

Waste Strategy

2022 - 2027



Foreword

It is a significant challenge for any local authority to manage waste in a more sustainable way. Reducing the environmental impact of waste in the New Forest will only be possible if we all work together. This means New Forest residents, businesses, and the council 'doing more' to help fight climate change.

To reduce carbon, we will be giving top priority to the prevention of waste, helping our residents reduce and reuse more materials. We need to make more sustainable choices for our waste and recycling service and ensure we can all recycle as much as possible, reducing our general waste to an absolute minimum. The most effective way to do this, is to change our frontline collection services.

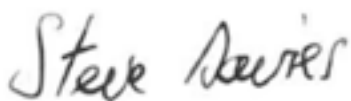
In December 2018, the UK government released the 'Our Waste, Our Resources: A Strategy for England' (known as the Resources and Waste Strategy, or RaWS). The strategy sets out key objectives for dealing with waste at a national level and suggests actions to achieve these objectives, many of which will be set out in legislation from 2022 onwards.

New Forest District Council (NFDC) recycling rates are currently significantly below the national average, at 34% in 2020-21. Current national targets (for the UK as a whole), are set at 55% by 2025, rising to 65% by 2035. The government has made it clear that providing an effective and efficient waste and recycling service will be key to maximising funding for council services. The current collection system will not meet either national recycling targets or will it be in line with forthcoming legislation. Change is therefore essential.

In October 2021 we declared a climate change and nature emergency, committing to carrying out a fundamental review of all our activities, with the target of reducing carbon emissions. That's why we released a new climate change action plan in February 2022, which included a key action to prevent waste and increase recycling.

We presented our Draft Waste Strategy to residents in November and December 2020, and the feedback received from residents during the engagement period has been invaluable in shaping this final waste strategy. We have listened and understand that a flexible approach is needed, but we are also confident that this is the right way forward for the New Forest.

This document provides more information on what has led to the final waste strategy, and our approach towards waste and recycling in the future.



Cllr Steve Davies,
Portfolio Holder – Environment and Coastal Services

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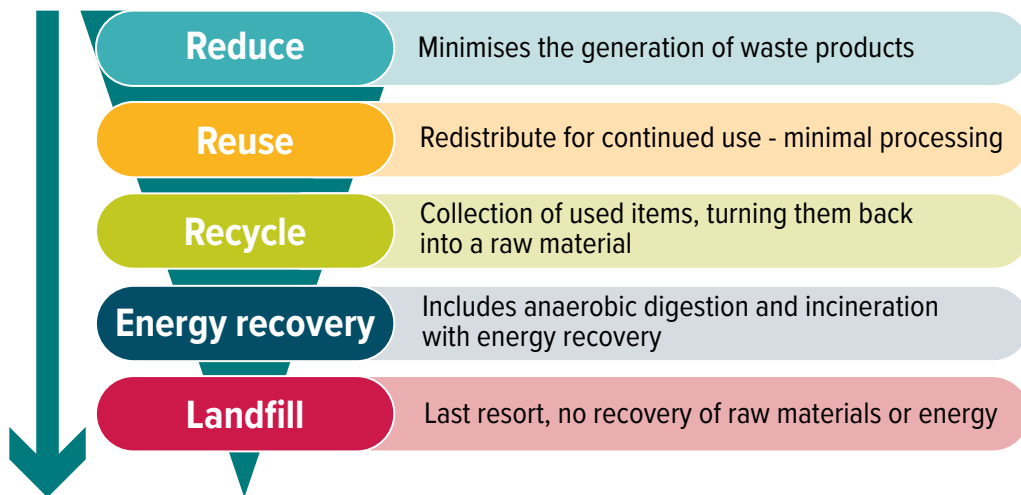
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Executive Summary

This strategy sets out our approach to managing waste and recycling collections in a more sustainable way, with the aim of reducing the environmental impact of waste in the New Forest.

Policy and strategic drivers

The strategy is based on the principle of the waste hierarchy and stresses the importance of preventing waste as the top priority, and disposal as the lowest priority.



There are other key drivers that have helped form the direction of the strategy. At a national level, the Environment Act 2021 has paved the way for consistent recycling collections across England. We must therefore change our collection system to ensure:

- Recyclable waste must be collected separately from other waste
- Recyclable waste includes glass, metal, plastic, paper/card, food waste, and garden waste
- Recyclable waste streams must be collected separately from each other, unless not technically/economically practicable or if there is no environmental benefit in doing so.

NFDC's waste and recycling collection service is a small part of the overall waste management infrastructure in Hampshire. The current Material Recovery Facilities in Hampshire are approaching the end of their life, this is a key driver for a new Hampshire-wide approach to dealing with waste. In October 2021, the council approved a new 3-year "Joint Municipal Waste Management Strategy" (JMWMS). The new JMWMS aligns with the proposed national changes and will allow the New Forest to continue to utilise the disposal infrastructure provided by Hampshire County Council.

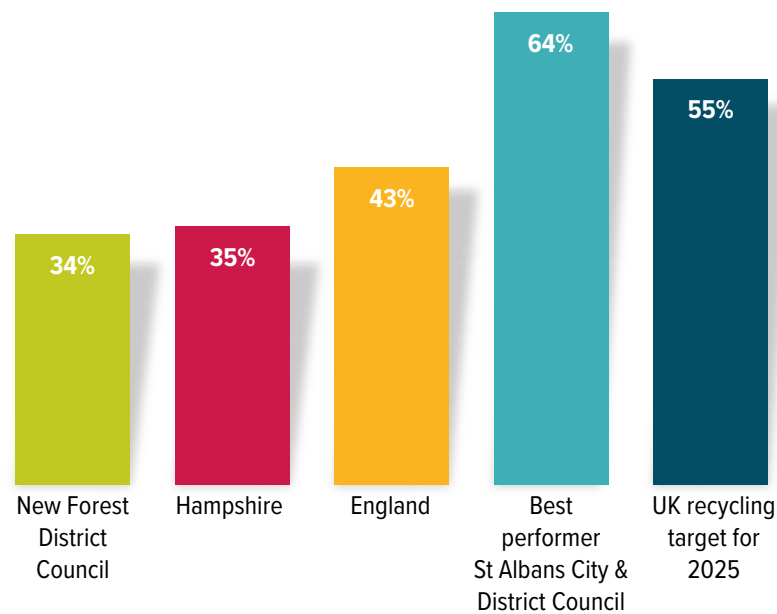
In October 2021, we declared a climate change and nature emergency, committing to carrying out a fundamental review of all our activities. To reduce carbon, we must make sure the waste and recycling service prioritises the prevention and minimisation of waste and encourages recycling. The most effective way to do this, is to change our frontline collection services to help reduce waste. New Forest District Council (NFDC) recycling rates are currently significantly below the national average, at 34% in 2020-21. Current national targets are set at 55% by 2025. This strategy sets out our approach to managing waste and recycling collections in a more sustainable way, with the aim of reducing the environmental impact of waste in the New Forest.

Current performance

As part of our research, an environmental impact assessment was carried out using a carbon modelling tool. It showed that the service has a net CO2 emissions saving of 1,525 tonnes, a figure we must work to improve by recycling more.

The chart below shows the recycling rate in NFDC and across Hampshire is significantly below the average for England. Based on recycling rate, NFDC is ranked 174th out of 216 English waste collection authorities in 2020-21.

2020-21 recycling rate



In 2018, a comprehensive composition analysis of kerbside waste and recycling was carried out. Nearly half (47.0%) of black bag waste was made up of putrescible (organic/ degradable) waste. Of this putrescible waste, almost 40% was food waste. Overall, 19% of general waste could have been recycled at the kerbside or bring sites, rather than being placed into black sacks.

Engagement

Two main pieces of work have been carried out. In January 2020, an inclusive and representative, door-to-door and online survey was carried out with almost 3,832 residents. Secondly, following the release of the Draft Waste Strategy document, a formal period of engagement was held from 12 November to 20 December 2020. There were 3,863 responses including online survey or paper survey form responses, letters, and emails. Key findings:

- There is a strong willingness to recycle more and reduce waste
- Half of New Forest residents support the introduction of wheeled bins
- Concern expressed regarding the issue of storage space for the bins and additional waste
- Lack of storage heightens apprehension about the overall visual impact of wheeled bins
- Concern for elderly and disabled residents with regards to the handling of wheeled bins
- The environmental/carbon reduction benefit of reducing collection frequency and working to reduce overall household waste was less frequently cited. We need to communicate this benefit better

Why we must change

The policy drivers and research carried out in preparation for this strategy has demonstrated the need for change in frontline service delivery. This is summarised below:

- We must increase recycling rates and reduce our carbon footprint
- We must apply the waste hierarchy
- We must comply with government's future legislation
- The current service does not encourage waste minimisation because it offers unlimited collections of general waste
- We must offer a wider range of recycling services
- We must work with our Hampshire partners
- We must provide the safest working practices for our staff and meet regulatory standards
- We must improve the cleanliness of the district's streets
- We must reduce the quantity of single-use sacks distributed per year
- We need a collection system that allows us to provide feedback directly to residents when services are used incorrectly

Our Objectives

This strategy has four main objectives:

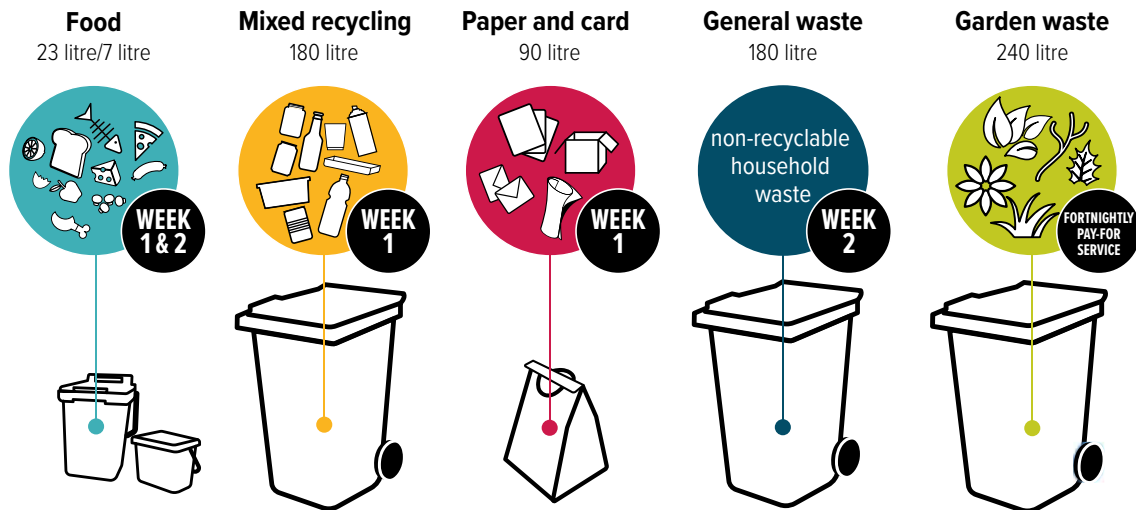
- Objective 1 Minimise carbon impact of waste/recycling service
- Objective 2 Increase quality and quantity of recycling
- Objective 3 Reduce levels of overall household waste
- Objective 4 Legislative and regulatory compliance

Our Actions

These actions are focused on the upper tier of the waste hierarchy namely waste prevention, reuse and recycling.

- 1 Restricting household general waste capacity through the introduction of wheeled bins
- 2 Collect general waste fortnightly to encourage waste reduction practices
- 3 Introduce an effective side waste policy to support actions 1 & 2
- 4 Promote home composting
- 5 Promote food waste reduction
- 6 Implement a Waste Reduction Plan
- 7 Increase reuse and repair of bulky items
- 8 Increase textile reuse
- 9 Introduce a separate weekly food waste collection service
- 10 Increase the range of dry materials that we collect from the kerbside
- 11 Provide wheeled bins for mixed dry recyclable materials and a reusable sack to separate paper and cardboard
- 12 Review bring site provision across the district
- 13 Provide wheeled bins for garden waste customers

The new service



Our core new service will be provided to the majority of our residents. For properties unsuitable for the core collection service, the service will be varied.

The core new service will include:

New food waste collections

Food waste will be collected weekly for recycling.

We will provide a 7 litre caddy which can be used in kitchens, and a 23 litre caddy for collections.

The collection will be for food waste only, not including any food waste packaging.

Alternate week collections of mixed recycling and general waste

Mixed recycling, and paper and card, will be collected one week.

General waste will be collected the next.

Mixed recycling will be added to an 180 litre wheeled bin.

Mixed recycling will include:

- Plastic bottles, pots, tubs and trays and film
- Metals tins and cans
- Glass bottles and jars

Beverage cartons may also be collected as mixed recycling, subject to government requirements.

Paper and card will be collected in a 90 litre reusable bag. The bag will be waterproof and weighted.

Items which cannot be recycled will be collected as general waste in an 180 litre wheeled bin.

Garden waste collections

We will continue to provide our fortnightly subscription service for garden waste collections.

Garden waste will be collected in a 240 litre wheeled bin.

