

**TO: JOINT WASTE DISPOSAL BOARD**  
**8<sup>th</sup> October 2020**

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**PROGRESS REPORT**  
**Report of the re3 Project Director**

**1 INTRODUCTION**

- 1.1 The purpose of this report is to brief the re3 Joint Waste Disposal Board on progress in the delivery of the re3 Joint Waste PFI Contract.

**2 RECOMMENDATION**

- 2.1 That Members note the contents of this report.
- 2.2 That Members endorse the proposal to change the booking system, as described at 5.17, in order to improve utilisation of bookings and enable patronage (by council) data to be assessed.
- 2.3 That Members agree, subject to review at each re3 Board meeting, to provisionally retain a booking system, for access to the two re3 Household Waste Recycling Centres, until the end of March 2021, as described at 5.20.
- 2.4 That Members agree to make the trade waste services at the recycling centres permanent, as described at 5.36.
- 2.5 That Members agree to review the Chargeable Waste price at the next Board Meeting on 21st January 2021, in preparation for any amendments to the prices from 1st April 2021, as described at 5.39.
- 2.6 It is proposed that any re3 Board consideration of glass recycling is timed to coincide with future, Government consultations on relevant sections of the forthcoming Environment Bill, as proposed at 6.21.

**3 ALTERNATIVE OPTIONS CONSIDERED**

- 3.1 None for this report.

**4 REASONS FOR RECOMMENDATION**

- 4.1 The purpose of this report is to brief Members in relation to progress in delivery of the re3 Joint Waste PFI Contract.

**5 PROGRESS IN RELATION TO WASTE MANAGEMENT**

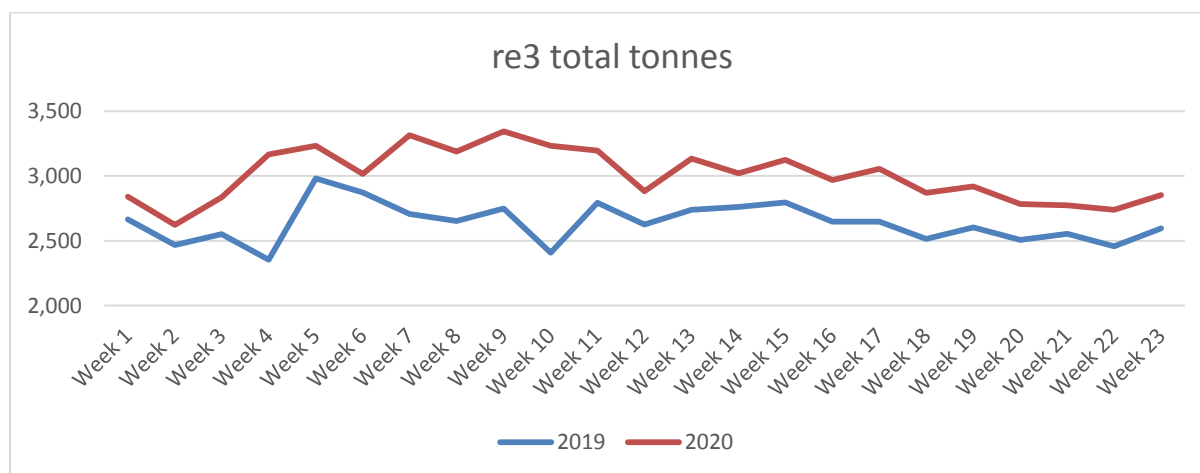
**Waste Flows (since commencement of virus Lockdown)**

- 5.1 The re3 area has a combined population of c460,000 residents. Their waste is managed through two busy facilities, either by council collections or visits to the two Household Waste Recycling Centre (HWRC).
- 5.2 Since the Covid-19 related lockdown commenced, on March 23<sup>rd</sup>, the re3 councils have seen some changes in the flow of waste.
- 5.3 Figure 1, below, demonstrates the difference in kerbside tonnages brought in by the

re3 councils from 2019 to 2020. As restrictions eased and re3 residents began, for example, taking advantage of the Eat Out to Help Out scheme, tonnage levels started to become more in line with the previous year. Across the year, tonnages are on average 10% higher than would be expected. As restrictions increased again in September, tonnage levels may also begin to increase but unlikely to be at the levels of the beginning of lockdown.

