

National Assembly for Wales
Environment and Sustainability Committee
RW 33
Inquiry into recycling in Wales
Response from: Caerphilly County Borough Council

RECYCLING IN WALES/RECYCLING IN CAERPHILLY

Explore Reasons for and Impacts of Variations in Local Authority Household Waste Recycling Practice in Wales

Wales has a diverse mix of Local Authorities in terms of their population, socio-economic conditions and land status. Caerphilly County Borough is a “Valleys” Authority characterised by densely populated settlements interspersed with large areas of countryside. The Authority has developed a service that meets the needs of all stakeholders and is crucially achieving the key objective of continuous increases in the amount of materials diverted from landfill.

To what Extent Local Authorities’ Recycling Practice Aligns with the Welsh Government’s Municipal Waste Sector Plan Collections Blueprint, and to Explore Barriers and Enablers to Adherence

CCBC has tried a range of systems from source segregation through to the various comingled options. CCBC is now at the stage where it operates a system that suits the needs of its locality. The present service enables the Authority to meet the statutory recycling targets and at the same time satisfies the majority of residents and other stakeholders.

Assess the Availability of Information and Guidance to Householders about why and how they should be Recycling, and to Explore Potential Barriers and Enablers to Improving Recycling Rates

Caerphilly has developed a robust and comprehensive communications campaign to ensure that all residents are provided with the information and guidance they need to participate in the range of collection services.

Explore Local Authority Reactions to the Recently Published Waste Regulations Route Map and the Potential Impacts and Implications of this on Recycling Practice Across Wales

Caerphilly has always configured its frontline collection services to tie in with the requirements of its end markets. Caerphilly continues to be alert to the dynamics of the waste industry and will endeavour to comply with the ever more stringent requirements where practical.

Gain Greater Understanding of the Relationship Between Recycling Collection Practice and Recycling Rates

CCBC acknowledges that each Welsh Local Authority has different operating conditions to suit their local demography and their proximity to local disposal routes – there is no ‘one size fits all.’ People of Caerphilly can recycle wherever they work, rest and play and the Authority has proved that its current collection methods are the most suitable for its stakeholders as evidenced by continuous increases in recycling, exceeding Welsh Government recycling targets, and continuous improvement in customer satisfaction and participation rates.

1.) Setting the Scene

In 1998 Caerphilly County Borough Council introduced recycling collection services for the public. This regime was implemented in selected pilot areas across the County Borough initially delivering to 14,000 properties. The system consisted of the use of green 55 litre boxes for the placement of separated household materials.

2.) Developing a recycling service

The collection vehicles used were compartmentalised allowing an army of operatives to separate out the range of household recyclables. This collection system operated on a fortnightly basis. This was a revolutionary new service and like many other Local Authorities Caerphilly experienced many challenges.

This new collection system proved to be very labour intensive, time consuming, compounded by safety and capacity issues and generally proved to be quite an inefficient collection system compared to established services like refuse collection. In addition, the service suffered from low levels of public participation, limited coverage across the County Borough and inadequate collection frequencies.

Due to all these problems the Authority received a constant stream of complaints regarding:

- The frequency of collections (fortnightly was not sufficient)
- Insufficient storage (the boxes were too small)
- Capacity issues
- Materials being contaminated

- Containment issues (recyclables were subject to the vagaries of the weather, scavenging animals and littering)
- Burden on the public to separate at source
- Traffic congestion as a result of longer loading times on the highway

At the same time the Authority introduced a garden waste collection service on a fortnightly basis. This proved a very popular addition to the suite of frontline public services. However, this was only a seasonal service (operating between April and September) and there was a clamour from residents to increase the frequency of collections.

3.) Listening to local voices and meeting the needs and aspirations of its customers

As part of the Authority's continuous improvement process, Caerphilly has listened to the views and concerns of residents, elected members and partners and to this end trialled new ways of working that have been fine-tuned and currently operate today. These include:

- Weekly dry recycling (comingled)
- Weekly Food and Garden collection all year round
- Household Waste Recycling Centres (open all year round including weekends)
- Recycling on The Go! (24-hour facilities in a range of public places).

In 2007 the Authority trialled a weekly kerbside collection with wheeled bins. This pilot resulted in an immediate and dramatic increase in the public participation rate

and the tonnage of recyclable materials collected. Significantly, the council also received a stream of positive feedback from residents participating in the new scheme/trial and there followed many requests for this system to be rolled out across the County Borough. This happened in 2009.

4.) Continuous improvement

Public Participation

Following the major change to the collection regime the recycling performance has continuously improved with more people being encouraged to do their bit. For example, participation rates have increased significantly and have continued to improve (see table below).

Year	Participation Rate
2007/08	49%
2008/09	57%
2009/10	66%
2010/11	70%
2011/12	75%
2012/13	78%

Recycling Tonnage

In line with the increase in public participation, the amount of recyclable material diverted from landfill has also increased proportionally.

Year	Tonnage (kerbside dry recycling)
2005/06	4,768
2006/07	6,236
2007/08	8,229
2008/09	9,621
2009/10 (weekly co-mingled wheel bin service introduced)	16,286
2010/11	17,635
2011/12	20,106
2012/13	22,283

Recycling Percentages

The percentage of waste recycled has also increased year on year. In 2012/13 the Authority was just 1% shy of achieving the Welsh Government's 2015/16 statutory recycling target of 58% by i.e. achievement some 3 years early.

Year	Recycling Percentage (%)	Welsh Government Target
2007/08	32%	25%
2008/09	32%	
2009/10	44%	40%
2010/11	51%	

2011/12	55%	
2012/13	57%	52%

Satisfaction Rates

The recycling collection systems are geared towards busy, modern-day lifestyles and this is reinforced by public satisfaction levels which increased following the service change and remain constantly high and increasing. Since 2007 public satisfaction with recycling services has increased progressively. This is evidenced by the feedback received from biennial public satisfaction surveys (see table below).

Year	Public Satisfaction
2007	84%
2009	88%
2011	94%
2013	95%

In addition, the feedback from the public during door knocking sessions and road show events is generally very positive and constructive reinforcing the above satisfaction data.

5.) Rewarding Professionalism & Excellence

The Waste Management team at Caerphilly are enthusiastic, citizen focussed professionals experienced in all aspects of the sector. These attributes have helped

them develop an exemplar service that stands up to scrutiny and compares favourably to any other local authorities across the Country. This is a bold statement but is evidenced by the recognition they have received recently from a number of respected organisations that have bestowed a number of awards upon the Authority for their high performance levels, communication work and innovative developments in resource efficiency and frontline public recycling.

Caerphilly CBC has attained the following awards:

- Apse Service Awards – Waste Management and Recycling Service Team of the Year 2012 & 2013
- Larac Awards – Best Improved Recycling Rates (Target Success) 2012
- Chartered Institution of Waste Management – Local Authority Waste Hierarchy champions 2013
- Plant and Waste Recycling Show (PAWRS) – Food Waste Award 2012 and Local Authority of the Year 2013
- Zero Waste Awards – Waste hierarchy and minimisation campaigns 2012, 2013 and 2014
- CA Site of the Year Award 2012 (Lets Recycle.com)

6.) Sharing with Others

Whilst awards are important particularly the feel good factor they can generate to residents and staff alike, it is worth noting that our peers including neighbouring Authorities and third sector bodies communicate with staff regularly to see how Caerphilly functions and the waste team are always willing to share

experiences and practices to help create a better environment for us all. This is reinforced by a number of events that have been arranged to promote good practice, for example bodies including WRAP, CIWM, WLGA and LARAC have hosted seminars here.

7.) Closing the Loop

In line with Welsh Government's ambitions Caerphilly CBC has sustainable development as a guiding principle to all that it does. To this end, its procurement process and general day-to-day working systems do as much as practicable to ensure that the Authority avoids waste and reuses materials etc as per the waste hierarchy as well as buying products with a high recycled content. For example, the Highways department use kerbs made of recycled plastic and have used recycled glass in a number of construction schemes. In addition, the Parks department use compost created from our own organic waste in their parks and open spaces.

