



Haringey Council

Report for:	Cabinet - 13 November 2012	Item Number:	
--------------------	----------------------------	---------------------	--

Title:	Interim scrutiny report on waste and recycling services
---------------	---

Report Authorised by:	Cllr Stuart McNamara Chair, Environment & Housing Scrutiny Panel
------------------------------	---

Lead Officer:	Martin Bradford, Policy Officer, Strategy & Business Intelligence martin.bradford@haringey.gov.uk
----------------------	--

Ward(s) affected: All	Report for Key/Non Key Decisions:
------------------------------	--

1. Describe the issue under consideration

- 1.1 This is an interim report on the new waste and recycling service produced by the Environment and Housing Scrutiny Panel. The report contains a number of recommendations for approval to assist the final stage of the roll-out of the new waste and recycling service.

2. Cabinet Member Introduction

- 2.1 This is a report of the Environment & Housing Scrutiny Panel.

3. Recommendations

- 3.1 That Cabinet note the attached report and agree the enclosed recommendations as set out at Part 3 therein.

4. Other options considered

- 4.1 Not applicable.

5. Background information

- 5.1 A new waste and recycling service is being introduced in Haringey which includes the weekly collection of recyclables, fortnightly collection of residual waste and weekly collection of food and garden waste.

- 5.2 The new service is being introduced to kerbside properties in three phases:
- Phase 1 (March 2012) to 22,000 households predominantly in the west of the borough;
 - Phase 2 (June 2012) to 44,000 households predominantly in central parts of the borough;
 - Phase 3 (October 2012) to 15,000 households predominantly in the east of the borough.
- 5.3 The Environment and Housing Scrutiny Panel agreed to assess what had been learnt from the implementation of phase 1 and phase 2 of the new waste and recycling service with a view to developing recommendations that could assist plans for the final stage of the roll out (phase 3).
- 5.4 In fulfilling this objective, the panel have received evidence from:
- Council Officers (Single Front Line) and Housing Improvement Team;
 - Veolia (waste collection contractor);
 - Four local authorities (Bexley, Brent, Harrow and Southwark);
 - North London Waste Authority;
 - Local residents, residents associations and community groups via a public meeting and an on-line survey.
- 5.5 The panel also visited a number of sites across the borough to gather evidence on problems that have arisen.
- 5.6 The panel have made a number of recommendations within an interim report (attached) to assist plans for the final stage of the rollout of the new waste and recycling service which commenced on 22nd October. These recommendations were approved by Overview & Scrutiny Committee on 22nd October 2012.
- 5.7 The panel will be submitting further recommendations in a future report in relation to the wider questions of how to engage residents more effectively and how to increase recycling rates across the borough.
- 6. Comments of the Chief Financial Officer and Financial Implications**
- 6.1 The majority of interim recommendations can be actioned within existing resources if agreed at the appropriate level. If any of the recommendations require additional resources, for example additional staff to do liaison and monitoring work, if this cannot be contained within existing resources then Cabinet agreement for additional funding will need to be agreed before the work can progress.
- 7 Head of Legal Services and Legal Implications**
- 7.1 The Head of Legal Services has been consulted on this report.
- 7.1 Scrutiny panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each panel produces must be approved by the Overview & Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols.

7.2 The inclusion of non-executive members who are not members of the Overview and Scrutiny Committee means that the Panels cannot discharge overview and scrutiny functions and must direct all their conclusions/findings/recommendations to Overview and Scrutiny Committee for approval.

7.3 There are no other legal implications arising from this report.

8. Equalities and Community Cohesion Comments

8.1 Overview and scrutiny has a strong community engagement role and aims to regularly involve local stakeholders, including residents, in its work. A number of consultation processes have been used by the Environment & Housing Scrutiny Panel to engage and seek the views of local stakeholders to date which have included:

- An open public meeting;
- A consultation web page;
- An on-line survey promoted and distributed to members, local residents, residents associations, community and voluntary sector groups and Area Committees;
- Paper survey distributed via local libraries.

8.2 This is an interim report that provides a preliminary analysis of data obtained to date. It is expected that any equalities issues identified within the consultation or other data collection methods will be highlighted and addressed in the conclusions and recommendations in the final panel report (January 2013).

9. Head of Procurement Comments

9.1 Not applicable.

10. Policy Implications

10.1 Recommendations within this interim report are based on the evaluative findings of phase 1 and phase 2 of the new waste and recycling service with a view to assisting operational plans for the final rollout to households covered in phase 3. Recommendations for future policy options for improving recycling once the new waste and recycling service has been introduced across the borough, will be assessed in the final report (expected in January 2013).

11. Use of Appendices

11.1 Appendix A is report of site visits undertaken by the Environment and Housing Scrutiny Panel.

11.2 Appendix B is an interim summary of quantitative and qualitative data from an online survey conducted by the Environment and Housing Scrutiny Panel.