5.4 At the beginning of the lockdown Bracknell and Reading needed to suspend their green waste collection service to manage staff absence. Despite this, kerbside green tonnages have increased from 2019 and the councils have seen an increase in subscriptions which will bring in more income.

Fig.1 – Covid Waste Comparison (2019 v 2020)



5.5 All three councils have seen a large increase in glass bring bank tonnages over the lockdown period, whilst restaurants and pubs closed and residents stayed home:

- Bracknell saw the greatest increase in glass, with a 75% increase compared to the same period the previous year.
- Reading has seen an increase in their bulky collection service which in turns brings in more income for the council and drives down their net cost of waste.
- Wokingham’s food waste collection service has provided an important addition and tonnages increased by 40% from those of last year, as the service was implemented.

5.6 Both re3 Household Waste Recycling Centres (HWRCs) closed on 24<sup>th</sup> March and reopened on 18<sup>th</sup> May, with social distancing measures and a booking system in place.

5.7 It has been reported that supermarket takings were reduced by £155m in August compared to July 2020. Part of that fall was attributed to the Government ‘Eat Out to Help Out’ scheme, which encouraged residents to visit cafés and restaurants. This is an example of the scale of changes being experienced, in what would more normally be relatively predictable patterns of behaviour.

5.8 As above, the impact of the current virus pandemic on society and the economy remains a factor in levels of household waste generation. Accordingly, it is likely to be difficult to accurately predict waste composition and tonnage over the remaining 6 months of the current year, to the end of April 2021. Officers will continue to liaise with the respective Finance teams in monitoring and tracking costs.

### **Ongoing Operation of re3 HWRCs as Covid-19 Measures Evolve**

- 5.9 Members may recall the joint letter from DHCLG and Defra entitled 'Public access to tips and toilets', sent to all councils on 28<sup>th</sup> June 2020. The letter encouraged local authorities to ensure that they were not applying '*unnecessarily tight restrictions*' on access for residents at Recycling Centres. Officers reported at the time that they were confident that the conditions applied within the re3 area allow for both reasonable access, to support the needs of residents, the operation of important council services and reducing impacts on businesses adjacent to the HWRCs. Alongside reopening the sites, officers have been careful to support safe access, to moderate the risk of virus transmission at the two, busy, re3 sites.
- 5.10 Like a lot of similar destinations, such as shops and restaurants, reopening after lockdown has involved a process of continuous learning. That has involved setting opening conditions which were judged to be reasonable and safe and then making amendments, as it became apparent that it was operationally safe to do so.
- 5.11 As Members will be aware from earlier reports, feedback on the arrangements in place at the HWRCs has been overwhelmingly positive. Constructive feedback, on issues such as social distancing by staff and demand for bookings, has also been taken into account by officers and the Contractor.
- 5.12 Since reopening the sites, Officers have worked within the parameters agreed with Members. The numbers of booking have increased from 6440 to a current weekly total of 9,875. That number will be reviewed again as we move into the normal Winter hours at the sites in October (in which opening hours reduce to 8am to 6pm).
- 5.13 In recent weeks, the number of bookings that are made but which don't result in a visit, has grown. Officers assume that is partly due to the increasing return to work of residents, which will also have been hastened now that schools and colleges have reopened, in the new school year. 'No-shows' were not, originally a factor, but have recently increased and have reached a rate of <20%, which can potentially deny access, and cause frustration, to other visitors.
- 5.14 Officers recognise that it is normal for there to be occasions on which plans, or circumstances change, after a booking is made. To minimise the disruption to the service, and maximise availability to other potential users, we want to be able to assist residents in cancelling unwanted bookings and making them available to someone else. To do this, we will need to be able to update the system closer to 'real time' than is currently possible, so cancelled bookings are available to residents in time for them to take advantage of them.
- 5.15 Officers are aware that it is important to Members that the proportion of bookings per council area is understood. Unfortunately, the current system cannot provide that information.
- 5.16 The current booking system, Reservio, was initially identified by re3 officers as potentially having business continuity value to the councils and that proved to be the case. It is an effective system, with the requisite capacity to manage the kind of heavy demand for bookings experienced locally. However, as described above, it has some specific functional limitations which mean that it is not ideal for longer-term use by the re3 partnership.
- 5.17 To address those principal issues, officers are proposing to replace the booking

system. Accordingly, and following arrangements agreed in May 2020, officers are going to transition bookings from Reservio to a system, called JRNI. The new system will facilitate booking cancellation and prompt re-booking, to a much more 'real-time' extent. A post-code function can also be added, and officers will investigate this in full ahead of any transition.