8.) Constant changes of waste composition

The packaging industry is constantly looking at ways of refining the composition and structure of containers for environmental and financial gain. It is interesting to note that over the last 15 years container packaging has evolved considerably and there is now a propensity of plastic containers in place of glass bottles and jars in the waste composition. Plastic containers are likely to continue to be more popular with retailers and freight companies and with this in mind, it seems likely that the proportion of the heavier packaging materials (such as glass and

metal) in the waste stream will continue to diminish. Therefore, Caerphilly recognises that it needs to continue to monitor its waste/recycling stream to ensure that appropriate reprocessing points remain available.

9.) Communications

Integral to the operational elements of the service is the communication of user information and awareness messages. The Authority has relentlessly shaped and fined-tuned the information to customers to ensure that everyone is singing from the same song sheet and not compromising the progress achieved to date (see attached Appendix 4 and 5 public information leaflets). The Authority realises the importance of continuing to engage and retain the support and commitment of its service users.

To this end the communications team regularly issue bulletins in the local press, update the corporate website and social media, report on performance and topical issues affecting waste and resource management. Complimenting this media work, the Waste team run a regular programme of road show events and door knocking exercises to reinforce the cleaner greener corporate and national campaign messages.

10.) Financial Implications

Caerphilly has worked towards a kerbside recycling regime that is proven, robust, safe and efficient. This has involved major investment in vehicles, communication and training. The positive outcome of this is that Caerphilly is ranked as the 9th

lowest cost Authority in the country. More importantly, Caerphilly has been ranked 1st in Wales for the capture rates per household for kerbside recycling (WLGA Waste Finance Report 2012-2013).

Therefore, any future changes to recycling schemes will impact significantly on the Authority's precious finances at a time when budgets are extremely limited. New systems will require major investment in new vehicle and reprocessing technologies. This will be difficult and indeed could be impractical to implement.

It is acknowledged that the end points for recycle are subject to change and the market price for materials is constantly fluctuating. Moreover we are under no illusion that the waste sector is continuing to research, invest, develop and refine technologies to mechanically separate materials and make system improvements that will inevitably make the industry more sustainable and economically practical and make the sorting process less onerous and less complex for all.

11.) Conclusion

Caerphilly Council is an area in the heart of Industrial South Wales. It is heavily urbanised and has a significant amount of deprivation in its communities. The introduction of recycling was challenging, but gradually the Authority has developed its service and configured it to meet the needs of its residents, workforce and end market users.

This was no mean feat and allowed the Authority to reap the rewards of public engagement in recycling. Presently, the service is user friendly and delivers to all its residents in rural and urban areas and now lends itself to being sustainable in terms of finance and frontline operations. This comprehensive suite of services is more popular than ever before and crucially it is sustainable in terms of finance and frontline delivery. In short, the people of Caerphilly “can recycle wherever they work, rest and play,” as set out in the ‘Towards Zero Waste’ mission.

The national table below clearly demonstrates the progress made in public recycling services at Caerphilly. Indeed it is significant to note that Caerphilly continues to be the top performing Authority in the “Valleys” region and moreover compares very well to other Welsh local authorities. Caerphilly has continued to achieve the progressive Welsh Government statutory targets whilst maintaining compliance with relevant environmental and health and safety

legislation.

Municipal waste reuse/recycling/composting rates by local authority (a)

	2008-09	2009-10	2010-11	2011-12	2012-13	
					Old definition (b)	New definition (c)
Isle of Anglesey	45.9	51.2	55.8	57.1	55.2	55.2
Gwynedd	36.7	43.0	45.9	48.1	51.2	51.2
Conwy	38.7	37.3	40.2	48.1	56.5	56.4
Denbighshire	33.7	52.5	56.8	55.7	57.4	58.0
Flintshire	42.4	43.2	47.1	48.3	50.6	54.9
Wrexham	37.4	41.0	48.8	53.3	53.0	52.8
Powys	41.3	39.7	37.7	42.6	51.2	50.9
Ceredigion	48.7	48.5	51.4	58.4	56.0	53.6
Pembrokeshire	38.9	44.3	48.9	50.0	52.9	53.1
Cardiganshire	33.8	40.1	43.4	49.3	54.3	53.8
Swansea	32.1	34.9	40.5	45.2	48.4	47.9
Neath Port Talbot	34.9	37.1	44.0	43.9	48.3	48.3
Bridgend	38.4	33.5	48.0	56.3	57.1	57.1
Vale of Glamorgan	40.4	41.2	43.8	52.4	54.5	54.5
Cardiff	34.5	38.3	41.6	51.2	49.1	52.2
Rhondda Cynon Taf	37.2	36.9	44.7	47.3	45.7	46.2
Merthyr Tydfil	31.6	35.7	36.4	43.2	49.2	49.1
Caerphilly	36.5	47.3	53.7	59.1	56.2	57.1
Blaenau Gwent	25.0	29.2	35.5	42.3	53.0	51.2
Torfaen	49.0	47.5	46.7	47.5	47.1	47.1
Monmouthshire	38.5	40.9	48.6	55.3	55.7	55.5
Newport	38.2	40.7	45.7	48.2	49.2	49.2
Wales	37.5	40.5	45.3	50.0	51.7	52.3

Source: WasteDataFlow

The Council has worked tirelessly to establish a sustainable and practical solution to the waste mountain. Reconfiguring services at this juncture is likely to be a retrograde step and there is major concern amongst officers and elected representatives that introducing a new regime will do irreparable damage to the recycling cause in terms of performance against targets. Moreover, it would be perceived by many in the borough as a blatant waste of money and resources to change a service that is operating extremely well and proving popular with all stakeholders. There is also significant concern among the controlling Labour administration that forced service changes against the wishes of citizens may have political implications with citizen views which will be expressed via the ballot box in the forthcoming elections.

The council acknowledge that there is room for improvement (particularly concentrating on targeting the minority of persistent non participants). However the Authority is concerned, particularly given the genuine positive feedback from residents that any change in dynamics will have a detrimental effect on the service and in turn the reputation of the Local Authority and Welsh Government as resource focussed and efficient organisations. Where central prescription prevails then the Welsh Government should provide assurance to Local Authorities that if their recycling performance reduces and they fail to achieve the statutory targets then there will be no fines levied.

In particular, central prescription over collection methods, disregards the wider duties set out in regulation 2 of the Local Government (Wales) Measure 2009 which include: strategic effectiveness; service quality; service availability;

fairness; efficiency; and innovation; whilst focusing on sustainability alone. Furthermore, it ought not to be automatically assumed that the separate collection of waste promotes or improves the environmental well-being of Wales (section 60 of the Government of Wales Act 2006). On the contrary, the restrictive and prescriptive enforcement of separate collection by Welsh Government may be acting contrary to this power and/or the intentions of section 60.

It is Caerphilly's understanding that for the purposes of deciding how to: fulfil their duties as an improvement authority; when making arrangements to secure continuous improvement in the exercise of its functions (section 2(1)); and, when setting its improvement objectives (section 3(1)), they must consult representatives who live, pay rates, use or are likely to use services and have an interest in the Authority's area. The local agenda and social impact consideration should not be overridden by sustainability considerations. It is therefore crucial that the views of the residents of the county borough on service delivery are taken into account and that central prescription must never take priority over the ability to make local service choices.

It is also worth noting that Caerphilly has recently come out top of the Welsh Government's *National Survey of Wales* which further demonstrates the satisfaction with the citizen focussed services delivered by the Authority. Consequently, given all of the issues outlined above, the Authority is firmly of the opinion that Local Service choice (as long as it achieves agreed outcomes) should

be allowed to prevail and that Local Authorities should not be constrained by Central Prescription over service delivery.

12.) Things to be Proud of

- National Awards
- Amount of Recycling material diverted from landfill
- Participation levels
- Increasing public satisfaction levels
- Recognition in the 2014 WG "National Survey of Wales"
- Household Waste Recycling Centres
- Recycling on the Go! Facilities
- Campaign work on public recycling, waste minimisation and resource efficiency
- Over 10, 000 bags for life issued (and pledges signed)
- 12,000 composter bins issued to residents
- Professional team/workforce



WLGA Waste Finance Project 2012-13 Local Authority Bulletin – Caerphilly County Borough Council

OVERVIEW

- Caerphilly's overall net expenditure on household waste services (Residual, Dry recycling, Organic, CA and Bring sites) for 2012/13 was **£12,214,179**.
- This represents an expenditure of **£158 per** household per annum (£3.04 per household per week).
- When compared with the other local authorities in Wales on a per household basis, Caerphilly are ranked as **9th** lowest cost authority (median expenditure per household is £181, lowest expenditure £120)
- Overall expenditure on household waste services has **risen by 7.8%** when compared to 2011/12.

