

# Environmental Excellence Panel

## Agenda

### Date

Thursday 19 July 2018

### Members of the Environmental Excellence Panel

Mr J F Fisher  
(Chairman)

Mrs J K Copplestone  
Mr R F Grady  
Mrs J Leggett  
Mr I J Mackie  
Mr G K Nurden  
Mr D Roper  
Mr V B Tapp  
Mr J M Ward

### Time

4.00 pm

### Place

Trafford Room  
Thorpe Lodge  
1 Yarmouth Road  
Thorpe St Andrew  
Norwich

### Contact

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Broadland District Council  
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If any member wishes to clarify details relating to any matter on the agenda they are requested to contact the relevant Head of Service.

E-mail: [james.overy@broadland.gov.uk](mailto:james.overy@broadland.gov.uk)



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## **A G E N D A**

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| <b>1</b> | <b>To receive declarations of interest under Procedural Rule no 8</b>   |                |
| <b>2</b> | <b>Apologies for absence</b>  |                |
| <b>3</b> | <b><u><a href="#">Minutes of meeting held on 31 May 2018</a></u></b>  | <b>3 – 7</b>   |
| <b>4</b> | <b>Matters arising</b>  |                |
| <b>5</b> | <b><u><a href="#">Household Waste Recycling Centre – Changes to Charging</a></u></b><br><br>To receive a report from the Environmental Protection Manager reviewing the possible impact on householder behaviour following the introduction of charges at household waste recycling centres for DIY waste | <b>8 – 11</b>  |
| <b>6</b> | <b><u><a href="#">Warm Homes Fund – Update</a></u></b><br><br>To receive a report from the Private Sector Housing Manager providing an update on the Warm Homes Fund  | <b>12 – 15</b> |
| <b>7</b> | <b><u><a href="#">Solar Together Norfolk 2018</a></u></b><br><br>To receive a report from the Private Sector Housing Manager on a new project for a group-buying scheme enabling residents to purchase solar panels   | <b>16 – 18</b> |
| <b>8</b> | <b>Date of Next Meeting</b><br><br><b>13 September 2018</b>   |                |

P C Kirby  
Chief Executive

Minutes of a meeting of the **Environmental Excellence Panel** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Thursday 31 May 2018** at **4.00 pm** when there were present:

Mr J F Fisher – Chairman

Mr R F Grady  
Mrs J Leggett

Mr I J Mackie  
Mr G K Nurden

Mr J M Ward

Also in attendance were the Environmental Protection Manager (Special Projects) Environmental Protection Manager, Norfolk Waste Partnership Communications Officer and the Committee Officer (JO).

### **1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mrs Copplestone, Mrs Rix and Mr Tapp.

### **2 MINUTES**

The Minutes of the meeting held on 22 March 2018 were confirmed as a correct record and signed by the Chairman.

### **3 NORFOLK WASTE PARTNERSHIP COMMUNICATIONS OFFICER – INTRODUCTION OF NEW RECRUIT**

The Panel was introduced to the new Norfolk Waste Communications Officer, Catherine Morris-Gretton, who would be taking up her post at the end of July. Catherine confirmed that she was looking forward to taking on this exciting new role.

The Chairman welcomed Catherine and noted that it would be far more effective to have a dedicated Communications Officer for the Waste Partnership. Her first project would be to work on the forthcoming Textiles Campaign.

### **4 NORFOLK WASTE PARTNERSHIP – PLASTICS CAMPAIGN UPDATE**

The Norfolk Waste Partnership was collaborating with the national plastics recycling charity RECOUP (who had secured funding from M&S) to explain to residents what types of plastic could or could not be recycled in Norfolk.