- 5.18 Officers will liaise with relevant officers, the respective corporate communications and customer service teams, and our on-site Contractor, to ensure that, most importantly, residents can continue to book a visit to the two HWRCs throughout any transition.
- 5.19 At the time of writing this report, transmission rates of the Sars-Cov-2 virus are increasing in the UK, with local lockdowns in effect in several locations. The UK Government has recognised that social distancing, and associated measures, may need to be retained for another six months. It is recommended that the re3 partnership proceeds with appropriate caution, preserving operating conditions which support safety and confidence on the part of public visitors and staff, at the facilities and in waste collection.
- 5.20 Accordingly, it is recommended that the booking system and current social distancing conditions be retained until the end of April 2021, incorporating the additional functions described above. This decision will mirror government advice and allow clear communications to residents, over the period of changes to waste collection services in each council.
- 5.21 However, and as previously approved, the booking system should continue to be reviewed at each Board meeting. That will allow the re3 Board to amend policy in respect of the booking system and the operation of the public sites, as appropriate, reflecting on relevant guidance and local conditions.

**re3 Waste Statistics**

- 5.22 At each of the meetings of the Joint Waste Disposal Board in 2019/20, Officers presented performance against key targets and indicators from the re3 Strategy 2018-20. The principal themes of this strategy were to: (i) reduce the net cost of waste, and (ii) recycle 50%.
- 5.23 The equivalent data for 2020/21 is presented in Appendix One. This reflects the provisional results for April to August 2020, but excludes the data for September as this is in the process of being collated at the time of writing the report.
- 5.24 The provisional headline results are as follows:

Recycling Rate

Council	2019/20 Full Year Recycling Rate	April-August 2020
Bracknell Forest	42.9%	43.8%
Reading	35.3%	33.2%
Wokingham	50.3%	51.4%

- 5.25 As Members will be aware, recycling rates tend to be highest at the start of the year, and consequently, a direct comparison of the first 2 quarters of 2020/21 is presented against the same period last year in Appendix One.
- 5.26 As shown at Appendix One, kerbside recycling rates have increased when compared to last year. Members will recall that the kerbside recycling rate presented,

represents council waste, collected for recycling, as a proportion of total household waste. Due to the closure of the HWRCs between mid-March and mid-May, this tonnage currently represents a greater proportion of total waste.

- 5.27 Members will observe that the overall recycling rates are lower in 2020/21 than for the equivalent period in 2019/20. This is linked to the lower quantities of waste being received through the recycling centres as a result of lockdown. Members will recall that the recycling centres divert a higher proportion of waste for recycling, than is possible via the kerbside services.