INDIVIDUAL SERVICES

Dry Recycling

- Total Net service cost - £43.13 per household.
Ranked 14th lowest of 22, median cost £35.63, Lowest cost £9.29
- Collection cost - £25.10 per household.
Ranked 9th of 22, median cost £26.59, Lowest cost £9.29
- Post collection costs (Transfer, Treatment & Disposal) £18.03 per household.
Ranked 20th of 22, median cost £4.67, lowest cost -£6.18. (£6.18 income per household).
- Service collected a total of 22,460 tonnes, which equates to 291 kg per household. Ranked 1st of 22 authorities. Median mass per household 190 kg, highest mass 291 kg.

Organic Wastes

Caerphilly were one of 7 authorities which offered a commingled food and green waste collection service.

Commingled Food & Green Waste

- Total net service cost - £26.07 per household served.
Ranked 3rd of 7, median cost £31.88, lowest cost £23.69.
- Collection Cost – £16.20 per household served,

Ranked 2nd of 7, median cost £18.97, lowest cost £16.04.

- Post collection costs - £9.87 per household.
Ranked 3rd of 7, median cost £10.51, lowest cost £6.18.
- Service collected a total of 11,145 tonnes during 2012/13, which equates to 144 kg per household. Ranked 4th of 7 authorities. Median mass per household 144 kg.

N.B. Merthyr Tydfil CBC collect food and green wastes separately, but do so using the same vehicles & crew and are unable to disaggregate costs, so their data is listed under combined collections.

CA Sites

- Total net service cost - £39.65 per household.
- Ranked 17th from 22, median cost £29.96, lowest cost £12.73.
- CA sites handled 27,387 tonnes of waste at an average of 354 kg per household per annum. (Ranked 4th of 22, median 246 kg, highest 374kg). Of this total, 25,940 tonnes was recycled which represents a diversion rate of 95% (Ranked 1st of 22, median 69%, highest 95%)

Residual Waste

- Total net service cost - £49.14 per household served.
Ranked 3rd of 22, median cost £73.52, lowest £40.75.
- Collection Cost – £23.99 per household served
Ranked 8th of 22, median cost £28.25, lowest £14.06.
- Post collection costs - £25.15 per household.
Ranked 3rd of 22, median cost £40.55, lowest £22.67.



What can I recycle?



Paper



Plastic



Cans



Cardboard



Glass



If you have a brown bin for recycling - please place items loose in the bin and refrain from placing items in bags.

DO NOT place items listed below in your recycling container:



Crisp packets



Textiles



Toys & hard plastic



Nappies



Animal excrement



Black bags



Electrical items



Garden waste



Food waste

Carrier bags & plastic film/wrap



The following items can be taken to one of our household waste recycling centres:



small appliances



discs



scrap metal



plastics



batteries



tetrapak



textiles



garden waste

Failure to recycle or placing inappropriate materials in your recycling container may result in prosecution.



Beth allaf ei ailgylchu?



Papur



Plastig



Tuniau



Cardbord



Gwydr



Os oes gennych fin brown ar gyfer ailgylchu - rhowch eitemau yn rhydd yn y bin a pheidwch â rhoi eitemau mewn bagiau.

PEIDIWCH â rhoi yr eitemau a restrir isod yn eich cynhwysydd ailgylchu:



Pecynnau creision



Tecstilau



Teganau a phlastig caled



Clytiau



Baw anifeiliaid



Bagiau du



Eitemau trydanol



Gwastraff gardd



Gwastraff bwyd

Bagiau plastig a fflm blastig/lapio



Gellir cymryd yr eitemau canlynol i un o'n canolfannau ailgylchu gwastraff tai:



offer bach



disgiau



metel sgrap



plastig



batris



tetrapak



tecstilau



gwastraff gardd

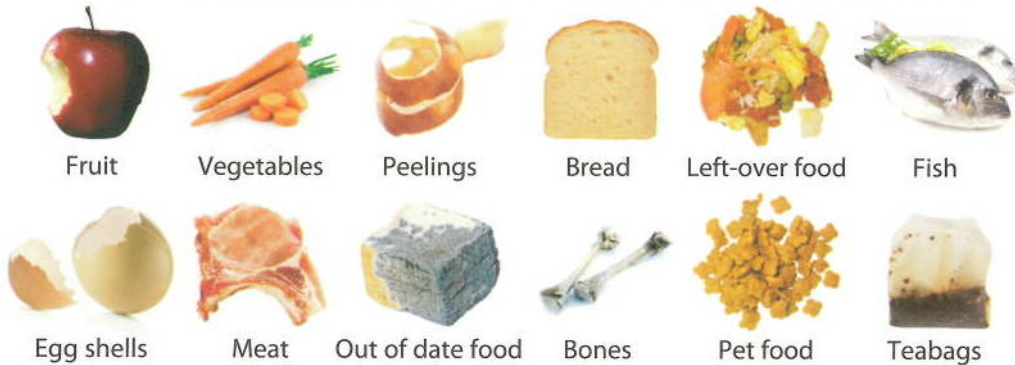
Gall methu ag ailgylchu neu osod deunyddiau anaddas yn eich cynhwysydd ailgylchu arwain at erlyniad.

Food Waste

CONTACT CENTRE
01443 866533

The green caddies are for your food waste. Use the small 5 litre kitchen caddy to store your food waste inside before emptying into the large 23 litre caddy for outside storage and collection. Please put your food waste caddy on the kerbside at the front of your property by 7am on your scheduled collection day.

All cooked and uncooked food waste can be placed in your food caddies.



3 steps to a cleaner, greener environment



1 Scrape waste food from plate onto double sheet of newspaper.



2 Place folded paper parcel into small caddy.



3 When full, empty small caddy into large caddy ready for collection.

Alternatively, line the inside of your small caddy with a double sheet of newspaper and transfer to the caddy when full. You could also purchase compostable liners from an approved stockist.

**PLEASE MAKE SURE ALL PACKAGING IS REMOVED.
PLEASE DO NOT PLACE FOOD WASTE IN PLASTIC BAGS.**

A greener place
Man gwyrddach





SERVICE AWARDS

2014

THE MJ
www.LocalGov.co.uk

(Supported by the MJ)

Section One: - Contact Details

Contact Name: Nicole Kirke

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**Submission Title: Caerphilly's Waste Management Team of 2014
(Essential)**

Please note that exact copies of the same submission can not be entered into multiple categories.

Section Two: - Details of Award Categories

Please tick/mark relevant Category of entry for this submission.

Generic Categories: -

- | | |
|--|--------------------------|
| 1. Best Employment and Equality Initiative | <input type="checkbox"/> |
| 2. Best Housing & Regeneration Initiative | <input type="checkbox"/> |
| 3. Best Efficiency Initiative | <input type="checkbox"/> |
| 4. Best Health and Well-being Initiative (inc. Social Care) | <input type="checkbox"/> |
| 5. Best Partnership Working Initiative | |
| (a) Public / Private Partnership Working | <input type="checkbox"/> |
| (b) Public / Public Partnership Working | <input type="checkbox"/> |
| (c) Public / Voluntary Partnership Working | <input type="checkbox"/> |
| 6. Best Community & Neighbourhood Initiative (inc. Community Safety) | <input type="checkbox"/> |
| 7. Best Information Technology & Communication Initiative | <input type="checkbox"/> |
| 8. Best Renewable Energy & Energy Efficiency Initiative | <input type="checkbox"/> |

Internal Service Team of the Year (Individual Categories): -

- | | |
|--|--------------------------|
| 9 . (a) Construction and Building Service | <input type="checkbox"/> |
| (b) Catering Service | <input type="checkbox"/> |
| (c) Building Facilities Management Cleaning Service | <input type="checkbox"/> |
| (d) Highways, Winter Maintenance & Street Lighting Service | <input type="checkbox"/> |
| (e) Transport & Fleet Service | <input type="checkbox"/> |

- | | | |
|-----|---|-------------------------------------|
| (f) | Waste Management and Recycling Service | <input checked="" type="checkbox"/> |
| (g) | Streets Cleansing and Streetscene Service | <input type="checkbox"/> |
| (h) | Parks, Grounds & Horticultural Service | <input type="checkbox"/> |
| (i) | Sports, Leisure & Cultural Service | <input type="checkbox"/> |

Section Three: - Guidance Notes

As a general guide, submissions should be no more than 2080 words in length including any appendices which must be incorporated into this single document (this excludes the **953 words** contained within this actual template document). **The overall file size should be no larger than 2 megabytes (maximum).** Please note that the balance, depth and range of detail contained within each section is completely at the discretion of the entrant.

