

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Effectiveness of Council's Waste Collection and Disposal Education					
Timescale of Review:	July 2023 – July 2024		Post-Monitoring Period:	18 months from July 2025 - Interim reports due Feb 2025, Sep 2025 & March 2026		
Date agreed by Scrutiny:	July 2024		Date agreed by Executive:	July 2024		
Total No. of Recommendations and Sub Recommendations	Achieved	9	On track	0	Extended	1
	Achieved (Behind target)	0	Overdue	0	Alert	1

Key Achievements:

- Launched a bi-weekly e-newsletter that includes regular waste disposal education for residents.
- Uploaded the burgundy bin diagram to the Council's website and introduced an A-Z guide on recyclable items.
- Regular resident engagement through InTouch magazine, with themed recycling articles in every edition since October 2024, covering topics such as contamination reduction, plastics recycling, and preparation for food waste caddies.
- Ongoing school engagement programme, led by the Recycling Promoter, with visits, presentations, and re-circulation of educational video resources to schools, after-school clubs, and youth groups.
- Use of Council-owned digital screens (at the Gym, Contact Centre, and Arc Reception) to display refreshed recycling adverts and awareness campaigns.
- Planned communications campaign by the Comms team to further reduce contamination rates.
- Development of the 2026 bin collection calendar, prepared in August 2025 and scheduled for distribution to all households in the autumn.
- Strengthened operational practices within Streetscene in advance of a revised waste disposal policy (due to Council in October 2025), ensuring consistency in applying the Waste Collection Policy and reinforcing enforcement/education measures.

Reasons for non-implementation of Recommendations:

- Due to LGR a long term investment into an App would not represent good value for money, therefore 1.10 has been discontinued

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 1.1	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Communications Marketing and Design Manager	July 2025	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>In July 2024, the Communications department published an article about the green bins and provided information on the weekly food waste collections. The October edition featured a full-page diagram outlining the items that can be placed in the burgundy bin, as well as a campaign promoting clothing recycling.</p> <p>In the January 2025 edition, a new advert will focus on plastic recycling, alongside banner adverts highlighting additional items that can be recycled in the burgundy bin.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>Waste disposal themed articles have featured in every Intouch magazine since this review was approved by the Executive:</p>

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							<ul style="list-style-type: none"> - Oct 2024: 'What goes in your Burgendy Bin' - Jan 2025: 'Recycle plastic – feel fantastic' - May 2025: Council asks residents to 'brush' up on recycling (toothpaste tubes) - July 2025: 'Help Reduce Contamination' <p>The upcoming issue in October will also feature an article on the upcoming food waste recycling bin programme (food caddies).</p> <p><u>FINAL INTERIM REPORT</u></p>
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Communications Marketing and Design Manager	January 2025	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>On 13th December 2024, Bolsover TV aired a segment explaining the process for handling damaged bins. In September's episode, an educational clip was included to raise awareness about clothing recycling. The November</p>

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							<p>edition included a promotion for the newly introduced brown bin caddies, as well as a detailed feature on recycling rates and statistics.</p> <p><u>SECOND INTERIM REPORT</u> Bolsover TV has now been discontinued therefore this recommendation can be taken no further.</p> <p><u>FINAL INTERMIN REPORT</u></p>
<p>CSSC23-24 1.3</p>	<p>That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.</p>	<p>Strategic Director of Services in consultation with: Recycling Promoter</p>	<p>July 2025</p>	<p>Summer 2025</p>	<p>Achieved</p>	<p>Partnership Officer time</p>	<p><u>FIRST INTERIM REPORT</u> The recycling promoter has emailed all schools across the District to remind them that the Council is able to visit schools to provide recycling education.</p> <p>By June 2024 the Recycling Promoter had 2 responses out of all schools across the District – the Council continues to struggle to</p>

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							<p>get into schools but progress is being made.</p> <p><u>SECOND INTERIM REPORT</u> Engagement with local schools remains ongoing, with further contacts being made to encourage participation and involvement in the project. The Recycling Promoter continues to demonstrate strong enthusiasm and commitment, actively seeking opportunities to visit schools and promote awareness. Efforts are being sustained to ensure as many schools as possible are reached, keeping momentum and visibility high at this stage of the initiative.</p> <p><u>FINAL INTERMIN REPORT</u></p>
CSSC23-24 1.4	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community	Strategic Director of Services in consultation with:	July 2025	Summer 2025	Achieved	Partnership Officer time	<p><u>FIRST INTERIM REPORT</u> The educational video has been sent to all schools across the District. Over the summer the Recycling Promoter</p>

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	youth groups, to be shown to young people.	Communications Marketing and Design Manager Recycling Promoter					<p>had two responses out of all schools across the District regarding making visits to schools.</p> <p>The Council has also developed another video educating the process of how old bins are recycled when they are replaced which can be shown in schools.</p> <p>Additionally, the Communications Team will launch a weekly video series on YouTube, explaining what can be recycled in burgundy bins. They will also encourage viewers to submit questions, with the aim of addressing them in future videos.</p> <p><u>SECOND INTERIM REPORT</u> The video has been re-circulated to schools, after school clubs, and youth groups, with the Recycling Promoter continuing to offer visits to support engagement.</p>