### **Trade Trial**

- 5.28 At the Meeting of the Joint Waste Disposal Board in July 2019, Members approved the acceptance of trade waste at the re3 recycling centres, as part of a seven-month trial for local businesses.
- 5.29 The 2019 consultation on Consistency in Household and Business Recycling Collections set out the Government's intentions to reduce the costs of waste collection for small and micro-businesses. As well as helping to support local businesses, a report on Commercial and Industrial Waste and Recycling Drop Off Centres, published by WRAP in March 2019, indicated that a successful service could also strengthen the Councils' recycling ethos, discourage fly-tipping and offset some of the costs incurred in fulfilling our statutory duties.
- 5.30 The re3 service is designed to provide a facility for small mobile businesses that generate too little waste to warrant paying the minimum charge at a transfer station - or who are without premises at which to accommodate a bin.
- 5.31 The trial commenced on the 4th of November and was due to conclude at the end of May. However, as a result of the re3 Recycling Centres being closed between the 24th of March and the 18<sup>th</sup> of May, due to the Covid-19 pandemic, Members agreed to extend the trial until the end of November.
- 5.32 As of the 31<sup>st</sup> of August, the number of traders registered for the trial was 49. This is just one below the trial maximum, and further applications have recently been made. This number is made up of a wide range of local businesses and a summary of these is presented in Appendix 2.
- 5.33 Members will observe in Graph 3, that numbers of transactions have slowly increased over time. A total of 31 businesses have so far deposited waste at the sites, making a total of 134 visits between them. Whilst one company has so far made 42 transactions, the number of visits by most other companies remains in single figures. As that frequent user deposits waste at Longshot Lane, 72% of all trade waste visits have so far been made at this site.
- 5.34 A breakdown of the materials deposited across all 134 of the visits can be seen in Table 1. Based on numbers of units, this table shows that cardboard, green waste, wood and general waste were the materials disposed of most often at the sites. This information is presented alongside the cost per unit and Members will recall that the prices were set to allow the Councils to recover their costs.
- 5.35 The purpose of the trial was to enable uptake levels from traders and any associated impacts on resident services to be assessed, and for feedback from customers and staff to be obtained. The data presented in Appendix 2 shows that there is a demand for this service. However traders are not using the recycling centres on a frequent basis and are currently having no impact on the core services operated to residents.

- 5.36 It is therefore recommended that Members approve that the trade waste *trial* comes to an end, and that the service become a permanent one at the recycling centres.
- 5.37 Officers will continue to investigate options to improve the service further and liaise with traders to support their usage of the sites.
- 5.38 The Contractor believes that more traders could be accommodated through the service, and officers therefore propose to increase the current limit from 50 to 100. Officers will continue to keep this number under review, with a specific focus on any impacts on resident access to the sites, and will report to Members in the event that any change is recommended.

#### **Chargeable Wastes at HWRC**

- 5.39 Members will recall the re3 Project Team's previous proposal to review the chargeable waste prices after the Trade Waste trial. Due to the extension of the trial and the timing of its transition to a permanent service, the re3 Project Team are recommending a review of the prices be presented to Members in the January Board meeting, with any changes to charges from April 2021. This will then align with many of the council's fees and charges processes.

#### **WRAP Contamination Project**

- 5.40 At the meeting of the Joint Waste Disposal Board in January 2020, Officers reported that a funding agreement had been signed with WRAP to support the implementation of a joint contamination policy in a number of trial areas across the re3 Partnership.
- 5.41 Members will recall that the implementation phase of the project, where contaminated bins and boxes would be identified and tagged by the crews, was due to commence on the 23<sup>rd</sup> of March. However, following government guidance in response to the COVID-19 pandemic, the decision was taken to postpone the implementation of this project. This decision was taken, in consultation with WRAP and re3 Council officers, to enable the Council teams to focus on priority areas.
- 5.42 Following an easing of the lockdown, discussions took place about rescheduling of the project. Officers wanted to ensure that the project was completed in advance of significant changes to kerbside collection schemes being implemented across all three re3 Councils. This would allow there to be a focus on the relevant changes, but also put the councils in a strong position to help ensure that any impacts on MDR contamination rates, which may result from these changes, be minimised.
- 5.43 Officers in Wokingham ultimately decided not to take part in the project so that more focus could be given to the delivery of the new recycling sacks in the Autumn. However the implementation phase of the project commenced in Bracknell and Reading on the 14<sup>th</sup> of September and it is hoped that learning from the trial can be applied from all three council areas.
- 5.44 A reminder of the project stages, alongside the relevant timescales can be seen in Appendix 3.
- 5.45 In preparation for the implementation stage, leaflets were designed, printed and distributed to all households within the trial area. These reminded residents about acceptable recyclables, and what to do with common types of contamination. Officers from both councils also attended a 'train the trainer' session run by WRAP, so that training on the new policy could be delivered to the crews. This training was also

shared with the newly appointed Recycling Quality Officer, recruited to monitor policy implementation and help support the crews.

