




# **Long Term Plan 2018-28 Service Plan for Solid Waste**

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018

Approvals		
Role	Name	Signature and date of sign-off
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## What does the overall Group of Activities do and why do we do it?

The Vision of the Council's statutory Waste Management and Minimisation Plan 2013 is *"A prosperous city, in a clean, healthy and sustainable environment, where each person, business and organisation takes responsibility for waste minimisation and actively works toward zero waste to landfill"*.

This is achieved by the management of education initiatives, kerbside collections services, a used products reuse facility, an organics processing plant, a materials recycling facility, and transfer stations and community collection facilities, in order to minimise residual waste, before being sent to landfill. The activities therefore support a healthy environment and sustainability of resources by facilitating education, reuse, recycling and composting of resources.

## 1. What does this activity deliver?

Service Name
Domestic kerbside collection for organic material (food and garden waste)
Domestic kerbside collection service or community collection points for recyclable materials for households and businesses (domestic quantities only)
Domestic kerbside collection service or community collection points for residual waste (refuse) for households and businesses (domestic quantities only)
Organics processing, including operation of the composting plant
Landfill gas capture, treatment, reticulation, construction and demolition from the closed Burwood landfill site
Operation and care of closed landfills

Processing, reuse and residual disposal of construction and demolition through the Burwood Resource Recovery Park

Refuse Transfer Stations receipt and processing of residual waste, recyclable materials, reusable items and organic material ( garden waste)

Residual waste transportation to landfill

## 2. Why do we deliver this activity?

- This essential service provided by CCC under the framework of the Council's Waste Management and Minimisation Plan 2013 is a legal requirement of the Waste Minimisation Act 2008, aimed at reducing waste tonnages sent to landfill. A levy of \$10 per tonne is paid to the Ministry for the Environment for waste sent to landfill and CCC receives ~\$1.3M p.a. from this levy fund to spend 'only on matters to promote or achieve waste minimisation' and 'in accordance with its waste management and minimisation plan'. This Service Plan therefore supports the legal requirement for a local authority to minimise residual waste by way of the services set out above.

Other Key legislation also relating to Solid waste activities include:

- Local Government Act 1974 and 2002
  - Hazardous Substances and New Organisms Act 1996
  - Health Act 1956 and amendments
  - Resource Management Act 1991
  - Health and Safety at Work Act 2015
  - Building Act 2004
  - Waste Management Bylaw 2008 (and the Kerbside Collection and Waste Collection Points Terms and Conditions
  - Cleanfill and Waste handling Operations Bylaw 2015
- The Healthy Environment Community Outcome contained in CCC strategic Framework includes 'Sustainable use of Resources' which includes that "each person and organisation works towards zero waste".
  - The activity also supports the Council's Strategic Direction of "A Sustainable 21<sup>st</sup> Century city" by maximising the recovery and reuse of resources from the waste stream.

### 3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Solid Waste activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Level of Service	Results	Method of Measurement	Current Performance	Benchmarks	Future Performance Targets			Future Performance Year 10 2028/29
					Year 1	Year 2	Year 3	
					2018/19	2019/20	2020/21	
<b>8.0.1</b> Recyclable materials collected by Council services and received for processing at the Materials Recovery Facility (MRF)	Key business driver Measuring and managing recyclable materials (glass, plastic, metal, paper & cardboard products) diverted from landfill by Council services (kerbside recycling, recycling centres and community collection points) and processed for beneficial purposes. Supports Council's Sustainability Policy and Solid Waste Management and Minimisation Plan (2013).  There is a linkage between this service plan and the plan for City Environment Business Support, where all environmental education programmes are aligned under one plan	<b>8.0.1</b> Weight of material as reported by contractor received at Material Recovery Facility from Council services divided by population	<b>8.0.1</b> 2009/10: 121.88 kg /person /year (45,366 tonnes in total). 2010/11: 114.97 kg/person/year (43,402 tonnes in total) 2011/12: 119.13 kg/person/ year (43,813 tonnes in total). 2012/13: 112.22 kg/person/year 2013/14: 109.01 kg/person/year (41,241 tonnes in total) 2014/15: 109.52 kg/person/year (45,428 tonnes in total) 2015/16: 106.34 kg/person/year (43982.42 tonnes in total) 2016/17: 108.40 kg/person/year (46040.56 tonnes in total)	Note1	<b>8.0.1</b> 105 kg +40%/-10% recyclable materials / person / year collected and received by Council services	<b>8.0.1</b> 104 kg +40%/-10% recyclable materials / person / year collected and received by Council services	<b>8.0.1</b> 103 kg +40%/-10% recyclable materials / person / year collected and received by Council services	<b>8.0.1</b> 100 kg +40%/-10% recyclable materials / person / year collected and received by Council services