The two specific target audiences for the campaign were:

- 16-34-year olds who might not recycle at all
- 55+ recyclers, who did recycle, but not always correctly and therefore could increase contamination

The campaign would be in two parts: part one was a Norfolk Fashion Design Challenge Competition, targeted at the 16 to 34 year group to raise awareness that rigid plastic containers could be recycled into polyester fabric. The competition would culminate with ten selected finalists making a garment for a fashion show at the Forum on 9 June 2018. The strapline for this part of the campaign was "Putting Recycled Plastic on the Catwalk!"

Part two of the campaign was a Plastics Roadshow that would run from 9 June to 6 July across Norfolk. The roadshow would include a giant plastic container sculpture, information banners, pavement flags, examples of those plastics that could and could not be recycled, as well as products made from recycled plastic. Leaflets and informative plastic fridge magnets would also be available.

The strapline for part two of the campaign was 'Plastic Recycling – Cutting the Confusion'.

A key message of the campaign would be that items placed in recycling bins must be 'Clean, Dry and Loose'.

The impact of the campaign would be evaluated and measured through a number of key indicators including:

- Quantity and quality of plastic packaging going in recycling bins
- Comparison of MRF incoming audit samples compared to previous year
- Awareness of brand – online activity and face-to-face contact
- Interest / engagement with 16 to 34 year olds from the fashion design challenge competition
- Media interest, positive, neutral or negative
- Community support gained/lost
- Cost of delivering campaign, versus benefits of improved recycle

- Cost per household in relation to tonnage capture

The Chairman encouraged Members to attend the events, if possible.

The campaign would initially be publicised in *Broadland News* and might be followed up by leafleting all households in the district

### **5 BROADLAND'S CONTAMINATION WORK**

The Council was to repeat the initiative to address recycling contamination that it carried out last year by recruiting six students to inspect recycling bins in areas where contamination was high.

The inspections would be held over the summer. Refuse collection crews would provide feedback to identify the areas to be targeted. It was anticipated that approximately 3,500 bins could be inspected per week.

The project would be publicised in *Broadland News* and Ward Members in the targeted areas would be contacted before the inspections commenced. If timescales allowed, the areas in question would also be leafleted ahead of the inspections.

The Chairman also advised the meeting that food waste collection was about to be rolled out to an additional 3,000 households in the district.

### **6 FEEDBACK FOLLOWING VISIT TO FOOD WASTE DISPOSAL FACILITY BIOGEN**

Three Members had accompanied officers on a visit to the BIOGEN facility near Baldock in Hertfordshire in April. The plant took in 55,000 tons of waste each year, including all types of plastic bags and processed it into methane gas and liquid farm fertiliser. The methane gas was then used to run two gas turbines producing enough electricity to power 5,500 nearby homes. The liquid fertiliser was sold to farms within a five-mile radius. Broadland's contribution was currently about 1,800 tons per year.

The process involved the bags being separated and sent to an energy from waste plant to produce electricity, so it was no longer necessary for the bags to be biodegradable. The Council was to encourage the reuse of plastic packaging for this purpose and would also be supplying cheaper polypropylene bags for residents, as it had been found that Council's that supplied bags for food waste achieved a higher collection rate than those that did not.

*The Chairman agreed that the following items be considered by the Panel as matters of urgency.*

### 7 REQUEST FOR SUPPORT FROM A RESIDENT

A letter had been received from a 13-year-old student at Broadland High School, who was seeking support for a four week trip to Tanzania to be part of an international marine conservation team clearing beaches of plastic.

In order to raise money for the trip the student was collecting waste from the Broads by kayak throughout the summer.

Members commended the student's actions and noted that supporting the student could be a good way of publicising the Council's corporate priority of Environmental Excellence.

It was **AGREED** that officers would contact the Broads Authority and the County Council regarding the disposal of the waste that had already been collected. The Council would also assist in publicising the clean-up campaign.

### 8 COURTAULD COMMITMENT

The Courtauld Commitment was a voluntary agreement aimed at improving sustainable food and drink production and reducing waste within the UK.

The Commitment was primarily aimed at the food production and grocery sector, but local authorities were also being asked to sign up to the voluntary agreement to increase recycling and promote food waste prevention.

