

[REDACTED]
From: [REDACTED]
Sent: 13 August 2021 10:23
To: [REDACTED]
Cc: [REDACTED]
Subject: Response to Alternate Weekly Collections

Dear Members

In response to some emails and social media comments about the news article of the Council moving to alternate weekly collection, the Director of Environment and Regeneration, in consultation with the Council Leader has prepared the following standard response that can be sent to constituents should you receive any queries directly.

Kind regards, [REDACTED]

Dear

*Thank you for your dated concerning the recent news article about the Council introducing alternate weekly collections. Sadly, the original statement was taken out of context by the media. While there **will** be debate about this matter in the coming year, a decision to move to this model of refuse collection has **not** yet been made. Your comments have been noted and any further comments received will be taken into consideration when this matter is debated ahead of any decision. Thank you again for getting in touch.*

Yours

Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 24 August 2021 14:16
To: [REDACTED]
Subject: AWC report
Attachments: AWC 2021.docx

Hi [REDACTED]

First draft for comment.

Cheers

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From:
Sent: 20 September 2021 14:41
To:
Subject: Domestic Survey Sept 21
Attachments: Domestic Survey Sept 21.docx

Hi

Next set of Questions for Domestic Survey, your comments/suggestions?

[REDACTED]

From: [REDACTED]
Sent: 21 September 2021 12:37
To: [REDACTED]
Subject: RE: Domestic Survey Sept 21

Looks okay, would like to see first draft in Survey monkey. We need to ask whether they would be willing to accept another bin for a garden waste collection, we also need to slant the questions as if AWC is coming in i.e. it's happening how will you cope and what the Council is doing. Ultimately we need to drill down so that it is directed entirely at Douglas households. The idea is that we are preparing them for AWC and hopefully getting key feedback on how to best achieve it.

Cheers
[REDACTED]

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From: [REDACTED]
Sent: 20 September 2021 14:41
To: [REDACTED]
Subject: Domestic Survey Sept 21

Hi [REDACTED]

Next set of Questions for Domestic Survey, your comments/suggestions?

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 21 September 2021 15:12
To: [REDACTED]
Subject: RE: AWC 2021 (2)
Attachments: AWC 2021 (2).docx

Hi [REDACTED]

Report updated and responses to your queries below. I will work on an FAQ for the appendices, which would form part of our public comms campaign.

Cheers

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From: [REDACTED]
Sent: 17 September 2021 10:11
To: [REDACTED]
Cc: [REDACTED]
Subject: AWC 2021 (2)

Hi [REDACTED]

Happy with all those changes. Have added in on more comment, tracked on the attached. I've accepted all the other changes so this is a clean version.

I did, however, make several other suggestions in my covering email and they don't appear to have been picked up. As below:

We need to be clear on savings because in previous reports you have said that the capacity generated from going alternate black would supplement kerbside. Is that still your and [REDACTED] view? We've incorporated cardboard without any uplift in resource because we got new vehicles. Are we still sure that if we go alternate black, with green on the alternate week for 9 months of the year we will have sufficient spare capacity to deal with any increase at the kerbside? Or will the larger vehicles take care of that? If the latter then we may need to spell that out in this report because it differs from what we have said previously. If I'm honest it's all a bit of an unknown, hence why I'm recommending an additional kerbside for the first 3 months, to see how we are doing. I've updated the projected savings table and hopefully I've focussed peoples mind towards the 'feasible' quantities and associated costs/

savings, but this may not go the way we anticipate, I'm loath to make any further assumptions than what I've already given, particularly as we haven't done a bin composition audit for a few years and there's no question that peoples habits have changed, particularly over the last 18 months. We are looking to do another audit in the spring 2022, so we can update projections afterwards, but I expect we will have committed ourselves by then. Also note that the savings table is purely based on gate fee diversion, it does not make allowance for recycling income because of market volatility. N.B. It's worth speaking to Sean about his conversation with the Chair regarding savings or not as the case may be!

Do you want to say anything about a communication campaign again, I think it would be worth it. I thought I'd covered that adequately with the following sentence: - *"It was concluded that Hartlepool Borough Council's situation was most similar to Douglas' both in terms of their starting position and the approach they ultimately followed. Hartlepool's strategy was particularly noted for its communication strategy to householders, which incorporated the following tools:*

- *Initial leaflet drop advising of the change including the introduction of a new services i.e. green waste collection*
- *Second leaflet drop, giving specific details of how the changes would affect individual residents*
- *In a parallel process, door to door canvassing advising of the change and dealing with queries*
- *Community drop in sessions (surgeries) where officers spoke with groups/ individuals in a relaxed environment.*
- *Issuing of new boxes, wheelie bins, collection calendars"*

In your March 19 report, you also covered off other considerations around properties that do not currently have kerbside, those without gardens, flats and households with high levels of residual waste and Christmas. I think it's worth having a section in this latest report on those items again or maybe a set of FAQs as an appendix as it will allay concerns. Think of all the objections we're likely to get from residents and Members and put that in the FAQ with an answer. Again, I thought the paragraph below captured the essence of likely problem areas, but an FAQ would be a good idea: -

"The March 2019 report also considered properties, areas, periods and situations which may require more flexibility in the way we approach service provision. Examples given included:

- *Access and spatial limitations e.g. The Drives by the Castle Mona*
- *Peak household waste producing periods e.g. Christmas holidays*
- *Large households*

It is considered that a combination of solutions which could include the issuing of larger bins, additional collections or exercising some degree of side waste leniency at Christmas for example, would alleviate these issues (source: WRAP 2007)"

We seem to have dropped any suggestion that we collect textiles at the kerbside. Could we with the new kerbside vehicles? Either way we need to say what we think we should do with textiles as it just seems to have dropped off the radar and if we encourage Members to read the old reports, they'll pick up on it. I've not dropped it per se, it's just that I have no supporting data regarding quantities, so have nothing to really evaluate, I've just assumed it's a given that we'll take it. Unlike other materials there are multiple disposal routes for textiles including charity shops/ charity bins so whilst I firmly believe we should and can offer a collection for this material, I don't feel it will have any significant bearing on savings/ capacity to warrant any deeper analysis, clearly we'll need to do due diligence on where we can dispose of it for an income.

Catch up with you on it when you are back.

Many thanks


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[REDACTED]

From: [REDACTED]
Sent: 21 September 2021 16:31
To: [REDACTED]
Subject: AWC FAQ's
Attachments: AWC FAQ's.docx

Guys

Please see attached FAQ's as a starter for 10, please add if you can think of things I've missed. Do we think it worth mentioning bulk waste collections and the CA site as other services we provide?

Thanks

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 22 September 2021 10:01
To: [REDACTED]
Subject: RE: AWC FAQ's

Hi [REDACTED]

My only comment would be with question 1.

1. What if I no longer have enough capacity for my non-recyclable waste? – Waste officers will carry out an assessment of your situation, providing advice on waste minimisation techniques. Other measures may include providing larger bins to high occupancy households and additional collections for communal bins in the case of flats and apartments.

I wouldn't initially offer up the other measures, I would do that at the assessment.

Many thanks

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 21 September 2021 16:31
To: [REDACTED]
Subject: AWC FAQ's

Guys

Please see attached FAQ's as a starter for 10, please add if you can think of things I've missed. Do we think it worth mentioning bulk waste collections and the CA site as other services we provide?

Thanks

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 07 October 2021 15:31
To: [REDACTED]
Subject: FW: AWC 2021 (2)
Attachments: AWC 2021 (2).docx; AWC 2021rev3.docx

Hi [REDACTED]

First one is what [REDACTED] sent to me, the second attachment "AWC 2021 rev3" is my response to [REDACTED] plus e-mail below.

[REDACTED] accepted all of my comments in full and that should've been the version you received, but I'm not 100% convinced that is what I sent you...sorry

Cheers
[REDACTED]

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From: [REDACTED]
Sent: 23 September 2021 10:33
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: AWC 2021 (2)

Morning [REDACTED]

Thank you for your comments and recommended changes. I've updated to incorporate most of your suggestions and hopefully answered your comments, if you could please review to see if I've covered the various issues.

Thanks
[REDACTED]

[REDACTED]
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From: [redacted]
Sent: 22 September 2021 09:06
To: [redacted]
Cc: [redacted]
Subject: RE: AWC 2021 (2)

Hi [redacted]

I've made a number of suggestions on the attached report. Please give me a call if you would like to discuss it.

[redacted]
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[redacted]
Sent: 21 September 2021 15:14
[redacted]
Subject: FW: AWC 2021 (2)

Gents

Please see draft report for comment, I'm happy to meet to discuss if need be. Please note, this is still at draft so more changes may be required but the costing side should be about right.

Cheers

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[redacted]
Sent: 21 September 2021 15:12

Subject: RE: AWC 2021 (2)

H [redacted]

Report updated and responses to your queries below. I will work on an FAQ for the appendices, which would form part of our public comms campaign.

Cheers

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[redacted]
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From: [redacted]
Sent: 17 September 2021 10:11
To: [redacted]
Cc: [redacted]
Subject: AWC 2021 (2)

Hi [redacted]

Happy with all those changes. Have added in on more comment, tracked on the attached. I've accepted all the other changes so this is a clean version.

I did, however, make several other suggestions in my covering email and they don't appear to have been picked up. As below:

We need to be clear on savings because in previous reports you have said that the capacity generated from going alternate black would supplement kerbside. Is that still your and Sean's view? We've incorporated cardboard without any uplift in resource because we got new vehicles. Are we still sure that if we go alternate black, with

green on the alternate week for 9 months of the year we will have sufficient spare capacity to deal with any increase at the kerbside? Or will the larger vehicles take care of that? If the latter then we may need to spell that out in this report because it differs from what we have said previously. If I'm honest it's all a bit of an unknown, hence why I'm recommending an additional kerbside for the first 3 months, to see how we are doing. I've updated the projected savings table and hopefully I've focussed peoples mind towards the 'feasible' quantities and associated costs/savings, but this may not go the way we anticipate, I'm loath to make any further assumptions than what I've already given, particularly as we haven't done a bin composition audit for a few years and there's no question that peoples habits have changed, particularly over the last 18 months. We are looking to do another audit in the spring 2022, so we can update projections afterwards, but I expect we will have committed ourselves by then. Also note that the savings table is purely based on gate fee diversion, it does not make allowance for recycling income because of market volatility. N.B. It's worth speaking to [REDACTED] about his conversation with the [REDACTED] regarding savings or not as the case may be!

Do you want to say anything about a communication campaign again, I think it would be worth it. I thought I'd covered that adequately with the following sentence: - *"It was concluded that Hartlepool Borough Council's situation was most similar to Douglas' both in terms of their starting position and the approach they ultimately followed. Hartlepool's strategy was particularly noted for its communication strategy to householders, which incorporated the following tools:*

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- *Issuing of new boxes, wheelie bins, collection calendars"*

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- *Access and spatial limitations e.g. The Drives by the Castle Mona*
- *Peak household waste producing periods e.g. Christmas holidays*
- *Large households*

It is considered that a combination of solutions which could include the issuing of larger bins, additional collections or exercising some degree of side waste leniency at Christmas for example, would alleviate these issues (source: WRAP 2007)"

We seem to have dropped any suggestion that we collect textiles at the kerbside. Could we with the new kerbside vehicles? Either way we need to say what we think we should do with textiles as it just seems to have dropped off the radar and if we encourage Members to read the old reports, they'll pick up on it. I've not dropped it per se, it's just that I have no supporting data regarding quantities, so have nothing to really evaluate, I've just assumed it's a given that we'll take it. Unlike other materials there are multiple disposal routes for textiles including charity shops/ charity bins so whilst I firmly believe we should and can offer a collection for this material, I don't feel it will have any significant bearing on savings/ capacity to warrant any deeper analysis, clearly we'll need to do due diligence on where we can dispose of it for an income.

Catch up with you on it when you are back.

Many thanks

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 07 October 2021 17:21
To: [REDACTED]
Subject: AWC - Appendix A - FAQ's
Attachments: AWC FAQ's.docx

Hi [REDACTED]

I've tweaked the language, so it's less technical for householders, added a few more q's particularly around garden waste and incorporated comments from the team.

Regards

[REDACTED]

[REDACTED]

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Danielle Atkinson

From: [REDACTED]
Sent: 11 October 2021 08:39
To: [REDACTED]
Subject: AWC
Attachments: AWC FAQ's.docx; AWC 2021rev3 (2).docx

Morning [REDACTED]

Please find attached updated report and FAQ's. I'm happy with all content but you will need to review my comments or amendments.

Once again apologies for my error.

Regards

[REDACTED]
[REDACTED]
[REDACTED]
Senior Engineering & Waste Services
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[REDACTED]

From: [REDACTED]
Sent: 13 October 2021 09:57
To: [REDACTED]
Subject: FW: Alternate weekly collections report ESC - October 2021
Attachments: Alternate weekly collections report ESC - 11.10.21.docx; AWC FAQ's.docx

Guys

Report to committee, fyi.

Cheers

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 11 October 2021 12:46
To: [REDACTED]
Cc: [REDACTED]
Subject: Alternate weekly collections report ESC - October 2021

Hi [REDACTED]
Attached report has been approved for release
Thanks

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 18 October 2021 14:36
To: [REDACTED]
Cc: [REDACTED]
Subject: ESC - 18.10.21

Hi all

Lots on the agenda this morning, so capturing the actions as below. [REDACTED] will have picked up his.

AWC

[REDACTED] you probably made a note of these already but belt and braces:

- Need to cover off concerns about H&S, R-a-t-s, larger families and flytipping in the FAQs;
- Need to include some of the responses being received from the domestic survey into the FAQs;
- Need to undertake another compositional analysis next spring to further support the public communication – even if AWC dies at ExCo or Council, I think we should do this anyway;
- Need to write a business case for funding from Zero Waste Man – similar to a manx lottery application I should imagine. It might be worth finding out if they have a specific form or whether we just submit something by email;
- Public communication campaign needs to include the basics such as where waste goes.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 29 October 2021 16:55
To: [REDACTED]
Subject: AWC Suggestion

Hi [REDACTED]

Not that I would wish to interfere in any way, but a thought occurred to me during the AWC debate in Exec Cttee: if you were able to allocate resources to conduct a compositional analysis in Nov-Dec those results could be appended to the report when it goes to the January meeting thereby overcoming the "out of date data" argument. (Obviously, I understand your staff have other things to do and may not be able to fit this in.) Just a thought.

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[REDACTED]

From: [REDACTED]
Sent: 07 November 2021 11:03
To: [REDACTED]
Cc: [REDACTED]
Subject: Bin capacities

[REDACTED]

I have been reading the census, it's one of those things I like to do, don't judge me. I'm trying to get my facts straight ahead of any possible introduction of alternate weekly collections.

As I understand the proposal every household will have 1 x 240L residual, 3 x 55L recycling and a seasonal garden waste collection every fortnight. This is a capacity of 405L per fortnight per household plus garden waste.

The census tells me that in 2016 there were 710 households in Douglas with more than 4 occupants, this means that 93.9% had 4 or less occupants. At 4 occupants this would equate to 51L per person per week in waste capacity.

Can you please confirm that this aligns with a recognised standard for waste collection.

I am supportive of the changes (and voted in favour twice in the past), I'm just reassuring myself.

Thank you

- [REDACTED]
- 5,000+ ebooks
 - 900+ audiobooks
 - 2,200+ emagazines

Available to members of Douglas Library, download the Libby App, ask for a PIN number and away you go.

- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

[REDACTED]

From: [REDACTED]
Sent: 10 November 2021 13:59
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Green Waste Charges
Attachments: green waste charges 2021.docx

Dear [REDACTED]

Apologies for the delay in responding. I've attached an extract of the report I prepared for the CA site committee which shows the cost implications for the ratepayer for the remainder of 2021/22. The alternative composting facility in St Johns has a lower gate fee (£38 p/t as opposed to £40 p/t) but in terms of lost operational time and increased fuel costs we do not consider this to be more economically advantageous. In terms of the rollout of AWC the new garden waste gate fee of £40.00 has been already been factored in to the cost model.

I trust this answers your query.

Kind regards

[REDACTED]

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From: [REDACTED]
Sent: 07 November 2021 12:56
To: [REDACTED]
Cc: [REDACTED]
Subject: Green Waste Charges

[REDACTED]

The increase in charges for green waste from £19 to £40 per tonne looks rather dramatic. What is the financial implication for Douglas rate payers? I.e. Douglas's share of the cost increase.

Also you mentioned an alternative at £2/tonnes less. Is that the company doing the composting?

Thank you

[REDACTED]

[REDACTED]
[REDACTED]

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■ 900+ audiobooks

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♻️ Questions about recycling?

♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

Green gate fee charge – The Contractor reported to the last meeting of the Civic Amenity Site Committee, that the Council, as Contractor, had received notice from Middle Park Recycling (MPR) of their intent to increase the gate fee for green waste from the current charge of £19.00 per tonne to £40.00 per tonne with effect from the 1st October 2021. The Contractor wrote to MPR explaining the budgetary implications for the partnering Local Authorities and requested that the terms of the charge imposition be reconsidered. MPR have subsequently written back offering to stage the increase over two equal increments as follows: -

- Current gate fee - £19.00
- 1st December 2021 - £30.00
- 1st March 2022 - £40.00

The cost implication of the new charge is based on 2019/20 tonnages, as this was the last full year unaffected by COVID lockdowns: -

	Dec	Jan	Feb	Mar	Total
Green Waste weights (tonnes)	43.06	43.53	85.68	161.54	333.81
Current gate fee	£19	£19	£19	£19	
New gate fee	£30	£30	£30	£40	
2021/22 Budgeted cost	£818	£827	£1,628	£3,069	£6,342
New cost after increase	£1,292	£1,306	£2,570	£6,462	£11,630
Cost difference for 2021/22	£474	£479	£942	£3,392	£5,287

In terms of the cost implication for each authority, for the remainder of 2021/22: -

	Braddan	Douglas	Garff	Onchan	Santon
Anticipated increase for 2021/22	£5,287	£5,287	£5,287	£5,287	£5,287
Proportionate contribution	12.66%	62.46%	5.42%	17.78%	1.68%
Adjusted increase for 2021/22	£669	£3,302	£287	£940	£89

The ECAS contractor has contacted an alternative composting facility situated at Ballanevin, St John's who have advised that their gate fee is £38 per tonne, with potential for a further discount subject to tonnage. However, the additional fuel cost would not offset unless the gate fee even if it were £35.00 per tonne. In addition the Skip contractor is contractually obligated to move a certain amount of skips in a given period, which effectively amounts to 3.5 days per week, with an increased journey time of 1 hour per load, this may give rise to a claim for increased cost from the skip contractor.

[Redacted]

From: [Redacted]
Sent: 11 November 2021 17:27
To: [Redacted]
Subject: RE: Council - 11th November 2021

Sensitivity: Confidential

Hi [Redacted]

Please see my responses below. Copied just to yourself.

See you Tuesday..... or Sunday if you're at the Remembrance parade 😊

cheers

[Redacted]

[Redacted]

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From: [Redacted]
Sent: 11 November 2021 09:29
To: [Redacted]
Cc: [Redacted]
Subject: Council - 11th November 2021
Sensitivity: Confidential

Morning all

Quick update on yesterday's Council – finish time 1815 – and a few queries that I need to get back to Members on:

[Redacted] – all of this was debated in private so it needs to remain confidential

- Moving to AWC was approved as Council Policy with a vote of 11 For and 1 Against. The timeframe has not yet been agreed and will depend on how the reserves are looking in January. Couple of things we need to check:
 - Is there anything in the PHA that would preclude us from doing this? I know you've looked before but just take another look. I know we can't fine and we have to provide a service but we can determine how that service is provided. Not having the 'right' legislation was used by a couple of members when speaking against it so we need to be ready for this; I've attached and highlighted the relevant clause

below. Nothing in the act stipulates frequency but this clause permits the Council to specify the way in which the householder stores the waste, so that the items can be recycled or reclaimed.

65 Collection of waste

- (1) A local authority shall make arrangements for the collection of household waste and commercial waste from premises within its district except waste of the following descriptions –
 - (a) waste which is at a place which is so isolated or inaccessible that the cost of collecting it would be unreasonably high.
 - (b) waste, adequate arrangements for the disposal of which have been or can reasonably be expected to be made by a person who controls the waste.
 - (c) waste which is collected by the Department of Infrastructure under subsection (3).⁴⁶
- (2) Any dispute as to whether or not any waste falls within subsection (1)(a) or (b) shall be referred to and determined by the Department.
- (3) The Department of Infrastructure may arrange for the collection from any premises of household waste or commercial waste of such classes or descriptions as may be prescribed.⁴⁷
- (4) Where a local authority or the Department of Infrastructure collects household waste or commercial waste from premises, it may as a condition of doing so require the occupier of the premises to store in a



particular way any household waste or commercial waste of a kind which can be used again or from which substances can be reclaimed.⁴⁸

- Everyone agreed that communication and taking residents on a journey was going to be key to success. There was a suggestion that if it's approved in January, that we put some material out with the rates newsletter so build that into your project plan please; **Will do**
- Suggestion was also made that we put out a targeting message at Christmas time asking residents to think about what they were putting in their bin for Christmas and what could be recycled. Need to get the strong message across that residents are putting valuable resources in the black bin and we need to get it out of the black bin **Will do**
- A comment was passed by one member that our side waste policy says we don't 'touch' side waste rather than we don't 'take' side waste – is that true? Pre-dates me and I don't think I've ever seen it – can you send me a copy please? If it's ambiguous then you'll need to pick this up along with the little suite of policies that will need to accompany AWC to make it work. **Honest answer I don't think I've ever seen any minute, however Waste Services distributed a leaflet to all households back in the 1992 which had the no side waste policy, as below: -**

property otherwise it can be left on the footway tight up against your property.

If you have a back lane, remember only to put the bin in the lane when a collection is due and take it back in that day so that it does not cause obstruction to other users of the lane. The Police and the Corporation will take action in cases where the bin is abandoned in the highway all week without permission.

2. In some cases the bins must be put out early in the morning because the collectors have to make an early start due to traffic problems in the town.
3. Although the bin may have been delivered to you some weeks or days previously, your final collection under the old system will be made on the normal day of collection during the week commencing 7th July, 1992.
4. **DO NOT** put any rubbish into the bin until you have had your final collection under the old system.
5. The bin will be emptied during the following week commencing 13th July 1992 where bins have been provided.
6. You must remember that in the future, unless special arrangements are made for loose rubbish only refuse which has been deposited in the bin will be collected. **IF YOU LEAVE ANY RUBBISH, BOXES, BAGS, SACKS ETC, ON OR ALONGSIDE THE BIN IT WILL NOT BE COLLECTED AND YOU WILL LEAVE YOURSELF OPEN TO PROSECUTION.**
7. It is most important that you keep the bin in a secure and safe place, if it is stolen or damaged, you will be responsible for the cost of replacement unless it can be proved that it was damaged by a Corporation vehicle or employee and even only then if it can be proved that the bin was not left in a dangerous position where damage would have been unavoidable.
8. With the exception of Christmas and New Year holidays when special arrangements will be made for at least one collection during a 14 day period, no free collection of refuse will take place on a public holiday. Proprietors who are due a collection on a

- A further comment was passed that only a third of households in Douglas have a garden. I thought it was more like two thirds, can you clarify? Again being honest, this was an exercise undertaken by [REDACTED] where he came up with a figure of approximately 7000 households had gardens of varying sizes. My recollection is that back in the late noughties, the Council introduced an initiative to offer subsidised composting bins to householders and this was undertaken by [REDACTED] who is going to do another assessment but I'm confident the figure is closer to 7,000 than 3,500.

Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 19 November 2021 16:31
To: [REDACTED]
Subject: FW: Council - 11th November 2021

Sensitivity: Confidential

Good news! [REDACTED] has pulled out the stops and got us a figure of 7,267 gardens. We have recommended 4.2k bins based on WRAP guidance of 60% - in fact our slight underestimation means 4.2k = 58% but we have sufficient in budget to deal with small variations.

Regards
[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 19 November 2021 09:42
To: [REDACTED]
Subject: RE: Council - 11th November 2021
Sensitivity: Confidential

Hi [REDACTED]

[REDACTED] has it in his schedule, it is a bit of work as it means go through all of the mapping for Douglas, which he has simplified, he believes he can do it in a day but currently has it pencilled in for the first week in December.

Regards
[REDACTED]

[REDACTED]
[REDACTED] Waste Services Manager
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man

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From: [REDACTED]
Sent: 18 November 2021 17:07
To: [REDACTED]
Subject: RE: Council - 11th November 2021
Sensitivity: Confidential

Hi

Any joy with the gardens one yet?

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[REDACTED]
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From: [REDACTED]
Sent: 11 November 2021 17:27
To: [REDACTED]@douglas.gov.im>
Subject: RE: Council - 11th November 2021
Sensitivity: Confidential

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cheers
[REDACTED]

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Sent: 11 November 2021 09:29
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Cc: [REDACTED]
Subject: Council - 11th November 2021
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Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 26 November 2021 16:08
To: [REDACTED]
Subject: cardboard briefing note
Attachments: cardboard collectionNov21rev1.doc

Hi [REDACTED]

Updated to incorporate analysis with CA site and the bity about improved communication.... I've avoided the whole 500 tonnes thing, as that is directly related to AWC so would raise more questions than answers, if I referred to it.

Cheers

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 26 November 2021 16:59
To: [REDACTED]
Subject: cardboard collectionNov21rev1
Attachments: cardboard collectionNov21rev1.doc

Hi [REDACTED]

Thanks for the changes, I've made one further suggested change, tracked – let me know if you're happy with it.

Have a good weekend.

Cheers

[REDACTED]
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Town Hall, PO Box 2, Douglas, Isle of Man
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e-mail [REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 26 November 2021 17:08
To: [REDACTED]
Subject: CUSTOMER SATISFACTION SURVEY REPORT
Attachments: RECYCLING SURVEYnov21REV1.docx

Hi [REDACTED]

First draft for comment.

Regards

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]
Phone - +44(0)1624 [REDACTED]
www.douglas.gov.im

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[REDACTED]

From:

Sent:

30 November 2021 09:50

To:

Subject:

Briefing Note 21/11-12 - Kerbside Cardboard Collection

Attachments:

21.11-12 Kerbside Cardboard Collection.pdf

Good morning Members and Officers,

Please find attached briefing note 21/11-12 for your information.

Kind regards,

[REDACTED]

[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

Phone - +44(0)1624 [REDACTED]

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BOROUGH OF DOUGLAS
Briefing Note
Ref: 21/11-12
Environmental Services
Committee

REPORTING OFFICER	Senior Engineering & Waste Services Manager
SUBJECT	Kerbside Cardboard collection
REASON FOR BRIEFING NOTE	To advise members of progress following the introduction of cardboard to the kerbside collection service
BRIEFING NOTE	<p>In a special meeting of the Executive Committee on 16th January 2020, Members resolved to support the following recommendation: "The introduction of a household cardboard collection service, on the proviso that the new vehicle replacement report is approved regarding new recycling collection vehicles".</p> <p>In a parallel process, the Head of Fleet Services submitted the Vehicle & Plant Replacement Report to the Executive Committee on 29th November 2019, which included a recommendation, to replace two of the original kerbside collection vehicles with two new 'Romaquip' kerb-sort vehicles. The new multi-compartment recycling vehicles would enable cardboard to be collected at the kerbside. The resolution to purchase the vehicles was ratified at a special meeting of the Executive in January 2020.</p> <p>The new kerb-sort vehicles arrived with the Council in September 2020 and the new brown cardboard collection service was launched in November 2020 following a month long communications campaign.</p> <p>Data capture for cardboard in the first two months was combined with paper, this was due to the way in which Waste Services weighed and tipped the material, therefore the initial cardboard weights for those two months is an estimated reading only. In early January 2021 the Isle of Man Government imposed a circuit breaker lockdown, which resulted in the suspension of the kerbside service.</p> <p>The service resumed again in February 2021 but was shortlived as the Island went into a further lockdown, throughout March 2021. The service fully resumed in April 2021. Weights for February onwards are actual cardboard tonnages, with almost 23 tonnes collected since the</p>

service began, this represents a gate fee saving at the Energy from Waste Plant of more than £2,000.00, despite 2 months of inactivity. The table below gives the monthly tonnages over the first 12 months, with a year high of 4 tonnes in September.

Month	Cardboard (tonnes)
Nov-20	0.4
Dec-20	1.1
Jan-21	No service
Feb-21	2.63
Mar-21	No service
Apr-21	1.7
May-21	2.8
Jun-21	1.04
Jul-21	2.23
Aug-21	2.69
Sep-21	4
Oct-21	2.29
Nov-21	0
Monthly Average	1.90
Yearly total	22.78

Setting aside the initial start up and the periods disrupted by lockdowns, the general trend is consistently over 2 tonnes per month, with a year high of 4 tonnes in September. There is no obvious explanation for this particular spike, with one suggestion being that it could be linked to the start of the new school term i.e. packaging associated with school uniforms/ bags etc, purchased on line.

As part of the review, we also investigated what, if any impact the new collection service was having on Civic Amenity site cardboard. The table below shows Civic Amenity site cardboard tonnages for the past 3 years. As kerbside cardboard started in November 2020, we have used this as the base month for comparison purposes.


Month/ Year	A 2018/19 (tonnes)	B 2019/20 (tonnes)	C change from 18/19 to 19/20 (tonnes)	D 2020/21 (tonnes)	E change from 19/20 to 20/21 (tonnes)
Nov	26.1	16.6	-9.5	10.5	-6.2
Dec	16.7	20.3	3.6	10.0	-10.2
Jan	16.0	15.8	-0.1	3.2	-12.7
Feb	15.1	12.9	-2.2	7.2	-5.8
Mar	15.0	10.8	-4.2	2.6	-8.1
Apr	17.5	0.0	-17.5	5.9	5.9
May	21.2	7.8	-13.5	8.6	0.8
Jun	14.2	15.9	1.7	12.0	-4.0
Jul	14.2	13.4	-0.8	11.9	-1.5
Aug	19.2	11.8	-7.3	8.3	-3.5
Sep	15.7	7.9	-7.7	10.6	2.7
Oct	15.0	10.8	-4.3	6.4	-4.4
total	205.7	143.9	-61.8	97.1	-46.8

Overall, there is a clear downward trend in CA site cardboard, which has consistently dropped year on year, showing a 62 tonne drop between 2018/19 and 2019/20 (column C). Some of the drop in 2020 can be attributed to COVID lockdowns, but outside those periods the figures were also lower. Total tonnage for 2020/21 (column D), is 97 tonnes, this represents a reduction of 53% on the 2018/19 figure. Again some of this can be attributed to lockdowns in January and March 2021 as well as the introduction of kerbside service, but as the overall trend was also downward, it is difficult to ascertain how much of this reduction is due to channel shift, that is, people disposing of their cardboard through the kerbside service. It is accepted that the service is still in its infancy and collected tonnage are expected to grow over time.

Generally, the first year results have been satisfactory but clearly there is a lot more cardboard out there that could be captured and with the prospect of Alternate Weekly Collections commencing in the near future, promotion of the service will intensify as part of the communication campaign.

APPENDICES

None

AUTHOR OF BRIEFING NOTE	Senior Engineering & Waste Services Manager
RESPONSIBLE CHIEF OFFICER	Director of Environment & Regeneration
APPROVED BY ACTING CHIEF EXECUTIVE (D LOONEY)	
DATE	29 th November 2021

Circulation List	Environmental Services Committee Director of Environment and Regeneration Senior Engineering and Waste Services Manager Democratic Services
Date of Circulation	30.11.2021

[REDACTED]

From: [REDACTED]
Sent: 07 December 2021 11:50
To: [REDACTED]
Subject: Fwd: households with gardens

Hi [REDACTED]

Do you know the answer to [REDACTED] question in his email below?

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ 5,000+ ebooks

■ 900+ audiobooks

■ 2,200+ emagazines

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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Begin forwarded message:

From: [REDACTED]
Date: 7 December 2021 at 11:08:58 GMT
To: [REDACTED]
Subject: Re: households with gardens

[REDACTED] further to your email below, could I ask what constitutes a "garden"

There area in front of my house is in your estimations probably considered a garden, however, I would suggest that it does not produce sufficient green waste to warrant a fortnightly collection.

Regards -

[REDACTED]
Sent from my iPad

On 20 Nov 2021, at 08:49, Councillor [REDACTED] wrote:

Dear [REDACTED]

As per email below, it is estimated that 7,267 gardens in Douglas, representing about 60% of households. While many of the gardens might just be lawns or quite small, they still produce green waste and hence may consider the option of a garden waste bin.

Kind regards

[REDACTED]
[REDACTED] Councillor
[REDACTED] Councillor
[REDACTED] Councillor
[REDACTED] Douglas Borough Council

■ 5,000+ ebooks

■ 900+ audiobooks

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♻️ Questions about recycling?

♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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Begin forwarded message:

From: [REDACTED]
Date: 19 November 2021 at 16:39:38 GMT
To: [REDACTED]
Subject: households with gardens

Afternoon [REDACTED]

At Council last week, [REDACTED] suggested that only one third of Douglas households had a garden. Our estimation in the reports we have taken to committee is that approximately 7,000 houses had gardens which represents 60% of all households. We have re-run the earlier desktop scoping exercise and estimate that actually there are 7,267 households with gardens in Douglas. Am passing this information on in case you wanted to reply to Mr [REDACTED]

Many thanks
[REDACTED]
[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

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[REDACTED]

From: [REDACTED]
Sent: 20 January 2022 11:32
To: [REDACTED]
Subject: programme
Attachments: Project programme.xlsx

Sensitivity: Confidential

Hi [REDACTED]

I've drafted a programme for AWC if it gets approved at Council next week.

Cheers

[REDACTED]
[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

Phone - +44(0)1624 69[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 21 January 2022 13:48
To: [REDACTED]
Subject: can you please print A2
Attachments: Project programme.xlsx

[REDACTED] can you please print in A2 for me (or A1 if needed) and keep confidential.

Cheers [REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696156
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[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 09:03
To: [REDACTED]
Subject: RE: Douglas Council Enquiry - Bin Collections

I agree, it should be high priority.

kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

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On 27 Jan 2022 08:39 [REDACTED] wrote:

Morning again

Rather than respond to individual questions, I think we should work with [REDACTED] to put a statement out that corrects some of the misreporting.

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]@douglas.gov.im

Phone - +44(0)1624 696 [REDACTED]

www.douglas.gov.im

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From: [REDACTED]
Sent: 26 January 2022 20:45
To: [REDACTED]
Cc: [REDACTED]
Subject: Fwd: Douglas Council Enquiry - Bin Collections
HI [REDACTED]

Could we have a standard email that we can use to send out in response to some of these questions - I know its not all about the change in service but it may help if our message is consistent.

I have another one which I will send on shortly - I am not rushing to reply to these will leave it till later on tomorrow.

Thank You

[Redacted]

[Redacted]
Council Representative for Douglas South

Begin forwarded message:

From: [Redacted]
Date: 26 January 2022 at 19:10:24 GMT
To: Councillor Mrs Claire L. Wells <Clr C Wells@douglas.gov.im>, Councillor Mr Steven Crellin <Clr S Crellin@douglas.gov.im>, Councillor Mr Frank Schuengel <Clr F Schuengel@douglas.gov.im>
Cc: [Redacted]
Subject: Douglas Council Enquiry - Bin Collections

Good Evening

I hope this finds you all well.

For reference, I am writing in regards to the below news article as a Douglas South resident:

<https://www.bbc.co.uk/news/world-europe-isle-of-man-60143908>

	<p>Douglas Council cuts bin collections to fortnightly servi</p> <p>Douglas Council approved the move as it voted through 2022-23 budget meeting.</p> <p>https://clicktime.symantec.com/3WU3wB37yxU6miSx</p>
---	--

Please can you provide the following information:

1. Will 2 bins be provided to each household?
- 2.
3. At what cost to the Council will it be for a second bin to be provided to each household?
- 4.
5. Given the 3.7% increase in rates, do you consider the above reflects a fair provision of this vital service to Douglas rate payers given it only achieves a saving of £25,000?
- 6.
7. In cutting this vital service for **all Douglas ratepayer households**, do you think it is appropriate for the Council to then spend £250,000 on a skatepark in Nobles Park, £495,000 on changing rooms at Pulrose Football Club and the recent expenditure on statues & artwork on Douglas promenade (e.g Bee-Gees Statue for £100k+).
- 8.
9. Please can you also advise what consultation was undertaken prior to implementing the change to fortnightly bin collections and what were the results of that consultation?

I look forward to your urgent reply on this.

Regards
[Redacted]

[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 09:41
To: [REDACTED]
Subject: awc faq'a
Attachments: AWC FAQ's.docx

Hi [REDACTED]

Latest FAQ's.

Cheers
[REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]
Phone - +44(0)1624 696 [REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 10:25
To: [REDACTED]
Subject: faq's
Attachments: AWC FAQ'sV2.docx

Dear all

Updated version, for dealing with enquiries. Initial policy for additional bin enquiries is that, no new bins will be sold to households prior to the rollout, households with gardens will be issued with a garden waste bin FOC. Prior to the rollout households who require additional capacity will be assessed and supported according to their individual circumstances.

Regards
[REDACTED]

[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]
Phone - +44(0)1624 690 [REDACTED]
www.douglas.gov.im

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[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 14:03
To: [REDACTED]
Subject: Re: AWC FAQ's
Attachments: AWC FAQ's.docx

Dear [REDACTED] dear [REDACTED]

I think the FAQs are a great starting point for members and we could encourage them to respond individually on top on specific questions as residents' circumstances vary.

It would probably helpful to point out that the scheme switch is going to take place around August (not in April as stated by some media!) and that we are going to use the time for engagement and creating a way to apply for exemptions based on specific needs.

I had a two minute chat with one Manx Radio reporter and told her that the scheme switch would not take place before August.

Manx radio asked me whether somebody from the council could join their breakfast live stream tomorrow morning. I think it would be useful if you and I go to dispel some of the wrong gossip and present the scheme switch in a positive light. Increasing the recycling rate is our main goal and that we save money at the same time is even more reason to do it. Maybe we could restrict it to a certain amount of time (I.e. fifteen minutes) to say our piece but not be bombarded with call-ins etc.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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- 2,200+ emagazines

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- ♻ Questions about recycling?
- ♻ Need additional boxes?
- ♻ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 27 Jan 2022, at 09:45, [REDACTED] wrote:

Morning both

Attached are the FAQs previously prepared. Will this be sufficient for Members? We will update them with any new queries that get raised. I have also sent to Stephen Ritch for his statement.

Many thanks

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

Phone - +44(0)1624 696 [REDACTED]

www.douglas.gov.im

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[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 16:31
To: [REDACTED]
Subject: RE: awc faq'a
Attachments: FAQ's.pdf

Cheers.. also sending copy to [REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
www.douglas.gov.im

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From: [REDACTED]
Sent: 27 January 2022 16:23
To: [REDACTED]
Subject: RE: awc faq'a

Hi [REDACTED]

Can I have the latest version of these please to send out to Members?

ta

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
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From [REDACTED]
Sent: 27 January 2022 09:41
To: [REDACTED]
Subject: awc faq'a

Hi [REDACTED]

Latest FAQ's.

Cheers
[REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 17:02
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: covering email

Compliments to the author,

Seems a great standardised response. Members could include some personalised bits if they wish.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Douglas Borough Council

- 5,000+ ebooks
- 900+ audiobooks
- 2,200+ emagazines

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 27 Jan 2022, at 16:27, [REDACTED] wrote:

Hi both

And this is the suggested email response:

Thank you for your e-mail. Firstly, just for clarity the implementation of fortnightly collections is fundamentally about capturing more recyclables from the household waste stream, the international community has long since committed to the reduction of waste and the associated greenhouse gas emissions from activities such as incineration, mineral extraction, raw mineral processing etc. The

new service is not being implemented from April, which was incorrectly reported, but later this year which would enable us to undertake a comprehensive communication exercise with residents. In terms of your specific questions, we will be providing advice and assistance over the coming months to all households, but for your reassurance the plan is to commence garden waste collections around August time and a garden waste wheelie bin will be provided to all households who require one. Once the garden waste collection service is bedded in, then we will move to fortnightly rubbish collections and assessments of individual households with large waste capacity requirements will form part of this. Additional recyclable receptacles will be available to all households, so capacity in real terms will be the same.

Members will also receive the FAQs so they can answer any specific questions that are raised but the above should cover most issues. Any comments on this covering email?

Many thanks

[REDACTED]

[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
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[REDACTED]

From: [REDACTED]
Sent: 27 January 2022 17:20
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Revised Waste Service
Attachments: FAQ's.pdf; Garden waste service (002).docx

This is great [REDACTED] many thanks to all involved in getting this together and so quickly!

Kindest regards, [REDACTED]

Sent from my iPad

On 27 Jan 2022, at 17:16, [REDACTED] wrote:

Dear [REDACTED]

Please find attached a press release that will be going out later today, a suggested covering email you can use below, and attached are some FAQs which may help you to answer some specific questions. The FAQs will be updated as we address more resident concerns but nearly all so far have been covered within the attached.

Thank you for your e-mail. Firstly, just for clarity the implementation of fortnightly collections is fundamentally about capturing more recyclables from the household waste stream, the international community has long since committed to the reduction of waste and the associated greenhouse gas emissions from activities such as incineration, mineral extraction, raw mineral processing etc. The new service is not being implemented from April, which was incorrectly reported, but later this year which would enable us to undertake a comprehensive communication exercise with residents. In terms of your specific questions, we will be providing advice and assistance over the coming months to all households, but for your reassurance the plan is to commence garden waste collections around August time and a garden waste wheelie bin will be provided to all households who require one. Once the garden waste collection service is bedded in, then we will move to fortnightly rubbish collections and assessments of individual households with complex waste capacity requirements will form part of this. Additional recyclable receptacles will be available to all households, so capacity in real terms will be the same.

For your information, Mr Councillor Horning will be speaking with Manx Radio tomorrow morning.
Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 28 January 2022 12:13
To: [REDACTED]
Subject: AWC Bins
Attachments: AWC Bin Prices Jan 2022.xlsx

Good afternoon both

Please see attached. Self-explanatory really so just need confirmation that you're both happy that I proceed with the order on Monday?

Many thanks

[REDACTED]

[REDACTED]

[REDACTED]

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Douglas Borough Council AWC Bin Quotations 2022

		Unit Price					
Type	Quantity	Conteneur		Craemer		Schaefer	
1100 ltr Bin	50	£108.40	£5,420.00	£110.00	£5,500.00	£205.00	£10,250.00
660 ltr bin	10	£99.59	£995.90	£100.00	£1,000.00	£164.00	£1,640.00
360ltr bin	10	£40.15	£401.50	£43.50	£435.00	£59.50	£595.00
240ltr grey bin	250	£18.95	£4,737.50	£19.40	£4,850.00	£30.50	£7,625.00
240ltr green bin	4000	£18.95	£75,800.00	£18.90	£75,600.00	£20.20	£80,800.00
110ltr bin	20	£18.95	£379.00	£18.30	£366.00	£29.50	£590.00
Bin lock	50	£12.60	£630.00	£30.00	£1,500.00	£19.50	£975.00
Bin print	4390	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
	Total		£88,363.90	Total	£89,251.00	Total	£102,475.00



[REDACTED]

From: [REDACTED]
Sent: 28 January 2022 12:14
To: [REDACTED]
Subject: RE: Waste/Bin Storage

I agree with [REDACTED]. This is why providing space for recycling is paramount. AWC is not changing how much waste we collect but it is changing the way we collect it. The emphasis will now swing towards recycling. Also a lot of the applications are commercial and their collections will stay weekly as they pay separately for them. We do need to look more closely at shared (commercial/domestic) recycling though as we are now going to be charging for commercial so segregation will need to happen.

[REDACTED]

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From: [REDACTED]
Sent: 27 January 2022 17:22
To: [REDACTED]
Subject: RE: Waste/Bin Storage

The answer should be "no" shouldn't it unless it's a property where green waste could be expected.

[REDACTED]

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From: [REDACTED]
Sent: Thursday, 27 January 2022 17:06

To: [REDACTED]

Subject: FW: Waste/Bin Storage

Any thoughts on the below?

[REDACTED]
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Town Hall, PO Box 2, Douglas, Isle of Man
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e-mail - [REDACTED]
Phone - +44(0)1624 [REDACTED]
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From: [REDACTED]

Sent: 27 January 2022 16:29

To: [REDACTED]

Cc: [REDACTED]

Subject: [REDACTED]

[REDACTED]

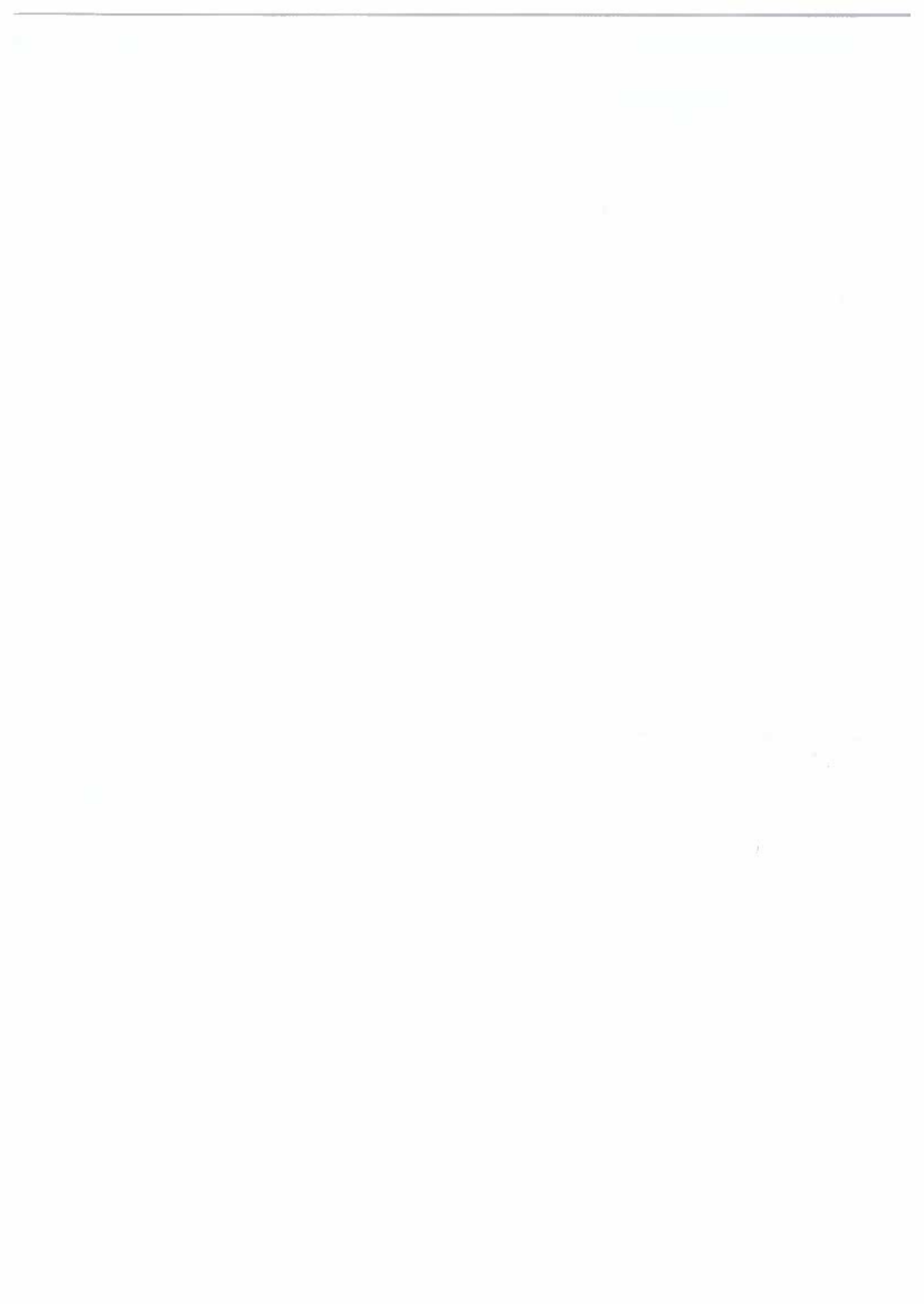
[REDACTED]

Error! Filename not specified.

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 28 January 2022 13:28
To: [REDACTED]
Cc: [REDACTED]
Subject: Tenders for bins

[REDACTED]

I've looked at Standing Orders in relation to tenders.

The problem, as I understand it, is that we have quotations (but not tenders) from three suppliers for provision of bins. I assume these quotations would be on the basis of cost per unit, i.e. 500 bins would cost £XX each. So from that we've calculated the cost for the number of bins we need.

But the total cost is well in excess of the limits in Standing Orders over which tenders must be invited. That hasn't been done but there is a rush to get orders placed as soon as possible.

Standing Order 129 requires anything over £56,000 to be tendered rather than quoted for. And it contains that paragraph stating that it is the whole cost of any scheme that must be considered, and not just different elements.

And Standing order 142 requires Committee approval to the acceptance of any tender over £21,000.

My view is that the only way to get on the right track is to invite tenders. With 14 days' notice required, that could be done in time to get the figures to the next Committee meeting on Monday 14th February (the report could be written beforehand omitting the figures, which could then be reported at the meeting). Just going to the Committee with quotations when tenders should have been obtained would only give the opportunity for opponents of the scheme to question the propriety of what's being done.

