
Commercial Waste Services Review & Solution Focused Action Plan

SPECIFICATION FOR SERVICES



Council of the
ISLES OF SCILLY

March 2023

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1. LIST OF DRAWINGS AND REFERENCE MATERIALS

Council of the Isles of Scilly Waste & Recycling Services information: www.scilly.gov.uk/waste

Isles of Scilly waste Reduction Strategy (2020-2030): [Waste Reduction Strategy | Council of the ISLES OF SCILLY](#)

Climate Change Action Plan [Climate Change Action Plan | Council of the ISLES OF SCILLY](#)

Council of the Isles of Scilly Corporate Plan [Council Corporate Plan | Council of the ISLES OF SCILLY](#)

Islands Strategic Economic Plan 'Islands Futures' (2014): [Download the Strategic Economic Plan | Council of the ISLES OF SCILLY](#)

2. SPECIFICATION

SPECIFICATION REQUIREMENTS

The Council of the Isles of Scilly requires the support of an experienced waste management consultant, or group of consultants, with expertise in Local Authority commercial waste services, ideally with experience working on islands, to work in partnership with the Council to complete a review of commercial waste and recycling services, across the islands to:

- ensure the Council is operating compliantly.
- to reduce Council budget pressures.
- to ensure the Council's waste management service can be sustainably managed.

Alongside a commercial waste service review, the Council also requires a solution focused Action Plan to be developed to deliver immediate and medium-long term solutions and identify priorities to deliver the above.

A commercial waste services review is required to take place over a 3-month period to include:

- A 5-day visit to the islands as part of information gathering exercise to inform the commercial waste service review and subsequent formation of a solution focused action plan. Including shadowing the waste collection teams, visiting the off islands and speaking to third party contractors and hauliers.
- A review of the Council's current commercial waste policy, and scoping implementation of policy relating to charging waste from self-catering properties (under Controlled Waste Regulations, 2011).
- A review of the Council's fees and charges framework for commercial waste and recycling, based on actual costs of running the service across the islands.
- A review of the Council's commercial waste collection service on St Mary's.

- A review of the Council's commercial waste services implemented on the off islands.
- Review current enforcement practices, and recommend an appropriate enforcement strategy, to support behavioural change amongst businesses.
- Action Plan to deliver outcomes (as per commercial waste review) over the next 12-18 months.

BACKGROUND

The Council of the Isles of Scilly is a small unitary authority which manages waste and recycling services across the Isles of Scilly. The Isles of Scilly is a remote archipelago of islands, islets and rocks which lie 28 miles off the Southwest coast of Cornwall and are designated an Area of Outstanding Natural Beauty (AONB). The Isles of Scilly include 5 inhabited islands. The main island of St Mary's plus smaller islands of St Agnes, Bryher, Treco and St Martin's, known collectively as the off islands.

The island's resident population is very small - approximately 2,203 spread across the 5 inhabited islands.

The islands are largely dominated by tourism which make up approximately 80% of the island's economy, with the main tourist season running from Easter through to mid-October. During this period the island's population doubles, and at times trebles, particularly during peak periods i.e., for the World Pilot Gig Championships. Managing the seasonal fluctuations in waste and recycling volumes is challenging across the islands and for Council services.

Businesses differ from island to island, but largely include farming, bed and breakfasts, self-catering accommodation, hotels, restaurants, pubs, cafes, retail outlets, small supermarkets and art galleries. There are also various administrative offices located on St Mary's, plus a small airport, a small hospital, health centre and pharmacy.

In 2014 the islands went through one of the largest waste management changes in its history, with the introduction of kerbside dry mixed recycling. Alongside the introduction of this new service there were significant improvements to the island's waste management sites and overall compliancy in waste management. These changes included the introduction of commercial waste and recycling sacks to improve income to the Council for collecting and managing commercial waste on behalf of businesses. Alongside the service changes work was undertaken to manage the change required to the culture and behaviour in managing waste and recycling across the islands.

Running waste services across the islands is expensive - costing the Authority approximately £750,000 a year, which includes collection, sorting and transporting material between the islands and to the mainland for final disposal/recycling.