There would be no cost to signing up to the Commitment, but it could bring benefits to the Council when seeking funding for other initiatives. The Commitment required the production of an annual report and, therefore, it was suggested that Broadland should sign up for it through the Norfolk Waste Partnership, which could then produce a single annual report for all its members.

Members were advised that the Head of Democratic Services and Monitoring Officer had confirmed that the Panel could make this decision.

### **RESOLVED**

that the Council sign up to the Courtauld Commitment through the Norfolk Waste Partnership.

It was also agreed that a Press Release would be issued that would highlight the Council's decision to sign up to the Commitment, as well as its position as the leading recycling authority in Norfolk and the roll out of food waste collection to a further 3,000 households in the District.

### **9 ANY OTHER BUSINESS**

The following future agenda items were agreed:

- Future Recycling Targets
- Impact of Fees for DIY Waste

The Panel was informed that the interim management arrangements for Housing and Environmental Services were working well. A decision about the filling the Head of Service post would be deferred until the outcome of the Feasibility Study into collaboration with South Norfolk Council was known.

### **10 DATE OF NEXT MEETING**

Thursday 19 July 2018

*The meeting closed at 5.18 pm*

## HOUSEHOLD WASTE RECYCLING CENTRES – CHANGES TO CHARGING

**Portfolio Holder:** Environmental Excellence

**Wards Affected:** All

### 1 INTRODUCTION

- 1.1 In April 2018 Norfolk County Council introduced charges for householders wishing to dispose of DIY waste at Household Waste Recycling Centres (HWRCs). Prior to this there was a limit as to how much DIY waste could be disposed of per week of 80 litres. This restriction has been lifted and replaced with the new charging scheme. It should be noted that all other waste types remain unaffected and continue to be free to dispose of at the HWRCs.

### 2 IMPACT

- 2.1 The new charges have been met with concern around any possible impact these changes may have on householder behaviour, suggesting it could lead to an increase in fly tipping and also the amount of DIY waste being placed in residual waste bins instead.
- 2.2 The DIY waste affected is as follows (all prices are for one 80 litre sack):
- Rubble and timber: £3
  - Flat glass: £5
  - Plasterboard: £9
  - General Waste (including roofing felt, plastic guttering, fibreglass insulation, baths and soil): £5
  - Tyres: £4 per tyre
- 2.3 Since April 2018 the Environmental Protection Team has been closely monitoring data around fly tipping incidents and also tonnage reported from Veolia, to watch for any notable trends.

The following table shows fly tip numbers over the last 18 months, comparing years side by side up to June 2018:



## Environmental Excellence Panel

	2017	2018	% difference
January	39	46	+15%
February	38	31	-18%
March	43	47	+8%
<b>April</b>	<b>43</b>	<b>51</b>	<b>+15%</b>
May	32	27	-15%
June	23	42	+45%
July	43	X	X
August	43	X	X
September	44	X	X
October	38	X	X
November	44	X	X
December	23	X	X

- 2.4 As indicated above, for April an increase in fly tipping of 15% can be seen. Whether this can be attributed to the introduction of fees is unclear. The largest percentage increase in fly tipping numbers appears in June when compared with last year, of nearly 50%. It should be noted however that the 2017 figure for June seems unusually low and therefore the percentage could be represented inaccurately.
- 2.5 More detailed analysis of the fly tips collected broken down in to waste types below shows a marked increase in “Other Household” for April; this however would not include DIY waste and relates to general household waste which remains free to dispose of at HWRCs.