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					Year 1	Year 2	Year 3	
					2018/19	2019/20	2020/21	
<b>8.0.2</b> Kerbside wheelie bins for recyclables emptied by Council services	Measuring and managing collection performance for kerbside collection services	<b>8.0.2</b> Recorded and Reported monthly by collections contractor	<b>8.0.2</b> The following LoS have been achieved: 2009/10 -99.84% 2010/11 - 99.80% 2011/12 - 99.75% 2012/13 – 99.79% 2013/14 – 99.81% 2014/15 – 99.78% 2015/16 - 99.63% 2016/17 – 99.69%		<b>8.0.2</b> At least 99.5% collection achieved when items correctly presented for collection	<b>8.0.2</b> At least 99.5% collection achieved when items correctly presented for collection	<b>8.0.2</b> At least 99.5% collection achieved when items correctly presented for collection	<b>8.0.2</b> At least 99.5% collection achieved when items correctly presented for collection
<b>8.0.3</b> Customer satisfaction with kerbside collection service for recyclable materials	Measuring and managing customer satisfaction with Council kerbside collection services	<b>8.0.3</b> Annual Residents satisfaction survey	<b>8.0.3</b> The following are percentages of people surveyed who were happy with the collection service for recyclable material:  2009/10 - 95%  2010/11 – not surveyed 2011/12 - 97%  2012/13 – 94%  2013/14 – 93% 2014/15 - not surveyed 2015/16 – 95% 2016/17 – 94%		<b>8.0.3</b> At least 90% customers satisfied with Council's kerbside collection service for recyclable materials each year	<b>8.0.3</b> At least 90% customers satisfied with Council's kerbside collection service for recyclable materials each year	<b>8.0.3</b> At least 90% customers satisfied with Council's kerbside collection service for recyclable materials each year	<b>8.0.3</b> At least 90% customers satisfied with Council's kerbside collection service for recyclable materials each year
<b>8.0.4</b> Proportion of incoming recyclable materials that are contaminated	Measuring the level of contamination of incoming recyclable materials to be processed by the MRF. Also measures the effectiveness of public	<b>8.0.4</b> Monthly Collection Truck Sample Audits enacted by contractor recording and reporting percentage of contamination of	<b>8.0.4</b> Replacement LoS		<b>8.0.4</b> ≤10% (by weight) contamination of incoming recyclable materials	<b>8.0.4</b> ≤10% (by weight) contamination of incoming recyclable materials	<b>8.0.4</b> ≤10% (by weight) contamination of incoming recyclable materials	<b>8.0.4</b> ≤10% (by weight) contamination of incoming recyclable materials

