

South Gloucestershire



**RESOURCE
AND WASTE
STRATEGY:**
2020 AND BEYOND

our waste, our resources

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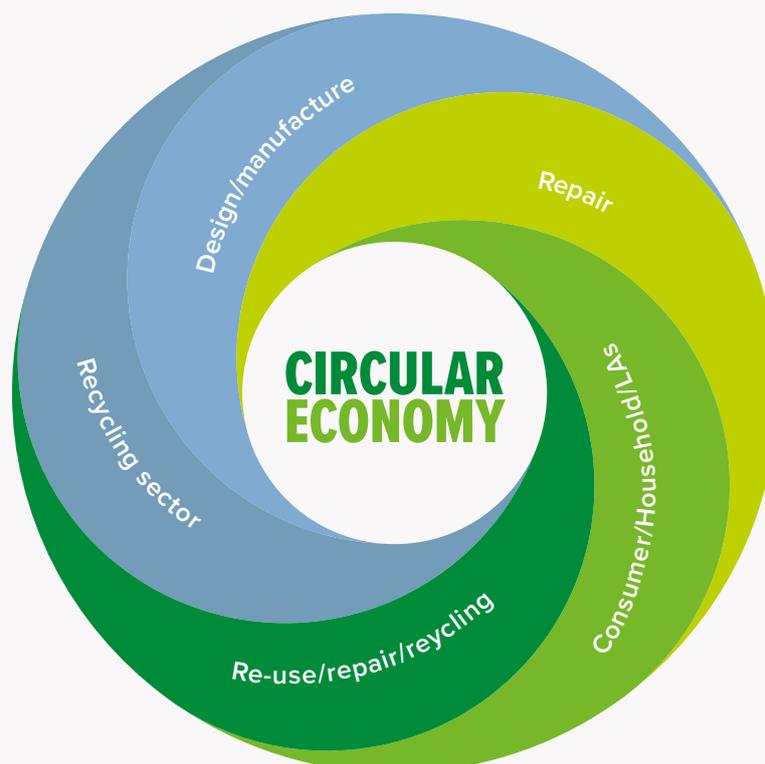
FOREWORD

Together with the community, we have made significant progress to reduce the amount of waste we produce. In 2014 the average household in South Gloucestershire created 1,071 kg of waste. By 2019 this had reduced to 966kg, a saving equivalent to 105kg per household (nearly 10 percent). Over the same period residual waste per household decreased from 562kg in 2014 to 408kg in 2019, a saving equivalent to 154kg or 27 percent. At the same time, we have made huge strides to improve recycling, with 57.8 percent of waste recycled in 2018/19, making us one of the best performing authorities in England and already exceeding the national target of 50 percent by 2020.

We want to take this opportunity to say thank you to residents for tackling the challenges of waste head on and working with us to make this amazing progress.

In our previous Waste Strategy (2015 - 2020), we focused on moving waste away from energy recovery, disposal in landfill and prioritising recycling. Our progress has been very impressive in such a short period. We now have a more ambitious target in place to achieve zero waste to landfill by 2030.

As we look ahead to 2020 and beyond, our focus must now shift towards doing our bit to save our planet's precious resources by reducing our consumption, especially of single-use items and ensuring our environment is protected for future generations. On 17 July 2019, South Gloucestershire Council took the decision to declare a Climate Emergency, joining many other local authorities pledging to take urgent action to reduce carbon emissions. South Gloucestershire Council has committed to a target of net zero carbon emissions across the area by 2030. This is 20 years ahead of the national target of 2050. We have also joined the UK100 pledge to ensure that everyone in South Gloucestershire are using 100% locally produce renewable energy by 2050.



Addressing the Climate Emergency locally will include action to reduce emissions from transport, housing, industry and land use. The council, residents, businesses, community and voluntary groups, health providers, landowners and strategic organisations all need to work together to make these changes.

The time is right to focus on a circular economy for waste, moving away from the linear approach of ‘take-make-consume-throw away’ to a system where resources are minimised, regenerated and reused. A shift in how we view waste will also create new opportunities to empower our communities and deliver economic growth.

Since 2000, we have worked with our partner, Suez and we are proud of the comprehensive service we have created together. Weekly recycling collections, alongside our four high performing Sort It recycling centres, provide the base infrastructure needed to support our ambitions. We will continue to invest in our service and infrastructure.

Our current relationship with Suez may undergo changes as we approach the end of our 25 year PFI contract in 2025. We are currently exploring options for taking more control of the waste services which will provide new opportunities for Waste and StreetCare teams to work together.

This Resource and Waste Strategy: 2020 and Beyond, sets out our ambitions for the future and we look forward to delivering this shared vision together.

OUR VISION...

To meet our environmental aspirations for a sustainable future by valuing all resource and preventing waste whenever possible. Where waste is created, we will work to achieve a circular economy that encourages re-use, repair and recycling. Everyone has a responsibility for their waste and we want to work with communities to find innovative solutions to keep our streets clean and tidy.

TOBY SAVAGE



A handwritten signature in black ink that reads "Toby Savage".

DAVE PERRY



A handwritten signature in black ink that reads "Dave Perry".

INTRODUCTION

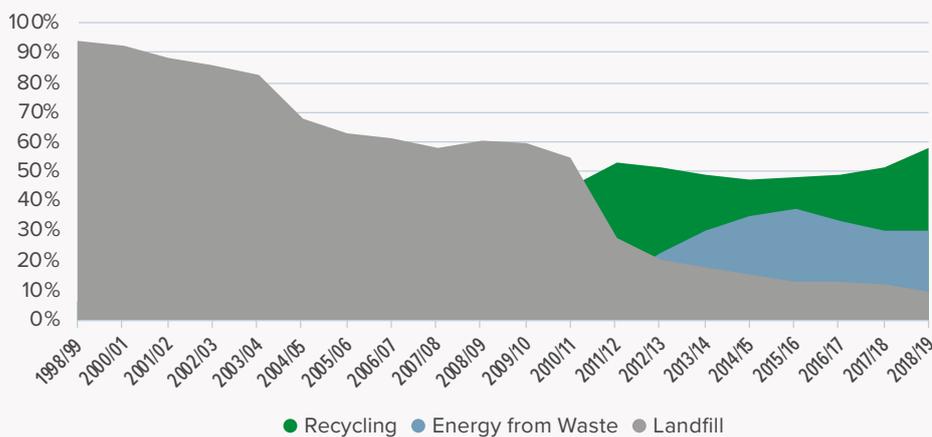
Waste management and street cleanliness affects every resident. Managing our waste responsibly and keeping our streets clean and litter free protects our local environment, making South Gloucestershire an extraordinary place to live and work.

The waste services are provided with our Private Finance Initiative (PFI) partner, Suez. The partnership started in 2000 and has been very successful in delivering sustainable change in South Gloucestershire. In 2000 we recycled only six percent of our waste with 94 percent sent to landfill. In 2018 we recycled 57.8 percent and less than ten percent went to landfill.

Waste and recycling has an important part to play in addressing the climate emergency. Embracing a circular economy approach to our waste to keep items in use for longer, recycle more and reduce single-use items means fewer raw materials are needed and are used more efficiently. Our strategy is focused on working with residents, as well as changing the way we operate our waste services to achieve zero carbon emissions by 2030.