	Nov 2017	Dec	Jan 2018	Feb	Mar	Apr	May	June
<b>W01 - Animal Carcase</b>	0	0	0	0	0	0	0	2
<b>W02 - Green/Garden Waste</b>	1	2	3	2	2	3	2	5
<b>W03 - Vehicle Parts</b>	2	0	1	0	1	4	0	1
<b>W04 - White Goods</b>	0	0	5	1	1	3	2	4
<b>W05 - Other Electrical</b>	0	0	1	1	1	1	1	0
<b>W06 - Tyres</b>	7	4	6	2	6	5	2	3
<b>W07 - Asbestos</b>	1	1	0	2	6	0	0	0
<b>W08 - Clinical</b>	0	0	0	0	0	0	0	0
<b>W09 - Construction/Demolition</b>	9	1	2	4	8	3	3	7

## Environmental Excellence Panel

	Nov 2017	Dec	Jan 2018	Feb	Mar	Apr	May	June
<b>W10 - Black Bags- Commercial</b>	0	0	1	0	1	2	2	1
<b>W11 - Black Bags- Household</b>	1	2	4	2	6	7	6	5
<b>W12 - Chem Drums, Oil or Fuel</b>	1	0	2	0	1	0	0	1
<b>W13 - Other Household</b>	12	8	14	12	8	17	8	12
<b>W14 - Other Commercial</b>	2	2	2	1	2	1	0	0
<b>W15 - Other</b>	4	2	1	2	2	4	1	1

- 2.6 In terms of tonnages relating to residual waste collected from households, the figures for the last 18 months are as follows:

	2017	2018	% difference
January	1,957.45	2,078.16	+6%
February	1,649.54	1,577.80	-4%
March	1,897.70	1,861.77	-2%
April	1,774.17	1,897.44	+6%
May	1,858.36	1,979.74	+6%
June	1,969.17	1,909.66	-3%
July	1,761.98	XXX	
September	1,762.16	XXX	
October	1,887.52	XXX	
November	1,883.32	XXX	
December	1,676.90	XXX	

- 2.7 Comparing these tonnages and looking at the percentage increases shows that in April and May, there was a 6% increase in tonnages from residual bin lifts. This could indicate that more waste is being placed into wheelie bins by householders. However, it should be noted that in January a 6% increase was also seen when compared with 2017, suggesting that these fluctuations are normal.

## 3 CONCLUSION

- 3.1 To conclude, looking at this data certain inferences can be drawn to suggest the new charges are having an effect on householder behaviour. However, it is the opinion of the officers within the Environmental Protection Team that it is too early to say whether this is the case or not, and that no obvious increases have been witnessed on the front line.

### 4 RECOMMENDATION

- 4.1 It is **RECOMMENDED** these figures are scrutinised again once the new charges have been in place for 12 months, so that any trends can be tracked.

Tony Garland  
Environmental Protection Manager

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### Background Papers

None

For further information on this report call Tony Garland on (01603) 430542 or e-mail [tony.garland@broadland.gov.uk](mailto:tony.garland@broadland.gov.uk)

### UPDATE ON THE WARM HOMES FUND

**Portfolio Holders:** Environment Excellence  
**Wards Affected:** All

#### 1 SUMMARY

- 1.1 On 22 March 2018 the Environment Excellence Panel received a verbal report that Broadland District Council had been successful in applying for funding from the Warm Homes Fund (WHF) to support fuel-poor households in Norfolk.
- 1.2 Contracts with Affordable Warmth Solutions (AWS), who are managing the fund, have now been signed and this report updates the Environment Excellence Panel on the progress that has been made to date in delivering the fund.

#### 2 BACKGROUND

- 2.1 The Warm Homes Fund is a £150 million fund provided by National Grid and administered by AWS across England, Scotland and Wales. It is primarily designed to incentivise the installation of affordable heating solutions in fuel-poor households who do not use mains gas as their primary heating fuel.
- 2.2 The Council, as lead partner, has been awarded £3.1m of the WHF to deliver first time central heating systems and support to fuel-poor homes across Norfolk. Broadland Council will work in partnership with the seven Norfolk Councils, Public Health and community and health sectors to deliver the programme over the next two years.