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	education initiatives to achieve the right kerbside behaviour.	incoming recyclable materials						
<b>8.0.5</b> Consent compliance for Council Recycling Centres	Measuring and managing compliance with Resource Consent conditions and City Plan regulations. Council recycling centres at Styx, Parkhouse and Metro Place transfer stations	<b>8.0.5</b> Resource consents are obtained and kept current for Council Recycling Centres. No major or persistent breaches of consents set for Council Recycling Centres each year, as reported by Environment Canterbury or Christchurch City Council City Plan	<b>8.0.5</b> Zero breaches of resource consent recorded		<b>8.0.5</b> Zero breaches of resource consent	<b>8.0.5</b> Zero breaches of resource consent	<b>8.0.5</b> Zero breaches of resource consent	<b>8.0.5</b> Zero breaches of resource consent
<b>8.0.6</b> Engage with Central Government and industry to reduce packaging waste	Council works with Central Government and Manufacturing and Industry Groups to reduce waste products and lobby for truly recyclable packaging products.  Measuring the number of formal interactions with MfE and Packaging Council each year.	<b>8.0.6</b> Monthly recording of actual number of formal interactions by Solid Waste Council Staff with Central Government and industry	<b>8.0.6</b> New KPI 2015/16: 6		<b>8.0.6</b> 8 per annum	<b>8.0.6</b> 10 per annum	<b>8.0.6</b> 12 per annum	<b>8.0.6</b> 12 per annum
<b>8.1.2</b> Tonnage of residual waste collected by Council services	Key business driver Measuring and managing kerbside waste sent to landfill by Council services. Is also an indicator of community behaviour	<b>8.1.2</b> Weight of material received at Nominated Council Facilities as reported by contractor divided by population	<b>8.1.2</b> 2009/10 - 101.11 kg/person/year 2010/11 - 126.02 kg/person/year.		<b>8.1.2</b> ≤120 kg/person/year	<b>8.1.2</b> ≤ 120 kg/person/year	<b>8.1.2</b> ≤119 kg/person/year	<b>8.1.2</b> ≤ 117 kg/person/year



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	towards reducing waste to landfill.		2011/12 – 119.13 kg/person/year 2012/13 – 106.43 kg/person/year 2013/14 – 109.50 kg/person/year 2014/15 – 117.94 kg/person/year 2015/16 117.70 kg/person/year 2016/17 117.75 kg/person/year					
<b>8.1.3</b> Kerbside residual waste collection – emptied by Council services	Measuring and managing the collection performance of the kerbside collection services	<b>8.1.3</b> Recorded and Reported monthly by collections contractor	<b>8.1.3</b> 2011/12 - 99.80% 2012/13 - 99.87% 2013/14 - 99.88% 2014/15 – 99.85% 2015/16 – 99.7% 2016/17 – 99.81%		<b>8.1.3</b> At least 99.5% collection achieved when items correctly presented for collection	<b>8.1.3</b> At least 99.5% collection achieved when items correctly presented for collection	<b>8.1.3</b> At least 99.5% collection achieved when items correctly presented for collection	<b>8.1.3</b> At least 99.5% collection achieved when items correctly presented for collection
<b>8.1.4</b> Customer satisfaction with kerbside collection service for residual waste	Measuring customer satisfaction with Council kerbside collection services	<b>8.1.4</b> Annual Residents satisfaction survey	<b>8.1.4</b> 2009/10 - 92% 2010/11 – not surveyed 2011/12 - 95% 2012/13 – 93% 2013/14 – 90% 2014/15 - not surveyed 2015/16 – 92% 2016/17- 94%		<b>8.1.4</b> At least 90% customers satisfied with Council's kerbside collection service for residual waste each year	<b>8.1.4</b> At least 90% customers satisfied with Council's kerbside collection service for residual waste each year	<b>8.1.4</b> At least 90% customers satisfied with Council's kerbside collection service for residual waste each year	<b>8.1.4</b> At least 90% customers satisfied with Council's kerbside collection service for residual waste each year