For a new collection service, a new collection policy will be put in place. This will refine some of our actions by defining operating procedures, alternative arrangements for certain property types, container sizes, and associated policies such as side waste, assisted collections and allowances for larger households. We will:

- Continue to provide an assisted collection service for residents that cannot present their waste at the kerbside
- Provide larger containers for larger households
- Survey properties and vary the service where necessary, which may include the retention of sacks and the use of different containers for some properties

Our Targets

We will measure our success and track our progress via some key performance indicators, and aim for:

- Reduce our carbon impact with an improved emissions savings of 1,000 tonnes, or 9%
- Provide a service that is compliant with all relevant legislation and statutory guidance
- Reduce household waste per head of population by 5%, compared with 2020-21
- Meeting the current UK recycling rate target of 55% by 2025
- Achieve a reduction in general waste of 30% compared with 2020-21
- Achieve a level of contamination less than 5% of the total recycling collected



1 Introduction

1.1 Scope of the strategy

This strategy sets out our approach to managing waste and recycling collections in a more sustainable way, with the aim of reducing the environmental impact of waste in the New Forest. This document replaces the council's 2013 waste management strategy document. The actions presented in this document will form our service priorities over the next 5 years, before review in 2027. In its creation the following has been considered:

- How we will need to change our frontline services to better manage waste in accordance with the waste hierarchy, preventing waste, reusing materials and increasing recycling
- How new services can be delivered in the most sustainable way possible
- How we will work with residents and other stakeholders to make the future service a success
- How we work closely with Hampshire partners to develop implementation plans for the collection and processing of new waste streams
- How we will ensure all elements of our new waste service comply with government legislation and meet regulatory standards

Strategic objectives and actions have been developed and the council will be working towards national targets, which, at the time of writing are to reach a 55% recycling rate by 2025. It is understood that the government will develop further targets for waste management during 2022.

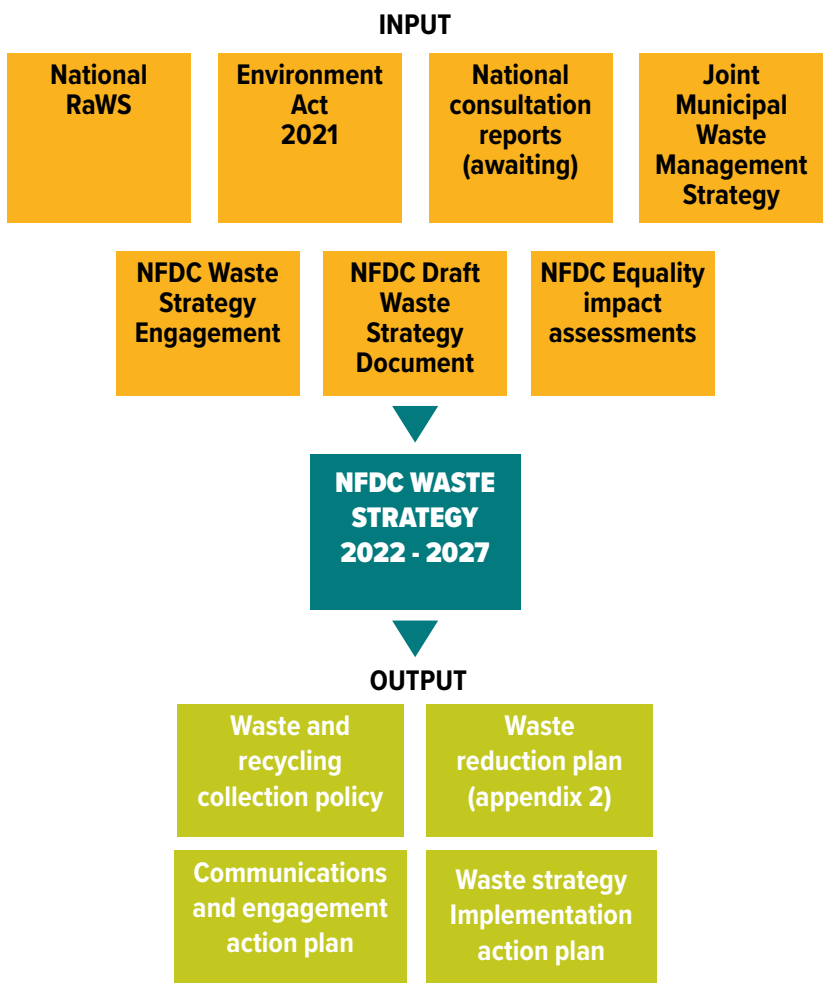
The strategy does not review arrangements for the treatment and disposal of non-recyclable waste, as the council will continue to use the infrastructure provided by Hampshire

County Council (HCC). In addition, this strategy does not review collection of business waste in great detail, a review of the service will be carried out separately in 2022/23.

1.2 Background papers and strategy documents

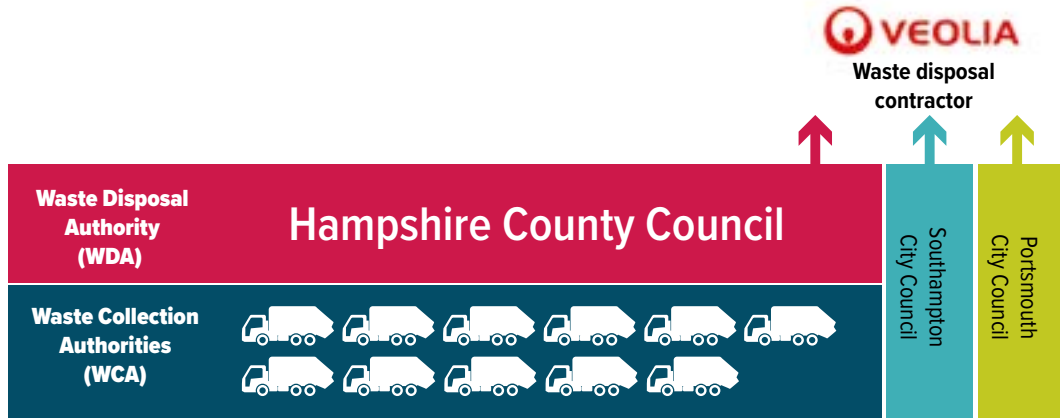
This strategy is the headline document which details what we are going to do over the next five years to manage waste and recycling in a more sustainable way. The formulation of the objectives and actions within this document, has been driven through our commitment to deliver a service in line with the waste hierarchy, reducing our waste and increasing our recycling rate.

To ensure we make the best choices for the New Forest, the strategy has been supported by extensive research, engagement activities and technical studies. In addition, the implementation of the strategy will be supported by further operational action plans and policies, which will mostly be developed after the adoption of this strategy. The diagram below shows the interactions between the headline strategy document and the background papers and action plans.



1.3 How is waste managed in Hampshire?

NFDC’s obligations form part of the wider waste and recycling infrastructure across Hampshire. Project Integra (PI) is the name for Hampshire’s waste partnership. The partnership consists of:



NFDC is a Waste Collection Authority (WCA). This means we are responsible for the collection of waste in the New Forest district. There are 11 WCAs in Hampshire.

Hampshire County Council (HCC) is a Waste Disposal Authority (WDA). HCC, as the WDA, has responsibility for disposing of the waste collected by the WCAs. It also operates Household Waste Recycling Centres (HWRCs). HCC provides all the councils in Hampshire with Energy Recovery Facilities, composting facilities and Material Recovery Facilities which sort mixed recycling.

Southampton CC (SCC) and Portsmouth CC (PCC) are unitary authorities. Unitary authorities are responsible for both waste collection and waste disposal in their areas.

Veolia is the main waste disposal contractor. Veolia operates the infrastructure as well as Hampshire’s 26 HWRCs. The contract between Veolia, HCC, PCC and SCC runs until 2030.

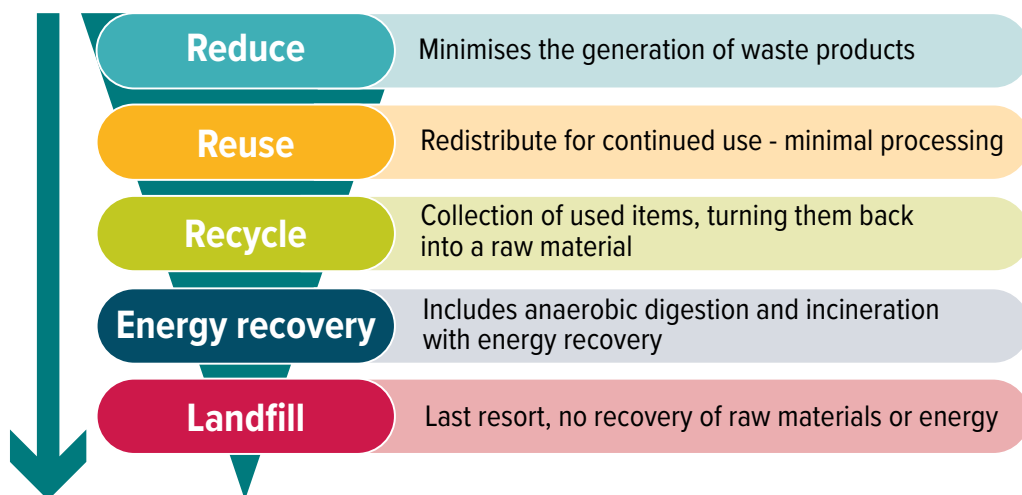
The 13 authorities with responsibility for waste collection in Hampshire share some similarities in terms of how waste is collected, but there are also some key differences. For example, New Forest is the only area in Hampshire operating a sack collection service. A move towards increased synergy in line with forthcoming legislation should increase performance levels across Hampshire. A Project Integra service comparison table can be seen in appendix 1.



2 Policy and strategic drivers

2.1 The waste hierarchy

This strategy is based on the principle of the waste hierarchy. The waste hierarchy is set out in Article 4 of the Waste Framework (Directive 2008/98/EC)¹, it ranks waste management options according to what is best for the environment. It stresses the importance of preventing waste being created in the first instance as the main priority, and disposal as the lowest priority. As an organisation producing or collecting waste, we have a legal obligation to manage waste as high up the hierarchy as possible. This strategy aims to raise awareness of waste management within the community to drive material up the waste hierarchy.



1 <https://www.legislation.gov.uk/eudr/2008/98/contents>

2.2 The national context

Things are changing in waste and recycling. In the future, the materials we collect and the way they are collected are likely to be heavily influenced by the latest National Resources and Waste Strategy.

“Our Waste, Our Resources: A Strategy for England²” was released in December 2018 and is the first document of its kind since 2007. The strategy sets out the key objectives for dealing with waste and suggests ways in which these objectives can be achieved. Much of the strategy has been subject to consultation, in 2019 and 2021.

Following this, The Environment Act³ reached Royal Assent in November 2021. The Act will allow the government to implement policies to deliver consistent and frequent recycling collections across England.

The Act paves the way for regulations to be developed in the future. These regulations will set out exactly how government policy will be implemented.

- The Act grants power to the Secretary of State to make regulations, including:

Extended Producer Responsibility (EPR) regulations, for packaging

- Extended producer responsibility passes the cost of dealing with packaging waste back to packaging manufacturers and retailers. It encourages them to reduce the amount of packaging they put on the market and to make packaging more recyclable. This will lead to packaging producers providing funding to councils to pay for the collection, recycling, or disposal of packaging.

Deposit return scheme regulations, for drinks containers

- A deposit return scheme will see the introduction of a small deposit added to the price of metal and plastic drinks containers. This deposit can be redeemed by the consumer if they take it to a designated return point. The measure aims to reduce litter and increase recycling of these items.

The government is also aiming to increase consistency in recycling across all households, including what materials should be collected and how they should be separated. The Act amends existing legislation to confirm that, with regards to both household waste and business waste:

- Recyclable waste must be collected separately from other waste
- “Recyclable waste” includes glass, metal, plastic, paper/card, food waste, and garden waste
- Recyclable waste streams must be collected separately from each other, unless not technically/economically practicable or if there is no environmental benefit in doing so

According to the government consultations, plastic pots, tubs and trays, plastic film, and foil will be included as materials which must be collected for recycling (beverage cartons may also be included, subject to government requirements). Change in the New Forest is essential because current services do not comply with these requirements.

The government is also developing a new waste prevention programme, which will set out priorities for actions to manage resources and waste in line with the waste hierarchy and focuses on preventing waste by reuse, repair and remanufacture of products.

We must also look to provide the safest working practices for our staff. Health and Safety Executive⁴ research recommends that in order to minimise musculoskeletal injuries, where possible wheeled bins should be used for waste and recycling instead of bags and boxes.

2.3 The regional context

Our waste and recycling collection service is a small part of the overall waste management infrastructure in Hampshire. We need to ensure the way we collect waste, the mix of materials, the frequency of collection and the way it is presented, allows us to work collaboratively with other councils across Hampshire.

Currently, all other Hampshire authorities collect general waste and recycling using wheeled bins. The sorting systems for recycling are designed to process material that is received loose (i.e., from wheeled bins) and ready to be put through mechanical sorting processes. This is currently not compatible with our collection system, whereby bags have to be split by hand on arrival at the Materials Recovery Facility.

The current Material Recovery Facilities in Hampshire are approaching the end of their life. Along with the new government measures, this is a key driver for a new, Hampshire-wide approach to dealing with waste. To this end, in October 2021, we approved a new 3-year “Joint Municipal Waste Management Strategy” (JMWMS)⁵. The new JMWMS aligns with the proposed national changes and will allow the New Forest to continue to utilise the disposal infrastructure provided by HCC. Therefore, we must move towards a twin-stream collection of recycling and a weekly food waste service



4 <https://www.hse.gov.uk/waste/msd.htm>

5 <https://democracy.newforest.gov.uk/documents/s19998/Appendix%201%20-%20JMWMS.pdf>

2.4 The local context

Declaration of a climate change and nature emergency in the New Forest

At a Cabinet meeting on 6 October 2021, the motion to declare a climate and nature emergency was discussed by councillors and the recommendation was agreed. A climate change action plan⁶ was adopted in February 2022. This action plan includes an action to develop and adopt a new waste strategy, and to ensure that the environmental impact of household waste generated in the New Forest is reduced.