12. Local Government (Access to Information) Act 1985

Environment & Housing Scrutiny Panel

The New Waste and Recycling Service in Haringey

An Interim Report on the work of the Environment and Housing Scrutiny Panel to assist the final phase 3 rollout of the new waste and recycling service.

October 2012

1. Introduction

- 1.1 A new waste and recycling contract was agreed in April 2011 with the aim of improving local recycling rates, reducing carbon emissions and reducing the costs of waste and recycling services to local taxpayers.
- 1.2 Under this new contact, a new system of waste collection was introduced which included the following:
 - Introduction of wheelie bins for recycling;
 - Recycled waste collected weekly, non recyclable waste collected fortnightly;
 - Food and garden waste collected weekly;
 - Free collection of most bulky waste items.
- 1.3 It was agreed that the new waste collection system would be implemented across Haringey in three phases during 2012. The new waste system was introduced to 66,000 households covered by phases 1 and 2 in March 2012 and June 2012 respectively. Phase 3 is due to be implemented across a further 15,000 households on October 22nd 2012.
- 1.4 It was agreed that the Environment and Housing Scrutiny Panel (EHSP) would assess what had been learnt from the implementation of the new waste and recycling service in phase 1 and phase 2, and from this, develop recommendations that may assist plans for the final rollout to households covered in Phase 3. It was also agreed that the panel would also assess future policy options for increasing recycling rates once the new service had been fully introduced across the borough.
- 1.5 This is an interim report which provides an overview of the work of the work undertaken by the EHSP to date. In addition, it details the initial conclusions and recommendations of the panel that may assist plans for the final phase of the rollout of this service.

2. The work of the panel to date

- 2.1 The EHSP has undertaken a number of investigative processes to gain a deeper understanding of the new waste and recycling service and the issues involved in its implementation. This has involved:
 - Site visits to 5 locations in Haringey;
 - A panel meeting to talk to officers from Single Front Line Service (Haringey Council), Housing Improvement (Haringey Council) and Veolia (waste collection contractor);
 - An evidence gathering session held with North London Waste Authority and 4 other local authorities which have introduced similar schemes;
 - A public meeting for local residents, residents associations and other community groups;
 - A public consultation exercise conducted through an [on-line survey](#) and supported through a [dedicated consultation webpage](#) (closing date 26/10/12).

Site visits (18th September)

- 2.2 The purpose of the visit was to gain an understanding of current and future challenges in the implementation of the new waste and recycling service. In this

context, the panel visited a number of case study sites where the new waste and recycling service had been introduced (phase 1 and phase 2) as well as where this was about to be introduced (phase 3).

- 2.3 The panel noted that there were a number of ongoing issues in relation to the phase 1 and 2 implementation of the new waste and recycling service. These were:
- Side waste in houses of multiple occupation;
 - The need to develop more bespoke solutions for properties with no front gardens where limited options existed for the accommodation of bins;
 - The proliferation of bins which was highlighted as an aesthetic problem in certain areas, including conservation areas;
 - The need for a more proactive approach to bin rationalisation (use of larger bins, bin sharing, community bins);
 - Incidents of poor compliance (limited recycling and contamination of recycled waste).
- 2.4 A briefing report of the sites visited and observations of the panel is attached in Appendix A.

Panel Meeting (24th September)

- 2.5 Officers from Single Front Line, Housing Improvement and Veolia attended the Environment and Housing Scrutiny Panel on the 24th September to discuss various aspects of the implementation of the new waste and recycling service in Haringey.
- 2.6 Key points derived from the evidence of officers is summarised below:
- Single Front Line:
 - The level of engagement prior to implementation was higher in Haringey (property by property) than in other boroughs (street by street);
 - Engagement with local residents underpinned service adaptations where the new system 'did not fit';
 - Of 44,000 households in phase 2, approximately 400-450 (about 1%) were problem properties of which 20% of these were houses of multiple occupation (HMO);
 - Greater engagement of ward councillors was recognised as being key to engaging local communities and to brokering local waste and recycling solutions.
 - Housing Improvement:
 - New opportunities to enforce compliance with waste and recycling service among HMOs would be created with the introduction of the Discretionary Licensing Scheme (June 2013);
 - The application of the HMO Discretionary Licensing Scheme would benefit from a multi-disciplinary approach to ensure the collation and cross-reference of enforcement data across the council.
 - Veolia:
 - Call centre staff have been doubled to respond to the high volume of calls during Phase 2 of the roll out;
 - Use of pictorial flash and Language Line (a telephone translation system) will assist with resident engagement in Phase 3;

- During the roll out of phase 3 additional call centre staff would be used and additional vehicles would be in operation with crew hours extended where needed including on Saturdays;
- The introduction of five collection zones in Phase 3 would lead to greater efficiency and offer additional back up for crews, although this would necessitate a change in collection day for many households.