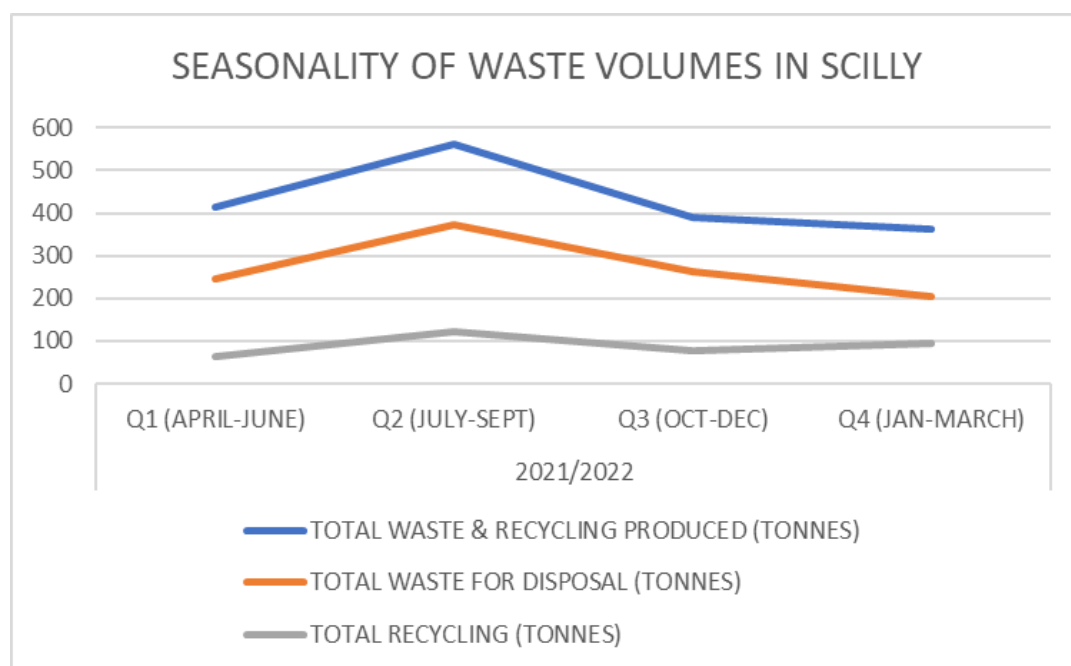
In 2022/2023 the Council successfully contracted Suez UK Ltd for the disposal of all its residual waste and recycling from Penzance, Cornwall to appropriate facilities. In the same year, the Council let an on-island and marine haulage contract with the Isles of Scilly Steamship Company to transport waste and recycling to Penzance. Both contracts expire March 2025.

COMMERCIAL WASTE DATA

There is opportunity to improve how commercial waste data is collected and monitored as part of this review. Additional data can be provided by the Council once the contracted is awarded.

Commercial Waste & Recycling 2021/2022	Tonnes (approx.)
Council Collected Commercial Dry Mixed Recycling	30.5 tonnes
Council Collected Commercial Residual Waste	503 tonnes
Other commercial waste & recycling (St Marys)	490 tonnes
TOTAL COMMERCIAL	1,023.5 tonnes
TOTAL WASTE & RECYCLATE (INCL. HOUSEHOLD)	1,727.76 tonnes

The seasonality of waste across the islands is an important factor to consider as it directly impacts the service and council budgets.



CURRENT WASTE SERVICES

The Council manages both household and commercial waste and recycling services across the islands, operating a slightly different service for each island. The Council's policy for what defines commercial waste is that which originates from non-domestic rated properties.

ST MARY'S

St Mary's is the largest of the inhabited islands and where the majority of year-round residents live (1,723. 2011 census). It also the commercial hub of the islands – where the majority of businesses are located and where majority of business-type activity occurs.

The Council's waste service is managed strategically by the Head of Environment and an Operational Services Manager who also oversees operational delivery of the service. In addition, the Council employs a waste site manager, a waste site supervisor and 5 waste and recycling operatives. The Council's in-house team co-collects residual household waste and recycling (dry mixed recycling and separate paper and cardboard) alongside some commercial waste and recycling, on a weekly basis. The Council has one twin pack 50/50 split compaction waste collection vehicle and 1x 50/50 split caged transit vehicle to collect waste and recycling. The team also service all the public litter, dog waste and recycling bins located across St Mary's.