I haven't been able to talk to the [REDACTED] about it but I've copied this to her and am sure if she doesn't concur she'll let us know.

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 31 January 2022 09:22
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Tenders for bins

Dear [REDACTED]

Yes, I do agree with [REDACTED]

Thanks [REDACTED]

[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
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e-mail [REDACTED]@douglas.gov.im
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From: [REDACTED]
Sent: 31 January 2022 08:58
To: [REDACTED]
Subject: FW: Tenders for bins

Dear [REDACTED] - please see below from [REDACTED]

Thanks, [REDACTED]

[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]@douglas.gov.im
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From: [REDACTED]
Sent: 31 January 2022 08:56
To: [REDACTED]
Subject: FW: Tenders for bins

Hi [REDACTED]

Can you ask the [REDACTED] for her views on this please? If she agrees with [REDACTED] then I'll do the necessary but this will add delay.

Many thanks

[REDACTED]
[REDACTED]
Director of Environment & Regeneration
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]@douglas.gov.im
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From: [REDACTED]
Sent: 28 January 2022 13:28
To: [REDACTED]
Cc: [REDACTED]
Subject: Tenders for bins

[REDACTED]
I've looked at Standing Orders in relation to tenders.

The problem, as I understand it, is that we have quotations (but not tenders) from three suppliers for provision of bins. I assume these quotations would be on the basis of cost per unit, i.e. 500 bins would cost £XX each. So from that we've calculated the cost for the number of bins we need.

But the total cost is well in excess of the limits in Standing Orders over which tenders must be invited. That hasn't been done but there is a rush to get orders placed as soon as possible.

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And Standing order 142 requires Committee approval to the acceptance of any tender over £21,000.

My view is that the only way to get on the right track is to invite tenders. With 14 days' notice required, that could be done in time to get the figures to the next Committee meeting on Monday 14th February (the report could be written beforehand omitting the figures, which could then be reported at the meeting). Just going to the Committee with quotations when tenders should have been obtained would only give the opportunity for opponents of the scheme to question the propriety of what's being done.

I haven't been able to talk to the Chief about it but I've copied this to her and am sure if she doesn't concur she'll let us know.

[REDACTED]

From: [REDACTED]
Sent: 31 January 2022 16:03
To: [REDACTED]
Subject: RE: AWC Bins

Hi [REDACTED]

I have given all the information to Stephen so that we can get the tender out quickly.

Many thanks

[REDACTED]

[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
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From: [REDACTED]
Sent: 31 January 2022 09:47
To: [REDACTED]
Subject: RE: AWC Bins

Both

I discussed with [REDACTED] and [REDACTED], and the [REDACTED]. Although we don't have to go to tender, they're of the view we should because we do not want anyone trying to undermine the scheme by suggesting we have not followed due process in procuring the bins given the amount we need to spend. Suggest therefore you go to tender with some urgency and that the tender report be dealt with by way of the urgent business procedure. The next ExCo is 25th Feb so either aim for that date or use UBP to get agreement before. Given it's a simple tender, look at how long the tender is out for and keep that as short as possible – but be mindful of what Standing Orders say.

ta

[REDACTED]

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Town Hall, PO Box 2, Douglas, Isle of Man
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From: [REDACTED]
Sent: 28 January 2022 12:13
To: [REDACTED]
Subject: AWC Bins

Good afternoon both

Please see attached. Self-explanatory really so just need confirmation that you're both happy that I proceed with the order on Monday?

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]
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Town Hall, PO Box 2, Douglas, Isle of Man
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e-mail [\[REDACTED\]@douglas.gov.im](mailto:[REDACTED]@douglas.gov.im)
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[REDACTED]

From: [REDACTED]
Sent: 01 February 2022 13:28
To: [REDACTED]
Subject: RE: Refuse Collection

Hi [REDACTED]

Thank you for this, I've actually already replied and basically said what you have said. The 17% figure confused me, but I think he was suggesting that instead of saving 30k which the press have misquoted, how much would it cost the ratepayer to retain the weekly service. I have just said that the policy is an environmental one of an economic one.

Cheers
[REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
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From: [REDACTED]
Sent: 01 February 2022 13:23
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Refuse Collection
Importance: High

Hi [REDACTED]

You'll understand that I'm not really well placed to answer all of the questions asked/points made by [REDACTED] so have not tried to answer them all. I've inserted a few suggested replies in bold below. Please review and amend wherever my understanding of the operational change is deficient.

[REDACTED]
[REDACTED]
Douglas Borough Council
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IM99 1AD

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Phone - +44(0)1624 696 [REDACTED]
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From: [REDACTED]
Sent: 01 February 2022 10:55
To: [REDACTED]
Subject: FW: Refuse Collection

Hi [REDACTED]

Are you able to give me a standardised response to the enquiry below regarding the rate, I suspect we will be asked this a lot.

Cheers

[REDACTED]

[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

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From: [REDACTED]
Sent: 31 January 2022 09:59
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Refuse Collection

Hi [REDACTED]

Please can you respond to this email?

Many thanks

[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]@douglas.gov.im

[REDACTED]

From: [REDACTED]
Sent: 02 February 2022 12:36
To: [REDACTED]
Cc: [REDACTED]
Subject: fortnightly refuse collection
Attachments: AWC 2021rev3.docx

Hi [REDACTED]

Please see highlighted recommendation in attached report and committee minute, with resolution below (subsequently ratified at last weeks Council). Basically, committee approved the funding in full, which includes bringing in a Kerb-sort vehicle on hire for an initial 3 month period, once AWC goes live. We will need this from around the start of September 2022 and I have an initial budget of 20k. Are you able to look in to this please? Terberg do a similar truck to the Romaquip one, which opens your options up a little.

ENVIRONMENTAL SERVICES COMMITTEE
10.00a.m, Monday, 18th October, 2021
Committee Room, Town Hall

Resolved, "That particulars of the report and discussion be noted on the minutes;

- (i) That the approval of the Executive Committee and the Council be sought for expenditure in the sum of £152,200, funded from the General Revenue Reserve, for the introduction of alternate weekly collections to commence from August 2022;**
- (ii) That a compositional analysis of domestic waste be undertaken in Spring 2022 to inform communication; and**
- (iii) That this report and all prior reports pertaining to Alternate Weekly Refuse Collections be copied to all Members of the Council."**

Cheers
[REDACTED]

[REDACTED]
[REDACTED]
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Town Hall, PO Box 2, Douglas, Isle of Man
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[REDACTED]

From: [REDACTED]
Sent: 07 February 2022 10:18
To: [REDACTED]
Subject: proposal to suspend sale of second bins
Attachments: bins - fees and chargesFeb2022.docx

Guys

Can you please have a look at the report and let me have any comments

Cheers

[REDACTED]
[REDACTED]
[REDACTED]
Douglas Borough Council
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[REDACTED]

From: [REDACTED]
Sent: 09 February 2022 09:43
To: [REDACTED]
Subject: Exec report - second bins policy
Attachments: bins - fees and chargesFeb2022.docx

Morning [REDACTED]

Please see draft report as discussed. The team have read through and I've amended accordingly.

Cheers

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 15 February 2022 13:37
To: [REDACTED]
Subject: RE: bins - fees and chargesFeb2022rev1
Attachments: bins - fees and chargesFeb2022rev2.docx

How's this?

[REDACTED]

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From: [REDACTED]
Sent: 15 February 2022 13:07
To: [REDACTED]
Subject: bins - fees and chargesFeb2022rev1

Hi

I'm still confused as to whether only collecting one residual bin will be a new policy or just re-enforcing what we currently do. If the latter, I've made that clear in which case you don't need to seek a separate resolution for that. We cannot take loose reports to Committee, they have to be clear in their recommendation. Trust me, whatever the recommendation says, will generate debate but for good governance we need to be very clear in what we are asking them to decide on.

See what you think of the attached.

Ta

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 15 February 2022 17:13
To: [REDACTED]
Subject: FW: Executive - Wheeled bins - fees and charges - 15.2.22

Dear [REDACTED]

I am happy to approved this report, but anticipate a couple of queries so, in advance of the meeting, can you let me have a response to the following:

- How long have we had the policy in place of selling second bins: and
- Can I have some figures for the last two or three years as to how many requests we've had for additional bins / how many have been sold?

Thanks, [REDACTED]

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 15 February 2022 14:36
To: [REDACTED]
Cc: [REDACTED]
Subject: Executive - Wheeled bins - fees and charges - 15.2.22

Hi [REDACTED]

Attached report for [REDACTED] comment/approval please

[REDACTED] also sends her apologies as the [REDACTED] has not had prior notice of this one. It was originally thought it would go to ESC but as it is a policy it needs to go to Executive.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 17 February 2022 11:57
To: [REDACTED]
Subject: FW: Garden waste bin collection tenders - 17.2.22
Attachments: Garden waste bin collection tenders - 17.2.22.docx

Sensitivity: Confidential

[REDACTED]

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From: [REDACTED]
Sent: 17 February 2022 10:27
To: [REDACTED]
Cc: [REDACTED]
Subject: Garden waste bin collection tenders - 17.2.22

Hi [REDACTED]
Attached report for CEO comment/approval please
This is the last report from [REDACTED]
Kind regards
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 22 February 2022 08:38
To: [REDACTED]
Subject: Waste Collection Service – Communications Resource

De [REDACTED]

I understand that we will not be using the additional funding to appoint someone to cover the communications, but will be using it instead to buy in extra assistance from Media Services.

Can you ensure the [REDACTED] and [REDACTED] are aware of this.

Thanks [REDACTED]

[REDACTED]
[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 22 February 2022 14:12
To: [REDACTED]
Subject: updated programme
Attachments: Project programme22.02.22.xlsx

Hi [REDACTED]

I've updated programme and included an action with the wardens @7.2.

Cheers

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 01 March 2022 16:13
To: [REDACTED]
Cc: [REDACTED]
Subject: Policy on Purchase of Additional Wheeled Bins - Fees and Charges

Dear [REDACTED]

Herewith minute from the Executive Committee meeting held on Thursday 24th February 2022:

A14. **Policy on Purchase of Additional Wheeled Bins - Fees and Charges**

The Committee considered a written report by the Senior Engineering and Waste Services Manager seeking approval to suspend the current policy of allowing householders to purchase additional wheeled bins for residual waste; and to agree a policy of only collecting one residual bin per household unless exceptions had been made.

Following on from the decision to introduce alternate weekly refuse collections, it had become apparent that the current policy of allowing households to purchase additional wheeled bins was counter-productive to the aims of the service change initiative. The policy had been in place for many years, with the cost being included in the Fees and Charges section of the Council's Annual Estimates Book; and recently, a number of ratepayers had sought to purchase an additional bin in anticipation of the new service, being concerned that they would not have sufficient capacity to accommodate the change.

The fundamental basis of the service change was to increase the recycling rate and to reduce household waste. This objective would be achieved by reducing the weekly capacity for rubbish, whilst increasing the capacity for recycling. Under the current policy, however, the second bin would place pressure on the held-stock of bins for new customers and would negate householders need to recycle.

There was no legal basis to compel households to recycle, however, in order to achieve the aim of increasing the recycling rate, it was proposed that the Council should introduce and enforce a policy of collecting only one residual waste bin from a household at any time. Exceptions would be made for special circumstances and, if it was determined that the household required more capacity, a second bin would be issued (not sold) to the household.

It was therefore recommended that the policy of selling second bins to households be suspended with immediate effect and, once the change in service provision commenced, that a policy of collecting only one residual waste bin per household per collection week be enforced, with any variation to this being subject to an assessment. Assessments would comprise an inspection / visit to the property and discussion with the householder in order to gather details such as occupancy, any unusual waste items, or other special circumstances. Where additional capacity was agreed, a re-assessment would be undertaken within a determined period, e.g., eighteen months.

Resolved, "(i) That particulars of the report be noted on the minutes;

(ii) That the policy of selling second bins to households be suspended with immediate effect;

(iii) That the section relating to Fees and Charges in the Council's Annual Estimates be amended accordingly; and

(iv) That once the service change was implemented, a new policy of collecting only one standard 240-litre bin per household on collection day be introduced and enforced, subject to any variation as a result of an assessment."

Regards, Jan


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[REDACTED]

From: [REDACTED]
Sent: 03 March 2022 16:35
To: [REDACTED]
Subject: bin tender report
Attachments: BIN TENDERS.docx

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 01 March 2022 20:50
To: [REDACTED]
Subject: Re: Change in refuse service - outline programme
Attachments: Change in refuse service - outline programme - 01.03.22.docx

Sensitivity: Confidential

Thank you so much for the changes you have for me, got it all at a glance now,
Thanks again,
[REDACTED]

Sent from my iPad

On 1 Mar 2022, at 11:30, Dana Eynon wrote:

Morning [REDACTED]
How about the attached? Does this work?
Many thanks
[REDACTED]

[REDACTED]
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From: [REDACTED]
Sent: 23 February 2022 19:49
To: [REDACTED]
Subject: Re: Change in refuse service - outline programme
Sensitivity: Confidential

Hi [REDACTED]
Thank you for the prompt reply.
Yes please, just as you have suggested.
Thank you
[REDACTED]

On 23 Feb 2022, at 10:55, Dana Eynon <deynon@douglas.gov.im> wrote:

[REDACTED]

More than happy to oblige – can you advise what format would be best and I'll get that sorted? Black text on white background and a word version?

Many thanks

[REDACTED]

Director of Environment & Regeneration
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From [REDACTED]

Sent: 22 February 2022 20:49

To: [REDACTED]

Subject: Re: Change in refuse service - outline programme

Sensitivity: Confidential

Hi [REDACTED]

Thank you for the information you have sent me. Is there any chance (without spending too much time and no money) of giving me a dyslexic friendly version of this information. I'm sure it would benefit some of the other councillors besides myself.

Thanks again

[REDACTED]

Sent from my iPad

On 22 Feb 2022, at 16:15, Dana Eynon <deynon@douglas.gov.im> wrote:

Dear Member

Please find attached for information an outline programme for the change in refuse service. This programme is subject to change based on when key milestones can be achieved – some of which is outside our

control – however, the Environmental Services Committee thought you may find it useful when answering questions from the public as to likely timeframes. It is not appropriate to publish this programme as items will undoubtedly change as the project progresses.

If you have any questions on the attached, please let me know.

Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 30 March 2022 09:17
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Fortnightly refuse collections and impact on the EFW

This is extremely useful [REDACTED] and [REDACTED], thank you. I too have raised the same query recently and have been asked by a constituent. I assume it is acceptable to relay this message as a response to this question?

Many thanks again and kindest regards, [REDACTED]

Sent from my iPad

On 29 Mar 2022, at 11:51, Dana Eynon wrote:

Thanks [REDACTED]
Great email. [REDACTED] told me last Friday that he'd had an informal chat with the Suez and they said that if municipal waste dropped, they would stockpile and not burn as often which in fact would reduce their consumption of oil and carbon footprint. I've copied Mr [REDACTED] (in case I misunderstood him) and [REDACTED] whom I know received a similar query from a constituent and passed it on – it may well have gone full circle! I've also copied [REDACTED] for his info.
Many thanks

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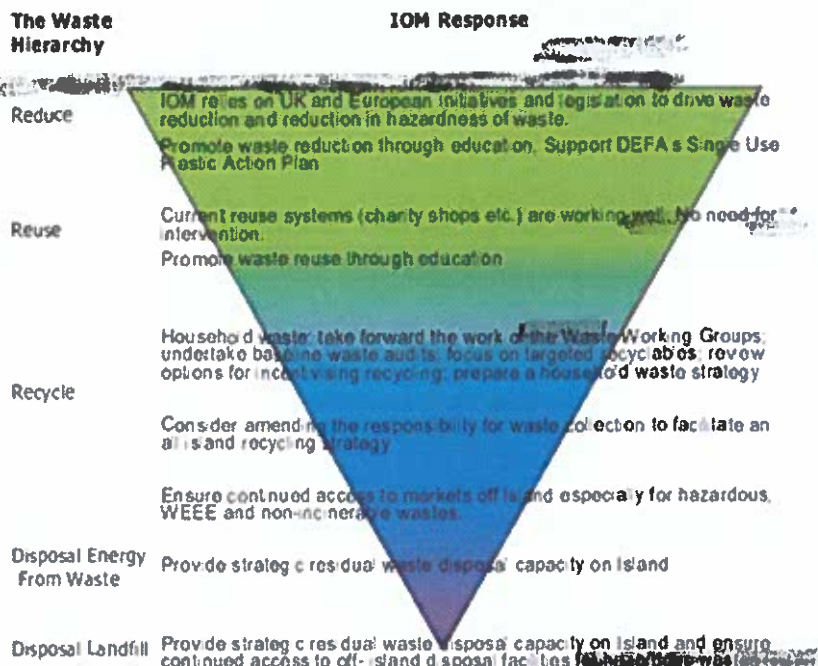
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From: [REDACTED]
Sent: 29 March 2022 11:47
To: [REDACTED]
Cc: [REDACTED]
Subject: Fortnightly refuse collections and impact on the EFW
Dear [REDACTED]

Thank you for your e-mail, in which you have forwarded a question raised by a constituent, regarding the proposed change to fortnightly refuse collections in the Borough of Douglas. Obviously this is a complex and nuanced question with many competing demands, priorities and objectives, I will however try to address the Council's position. The Council's business case is

fundamentally in line with the Isle of Man Governments 2018 Waste Strategy in terms of the waste hierarchy (extract from document below):-

Figure 2 The Isle of Man response to the Waste Hierarchy



Whilst the Council recognises that some of the material streams collected on the kerbside service are incinerable (paper, plastic, card), we are satisfied that those material are being re-processed, contributing to the circular economy and reducing the need (and associated green house gas emissions) from mineral extraction and deforestation. The basis for non incinerable waste types (steel/ aluminium cans and glass bottles) is much more straightforward and represents the largest weight in terms of diversion from the Energy from Waste Plant (EFW). Currently the Council collects approximately 600 tonnes of recyclable material per annum, which would otherwise be collected as part of the household residual waste (or Government bring bank scheme). According to our modelling (based on several Waste audits conducted over the past 14 years) we believe overall tonnage capture after introducing fortnightly refuse collections, could be closer to 1,800 tonnes per annum, with more than 50% having zero calorific value, this would represent approx 600kg net change in incinerable material diversion.