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<b>8.1.5</b> Consent compliance for Council refuse transfer stations	Measuring and managing compliance with Resource Consent conditions and City Plan regulations as reported by Environment Canterbury and Christchurch City Council	<b>8.1.5</b> Resource consents are obtained and kept current for Council transfer stations. No major or persistent breaches of consents for Council transfer stations per year, as reported by Environment Canterbury or Christchurch City Council	<b>8.1.5</b> No major or persistent breaches of consents by Council owned transfer stations recorded		<b>8.1.5</b> No major or persistent breaches of consents	<b>8.1.5</b> No major or persistent breaches of consents	<b>8.1.5</b> No major or persistent breaches of consents	<b>8.1.5</b> No major or persistent breaches of consents
<b>8.1.6</b> Consent compliance for closed Council landfills	Measuring and managing compliance with Resource Consent conditions and City Plan regulations as reported by Environment Canterbury and Christchurch City Council	<b>8.1.6</b> Resource consents are obtained and kept current for closed Council landfills. No major or persistent breaches of consents for closed Council landfills per year, as reported by Environment Canterbury or Christchurch City Council	<b>8.1.6</b> No major or persistent breaches of consents for closed Council landfills per year recorded		<b>8.1.6</b> No major or persistent breaches of consents	<b>8.1.6</b> No major or persistent breaches of consents	<b>8.1.6</b> No major or persistent breaches of consents	<b>8.1.6</b> No major or persistent breaches of consents
<b>8.1.7</b> Maximise beneficial use of landfill gas collected from Burwood landfill	Gas is currently used for heat in the biosolids drying plant, Civic Offices and Art Gallery. It was also being used at the QEII sports complex but the facility has been closed since February earthquake	<b>8.1.7</b> Landfill gas measured and recorded as distributed on demand to users facilities	<b>8.1.7</b> 2007/08 – 98.8% 2008/09 – 94.8% 2009/10 – 97.5% 2010/11 – 87.5% 2011/12 – 95.9%		<b>8.1.7</b> Landfill gas to be available to facilities that utilise the gas at least 95% of the time	<b>8.1.7</b> Landfill gas to be available to facilities that utilise the gas at least 95% of the time	<b>8.1.7</b> Landfill gas to be available to facilities that utilise the gas at least 95% of the time	<b>8.1.7</b> Alternative fuel source may need to be sourced and implemented

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	Note: Carbon Credit sale contract agreed under Kyoto Protocol completed 31/12/12		2012/13 – 69% 2013/14 – 98% 2014/15 – 96.3% 2015/16 – 97.28% 2016/17 – 98.16%					
<b>8.1.8</b> Consent compliance for operations at Burwood Resource Recovery Park (BRRP)	Measuring and Managing BRRP management of operations at Burwood Resource Recovery Park.	<b>8.1.8</b> Resource consents are obtained and kept current for BRRP. No major or persistent breaches of consents associated with BRRP per year as reported by Environment Canterbury or Christchurch City Council	<b>8.1.8</b> No major or persistent breaches of consents recorded		<b>8.1.8</b> No major or persistent breaches of consents	<b>8.1.8</b> No major or persistent breaches of consents	<b>8.1.8</b> No major or persistent breaches of consents	<b>8.1.8</b> Operations will have ceased. 31/12/2021
<b>8.2.1</b> Amount of organic material collected at Council facilities and diverted for composting	Measuring the organic material diverted from landfill by Council facilities and diverted for composting and used for beneficial purposes. Supports & delivers Council's Sustainability Policy and Solid Waste Management Plan 2006.	<b>8.2.1</b> Weight of material as reported by contractor received at Organics Processing Plant from Council services divided by population	<b>8.2.1</b> 2009/10 - 87 kg / person/year (69,606 tonnes) 2010/11* - 151 kg/person/year (56,902 tonnes) 2011/12+ 180 kg/person/year (67,320 tonnes)  2013/14 – 193.70 kg/person/year 2014/15 – 180.66 kg/person/year  2015/16 – 192.14 kg/person/year 2016/17 – 197.73 kg/person/year		<b>8.2.1</b> ≥ 190 kg + 30% / - 10% / person / year	<b>8.2.1</b> ≥ 190 kg + 30% / - 10% / person / year	<b>8.2.1</b> ≥ 190 kg + 30% / - 10% / person / year	<b>8.2.1</b> ≥ 195 kg + 30% / - 10% / person / year