- **We are developing our new carbon model and it will be included in our Resource and Waste Strategy in future**

RECYCLING RATE VERSUS REDUCTION IN LANDFILL



The waste service provided in South Gloucestershire is comprehensive and sorting recycling at the kerbside with single-pass collection vehicles means that we collect high quality recycling with a lower overall carbon footprint than other collection systems. The kerbside service includes:

- **Weekly recycling collection** – plastic bottles, tubs and trays, cans, aerosols, foil, paper, cardboard, cartons, glass bottles and jars, clothes, shoes and textiles, batteries, small electrical items and food

- **Communal recycling bins for flats** – mixed paper and cardboard and mixed plastic bottles, tubs, trays and metal cans and aerosols, glass bottles and jars. We are also introducing communal food waste recycling to flats.
- **Fortnightly collection** of non-recyclable waste in 140 litre black bins (communal bins for flats where needed)
- **Opt-in** fortnightly chargeable garden waste collections
- **Kerbside collection** of large household items for a small charge

In addition:

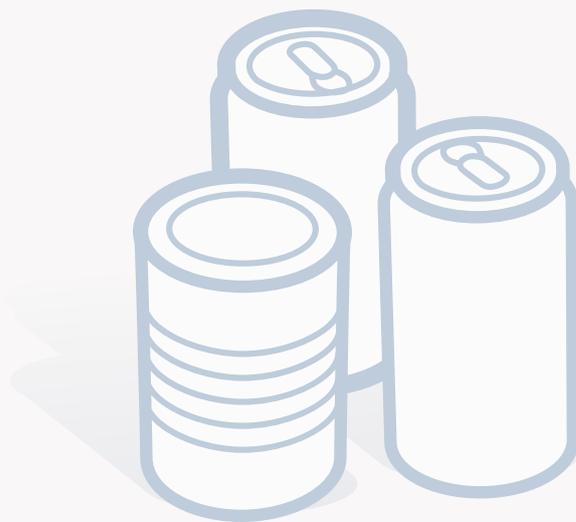
- Four household waste recycling centres called Sort It recycling centres, open seven days a week which separate a comprehensive range of household waste to maximise recycling including rigid/hard plastics, garden waste, DIY materials, wood, scrap metal etc. The items recycled at the sites plays a significant role in achieving our current recycling rate of 57.8 percent.
- One re-use shop at our Sort It recycling centre in Thornbury, selling items that can be re-loved

The results of our Streetcare Satisfaction Survey (2019) show improved satisfaction for waste services overall. Satisfaction with recycling collections increased by 14 percent (to 63 percent). Satisfaction with Sort It recycling centres increased by 11 percent (to 67 percent). Areas highlighted for improvement included issues with flytipping, access to the Mangotsfield Sort It recycling centre and problems with containers not being returned properly.

As we approach the end of the contract with Suez, we face new challenges and opportunities. We are confident that the services provided are right for our residents and we will continue to invest in our services.

We are exploring ways to refocus our collections crews on meeting local needs and creating pride in the local communities they support, including a closer working relationship with our StreetCare teams.

This new Resource and Waste Strategy sets out our environmental aspirations for South Gloucestershire. It provides a framework for delivering long term sustainable change to how waste is treated by maximising our valuable resources to reduce our impact on climate change.



PART ONE

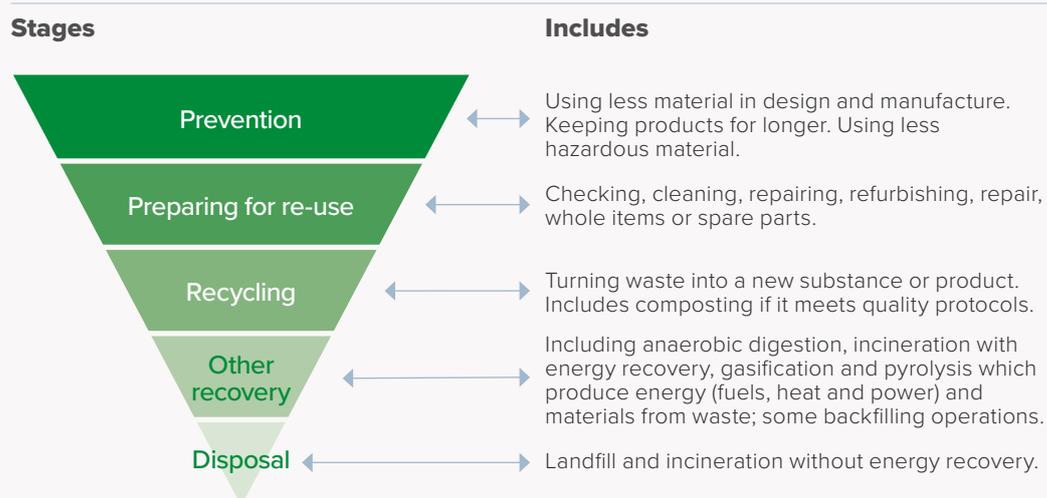
– Legislation & understanding our challenges

0 ne of the biggest influences of previous waste strategies has been the European Union (EU) and this is likely to continue following the UK's departure from the EU. Most EU legislation has already been adopted into UK law and the government has publicly stated our commitment to continue or exceed the positive drivers for the environment that have come from the EU. The main legislation influencing our waste strategy are:

The revised Waste Framework Directive (2008) forms the basis of EU waste legislation and policy for all member states. It establishes waste as a valuable resource with a focus on waste prevention and was adopted into UK law in 2011.

A key part of the directive is the waste hierarchy which prioritises waste prevention, followed by re-use, then recycling, then energy recovery and disposal as a last resort. The aim of the waste hierarchy is to change the way we think about waste to prioritise it as a resource and avoid disposal. Our waste strategy for South Gloucestershire follows and supports the principles of the waste hierarchy with proposals that focus on prevention, re-use and encouraging recycling.

THE WASTE HIERARCHY



The Circular Economy Package (2018) set ambitious, legally binding EU targets for waste recycling and reduction of waste to landfill:

- Recycle 65 percent of waste by 2035
- Recycle 70 percent of packaging by 2030
- Reduce landfill to maximum of ten percent of waste by 2035

It promotes a shift to a more sustainable model known as the **circular economy**. This is an economic model that values and extends the lifecycle of products, components and materials to minimise waste disposal. This replaces the previous model of ‘take-make-consume-throw away’ which wastes resources and energy. In addition to EU legislation there are UK regulations that affect how we manage waste now and in the future:

The Waste (England and Wales) Regulation (2012) requires that metal, glass, paper and plastic are collected separately where it is “Technically and Environmentally and Economically Practicable” (TEEP) to do so. This affects how councils collect household recycling. For South Gloucestershire it means that we cannot change to a collection of recycling mixed in a single bin (co-mingled).

The Waste and Resources Strategy for England was launched toward the end of 2018 by the government. Whilst this is yet to become legislation, there are some key elements that are likely to directly impact our strategy in South Gloucestershire. This is expected to become legislation in 2021 to be implemented in 2023. The Environment Bill is currently progressing through Parliament and sets out legislation to improve air and water quality, tackle plastic pollution and restore habitats for plants and wildlife. The resource efficiency and waste reduction part of the Bill is based upon the four principles of the government’s Waste and Resources Strategy for England which are outlined below.

THE WASTE AND RESOURCES STRATEGY FOR ENGLAND

1 Consistency of waste and recycling collections

The government wants to introduce legislation to standardise recycling and waste collections to make recycling easier and less confusing for householders and improve recycling information on packaging to help customers make more informed choices when they buy packaged products.

The government strategy proposes that collections of the materials below are provided across the UK. In South Gloucestershire, we already provide weekly recycling collections including food waste, fortnightly collections of residual waste in black bins and a year round fortnightly collection of garden waste (subscription service).

FOOD WASTE (weekly)

COMPOSTABLE GARDEN WASTE (fortnightly in growing season)

GLASS BOTTLES, JARS, CONTAINERS

PAPER, CARD

PLASTIC PACKAGING

STEEL AND ALUMINIUM TINS, CANS

RESIDUAL WASTE (fortnightly)



There are also proposals in the government strategy to promote and support recycling from businesses that produce household type waste such as cafes, high-street retail units or office-based businesses.

2 Extending producer responsibility

Producer responsibility is where manufacturers of products that end up as waste i.e. packaging, pay towards their collection and disposal. The government is proposing to increase the items that need to be paid for and make sure that manufactures pay the full cost.

This proposal also includes the intention to improve information that tells us about the recycled content of products and whether they can be recycled to help us make informed decisions when buying products.

This legislation is due to be implemented in 2023 and could create more opportunity for the UK to make better use of recyclable material and encourage better design of packaging that prioritises waste prevention, re-use and recycling rather than disposal.

3 Deposit Return Scheme (DRS)

To help reduce litter and improve recycling on-the-go, the government strategy proposes a national deposit return scheme (DRS) for drinks containers, including plastic bottles, glass bottles and cans. Customers buying a drink could reclaim the deposit added to the cost of the drink by returning the bottle or can.

4 Plastic packaging tax

The government is proposing a world-leading new tax on the production and import of plastic packaging with less than 30 percent recycled content.