In terms of cost/ benefit for the EFW, that would be a matter for the Department of Infrastructure and Suez. One way of meeting any material shortfall would be to permit other jurisdictions to export RDF (refuse derived fuel) to the Island i.e. pay the IOM to dispose of their waste as opposed to others, albeit I believe this strategy has been rejected previously. Again from my involvement with the waste working groups circa 2016, there was a recognition that certain sectors on the Island were burying waste or having unregulated waste fires, although it was acknowledged at the time that the Government didn't have the resources to police this.

I trust this is of assistance and as part of the rollout of the new service, we will shortly be launching a campaign to Douglas residents which will hopefully help to alleviate the vast majority of concerns, my team are also available to attend political surgeries if you require.

Kind regards

[Redacted Signature]

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-----Original Message-----

From: [REDACTED]

Sent: 28 March 2022 19:58

To: Recycling <Recycling@douglas.gov.im>

Subject: FW:

Good evening,

I have been contacted by a constituent with the following question.

Are you able to please provide an answer that I can forward on?

Thank you for your time.

Gura mie ayd,

[REDACTED]

[REDACTED]

[REDACTED]

Department of Treasury- Social Security Division

Legislative Buildings

Finch Road

Douglas

Isle of Man

IM1 3PW

British Isles

Office Tel | (01624) 651524

Mobile Tel | (07624) 491712

[REDACTED]

<https://clicktime.symantec.com/3DYWkTYUzb82xajaTyGPzA6Gi?u=www.tynwald.org.im> |

Facebook: [https://www.facebook.com/\[REDACTED\]](https://www.facebook.com/[REDACTED])

Instagram: [REDACTED]

[https://clicktime.symantec.com/3HjhKvD9Y4uiWDD68wtnpX86Gi?u=https%3A%2F%2Fwww.tynwald.org.im%2Fmemoff%2Fmember%2FDocuments%2F\[REDACTED\]-Policy.aspx](https://clicktime.symantec.com/3HjhKvD9Y4uiWDD68wtnpX86Gi?u=https%3A%2F%2Fwww.tynwald.org.im%2Fmemoff%2Fmember%2FDocuments%2F[REDACTED]-Policy.aspx)

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No employee or agent is authorised to conclude any binding agreement on behalf of any of the Departments or Statutory Boards of the Isle of Man Government with any party by e-mail without express written confirmation by a Manager of the relevant Department or Statutory Board.

RAAUE: S'preevaadjagh yn çhaghteraght post-l shoh chammah's coadanyn erbee currit marish as ta shoh coadit ec y leigh. Cha nhegin diu coipal ny cur eh da peiagh erbee elley ny ymmydey yn chooid t'ayn er agh erbee dyn kied leayr veih'n choyrtagh. Mannagh nee shiu yn enmyssagh kiarit jeh'n phost-l shoh, doll-shiu magh eh, my sailliu, as cur-shiu fys da'n choyrtagh cha leah as oddys shiu. Cha nel kied currit da failleydagh ny jantagh erbee conaant y yannoo rish peiagh ny possan erbee lesh post-l er son Rheyynn ny Boayrd Slattysaghy erbee jeh Reiltys Ellan Vannin dyn co-niartaghey scruiit leayr veih Reireyder y Rheyynn ny Boayrd Slattysaghy t'eh bentyn rish.

-----Original Message-----

Have uncovered a potential problem with Douglas Borough Council's bi-monthly bin collection plan DBC intend to recycle rather than incinerate waste wherever possible The problem is in that the incinerator is too big for the Island and runs below capacity In order to keep the burn temperature high enough, the shortfall in waste is compensated by injecting diesel fuel into the burner In 2017 they used 512 tons of diesel oil doing this If DBC remove plastics & paper from the waste stream

then more oil will have to be used This is not the fault of DBC, whose intentions were fine. But burning oil instead of waste will increase the carbon footprint rather than reduce it, as well as costing the taxpayer more
I wonder if you can get a cost/benefit analysis from DBC or SUEZ regarding this ?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 31 March 2022 14:12
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Fortnightly refuse collections and impact on the EFW

Dear [REDACTED]

I will incorporate those things in the briefing note.

Regards

[REDACTED]
[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 31 March 2022 14:10
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Fortnightly refuse collections and impact on the EFW

Thank you

It would be good if there were graphs showing trends such as the cost per ton of gate fees, total amount of recycling material, total amount of residual waste deposited at the EFW,

Regards

[REDACTED]
[REDACTED]
[REDACTED]

- 5,000+ ebooks
- 900+ audiobooks
- 2,200+ emagazines

Available to members of Douglas Library, download the Libby App, ask for a PIN number and away you go.

- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

On 31 Mar 2022, at 13:44, [REDACTED]@douglas.gov.im> wrote:

Dear [REDACTED]

Please see responses below.

Hopefully the briefing note will address the vast majority of queries.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
www.douglas.gov.im

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From: [REDACTED]
Sent: 31 March 2022 11:55
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Fortnightly refuse collections and impact on the EFW

[REDACTED]
I already have a few questions.

1. 2% of waste is shown as Tetra, but I'm not aware of us offering that service, the creamery will collect their cartons, but what about the rest? Are we planning to collect cartons or reintroduce bring banks at the CA site? Currently there is no plan to collect tetrapak as part of kerbside service, because we don't have sufficient compartments on the vehicles and currently don't have the room to separate on a picking line. At this moment, the creamery do not intend to put a bin at the CA site, but have said they will continually review this decision. The creamery use Recyclecollect under 2 scenarios, (1) where they are classed as a creamery customer, they pay recyclecollect or (2) they are recyclecollect customers and recyclecollect pay a small gate fee to dispose of the material. Tel's process all of the material on behalf of the Creamery.

2. 5% of waste is shown as construction, approximately what is the split between inert and burnable. Please don't waste time researching that, just a gut feeling will do. This was a bit of an anomaly, apparently one of the bins collected had a fire surround in their wheelie bin (concrete and tiles), which obviously weighed a lot, is non-conforming waste and distorted the figures, in real terms there was very little construction waste.
3. The plastics section says 1, 2 and 5, however, I was always of the understanding that we acceptable PET and HDPE bottles, do we now accept, or are we planning to accept, type 5? Yes, we are now accepting type 5 and will be promoting this more as part of the campaign, it already is heavily featured in our recycling educational programme.
4. I notice green waste has gone down from 9% to 4%, is that due to the time of year? This does raise the question about the need for a green waste service. This is almost certainly due to the time of year when the audit was conducted and will obviously form part of the briefing note analysis as a qualification.
5. Textiles accounted for 3% at the last audit and now they are not shown even though I understood that we were going to collect clothes as part of the changes. We will be introducing textiles in the future, this will require a procurement process to select the disposal route and we are also conscious that there may be an impact on other charities, so this won't be a major push item as part of the AWC campaign.
6. The pie charts (and I love a good pie chart) only show percentages. It would be good to have an absolute number for the total weight of waste deposited at the EFW in 2017 and 2022. I would like to know the general trend, are people producing more waste? the more detailed information you require will be provided in the briefing note

Thank you

[REDACTED]

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

On 31 Mar 2022, at 10:41, [REDACTED] <[\[REDACTED\]@douglas.gov.im](mailto:[REDACTED]@douglas.gov.im)> wrote:

Morning [REDACTED]

We can do if there are questions; it may well be that the briefing note will actually cover everything. My suggested approach therefore, is that we prepare and circulate the briefing note and if there are questions, we'll arrange a session in the chamber. This is also a more efficient.

Many thanks

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
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Phone - +44(0)1624 69[REDACTED]
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From: [REDACTED]

Sent: 31 March 2022 10:28

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

[REDACTED]

Subject: Re: Fortnightly refuse collections and impact on the EFW

[REDACTED]

Would it be possible for the officers to do a presentation to the council members with all the numbers and charts etc rather than just a bulletin? This would give us a chance to ask some questions.

Thank you

[REDACTED]
[REDACTED]
[REDACTED]

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

On 31 Mar 2022, at 09:41, [REDACTED] wrote:

Good Morning [REDACTED]

Primarily the audit will tell us, that of the 40+ houses where we took their bin, if they are (1) recycling at all (2) recycling all they can (3) have capacity to go fortnightly based on their current arrangements. This information will form an important part of our communication campaign but as a means of determining whether people are recycling more today than they were at the last audit, I don't think we can totally rely on the findings because the sample size is too small and behaviours will have changed a fair bit since 2017.

The best performance gauge remains actual tonnages collected (below) and the recycling rate. Both of these are collated on a monthly basis and reported through the members bulletin. You will note that February was down on January, which is a typical post-Christmas spike. We did anticipate February to be a bit higher, after the announcement of AWC but it didn't materialise, but given the number of boxes we've been giving out the past two months, I'd expect this figure to start steadily climbing.

2.0 Kerbside

The collection figure for February 2022 showed a decrease of 12.4 tonnes on the previous r

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021-22 Monthly Total	49.98	40.41	46.92	49.69	42.31	44.59	39.46	42.44	47.6

And the recycling rate (below) which is the amount recycled as a proportion of overall waste. We are initially aiming for 10% after fortnightly collections commence:

Douglas Kerbside Recycling as a Percentage of the Monthly Domestic

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017-18 Monthly Total	6.23%	6.23%	6.59%	6.27%	6.71%	6.81%	6.24%	5.41%	6.78%
2018-19 Monthly Total	6.42%	5.24%	5.98%	6.21%	6.50%	6.43%	5.72%	6.73%	6.48%
2019-20 Monthly Total	5.13%	7.85%	8.64%	7.14%	8.18%	6.38%	5.58%	5.99%	6.03%
2020-21 Monthly Total	0.00%	3.06%	4.75%	5.51%	4.73%	5.60%	5.71%	4.23%	5.13%
2021-22 Monthly Total	5.53%	5.15%	5.34%	5.95%	5.26%	5.24%	5.28%	5.11%	5.68%

Hopefully this helps.

Regards

[Redacted]
[Redacted]
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IM99 1AD

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Phone - +44(0)1624 696 [Redacted]
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From: [Redacted]
Sent: 31 March 2022 08:36
To: [Redacted]
Cc: [Redacted]
Subject: Re: Fortnightly refuse collections and impact on the EFW

Thanks [Redacted], really appreciate this and look forward to receiving the report in due course.

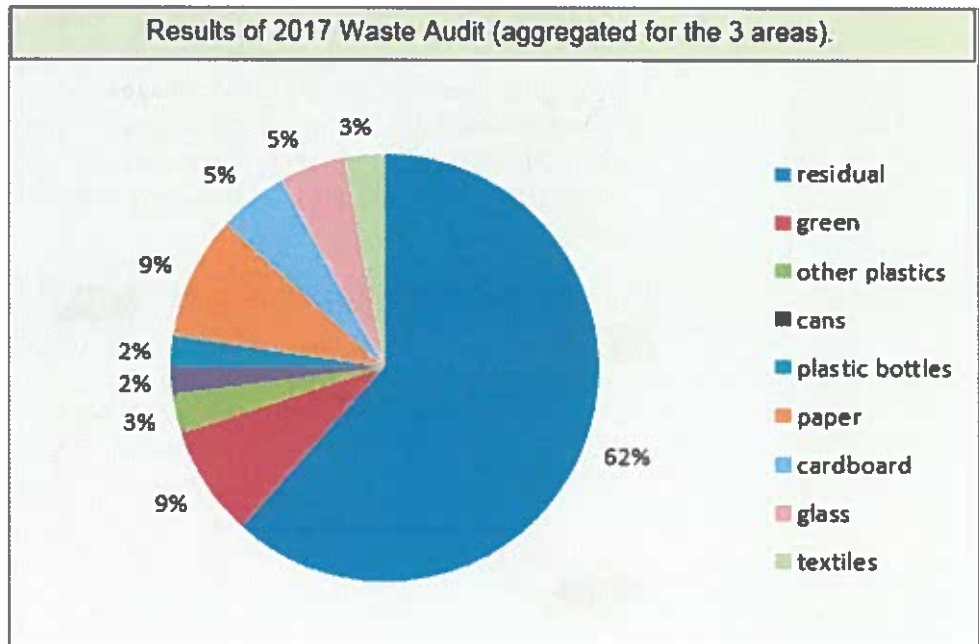
Just one last thing before that is sent out, can you clarify if it is a simple process to assess if this reflects an upturn in recycling? Are there any actual figures we can refer to showing the recycling has improved over the last few months? I expect this is done on an annual basis, by how much has been processed on, so may not be possible as yet but are we seeing anything significant we can be positive about at this stage?

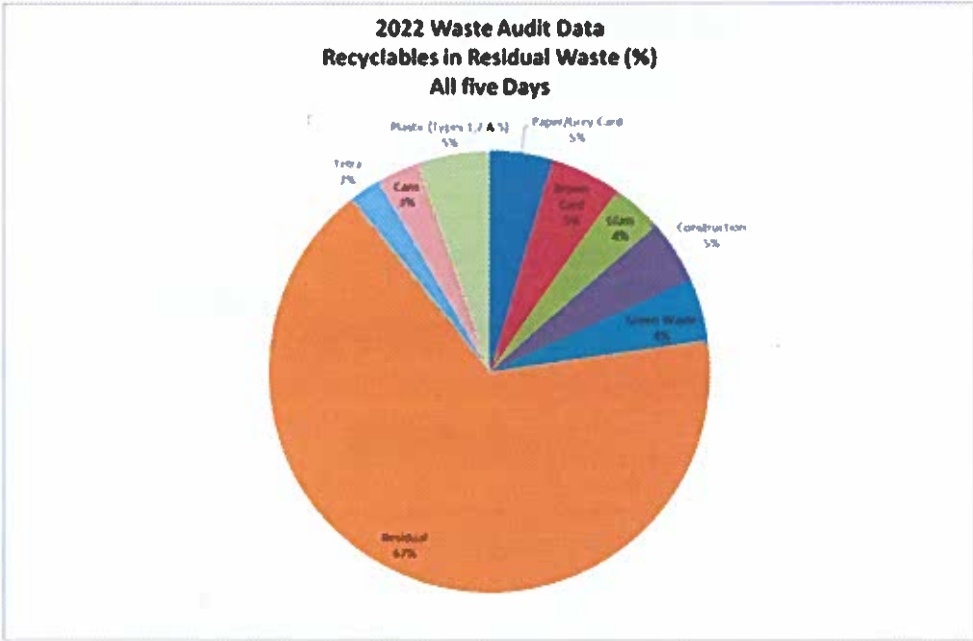
[REDACTED]
Sent from my iPad

On 30 Mar 2022, at 09:53, [REDACTED]
[REDACTED] wrote:

Morning [REDACTED]

I've attached the charts from both the 2017 audit and our most recent audit below. I'm current Analysing the results in a bit more detail, but in essence the amount of recyclable material in the bins by weight, relative to residual waste is down, suggesting more is being recycled than previously, which is obviously positive. There will be a number of qualifications so I'll be producing a briefing note for members.