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<b>8.2.2</b> Kerbside wheelie bins for organic material emptied by Council	Measuring and managing collection performance for kerbside collection services and ensuring high quality organic feedstock for the Organics Processing Plant.	<b>8.2.2</b> Recorded and Reported monthly by collections contractor	<b>8.2.2</b> The following level of service has been achieved 2009/10: 99.89% 2010/11: 99.76% 2011/12: 99.75%  2012/13: 99.80%  2013/14: 99.79% 2014/15: 99.83% 2015/16: 99.79% 2016/17: 99.78%		<b>8.2.2</b> At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection	<b>8.2.2</b> At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection	<b>8.2.2</b> At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection	<b>8.2.2</b> At least 99.5% kerbside wheelie bins for organic material, emptied when correctly presented for collection
<b>8.2.3</b> Customer satisfaction with kerbside collection service for organic material	Measuring and managing customer satisfaction with Council kerbside collection services	<b>8.2.3</b> Annual Residents satisfaction survey	<b>8.2.3</b> People surveyed who were happy with the collection service for organic material:  2009/10: 77%  2010/11: not surveyed  2011/12: 82%  2012/13: 83%  2013/14: 82% 2014/15: not surveyed 2015/16: 82% 2016/17: 85%		<b>8.2.3</b> At least 80% of customers satisfied with Council's kerbside collection service for organic material each year	<b>8.2.3</b> At least 80% of customers satisfied with Council's kerbside collection service for organic material each year	<b>8.2.3</b> At least 80% of customers satisfied with Council's kerbside collection service for organic material each year	<b>8.2.3</b> At least 80% of customers satisfied with Council's kerbside collection service for organic material each year
<b>8.2.4</b> Proportion of incoming organic material that is contaminated and sent to landfill	Measuring the level of contamination of incoming organic material to be processed by the Organics Processing Plant. Also measures the	<b>8.2.4</b> Monthly recording and reporting of weight of contamination waste to landfill as a percentage of organic material received	<b>8.2.4</b> Historical contamination levels were:  2009/10: 0.71% 2010/11: 0.12%		<b>8.2.4</b> Less than 2.0% (by weight) contamination of incoming organic material	<b>8.2.4</b> Less than 2.0% (by weight) contamination of incoming organic material	<b>8.2.4</b> Less than 2.0% (by weight) contamination of incoming organic material	<b>8.2.4</b> Less than 2.0% (by weight) contamination of incoming organic material

Performance Standards Level of Service	Results	Method of Measurement	Current Performance	Benchmarks	Future Performance Targets			Future Performance Year 10 2028/29
					Year 1	Year 2	Year 3	
					2018/19	2019/20	2020/21	
	effectiveness of public education initiatives to achieve the right kerbside behaviour.		2011/12: 0.07% 2012/13: 0.16% 2013/14: 0.12% 2014/15: 0.56% 2015/16: 0.4% 2016/17: 0:17%					
<b>8.2.5</b> Consent compliance for operation of Council's Organics Processing Plant	Measuring compliance with Resource Consent conditions and City Plan regulations as reported by Environment Canterbury and Christchurch City Council. Note the Organics Processing Plant is operated and maintained under long-term contract.	<b>8.2.5</b> Resource consents are obtained and kept current for Organics Processing Plant. No major or persistent breaches of consents set for the Council's Organics Processing Plant each year, as reported by Environment Canterbury or Christchurch City Council	<b>8.2.5</b> Zero breaches of resource consents by Councils Organics Processing Plant recorded		<b>8.2.5</b> No major or persistent breaches of consents	<b>8.2.5</b> No major or persistent breaches of consents	<b>8.2.5</b> No major or persistent breaches of consents	<b>8.2.5</b> No major or persistent breaches of consents
<b>8.2.6</b> Quality of compost produced by Council's Organics Processing Plant	Measuring the quality of compost being produced by Council's Organics Processing Plant. The quality standard provides Council with confidence when applying this material to Council owned open spaces.	<b>8.2.6</b> Monthly testing of finished compost enacted and reported by contractor to ensure 100% compliance of New Zealand Compost Standard 4454:2005	<b>8.2.6</b> Compost meets New Zealand Compost Standard 4454:2005		<b>8.2.6</b> Compost meets New Zealand Compost Standard 4454:2005	<b>8.2.6</b> Compost meets New Zealand Compost Standard 4454:2005	<b>8.2.6</b> Compost meets New Zealand Compost Standard 4454:2005	<b>8.2.6</b> Compost meets New Zealand Compost Standard 4454:2005

**Note 1: Benchmarks**

New Benchmarks need to be established as previous benchmarks no longer relevant.