The submissions for any of the first nine categories should encompass: -

- **A description of the initiative (highlighting innovation, imagination & ambition)**
- **Why it was set up giving evidence of a good clear strategy for the project**
- **How does it work**
- **Evidence of good management & clear communication to stakeholders**
- **Good leadership in addressing challenges & creativity in overcoming challenges**
- **Evidence it achieved or is achieving what set out to do**
- **Shows value (e.g. value to customers, value for money or value to service)**
- **Benefits to customer/citizen**

The submissions for Best Service Teams should show in all cases that the team as well as the points outlined above: -

- **Deliver the best service possible**
- **Deliver in the spirit of continuous improvement**
- **Work as a team with other services and partners**

Generally, successful submissions will: -

- **Be clear, easy to read and well laid out**
- **Focus on content (pictures etc. can be used but content is paramount)**
- **Contain relevant, succinct appendices e.g. from partners or customers**

And most of all, don't forget the basics. The judges will be looking for clear evidence that your initiative / team meets the criteria and examples of excellence and targets exceeded to select the winning entries. They will also take into account any visible benchmarks of achievement such as independent auditor's reports, achievement of IIP or ISO 9000 etc. Finally, winning submissions will be able to demonstrate evidence of excellence in continually working to challenge internal/external benchmarks.

For general information, the following guidance on each section should be noted: -

Submission Summary

A short summary of 80 words or less which will be used within the APSE awards brochure should your submission be successful in reaching the finals.

Section Four: Executive Summary

A short one/two page critique of the key points from the overall submission.

Section Five: Background

An overview of the Initiative (categories 1 to 8) or Service (category 9) detailing the historical context and the key issues identified for action.

The section on background should contain details on: -

- Why the initiative or service development was instigated?
- How does it work?
- Initial aims and objectives
- Initial challenges or barriers

Section Six: Improvements Achieved & Challenges Overcome

Section six should promote the achievements of the initiative or service through a range of source evidence including customer feedback, performance outcomes, internal/external benchmarks etc.

Simply,

- What have the benefits been to the organisation?
- What have the benefits been to individuals?
- What benefits have been witnessed by the customer/citizen?

Submissions for one of Service Team categories should also demonstrate that the team: -

- Deliver the Best Service Possible
- Deliver in the Spirit of Best Value
- Work as a Team with other Services

Section Seven: Future Targets & Goals

Please detail your targets for the future and the framework within which they will operate.

Supplementary Evidence & Documentation

Please note that all supplementary evidence and documentation must be electronically incorporated into this actual template.

Awards 2014

Presentation of all the Award categories will be made at APSE's Annual Dinner at the National Seminar and Exhibition in **Nottingham, September 2014**.

If you require any further guidance or support in completing this electronic submission please do not hesitate to contact the APSE office on 01698 459 051.

Please note that all submissions should be forwarded electronically to lmcnab@apse.org.uk by 11 April 2014.

Please enter a summary of your submission below which should be a maximum 80 words. Should you be successful in reaching the finals of these awards this summary will appear the service awards brochure which will be issued to delegates at the awards dinner and which will subsequently appear on the APSE website. Summaries which exceed 80 words unfortunately will not be able to be placed in the awards brochure on the night.

Submission Summary

Caerphilly County Borough Council can undoubtedly always be found at the top the recycling tables for our outstanding achievements. Our efficient and effective services are complimented by growing customer satisfaction levels. Our achievement is no doubt a result of the tremendous service provided by our *"friendly, helpful and efficient"* team who are *"a credit to Caerphilly Council,"* delivering an *"admirable service in best value"*.

Section Four: - Executive Summary

Year on year services are enhanced at Caerphilly County Borough Council (CCBC), which corresponds with our continuous increase in recycling rates. Our improvements over the past year can undoubtedly be described as exceptional and our **"Double Award Winning Team"** continues to grow stronger each year!

In 2009 a major service change was introduced and recycling rates significantly increased from the lowest level in Wales in 2007/08 to reaching 'top of the tables' at present. As a result, we have become one of the top authorities in Wales. Leading the way, we provide an outstanding service and 'go the extra mile,' creating a 'feel good factor' for our communities.

Recycling and reuse continues to be enhanced at our top performing Household Waste Recycling Centres as a result of efficient management systems and increasing public satisfaction. All sites have been awarded ISO 9001-2008 and all operate to the WISH criteria. Plans in line with the Waste Hierarchy to significantly increase reuse at the sites has begun.

The team continue to build successful working relationships with a variety of service areas and departments. Year on year these relationships grow and new partnerships are always being formed. We also provide key support and guidance to outside organisations, including the third sector. Additionally, increasing our presence at

events within the community is important for our increasing levels of recycling and customer satisfaction.

Opportunities to gain qualifications and increased training facilities are always encouraged as they bring new and creative ideas to the team, advancing our services and improving efficiency to deliver in best value. We believe our 'top of the range' staff are at the centre of our success.

As an authority, we do not stop at targets, which are demonstrated by our outstanding recycling figures. Continuous service improvements will make this reality for 'our' Caerphilly. Our vision is to achieve a high recycling community by 2025 and ZERO waste to landfill by 2050.

Section Five: - Background

"*We Love Recycling!*" That's what Caerphilly's Waste Management department was hoping to hear from residents after the introduction of a fresh new service introduced in October 2009. This new service consisted of a weekly recycling collection including food and garden waste allowing over 80,000 residents to recycle waste at their doorstep and a fortnightly refuse collection.

It was clear that change was needed. Caerphilly had one of the poorest recycling rates in Wales in 2007/08 at 26%, meaning the majority of waste ended up in landfill. However, since then significant improvements have been made and this is the result of the ambitious service change and service enhancements the department has made. Feedback suggested that this fresh new scheme is easier and user-friendly and a recent survey found that 97% of residents prefer the new service.

Success shortly followed, in 2009/10 Caerphilly achieved the fourth highest recycling rate in Wales at 44%, well above the Welsh Government target of 40% and

the all-Wales recycling rate of 39.3%. Improvements continued into 2010/11 to 51% and public satisfaction with all recycling services has reached its highest level of 94.2% in 2013.

More impressively, in 2013/14, Caerphilly achieved an outstanding recycling rate of 59.42%. Therefore, remarkably, we have already exceeded the 2015/16 milestone of 58%. We're keeping the momentum going demonstrating our hard work and dedication as a team and a 'recycling community.'

Aims and Objectives

Wider Council Aims:

Our team has a clear vision to "improve the quality of life in our communities by making communities more sustainable, improving community pride, confidence and striving for excellence and continuous improvement in community health and well-being."

Through the delivery of efficient public services in a sustainable manner, in unity with legislation, national policies and business priorities we can achieve continuous improvement. By ensuring our borough is a clean, safe and well serviced area in which to live, work, invest and visit we can boost community pride and guarantee the long-term prosperity and development of the area.