The main objectives of the WHF are:

- To increase comfort in fuel-poor homes by providing households with affordable central heating systems
  - To lower household bills –households can keep warm for less by moving away from more expensive forms of room heating such as electric fires, storage heaters or coal fires
  - To support households who are suffering from ill health exacerbated by cold damp homes.
- 2.3 To help alleviate fuel poverty, the Council and its partners will offer first time central heating systems (oil, LPG and gas boilers) and insulation measures to fuel-poor homes (owner occupiers and private tenants) and as part of the agreement with AWS the following systems will be delivered:

- 150 gas boilers to private sector residents
- 250 oil/LPG boilers to private sector residents
- 118 air source pumps to social housing tenants
- 15 gas boilers to social housing tenants.

2.4 In addition to providing new central heating systems to fuel-poor homes, the following support can also be offered:

- Independent energy advice tailored to individual needs, including home visits and follow-up support
- Advise households about the best energy tariffs and help with switching to a cheaper supplier
- Provide practical advice on understanding and reducing energy bills and combatting condensation and damp
- Confidential advice on debt, benefits and health information
- Replacement or repairs for old or broken boilers
- Emergency grants.

### **3 PROGRAMME UPDATE**

- 3.1 The Programme Manager has been appointed and she is currently recruiting the team that will deliver the programme. The newly formed Warm Homes Fund Team will process all grants for new central heating systems and provide community support for the most vulnerable residents.
- 3.2 The Council will claim for the grant funding quarterly in arrears and the amount of each instalment will be contingent on the successful installation of first time heating systems and the number of interventions provided to vulnerable and fuel-poor households.
- 3.3 The amount of grant for each central heating system is capped under the fund therefore, the Council will be seeking additional Energy Company Obligation funding from its existing framework of contractors to contribute to any shortfall in the costs of the heating and insulation measures.
- 3.4 All of the local councils have agreed in principle to identify and target their vulnerable fuel-poor residents and are eager to participate in the delivery of the WHF. The Council will be seeking to enter into a Memorandum of Understanding with the local authority partners describing the respective roles of the parties in the delivery of the fund.

- 3.5 The Council's Energy Team will be focused on promoting the offer of central heating systems, support and advice to Broadland and South Norfolk residents.
- 3.6 Clarion Housing and Saffron Housing Trust are also partners to the bid and will be delivering air source heat pumps and gas boilers to their social housing tenants in Broadland and South Norfolk respectively. Both partners are contributing over £450,000 of their own funding to install central heating for Broadland and South Norfolk social housing tenants.
- 3.7 The Council is also working with agencies involved with vulnerable people, community groups, charities and non-profits that can refer fuel-poor residents to the Warm Homes Fund for new central heating systems and support including advice on saving energy and money, debt relief and claiming eligible benefits.
- 3.8 The Council will lead on the communications and marketing for the programme and a detailed communications strategy and protocol is currently being drafted by the Council's Communication Team that will be shared and agreed with the local authority partners. The local authority partners will also be promoting the offer to their own residents.
- 3.9 A press release announcing the award was issued in May and further press releases are planned for the near future promoting details of how to apply for support under the fund.

## **4 RESOURCE IMPLICATIONS**

- 4.1 The WHF Programme Manager is now in post and will be the lead officer delivering the WHF. The Council is in the process of recruiting an additional six members of staff to deliver the WHF, the budget for which is included in the funding award.
- 4.2 In-kind staff contributions, a prerequisite for the funding award, will be delivered by existing staff in the Private Sector Housing Team.

## **5 CONCLUSION**

- 5.1 The Environment Excellence Panel is asked to note the progress on the Warm Homes Fund and comments are invited.