NFDC Corporate Plan 2020-2024⁷

We have set out our vision for the New Forest through to 2024 via our corporate plan. The relevant Environment and Coastal Portfolio key priorities are:

- Working with others to protect and enhance our natural environment
- Reducing waste and increasing recycling

Specific actions for waste and recycling throughout include:

- Contributing towards the overall sustainability strategy, identifying local actions to address the impact of climate changes
- Cabinet approval of the Waste Strategy during 2022
- Procuring an operations ICT system to support the Waste Strategy

Success will be measured by the following achievement indicators:

- Increase in household waste sent for reuse, recycling and composting (%)

The Waste Strategy 2022 - 2027 actively supports the achievements of these priorities.



3 Our current service and performance

3.1 Geography and demographics

The local government administrative area of New Forest District Council (290 square miles) includes the New Forest National Park (206 square miles). The district is one of the most populated non-unitary authorities in England, with a population of 179,139 in 2020 according to the Hampshire County Council Small Area Population Forecasts (SAPF). Within its boundaries there are 37 active town and parish councils. Hampshire County Council are responsible for upper tier services, such as schools, highways and waste disposal.

Approximately 70% of the population of the district live outside of the National Park in a number of medium sized towns. Housing development is made more difficult by many of the environmental constraints of the area. However, over the next 5 years, the housing trajectory data suggests there will be an additional 1,591 properties built in the district.

The district contains just under 8,000 businesses, with 89% micro in size and employing fewer than 10 people.

3.2 Current waste services

We are a waste collection authority, and have various responsibilities set out in law. For example, under Section 46 of the Environmental Protection Act (1990), we must arrange for the collection of household waste, and can require residents to place the waste for collection in receptacles of a kind and number specified. The Act provides us with flexibility to design collection schemes which are best suited for our community and their needs.

Kerbside collections

We provide a weekly collection of general waste in black sacks, and dry mixed recycling (DMR) collected in clear sacks on the same day. The clear sack service is used for paper, cardboard, tins, cans, aerosols and plastic bottles. Glass is collected separately every 4 weeks in a black box. All other non-recyclable waste is added to the black sack.

There is currently no limit on the quantity of sacks that residents can put out for collection. We deliver around 10 million single-use plastic sacks to residents every year. All sacks have to be manually picked from the floor by council staff on collection day. These sacks can split, and can be subject to bird or livestock attacks.

Garden waste is also collected from the kerbside on a fortnightly basis via a reusable sack. This is a subscription-only service with a customer base of around 20,000 households.

The collection teams operate from three depots based in Lymington, Totton and Ringwood. Alongside the main vehicles, we also operate smaller vehicles that can access narrow roads in rural areas across the district.

Business waste collections

Business waste collections are a chargeable service. We offer a 'pay as you throw' service for small businesses which allows them to purchase general waste and recycling sacks by the roll. Businesses can also pay for a collection of dry mixed recycling and glass from a wheeled bin.

Business waste collections are made by the household waste and recycling vehicles. This increases the efficiency of the service, helps reduce vehicle emissions and ensures a competitive rate for local businesses. Business waste is not considered further as part of this strategy.

Bulky waste collection service

The bulky waste service collects a range of large items such as white goods and furniture. This is a chargeable service, however, residents in receipt of certain benefits can apply for one free collection of up to 3 items, in any one financial year (April - March).

All bulky waste is disposed of in landfill which is not only costly but is also the most inefficient form of disposal from a carbon producing perspective. It is therefore vital that we help residents find reuse opportunities for suitable unwanted bulky items, with the aim of reducing tonnage collected via the bulky waste service.

Recycling bring sites

We provide dry mixed recycling and glass banks at 18 frequently used locations around the district. The bring sites accept the same materials that we collect in the recycling sacks and glass collection boxes.

There are also additional banks for textiles and shoes at some of these sites. NFDC is currently in contract with the Salvation Army Trading company (SATCoL) under a county-wide Textile Framework Agreement, managed by Fareham Borough Council.

A carton bank was implemented as a trial at Fordingbridge car park in July 2019. The bank has been well used and well received by residents, and tonnages have steadily increased over the trial period.

These bring sites do suffer from abuse, namely illegal fly-tipping and dumping, illegal business use, and contaminated bins which can spoil any legitimately added recyclable material meaning it is wasted.

3.3 The environmental cost of dealing with waste

The process of collecting and disposing of waste and recycling has an environmental impact. We must provide containers for residents to use for their waste and recycling. We need to use large vehicles to collect and transport it, and it has to be processed or disposed of. All these elements create CO₂ emissions. However, we also avoid CO₂ emissions when we separate material out for recycling rather than sending it to landfill or incineration.

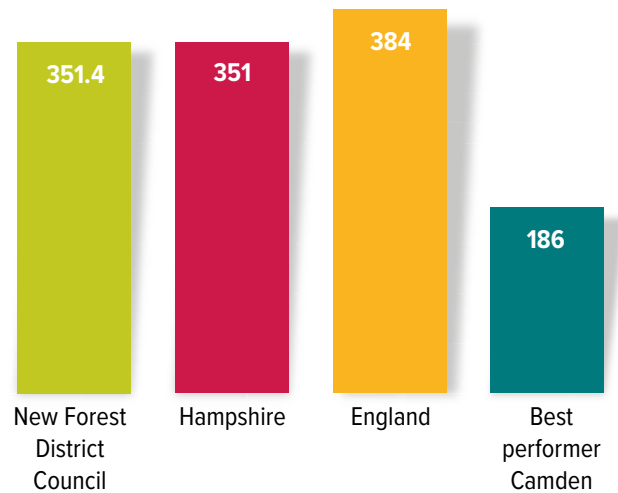
The way we collect waste and recycling, for example, the type of containers used, the frequency of collections, the vehicles we use and the way we separate materials, all have an impact on the level of recycling and the overall CO₂ emissions of our service. As part of our research, an environmental impact assessment was carried out on our current and future service. The results of this are shown in section 7.1.

3.4 How much waste is produced in the New Forest?

In the New Forest, we collected 63,000 tonnes of household waste during 2020-21. This includes waste collected from the kerbside as well as waste collected from litter picking and street sweeping. The graph below shows how the amount of waste generated in the New Forest compares with others.

NFDC performs similarly to the Hampshire average, and better than the average for England. NFDC's performance ranked 44th out of 216 English waste collection authorities in 2020-21.

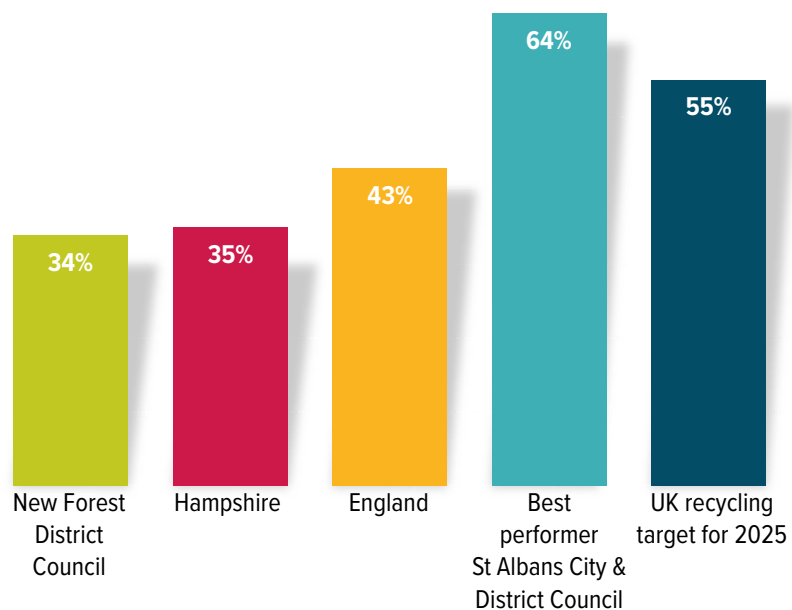
Household waste produced, in KG per person 2020 - 21



3.5 How much do we recycle in the New Forest?

The proportion of overall household waste sent for recycling or composting is known as the “recycling rate”. The graph below shows how the recycling rate for the New Forest compared with others in 2020-21.

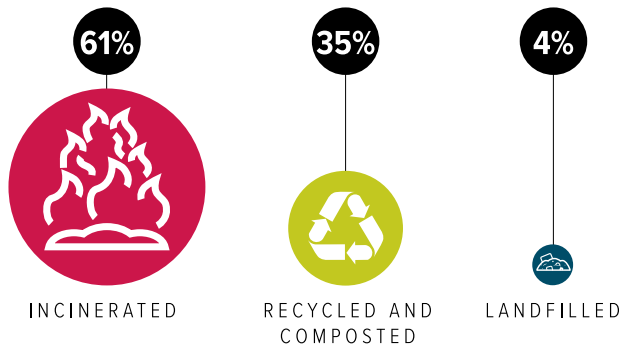
2020-21 recycling rate



The recycling rate for NFDC and across Hampshire is significantly below the average for England, and almost half that of England’s best performer, St Albans City and District Council⁸. NFDC’s rate ranked 174th out of 216 English waste collection authorities in 2020-21. There have been no significant increases in recycling levels for NFDC, Hampshire or England in the last five years.

8 St Albans City & District Council provide a weekly food waste collection, and an alternate weekly collection of general waste and recycling via wheeled bin, with a paper and card separated in a box. Garden waste is a fortnightly subscription service via wheeled bin. Additional materials such as batteries and some small electricals are also collected.

As the waste disposal authority, Hampshire County Council have responsibility for disposal of the waste we collect in the New Forest. The graph below shows the destination of household waste collected across Hampshire, including Southampton and Portsmouth:

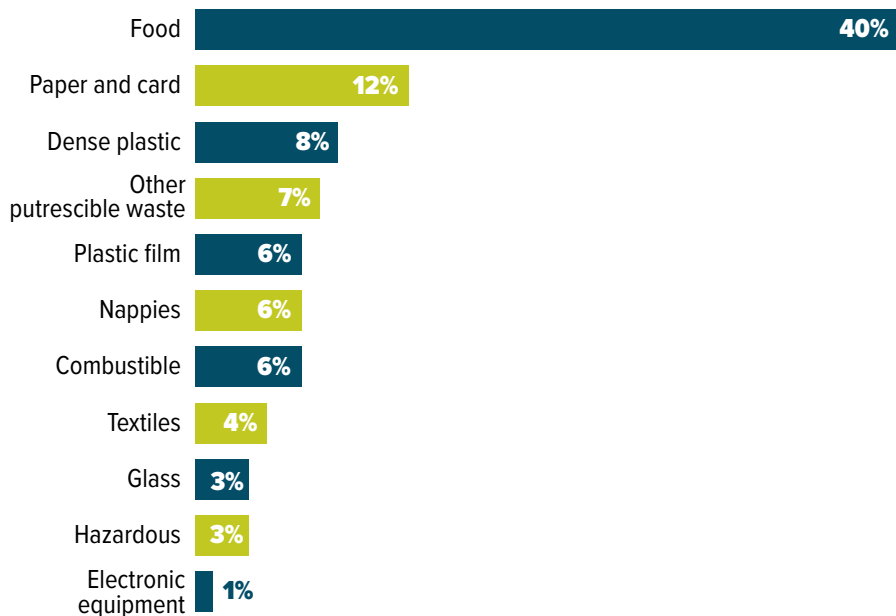


The largest proportion of our waste is incinerated to generate electricity. Only 4% is sent to landfill.

3.6 What's in our waste?

In 2018, a comprehensive analysis of NFDC's kerbside waste and recycling was carried out. The composition, by weight, of black bag waste is shown below.

General waste composition

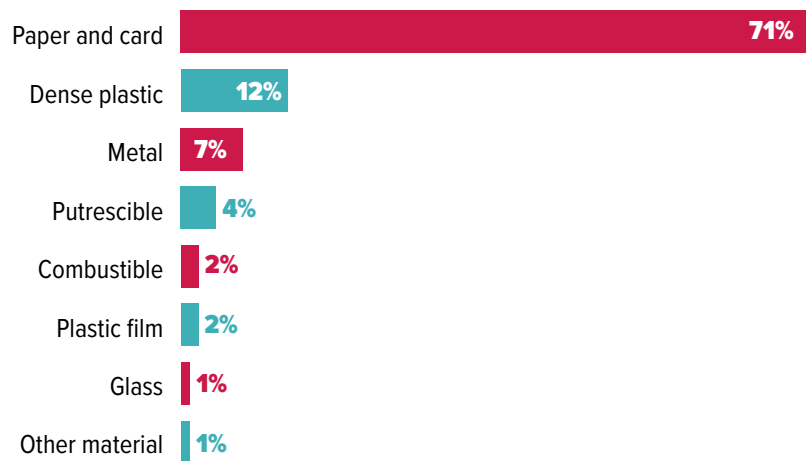


Nearly half (47.0%) of black bag waste was made up of putrescible (organic/ degradable) waste. Of this putrescible waste, almost 40% was food waste.

The next largest category is paper and card, overall, 19% of general waste could have been recycled at the kerbside or bring sites, rather than being placed into black sacks.

The composition, by weight, of clear sack waste (i.e., dry mixed recycling) is shown below.

Recycling composition



Paper and card made up the largest proportion (71.0%). Overall, 16.7% of material found in clear sacks is classed as contamination that cannot currently be recycled via that collection method. This material has to be separated at the sorting facility and then disposed of.