Objectives:

Through our corporate service improvement plan, the department continuously works to achieve excellent standards by setting internal and external benchmarks through performance indicators (Appendix 1). To meet the wider council aims of our plan we:

- Will continuously work to increase the number of properties participating in the kerbside recycling schemes to reach a participation rate of 79% by the end of 2014

- Will reduce the total percentage of biodegradable municipal waste sent to landfill to 39% by the end of 2014
- Will increase the total percentage of Household Waste Recycling Centre waste recycled, reused or composted to 93% by the end of 2014 through the continued sorting of materials
- Will continue to exceed Welsh Government targets
 - 58% by 2015/16
 - 64% by 2019/20
 - At least 70% by 2025
 - **ZERO** waste to landfill by 2050
- Will continue to increase the activity of Waste Advisory Wardens and communication to target low/non-participating areas through education and awareness raising
- Will further improve public satisfaction levels with recycling from 96% to 97% by the end of 2014
- Will reduce the net cost of refuse collection per tonne by making efficiency savings and streamlining services and reducing our Carbon Footprint

Initial challenges and barriers

Pressures on diminishing resources

Finances are under an unprecedented level of pressure. Operations are becoming more expensive at a time when budgets are under stress. This trend, when combined with increased fuel prices, the continued need to find efficiency savings and reduce budgets places severe financial pressure on these services.

Public perception and demands on service

Increasing public perception and demand for services combined with an increase in the number of households within the County Borough places significant pressure on front-line services.

Public acceptance issues

The sustainable waste management agenda relies on the public playing a key role in accepting changes in collection services and the location of waste facilities within the County Borough. Overcoming public opposition to both of these elements therefore remains a key challenge.

Evolving Legislation

Waste management services have endured considerable legislative/policy changes over recent years and this is likely to continue. It is therefore important that service delivery is capable of adapting to these changes.

Increasing levels and impacts of Health & Safety Legislation against a background of stakeholder awareness and opportunities for claims requires a developed and robust approach to risk management. It is therefore crucial that key staff remain focused and trained to the highest level so that services can remain compliant and have effective risk management strategies in place

Sustainability and reducing carbon footprint

All services have a significant impact on sustainability and carbon foot printing. The development of our "greener" fuel strategy and "greener" vehicle procurement remain significant challenges.

Section Six:- Improvements Achieved and Challenges Overcome

Caerphilly's exceptional recycling rates are verification of the hard work put in each and every day by our waste team and the dedication of our green-minded residents. Our results have been achieved even with finances under pressure.

By remaining highly dedicated to continue to **exceed** Welsh Government targets and support the whole of Wales progress towards zero waste to landfill we are overcoming our challenges. Increases have been aided by our ambition, admirable management and effective communications. Service developments and enhancements are complimented by exceedingly high customer satisfaction and increasing recycling rates.

Improved Recycling, Composting, Participation and Satisfaction Rates

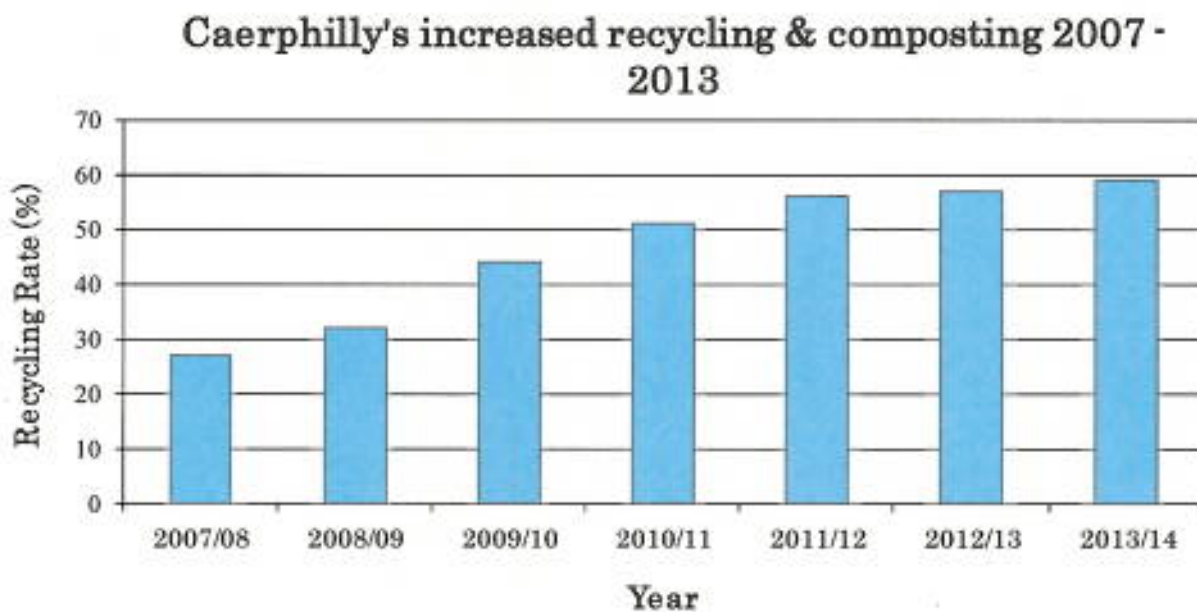
Figure 1 shows our impressive increase in recycling and composting from 2007 to 2013. Figure 5 shows resident satisfaction with our services in the latest household survey in 2013. Figure 6 shows the increase in the number of residents participating in the recycling service from 2007 – 2013.

Through increases in recycling the authority is making significant financial savings through the increasing cost of landfill disposal (gate fess and landfill tax). Also, increases in revenue are achieved through the sale of recyclable materials allowing us to invest more money into services and provide a superior value service for our customers. Closed loop recycling is maximised wherever possible to ensure a better quality material, in line with recommendations from Welsh Government. We are leading the way and creating a cleaner and greener place for our communities to grow. Our ever-improving, resourceful services allow us to continue to develop and achieve our aims, objectives and long-term goals.

By utilising our "user-friendly" service residents feel good about themselves when they participate, giving them a sense of pride and working together for the good of all. Our service has created a "feel good factor" allowing residents to recycle with a smile on their faces because we make it so easy for them to do their bit for their local environment. Over 92% of our residents say recycling is important to them,

72% recycle even if it requires additional effort and 71% recycle everything they can. Our team work exceptionally hard to achieve these outstanding reviews.

Figure 1 – Increasing recycling rates 2007 – 2013



First Class Service

Our services have been described as a *"flagship that should be adopted by all councils."*

Our customers are of significant value to us and this is revealed through the pleasing results of our public satisfaction surveys. Satisfaction with our recycling service has increased by 23% since 2007 and in 2013 satisfaction levels with all services did not fall below 89% (Figure 5). These improvements would not be possible without the commitment and enthusiasm of our *"pleasant, friendly, efficient, helpful, and polite"* team who have been described as a *"credit to Caerphilly Council"* providing a service where *"nothing is too much trouble"* and doing a *"marvellous job, going*

far beyond what is expected and making Caerphilly a lot more pleasant.” We believe this is the reason we are able to deliver the best service possible with continuous development.

Figures 2, 3 and 4 Happy, friendly collection crews and another happy resident!



In addition, throughout the year, collection crews work with a 'team spirit' and go the extra mile whilst doing their jobs. They go above and beyond what is expected by getting into the Christmas spirit every year wearing Santa outfits (Figure 4). This

shows their enjoyment at work during the festive period, contributing to their overall health and wellbeing and brings enjoyment for the residents.