The government strategy also proposes to move away from measuring waste targets and recycling performance by weight to measuring in carbon and environmental footprints.

OTHER DRIVERS THAT IMPACT US

China banned the import of contaminated plastic and paper in 2018 which has become a powerful incentive to improve the quality of the materials we collect in the UK. Other countries that accept recyclable materials, such as Malaysia have already started to follow suit.

The legal requirements around waste and recycling have helped to shape our current collection service and will have further impact post-2020. Our challenge is to keep ahead of potential impacting legislation by remaining proactive in our approach.

The local and national targets from the Climate Change Emergency heavily influence the direction of our waste and recycling services. Our local target is to achieve net zero carbon emissions by 2030, 20 years earlier than the national target of 2050. We are also part of the UK100 pledge to have 100% renewable energy across the area by 2050.

The declining trend for exporting Refuse Derived Fuel (RDF) to Europe due to increased exportation cost and decreasing capacity at European energy from waste facilities. There is more capacity to use this fuel in the UK which is also a less costly option and contributes energy production.

2 PART TWO

– The value of resource

Earth's resources are finite and to help preserve them we need to move beyond a 'take-make-consume-throw away' economy towards one where all materials are treated as resources, with nothing thrown away – because there is no 'away'.

Climate change is closely linked to the amount of raw materials we use. Almost two-thirds of greenhouse gas emissions are released during the extraction and processing of raw materials and the manufacturing of goods to serve society's needs. Although some degree of climate change is inevitable, if we adapt our behaviour, we can reduce the effects of global warming on our environment.

A circular economy recognises the materials we consider to be 'waste' as a resource and will move us towards a society in which we keep resources in use for as long as possible, extracting the maximum value from them, before recovering materials and regenerating products at the end of their lifecycle to be used again.

For South Gloucestershire this will give us opportunities to:

- reduce waste
- drive greater resource productivity
- put us in a better position to address resource security or scarcity in the future
- reduce the environmental impacts of our production and consumption within South Gloucestershire, the UK and beyond

Whilst manufacturers are working on making packaging easier to recycle, reuse or compost, it will be important for us to play our part as consumers too. The more we think about where something has come from and what might happen to it at the end of its useful life, the more straight-forward it will be to develop a circular economy.

Awareness of our impact on the environment world-wide is at the forefront of our minds with action being taken on plastic pollution in our oceans and young people demanding more action on climate change.



As a council we will help to maintain this momentum by leading on the following actions to promote awareness and action by residents in South Gloucestershire:

AIM: promote awareness and encourage a circular economy		
Action	Why?	Measure of success
Keep residents informed about what they can do to support a circular economy	To raise awareness of everyone's responsibility for their own waste	Include in our bi-annual survey to measure awareness
Share information about what happens to recycling and waste		Yearly updates to our end destination charter on the council website
Support opportunities to develop new ways to keep resources in use for longer	To maximise the use of resources and reduce greenhouse gases	Reduction of non-recyclable waste in waste analysis
Work with our regional partners	To maximise opportunities and share solutions	Activities taking place in conjunction with partners
Climate and environment working group within the council	To discuss ideas and find new solutions	Establishment of the group and implementation of ideas



3

PART THREE

– Addressing plastics

Plastic is an incredibly useful material due to its versatility and durability and has many benefits and uses. However, if not recycled or disposed of responsibly, plastic can also create marine and land pollution, causing long term issues for wildlife and human health. Plastics do not biodegrade, they just break down into microplastics which stay in the environment.

The **Plastics Pact** is a national initiative to create a circular economy for plastics through collaboration between businesses, the UK government and Non-Governmental Organisations (NGOs). It sets four targets for 2025:

- Eliminate single-use packaging
- Effectively recycle or compost 70 percent of plastic packaging
- All plastic packaging to be reusable, recyclable or compostable
- All plastic packaging to have a 30 percent recycled plastic content



Recycling plastics is complex due to the range of grades and their different uses. Single-use plastics have been categorised to identify the lifecycle impact of different products and to help shape national action plans for plastics as a sustainable resource.

Use-phase categories for plastics (summary)*		
Category description	Examples	Lifecycle impact
1. Very short use (in use less than 1 day)	Cotton buds, straws, sweet wrappers, medical, sanitary products, wet wipes, clothing tags, coffee pods, disposable cups, plates, cutlery, takeaway containers, plastic bags.	Single-use plastic items with a very short life-span and function have a high end-of-life impact as they contribute to litter and are either non-recyclable or not recycled.
2. Short use (in use 1 day to 2 years)	Reusable food and drink containers, cosmetics, agricultural plastic film, bags for life.	These plastics protect goods that would have a greater environmental impact if allowed to spoil i.e. food and drink.
3. Medium use (in use 2 years to 12 years)	Car parts, plastic in electronics, reusable distribution crates, toys, fishing equipment.	The function of these products outweighs the impact of their production and end-of-life.
4. Long use (in use longer than 12 years)	Window frames, electrical, plumbing, insulating board, wall panels, roof tiles, carpet.	The functional benefits usually outweigh the impact of production and end-of-life. Exceptions include water piping in construction.

In South Gloucestershire we collect the most common types of plastic packaging through the kerbside collections including plastic bottles, tubs, trays and pots. When it comes to recycling, these different forms of plastic cannot be recycled when mixed together and must be sorted using optical lasers at a recycling plant. Once separated, the plastic is melted and turned into pellets which are used to make new products from food and drink packaging to clothing and toys. The plastics we cannot collect for recycling include film, carrier bags, food pouches, polystyrene, black plastics and compostable plastics. They cannot be recycled because:

- they can't be easily made into new products. For example, compostable plastics cannot be used to make any new plastic products
- they cannot be easily sorted from other plastics
- they are combined with other materials.

We will explore opportunities presented by the development of new processing technology that will help us to recycle more plastics. Rigid plastics such as furniture, toys, plant pots and storage boxes are accepted separately at our Sort It recycling centres. These are sorted, washed and flaked so they can be easily transported and used to make new plastic products.

*Resource Futures and Nextek (June 2018). Eliminating avoidable plastic waste by 2042: a use-based approach to decision and policy making. Resourcing the Future Conference 2018

OUR ROLE IN REDUCING PLASTICS

As a council, we want to lead by example to encourage better recycling and reduction of plastic waste and share knowledge and expertise with residents, communities, schools and businesses.

- In July 2018 the council agreed to remove single-use coffee cups and plastic cutlery from canteen facilities.
- Our StreetCare crews are provided with re-usable water bottles to use when they are out working in communities to reduce the amount of single-use plastic bottles used.
- We agreed to take this further in January 2019 and identify areas for improvement across the council estate, as well as raising awareness locally in South Gloucestershire.

Sustainable alternatives to single-use plastic items are being promoted and purchased as people try to do the right thing, but they often have their own environmental issues, making it difficult for consumers to make the right choice. As a council, we have a part to play in working with our residents, communities and local businesses to raise awareness and provide advice on making positive purchasing choices as an alternative to plastic.

AIM: to reduce plastics in the 'Very short use (less than 1 day)' category		
Action	Why?	Measure of success
Sharing knowledge of reducing disposable items with businesses and communities.	Share best practice. Support our communities. Support our local high streets.	Number of groups and businesses contacted.
Promote the Refill campaign locally.	Reduce single-use drink bottle use.	Number of businesses included on the Refill map in South Gloucestershire.
Reduce single-use plastics across the council estate.	Lead by example. Reduce single-use plastics and waste. Raise awareness with staff.	Implementation and completion of single-use plastics action plan. Reduction of single-use plastics in our waste stream. Measured using waste audit information. Information provided to staff on making positive or alternative purchasing choices.

4

PART FOUR

– Reducing waste

Reducing the amount of waste produced at home remains our number one priority. Since 2015 we have made great progress with a reduction of 105kg per household (nearly ten percent) per household. By 2030 we want to further reduce household waste in South Gloucestershire by eight percent of the level in 2020.

SINGLE-USE ITEMS

Single-use items have a significant impact on our environment, both in their creation and disposal; being only used once they are very wasteful. However, many are associated with convenience and through small changes we can reduce our consumption and waste.