3.7 The financial cost of dealing with waste

In 2020-21, the net cost of providing waste collection services was around £53 per household per year. Cost comparisons with other areas are difficult because of differences in how costs are calculated from one council to another. An exercise conducted in 2016-17 in partnership with other Hampshire councils, estimated that the cost of waste collection for NFDC was 25% more than the average cost across Hampshire. This is primarily due to the weekly sack collection service (compared to the fortnightly wheeled bin service in operation in most other areas).



4 Resident engagement

Many changes considered in this strategy document are driven by legislation and the need to manage our waste more sustainably. However, successfully implementing a more sustainable service will only be possible if everyone within the New Forest community is fully informed and able to play an active role.

In the development of this strategy, we have sought the views of a full range of stakeholders, including residents, elected members, town and parish councils, business owners, partner/local organisations, landowners and our own waste and transport staff.

Two main pieces of work have been carried out. In January 2020, we wanted to understand residents' current recycling behaviours, motivators to recycle, and their views on the service. An inclusive and representative, door-to-door and online survey was carried out with almost 4,000 residents.

This initial survey helped us assess residents' general appetite for recycling, and their understanding of NFDC's recycling services. It gave an insight into how we might better communicate with residents in the future; and it helped us understand what barriers may exist when statutory changes are implemented.

After the release of the council's Draft Waste Strategy document, a formal period of engagement was open from 12 November to 20 December 2020. This provided residents and other stakeholders with the opportunity to learn more about the Draft Waste Strategy, and to submit their views and comments using an online survey or paper survey form. Written letters and emails were also accepted.

The Draft Waste Strategy proposed a new collection system for the New Forest that included:

- A weekly food waste collection service via a caddy
- An alternate weekly collection of general waste and recycling, meaning that general waste is collected one week, and recycling the next week
- A twin-stream collection of dry recyclable materials using a wheeled bin and a reusable bag
- Introduction of a wheeled bin for general waste
- The option of a wheeled bin for garden waste

An external analysis of 3,863 survey responses was carried out which included over 8,000 free text box entries. We have fully considered all comments received and the results from the engagement survey. Further technical studies have been carried out and additional policies have been added to this document to address resident concerns.

Summary findings and mitigating actions

Residents of the New Forest have a strong willingness to recycle more and reduce waste, as indicated by most respondents being in favour of the introduction of a food waste collection service and changes to recycling collections. Two thirds of respondents think that it is positive that recycling will be improving. Furthermore, our 2020 door-to-door survey found that 99% of respondents recycle using our clear sacks and 75% would like to be able to recycle a wider range of materials.

Half of the respondents to the survey support the introduction of wheeled bins to contain general waste and mixed recycling. Amongst respondents saying they would be affected by changes to the garden waste service, 41% stated a preference for a wheeled bin for garden waste while 59% would prefer a bag. Those in favour felt that bins were a good way of preventing litter associated with split bags. The biggest concern expressed by residents is the issue of storage space for the bins. This concern was echoed by town and parish councils, and it appears that a potential lack of storage heightens apprehension about the overall visual impact of wheeled bins. Residents and councillors felt that problems associated with storage and handling of bins may mean that bins are permanently left at the front of properties, or on the street.

Looking at data from Waste and Resources Action Programme⁹ (WRAP) we know that most authorities using wheeled bins operate a split service to deal with storage issues. This means that the majority of households use the “core” wheeled bin service, with a relatively low percentage of properties using an alternative service where bins are not suitable. We will develop a clear collection policy, which will set out the criteria to be used when deciding if a particular area or individual household is or isn’t suitable for the core service. Surveys will be carried out to

identify these areas in detail. Consideration will be given to (for example):

- Households with no or limited external storage for containers (for example, some terraced housing)
- Households which currently use communal waste/recycling facilities (for example flats or houses in multiple occupation)
- Households in areas only accessible by specialist vehicles due to difficult access (for example some very rural areas)

We currently provide an assisted collection service for residents who have a disability, illness, mobility issue, or injury, that prevents them from taking their waste to the edge of their property. For these residents, our operatives collect waste and recycling from inside the property boundary as requested by the householder. There was concern highlighted in our survey for elderly and disabled residents with regards to the handling of wheeled bins. We recognise this concern and are committed to ensuring that all residents that need an assisted collection service are aware of the service available.

For over a quarter of our residents, changes to the frequency of general waste and recycling collection would work well, however concerns were raised about the storage of waste and provision of containers. Looking at best practice and examining tonnage data shows that restricting general waste capacity using wheeled bins and alternating waste collections with recycling collections is the most effective way of encouraging residents to recycle more and waste less. We know from our surveys that many residents have a strong willingness to recycle more, however the environmental/carbon reduction benefit of moving to an alternate weekly collection to reduce overall household waste was less frequently cited by residents. This shows that we need to communicate this benefit better. Communications and education with regards to waste prevention and maximising use of all recycling services, will therefore be a key focus of the strategy.

See section 8 of this document for information on future waste collection policies.



5 Our vision for more sustainable waste management

5.1 Why is sustainable waste management important?

This strategy recognises the impact that waste management can have on the environment. Dealing with waste uses energy to collect and transport it, using fossil fuels which when burned release greenhouse gases (including methane and carbon dioxide), contributing to climate change.

The strategy also considers the wider environmental impact of items that we use in our daily lives and recognises that the impact on the environment does not begin when things are thrown away. The extraction of raw materials from the earth, material processing, manufacturing and transport are all stages in the process that use energy and emit greenhouse gases. Recycling uses fewer natural resources from the earth and less energy to produce the same new product. Recycling and composting reduce the greenhouse gas emissions associated with landfill and incineration.

This strategy is underpinned by the principles of the waste hierarchy that prioritise not producing waste in the first place, then reusing it followed by recycling and composting.

5.2 A case for change

The policy drivers and research carried out in preparation for this strategy has demonstrated the need for change in frontline service delivery. This is summarised below:

- We have pledged to increase recycling rates and reduce carbon footprint as detailed in the 2020-2024 Corporate Plan
- We have a legal obligation to apply the waste hierarchy by reducing, reusing and recycling as much of the waste we collect as possible
- We need a service that will comply with central government's future direction regarding consistency of collections
- The current service does not encourage waste minimisation because it offers unlimited collections of general waste
- We need to offer a wider range of recycling services to meet resident expectations as highlighted in the customer engagement exercise
- We have committed to work with our Hampshire partners to ensure that the future collection service is compatible with future waste and recycling transfer and processing arrangements
- We need to improve the cleanliness of the district's streets, by minimising waste from split bags and the associated litter
- We need to reduce the quantity of single-use sacks distributed per year, currently numbering 10 million
- We need to ensure that council staff are protected from the risks associated with waste and recycling collections, and meet regulatory standards
- We need a collection system that allows us to provide feedback directly to residents when services are used incorrectly, for example where the wrong items are placed into recycling containers. This will enable us to educate and help bring about behaviour change. This will improve performance, by reducing waste and improving recycling

5.3 Our aims and objectives

Our aim

We aim to provide the New Forest with a cost and carbon efficient recycling and waste service, that maximises the recovery and recycling of valuable natural resources and meets the needs and expectations of our residents. We will ensure that this service is compliant with forthcoming national legislation and compatible with any new working arrangements with our Hampshire partners.

Objectives



Objective 1

Minimise carbon impact of waste/recycling service

We are committed to taking all possible measures to help tackle climate change. We can do this by considering the carbon impact of each element of our waste collection service.



Objective 2

Increase quality and quantity of recycling

Our recycling rate is currently low when compared to other authorities, ranking 174th out of 216 waste collection authorities in England. Future recycling rate targets set by the government will not be met without service changes. Contamination (non-recyclable items) within the recycling is also increasing, and the council need to be able to provide feedback directly to residents to educate and help bring about behaviour change.



Objective 3

Reduce levels of overall household waste

Waste reduction remains top of the waste hierarchy; therefore, we must implement all possible actions proven to reduce levels of waste.



Objective 4

Legislative and regulatory compliance

As a waste collection authority, the council is required to comply with any legislation that central government pass in relation to waste collection services. Failing to meet requirements on current and new legislation or meet health and safety standards for staff may result in penalties upon the council.



6 Achieving our vision for more sustainable waste management

As a society we have become used to being able to buy new household goods, clothes, food and furniture quickly and easily. It is relatively easy for us to throw things away and purchase new ones whenever we choose to. Each time we buy something new and throw something away, there is an environmental impact.

It is vital that householders have the correct information and knowledge to enable them to make the behavioural changes necessary to reduce the environmental impact of waste in the New Forest. And it is vital that we offer a service which enables householders to do the right thing.





There is still a large proportion of our general waste that could be recycled or composted. Our current waste collection service offers unlimited sack collections for general waste. This system does not encourage residents to reduce general waste or encourage the correct use of our recycling services. Our performance levels have remained unchanged for five years, it is clear that more radical action is needed to close the gap between the New Forest and England's top performing authorities¹⁰.










The implementation of a new collection system that collects a wider range of materials and encourages minimisation, is a key first step in the execution of this waste strategy. But success will only be possible with additional engagement and communication actions to reach the resident participation levels needed to achieve our targets.







The following tables will explain the actions we will initiate to meet the strategy objectives. These actions are focused on the upper tier of the waste hierarchy namely waste prevention, reuse and recycling. They are listed in priority order, again following importance as identified by the waste hierarchy, but additionally towards streams where the most waste is produced and where our actions will have the greatest impact.

6.1 Our waste strategy actions







Priority 1 - Waste prevention actions

Action No.	Waste prevention actions	Description	Objectives met
1	Restricting household general waste capacity	<p>The introduction of wheeled bins* for general waste will encourage waste minimisation practices, more recycling and composting (this is in contrast to our existing service which provides an unlimited service). This is the primary action set to encourage behaviour change and ensure that only non-recyclable materials are added to general waste in the New Forest.</p> <p>This action is also vital to improve health and safety for our operatives, who are at considerable risk when collecting sacks.</p> <p><i>*An alternative service will be provided for properties not suitable for a wheeled bin. More detail can be seen in section 8 of this document</i></p>	<ul style="list-style-type: none">  1 Minimise carbon impact  2 Increase recycling  3 Reduce waste  4 Legislative and regulatory compliance









Action No.	Waste prevention actions	Description	Objectives met
2	Collect general waste fortnightly	<p>Collecting general waste fortnightly will encourage waste reduction practices, and increase recycling and composting, especially of food waste. Households would receive a collection of general waste one week and then a recycling collection the following week. Alongside this action we will implement a weekly food waste collection service. Increased frequency of food waste collections will encourage the separation of this material for recycling.</p> <p>This action will also reduce the number of vehicles required to make collections of general waste, reducing emissions and saving carbon.</p>	<ul style="list-style-type: none">  1 Minimise carbon impact  2 Increase recycling  3 Reduce waste
3	Introduce an effective side waste policy	Household general waste capacity will be defined by the capacity of the bin provided. Therefore, a clear policy not to collect additional waste left beside the wheeled bin will be introduced. This will support action 1 and 2, and further encourage waste prevention behaviours throughout our community.	<ul style="list-style-type: none">  1 Minimise carbon impact  2 Increase recycling  3 Reduce waste
4	Promote home composting	Composting any appropriate food and garden waste at home is the most carbon efficient way of dealing with this type of waste, as it never enters the waste management system and therefore does not become 'waste'. We will work with residents to increase awareness of the benefits of home composting, sharing the skills and the tools needed to compost successfully. We will increase communication campaigns, outreach activities, and continue to work with Hampshire County Council to offer reduced price compost bins.	<ul style="list-style-type: none">  1 Minimise carbon impact  3 Reduce waste  4 Legislative and regulatory compliance





Action No.	Waste prevention actions	Description	Objectives met
5	Promote food waste reduction campaign	In 2018, a comprehensive waste composition analysis found that almost 40% of New Forest residents' general waste was food waste. It is important that the environmental impact of this wasted food is considered from cradle to grave. Only buying what we need, planning meals and storing food correctly can help minimise wasted food. We will increase our communication campaigns and outreach activities to help reduce the environmental impact of waste food in the New Forest.	<ul style="list-style-type: none">  1 Minimise carbon impact  3 Reduce waste  4 Legislative and regulatory compliance
6	Implement a waste reduction plan (see appendix 2)	These actions will form part of a broader waste reduction plan. These actions will help reduce food waste, garden waste, textiles, bulky waste, nappy waste, batteries and small electricals. The plan will closely follow the priorities of the Waste Strategy and will set actions, measurement and targets (where appropriate) for each waste stream.	<ul style="list-style-type: none">  1 Minimise carbon impact  3 Reduce waste  4 Legislative and regulatory compliance







Priority 2 - Reuse actions

Action No.	Reuse actions	Description	Objectives met
7	Increase reuse and repair of bulky waste	<p>The disposal options available to us for bulky waste are limited, much of the material is unsuitable for energy recovery and therefore if it cannot be reused. It will be sent to landfill, which increases the environmental impact of this waste.</p> <p>We will work to increase the reuse opportunities for bulky items and raise awareness of the environmental impact of disposal. We will work with charities and Hampshire County Council to encourage donation over disposal and promote repair schemes/initiatives within the New Forest.</p>	<p> 1 Minimise carbon impact</p> <p> 3 Reduce waste</p> <p> 4 Legislative and regulatory compliance</p>
8	Increase textiles reuse	<p>We will continue to provide textiles banks across the district via the County Framework Agreement and work to expand the provision of banks by assessing new sites to increase reuse and recycling opportunities for textiles. We will review our position within the County Framework Agreement to ensure that the best provision for textile reuse is available in the New Forest.</p>	<p> 1 Minimise carbon impact</p> <p> 3 Reduce waste</p> <p> 4 Legislative and regulatory compliance</p>