Figure 5 Increase in the number of residents satisfied with our services

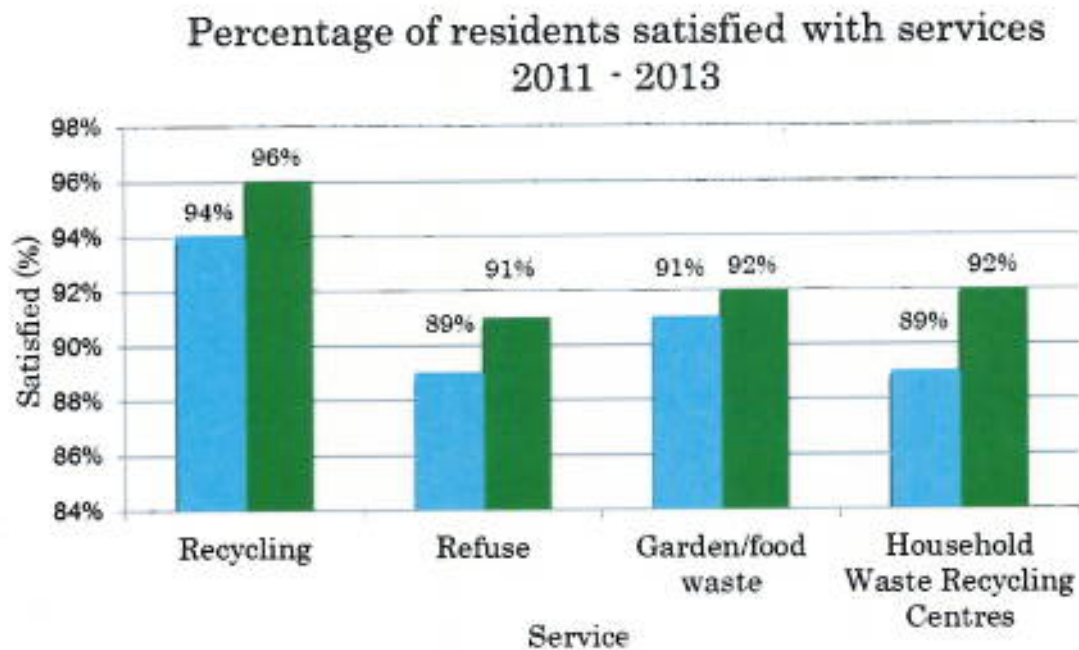
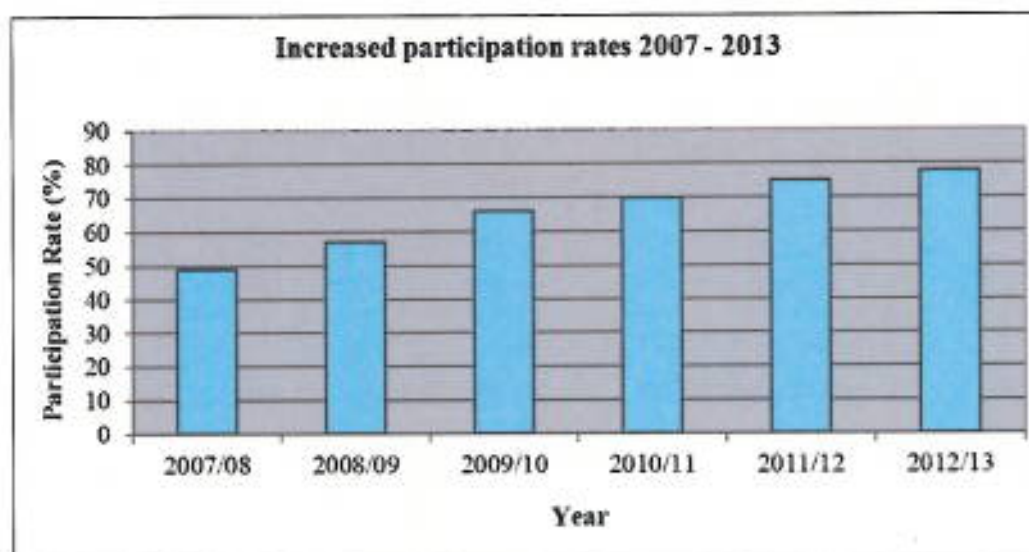


Figure 6 Increase in participation rate 2007 - 2013



Retaining and increasing these figures remains a key challenge as the department relies on the public playing a key role in accepting changes to collection services. However our continuous improvements are testament to the excellent leadership in Caerphilly to overcome these challenges and our ever-increasing participation rates are evidence that we are leading the way forward and delivering an excellent service with continuous improvement.

Appendix 4 provides an in depth detail of compliments received. This demonstrates our commitment to making our communities happy with everything we do and displays the benefits our first class service brings throughout the county borough.

First Class Training Opportunities

Through the delivery of quality training we aim to achieve safe and healthy working conditions for all employees. Competent employees are an essential component to the safe operation and delivery of our services. Training, in all its forms is an integral part of our organisation's strategy, closely tied to our business plan, which is regularly assessed, reviewed and revised. We actively encourage the ongoing training and continuing development of our entire workforce and to achieve a clear demonstration of individual competence.

We offer a range of Apprenticeships in Sustainable Resource Management and NVQ's in recycling operations, leadership, front line management and communication. We believe a skilled workforce is vital for meeting our challenges and pressures.

Benefits of training and additional qualifications to the department and the individual:

- Promotes sustainability and environmental good practice

- Developing and maintaining working relationships with colleagues and others
- Working in a manner that underpins effective performance
- Can bring new ideas and creativity, improving efficiency and streamlining operations, which in turn saves money
- Creates job satisfaction and confidence providing a better service to residents
- Development of personal skills and knowledge

These benefits have a knock-on-effect to the overall service. We believe 'happy staff' provide an enhanced service.

Community Engagement

To complement our kerbside service, we go above and beyond our statutory duties to provide an even better package – we go the extra mile. The team regularly delivers workshops and presentations to schools and local community groups to raise awareness and overcome challenges/barriers. We also support all National incentives such as Real Nappy Week, Recycle Week and Compost Week and each year we increase our presence within the community, targeting a wider area and variety of locations.

Cookery demonstrations (in partnership with Waste Awareness Wales) (Appendix 3)

Through communications, advice and cookery demonstrations we inspire the public to reduce food waste by emphasising the environmental and cost benefits of keeping organic waste out of landfill. We demonstrate creative ways of reusing leftover food safely and healthily every year at various locations throughout the borough targeting a wide variety of people and groups.

Residents

We work collaboratively with residents by encouraging them to take part in new initiatives. The "Waste Free Challenge" is an excellent example of this partnership and is part of our ongoing efforts to reduce waste. The aim is for residents to gain hands on experience at implementing the 3R's and it goes above and beyond what is expected, we go the extra mile.

We also deliver presentations to community groups across the area including Brownies, Scouts, Churches and Charity groups such as Parkinson's, to get the whole community of Caerphilly on board.

Teamwork and Partnerships

We have a proven success of working in partnerships which has significant benefits to our department and the entire community, including outside organisations.

The Big Spring Clean

Now in its third year, the Big Spring Clean is about showcasing and celebrating the county borough's stunning scenery and natural beauty. Last year, over 49 tonnes of litter, recyclables and fly-tipped waste was collected during the 3-month long initiative. The initiative is widely advertised to ensure all have the opportunity to get involved and do their bit for their environment.

Residents, community groups, schools and officers from the team work collectively by grabbing their litter pickers, spades and wheelbarrows and join forces for the Big Spring Clean. The initiative encourages people to take pride in their local environment by getting involved in clean-up projects, helping to make Caerphilly an even cleaner and greener place.

Outside Organisations

The team (and the authority as a whole) provide key support and guidance to outside organisations such as the Community Furniture Enterprise (CFE). The CFE is a third sector organisation where household furniture can be re-used and sold back into the community. The department provided key support to the CFE in November 2011 during difficult financial times, which undoubtedly saved the business. Statement from the CFE website:

"Since the inception of the Community Furniture Enterprise in 1999, Caerphilly County Borough Council has been a key supporter and partner."

Community Repaint Project

Our prosperous partnership with the CFE has led to the development of a brand new initiative - The Community Repaint Reuse Project. This innovative project will involve water-based paint collected at Household Waste Recycling Centers being offered for sale to the public. It is thought that an exceptional 60% of the paint is reusable. The Project shows potential to make a saving of around £7,000 - £10,000 a year in this area – money that can be spent on improving services and the wider area.

In House Recycling

At Caerphilly we believe in the importance of *'practice what you preach.'* Staff located in offices throughout the borough are provided with adequate advice and facilities to recycle and prevent waste. Through educational and inspirational visits we work productively with various departments inspiring staff to implement the 3

R's. Our efforts are paramount and will have a significant impact on the volume of waste produced in South East Wales.

We also continue our work in collaboration with Catering throughout the authority (including schools) to implement food waste and dry recycling in canteens. Working together continues to increase our overall recycling rates.

Schools

Following the successful introduction of recycling for paper, plastic, cans, batteries and food, recycling is now second nature to the teachers and children. We have also provided schools with a free compost bin and 'how to use' handbook so the children can see the benefits of home composting.

Battery Recycling Initiative

In 2011, we introduced a Battery Recycling Initiative, in which schools compete to collect batteries for recycling. In 2013 an impressive 1.5 tonnes of batteries were collected and the winning schools were invited to a special award ceremony to claim their exciting prizes. This year a record-breaking 76 schools have signed up to take part.

