be agreed	Funding yet to be identified	High

We are seeking to recycle higher quantities of “difficult” materials especially batteries and hard plastics	Neighbourhood Team	To provide sites for the collection of hard plastics and batteries. Battery sites to include the town centre.	Neighbourhood Team	To be agreed\	Funding yet to be identified	
Residual Waste Treatment [Policy 5]:						
Action	Resources	Outcomes / Measurement	Responsibility	Milestone Dates	Agreed / Funded	Priority
We would like to encourage higher levels of recycling from commercial businesses	Neighbourhood Team. Need to work with existing contractors in the Borough.	To increase the level recycled material collected from commercial properties	Neighbourhood Team	To be agreed following discussion.	Scheme to be self funding	
Work with SCC to facilitate the introduction of in-vessel composting/anaerobic digestion facilities in the County treat kitchen waste.	Neighbourhood Team	To provide a local facility for the organic waste collection proposal above	SCC		SCC	