Household waste and recycling is collected weekly with residents supplying their own black bags for residual waste. The Council supplies 1x mixed recycling sack and 1x paper and cardboard sack for residents. The segregation of paper and cardboard is a new service introduced in March 2023. This has not been rolled out to commercial businesses as a council run service but is promoted to local businesses via third-party hauliers offering a commercial waste collection service. Businesses are also encouraged to bring separate cardboard and paper for recycling to the main waste transfer station.

Council collected commercial residual waste and recycling (dry mixed recycling) is collected and charged for via a pre-paid sack system. Some commercial waste and recycling on St Mary's is collected by a third-party haulier. In March 2023 the Council successfully contracted the same third-party haulier to collect commercial waste and recycling from larger businesses, with large volumes of waste, requiring a collection service more than once a week. The Council now only collects from some smaller businesses once a week to run alongside the existing household collection rounds.

Alongside the commercial waste collection service provided by the Council, the in-house team also manage the main waste transfer station, where the majority of waste and recycling from across the islands is brought to, and processed, before onward disposal. All residual waste and the majority of recycling is sent to the mainland, via on-island and marine haulage and disposal contracts. Some recycling (glass, rubble and garden waste) is retained on-island. This is in line with the Council's Waste Reduction Strategy [Waste Reduction Strategy | Council of the ISLES OF SCILLY](#) (this strategy requires updating in line with Environment Act, 2021).

Commercial waste is dealt with separately at the waste transfer station by operating separate opening days for commercial waste bookings, with a commercial waste permit system in place. Bookings for commercial waste/recycling disposal is in place with charges implemented for each waste and recycling stream [Commercial Waste & Recycling | Council of the ISLES OF SCILLY](#). Costs are recovered based on weights over the site's weighbridge in line with approved fees and charges, and customers are invoiced directly by the Council.

ST AGNES

St Agnes is the smallest of the inhabited islands with 85 residents (2011 census). There are numerous holiday lets on the island, one pub, a dairy farm and campsite, and a few small cafes and restaurants and a local shop/post office.

The Council doesn't undertake a kerbside collection on St Agnes. All household and commercial waste is brought to a centralised bring site which is managed through a contractor living on the

island. Waste and recycling is containerised in lined bulk bags and transferred to St Mary's via the Isles of Scilly Steamship Company, which runs the inter-island freight service 'Lyonesse Lady' between St Mary's and the Off Islands. Once waste reaches St Mary's it is transferred by local haulage companies to the waste transfer station.

BRYHER

Bryher is the second smallest inhabited island with a year-round population of 84 (2011 census). Similarly, to St Agnes, there are numerous holiday lets, a pub, a campsite, one farm, a few small cafes and restaurants, artist galleries and in addition Hell Bay hotel, which is managed by Tresco Estate.

The Council doesn't undertake a kerbside collection on Bryher. All household and commercial waste is brought to a centralised bring site which is managed through a contractor living on the island. Waste and recycling is containerised in lined bulk bags and transferred to St Mary's via the Isles of Scilly Steamship Company, which runs the inter-island freight service 'Lyonesse Lady' between St Mary's and the Off Islands. Once waste reaches St Mary's it is transferred by local haulage companies to the waste transfer station.

TRESCO

Tresco Island is the second largest island and is managed by Tresco Estate. Tresco Island is private managed by Tresco Estate primarily for holiday accommodation. Alongside self-catering holiday lets, there is a pub, restaurants, galleries, spa, and local shops. Approximately 70 residential properties to accommodate year-round staff to manage the island (approx. 175 people live year-round). The Council manages a contract with Tresco Estate for the collection of household waste and the disposal of residual household and commercial waste. Tresco Estate manages all its recycling privately. Once waste reaches St Mary's it is transferred by local haulage companies to the waste transfer station.

ST MARTIN'S

St Martin's is the third largest island with a year-round population of 136 (2011, census). Like the other off islands there is a pub, a campsite, numerous self-catering holiday lets, art galleries, cafes and restaurants and a large hotel. Due to the high volumes of waste on St Martin's, the Council contracts waste management services to manage the island's bring site, but in addition runs a collection service for residents and businesses. Similarly, to the other off islands, waste and recycling is sent to St Mary's in lined bulk bags via the Isles of Scilly Steamship Company. Once waste reaches St Mary's it is transferred by local haulage companies to the waste transfer station.

3. VARIATIONS FROM THE SPECIFICATION (VARIANT BIDS)

The Council will/will not accept variant bids relating to this procurement.