Figure 7 Launch of the 2013 Battery Recycling Initiative in Maesycwmmmer Primary School



Kids Go Green

Kids Go Green is an interactive website dedicated to educating children and young people about the importance of environmental awareness and the impact we can all have on the future of our planet if we follow the 3R's, Reduce, Reuse, Recycle. We encourage the children to meet Rhodri the Recycling Ranger, the site's recycling mascot to learn how they can help keep our planet healthy and green. The site has been carefully created by the waste team and the dedicated staff from our internal IT department. With imagination, dedication and drive we have created this amazing site for all to use.

Figure 8 Snapshot of the Kids Go Green Website



Waste Electrical and Electronic Equipment (WEEE) Initiative

The WEEE Initiative involved the authority working in collaboration with 4 Comprehensive schools (4,300 pupils) and CFE. An impressive 2.54 tonnes was

diverted from landfill and sent for reuse/recycling. The aim was to reuse as much as possible; items that were not safe were recycled. An impressive 30% was reused!

Figure 9 Celebrations at the WEEE Initiative



Communications and IT

Our relationship with the communications department continues to grow. Officers continue to meet monthly promoting success and informing residents about approaching events ensuring residents are updated on how well we are performing together. It also gives us an opportunity to give that all-important 'thank you,' which we believe is paramount.

Hospitals and Health Centres

The team continues to work collaboratively with local midwives, antenatal centres and hospitals to educate parents about the financial and environmental benefits of re-useable nappies. These events help us deliver a service with one-to-one contact with our residents to educate and encourage. It also allows residents to feel they have received a 'personal' service giving them the opportunity to ask questions and get involved. An event is planned during April this year at one of our local hospitals

to reinforce these important messages and keep the competitions running to provide parents with the opportunity to win free trial packs, allowing parents to 'try before they buy.'

Household Waste Recycling Centres

We currently operate six top-performing Household Waste Recycling Centres (HWRC). Collectively the sites have a recycling rate of 93% due to admirable management, pleasant front-line service and effective running operations. We aim to expand services by introducing new materials to reuse and recycle which ties in with the new Community Repaint Initiative. Reuse is extremely important as it demonstrates our commitment to drive waste up the Waste Hierarchy. A survey in 2013 confirmed 92% of residents are satisfied with our HWRCs due to the first class, personal service they receive. These figures reflect our continuing recycling increases.

The sites operate in compliance with Waste Industry Safety and Health (WISH) criteria and as a result of six monthly audits; ISO 9001-2008 has been retained due to proactive and effective health and safety management systems. Staff receive ongoing training and qualification opportunities to ensure customers receive the best service. Our top-of-the-range CCTV system has significantly reduced thefts at the sites ensuring we now recover all materials brought to us for reuse and recycling.

Figure 10 – Our helpful front-line staff ensure our residents have a pleasant visit to our HWRCs



Section Seven:- Outcomes and Future Targets & Goals

The outcomes and success of our service and teamwork is evident and victory is clear. There is no doubt that since 2009 the service has flourished and continues to achieve what it set out to do – increasing recycling rates, increase customer satisfaction and increase the overall enjoyment of our communities living with the Caerphilly County Borough. Despite initial challenges we have worked together as a community continuing to achieve our aims and objectives.

Our next main goal is to meet the recycling/composting target of 58% by 2015/16. However, based on our achievement in the first quarter of 2014, we have already exceeded this by 1.42%, demonstrating our commitment. We do not settle at the target, we **ALWAYS** go the extra mile.

Furthermore, we aim to maximise participation, taking us beyond the 78% currently being achieved.

Our vision is to achieve zero waste to landfill by 2050 and to achieve this we will continue to deliver efficient and resourceful services. We will continue to take the lead setting positive examples to the rest of Wales and the UK as a whole.

APPENDIX 1
SERVICE
IMPROVEMENT
PLAN (INTERNAL
BENCHMARKS)

D	PI ref	EVIDENCE / INDICATOR	12/13		13/14		Progress / Comments	14/15
			Target	Result	Target	Result		Target
1	WMT 008ii	The percentage of municipal waste recycled	40%	39.56%	40%		Due to the introduction of Q100 in Waste Data Flow (WDF) and a change in the method of reporting some of the wood material is included in the composting figure The result for 12/13 has been taken from WDF but has not been signed off by the Data Compliance Team and could be subject to change.	40.5%
2	WMT 008iii	The percentage of local authority municipal waste collected as source segregated bio wastes and composted or treated biologically in another way	16.5%	17.42%	17.5%		Some of the wood material that used to be included in the recycling figure is now classed as compost. Result could be subject to change as above.	18%
3	WMT 008i	The percentage of local authority municipal waste prepared for reuse	0.10%	0.09%	0.10%		Continued support of GC (Groundwork Caerphilly) Enterprises with the possibility to extend partnership of reuse of WEEE (Waste Electrical and Electronic Equipment). Result could be subject to change as above.	TBC
4	WMT 009	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way	56.6%	57.07%	57.5%		As points 1, 2 and 3 above.	56%
5	WMT 004	The percentage of tonnage of municipal waste sent to landfill	39% 38,500	41.7% 41,083	40% 39,500		Difficult to set accurate targets due to unknown waste growth factors. There was a large reduction in waste during 11/12. This does not appear to have continued into 12/13 but overall there is a downward trend (over the past 5 years). Result could be subject to change as above.	38,500
6	WMT 007	The total percentage Civic Amenity Site waste recycled, reused or composted (including rubble)	90%	93%	93%		Increase due to the continued sorting of the materials at site and the inclusion of rubble in the measure. Result could be subject to change as above.	93%
7	WMT 002	The total percentage of biodegradable municipal waste sent to landfill	37%	39.76%	38%		The tonnage targets are prescribed by Welsh Government. There was a large reduction in waste during 11/12. This does not appear to have continued into 12/13 but overall there is a downward trend (over the past 5 years). This is a cabinet priority indicator and CCBC have set this years target to 39%. Result could be subject to change as above.	38%
8	LB WM PI 1	The percentage of properties participating in kerbside recycling	76%	78%	78.5%		Increase due to the activity of Waste Advisory Wardens and communications. Further improvement difficult due to a high percentage already being achieved.	79%
9	LB WM PI 2	Net cost of refuse collection per household	£16.81		TBC		Target will be set when 2012/13 financial figures are known.	TBC
10	LB WM PI 3	Net cost of refuse collection per tonne collected	£54.10		TBC		As above.	TBC

APPENDIX 2

**IN THE
PRESS**



Recycle Right!

Thanks to your help, Caerphilly is leading the way in Wales with its recycling efforts.

In December it was revealed that Caerphilly was 2nd in the Welsh recycling league table, recycling an impressive 59.9% of waste in our county borough! Our award-winning efforts are made possible thanks to the ongoing support and co-operation of residents across the area.

It is important that you only dispose of recyclable material in your recycling bin to avoid cross-contamination. The most common issue we face is food waste being incorrectly placed in the recycling bin. Food waste must only be placed in your food waste caddy for collection.

If any items in your brown recycling bin are not able to be recycled, a leaflet will be provided detailing which items need to be removed before it can be collected on the next collection day.

For a full list of items that can be recycled visit www.caerphilly.gov.uk/recycling



Cleaner and greener

- We continue to lead the way in Wales with a Recycling Rate of 60.44% (April – Sept 2013).
- Our waste management team scooped 5 prestigious national awards in 2013.
- 76 Schools signed up to taking part in a new Battery Recycling Initiative.
- 61 have also become Eco Schools by proudly displaying a 'Green Flag'.
- Kids Go Green! – New interactive website launched <http://your.caerphilly.gov.uk/kidsgogreen/>



- There are very high levels of satisfaction with all aspects of recycling & refuse services.

Batteries Recycling in Caerphilly

The Battery Recycling Scheme organised by Caerphilly County Borough Council and ERP UK is going from strength to strength. The competition, which sees schools compete against each other to recycle the most batteries, recycled 1,255kg of batteries across 45 participating schools in 2012. The 2013 competition involved 59 schools, and an impressive 18,900 pupils, who collected a total of 1,511 tonnes of batteries for recycling. Once again, ERP supplied the prizes for the winners and runners up.