Priority 3 - recycling actions

Action No.	Recycling actions	Description	Objectives met
9	Introduce a separate weekly food waste collection	Whilst we will work to reduce overall food wasted through waste prevention activities and the promotion of home composting, there is also a recognition that some food waste is unavoidable and not all residents have the space and ability to compost at home. The Environment Act 2021 states that all councils should operate a separate weekly food waste collection. We will therefore implement this service. All food waste will be processed at an anaerobic digestion facility. This process produces electricity, and it also produces fertiliser that can be used on farmland.	<ul style="list-style-type: none">  1 Minimise carbon impact  2 Increase recycling  3 Reduce waste  4 Legislative and regulatory
10	Increase the range of dry materials that we collect from the kerbside	<p>It is recognised that in Hampshire there are still some materials that are not recyclable at the kerbside. In line with government recommendations to deliver consistent recycling collections across England, we will increase the range of materials collected. This will include foil, an increased range of plastics, including pots, tubs and trays, film, flexible plastic, and possibly beverage cartons, subject to government requirements.</p> <p>We will also increase the frequency of glass collections from the current 4 weeks, to fortnightly.</p>	<ul style="list-style-type: none">  1 Minimise carbon impact  2 Increase recycling  3 Reduce waste  4 Legislative and regulatory

Action No.	Recycling actions	Description	Objectives met
11	Provide wheeled bins for mixed dry recyclable materials and a reusable sack to separate paper and cardboard	<p>Collecting more recycling is not the only priority. We must ensure that the collection process helps maintain material quality so that it can be recycled and its value maximised. The way we separate material is key to this. We will provide a wheeled bin* for the following materials:</p> <ul style="list-style-type: none"> ■ Plastic bottles, pots, tubs and trays and film ■ Metal tins and cans ■ Glass bottles and jars ■ Possible inclusions of beverage cartons, subject to government requirements <p>Residents will be able to add these materials directly into the wheeled bin which means we will be saving at least 6 million single-use plastic sacks every year.</p> <p>This action is also vital to improve health and safety for our operatives, who are at considerable risk working with sack collection service.</p> <p>To improve the quality of the paper and cardboard, it needs to be kept separate from other materials including glass and items that may have come into contact with food, such as plastic containers. It also needs to be kept dry before collection.</p> <p>We will be providing residents with a reusable sack in which they can store and present their paper and cardboard. The sack will be waterproof and weighted, which will help maintain the material quality and prevent the bag from blowing away on windy days.</p> <p>The paper and cardboard will be collected on the same day as the mixed materials in the wheeled bin. Our vehicles will have two compartments to keep these materials separate.</p> <p><i>*An alternative service will be provided for properties not suitable for a wheeled bin. More detail can be seen in section 8 of this document</i></p>	<p> 1 Minimise carbon impact</p> <p> 2 Increase recycling</p> <p> 3 Reduce waste</p> <p> 4 Legislative and regulatory</p>

Action No.	Recycling actions	Description	Objectives met
12	Review bring site provision across the district	<p>We need to carry out further work to help us tackle the following issues at our bring sites:</p> <ul style="list-style-type: none"> ■ Illegal fly-tipping and dumping ■ Illegal trade waste use of the household waste service ■ Contaminated bins which can spoil any legitimately added recyclable material meaning it is wasted <p>We will add more locations for recycling of beverage cartons, for an interim period before they are added to kerbside collections.</p> <p>We will work with our enforcement team to address these issues and review the provision of bring sites across the district.</p>	<p> 1 Minimise carbon impact</p> <p> 3 Reduce waste</p>
13	Provide wheeled bins for garden waste customers	<p>Work has been carried out to assess the best collection option for the garden waste service. Health and safety, operations, recycling tonnages and service costs were fully considered.</p> <p>To mitigate the health and safety implications for our operatives, and increase garden waste recycling tonnages, we will introduce wheeled bins* in replacement of the current reusable sack system.</p> <p>It is likely that this change will take place after the introduction of the new general waste and recycling service changes.</p> <p><i>*An alternative service will be provided for properties not suitable for a wheeled bin. More detail can be seen in section 8 of this document</i></p>	<p> 1 Minimise carbon impact</p> <p> 2 Increase recycling</p> <p> 3 Reduce waste</p> <p> 4 Legislative and regulatory</p>

6.2 Actions 2022-24

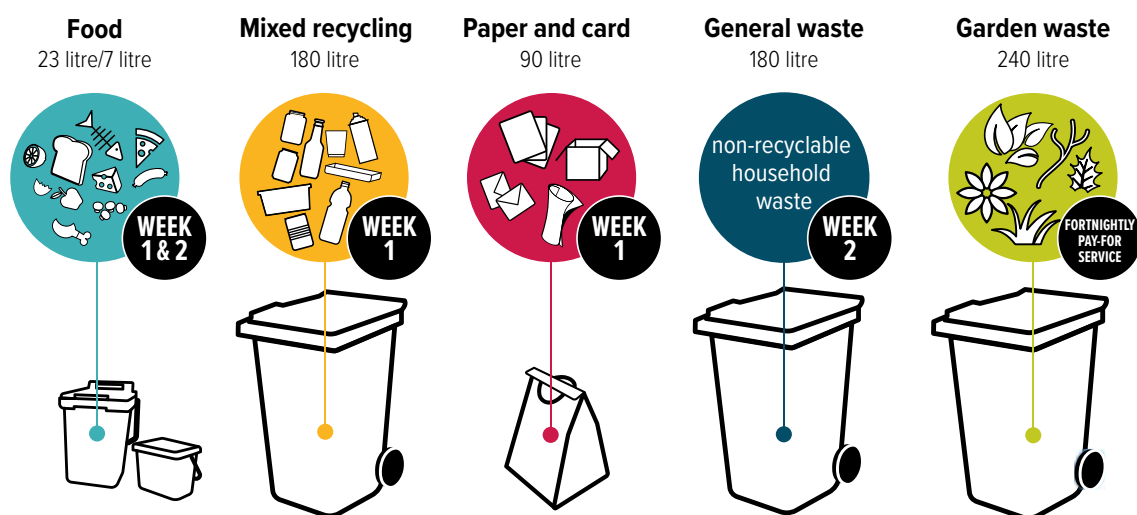
Many of the actions detailed above relate to a frontline service change which will take place from 2024 onwards. In the period 2022 to 2024 it is important to note that:

- The service change will require a significant planning and implementation phase to ensure the change can be delivered on time
- During this period, we will continue to monitor future government policies and legislation as they continue to implement the national strategy. Where necessary for compliance, actions in this strategy will need to be flexible and adaptable
- Certain actions are semi-independent for the frontline service change and will be delivered during the period 2022-2024 and beyond, such as the review of bring sites and large elements of the waste reduction plan



7 The new kerbside collection service

The actions set out in the strategy mean the way we collect waste and recycling from our residents is going to change. But what does this mean and what will the expectations be on residents? The graphic below shows what our collection service will look like. It also shows how collections would be spread across a two week collection cycle.



Our core new service will be provided to the majority of our residents. For households whom the core collection service is not suitable for, the service will be varied.

The core new service will include:

New food waste collections

Food waste will be collected weekly for recycling.

We will provide a 7 litre caddy which can be used in kitchens, and a 23 litre caddy for collections.

The collection will be for food waste only, not including any food waste packaging.

Alternate week collections

Mixed recycling, and paper and card, will be collected one week.

General waste will be collected the next.

Mixed recycling will be added to an 180 litre wheeled bin.

Mixed recycling will include:

- Plastic bottles, pots, tubs, trays, and film
- Metal tins and cans
- Glass bottles and jars

Beverage cartons may also be collected as mixed recycling, subject to government requirements.

Paper and card will be collected in a 90 litre reusable bag. The bag will be waterproof and weighted.

Items which cannot be recycled will be collected as general waste in an 180 litre wheeled bin.

Garden waste collections

We will continue to provide our fortnightly subscription service for garden waste collections.

Garden waste will be collected in a 240 litre wheeled bin.

7.1 Improved performance

In the development of our new collection service, we have worked with experts to help us understand how these changes will improve performance.

Reducing carbon

As discussed in section 3.3, both our current and proposed future services generate emissions (e.g., from collection vehicles) but there are also avoided emissions that would have been created if all waste were sent to incineration or landfill, rather than being recycled. Our research into a new service included an environmental impact assessment using a carbon modelling tool that considered the following:

Emissions created by:	Avoided emissions through:
<ul style="list-style-type: none"> ■ Collections, containers used for collections (bins/bags/boxes) ■ Transportation, vehicles for both collections and bulk transport ■ Intermediate facilities, waste transfer stations and material recovery facilities to cover the bulking and processing of recyclable materials ■ Treatment and recovery, processing facilities, for example energy from waste ■ Landfill, the impact of landfilling waste or by products 	<ul style="list-style-type: none"> ■ Recycling, the benefits gained from the recycling of materials

The assessment resulted in estimates of both the emissions and the avoided emissions associated with our current and future service.

The assessment shows that:

- The **emissions** from both the current and future service are broadly the same
- The **avoided emissions** for the proposed service are greater than they are for the current service. This is because of the increase in recycling, and reduction in incineration
- Both current and future services deliver an overall saving in CO2 emissions, but the future service is anticipated to deliver a greater saving, as shown below

Estimated carbon saved per annum (tonnes)	
Current service	Future service
1,524	2,561

Increasing recycling

Considering our current service baseline data and using a waste collection service modelling tool, we have been able to establish that when fully implemented, our new collection service will see an increased recycling rate estimated at 55%. This is in line with government targets for 2025.

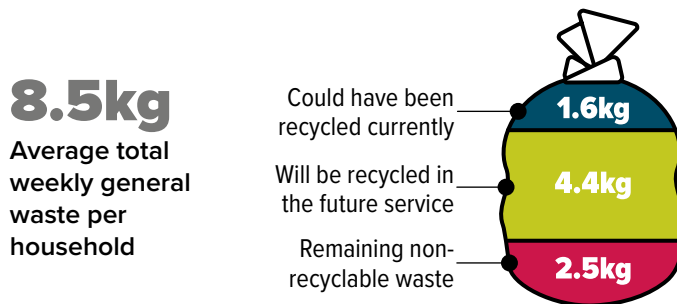
Reducing waste

Modelling work also showed that the new collection service will reduce general waste levels collected at the kerbside. In the New Forest, we collected a total of 36,000 tonnes of household waste during 2019-20. Using this as a baseline figure, we estimate general waste will reduce by 8,000 tonnes to 28,000 tonnes when the new collection system is fully implemented.

We have also looked at our 2018 waste composition analysis data to understand the potential to reduce kerbside general waste. The 2018 data showed that on average households in the New Forest set out 8.5kg of general waste per week. 1.64kg (19%) of this could already have been recycled in the New Forest, either using the kerbside collection services or the bring banks provided. If the government include all expected materials in their forthcoming consistency legislation, the new collection service will enable residents to recycle a further 4.35kg (51%) of their general waste. This includes 3.37kg of food waste and 0.98kg of additional materials such as plastics, cartons and foil packaging. This leaves on average 2.53kg (30%) of non-recyclable waste per household per week.

We realise that recovering 100% of all recyclable material will be difficult, however the new collection method will make it easier for us to restrict general waste and communicate to residents when services are used incorrectly.

The diagram below shows how the volume of general waste can be significantly reduced by recycling more, which will enable households to contain their remaining general waste in a wheeled bin for collection every 2 weeks.



Legislative and regulatory compliance

A collection service that prioritises waste prevention is compliant with our primary legislative driver, as set out in the waste hierarchy. This new collection system helps us do that by restricting general waste capacity using wheeled bins and reducing collection frequency, both measures are proven to elicit behaviour change and prevent waste.

The inclusion of a food waste collection service, a wider range of dry recyclable materials, and the separation of paper and cardboard, means our new collection service is compliant with the Environment Act 2021.

Health and Safety Executive¹¹ research recommends that in order to minimise musculoskeletal injuries, where possible wheeled bins should be used for waste and recycling instead of bags and boxes. The provision of wheeled bins for general waste, recycling and garden waste satisfies this regulatory recommendation and helps protect operatives from the risks associated with a sack collection.

11 <https://www.hse.gov.uk/waste/msd.htm>



8 A new collection policy

For a new collection service, a new collection policy will be put in place. This will refine some of our actions by defining operating procedures, alternative arrangements for certain property types, container sizes, and associated policies such as side waste, assisted collections and allowances for larger households. These will be the key principles of that waste collection policy:

Help putting out waste and recycling

We will continue to provide an assisted collection service on request for residents who have either a temporary or long-term disability, illness, mobility issue, or injury, that prevents them from taking their waste to the edge of their property. This will be available for collection services including general waste, recycling, food waste and garden waste. The operative would collect container(s) from an agreed point and return it after emptying.

Bin capacity and size

For most households, the capacity provided in the 180 litre general waste bin, 180 litre recycling bin, 90 litre reusable bag, and the food waste caddy, should be ample storage for all your household's waste and recycling. We recognise that some households may need more capacity. Therefore, larger households (5+ permanent residents) and those with a temporary need for additional waste capacity, such as two or more children in nappies, will be able to apply for larger wheeled bins. The application process will be subject to checks. A waste advisor may visit your property to ensure that recycling services are being fully utilised before extra capacity is issued.