- 5.46 At the time of writing this report, the implementation phase of the project is in its very early stages. However, officers will continue to keep members informed as the project progresses.
- 5.47 In order to support Members in their conversations with colleagues and members of the public, the frequently asked questions (FAQ) for the contamination project are appended to this report.

## **6 COMMUNICATIONS**

### **Food waste video**

- 6.1 Members may recall that, earlier in 2020, re3 produced a video on 'What happens to your waste'. The video focuses on kerbside recycling collections and how that material is processed through the re3 materials recycling facility (MRF) at Smallmead.
- 6.2 A second video, in the series, this time focusing on collected food waste, has now been completed.
- 6.3 The new video offers residents insights into the food waste recycling process, from the moment they place food waste into the caddy, through collection and transport to the re3 Transfer Station and then Severn Trent Green Power anaerobic digestion plant in Wallingford. Residents can learn how the food waste is breaking down in the digestion tanks and how the food waste releases biogas that is later captured and turned into electricity on site. In addition, residents can see another product of the process – a Digestate that is spread on local farmland.
- 6.4 The food waste video focuses on the benefits of food waste recycling, allowing residents to feel reassured about their efforts and will be a valuable asset to each Council. It's aim is to help increase a participation amongst Wokingham Borough residents as well as to help with the introduction of the food waste collection service across Bracknell Forest and Reading Borough Councils.
- 6.5 The video should be used as an educational tool and will be made available to interested community groups and schools. It will be published on the website and social media.

### **Online webinars**

- 6.6 Due to COVID-19 restrictions, re3 is unable to offer educational tours of the MRF to residents, as would normally be the case in Recycle Week. In place of these highly engaging events, re3 is planning to offer online webinars covering topics of recycling and waste management via Zoom.
- 6.7 The webinar will provide an opportunity to engage with residents who would like to learn more about recycling. Sessions will be led by re3 Officers and the Contractor, with officers from each council being invited to provide support. The webinars will be scheduled for the beginning of October.
- 6.8 re3 has also confirmed its attendance during the Reading Climate Festival (9 – 15 November), organised by the Reading Climate Action Network (ReadingCAN), which covers the area around Reading. During that event, re3 will lead on two webinars:

'How do we recycle' and 'What happens to your food waste', and these will be open to residents from across the re3 area.

### **Recycle your electricals campaign**

- 6.9 The re3 Councils are taking part in a new, UK-wide, Recycle Your Electricals campaign, which aims to stop the nation throwing away their old small electricals. The campaign will reveal the value hidden in electricals and will make it easier for us all to recycle and reuse the small electricals we no longer need. It will do that by highlighting available recycling points as well as providing practical information on how households can recycle.
- 6.10 The campaign was primarily offered to Reading Council due to its available kerbside waste electrical and electronic equipment (WEEE) collection service. However, re3 managed to negotiate the expansion of this campaign, to cover the other two re3 Boroughs, allowing residents of Bracknell Forest and Wokingham to also benefit from this campaign.
- 6.11 The campaign features the concept of 'Hypnocat' and its main message is asking people not to bin their old electricals, but to bag them up and recycle them. Due to differences in collection across three councils, the campaign will direct residents to search "recycle your electricals to find your local recycling point" - whether that's kerbside for houses in Reading Borough, or the local HWRC or electrical retailer for flats in Bracknell Forest and Wokingham Borough.
- 6.12 The campaign commenced in September and utilises multimedia channels such as paid social advertising, radio advertising and door-drop to households who can recycle their small electricals at the kerbside (Reading).
- 6.13 re3 and Councils will use their own channels to promote the campaign during upcoming months.
- 6.14 The campaign is provided by the Material Focus (formerly the WEEE Fund) a not-for-profit organisation and is funded by producers of electrical appliances.

### **Green Machine**

- 6.15 The re3 Board took the decision to end the, paint reuse, arrangement with Green Machine in October 2019. Officers and the Contractor, FCC, are preparing a replacement paint reuse scheme for the two Recycling Centres.
- 6.16 This has been complicated by issues related to the current virus pandemic but should be possible, with a sufficient period of 'quarantine' for paint before being made available for re-use.