Kevin Philcox  
Private Sector Housing Manager

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### Background Papers

None

For further information on this report call Karen Strandoo on 01603 430102 or via e-mail at [karen.strandoo@broadland.gov.uk](mailto:karen.strandoo@broadland.gov.uk)

### SOLAR TOGETHER NORFOLK

**Portfolio Holders:** Environmental Excellence and Communities & Housing  
**Wards Affected:** All

#### 1 BACKGROUND

- 1.1 In 2015, Broadland District Council supported a pilot project using collective purchasing to secure competitive pricing for those interested in installing solar photovoltaic panels. Interested residents were encouraged to sign up and a reverse auction was held in a similar style to those used for the Big Switch & Save, collective switching campaign.
- 1.2 The process was organised by iChoosr who carried out a quality assurance exercise prior to the auction to ensure that the companies who were able to submit pricing met the required standards.
- 1.3 In 2015, the Feed in Tariff (FiT) rate for installations of up to 4kW was approximately 12-13p/kWh. An additional 4.85p/kWh was payable for 50% of the energy produced through the export tariff.
- 1.4 Installation prices varied for each property based on requirements for scaffolding etc, however a typical 4kW system comprising of 16 panels cost in the region of £4,000. The typical payback based on savings in electricity usage and income from the FiTs was 7-10 years.
- 1.5 In total 613 homes across Norfolk installed solar panels as a result of the project. In Broadland, 984 homes registered of which 153 went on to complete an installation.
- 1.6 From January 2016 the FiT rate dropped dramatically to approximately 4p/kWh. As such no further auctions were planned allowing time for the industry to adapt to these changes.

#### 2 SOLAR TOGETHER NORFOLK 2018

- 2.1 Norwich City Council has completed a procurement exercise and has again selected iChoosr to organise a new auction in 2018.
- 2.2 All councils in Norfolk have been invited to participate in this year's auction. In addition it is anticipated that councils from Suffolk, Essex and Cambridgeshire are involved.



2.3 The proposed timeline is as follows:

22 August 2018	Auction
10 September 2018	Offers out
1 October 2018	Installation begins
19 October 2018	End of acceptance
End March 2019	Installations complete

2.4 As with the previous auction, iChoosr will be completing checks on potential installers to ensure they are able to deliver the quality standards expected of this scheme.

2.5 In the previous auction, iChoosr had a substantial marketing budget to run events and carry out both direct and mass marketing campaign. For this auction, participating councils are being asked to carry out their own marketing in their area. It is estimated that this will be approximately £3,000. Broadland District Council's Communications Team has agreed to fund this from the department's allocated budget.

2.6 The proposal is to use information held by the Council, for example Energy Performance Certificate data and the Stock Modelling report to identify homes which may be suitable for installations. Leaflets will be distributed to these properties including information on the scheme and Council branding.

2.7 The following Communications Plan has been drafted for the programme.

- A flyer to 5,000 residents
- Website article
- Broadland News article
- Parish newsletters
- Press releases targeting local media.

2.8 The first draft of the leaflet used for promotion:



- 2.9 All Norfolk installations will be included within the same payment schedule.

**Table 1 Payment Schedule**

Number of Installations in Norfolk		Fee per Install (£)
from	to	
0	100	25
100	200	30
200	300	35

The participating Norfolk councils will receive a referral fee of £25 per install for the first 100. For every following 100<sup>th</sup> install the fee will increase by £5 (Table 1).

### 3 CONCLUSION

- 3.1 As detailed in the report, the original take up in Broadland in the 2015 scheme was approximately 1 in 6 of those registered. The take up of the new scheme is untested and with a reduced Feed in Tariff take up may be limited. However, by participating in the scheme the Council demonstrates a positive approach to renewable technology. This is in line with the Business Plan ambition of achieving Environmental Excellence and ensures that residents are aware of a procedure that provides an opportunity for a quality product at a competitive price.

Kevin Philcox  
Private Sector Housing Manager

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### Background Papers

None

For further information on this report call Kevin Philcox on (01603) 430578 or e-mail [kevin.philcox@broadland.gov.uk](mailto:kevin.philcox@broadland.gov.uk)