Additional waste and recycling

The move to a containerised system will help improve the cleanliness of our streets and encourage waste prevention and recycling. Therefore, no side waste will be collected, and bins must not be overflowing. We will however introduce policies for residents that need more capacity and provide additional reusable bags for those that have more paper and card. We will relax the side waste rule when people have more waste and recycling at Christmas.

Alternatives to wheeled bins

We will try to ensure that as many households as possible have access to our “core collections service” described in section 7. However, not all property types will be suitable. An early part of our work to implement the new service will be surveying properties to assess access and storage potential for containers. Decisions on the type of container you receive will be at the council’s discretion and you will be notified prior to the roll out. Here follow some examples of how certain premise types may be assessed. This list is not exhaustive, and the details behind this will be confirmed via a formal waste collection policy as described above.

For properties which have no side or back access, or which may front directly on to the highway, e.g. some terraced housing or flats above shops, alternatives to the core collection service could include:

General waste

- Retain sack collection
- Fortnightly/weekly collection

Dry recycling

- Provide lidded boxes for the mixed materials (plastic/glass/metals)
- Reusable bag for paper and card
- Fortnightly/weekly collection

Food waste

- As with the core service

Areas only accessible by specialist vehicles where large vehicles cannot access, e.g. some rural properties, alternatives to the core collection service could include:

General waste

- Retain black sack collection
- Fortnightly

Dry recycling

- Provide lidded boxes for the mixed materials (plastic/glass/metals)

- Reusable bag for paper and card
- Fortnightly collection

Food waste

- As with core service, however caddies will have to be presented at the main highway

Households which currently use communal waste/recycling facilities, e.g., flats or houses in multiple occupation, alternatives to the core collection service could include:

General waste

- Communal bins for general waste (householder would provide own sacks)
- Weekly or fortnightly depending on capacity of the bin store

Dry recycling

- Communal bins for mixed containers (plastic/glass/metals)
- Communal bins for paper and cardboard
- Reusable bag provided to transport materials from flat to communal bins
- Weekly or fortnightly collection

Food waste

- 140 litre communal bins and internal storage caddies
- Weekly

Additional actions

- Increased and improved signage for bin store areas
- Specific communications work for flats

Properties with access to free roaming animals

For areas with free roaming animals which suffer from animal attacks on waste, we may continue to ask residents to leave some or all their waste inside their gate or cattle grid. Operatives would then access the property to collect the waste and return the container. Consideration for alternative containers will be given if our surveying identifies access or storage issues.

Contaminated recycling

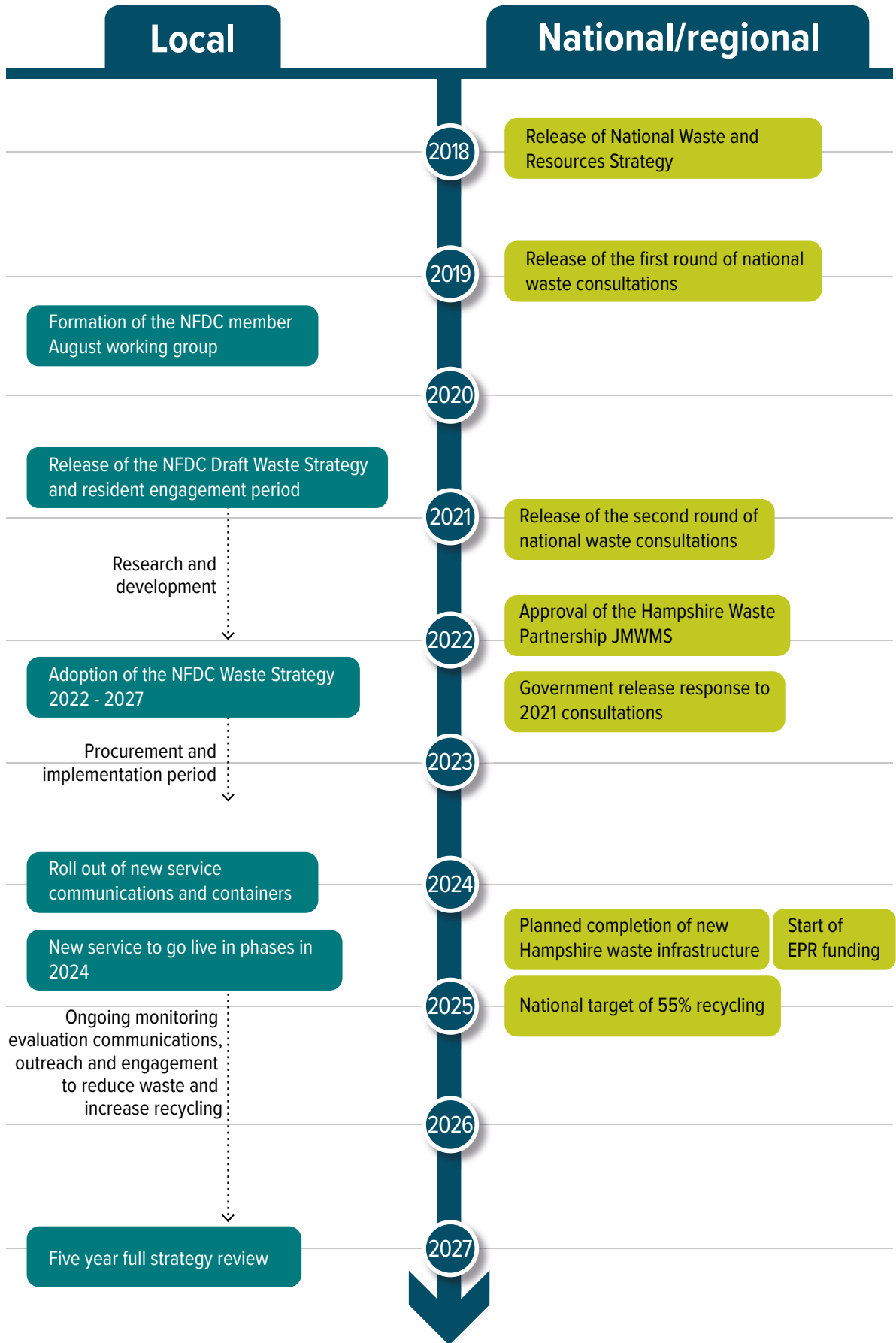
We will aim to ensure that all residents are using our recycling services to their full potential. Any recycling bins that are heavily contaminated with general waste cannot be collected, as tipping general waste into the recycling can impact the quality of the rest of the load. Operatives will leave communications on the bin to advise the resident. This could be a sticker or a label. This system of directly advising the individual residents will be a key tool to improving recycling.

Where to present your waste

We will ask householders to place containers at the edge of their property where it meets the public highway. We will review the situation where this is not practical or appropriate.

8.1 Our Delivery Timeline

The current proposed timeline for implementation of the new collection service is shown below. At the time of writing, this timeline is provisional because it is dependent upon government regulations and development of waste facilities in Hampshire.





9 Measuring our success

It is important that we are able to measure progress during the life of this strategy, to understand whether our actions are effective.

The table below shows how we will monitor progress towards the four key objectives shown in this strategy.

These measures of success may need to be amended during the life of this strategy, depending on other policy measures that may be introduced. For example, introduction of a national deposit return scheme will have significant impact upon the amount and type of waste and recycling we collect.

In addition, new government targets may be introduced and could require us to amend how we measure the waste strategy's progress.

Understanding resident satisfaction levels will be a key measure of our service success. Gathering resident feedback on our waste and recycling services will be a fundamental aim of our corporate resident insight gathering work over the next five years.

Progress towards the aims and objectives within this strategy will be reported annually in June with the first review set in June 2023. Reports to the relevant overview and scrutiny panel will be updated on our NFDC website. The overall strategy will be reviewed every five years or where a substantial change in legislation, policy or other circumstance merits a review outside that timescale.

Objective	Performance measure(s)	How will we measure this?	What will success look like?
Minimise carbon impact of the waste/ recycling service	Tonnes of CO2 equivalent	By analysing the emissions associated with collection, disposal and recycling of our waste and recycling. This analysis will be carried out after the first full year of the new collection service rollout, and every 2 years thereafter	We expect that emissions (e.g., from transport) will stay consistent, but that the saved emissions resulting from increased levels of recycling and waste reduction will improve by 1,000 tonnes, or 9%
Legislative and regulatory compliance	n/a	By understanding the full implications of new regulations and statutory guidance	A service that is compliant with all relevant legislation and statutory guidance
Reduce levels of overall household waste	KG of household waste per head of population	By monitoring the tonnages of all waste types	A reduction of 5% of household waste per head of population, compared with 2020-21
Increase quality and quantity of recycling	Percentage of household waste recycled/ composted	By monitoring the tonnages of all waste types	Meeting the current UK target of 55% by 2025.
	KG of general waste per household	By monitoring the tonnages of general waste	A reduction in general waste of 30%, compared with 2020-21
	Percentage of mixed recycling that is "contamination"	By monitoring performance information from sampling of material at the Materials Recovery Facility	A level of contamination less than 5% of the total collected

Glossary of terms

Anaerobic digestion	Anaerobic digestion is the process by which organic matter such as animal or food waste is broken down to produce biogas which can be used to create electricity and biofertilizer that can be used on farmland. This process happens in the absence of oxygen in a sealed, oxygen-free tank called an anaerobic digester.
Alternate week collection	Alternate week collections are when households receive a collection every week, but the material collected alternates between general waste one week and recyclable materials the next.
Bring site	Specific sites across the district where bins are provided for residents to bring their pre-sorted recyclable materials.
Bulky waste	Large items of household waste such as furniture or fridges, DIY waste or garden waste.
Business waste	Waste from premises used for the purposes of a trade or business or for the purpose of sport, recreation, education or entertainment. Does not include household, agricultural, or industrial waste.
Caddy (food waste)	A food waste caddy is a container for storing and presenting your weekly food waste. Typically, councils issue 2 caddies to each household an internal smaller caddy (7 litre) and a larger outdoor collection caddy (23 litre) for transferring food waste into and setting out at the kerbside.
Climate change	The term climate change is commonly used to mean global warming, but also includes natural changes in the earth's climate. Climate change refers to the build-up of greenhouse gases (produced by human activities) in the atmosphere that trap the sun's heat, causing changes in weather patterns on a global scale. Effects include changes in rainfall patterns, sea level rise, potential droughts and habitat loss.
Composting waste	An aerobic (in presence of air), biological process in which organic wastes such as garden and kitchen waste breaks down to form compost.
Contamination	When materials which can't be recycled or composted are mixed in with recyclable or compostable waste. Contamination can result in recyclable or compostable waste ending up being rejected, and recyclable materials going to waste.
Deposit return scheme	A recycling system in which consumers pay a small deposit for plastic and glass bottles, which can be refunded upon return to a collection point.







Energy Recovery Facility	An ERF is a waste treatment facility that uses non-hazardous residual waste as fuel to generate energy.
Equality impact assessment	An equality impact assessment is a tool that which enables us to consider the likely impact of our actions and service changes on different groups of people. Completion of equality impact assessments is a legal requirement under race, disability and gender equality legislation.
Extended producer responsibility	Extended producer responsibility is a government backed scheme which passes the cost responsibility of dealing with packaging waste back to packaging manufacturers and retailers. It encourages them to reduce the amount of packaging they put on the market and to make packaging recyclable.
Food waste	Food waste is food intended for consumption that is discarded along the food supply chain and can no longer be consumed.
General waste	Waste left after all the materials that can be recycled and composted have been removed.
Greenhouse gases	Gases in the atmosphere that affect the temperature of the earth. Includes carbon dioxide, nitrous oxide, methane and water vapour.
Hampshire County Council	Hampshire County Council (HCC) is responsible for a wide range of services across the whole county. Specifically, HCC is the waste disposal authority for the district, managing disposal contracts, infrastructure, and the Household Waste Recycling Centres.
Household Waste Recycling Centre	The Household Waste Recycling Centres are managed by Hampshire County Council and are available to all residents. They provide facilities for the disposal of a range of recyclable materials and waste.
JMWMS	Joint Municipal Waste Management Strategy
Landfill	A waste disposal site where waste is deposited onto or into the ground.
Material Recovery Facility	Material recovery facility (MRF) is a specialised plant that receives, separates, and prepares recyclable materials for marketing to end-user manufacturers.
Project Integra	Project Integra has 15 partner organisations that collect, manage, and dispose of Hampshire's waste.
Recycling	The reprocessing of wastes, either into the same product or a different one.
Recycling rate	The recycling rate is calculated as the proportional value (%) of waste recycled from the total waste generated.
Resident engagement	Activities undertaken with the intention of gathering feedback and insight from residents on our current services and proposed actions.

Reuse	Using materials or products again, for the same or a different purpose, without reprocessing the materials.
Twin-stream recycling	A twin stream recycling system in where residents source separate recyclable materials into 2 different containers.
Unitary authority	A type of local authority responsible for all local government duties in an area including waste collection and disposal.
Waste Collection Authority	A local authority responsible for collecting household and some other wastes in the area covered by that authority.
Waste composition analysis	A waste composition analysis is a study that provides information on the weight of materials in a given waste stream. This involves obtaining samples of these waste streams and sorting them into predefined categories which are then weighed.
Waste Disposal Authority	A local authority responsible for managing the waste collected by WCAs and for providing HWRCs.
Waste hierarchy	Sets out the order in which options for waste management should be considered based on environmental impact. Prioritising prevention, preparing for reuse, recycling and composting, other recovery and disposing only as a last resort. It is a framework that has become a cornerstone of sustainable waste management.
Waste prevention	Actions or choices that prevent the generation of waste and include measures taken before a material or product becomes waste. Waste prevention reduces the amount of waste produced and the associated impacts on the environment.
WRAP	Waste and Resources Action Programme is a charity, working with governments, businesses, and citizens around the globe. They aim to generate evidence-based solutions to protect the environment, build stronger economies and support more sustainable societies. WRAP work closely with local authorities, providing free-to-use resources and support, to help improve waste and recycling services.