### **Glass Recycling**

- 6.17 At the January 2020 re3 Board meeting, the re3 Board agreed to investigate the potential for, and impacts of, glass collections in the re3 area. The Board agreed that the issue should be considered following the introduction of food waste collections.
- 6.18 At that time, food waste collections were expected to be adopted, partnership-wide, in October 2020. The current virus pandemic has delayed the introduction of food waste in Bracknell Forest and Reading Boroughs. Over the same period, Wokingham Borough has developed plans and intends to make changes to recycling collections towards the end of 2020, or early in 2021.



- 6.19 With the Environment Bill currently paused (also as a result of the virus pandemic) at its Committee Stage, further consultations on the Resources and Waste Strategy (RWS) are now unlikely until Spring 2021.
- 6.20 While the RWS is explicit in mentioning glass collections, there is a recognition that the proposed Deposit Return Scheme (DRS) for England and separate glass collections could involve significant duplication with one-another. Officers expect that reconciling such duplication will be a part of the forthcoming consultations.
- 6.21 It is proposed that further discussion on glass recycling should be timed to coincide with, and hopefully draw detail from, Government consultations on the Resources and Waste Strategy. If that is acceptable to Board Members, and the re3 councils, it would help the partnership to avoid making decisions (and potentially committing expenditure) to service developments which may require very careful coordination with the impending RWS.

## **7 ADVICE RECEIVED FROM ADMINISTERING AUTHORITY**

### Head of Legal Services

- 7.1 None for this report.

### Corporate Finance Business Partner

- 7.2 None for this report.

### Equalities Impact Assessment

- 7.3 None.

### Strategic Risk Management Issues

None

## **8 CONSULTATION**

- 8.1 Principal Groups Consulted  
Not applicable.

- 8.2 Method of Consultation  
Not applicable.

- 8.3 Representations Received  
Not applicable.

### Background Papers

None

### Contacts for further information

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**APPENDIX 1 – WASTE STATISTICS**

**Bracknell Forest**

Category	Background	April - August		Equivalent Period 2019/20	
C1A Statutory Recycling Target	This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK.	43.83%		45.18%	
C1B Kerbside Recycling	Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone.	27.74%		23.83%	
C1C Including Incinerator Bottom Ash (IBA)	<i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i>	8%		7%	
C1E Contamination	<i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i>	Target	85.18%	Target	86.29%
		Non Target Paper and Card	1.72%	Non Target Paper and Card	1.99%
		Other Non-Target and Non-Recyclable Material	13.09%	Other Non-Target and Non-Recyclable Material	11.72%

**Reading**

Category	Background	April - August		Equivalent Period 2019/20	
C2A Statutory Recycling Target	This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK.	33.15%		37.84%	
C2B Kerbside Recycling	Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone.	21.64%		20.47%	
C2C Including Incinerator Bottom Ash (IBA)	<i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i>	11%		10%	
C1E Contamination	<i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i>	Target	80.31%	Target	82.86%
		Non Target Paper and Card	2.47%	Non Target Paper and Card	2.46%
		Other Non-Target and Non-Recyclable Material	17.22%	Other Non-Target and Non-Recyclable Material	14.68%