As I said in my reply to [REDACTED] MHK, assuming our modelling is representative and applying the 'feasible' capture rate, I would anticipate an additional 600 tonne of recyclable material (paper, plastics and cardboard) to be diverted from the EFW which based on current EFW tonnages is approximately 1.4%. This will not have any significant effect on their operation and as you suggest, they will stockpile until they have sufficient material.

NOTE: I've just noticed in my response to [REDACTED], where I say "could be closer to 1,800 tonnes per annum, with more than 50% having zero calorific value, this would represent approx 600kg net change in incinerable material diversion." The 600kg should be tonnes.

Kind regards
[REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man

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e-mail [redacted]@douglas.gov.im
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From: [redacted]

Sent: 29 March 2022 14:59

To: [redacted]

Cc: [redacted]
[redacted]

Subject: Re: Fortnightly refuse collections and impact on the EFW

Hello, I had a discreet chat with a Suez employee who didn't think a reduction would be a problem for them.

The social media post I referred to claimed that half the island's population lived in Douglas and we intended to halve the amount of waste going to the EFW... that implies a 25% reduction in total EFW waste. My understanding is that Douglas is a third of the island's population and its 40% that we are playing for..... that would be 13% of EFW waste.

If in our wildest dreams we halved the amount of potential recycling that goes into the residual waste stream we are down to 6.5%.....his argument is looking very flakey.

Do you have the pie chart available showing the breakdown of the last waste audit please? I can't access it since I left the ESC. It would be good to know what percentage actually burns.

Thank you

[redacted]
[redacted]
[redacted]
[redacted]

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♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

On 29 Mar 2022, at 11:51, [REDACTED]

wrote:

Thanks [REDACTED]

Great email. [REDACTED] told me last Friday that he'd had an informal chat with the Suez and they said that if municipal waste dropped, they would stockpile and not burn as often which in fact would reduce their consumption of oil and carbon footprint. I've copied [REDACTED] (in case I misunderstood him) and [REDACTED] whom I know received a similar query from a constituent and passed it on – it may well have gone full circle! I've also copied [REDACTED] for his info.

Many thanks

[REDACTED]

[Redacted]

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From: [Redacted]

Sent: 29 March 2022 11:47

To: [Redacted]

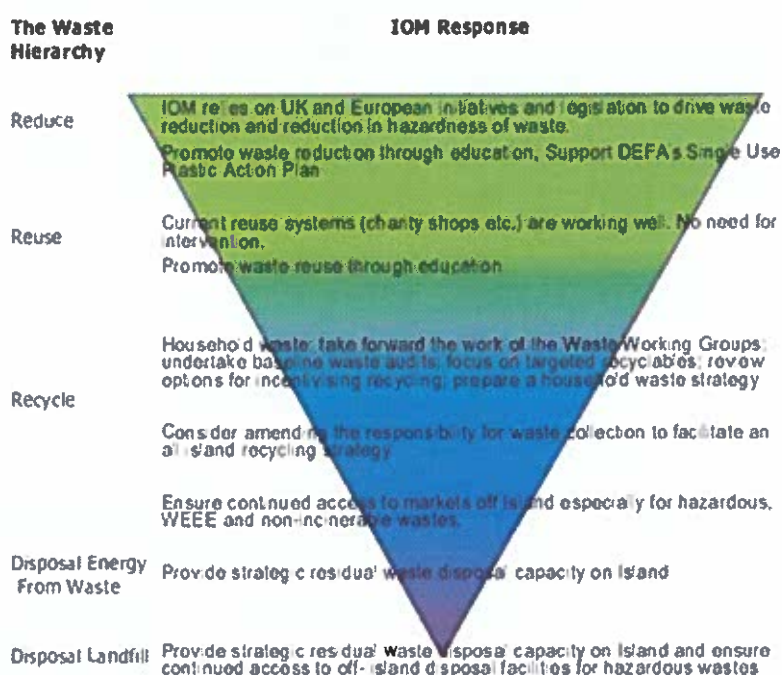
Cc: [Redacted];
[Redacted];
[Redacted];
[Redacted];
[Redacted];
[Redacted];

Subject: Fortnightly refuse
collections and impact on the EFW

Dear [Redacted]

Thank you for your e-mail, in which
you have forwarded a question
raised by a constituent, regarding
the proposed change to fortnightly
refuse collections in the Borough of
Douglas. Obviously this is a complex
and nuanced question with many
competing demands, priorities and
objectives, I will however try to
address the Council's position. The
Council's business case is
fundamentally in line with the Isle
of Man Governments 2018 Waste
Strategy in terms of the waste
hierarchy (extract from document
below):-

Figure 2 The Isle of Man response to the Waste Hierarchy



Whilst the Council recognises that some of the material streams collected on the kerbside service are incinerable (paper, plastic, card), we are satisfied that those material are being re-processed, contributing to the circular economy and reducing the need (and associated green house gas emissions) from mineral extraction and deforestation. The basis for non incinerable waste types (steel/aluminium cans and glass bottles) is much more straightforward and represents the largest weight in terms of diversion from the Energy from Waste Plant (EFW). Currently the Council collects approximately 600 tonnes of recyclable material per annum, which would otherwise be collected as part of the household residual waste (or Government bring bank scheme). According to our modelling (based on several Waste audits conducted over the past 14 years) we believe overall tonnage capture after introducing fortnightly refuse collections, could be closer to 1,800 tonnes per annum, with more than 50% having zero calorific value, this would represent approx 600kg net

change in incinerable material diversion.

In terms of cost/ benefit for the EFW, that would be a matter for the Department of Infrastructure and Suez. One way of meeting any material shortfall would be to permit other jurisdictions to export RDF (refuse derived fuel) to the Island i.e. pay the IOM to dispose of their waste as opposed to others, albeit I believe this strategy has been rejected previously. Again from my involvement with the waste working groups circa 2016, there was a recognition that certain sectors on the Island were burying waste or having unregulated waste fires, although it was acknowledged at the time that the Government didn't have the resources to police this.

I trust this is of assistance and as part of the rollout of the new service, we will shortly be launching a campaign to Douglas residents which will hopefully help to alleviate the vast majority of concerns, my team are also available to attend political surgeries if you require.

Kind regards

[Redacted signature]

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-----Original Message-----

From: [REDACTED]
[REDACTED]
Sent: 28 March 2022 19:58
To: Recycling
[REDACTED]
Subject: FW:

Good evening,
I have been contacted by a constituent with the following question.
Are you able to please provide an answer that I can forward on?
Thank you for your time.

Gura mie ayd,

[REDACTED]

[REDACTED]

[REDACTED]

Department of Treasury- Social Security Division

Legislative Buildings
Finch Road
Douglas
Isle of Man
IM1 3PW

British Isles

Office Tel | (01624) [REDACTED]

Mobile Tel | (07624) [REDACTED]

[REDACTED]@gov.im |

<https://clicktime.symantec.com/3DYWkTYUzb82xajaiTyGPzA6Gi?u=www.tynwald.org.im> |

Facebook:

[https://www.facebook.com/\[REDACTED\]](https://www.facebook.com/[REDACTED])

[REDACTED]

[REDACTED]
<https://clicktime.symantec.com/3HjhKvD9Y4uiWDD68wtntp86Gi?u=https%3A%2F%2Fwww.tynwald.org.im%2Fmemoff%2Fmember%2FDocuments%2FMaltbyS-Privacy-Policy.aspx>

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No employee or agent is authorised to conclude any binding agreement on behalf of any of the Departments or Statutory Boards of the Isle of Man Government with any party by e-mail without express written confirmation by a Manager of the relevant Department or Statutory Board.

RAAUE: S'preevaadjagh yn çhaghteraght post-l shoh chammah's coadanyn erbee currit marish as ta shoh coadit ec y leigh. Cha nhegin diu coipal ny cur eh da peiagh erbee elley ny ymmydey yn chooid t'ayn er aght erbee dyn kied leayr veih'n choyrtagh. Mannagh nee shiu yn enmyssagh kiarit jeh'n phost-l shoh, doll-shiu magh eh, my sailliu, as cur-shiu fys da'n choyrtagh cha Leah as oddys shiu.

Cha nel kied currit da failleydagh ny jantagh erbee conaant y yannoo rish peiagh ny possan erbee lesh post-l er son Rheyenn ny Boayrd Slattyssagh erbee jeh Reiltys Ellan Vannin dyn co-niartaghey scrut leayr veih Reireyder y Rheyenn ny Boayrd Slattyssagh t'eh bentyn rish.

-----Original Message-----

Have uncovered a potential problem with Douglas Borough Council's bi-monthly bin collection plan DBC intend to recycle rather than incinerate waste wherever

possible The problem is in that the incinerator is too big for the Island and runs below capacity In order to keep the burn temperature high enough, the shortfall in waste is compensated by injecting diesel fuel into the burner In 2017 they used 512 tons of diesel oil doing this If DBC remove plastics & paper from the waste stream then more oil will have to be used This is not the fault of DBC, whose intentions were fine. But burning oil instead of waste will increase the carbon footprint rather than reduce it, as well as costing the taxpayer more

I wonder if you can get a cost/benefit analysis from DBC or SUEZ regarding this ?

[REDACTED]

From: [REDACTED]
Sent: 04 April 2022 11:52
To: [REDACTED]
Cc: [REDACTED]
Subject: Facebook post

Importance: High

Hi [REDACTED]

This morning several calls have come in regarding the AWC, so can you give approval for the below message to go on FB, it's an extract taken from the Rates newsletter.

Alternate weekly refuse collections

The implementation of fortnightly collections is not being implemented from April, which was incorrectly reported, but later this year which would allow the Council to undertake a comprehensive communication campaign with residents.

We will be providing advice and assistance over the coming months to Douglas households.

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
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1. Introduction

2. Methodology

3. Results and Discussion

4. Conclusion

5. References

6. Appendix

7. Acknowledgments

8. Author Biographies

9. Contact Information

10. Declaration of Interest

11. Funding Source

12. Data Availability Statement

13. Conflicts of Interest

14. Ethics Statement

15. Supplementary Materials

16. Correspondence

17. Peer Review History

18. Copyright Clearance Center

19. Open Access Statement

20. Final Proof

[REDACTED]

From: [REDACTED]
Sent: 07 April 2022 12:47
To: [REDACTED]
Subject: RE: change in waste service

Hi all

It looks pretty comprehensive to me. From a selfish point of view I need as much feedback regarding take up of both green waste and recycling as a whole so that it can be programmed in. I'm not sure they understand that?

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]
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Phone - +44(0)1624 696 [REDACTED]
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From: [REDACTED]
Sent: 07 April 2022 11:38
To: [REDACTED]
Subject: RE: change in waste service

Any feedback from this, we need to get back to them?

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]
Phone - +44(0)1624 [REDACTED]
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From: [REDACTED]
Sent: 28 March 2022 14:46
To: [REDACTED]
Subject: FW: change in waste service

Guys

Please take a look and let me have any views.

Cheers

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 25 March 2022 12:52
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in waste service

Hi all,

Please find attached a draft plan around the Change In Waste Service for further discussion. There's a mixture of PR led ideas weaved in with some paid-for advertising ops, but hopefully along the lines you were looking for.

Once you've had chance to review, perhaps we can find a date and time in the diary to discuss next steps?

Look forward to getting your thoughts and feedback.

Many thanks, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
T: 01624 [REDACTED]

From: [REDACTED]
Sent: 25 March 2022 08:17
To: E [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: change in waste service

Thanks [REDACTED]

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 24 March 2022 17:38

To: [REDACTED]
[REDACTED]
[REDACTED]

Cc: [REDACTED]
Subject: RE: change in waste service

Hi [REDACTED]

We're just putting the finishing touches on the plan and will then share with you for review. Hope this is OK!

Many thanks, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 23 March 2022 11:56

[REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: change in waste service

Hi [REDACTED]

I was just wondering if you were in a position to provide a proposal yet?

Many thanks

[REDACTED]

[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 6963 [REDACTED]
www.douglas.gov.im

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From: [REDACTED]
Sent: 25 February 2022 15:49
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: change in waste service

Hi [REDACTED]

We'd be delighted to arrange a meeting with you to discuss this campaign further. Can we go with 1.30pm on 2nd please?

Look forward to meeting you then.

Many thanks, [REDACTED]

From: [REDACTED]
Sent: 21 February 2022 08:58
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in waste service

Hi [REDACTED]

I can do 2nd at 1330 or 3rd at 1030. Can't do Friday. I've copied Andy as he will need to attend too.

Many thanks

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From: [REDACTED]
Sent: 18 February 2022 17:01
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in waste service

Hi [REDACTED] and thanks again for your time yesterday.

Yes would be great to scope out the comms campaign. We've a few days' leave around next week – might we look at 2/3/4 March?

All the best, [REDACTED]

From: [REDACTED]
Sent: 18 February 2022 12:44
To: DBC [REDACTED]
Cc: [REDACTED]
Subject: change in waste service

Hi guys

We touched on this yesterday. I would like to have a separate meeting with you on this to discuss if/how you can support us in putting together a comprehensive communication campaign. This would be in addition to that which you are doing for the Council under the new arrangement. When are you free?

ta

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[REDACTED]

From: [REDACTED]
Sent: 07 April 2022 17:14
To: [REDACTED]
Subject: RE: Zero Waste Mann

Thank you [REDACTED] that is good material for tomorrow.

kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

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On 7 Apr 2022 17:08, [REDACTED] wrote:

Hi [REDACTED]

I can go one better than that – see attached. The costs are for specific items but they've not given me an overall cost for running the campaign. I keep getting bounce backs because people are on leave but I'll keep trying.

Many thanks

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From: [REDACTED]
Sent: 07 April 2022 17:07
To: [REDACTED]
Subject: RE: Zero Waste Mann

Would it be possible to get a photo or digital copy of the draft comprehensive programme? I would mention that items would be picked according to affordability/appropriateness
kind regards,

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On 7 Apr 2022 17:03, [redacted] <[redacted]@douglas.gov.im> wrote:

Afternoon [redacted]

Still no response from the media group I am afraid.

What I can advise, if it helps, is as follows:

- The Council will be engaging with a media partner to provide a comprehensive communication campaign over the change in waste service and focus on recycling;
- A draft comprehensive programme has been received but without an overall cost applied, which has been requested;
- The Council will be considering the programme shortly and discussing it with the media partner;
- Once costs are known, the Council will be submitting a bid for support from Zero Waste Mann, over and above any funding already set aside by the Council for this purpose.

Unfortunately, I cannot put any figures against this but I promise as soon as I receive something, I will let you have it.

Does this give you enough for tomorrow?

Many thanks

[redacted]

[redacted]
Director of Environment & Regeneration

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From: [redacted]

Sent: 07 April 2022 16:31

To: [redacted]

Subject: RE: Zero Waste Mann

Hi [redacted]

if you have a few brief notes for the ZWM meeting tomorrow it would be appreciated. Otherwise I just have to try to recall what you told me on the phone.

kind regards,

[redacted]
[redacted]

[REDACTED]
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On 6 Apr 2022 16:54, [REDACTED] <[REDACTED]@douglas.gov.im> wrote:

Afternoon [REDACTED]

We are still awaiting costs from the media provider. I have chased. I'll chase a bit stronger tomorrow.

Everyone's struggling with leave/sickness at the minute which is probably why they haven't come back to me. I can't promise to get something to you by Friday but I will do what I can.

Many thanks

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From: [REDACTED]

Sent: 06 April 2022 14:26

To: [REDACTED]

Subject: Zero Waste Mann

Dear [REDACTED]

Zero Waste Mann's meeting is this Friday at 10.30 am. It would be good to have a draft ready to communicate with the other trustees re a funding contribution.

kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 19 April 2022 11:01
To: [REDACTED]
Subject: RE: AC 121 next
Attachments: FORTNIGHTLY REFUSE COLLECTION - FAQ's.pdf

Thanks [REDACTED] I've attached the most recent copy of the FAQ's including the amendments requested by members.

Cheers
[REDACTED]

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 19 April 2022 10:56
To: [REDACTED]
Subject: AC 121 next

Hi [REDACTED]

Updated notes from this morning.

Ta

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[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 21 April 2022 17:25
To: [REDACTED]
Subject: SECOND BIN POLICY
Attachments: bins - fees and chargesFeb2022rev2.docx

Hi [REDACTED]

Please find attached committee report relating to the second bin policy. Unfortunately I don't appear to have the minute relating to it, albeit I did receive verbal confirmation from [REDACTED]

Regards
[REDACTED]

[REDACTED]
[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 25 April 2022 10:40
To: [REDACTED]
Subject: waste audit briefing note.
Attachments: contingency plan may09.doc; 2022 Audit data.pdf

Hi [REDACTED]

First draft of briefing note for comment. I've tried to deal with all of Councillor [REDACTED] queries.