National Recycling Week

8 June 2013

To promote the 10th anniversary of National Recycle Week in Wales Caerphilly County Borough Council's Waste Management Team will be out and about promoting recycling.

Over the past 10 years Caerphilly County Borough Council has seen recycling figures rise by a whopping 900% and is one of the leading local authorities in Wales for Recycling Rates.

To help get the Caerphilly County Borough to the top the waste management team will be at Pontlottyn square on Tuesday 18th 10am - 1pm and Tesco, Ystrad Mynach on Thursday 20th 10am - 1pm. Here they will be able to give out helpful tips and advice on recycling, reuse and reducing waste.

Mr Dave Poole, Cabinet Member for Community and Leisure Services said "I'd like to thank our residents who through their efforts in recycling are helping us increase our recycling rates year after year. Don't forget when thinking about recycling, don't just think about the kitchen. We accumulate rubbish from every room in the house, much of which can be recycled – think about toilet roll tubes in the bathroom, clothing tags and cosmetic boxes in the bedroom and newspapers and magazines in the lounge – all can be recycled."

Andrew Osborne from Waste Awareness Wales offers some advice on how you can do more "The best thing you can do with food waste is not to produce it in the first place by planning your meals in advance and also by using any leftovers creatively. Planning meals can save up to £50 a month for a typical family."

For leftover recipes, tips and advice visit www.lzvelbodhatwaste.com

For more information on recycling can be found at www.caerphilly.gov.uk/recycling

For information about recycling in the whole of Wales go to www.wasteawarenesswales.org.uk



APPENDIX 3
ADDITIONAL
PHOTO
EVIDENCE

LFHW cookery demonstrations



Free compost bins for schools



Launch of Kids Go Green



Handing out Bags for Life in the community



Launch of food waste recycling in schools

Battery Recycling Initiative celebrations at one of our schools



APPENDIX 4 COMPLIMENTS

Customer Testimonials

From	Date	Comment
Resident	31/01/2013	I would like to praise the refuse collectors who come to this address. My two recycling bags had been ripped open this morning, leaving a dreadful mess. Before I was able to re-bag it, your men arrived and cleared it all onto the truck. Fantastic, thank you very much. I have now requested a brown recycling bin to avoid this in the future. The men are always pleasant and polite, nothing is too much trouble, and they are a credit to Caerphilly Council.
Resident	21/02/2013	I just wanted to send a quick email to say a big thank you to the team that collects litter from the roadsides; their efforts have not gone unnoticed/ unappreciated. I live in Energlyn Parc and "in the old days" the drive up Heol Las was pretty grim as there was rubbish everywhere; these days it's spotless. I am always pretty quick to complain when things go wrong so I thought I should make an effort to give praise where it's due. I just wanted to say that they do an excellent job at making the environment in Caerphilly a lot more pleasant. Anyway, please could you pass on my comments to the team responsible? Kind regards,
Resident Via Customer First	27/02/2013	Resident from Lewis Street Ystrad Mynach rang to say thank you for clearing dog fouling in her street so promptly
Cwmfelinfach Allotment Association Secretary	04/03/2013	On behalf of the Cwmfelinfach Allotments Association, I would like to take this opportunity to thank you all so very much for the assistance you provided us, with the cleaning up of the Cwmfelinfach Allotments "rubbish." The crew you provided was extremely helpful and courteous and worked so hard to help us clear this rubbish, which would have proven very difficult for us without your help. On behalf of the Committee I would like to give our appreciation of your service, it was a great help. Once again many thanks.
Resident	06/03/2013	I have just received a telephone call from a lady and she wished to praise one of your street cleaners. She only knows his name is Clive and he services the Gilfach/Bargoed area. She could not praise Clive enough and thinks he should be given recognition for his hard work. What a lovely phone call to take
Resident	08/03/2013	Resident has asked that his appreciation be passed on to the relevant crews for the excellent service they provide.
Resident	27/03/2013	A resident from Old Bedwas Road called to thank you for keeping Old Bedwas road so clean. Very impressed with the man who is picking up the rubbish.
Visitor	12/04/2013	My wife and I brought our seven year old grandson for a three-day stay in Caerphilly last weekend (5 th – 7 th). The weather was an added bonus, of course, being very Spring-like, but we were incredibly impressed by Caerphilly Borough in general. Don't know what residents' comments might be, but certainly from a tourist viewpoint it was excellent. The town was clean, and the services which we received were provided with consistent polite and friendly efficiency. Our previous visit with our own children – must be close on twenty years ago now – was equally impressive, but our experience of revisits to places previously enjoyed have often proved somewhat disappointing. Most definitely NOT in this case, however. I hope that you have some mechanism for informing your staff of well-deserved positive feedback since they are all, unquestionably, a credit and a distinct asset to the authority. So, thank you and VERY well done Caerphilly Borough Council – long may your success continue!
Resident	08/05/2013	I thought I would write a quick email to yourselves about the gentleman how keeps Senghenydd clean around the Windsor hotel and Ysgol Ifor Bach, Every morning rain or shine he greets me and my son with a good morning and a smile as well as a quick chat about the weather. Never have I seen him looking down he must constantly be in a good mood, he probably don't have to stop and say hello but he does an I just thought someone who goes that extra mile in their job should get some recognition as people are to quick to complain about poor customer service but hardly ever mention good customer service.

		Many Thanks
Resident	15/05/2013	My husband and I would like to express ore appreciation of the wonderful service given to us. Their kindness and consideration to us has been wonderful. The area always do polite and helpful, a marvellous service. Please thank them on our behalf
Specialist nurse for resident	24/05/2013	My name is Patricia and I am a Children's palliative care nurse working for Aneurin Health Board. I care for a family in Caerphilly with a seriously ill child. He requires a high level of complex care and equipment. The family have recently had problems with their collection of waste primarily from a private company adding to the family stress. I contacted Mr Ian Jones in waste management today to see if he could help. Within minutes he had a solution for me and was able to action it immediately with the bin men helping too. The family rang me amazed and delighted within a couple of hours saying they had a new bin. This is a fantastic result and I am really impressed and grateful with the service.
Resident	10/07/2013	I would just like to say that the 3 men who just emptied the green bins in Gwyn Drive Churchill Park are true assets to the council. no matter what the weather they are always here the same time to empty the bins, as a little thank you to them I took all 3 of them pints of water out to them as they came to my house, the 3 of them where so grateful and thankful it made my day. Once again they are an asset to you. It's great to see Residents sharing how happy they are with Council services on Social Media.
Resident	13/08/2013	As I am always passing on troubles to you, thought it would be nice to pass on some praise just received for the refuse /recycling crew covering Aberbargoed. Mrs Griffiths of Highfield Crescent said she is delighted with the service, with her garden waste sacks and food caddy being returned over the gate every week. She says as an elderly resident this makes her life a lot easier and feels CCBC give an excellent service. Well done crew!!
Resident	20/08/2013	Mrs Davies, aged 87, has rung to say thank you to the crews who have been assisting her since she broke her arm. She wants to pass on her gratitude for all they are doing, collecting and returning bins and recycling boxes.
Resident	28/08/2013	Just wanted to let you know how helpful the staff at the Full Moon recycling centre were over the weekend. We are in the process of renovating a house and I made several trips to the site. There were two members of staff who were particularly helpful, Gareth and Robert.
Resident	03/09/2013	I just wanted to say a big thank you to the Green collection crew who must have collected from our house a few weeks ago (Lewis Street, Machen). I had run out of refuse bags and had not been able to bag up all of the hedge cuttings so these were left near the bags. However the team must have collected both the loose and the bagged rubbish, which I'm sure, is above and beyond. Just wanted to say thanks very much – I'd appreciate it if my thanks could be passed to the relevant department. Thanks again
Resident	25/09/2013	I would just like to say I huge thank you to the staff at the Llanbradach recycling centre. They were friendly and very helpful.
Resident	10/01/2014	I had a call from the above resident today to thank the refuse crew, practically Gareth and his supervisor for finding and returning her mobile phone to her today and to say the refuse crew always do a great job on her street. Please can you pass on the thanks to the crew.

Please email
all entries to:

[Imcnab@aps
e.org.uk](mailto:Imcnab@aps
e.org.uk)

by 11 April
2014