**Wokingham**

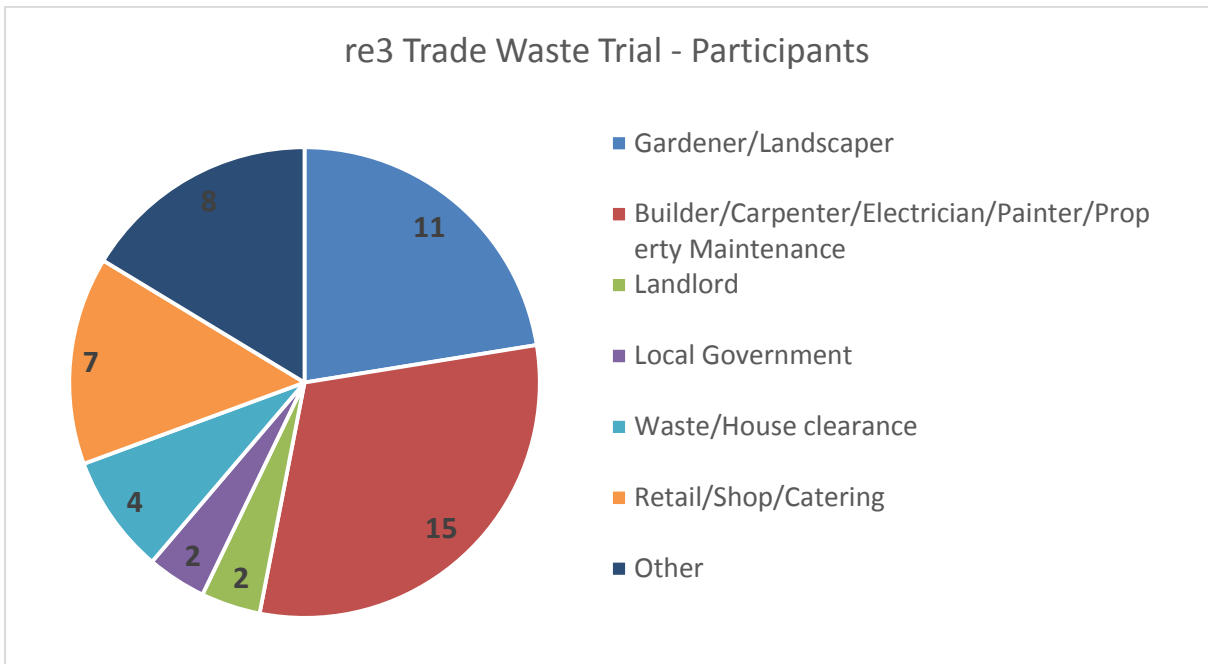
Category	Background	April - August		Equivalent Period 2019/20	
<b>C3A</b> Statutory Recycling Target	This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK.	51.42%		55.50%	
<b>C3B</b> Kerbside Recycling	Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone.	35.26%		31.00%	
<b>C3C</b> Including Incinerator Bottom Ash (IBA)	<i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i>	8%		8%	
<b>C1E Contamination</b>	Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.	Target	81.60%	Target	81.15%
		Non Target Paper and Card	7.30%	Non Target Paper and Card	8.39%
		Other Non-Target and Non-Recyclable Material	11.11%	Other Non-Target and Non-Recyclable Material	10.47%

**Recycling Centres**

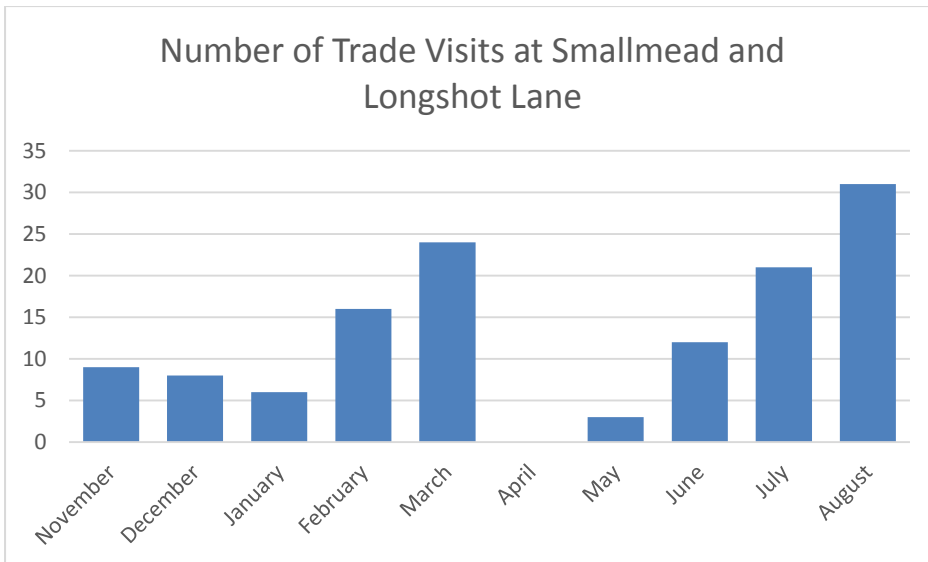
Category	April - August		Equivalent Period 2019/20	
<b>D</b> Longshot Lane	76.03%		73.16%	
<b>D</b> Smallmead	76.15%		78.21%	