Appendix 1

Project Integra service comparison by waste stream (2021)

Collection frequency and container type

Waste collection Authority	General waste	Dry mixed recycling	Glass collection	Food collection	Garden waste
Basingtoke and Deane	Weekly 	Fortnightly 	Fortnightly 		Fortnightly  
East Hampshire	Fortnightly 	Fortnightly 	4 weekly 		Fortnightly  
Eastleigh	Fortnightly 	Fortnightly 	4 weekly 	Weekly 	Fortnightly 
Fareham	Fortnightly 	Fortnightly 			Fortnightly 
Gosport	Fortnightly 	Fortnightly 			Fortnightly 
Hart	Fortnightly 	Fortnightly 			Fortnightly 
Havant	Fortnightly 	Fortnightly 			Fortnightly 
New Forest	Weekly 	Weekly 	4 weekly 		Fortnightly 
Rushmoor	Fortnightly 	Fortnightly 	Fortnightly 	Weekly 	Fortnightly 
Portsmouth	Weekly 	Fortnightly 		Weekly 	Fortnightly 
Southampton	Fortnightly 	Fortnightly 	Fortnightly 		Fortnightly  
Test Valley	Fortnightly 	Fortnightly 			Fortnightly  
Winchester	Fortnightly 	Fortnightly 	Fortnightly 		Fortnightly 

Appendix 2

Waste Reduction Plan

New Forest District Council
2022 - 2027

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1. Background

1.1 Scope of the waste reduction plan

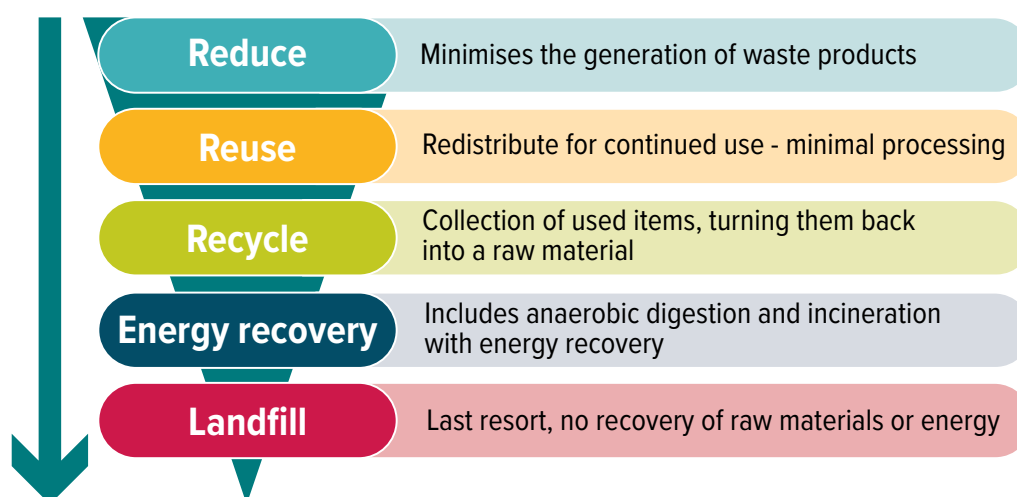
This Waste Reduction Plan sets out our intention to reduce waste across all streams. We will support residents in maximising waste prevention through education, outreach, and information sharing. This plan should be read alongside our Waste and Recycling Strategy 2022-27.

The key principles set out in this document include adherence to the revised Waste Framework Directive (2008/98/EC). This sets out the waste hierarchy which ranks waste management options according to what is best for the environment. As a member of the Project Integra partnership, we adopted a new Joint Municipal Waste Management Strategy¹ (JMWMS) in 2021. The JMWMS aims to deliver engagement, education and raise awareness of waste management within the community to drive material up the waste hierarchy.

Waste prevention is difficult to measure by traditional means, as by preventing waste in the first place, it never enters local authority systems and is therefore not weighed.

We see the implementation of a new collection system as a key step to supporting residents to reduce waste. It will encourage waste minimisation through restricting capacity as set out in our Waste Strategy 2022 – 2027. It also presents greater opportunity for us to monitor waste and recycling practices and engage with residents directly. This plan will set out how we will utilise the new collection system and create mechanisms which will ensure waste prevention, reuse and recycling messages reach the right residents.

Figure 1. The Waste Hierarchy



1 <https://democracy.newforest.gov.uk/documents/s19998/Appendix%201%20-%20JMWMS.pdf>

We are committed to working directly with residents to help them reduce their waste, but also recognise the importance and strength of working with our partners Hampshire County Council (HCC) who remain the lead authority of waste prevention activities across the district. HCC currently manage a waste prevention initiative called Smart Living. The Smart Living initiative supports residents across the county through:

- Resourcing a waste prevention team and grant support
- Resources for schools and community groups
- Waste prevention community champion scheme
- Provision of a comprehensive online resource to help residents reduce the impact of their:
 - Food waste
 - Garden waste
 - Textiles
 - Electricals
 - Plastic packaging

We will support HCC in promoting and sharing county led initiatives and campaigns to achieve a common goal.

The actions set out in this plan are key to achieving the objectives of our waste strategy, shown below

Objective 1	Minimise carbon impact of waste/recycling service
Objective 2	Legislative compliance
Objective 3	Reduce levels of overall household waste
Objective 4	Increase quality and quantity of recycling

The national context

It is important for all stakeholders to play their part in the prevention and reduction of overall waste levels. Thus, this plan sets out the achievable actions we can take as a waste collection authority. However, it is important to remember that there are many other factors that will influence waste generation, and importantly there are major legislative changes ahead which are aimed at reducing waste and increasing recycling.

Creating consistency in household recycling across the country will make recycling easier for householders and introducing a deposit return scheme will increase recycling levels of the target materials.

Extended producer responsibility for packaging and the introduction of a new plastic tax, are important actions that are aimed at encouraging businesses to use less material to package goods, but also increase the amount of recycled content used.

We recognise that we do not have the resource or the ability to be able to pressure producers to make changes of this scale. Therefore, these legislative changes are likely to be the major influencing factors in reducing waste nationally.

The government is developing a new Waste Prevention Programme for England. At the time of writing, this programme has not yet been released and the contents of this plan may be amended as a result.

1.2 Partnership working and key stakeholders

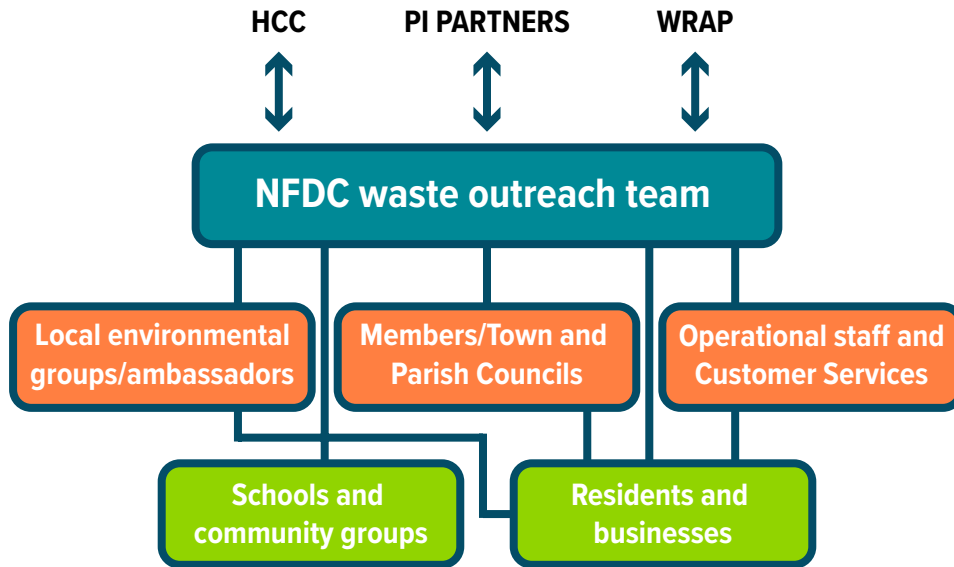
As stated in 1.1 of this document, preventing waste within the New Forest will require partnership working with HCC, the lead authority on waste prevention. Ensuring we support their key programme areas will help meet the overall county aim of reducing the cost of waste management by:

- Diverting items suitable for direct reuse
- Prolonging the life of items/products and delaying them entering the waste system through other reuse activities, i.e., refill, repair, refurbish, upcycling
- Encouraging residents to discard of waste materials through alternative means, i.e., home composting, take-back schemes
- Make prevention and reuse easy and more convenient (than disposal) by investing in start-up/growth of local household waste prevention and reuse services

We will need to ensure close working practices with both HCC and other partner authorities across Hampshire to make the most efficient use of resources and deliver greater impact. Other key stakeholders in the process include:

- Local residents
- Local businesses
- Local environmental groups/ambassadors
- NFDC operational staff
- NFDC waste outreach team
- Hampshire County Council
- PI partners
- Elected Members and Town and Parish Councils

Figure 2. Shows the key stakeholder groups and the flow of information and communications



1.3 Defining waste prevention, reuse and recycling

Waste prevention is defined in the Waste Framework Directive (2008/98/EC)² as measures taken before a substance, material or product has become waste, that reduce:

- the quantity of waste, including through the reuse of products or the extension of the life span of products
- the adverse impacts of the generated waste on the environment and human health
- the content of harmful substances in materials and products.

Reuse means “any operation by which products or components that are not waste are used again for the same purpose for which they were conceived.”

Preparing for reuse means checking, cleaning or repairing for recovery operations, by which products or components of products that have become waste are prepared so that they can be reused without any other pre-processing.

Recycling refers to the collection of used items, turning them back into a raw material. This requires a reprocessing mechanism. Although some materials can be recycled for the same purpose, such as glass bottles and jars, others are recycled into a lesser quality item, as is often the case for plastic and paper.

Encouraging better choices

Actions set out in the plan are designed to drive waste as far up the waste hierarchy as possible and encourage our residents to make more sustainable choices.

Our current waste collection service offers an unlimited sack collection for general waste. The system presents no clear way of restricting general waste capacity and therefore does not encourage residents to reduce general waste by encouraging

correct use of recycling services. The implementation of a new collection system that encourages residents to think more carefully about and minimise the waste they produce, is a key first step in the execution of this plan.

This Waste Reduction Plan sets out a priority order for actions, based on tonnages of different waste streams currently collected. By prioritising the largest waste streams, a greater impact will be realised.

2. Waste prevention drivers

According to The Waste and Resources Action Programme (**WRAP**), working to prevent waste across all streams will:

- Help meet national policy drivers, namely the national resource and waste strategy, plus the waste prevention programme for England (these are themselves driven by EU legislation)
- Reduce demands on finite natural resources and the associated environmental impacts of the extraction, harvesting and processing of those resources
- Minimise greenhouse gas emissions associated with waste collection, transportation and treatment
- Reduce the cost of collecting and disposing of waste and recycling
- Encourage social inclusion and economic development through creating jobs, volunteer schemes and training opportunities as well as improving access to reduced price goods for lower income families; and,
- Free up consumers' financial resources for potentially more economically productive endeavours. Consuming less will use fewer financial resources to purchase products that become waste.

3. Waste reduction principles

Prioritise	Waste hierarchy	Partners	Community	Best practice	Targeted	Lead by example
We will prioritise resources for waste prevention towards streams where the most waste is produced and where our actions will have the greatest impact	We will demonstrate the waste hierarchy to residents, giving clear and consistent messages about the importance of waste prevention and reuse	We will work with and support external partners on waste prevention policies and initiatives	We will seek to maximise the social benefit of waste prevention by working with the community and voluntary sector where possible and appropriate	We will spread good news and share best practice on waste prevention by sharing effective work undertaken by groups and individuals	We will target our waste prevention activities and campaigns to relevant audiences	We will lead by example by seeking to reduce waste from our own activities and those of our partners and contractors

4. Waste reduction priorities

Priority	Waste Stream	Policy
1	General waste	We will provide ongoing support and education to residents to ensure all recycling collection services are being optimised We will support Hampshire County Council (HCC) in the promotion of further campaigns to reduce general waste, targeting some of the key preventable materials
2	Food waste	We will actively engage with our residents and support HCC in the promotion of campaigns to reduce avoidable food waste We will actively engage with our residents and support HCC in the promotion of home composting for compostable food waste
3	Dry recyclable materials	We will actively engage with our residents and support HCC in the promotion of the reduce and reuse messaging ahead of recycling, in line with the waste hierarchy
4	Garden waste	Seek to increase composting of garden waste by actively engaging with our residents and working with HCC to promote the subsidised home compost bin scheme. We will also offer guidance and support
5	Bulky waste	Work closely with HCC, charities, and reuse organisations to promote the reuse, repair, and recycling of large bulky items

5. Waste reduction action plans

The tables below set out the main actions to meet policies identified for each of the 5 priority waste streams.

Measurement and targets have been added where appropriate, although it is noted that waste prevention is difficult to measure by traditional means. By preventing waste in the first place, waste prevention never enters local authority systems and is therefore not weighed. Where this is the case, the potential benefits of this activity have been listed, but not quantified.