One target area is disposable nappies. Nappies contain plastic and gels and cannot be recycled. Around 3,180 babies born each year live in South Gloucestershire. Each baby will get through 5,000 disposable nappies, contributing to the eight million a year disposed of across the UK.

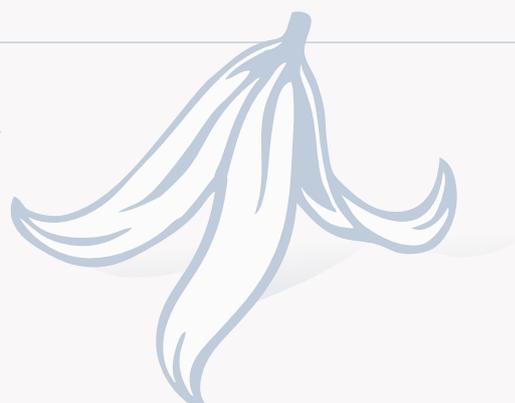
Switching to reusable nappies even part time will help to reduce waste and save families money.



AIM: reduce reliance on single-use items		
Action	Why?	Measure of success
Promote alternatives to single-use items: <ul style="list-style-type: none"> • Drinks bottles • Coffee cups • Straws • Sanitary products. 	To avoid the use of single-use items.	Reduction of these items in household waste analysis.
Promote refill options including: <ul style="list-style-type: none"> • Work with 'City to Sea', encouraging local businesses and cafes to create a network of refill water points • Refill of toiletries. 	To reduce reliance on single-use items and raise awareness of alternatives.	The number of Refill points in South Gloucestershire.
Promote reusable nappies through information and discounted birth to potty kits.	To reduce disposable nappy waste.	Number of kits sold per year.
Raise awareness of alternative toiletry products: <ul style="list-style-type: none"> • Feminine hygiene products • Solid alternatives to bathroom products such as shampoo and conditioner bars. 	To reduce waste from toiletries.	Reduction of these items in household waste analysis.

AVOIDING WASTE

In addition to reducing single-use items in South Gloucestershire, we also want to reduce overall waste by raising awareness of alternative products to encourage behaviour change. Avoiding waste is an important part of our move to a circular economy and to live sustainably.



AIM: help residents to reduce waste at home		
Action	Why?	Measure of success
Promote and provide advice on how residents can reduce their waste.	To help and encourage residents to reduce waste at home through better buying choices.	Overall reduction in waste per property.
Raise awareness of unnecessary packaging and alternatives: <ul style="list-style-type: none"> • Reusable containers • Packed lunches • Beeswax wraps. 		
Advice to reduce paper: <ul style="list-style-type: none"> • Preventing junk mail • Reducing paper towels • Reducing paper publications. 		Reducing amount of paper in residual waste analysis.
Promote waste free products in the home <ul style="list-style-type: none"> • DIY cleaning products. 		Reduction of these items in household waste analysis.
Provide information and advice to residents to help them reduce food waste at home.		Reduction of food waste in recycling and household waste analysis.

COUNCIL PREMISES

The council wants to lead by example to encourage waste reduction as well as supporting organisations to reduce their waste. We will do this by:

- Monitoring the waste produced by the council across all of our sites and pledge to reduce this waste year on year
- Share our experience and expertise with businesses and voluntary organisations to help others reduce waste
- Work with schools to reduce their waste



5 PART FIVE

– Re-use

Re-using something, either for its original function or a different one, preserves resources, reduces waste and supports a circular economy. Re-use also creates social value and brings communities together.

In 2013 we opened our re-use shop at Thornbury Sort It recycling centre which diverts additional waste away from landfill, recovery and recycling.



In 2016 we started to provide bikes to children at schools who were taking part in BikeAbility programmes and did not have a bike of their own.



Building on this success of these schemes, we will continue to promote re-use and support re-use opportunities within the community by:

AIM: provide more opportunities for residents to re-use unwanted items		
Action	Why?	Measure of success
Open more re-use shops.	Further demonstrate, support and promote the value of re-use. Help boost visitors to the high street.	Re-use shop opening at a new site in Filton (North Fringe). Re-use shops opening at our existing sites in Yate and Mangotsfield. High street re-use shop opening in Hanham/ Kingswood/Staple Hill area. Number/weight of items diverted for re-use and sold.
Expand items available through the shop to include electrical items.	To increase items available to re-use.	The number of items sold.
Continue to provide bikes through BikeAbility to local children who do not have a bike of their own.	To promote re-use and support BikeAbility scheme.	Number of bikes donated each year.
Launch a bike exchange project so children can exchange their old bike for the next size up or buy a bike for a nominal fee.	To promote re-use, support sustainable transport.	The number of bikes exchanged.
Run repair workshops / café.	To promote re-use and reduce waste.	The number of workshops each year.
Promote / provide information on how to give away or sell unwanted items.	Support community re-use activities.	Information available to residents.
Engage with and, where possible, supply material for community projects that would otherwise have been sent for disposal.		Tonnes diverted to community projects.

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PART SIX

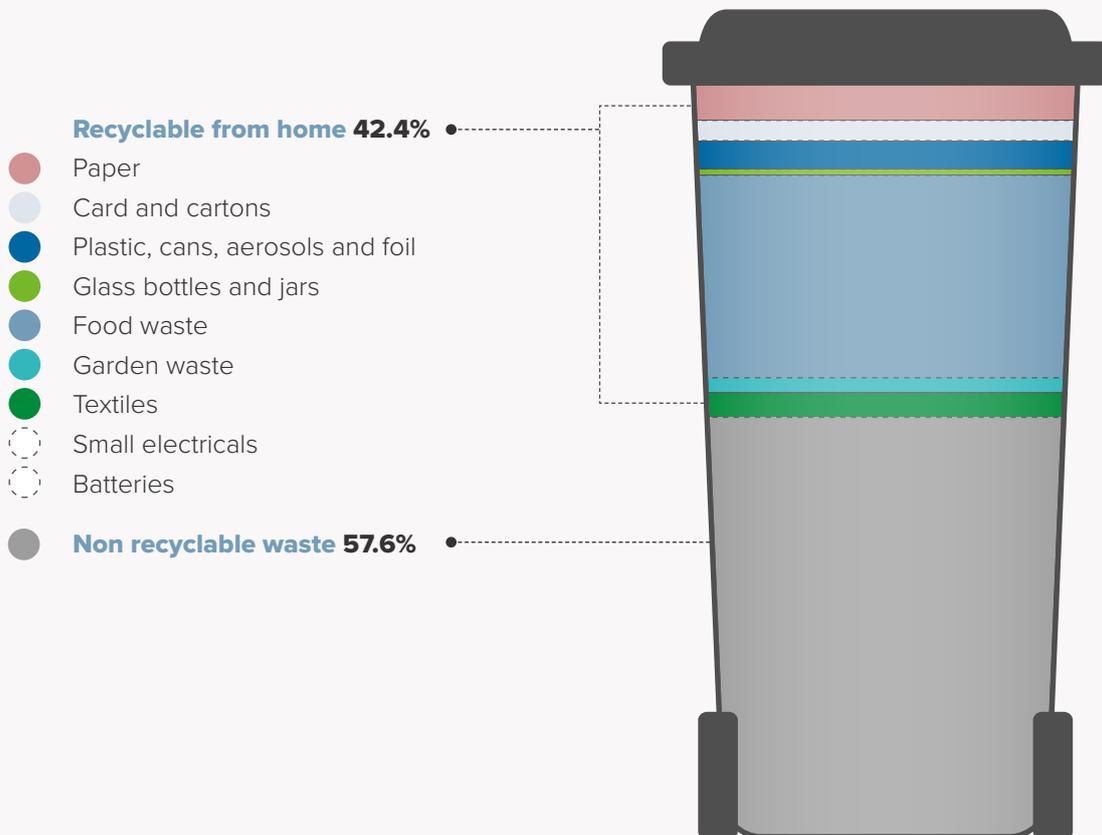
– Recycling

In recent years we have achieved great success in increasing the amount of waste we recycle in South Gloucestershire, with 57.8 percent recycled in 2018/19. This result makes us the seventh (out of 92) best performing unitary authority in England. Our ambitions are to further increase the amount we recycle to 65 percent by 2025, 68 percent by 2027 and 70 percent by 2030. The national recycling rate for England is 44.8 percent.

