

Waste and Recycling Advisor Project

Presentation to

Devon Authorities Strategic Waste Committee

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Overview of the project

- Commenced in 2017 under contract let by DCC to Resource Futures on behalf of the DASWC partners
- Objectives:
 - Increase awareness around contamination
 - Increased levels of home composting and reduction of food waste
 - Increased capture of recyclable and compostable materials (Inc. food waste)
 - Increase recycling in poor performing areas
 - Decrease residual waste from households
- Specific output targets to meet objectives reviewed every quarter



Waste & Recycling Advisors

- A team of three experienced advisors working in three local authority areas each plus specific campaign work on Recycle Devon for DCC
- Time allocation for each authority based on population numbers
- Division of areas for each advisor based on geography and travel considerations
- A plan of work is developed and approved each year taking into account specific LA needs

Waste & Recycling Advisors

Yvonne Twelves working in South Hams, Torbay, West Devon
and for DCC



Waste & Recycling Advisors

Rowena Riley working in East Devon, North Devon, Torridge
and Exeter



Waste & Recycling Advisors

Carol Arthur working in Teignbridge, Exeter, Mid Devon and West Devon



Waste & Recycling Advisors



FEEDBACK

Results so far

Participation Monitoring

To collect information on recycling/food waste participation and contamination, and help measure the impact of the work

- Nearly 13,500 properties monitored for participation in Year 1 and mostly repeated in Year 2

Highlights include:

- Marked drop in contamination of recycling bins in Exeter and 5% increase in recycling
- Increase in uptake of food waste recycling in Torbay
- A participation rate of 63% in the food waste service in Torridge, in the first month after roll-out
- Contribution to nearly 1,000 more tonnes of waste collected from householders for recycling or composting in Teignbridge saving up to £60,000

Results so far

Doorstepping

28,063 Doors knocked so far

10,459 residents have been
spoken to



Results so far



Did you forget something?

At least 12,343 'Sorry we missed you' cards left at the residence

There are lots of things that you can recycle

Your Recycling Service

Green Box



Green Bag



Brown Bag



We're sorry we missed you today....

Our Recycling Advisor has been visiting houses in your area to answer any recycling questions you have. The Advisor is also undertaking a study to assist Torridge District Council and pinpoint areas of recycling that need to be improved.

PLEASE COMPLETE AND RETURN THIS CARD

Let us know how we can help by ticking a box or using the space below:

- ☐ I understand how recycling works
- ☐ I don't understand how it works so would appreciate a visit from the Recycling Advisor
- ☐ Any other issues with your waste and recycling collection:

Name:

Postcode:

House No. or Name:

Email address or phone number:

THANK YOU FOR YOUR TIME

*GDPR Statement

www.torridge.gov.uk/recycling

Don't let Devon go to waste

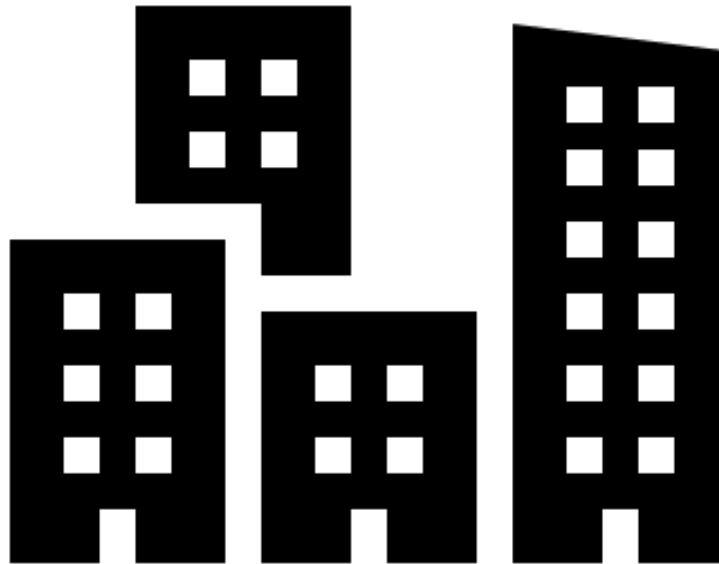
Results so far

8,596 recycling containers given out



Results so far

263 Communal blocks visited



Results so far

8,970
Mailing Preference Service
cards given out to help
prevent junk mail

say No! to Junk mail

You can say 'no'...

... to junk mail with your address

Register with the Mailing Preference Service (MPS) by using the freepost card attached, going online at mpsonline.org.uk or by phoning **0845 703 4599**.

The MPS can remove your name from up to 95% of Direct Mail lists and is supported by the Royal Mail. It will not stop mail that has been sent from overseas, un-addressed material or mail addressed to "The Occupier". It may take up to 4 months for the service to have full effect.

... to junk mail without address

Register with the Royal Mail's Door to Door Opt Out Service by contacting them via email optout@royalmail.com or by post **Freepost, RSTR-YCYS-TGLJ, Royal Mail Door to Door Opt Outs, Kingsmead House, Oxpens Road, OXFORD, OX1 1AA**.

The Royal Mail will send you a registration form to fill in and return to them. Opting out from Royal Mail Door to Door stops all unaddressed items from being delivered by them. Election material is not delivered by the Door to Door service and is therefore not affected by this opt out. Opting out means no one at the address will receive unaddressed mail items so make sure this is acceptable to everyone living at the property.

... to flyers and circulars

Put a No Flyers or Circulars sticker on your letterbox! Visit recycledevon.org to request a free one and we will send it to you.

Plus don't forget to tick the box!

Many forms contain an option to opt out of further marketing. If you sign any form, check for the box.

Looking forward

There are some distinct advantages of working with a contractor and as a partnership for this kind of work:

- expertise for recruitment and training waste advisors
- support with co-ordination and planning of work
- All risks (e.g. illness and absence) are borne by RF, reduced HR and cost risks to councils
- 3 qualified Waste and Recycling Advisors working across Devon
 - Economies of scale
 - Shared experience across all authorities

Looking forward

- Looking to build on the success achieved so far and heed lessons learnt
- Produce a summary of the work achieved to increase recycling participation in multi-occupancy areas
- Currently investigating ways of working even more efficiently such as joint working for the WRAs
- Officers are currently considering their needs for next year so that a timed plan of work can be developed

Thank You



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