**APPENDIX 2 – TRADE WASTE TRIAL**

**Graph 2 – Registered Traders as of August 31<sup>st</sup>**



**Graph 3 – Total number of transactions per month**



**Table 1 – Summary of transactions in the trade waste trial (November - August)**

	Material	Charge per Unit	Number of Units	Total Charge
25L Bag	Rubble	£3	57	£171
	Soil	£3	16	£48
	Plasterboard	£3	124	£372
	Bagged General Waste	£1.50	243	£365
	Garden waste	£1	218	£218
	Wood	£1	348	£348
	Cardboard	£0	240	£0
	Cans/Plastics	£0	14	£0
	Glass Bottles/Jars	£0	3	£0
	Scrap Metal	£0	123	£0
	Textiles	£0	2	£0
Single Item	Rubble	£3	13	£39
	Small WEEE	£1	68	£68
	Tyres	£2	0	£0
	Ink Cartridges	£1	0	£0
	Engine Oil (5L)	£1	0	£0
	Residual Waste	£6	65	£390
	Large WEEE	£2	6	£12
	Computer/ TV	£2	5	£10
	Domestic Fridge/Freezer	£2	11	£22
Commercial Fridge/Freezer	£62	0	£0	
20kg	Asbestos	£8	28	£224
	<b>TOTAL</b>		<b>1,584</b>	<b>£2,287</b>

**APPENDIX 3 – SUMMARY OF CONTAMINATION PROJECT STAGES**

<b>Contamination Project Stages</b>	Pre-Monitoring	Implementation	Post-Monitoring
	3 <sup>rd</sup> August – 11 <sup>th</sup> September	14 <sup>th</sup> September – 20 <sup>th</sup> November	23 <sup>rd</sup> November – 29 <sup>th</sup> January
MRF sampling	Y	Y	N
Monitoring complaints, social media, and unemptied containers	Y	Y	Y
Crews issuing bin tags	N	Y	Y
Crew supervision (Recyclate Quality Officer)	N	Y	N
Writing letters to residents (in line with re3 policy)	N	Y	Y

## **APPENDIX FOUR – RESIDENT FAQs FOR CONTAMINATION PROJECT**

### **Why have I have received a tag on my recycling bin/box?**

- The bin/box contained items that can't go in your recycling.
- Examples might include plastic films, glass, food waste and hard plastic items.

### **My recycling bin/box was tagged, but it doesn't contain any of the wrong items listed on the tag.**

- The tag only lists examples of items that can't go in your recycling.
- A full list of items that can be recycled (and other examples of items that can't) can be found on our website. You should also have received a leaflet posted through your door in September.

### **Why has my bin been left unemptied today, when it hasn't been left unemptied before?**

- The Council is issuing tags as part of a trial which commenced on the 14<sup>th</sup> of September.
- The types of materials which can be collected from your recycling container haven't changed, but we are trialing a new method of communicating with residents to improve the quality of our recycling.

### **Will the Council come back to empty my bin/box if I remove the contamination?**

- No. The wrong items should be removed, so that the container can be emptied on the next scheduled collection.
- (Note: Use of Council discretion may be possible in some cases.)

### **I don't have enough space to store my recycling until my next collection. What can I do?**

- Excess recyclables can be deposited at the recycling centres in Longshot Lane, Bracknell and Island Road, Reading where they can be separated into the appropriate bays and containers. (Please note that a booking for the recycling centres is currently required.)
- Squashing items can also help to create space in your recycling container.

### **Where can I find more information about what I can and can't recycle in my bin/box?**

- Council website or re3 website
- Council leaflet posted through your door in September.
- re3cyclopedia App

### **Why did I see someone looking in my recycling bin/box and taking pictures of it?**

- A Recycling Quality Officer is making independent assessments of the contents of bins and boxes to determine the efficiency with which our policy is being implemented by the collection crews.
- The photos will be used to help provide additional training to our crews if it is needed.
- The Recycling Quality Officer will be wearing a high-visibility jacket and carries a letter issued by the re3 Councils.