To do this we plan to tackle four main areas:

1 BLACK BIN WASTE

The annual waste analysis in 2019 showed us that we have more to do to divert waste from the black bin (residual) into recycling. Overall, recyclable waste in the black bins has reduced by around 10 percent since our last waste analysis. Most of the recyclable waste in the bins was food waste; 32.9 percent and 26.4 percent was made up of paper and card.



While we are not proposing any further changes to collection service, we must divert as much recycling as possible out of the black bin and into recycling containers. We will continue to engage with residents to encourage recycling through communications, support and advice.

FOOD WASTE IN BLACK BINS

It is estimated there are **10,268** tonnes of food waste disposed of in the black bin that could be recycled. Food waste in South Gloucestershire is collected and processed through anaerobic digestion (AD) to generate electricity and make compost. Anaerobic digestion is the breakdown of organic material by micro-organisms in the absence of oxygen which produces a methane-rich biogas that is used as a fuel. The left over 'digestate' is a valuable source of nutrients, used as a non-chemical fertiliser.

If the food waste from the black bins in 2018 had been recycled it would have saved £590,615 and generated 2054 MWh of electricity; enough to power over 520 houses for a whole year.

There are two approaches that will help to divert food waste away from the black bins:

- **Reduce avoidable food waste** – this is a priority as it not only reduces waste in general, but also saves householders money through better shopping and food preparation habits. Love Food, Hate Waste is a nationally recognised campaign which we will continue to support through social media and engagement with residents.
- **Recycle what's left** – we will continue to encourage residents to use the weekly food waste recycling collections for all food waste.

AIM: reduce food waste in the black bin		
Action	Why?	Measure of success
Continue to promote and provide containers for weekly food waste collections.	To increase awareness and engagement of the service.	Impact on tonnages of food waste collected. Overall volume of residual household waste produced per household.
Communicate information and advice to residents to help reduce food waste in line with national campaigns such as Love Food Hate Waste.	To increase awareness of food waste and reduce avoidable food waste	Overall volume of residual household waste produced per household

2 TARGETED COMMUNICATION

Participation in household recycling collections is mixed across our district with some households, streets and areas recycling more than others.

AIM: maximise recycling engagement and participation		
Action	Why?	Measure of success
Target communications to address area issues: Contamination Unsorted recycling Low participation Problems with collections	Give residents in areas where there is low engagement in recycling the confidence to recycle more.	Increased recycling rate. Reduction in volume of residual household waste per household. Reduction of collection issues.
Door knocking to support individual households	A proactive approach which provides face-to-face support to residents, particularly in more transient areas such as student housing.	
Improve recycling facilities in blocks of flats.	To increase recycling and reduce waste by providing the facilities needed to more of our residents.	Food recycling available in 50% of flats by 2021; increase this to 100% by 2023.
Encourage better use of the current recycling collections and Sort It recycling centres.	To help residents get on-board with the circular economy.	Improved capture rate. Increased recycling at the sites.



3 BULKY WASTE

In 2018 we collected 402 tonnes of bulky waste (sofas, mattresses etc.). These items are sent to landfill as they are too bulky to be processed for recovery. However, from April 2020 we will send this waste to a new local facility that will shred bulky items, removing metals, wood and rigid plastics for recycling before sending the remaining fraction for energy recovery. The facility aims to send zero waste to landfill.

AIM: increase recycling from bulky waste collections		
Action	Why?	Measure of success
Promote our bulky waste collection service.	<p>Better recycling rates of bulky items through new facility.</p> <p>Further reduction of reliance on landfill.</p> <p>Wider use of the service may discourage use of unlicensed waste companies and reduce the volume of bulky waste fly-tipped.</p>	<p>Overall impact on recycling rates.</p> <p>Total volume of waste sent to landfill.</p> <p>Amount of income generated by bulky waste collection service.</p>



4 HARD TO RECYCLE MATERIAL

There are some waste streams that are hard to recycle. We will continue to explore opportunities for cost-effective outlets for these materials.

AIM: explore options for recycling, re-using hard to recycle items		
Action	Why?	Measure of success
Carpets – investigation into potential recycling outlets.	Possible outlets for recycling carpets are limited, where facilities are available, costs are very high.	Ability to find alternative markets for the recycling of these items.
Nappies – investigation into potential recycling outlets while continuing to promote and sell reusable nappies.	Avenues for recycling disposable nappies are extremely limited. However nappies are likely to add significantly to the residual waste stream.	
Paint – investigate local repaint schemes.	Paint is not collected at kerbside as it can spill during transit.	

Garden Waste

Garden waste is currently collected as an optional subscription basis. Garden waste is collected in a 240 litre green bin fortnightly at a cost to the resident of £30 per year (per bin). At present, there are no proposals to change the current arrangement. However, future collection arrangements may be affected by the Resources and Waste Strategy for England which promotes free garden waste collections.



PART SEVEN

– The role of recovery

While we are able to recycle a vast number of items from our homes or at the Sort It recycling centres and find ways to re-use others, there will always be some waste that cannot be recycled or re-used.

As we work to move towards a circular economy, where we treat all waste as a resource, energy recovery solutions (after reducing, reusing and recycling) avoids sending waste to landfill. From 2020, we will use Energy Recovery Facilities (ERFs) for our non-recyclable waste. The West of England partnership (South Gloucestershire, North Somerset, Bath and North East Somerset and Bristol City) will use two facilities to incinerate waste which will produce energy for the National Grid. The process is extremely efficient, robust and safe, with emissions treated to meet the stringent European Industrial Emissions Directive. This is strictly enforced and monitored by the Environment Agency (EA).

South Gloucestershire Council also supports the development of a heat network from the ERFs. A heat network is a distribution system of insulated pipes that takes heat from a central source and delivers it to domestic or non-domestic buildings. This means it has the potential to recover further value from the recovery process already planned contributing to the UK100 pledge of achieving 100% renewable energy for South Gloucestershire by 2050.

We will always try to reduce, re-use, recycle and recover as much waste as possible.



PART EIGHT

– Improving place

Improving the appearance of the streets of South Gloucestershire continues to be a key part of our strategy. We are committed to working with our communities to care for our neighbourhoods and countryside to retain and enhance their appearance, sense of place, local pride and historic connection. South Gloucestershire is a safe place to live but litter, abandoned vehicles and graffiti all detract from feelings of well-being.

By reducing the amount of litter and fly-tipping in South Gloucestershire we will not only create a cleaner environment to live in, we will reduce the amount of litter polluting our rivers and seas.

Our aim is to have clean and safe streets and open spaces within South Gloucestershire by:

1 IMPROVING THE APPEARANCE OF OUR STREETS THROUGH EDUCATION AND ENFORCEMENT



There are several key areas that can be tackled in order to achieve cleaner and safer environments. Our preferred approach is through the use of education to discourage people from creating these issues in the form of roadshows that take place in shopping centres, schools and other public places. Areas to focus on include:

Dog fouling is an issue high on our priority list, not just because

it is unpleasant when left in public spaces, but also because it can be a health risk. We must keep public areas like parks, playgrounds and pavements clear of dog mess. We want to encourage responsible dog ownership and have robust enforcement powers that can be used against the minority of those who do not clear up after their dogs. As part of the Keep Britain Tidy campaign we have introduced new signage that has been well received within the district. An increase in the signage will help to put off potential offenders. We also paint stencils onto pavements that warn potential offenders off leaving their dog mess.

Our dog wardens received 196 complaints about dog fouling during 2018. The 2017 StreetCare satisfaction survey shows low levels of satisfaction with 31 percent of respondents dissatisfied with our actions against dog fouling.



In 2019 the council adopted a Public Spaces Protection Order in relation to dog fouling, introducing consistent enforcement powers on public land. The Public Spaces Protection Order increased the level of Fixed Penalty Notice to £100 and allows us to interact with dog owners to ensure they have the means to remove their dog’s mess.

The dog wardens are involved with talks in schools about responsible dog ownership and the law around clearing up dog mess. The schools are encouraged to conduct their own campaign within the local area. Expanding the number of schools involved with this will help spread the message further.