#### 4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

#### 5. How will the assets be managed to deliver the services?

Solid Waste has long term services agreements in place for Kerbside Collection and the associated processing of kerbside material collected. The management of the associated CCC Assets is specified in the respective contracts listed in Table 1 - 5 below:

Activity	Service Name	Contract with	Contract Number (if applicable)	Contract Expiry
Residual Waste Collection and Disposal	Operation and care of closed landfills	Tonkin & Taylor	CN4600001235	31/10/2017
Residual Waste Collection and Disposal	Processing, reuse and residual disposal of construction and demolition through the Burwood Resource Recovery Park	Burwood Resource Recovery Park Limited	CN4600001071	19/09/2018
Organic Material Collection and Composting	Organics processing, including operation of the composting plant	Waste Management NZ Ltd	CN4600000692	31/01/2024
Recyclable Materials Collection and Processing	Recyclables processing, including the operation of the Materials Recovery Facility (MRF)	EcoCentral Ltd	CN4600000691	31/1/2024
Residual Waste Collection and Disposal	Refuse Transfer Stations receipt and processing of residual waste, recyclable materials, reusable items and organic material (garden waste)	EcoCentral Ltd	CN4600000690 (Eco Depots)	31/01/2024
Residual Waste Collection and Disposal – Banks Peninsula	Domestic kerbside collection service or community collection points for residual waste (refuse) for households and businesses (domestic quantities only) Refuse Transfer Stations receipt and processing of residual waste, recyclable materials, reusable items and organic material (garden waste)	Waste Management NZ Ltd	CN4600000689	30/03/2029

Recyclable Materials Collection and Processing – Banks Peninsula	Domestic kerbside collection service or community collection points for recyclable materials for households and businesses (domestic quantities only) Refuse Transfer Stations receipt and processing of residual waste, recyclable materials, reusable items and organic material (garden waste)	Waste Management NZ Ltd	CN4600000689	30/03/2029
Residual Waste Collection and Disposal	Residual waste transportation to landfill	Transwaste Canterbury Ltd		

## 6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

## 7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Refer to the **Capital Programme** section in the most recently adopted [Long Term Plan / Annual Plan](#).

## 8. Are there any significant negative effects that this activity will create?

The refuse minimisation and disposal activity contributes towards a healthy and sustainable environment through the Kerbside collection of organics, recyclables and refuse for the majority of properties, and provide transfer stations (EcoDrops) and community collection points, as well as a safe landfill facility. Left uncollected such unwanted materials would pose a serious health risk to the community. Waste avoidance, diversion and recycling efforts contribute to sustainability through reduced demand on new products and materials. A landfill of the highest international standards provide a safe place to deposit residual waste.

The Council recognises the following potential negative effects of providing, operating and managing its solid waste assets. Common mitigation options to control these negative effects are included in **Error! Reference source not found.** below.

Potential Negative Effects	Mitigation Options
Pollution and noise generated by collection, and transportation of waste and recovered materials	Alternative methods of collection and transportation. Waste minimisation programmes.
Potential noise and odour from waste and recovered materials processing sites	Ongoing improvement of onsite practices as needed, and monitoring of complaints
Too much waste is sent to landfill	Ongoing recycling, composting, education for all communities, and support for businesses to reduce waste through <i>Target Sustainability</i> . Proactive engagement to reduce packaging and upcycling
Effects of land filling including the occupation of land, methane and leachate generation	Ongoing waste minimisation programmes. Capture of landfill gas at Kate Valley landfill, and the reuse of closed Burwood landfill gas for energy generation.

## 9. Does this Service Plan need to change as a result of a service delivery review?

A Service Delivery Review Exemption report (Section 17A) for this activity has been carried out. Based on the outcome of this report no changes to the service plan or delivery model are required.

An exemption applies because a local authority is not required to undertake the review in respect of a function to the extent that delivery arrangements are bound by legislation, contract or binding agreement which cannot be changed within the next two years; Governance and funding are provided by CCC, with each operational area delivered via one or more contracts, with each core contract in place until at least 2024 and some until 2029.

Given the contracts cannot be changed within the next two years and the contract providers are achieving the set objectives for their contracts, an exemption has been sought for this current review period. The same exemption was used in 2014.