5.1 General waste

Waste stream	General waste
Policy	<ol style="list-style-type: none"> 1) We will provide ongoing support and education to residents to ensure all recycling collection services are being optimised 2) We will support Hampshire County Council (HCC) in the promotion of further campaigns to reduce general waste, targeting some of the key preventable materials
Baseline	<p>2020-21 waste data figures for general waste - 488kgw per household per year</p> <p>The latest annual data from 2020-21 has shown an unprecedented peak in both general waste and recycling kerbside tonnages, due to the impact of COVID-19. Overall, waste levels were 10% higher in 2020/21 when compared to 2019/2020</p>
Existing policy/ activities	<p>We currently provide a weekly sack collection of general waste, with no policy in place to limit the amount of waste set out by each household. This offers no incentive for residents to reduce their waste or increase their recycling</p> <p>Residents are currently allowed to stack pile waste communally. This policy works against us targeting residents creating the most waste with waste prevention activities</p>
Aims	Reduce general waste levels

<p>Actions</p>	<p>To encourage waste prevention, reuse and recycling, the following actions will be implemented alongside the new collection system:</p> <p>Pre-service change actions</p> <ol style="list-style-type: none"> 1 Provide guidance to residents on how to dispose of waste not suitable for the kerbside collection i.e., by using HWRCs rather than the kerbside collection 2 Target waste prevention advice at householders who place out excessive quantities of waste at the kerbside, working with the environmental enforcement team where necessary 3 Provide waste prevention and recycling education and training to all operatives 4 Assign an officer to liaise directly with HCC waste prevention team to support and promote waste prevention activities to residents of the New Forest 5 Ensure New Forest residents are signposted to up to date information which prioritises prevention of these waste materials before reuse and recycling 6 To continue to provide textiles banks across the district via the County Framework Agreement. To work to expand the provision of banks by assessing new sites to increase reuse and recycling opportunities for textiles 7 To support schools by actively promoting the online learning resources provided by HCC 8 Engage with residents to create ‘real life’ local case studies that can be shared as best practice examples <p>New service actions</p> <ol style="list-style-type: none"> 1 Introduce a ‘no side waste’ policy for general waste 2 Introduce an operative-led bin labelling feedback system to help educate residents towards waste prevention and correct recycling 3 Develop and implement a system for assessing/managing requests for extra capacity supported by a waste advisor where waste prevention and recycling advice will be offered before extra capacity is provided 4 District wide implementation of new service communication plan 5 Flats project; specific communications and improved signage and bin areas
<p>Measurements</p>	<ol style="list-style-type: none"> 1 Record and monitor rejected side waste via in-cab technology/back-office system 2 Record and monitor additional capacity provided 3 Waste tonnage data 4 Materials Analysis Facility (MAF) data on waste composition

Targets	<ol style="list-style-type: none"> 1 Reduce kerbside-collected general waste by 30% by 2025 from 488 to 342 kilograms per household per year 2 Reduce the amount recyclable material found in the general waste from the baseline figure of 25% to 10% by 2025 <p>For the following, targets will be set once a baseline figure can be established post implementation:</p> <ol style="list-style-type: none"> 3 Reduction in the number households requiring additional general waste capacity 4 Reduction in contaminated bins in communal bin stores 5 Textiles bank provision and monthly tonnages
Environmental and community benefits	<ol style="list-style-type: none"> 1 Increased training for operatives leading to greater environmental awareness 2 Additional support for residents may trigger householders to undertake further waste prevention activity

5.2 Food waste

Waste stream	Food waste
Policies	<ol style="list-style-type: none"> 1 We will actively engage with our residents and support HCC in the promotion of campaigns to reduce avoidable food waste 2 We will actively engage with our residents and support HCC in the promotion of home composting for compostable food waste
Baseline	<p>A waste composition analysis carried out in 2018 showed that on average food waste accounts for 40% of general waste</p> <p>Total food waste tonnages 20/21 = 16,000 tonnes (40% of total household general waste collected)</p> <p>2020/2021 – 344 bins sold at cost, 134 bins provided via HCC subsidy Total = 478</p>
Existing policy/ activities	<p>No separate collection of food waste in the district. Household food waste is disposed of in the general waste which currently has no limit on capacity. Hence there is no incentive for residents to reduce their food waste</p>
Aims	<p>To reduce the amount of food wasted in the New Forest, and to encourage the composting or recycling of unavoidable food waste</p>

<p>Actions</p>	<ol style="list-style-type: none"> 1 Develop and implement a system for assessing/managing requests for extra food waste capacity, supported by a waste advisor where waste prevention advice will be provided before extra capacity is offered 2 Implement an ongoing communications plan with increased emphasis on food waste prevention 3 Introduce a ‘pledge’ system for households to register their participation/support of food waste initiatives 4 Engage with residents to create ‘real life’ local case studies that can be shared as best practice examples 5 Support residents and community groups by actively seeking, sharing and supporting funding opportunities that support activities other routes for ‘still edible’ surplus food such as community fridges, charity sector food distribution networks 6 Identify appropriate areas, demographic groups and outlets for the promotion of home composting and the subsidised bin scheme through both face-to-face activities such as workshops, and also digital/virtual channels. 7 To support schools by actively promoting the online learning resources provided by HCC
<p>Measurements</p>	<ol style="list-style-type: none"> 1 Monitor and record household participation in food waste caddy service through set out rates 2 Record contaminated food waste caddies via in cab technology/back-office system 3 Provide follow up advice and support to non-participating households, or contaminating households 4 Record and monitor additional capacity provided 5 Waste tonnage data 6 Materials Analysis Facility (MAF) data on composition of waste 7 Monitor and record uptake of pledges and case study engagement
<p>Targets</p>	<p>Reduce overall food wasted in the New Forest via all waste streams</p> <p>We know under the current system that food waste accounts for 40% of our general waste, giving us a baseline figure of 16,000 tonnes for 2020/2021. On implementation of a food waste collection service, it will be important to look the following:</p> <ol style="list-style-type: none"> 1 Tonnages collected via food waste collection service 2 Tonnages that remain in the general waste (the mechanism to do this is still in development, but it is expected that a new Material Analysis Facility will be built as part of the new Material Recovery Facility, which may be able to sample general waste and ascertain levels of food waste) <p>Targets will be set once possible measures are clear</p>

Environmental and community benefits	<ol style="list-style-type: none"> 1 Energy and cost saving benefits from overall reduced food waste for householders 2 Reduced emissions/CO2 savings through re-use/conversion of food waste 3 Increased training for operatives leading to improved environmental awareness 4 Additional support for residents may trigger householders to undertake further waste prevention action 5 Potential community benefits for those most in need through surplus 'still edible' food distribution/donation networks
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5.3 Dry recyclable material

Waste stream	Dry recyclable materials
Policies	We will actively engage with our residents and support HCC in the promotion of reduce and reuse messaging ahead of recycling, in line with the waste hierarchy
Existing policy/ activities	A weekly collection of DMR is provide to households via clear sacks. Currently messaging is provided to remind residents of the correct material to place in the clear sack
Aims	To demonstrate the waste hierarchy to residents, clear and consistent messages will be provided about the importance of waste prevention and reuse ahead of recycling. The aim will be to reduce overall waste levels
Actions	<ol style="list-style-type: none"> 1 Assign an officer to liaise directly with HCC waste prevention team to support and promote waste prevention activities to residents of the New Forest 2 Ensure New Forest residents are signposted to up to date information which prioritises prevention of waste materials before reuse and recycling. For example, the use of reusable items over single use options, and services enabling them to opt out of receiving junk mail 3 To support residents and community groups by actively seeking, sharing and supporting funding opportunities that support prevention and reuse
Measurements	<p>Monitor overall waste generation levels</p> <p>Face to face/online events</p>
Environmental and community benefits	Additional support for residents may trigger householders to undertake further waste prevention activity

5.4 Garden waste

Waste stream	Garden waste
Policy	Seek to increase composting of garden waste by actively engaging with our residents and working with HCC to promote the subsidised home compost bin scheme and by offering guidance and support
Baseline	2020/2021 – 344 bins sold at cost, 134 bins provided via HCC subsidy Total = 478
Existing policy/ activities	<p>We currently offer a fortnightly subscription service to collect garden waste. As of autumn 2021, we collect garden waste from roughly 20,000 households</p> <p>We currently signpost residents to other reuse organisations and charities via an online form which assesses suitable outlets for the items based on the what the item is, and its current condition</p>
Aims	To increase the number of New Forest residents successfully composting garden waste at home
Actions	<ol style="list-style-type: none"> 1 Assign an officer to liaise directly with HCC waste prevention team to support and promote the subsidised compost bin scheme to residents of the New Forest 2 To identify appropriate areas, demographic groups and outlets for the promotion of home composting and the subsidised bin scheme through both face to face activities such as workshops, and also digital/virtual channels 3 Engage with residents to create ‘real life’ local case studies that can be shared as best practice examples
Measurements	<ol style="list-style-type: none"> 1 Number of subsidised bins provided to residents 2 Total engagement at face to face/online events 3 Total engagement through digital channels 4 Annual resident feedback survey
Targets	<ol style="list-style-type: none"> 1 Carry out four home composting workshops per year either online or face to face 2 Create 3 real life case studies 3 Increase take-up of HCC compost bin scheme by 5% year on year
Environmental and community benefits	<ol style="list-style-type: none"> 1 Energy and cost saving benefits from reduced food transportation of garden waste for householders 2 Reduced emissions/CO2 savings 3 Additional support for residents may trigger householders to undertake further waste prevention action 4 Reduction in need for shop-bought compost, some of which may be peat-based

5.5 Bulky waste

Waste stream	Bulky waste
Policies	Work closely with HCC, charities and reuse organisations to promote the reuse, repair and recycling of large bulky items
Baseline	<p>Bulky waste tonnages 2019-20 – 251.35 tonnes. Note that 2019-20 tonnages are used here because of service disruption resulting from COVID-19 in 2020-21 and 2021-22</p> <p>Online bulky waste reuse form 20/21 - total number of entries = 2421 Reuse organisation indicated = 113 HWRC indicated = 238 Potentially 14% material reused or recycled</p>
Existing policy/ activities	<p>Bulky waste is a bookable and charged collection service, most of the bulky waste collected is sent to landfill as it is not suitable for incineration due to its size. Some materials such as metals from white goods are recovered</p> <p>We currently signpost residents to other reuse organisations and charities via an online form. The online form assesses viable suitable outlets for the items based on the what the item is and current state condition</p>
Aims	To decrease the amount of bulky waste collected and sent to landfill in the New Forest
Actions	<ol style="list-style-type: none"> 1 Assign an officer to liaise directly with HCC waste prevention team to support and promote the diversion of bulky waste collections to the third sector, for example, specifically assisting in the sourcing of storage solution for material 2 Assign an officer to work with HCC to promote and support repair schemes/initiatives within the New Forest 3 Continue to signpost residents to reuse organisations and charities via an online form to assess suitability and research organisations. Our aim will be to add further reuse opportunities to the form and ensure all details are up to date. We will work with our customer services team to ensure all bulky waste customers complete the form prior to booking
Measurements	<p>Bulky waste tonnages</p> <p>Online bulky waste reuse form – number of entries</p>
Targets	A 5% reduction in bulky waste tonnages year on year
Environmental and community benefits	<ol style="list-style-type: none"> 1 Additional support for residents may trigger householders to undertake further waste prevention action 2 Reduced carbon impact of waste to landfill 3 Potential community benefits for those most in need through surplus material distribution/donation networks

6 Resources

In order to progress, there will need to be a dedicated resource in place to implement and monitor the actions set out in section 6 of this document. This plan is presented as an appendix to the Waste Strategy 2022-2027. Many of the actions set out in this plan will be implemented alongside the rollout of a new collection service. New services and their implementation will require increased temporary resource to engage with residents and to maximise participation in the services. We will also promote waste prevention and minimisation, which is an essential behaviour change required when restricted waste capacity is introduced. We are committed to providing long term waste prevention and minimisation support to our residents. As such, the following outreach staff resource will be required to support operational practices:

6.1 Staffing

For a 15 month period before, during and after major frontline service change, waste advisors will be needed to support our resident engagement goals and help to implement the actions in this plan.

On a permanent basis, an additional post will be required to lead and manage many of the actions within this plan.

6.2 Budgets

The budget to support the activities in this plan will be part of an increased communications budget that will be needed to support overall service change as well as longer term improved service performance.

WRAP recommend that an annual spend of £1 per household is appropriate to maintain high levels of participation and engagement. Because of the high level of service change required in NFDC, for a 12 month period of service change, this would be increased to £2 per household. These costs are included within overall forecasts of cost for the future service.

7 Monitoring and reviewing

This plan demonstrates our commitment to supporting waste prevention activities and reducing overall waste levels created in the New Forest. Its implementation will commence on adoption of the new Waste and Recycling Strategy. This plan sets out clear high-level actions. However, time scales have largely been omitted and will be reviewed alongside an annual communications and engagement plan. The annual communications and engagement plan will include setting more detailed KPIs against our proposed waste reduction actions.

Performance and progress towards high level targets will be reported on an annual basis to the Environment and Sustainability Overview and Scrutiny Panel.

The ever-changing landscape of the waste industry will be monitored to ensure that resources are being targeted towards streams where the most waste is produced and where our actions will have the greatest impact. As government look to introduce new legislation, the way waste is created and handled from cradle to grave is set to change. This waste reduction plan must remain reactive to the challenges these legislative changes generate, and therefore will be reviewed alongside the creation of the annual communication plan.