AIM: reduce dog fouling in our streets and open space		
Action	Why?	Measure of success
Increase the number of dog fouling signs put up in areas where people regularly offend.	To put off potential offenders.	Number of reported incidents of dog fouling.
Increase number of school talks regarding dog mess legislation.	To communicate to pupils and help improve area around schools.	Number of reported incidents of dog fouling around relevant school areas.

Litter bins are provided in areas where higher levels of litter are likely to occur. We have over 1,000 litter bins, many of which have been in the same locations for years. We intend to review the location of our existing litter bins to ensure they are in the most effective places. We will also review the types of litter bin we provide as advances in technology may enable us to better manage our schedule to empty litter bins. We will also improve the condition of the litter bins, with the council committed to repairing or replacing broken bins.



In some areas of South Gloucestershire litter bins are being used for the disposal of household waste. This results in overflowing bins and has a major negative affect on the appearance of our streets. We will not tolerate households using litter bins for household waste as the bins fill up more quickly, resulting in more litter being dropped on the floor. We will install signs on public litter bins to make this clear to householders.

Where education has not been effective, our collection teams will investigate the contents of household waste in litter bins to identify who is responsible and take appropriate enforcement action.



AIM: make sure that litter bins are used appropriately

Action	Why?	Measure of success
Review of litter bins locations and types.	To make litter bin collections more efficient and make sure the bins are placed for best use by the public.	Completing the review of litter bins and reduction of litter levels in target areas.
Installation of signs warning people they cannot put household waste into litter bins.	To deter people from fly tipping household waste in public litter bins.	Tonnage of waste tipped from litter bins.
Explore options for cameras on our vehicles.	To capture evidence of misuse of litter bins.	Reduction of household waste in litter bins. More engagement with those misusing bins.

2 IMPROVING THE APPEARANCE OF OUR STREETS THROUGH PROVISION OF SERVICES

Our Streetcare team have a large fleet of vehicles used to clean the streets. We will continue to focus on optimising the work done by the fleet to improve the appearance of our streets. We will focus on the quality of work carried out by the waste and recycling collection crews to achieve better consistency in returning containers and cleaning up of any mess made during the collection. We will continue to monitor the development of carbon neutral vehicle technology for collection vehicles and maximise opportunities for use of autonomous vehicles in our fleet e.g. for litter picking.

AIM: improve quality of our services to improve street cleanliness		
Action	Why?	Measure of success
Re-route of collection services and cleansing services.	To make them more efficient and work together to keep our streets clean.	Reduction of reports about litter in the streets and crews not returning containers.
Increased monitoring and feedback for collection crews with increased focus on quality.	To ensure crews pick up any items dropped during collection and leave areas tidy.	
Become a test-bed for innovation and new technology.	To take advantage of the efficiencies that new technology offers to improve our services.	Increased use of new technology in delivering our services, where appropriate.

3 CREATING PRIDE IN THE AREA

We want to empower communities to help keep streets clean and tidy by creating pride in the areas in which they live. We want to involve community leaders and local businesses in decisions and actions taken to improve the appearance of our streets.

We are also looking to work closely with town and parish councils and unparished areas to improve our local communities. We are aiming to ‘do more together’ and make our collective resources go further to enhance our towns and parishes. We will also look at extending volunteering opportunities that will support the work of our StreetCare teams.



AIM: 'Do more together'		
Action	Why?	Measure of success
Plan work with parish councils to improve street scene.	To improve efficiencies, use resources more effectively and empower parish councils.	Reduction of reports about litter in the streets.
Plan education events.	Engage with communities and raise awareness.	Number of events.

4 FOCUS EFFORT WHERE IT'S MOST NEEDED

With limited resources, we need to focus our attention on those areas where highest levels of litter are generated. This will allow us to improve areas that need the extra attention as well as proactively focussing on ways to empower and engage those communities. We can also focus our enforcement and education action on these areas in order to improve them.

AIM: use our resources efficiently to tackle areas with high levels of litter		
Action	Why?	Measure of success
Monitor trends to identify problem areas.	Allow us to focus time and attention.	Improvement in measured cleansing standards.



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PART NINE**– Tackling environmental crime****T**

ackling environmental crime remains a priority and our specialist team of officers will continue to confront fly tipping, littering, dog fouling and other environmental offences.

1 TACKLING LITTERING

During 2018/19 we collected 1,878 tonnes of litter. The council 'Viewpoint' survey in 2018 showed 38 percent of residents believe litter and rubbish lying around is a 'fairly big' or a 'very big' issue in their local area. In February 2019 the Town and Parish Council Forum identified littering as an issue they want South Gloucestershire Council to address.

The council currently undertakes education and enforcement to address littering. We use our powers to issue Fixed Penalty Notices (FPNs), however these are low in number due to limited resources.

We want to take a much more proactive approach throughout the whole district with the aim of reducing environmental crime and having cleaner, greener communities. We have identified areas where large amounts of litter are dropped, such as main roads and town centres. Signs will be installed to warn people of the potential fines they could receive for dropping litter to discourage them from doing it.

LITTERING FROM VEHICLES

A system of Civil Penalty Notices has recently been introduced for people caught littering from vehicles. We have increased fines for general littering to the maximum of £150 to match fines for littering from vehicles.

FUTURE PROPOSALS

Using traffic management to clear litter from the public highways and associated land incurs costs to the council and places staff at risk as well as causing congestion. Preventing litter will avoid this and we intend to:

AIM: increase enforcement against littering		
Action	Why?	Measure of success
Increase signage in targeted areas about consequences of littering and littering from vehicles.	To reduce litter.	Reduction in frequency of litter picking.
Review of method of enforcing the dropping of litter and how we deal with environmental crime.	To find the most appropriate way of enforcing littering.	Increase in penalty notices issues.
Explore options to help residents secure rear lanes.	Reduce access to fly tipping hotspots.	Number of fly tipping incidents in rear lanes.
Install cameras in council vehicles to capture evidence.	To tackle environmental crime.	Number of cameras installed in vehicles.

2 TACKLING FLY TIPPING

During 2018 we removed and disposed of 1,719 fly tips in South Gloucestershire. Fly tipping has a significant impact on the environment and needs a strong approach to prevent it.

All incidents of fly tipping in South Gloucestershire are fully investigated with a view to prosecute offenders in court. We invest time and resources to gather evidence to track down suspected offenders which often leads to a greater punishment reflecting the severity of the crime. It is our policy to publicise our work in this area to increase public awareness.

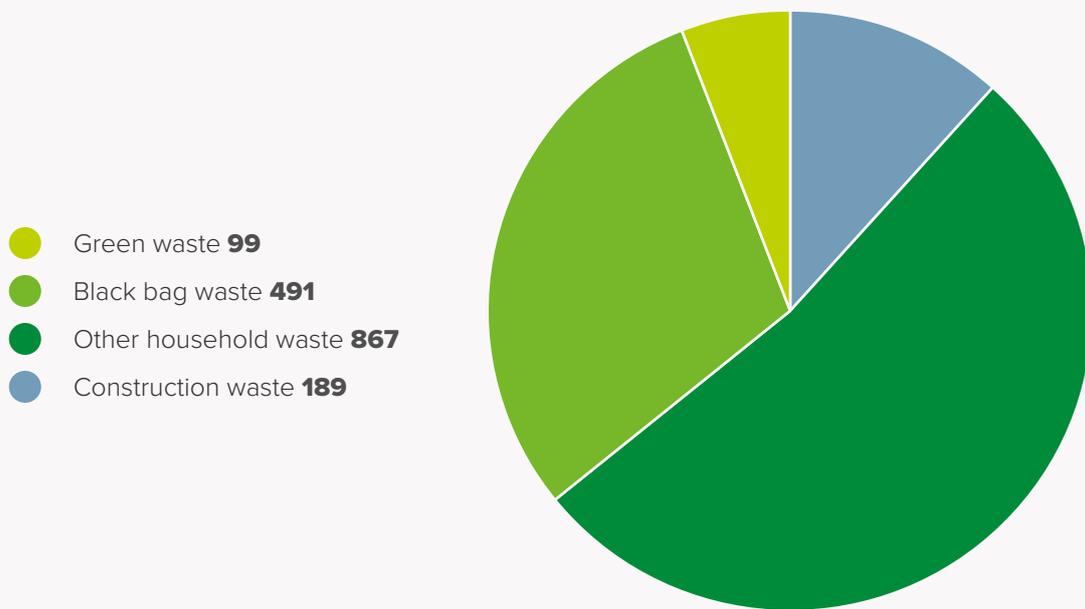
An investigation must take place to give a suspected offender the opportunity to be formally interviewed, explain their actions and raise any defences. In 2018 every case with sufficient evidence was taken to court and nine offenders successfully prosecuted. This reflects a one hundred percent record of securing prosecutions for this type of offence.