Cheers
[REDACTED]

[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 27 April 2022 11:33
To: [REDACTED]
Subject: waste audit briefing note
Attachments: waste auditMAR22.doc; 2022 Audit data.pdf

Hi [REDACTED]

Please see latest version with suggested amendments and other additional data for your review.

Cheers

[REDACTED]

[REDACTED]

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Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

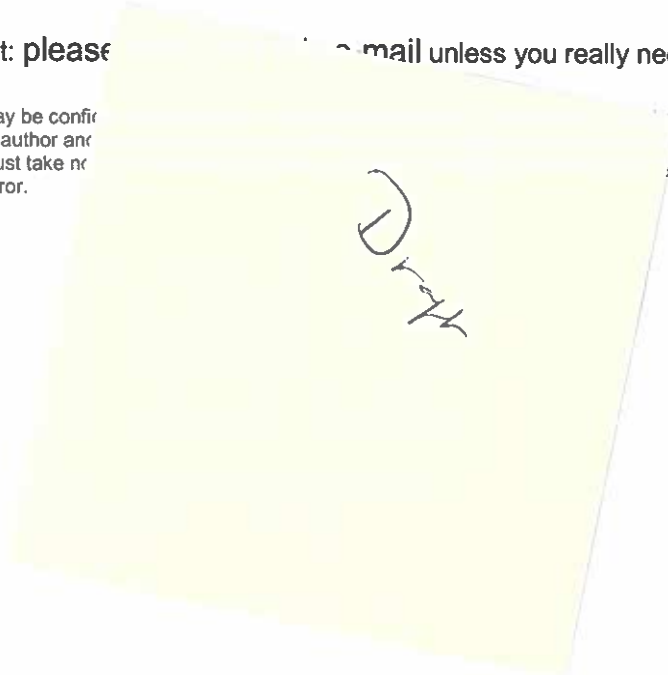
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[REDACTED]

From: [REDACTED]
Sent: 09 May 2022 14:15
To: [REDACTED]
Cc: [REDACTED]
Subject: charging householders for missed collections

Importance: High

Afternoon [REDACTED]

I'm currently drafting a report to Exec Cttee regarding a policy for missed collections after we go fortnightly (by missed collections, I mean occasions where the householder failed to put their bin out for collection, not where the refuse crew has accidentally missed it). As part of section 5, 'Alternatives considered by not recommended' – we identified the potential of levying a charge on the household if they wanted us to go back and collect.. currently we don't return (except in extenuating circumstances) but they only have a week to wait until the next collection. Obviously this will be more difficult for households to manage when we go to fortnightly's. Dana has asked whether levying a charge (separate to the rate) is permitted under the Act. I'm not 100% sure whether s.65(5) of the PHA would apply here, as these are exceptions to our statutory duty to collect. Could you please take a look to see if this provisions allows us to levy a charge under the circumstances described above? the relevant bits from the Act: -

S. 65 (5) A local authority or the Department of Infrastructure shall make such reasonable charges as it may determine in respect of the collection under subsection (1) or (3) of commercial waste, and may make such reasonable charges as it may determine in respect of the collection under subsection (1) or (3) of household waste.

65 Collection of waste

(1) A local authority shall make arrangements for the collection of household waste and commercial waste from premises within its district, except waste of the following descriptions –

(a) waste which is at a place which is so isolated or inaccessible that the cost of collecting it would be unreasonably high;

(b) waste, adequate arrangements for the disposal of which have been or can reasonably be expected to be made by a person who controls the waste;

Obviously the householder already pays for a collection through their rates, but to return because they failed to put their bin out on time, is an additional cost to that which is rated for.

Cheers

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 16 May 2022 16:45
To: [REDACTED]
Cc: [REDACTED]
Subject: Press Release - Reduce, Re-use, Recycle
Attachments: PR019 - Reduce Re-use Recycle - FINAL - 17 05 2022.pdf

Dear [REDACTED]

I attach herewith a press release in relation to the new domestic waste collection strategy. Please note that this will be released by the Media Relations Advisor in 24 hours' time.

Kind regards, [REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

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Phone - +44(0)1624 696 [REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 17 May 2022 10:00
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: charging householders for missed collections

Morning [REDACTED]

Thank you for this, much appreciated.

Regards

[REDACTED]
[REDACTED]
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Town Hall, PO Box 2, Douglas, Isle of Man
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From: [REDACTED]
Sent: 17 May 2022 08:37
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: charging householders for missed collections

Dear [REDACTED]

In reply to your query. I have considered the legislation and cannot see that we are able to use the exceptions in S 65. The legislation would have to be redrafted to enable the Council to charge householders for missed collections .

Regards

[REDACTED]
[REDACTED]
Council Advocate
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From: [REDACTED]
Sent: 09 May 2022 14:15
To: [REDACTED]
Cc: [REDACTED]
Subject: charging householders for missed collections
Importance: High

Afternoon [REDACTED]

I'm currently drafting a report to Exec Cttee regarding a policy for missed collections after we go fortnightly (by missed collections, I mean occasions where the householder failed to put their bin out for collection, not where the refuse crew has accidentally missed it). As part of section 5, 'Alternatives considered by not recommended' – we identified the potential of levying a charge on the household if they wanted us to go back and collect.. currently we don't return (except in extenuating circumstances) but they only have a week to wait until the next collection. Obviously this will be more difficult for households to manage when we go to fortnightly's. Dana has asked whether levying a charge (separate to the rate) is permitted under the Act. I'm not 100% sure whether s.65(5) of the PHA would apply here, as these are exceptions to our statutory duty to collect. Could you please take a look to see if this provisions allows us to levy a charge under the circumstances described above? the relevant bits from the Act: -

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(a) waste which is at a place which is so isolated or inaccessible that the cost of collecting it would be unreasonably high;
(b) waste, adequate arrangements for the disposal of which have been or can reasonably be expected to be made by a person who controls the waste;

Obviously the householder already pays for a collection through their rates, but to return because they failed to put their bin out on time, is an additional cost to that which is rated for.

Cheers

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[REDACTED]

From: [REDACTED]
Sent: 17 May 2022 08:17
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Press Release - Reduce, Re-use, Recycle
Attachments: PR019 - Reduce Re-use Recycle - FINAL - 17 05 2022.pdf

Well spotted [REDACTED]

Hope the correction can be made in time.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Douglas Borough Council

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- 2,200+ emagazines

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- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 16 May 2022, at 21:00, [REDACTED] wrote:

[REDACTED]

In paragraph 3 it said "Environment and Regeneration Committee Chair Councillor Falk Horning" should this not be Environment Services Chair?

Kind Regards
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

LET'S GET TO NET ZERO TAKING ACTION ON CLIMATE CHANGE

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On 16 May 2022, at 16:44, [REDACTED] wrote:

Dear [REDACTED]

I attach herewith a press release in relation to the new domestic waste collection strategy. Please note that this will be released by the Media Relations Advisor in 24 hours' time.

Kind regards, [REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 17 May 2022 08:37
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: charging householders for missed collections

Dear [REDACTED]

In reply to your query. I have considered the legislation and cannot see that we are able to use the exceptions in S 65. The legislation would have to be redrafted to enable the Council to charge householders for missed collections .

Regards

[REDACTED]
[REDACTED]
Council Advocate
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From: [REDACTED]
Sent: 09 May 2022 14:15
To: [REDACTED]
Cc: [REDACTED]
Subject: charging householders for missed collections
Importance: High

Afternoon [REDACTED]

I'm currently drafting a report to Exec Cttee regarding a policy for missed collections after we go fortnightly (by missed collections, I mean occasions where the householder failed to put their bin out for collection, not where the refuse crew has accidentally missed it). As part of section 5, 'Alternatives considered by not recommended' – we identified the potential of levying a charge on the household if they wanted us to go back and collect.. currently we don't return (except in extenuating circumstances) but they only have a week to wait until the next collection. Obviously this will be more difficult for households to manage when we go to fortnightly's. Dana has asked whether levying a charge (separate to the rate) is permitted under the Act. I'm not 100% sure whether s.65(5) of the PHA would apply here, as these are exceptions to our statutory duty to collect. Could you please take a look to see if this provisions allows us to levy a charge under the circumstances described above? the relevant bits from the Act: -

S. 65 (5) A local authority or the Department of Infrastructure shall make such reasonable charges as it may determine in respect of the collection under subsection (1) or (3) of commercial waste, and may make such reasonable charges as it may determine in respect of the collection under subsection (1) or (3) of household waste.

65 Collection of waste

(1) A local authority shall make arrangements for the collection of household waste and commercial waste from premises within its district, except waste of the following descriptions —

(a) waste which is at a place which is so isolated or inaccessible that the cost of collecting it would be unreasonably high;

(b) waste, adequate arrangements for the disposal of which have been or can reasonably be expected to be made by a person who controls the waste;

Obviously the householder already pays for a collection through their rates, but to return because they failed to put their bin out on time, is an additional cost to that which is rated for.

Cheers

[REDACTED]
[REDACTED]
Senior Engineering & Waste Services Manager
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[REDACTED]

From: [REDACTED]
Sent: 18 May 2022 09:59
To: [REDACTED]
Subject: RE: Missed Bin Policy
Attachments: Missed Bin PolicyREV3.docx

Hi [REDACTED]

Updated, I agree that we should be explicit, I've added a line to reflect that.

Cheers

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 17 May 2022 16:15
To: [REDACTED]
Subject: Missed Bin Policy REV2

Happy with that, made some suggested changes – do we need to explicitly state that if we are at fault, we will go back to collect? It's implied. Or were you thinking we won't go back irrespective of fault? Just checking.

Ta

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 23 May 2022 14:38
To: [REDACTED]
Cc: [REDACTED]
Subject: Various
Attachments: AWC Various.xlsx

Hi both

It appears that I haven't sent you this before so please accept my apologies. Please see attached.

Many thanks

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 23 May 2022 14:46
To: [REDACTED]
Subject: RE: PR024 - Douglas Council Encourages Registrations for Garden Waste Collections - DRAFTv1 - 20 05 22
Attachments: PR024 - Douglas Council Encourages Registrations for Garden Waste Collections - DRAFTv1 - 20 05 22ACv1.docx; AWC FAQ'sV4.docx

Hi [REDACTED]

One amendment added to draft press release, also updated FAQ for comment.

Cheers

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[REDACTED]
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From: [REDACTED]
Sent: 23 May 2022 13:13
To: [REDACTED]
Subject: PR024 - Douglas Council Encourages Registrations for Garden Waste Collections - DRAFTv1 - 20 05 22

For discussion and I've found one error but what are your thoughts? Are the FAQs on the website now? If so, we can include in there what an eligible garden is and whole heap of questions around the garden waste service.

Ta

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[REDACTED]

From: [REDACTED]
Sent: 26 May 2022 15:11
To: [REDACTED]
Subject: Re: change in service video

Yesterday Manx Radio called me regarding the video. We agreed to shoot it after TT, on Thursday, 16 of June. I am going to think about how we do it, if your team has some ideas please feel free to let me know. The reporter and I agreed to meet up at my building because we have the communal recycling bins there and we definitely also need the 55L boxes (I have some bags).

Kind regards,

- 5,000+ ebooks
- 900+ audiobooks
- 2,200+ emagazines

Available to members of Douglas Library, download the Libby App, ask for a PIN number and away you go.

- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 24 May 2022, at 16:28, [REDACTED] wrote:

Afternoon [REDACTED]

I understand from loMAdv you are doing a video to support the communication campaign around our change in service? Is there anything you need from us to do this? Would you like to have the bags/boxes and range of materials that can be composed for the video? Do you want one of us to be there to assist?

Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 31 May 2022 13:20
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Alternate Weekly collection Roadshow in Town

Thanks [REDACTED]

I can't make that date sadly. I'll ask [REDACTED] about the banners.

ta

[REDACTED]
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From: [REDACTED]
Sent: 31 May 2022 13:04
To: [REDACTED]
Cc: [REDACTED]
Subject: Alternate Weekly collection Roadshow in Town

Hi Both,

Having spoken to [REDACTED] the 25 June has been booked for the event trailer to go into the street (9am -12.30). Hope this date is acceptable?

Thought process is that is if the leaflets go out for delivery around the 16th we are capturing some people whilst it is fresh in their minds and hopefully will be able to answer a few questions.

Would it be possible to have the pull up banners available for this event?

I have confirmed with [REDACTED] that he is available, I'm also enquiring about having Scott attend with the work placement people.

Kind regards

[REDACTED]

[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 31 May 2022 16:17
To: [REDACTED]
Subject: RE: Alternate Weekly collection Roadshow in Town

Hi [REDACTED]

Do you think [REDACTED] or any of the other regen politic members would be interested in attending?

Kind regards

[REDACTED]
Technical Assistant
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From: [REDACTED]
Sent: 31 May 2022 15:34
To: [REDACTED]
Subject: FW: Alternate Weekly collection Roadshow in Town

Hi [REDACTED]

See below.

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 31 May 2022 15:17
To: [REDACTED]
Subject: RE: Alternate Weekly collection Roadshow in Town

Hi [REDACTED]

That date should be fine for pull up banners. We'll of course aim to have them to you in advance of that though!

Many thanks, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 31 May 2022 13:21
To: [REDACTED]
Subject: FW: Alternate Weekly collection Roadshow in Town

Hi [REDACTED]

See below. Do you think we'll have them by then?

ta

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From: [REDACTED]
Sent: 31 May 2022 13:04
To: [REDACTED]
Cc: [REDACTED]
Subject: Alternate Weekly collection Roadshow in Town

Hi Both,

Having spoken to [REDACTED] the 25 June has been booked for the event trailer to go into the street (9am -12.30). Hope this date is acceptable?

Thought process is that if the leaflets go out for delivery around the 16th we are capturing some people whilst it is fresh in their minds and hopefully will be able to answer a few questions.

Would it be possible to have the pull up banners available for this event?

I have confirmed with [REDACTED] that he is available, I'm also enquiring about having Scott attend with the work placement people.

Kind regards

[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 31 May 2022 15:16
To: [REDACTED]
Cc: [REDACTED]
Subject: Service Change in Refuse and Recycling Collections – Missed Bin Policy

Dear [REDACTED]

Herewith minute from the Executive Committee Meeting held on Thursday 26th May 2022 (please note the change in the length of time for the amnesty period, from the proposed one month to two months) :

C23. Service Change in Refuse and Recycling Collections – Missed Bin Policy

The Committee considered a written report by the Senior Engineering and Waste Services Manager in relation to a proposed policy for dealing with missed bins, once the refuse service moved to fortnightly collections.

The current, unwritten, policy regarding missed bins was that, unless there was evidence that the bin had been set out for collection at the correct time and location, then it was assumed that the bin had not been made available for collection and the householder was advised that the Council would return the following week as part of the weekly refuse service.

While in practice a common sense approach was followed, it was also normal for a check to be undertaken of the bin-chip to determine if there was any data for that day; and for a check of the on-board cameras to be made to establish if the bin had been in situ when the vehicle had passed the property.

With the introduction of fortnightly collections, it would be much more difficult for households which forgot to put their bin out to last a further fortnight until the next collection. As some early confusion was anticipated, it was proposed that an amnesty period be allowed, as householders adjusted to the new service. After that, unless there was clear evidence that the error was on the Council's part or there were extenuating circumstances, missed bins would not be returned to, to be emptied. Members suggested that the proposed one month period was not sufficient, and agreed that the amnesty period should instead be for two months.

Members noted the criteria that would be taken into account to constitute extenuating circumstances. If requests to return were one-offs, the Waste Team would likely return, however, if a pattern of repeat requests by a particular household emerged, it would be reiterated to householders that it was their responsibility to ensure their bin was presented at the appropriate time and place, and that the Waste Team would not be returning to the property. Advice would also be given on how to minimise waste until the next scheduled collection and on what materials could be disposed of at the civic amenity site.

Resolved, "(i) That particulars of the report be noted on the minutes; and

(ii) That it be recommended to Council:-

- That a policy of not returning to bins that were not presented for collection at the right time in the correct location be enforced, unless the reason was due to extenuating circumstances or Council error; and
- That an amnesty period of two months be agreed immediately following the introduction of the new service, whereby the Council returned to all missed bins and thus allowing householders to adjust to the new arrangements."