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							<u>FINAL INTERMIN REPORT</u>
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).	Strategic Director of Services in consultation with: Recycling Promoter Partnership Policy Officer Communications Marketing and Design Manager	July 2025 (Extended to July 2026)	Summer 2025	Extended	Partnership Officer time	<u>FIRST INTERIM REPORT</u> <i>The Council has been In touch with HW Martin on how they can support the Council with this project. The progress on the project is still ongoing and in the early stages.</i> <u>SECOND INTERIM REPORT</u> <i>Some initial discussions have taken place between the Communications Manager and the Recycling Promoter. However, the Communications Manager is currently on long-term absence. Plans are in place to include an advertisement in the InTouch magazine and on the Council's website. Additional ideas that have been suggested include producing a promotional calendar.</i> <u>FINAL INTERMIN REPORT</u>

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							<p>Engagement with young people in settings where this could be discussed has been challenging. The implementation of food waste collection has taken priority over recent months so it is suggested this will be revisited later 2026 to encourage recycling across all types. Other advertising methods for engagement have been used recently such as food waste caddy animations to seek wider engagement.</p>
<p>CSSC23-24 1.6</p>	<p>That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication</p>	<p>Communications Marketing and Design Manager</p>	<p>January 2025</p>	<p>October 2024</p>	<p>Achieved</p>	<p>Officer time</p>	<p><u>FIRST INTERIM REPORT</u> The burgundy bin diagram has been uploaded to the Council website. Additionally, the Communications team has introduced an A-Z guide on recyclable items.</p> <p><u>FINAL INTERIM REPORT</u></p>

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	channels (i.e., parish notice boards and magazines).						
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.	Communications Marketing and Design Manager in consultation with: Recycling Promoter	January 2025 (initial date) July 2025 (Extended date)	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u> The burgundy bin diagram was deemed too thin and therefore not used.</p> <p>Instead, animated adverts have been created for display on digital screens in the Market Towns. These adverts encourage recycling and provide information on the types of products that can be recycled, such as the materials glass and metal can be turned into.</p> <p><u>SECOND INTERIM REPORT</u> The Shirebook Bulletin Board has been taken down. Two boards have been broken for some time and one is still working.</p> <p>Screens that do work are in the Gym, the Contact Centre and Arc Reception. These screens have featured recycling adverts</p>

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							regularly and content is frequently refreshed. The Comms team plan on running a media campaign on reducing contamination rates <u>FINAL INTERMIN REPORT</u>
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly e-newsletter service for residents.	Recycling Promoter in consultation with: Communications Officer Communications Marketing and Design Manager	January 2025	January 2025	Achieved	Officer time	<u>FIRST INTERIM REPORT</u> Regular waste disposal education has been included in the - newsletter for residents, published every two weeks by the Communications Team since 21st October 2024. <u>FINAL INTERMIN REPORT</u>
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.	Communications Marketing and Design Manager	January 2025 (initial date) July 2025 (Extended date)	Summer 2025	Achieved	Officer time	<u>FIRST INTERIM REPORT</u> Discussions regarding the redesign of the bin calendar and recycling guide booklet are currently ongoing with the newly appointed Assistant Director of Streetscene. As a result, the target date for

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							<p>completion has been extended to allow for further planning and input.</p> <p><u>SECOND INTERIM REPORT</u> The Council developed a new 2026 bin collection calendar in August 2025, which will be distributed to households during the autumn.</p> <p><u>FINAL INTERMIN REPORT</u></p>
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.	Communications Marketing and Design Manager	January 2029	March 2025	Alert	Officer time Budget	<p><u>INTERIM REPORT</u> This has not yet been initiated, as priority has been given to other recommendations and their respective target dates.</p> <p><u>SECOND INTERIM REPORT</u> Due to the ongoing developments relating to Local Government Reorganisation and the anticipated structural changes to Bolsover District Council, it has been agreed that this recommendation will not</p>

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							<p>be taken forward at this stage. While it has been given due consideration, no further action will be undertaken in light of the Council's future transition.</p> <p><u>FINAL INTERMIN REPORT</u></p> <p><i>As above</i></p>
CSSC23-24 1.11	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Strategic Director of Services in consultation with: Recycling Promoter	July 2025	Summer 2025	Achieved	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>Bin hangers have been produced and are being distributed by the Recycling Promoter as needed, in accordance with Section 3.17 of the Council's Waste Collection Policy.</p> <p>The Recycling Promoter has also been visiting households where the Burgundy bin collection was delayed due to contamination.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>There is a revised policy for waste disposal</p>

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							<p>scheduled to go to Council for approval in October. This will provide an updated framework for enforcement and education around residual, recycling, and garden waste collections.</p> <p>In anticipation of this, Streetscene is tightening up operational practices to ensure consistency with the Council's existing Waste Collection Policy.</p> <p>Continued education is being pursued to reduce contamination rates in recyclables.</p> <p><u>FINAL INTERMIN REPORT</u></p>