Data is a key part of this process and robust evidence is required to aid prosecutions. We need comprehensive data that covers both public and private land to help us effectively use our resources in the most affected communities.

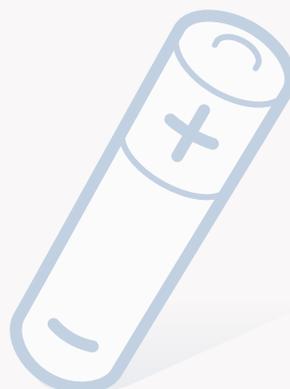
We have been successful in prosecuting offenders and seen a small decrease in the number of fly-tips. We aim to increase the number of prosecutions due to fly tipping to build on our achievements over the last few years.

A consistent and clear message must be delivered at a local level to influence the behaviour change that we need to achieve our vision. This includes information about prosecutions being made public to act as a deterrent. Everyone has a duty of care for the responsible disposal of their waste and those who allow it to be fly tipped in South Gloucestershire should expect to be caught and prosecuted.

FLY TIPPING (TONNES)



AIM: reduce fly-tipping		
Action	Why?	Measure of success
Increased checks on waste carriers licences.	To ensure waste is being carried legitimately.	Number of carriers caught without waste carriers license.



3 HOUSES IN MULTIPLE OCCUPATION (HMOS)

Houses in multiple occupation (HMO) are houses where at least three tenants live, forming more than one household, sharing toilet, bathroom and kitchen facilities with other tenants. As a council we are responsible for enforcing HMO standards and can make landlords take action to correct any problems. Most of the issues we encounter with HMOs are related to poor waste management, resulting in a build-up of waste on the property. We carry out extensive educational work in areas with high numbers of HMOs to make sure that tenants use our waste services correctly. If required we issue Community Protections Warnings (CPWs) and Community Protection Notices (CPNs) to the residents and landlord concerned. We intend to use this form of enforcement more to deal with problems in HMOs. Areas with regular problems will be targeted through enforcement and education to clean up the community.

AIM: improve waste management in HMOs		
Action	Why?	Measure of success
Engaging with landlords to ensure they are aware of their responsibilities.	To reduce time spent dealing with properties not managing their waste effectively.	Fewer complaints regarding accumulations of waste at HMOs.



10 PART TEN

– Infrastructure to deliver our strategy

The existing waste infrastructure (four Sort It recycling centres, two transfer stations and two vehicle depots) has been in place for many years and operates very well. To support the actions from our previous Waste Strategy (2015-2020), our Yate and Mangotsfield transfer stations were developed or redeveloped during 2016 and 2017. This allowed us to accommodate the unloading of our new recycling vehicles, create more space and to improve weighbridge efficiency.

In recent years, new housing and population growth has stretched these waste facilities, with some sites reaching capacity and others already operating at, or over capacity. In October 2019, a waste infrastructure report was approved at cabinet. The report included the improvement of waste infrastructure which will help us continue to deliver waste services against the pressures of new housing and population growth, whilst consolidating and improving the existing sites. Improvements to waste infrastructure will also help the council meet its commitment to become carbon neutral by 2030. A number of key areas for redevelopment and consolidation have already been identified.

NORTH FRINGE AREA

The new properties planned for the North Fringe area will create significant additional waste. The Sort It recycling centre at Little Stoke already operates at full capacity and has a reduced service. To manage the increased demand in this area, we need to provide a new, modern, Sort It recycling centre, waste transfer station and collection vehicle depot. The site design will aim to minimise carbon emissions and optimise the potential for renewable energy generation and usage. This will include investigating whether solar panels, green/brown roofing, living walls and electric-charging for future fleet vehicles could be installed. We also plan to open a re-use shop at this new facility and explore options for a visitor centre, to educate and inform on climate change, waste and other environmental issues. The site was purchased in 2019 and we anticipate that it will open in 2023, replacing the current site at Little Stoke.

MANGOTSFIELD

The site at Carsons Road, Mangotsfield is our busiest and experiences regular traffic problems. We are hoping to resolve this by creating a slip road on Carsons Road into our waste facility. We also plan to change the layout on the Carsons Road Link to create two left turn lanes into Carsons Road. This is a priority project that we plan to deliver in early 2021.



With continuing housing growth expected in this area and the expiry of the lease on the land at the collection vehicle depot at Cowhorn, Warmley, we are seeking to improve the Mangotsfield facilities to manage the increase in public demand and accommodate a new collection vehicle depot. There is also a plan to open another re-use shop at this site. As with plans for the North Fringe site above, options for renewable energy schemes, environmental roofing systems and electric vehicle charging will all be explored.

YATE

The waste transfer station and facilities at Yate are modern and sufficient to cope with the changes following the alterations to the main bulking yard in 2016-17. The yard was flattened and extended within the existing boundary to create additional space for the extra recycling. This has also allowed parking for the extra vehicles required when we changed to a weekly recycling service. The Sort It recycling centre has capacity to accommodate public demand in the area.



COWHORN

The collection vehicle depot in Warmley has become unsuitable due to lack of space, the expiry of the lease for the land and the condition of buildings based within the depot. We are currently considering several options. The preferred option is to relocate the depot next to the Mangotsfield facility. This would allow us to develop a facility designed to reduce carbon emissions and investigate the option to incorporate a renewable energy generation scheme. The existing site in Warmley will be redeveloped to maximise the space and move vehicles further away from neighbouring residential properties. Planning permission has been approved for the demolition of the existing site buildings which will allow redevelopment prior to any permanent move.



HARNHILL QUARRY

Harnhill Quarry is a closed landfill site near Olveston, South Gloucestershire. Restoration of the site to grassland was completed in 2003. We are now exploring options for a large-scale tree planting scheme. This would help towards our target of being carbon neutral by 2030. The proposed tree planting would complement the existing grassland and improve biodiversity at the site. Landfill gas produced by the site generates enough renewable energy to power approximately 800 homes, which is supplied to the National Grid.

PART ELEVEN

– Community initiatives

Community engagement and communication is essential to enhance our services across South Gloucestershire. Working closely with the community allows us to develop projects that provide real improvements in waste reduction, re-use and recycling through ground support and effective communication campaigns. Parts of our community are transient, requiring investment in education and awareness to ensure that consistent information is delivered.

1 ROADSHOWS

We plan roadshows in key areas within communities such as shopping centres, schools and other public places. These roadshows allow us to speak directly to hundreds of people to deliver key messages, as well as offer residents the opportunity to ask us questions about waste and recycling.



2 COMMUNITY COMPOSTING

Community composting sites give residents the opportunity to compost their garden waste locally with the benefit of using the compost. We want to support more community composting sites in other areas. The community composting site in Thornbury can be used by residents of South Gloucestershire to dispose of household garden waste. The site produces good quality compost that residents can take away for their own use. The site accepts donations to help support the volunteers who run it and South Gloucestershire Council also offers support. Compost bins, wood chip and wood can also be purchased at the site.

3 SPRING CLEAN



Every year we run the Spring Clean campaign where we provide equipment and support for members of the community to litter pick in their area. The campaign is promoted through our social media accounts and the take up is always very positive, resulting in a major improvement to the appearance of our streets. In previous years we have collected in excess of 700 bags of litter and have supported 70 volunteer groups. We plan to have more litter picking packs available to meet the demand of this popular campaign and continue to build on its success.

4 BE EMPOWERED FARM FUTURES

In 2019 we started to trial a scheme to divert wood destined for recycling to a local community group called “Be Empowered Farm Futures”. This group helps elderly and young people to work together by creating products for use in the community and/or raise funds for local charitable causes. It creates a direction for young people with complex needs such as autism and learning difficulties.