Regards, [REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 01 June 2022 10:00
To: [REDACTED]
Subject: FW: Service Change in Refuse and Recycling Collections – Non-Conforming Garden Waste Policy

fyi

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From: [REDACTED]
Sent: 31 May 2022 15:12
To: [REDACTED]
Cc: [REDACTED]
Subject: Service Change in Refuse and Recycling Collections – Non-Conforming Garden Waste Policy

Dear [REDACTED]

Herewith minute from the Executive Committee Meeting, held on Thursday 26th May 2022:

C22. Service Change in Refuse and Recycling Collections – Non-Conforming Garden Waste Policy

The Committee considered a written report by the Senior Engineering and Waste Services Manager in relation to a proposed policy for dealing with non-conforming waste in the Garden Waste Collection Service.

As part of the planned introduction of fortnightly refuse collections, it had been agreed to introduce a simultaneous garden waste collection service. The planned commencement of the service was August 2022 and, currently, 4,200 wheeled bins were on order, which, once received would be available on request to households with eligible gardens across the Borough.

Initial discussion had taken place with a licensed composting facility operator in order to establish their policy regarding non-conforming material. In essence, there would be a gate fee for disposing of the material but, for non-conforming loads, a further penalty charge may be levied and the aim was therefore to prevent any non-conforming waste at source.

The proposed policy for dealing with non-conforming waste in the Garden Waste Collection Service sought to avoid the garden waste bin from being used for general rubbish and / or non-conforming waste – that was, items that were not permissible under the composting company's licence (e.g., food waste, invasive plant species, and anything non-organic). It was therefore imperative that householders should receive comprehensive advice and information of what was and was not acceptable waste for composting.

It was noted that households that deliberately placed non-conforming waste in their garden waste bins would receive a warning notice; and failure to adhere to the notice may result in the garden waste bin being removed and the service being withdrawn under a 'three strikes' rule. Where the service had been withdrawn, households would, however, have the right of appeal.

Resolved, "(i) That particulars of the report be noted on the minutes; and

(ii) That it be recommended to Council that the following policy for dealing with non-conforming waste in the Garden Waste Collection Service be adopted:-

- Wheeled bins to be left unemptied where non-conforming waste was observed;
- Households to receive a warning notice to the effect that the bin had not been collected because it contained non-conforming waste; and
- If a household received three warning notices, the bin would be removed and the service withdrawn, but in the event of the service being withdrawn, the householder to have a right of appeal."

Regards [REDACTED]

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The idea is to make ourselves available to the public to answer any questions / concerns they may have about the new service and how it will affect them.

Can I kindly ask if you **would** be available to **join us** ~~attend with~~ us at the event, even for a short time?

We will be there from 9.00 am to 12.30 pm on that Saturday and any support would be very much appreciated.

If you can attend, please let me know.

Kind regards

Nick


Douglas Borough Council
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The idea is to make ourselves available to the public to answer any questions / concerns they may have about the new service and how it will affect them.

Can I kindly ask if you would be available to join us at the event, even for a short time?

We will be there from 9.00 am to 12.30 pm on that Saturday and any support would be very much appreciated.

If you can attend, please let me know.

Kind regards

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From:
Sent: 01 June 2022 11:40
To:
Subject: FW: change in waste service
Attachments: doc03493520220601105149.pdf

Hi guys

I've made some suggested changes on the attached but we need to go back to them once everyone has had chance to look and comment. I thought the leaflet was a bit basic and needs padding out a bit more. We may decide that there are other FAQs we want to include? It may just be me, but the 'borough' on all the ones I looked at were a bit squiff.

Come back to me with any further comments.

ta

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From:
Sent: 31 May 2022 13:57
To:
Cc:

Subject: RE: change in waste service

Hi all,

Thank you very much for your time this morning and we're delighted the look/feel of the campaign is what you were after. I know we've had some initial feedback from you this morning, but here are the links for you to take a closer look.

Leaflet:

<https://clicktime.symantec.com/352zL9PCQJYV5MvCT5XkVER6H4?u=https%3A%2F%2Facrobat.adobe.com%2Flink%2Ftrack%3Furi%3Durn%3Aaaid%3Ascds%3AUS%3A8806f2dd-b9ce-3682-bb4b-3a52964b63c9>

Pull ups:

<https://clicktime.symantec.com/3UaYb6ByJfvUeK3egHRnuBe6H4?u=https%3A%2F%2Facrobat.adobe.com%2Flink%2Ftrack%3Furi%3Durn%3Aaaid%3Ascds%3AUS%3A52d34851-1590-3fbe-ba36-392831f2cdf9>

Socials:

<https://clicktime.symantec.com/3Dvj43mgfFYACydzGwUs7VT6H4?u=https%3A%2F%2Facrobat.adobe.com%2Flink%2Ftrack%3Furi%3Durn%3Aaaid%3Ascds%3AUS%3A982ad42b-2397-3108-b0b8-e042343d5d71>

We'll have the social plans and accompanying templates to you early next week. The leaflet we'll treat as a priority as soon as we have your amends and in the mean time get moving on booking in with printers / post office.

Speak soon!

Many thanks,

From:
Sent: 30 May 2022 13:57
To:
Subject: RE: change in waste service
Yes.

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From:
Sent: 30 May 2022 13:43
To:

Subject: RE: change in waste service
Great thanks See you tomorrow at 11, I assume the Town Hall is best?
Many thanks,

From:
Sent: 30 May 2022 13:15
To:

Subject: RE: change in waste service

11 should be good.
Many thanks

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From:
Sent: 30 May 2022 10:30
To:

Subject: RE: change in waste service

Hi
Tomorrow morning is looking fairly clear for us so happy to do when is best for you. What if we said 11?
Many thanks,

From:
Sent: 30 May 2022 08:49
To:

C
Subject: RE: change in waste service

Morning
Many thanks. Let me know when you want to come along and I'll move things around. We're pretty keen to get the leaflet drop out.

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From:
Sent: 27 May 2022 17:17
To:

Cc:
Subject: RE: change in waste service

Hi
Thanks for flagging the typo – I've updated that in the attached document and we're happy with the suggested 13th distribution date. Would you be ok for us to try and arrange some media interviews around then too, with the aim of encouraging people to register as the main focus?

Happy to organise a 'Day in the Life of' and try to get that sorted at the same time as the other video content. I'd also recommend we take some photos so we can do a written version too for alternative media channels. Do you have a member of the team who's happy for us to profile them?

We're free and able to attend on 20th June so please count us in. Just let us know time and place when it's all confirmed.

Regarding the carnival, obviously the introduction of the queen theme means it a little trickier for us find something to do that is appropriate. However, we did think as an alternative a presence at the Food and Drink Festival in September would be a good alternative. They have a sustainability tent where I believe Western Amenity Site have had a presence in the past – but if we could do something memorable and visual for the event that would be fantastic. Happy to talk through this with you more because we've had some ideas of what you could have 'on the day', but would need to discuss logistics.

We've got the artwork pretty much ready to show you I'd pleased to say! Might you be free Monday/Tuesday next week for Helen and I to pop in and show you the leaflet, pull ups and some social media collateral templates?

Have a great weekend and see you next week!

Many thanks,

From:
Sent: 23 May 2022 14:45
To:

Subject: RE: change in waste service

Hi
Thanks for this. I've spotted one typo – should be Chair of the Environmental Services Committee, not E&R. If you can correct? Have sent around the team for their views also and will get back to you once I have those.
In terms of timing, we've agreed that this should go out on 13th June. We'll start delivering garden waste bins from 20th June.
Within the PR you say that FAQs will be put on the website, can you amend that to say they are on the website. Discussed with the team today and we're going to build in some further questions around the garden service including who is eligible to receive it. So your PR needs to say that further details can be obtained on the website. During one of the political surgeries, a suggestion was made that we do a 'day in the life of a recycler video', can you give some thought please as to how we can weave that into one of the videos we already had planned?
As a team, we are next meeting w/c 20th June, did you want to attend? We will need to go through the programme and set dates for events in town is currently looking at what is available and will advise.
Finally, what are your thoughts on the carnival? The theme is 'queens' to celebrate the jubilee and we're struggling to visualise how this can be translated into a float for the change in service. We're also running out of time. Are you of the view we still proceed with this?
Look forward to receiving some art work to proof soon for the leaflet drop et al.
Many thanks

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From:
Sent: 20 May 2022 17:11
To:
Cc:
Subject: RE: change in waste service

Hi
We're in the process of getting all these bits nailed and should be ready to share with you next week. By means of a quick update:

- Interviews – has organised an interview for with Manx Radio which will focus on a bit of an introduction and how it's going to work. This is going to take place next Friday and this will be both video and audio.
- Video production – we've started work on a storyboard for this so we can nail the project with the videographer. We find the more we can prep and plan then easier production and post-production is which saves time and money. The videographer has no availability before June so we're looking at delaying this a couple of weeks, but it will be worth it for quality content. In terms of the story board we'll easily have this to you next week also.

- HBN Library – this artwork, as well as the general look and feel of the campaign, is in with our studio for creating concepts. We'll have some mock ups to you next week along with the initial campaign visuals for discussion.
- Next press release – this is attached for your review. This is to focus on getting people to register for the GWC bins. I've had a chat with James on when is best to issue this considering other DBC press releases, the response to the initial PR and that we have TT / Jubilee coming up. So we'd suggest issuing this just after TT now, but does that give your team enough time between issuing and the roll out for registrations etc? Happy to do it pre-TT, but we're just conscious of it potentially losing some impact. What do you think?
- IOM Newspaper Features – We're checking when the next one is due to take place. The deadline for the May issue was way before we'd issued the PR around announcing / giving more detail so was a little premature. However we can also look at something in the interim if we need to.

So lots to come next week. Have you had many enquiries or had many people make contact following this issuing of the PR earlier this week?

Have a lovely weekend and catch up next week.

Many thanks –

From:

Sent: 19 May 2022 13:46

To:

Cc:

Subject: RE: change in waste service

Hi

Any update? We were planning on video production, interviews, social media, Go Green feature and material in the HBN library by the end of this month, which is next week?

ta

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From:

Sent: 11 May 2022 09:59

To:

Cc:

Subject: Re: change in waste service

Morning all,

Just a quick update on where we're up to with things for this campaign.

Firstly, we have a press release drafted and ready for your review (attached). This announces GWC / AWCs and goes into detail about each - but also manages expectations with saying more information will be available closer to the time (conscious we don't have fixed dates etc at the minute). We've also put reassuring messaging in there to people know they can contact you if they think they are going to struggle with the change.

Hopefully this is along the right lines but we're very happy to amend the release once you've had chance to review, and if you'd like to add anything further in please let us know and we'll revise accordingly.

In terms of the look and feel of the campaign, our studio are currently working on this now and we'll have some concepts to you early next week if not sooner. Once we have these nailed the leaflet will be quick and easy to pull together, we'll also be able to look at social media graphics too.
We're drafting up text for the leaflet and putting our heads together on the social media plan, so once the campaign style is approved we'll be raring to go.
Any questions at all, please do let me know.
Many thanks,

From:
Sent: 05 May 2022 17:00
To:

Cc:
Subject: RE: change in waste service

Hi
Updated plan attached to reflect Zero Waste Mann's contribution. Will have the other items over you to soon!
Many thanks,

From:
Sent: 04 May 2022 14:47
To:

Subject: RE: change in waste service

Hi
Good news, Zero Waste Mann has agreed to the suggested areas for them to fund with the exception of the digital screen at the sea terminal, so please remove that from the plan.
Many thanks

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From:
Sent: 26 April 2022 13:27
To:

Cc:
Subject: RE: change in waste service

Hi
Thanks for this - I've updated the plan attached.

In terms of next steps I know some elements will be pending until we hear back from ZWM, so in the mean time I'd recommend we crack on with:

- Press release to fully explain the changes and give a guide of time frames. Also important to include information of where to go for more information / with concerns / support.
 - Following issuing this we will organise radio interviews as outlined in the plan.
- We'll start putting together the social media strategy for the campaign, but will focus on the first month of posts so they are ready to go once the press release is issued to media. We will also need to come up with some concepts for the look and feel of the social posts – which will of course need to be consistent with the rest of the campaign.
- The other priority is working on the content for the leaflet and again this ties into the look and feel as well.

If that sounds like a plan of attack for the time being please let me know and we'll get actioning.

Many thanks,

From: I

Sent: 25 April 2022 16:10

To:

Cc:

Subject: RE: change in waste service

Hi

Thank you. We have a finite budget and we are pushing the envelope of that even with the refined programme. I attach your spreadsheet with some notes, which I think are self-explanatory. I will need to get agreement from Zero Waste Mann for the items I have suggested for them. How does the attached look? Happy to discuss but as we are keen to get started, can we do so over email rather than try and arrange a further meeting?

Many thanks

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From

Sent: 25 April 2022 14:45

To: D

Cc:

Subject: RE: change in waste service

Hi! Hope you had a lovely weekend!

Apologies I was just waiting on the final costs for the videos, these are just a rough estimate to work with for now. The rest is fully updated as per our discussions last week.

Happy to meet up to discuss further and nail a concrete plan of attack for actioning, once you've had chance to review.

Many thanks,

From:
Sent: 25 April 2022 11:28
To: A

Cc:
Subject: RE: change in waste service

Any news on our refined programme?
ta

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From:
Sent: 08 April 2022 17:22
To: 'Eal

Cc: J
Subject: RE: change in waste service

Hi
I'm at the 1045 meeting on 20th so continuing on @ 12 works for me and my team.
Regards

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From:
Sent: 08 April 2022 17:15

To:
Cc:
Subject: RE: change in waste service

We're available any time after 12pm on 20th or any time at all 21st or 22nd. Is there any specific time that suits you best?

Many thanks,

From:
Sent: 08 April 2022 17:12
To:

Cc:
Subject: RE: change in waste service

Thanks

It would be good to get a meeting in the diary so let me know when you are available. I am off next week but back the 19th.

Many thanks

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From:
Sent: 08 April 2022 17:10
To:

Cc:
Subject: RE: change in waste service

Hi

Apologies for the delay in getting back to you. I've been on annual leave and just back in today.

We'd be looking at a retainer of approximately £2,250-£2,500 per month to start with – with a view to reviewing after three months to make sure that level is working for everyone.

Do let me know what you think and if you're happy to get the ball rolling we can get a meeting in the diary in box off next steps.

Many thanks

From:
Sent: 28 March 2022 14:19
To:

Cc:
Subject: RE: change in waste service

Hi

Thanks for this. We'll look at and get back to you soonest so we can arrange a follow-on meeting. You haven't given a price for running the campaign?

Many thanks

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From: |
Sent: 25 March 2022 12:52
To:

Cc:
Subject: RE: change in waste service

Hi all,
Please find attached a draft plan around the Change In Waste Service for further discussion. There's a mixture of PR led ideas weaved in with some paid-for advertising ops, but hopefully along the lines you were looking for. Once you've had chance to review, perhaps we can find a date and time in the diary to discuss next steps? Look forward to getting your thoughts and feedback.
Many thanks,

From: |
Sent: 25 March 2022 08:17
To: |

Cc:
Subject: RE: change in waste service
Thanks

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From:
Sent: 24 March 2022 17:38
To: Dana

Cc:
Subject: RE: change in waste service

Hi
We're just putting the finishing touches on the plan and will then share with you for review. Hope this is OK!
Many thanks,

From:

Sent: 23 March 2022 11:56

To:

Cc:

Subject: RE: change in waste service

H

I was just wondering if you were in a position to provide a proposal yet?

Many thanks

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From:

Sent: 25 February 2022 15:49

To:

Cc:

ertising.com>

Subject: Re: change in waste service

Hi [REDACTED]

We'd be delighted to arrange a meeting with you to discuss this campaign further. Can we go with 1.30pm on 2nd please?

Look forward to meeting you then.

Many thanks, [REDACTED]

From: [REDACTED]

Sent: 21 February 2022 08:58

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: change in waste service

Hi [REDACTED]

I can do 2nd at 1330 or 3rd at 1030. Can't do Friday. I've copied Andy as he will need to attend too.

Many thanks

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From: [REDACTED]

Sent: 18 February 2022 17:01

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: change in waste service

Hi [REDACTED] and thanks again for your time yesterday.

Yes would be great to scope out the comms campaign. We've a few days' leave around next week – might we look at 2/3/4 March?

All the best, [REDACTED]

From: [REDACTED]

Sent: 18 February 2022 12:44

To: [REDACTED]

Cc: [REDACTED]

Subject: change in waste service

Hi guys

We touched on this yesterday. I would like to have a separate meeting with you on this to discuss if/how you can support us in putting together a comprehensive communication campaign. This would be in addition to that which you are doing for the Council under the new arrangement. When are you free?

ta

[REDACTED]

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