5 SOUTH GLOUCESTERSHIRE COMMUNITY SPACES NETWORK

The Community Spaces Network is an online platform created to help and support volunteers who help to look after local community spaces in South Gloucestershire. It also provides networking opportunities for community groups in the area. The public open spaces that are maintained by community groups include play areas, pocket parks, formal parks, nature reserves and woodlands. We will support the Community Spaces Network by arranging free training courses, including first aid, risk assessment, safe use of hand tools and operating brush-cutters. Members of the scheme will also be invited to attend visits, hosted by the groups who manage the sites. This will provide exclusive opportunities for groups to network, identify common issues and solutions and to share ideas.

AIM: continue to support community initiatives		
Action	Why?	Measure of success
Increased promotion and resources for community initiatives and events such as Spring Clean.	To empower communities.	Figures for attendance of such events.
Continue to deliver roadshows across South Gloucestershire.	To continue to educate the communities.	Number of roadshows booked per year.
Support local community composting sites.	Encourage local composting of garden waste in communities.	Number of requests for support.

PART TWELVE

– Measuring success

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lthough this strategy is a long-term approach to improving our streets, waste management and resources, we will carry out regular reviews and updates to make sure our approach continues to be relevant and tailored to South Gloucestershire.

OUR TARGETS

We have set local recycling targets for South Gloucestershire:

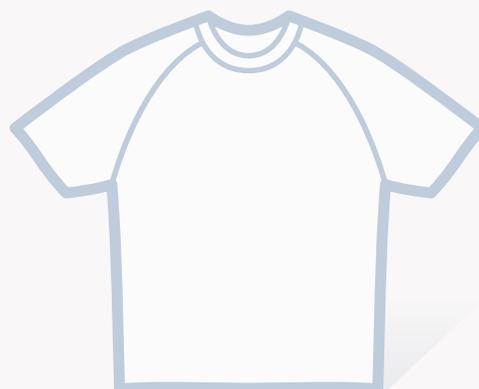
Our current target is to recycle 65 percent of our waste by 2025. Our next target is to achieve a 68 percent recycling rate by 2027, and 70 percent by 2030. We have also set a target to achieve zero waste to landfill by 2030.

We aim to achieve these targets through the ongoing work set out in our waste strategy including:

- Working with residents, communities, schools and businesses to raise awareness of the benefits of reaching these targets and how their actions can have a positive impact on our environment.
- Keeping products and materials in use for longer.
- Improving our waste infrastructure to make it more efficient.

BENCHMARKING WITH OTHERS

Benchmarking is important for us to compare our performances with other, similar councils and to determine best practice. All councils have to report their recycling and waste performance figures to the government every quarter. Each year the information is used to produce league tables which are made publicly available.



AIM: maintain and progress our strategy		
Action	Why?	Measure of success
Review our strategy regularly.	To continue to have a relevant and effective approach.	Strategy reviews/revisions.
Share information about our performance regularly.	Make residents aware of the progress of the strategy and celebrate the work we do together to achieve our aims.	More public engagement with the strategy and improvement in performance.

NEW WAYS OF MEASURING PERFORMANCE

In 2019 the government consulted on proposals to reduce waste, increase recycling and improve the quality of the recycling collected in The Waste and Resources Strategy for England (see page 8).

As part of the consultations, the government is seeking views on introducing new national Key Performance Indicators (KPI) and developing new ways to measure recycling performance.

In the past, recycling performance has been measured by weight, leading to some areas prioritising heavier recyclable items (e.g. garden waste) over recycling other items that may achieve greater environmental benefit. Weight-based measurement may also have led to recycling being the preferred option to waste prevention and re-use. The proposed KPIs include other methods of measuring performance, such as impact on climate change and carbon footprints as well as financial and economic scales.

It will cover the following collections:	The proposed performance indicators take into account:
<ul style="list-style-type: none"> Total dry recyclables (cans, plastics, card, paper, glass etc.) food waste garden waste residual waste – which will help councils make a stronger case for waste prevention and re-use as well as recycling. 	<ul style="list-style-type: none"> rurality and socio-economic demographics levels of deprivation density of housing size of gardens.

The performance indicators would be reviewed regularly to make sure they remain relevant and helpful for councils to monitor waste management and recycling.

SUMMARY

This Resource and Waste Strategy outlines our future ambitions to reduce the waste in South Gloucestershire, whilst encouraging re-use, repair and recycling. The strategy sets out actions that will promote a circular economy, sustainable approach with greater responsibility for our environment.

It recognises the importance of communication and working with communities to ‘do more together’.

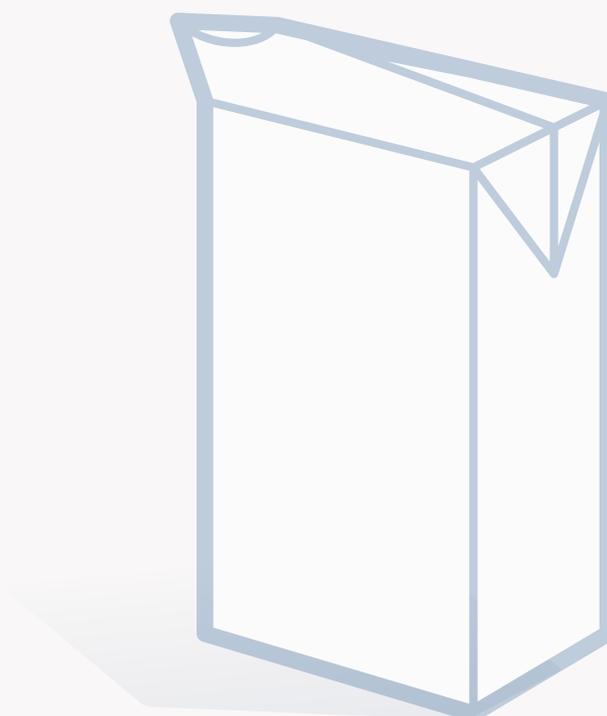
It recognises the importance of changing our approach to reduce our impact on the environment and value resources.

It promotes the idea that everyone is responsible for the waste they produce, and that we all have a part to play to keep our streets clean and tidy.

It recognises the changing shape of South Gloucestershire and infrastructure that is needed to meet a growing population.

We want to continue working with residents to deliver a waste service that will ensure a sustainable South Gloucestershire for future generations.

This document sets out our long-term strategy, but we will carry out regular reviews and update our performance on our website every year. We will also publish updated reviews of this strategy in 2023, 2026 and 2029.



GLOSSARY

Anaerobic Digestion (AD)	Anaerobic Digestion is the process by which food waste in South Gloucestershire is recycled. The process captures methane for energy production and the leftover digestate is used as a non-chemical fertiliser.
Circular economy	An economic system aimed at minimising waste and making the most of resources. Waste of resources and energy are reduced through long-lasting design, repair, re-use and recycling. The traditional linear economy is a 'take, make, consume, dispose' model of production.
Energy Recovery Facility (ERF)	Energy Recovery Facility where waste is burnt at very high temperatures as a fuel to generate electricity and heat.
Love Food Hate Waste (LFHW)	Most of the food that is thrown away and recycled is edible. The Love Food Hate Waste campaign aims to reduce edible food waste by encouraging better shopping, storage and food preparation habits. www.lovefoodhatewaste.com
Non-Governmental Organisation (NGO)	Citizen-based association operating independently of government, usually to deliver resources or serve a social or political purpose.
Private Finance Initiative (PFI)	A contract where a private firm is employed to complete and/or manage public projects.
Recovery	A process for non-recyclable waste where energy is recovered from the material, usually through incineration, to contribute to the National Grid or produce heat.
Refuse Derived Fuel (RDF)	Residual waste that is prepared for use as a fuel in an energy from waste facility.
Refill	The Refill campaigns aims to reduce plastic bottle use by encouraging more people to carry re-usable bottles and refill them. They also encourage high street shops to become a free water refill station. www.refill.org.uk
SUEZ	The council's waste contractor which manages and operates waste and recycling collections and Sort It recycling centres.
Waste hierarchy	A key element of the revised Waste Framework Directive which illustrates the priority for waste. Waste prevention is prioritised, followed by re-use, then recycling, then energy recover and disposal in landfill as a last resort.