Evidence gathering with North London Waste Authority and London Boroughs (1st October)

2.7 The panel met with North London Waste Authority (NLWA) and representatives from other local authorities that had also developed fortnightly collection systems similar to that being introduced in Haringey. This helped the panel to develop a comparative evidence base through which to assess local waste and recycling service developments in Haringey. Those authorities that gave evidence to the panel were:

- LB Brent (introduced fortnightly collection in 2011);
- LB Bexley (have fortnightly collection, and have the highest recycling rate in London);
- LB Harrow (introduced fortnightly collection in 2006 and have the second highest recycling collection rate in London);
- LB Southwark (introduced fortnightly collection in 2010 within an inner city area)
- NLWA.

2.8 The panel noted the key points from the evidence presented by the other local authorities which included:

- Implementation of new waste and recycling collection service was always going to be difficult at first but produced positive results:
 - all boroughs reported significant local upheaval which took between 4-6 weeks to bed down;
 - fortnightly collection produced a significant increase in recycling rates (e.g. Brent rose from 30% to 46% among kerbside properties).
- New collections systems should be both simple and flexible:
 - Importance of engagement with residents to develop localised services where the standardised approach does not work;
 - Using simple systems (comingling) can aid compliance;
 - Clear communications and branding assists with service identification.
- Relative cost efficiency of recycling is an important message to convey locally:
 - In one authority the cost of collection and disposal of residual waste was £122.39 per tonne as compared to an income of £1.70 per tonne derived from the collection of all recyclables. How this could be spent on other key services such as libraries and parks resonates with residents.
- Waste and recycling collection systems should be underpinned by a range of supporting policies to aid compliance and encourage recycling:
 - Rules relating to not collecting side waste or contaminated bins should be rigorously enforced;

- Compulsory recycling initiatives have usually been successful without recourse to enforcement action being necessary on a wide scale basis;
- Education and awareness raising (schools, public engagement, localised door knocking) can have a big impact.

Public consultation (1st October)

2.9 There were three strands to the public consultation element of the panel's work with the waste and recycling service: a public meeting, launch of consultation web page and an on-line survey.

Public Meeting

2.10 A public meeting was held for Councillors, local residents, community groups and residents associations at Haringey Civic Centre on 1st October. Representations were received by the panel from Sustainable Haringey, representatives from 6 residents associations, two local residents and two local Councillors.

2.11 A summary of the key issues presented to the panel at the public meeting are given below:

- There were concerns about the incidence of overflowing bins and side waste, particularly in properties of multiple occupancy (which appeared to be a borough wide issue).
- Quality monitoring issues were a contributor to dissatisfaction with new waste and recycling service such as:
 - bins not consistently collected, especially food waste bins;
 - bins left strewn in street;
 - rubbish left in street after collection;
 - bins not returned to correct properties.
- The need for greater coordination in the identification, reporting and response to local problems with the waste service and recycling service.
- Ongoing need for improving awareness and education (of what can be recycled, where to recycle locally and what happens to recycling after it has been collected).

2.12 Single Front Line service were present to help respond to individual concerns raised at the meeting about the new waste and recycling service. Where individual cases were raised it was agreed that Single Front Line would investigate further and report back to the panel as case study examples.

Consultation web page

2.13 A consultation web page was developed and launched to support the public engagement and consultation role of the panel. The consultation page provided details of why the consultation was being undertaken, how local people could contribute and what would happen to the information provided. The web page also provided direct access to an on-line survey, where local residents could feedback their experience of the new waste and recycling service, identify local barriers to recycling and what would help them to recycle more. Local residents could also

email responses directly to the scrutiny service. 25 written responses have been received by 18th October.

On line survey

2.14 An on-line survey was developed to support wider engagement and involvement in the scrutiny panel consultation process. Links to the survey were promoted and distributed through the council website, local residents associations and community groups. The on-line survey is open until the 26th October.

2.15 Up until 10/10/12, 146 responses were received to the on-line survey. The headline figures from *interim* quantitative analysis of these responses are summarised below:

- 88% of respondents who used the weekly collection of recycled waste were very satisfied / satisfied with this service;
- 62% of respondents who used the fortnightly collection of residual waste were very satisfied / satisfied with this service;
- 80% of respondents who used the weekly collection of food and garden waste were very satisfied / satisfied with this service;
- 87% of respondents who used the bulky items collection service were very satisfied / satisfied with this service;
- In relation to quality monitoring issues, respondents indicated frequent occurrence of four main problems:
 - bins left strewn in the street (21%);
 - side waste / overflowing bins (20%);
 - stray litter in street after collection (18%);
 - missed collections (13%).
- Whilst a majority (72%) of respondents indicated that the new system had made it easier for them to recycle, proportionally fewer agreed that it had made them more aware of recycling (40%) or had helped to keep their street cleaner (34%).

2.16 Overall, the survey responses indicate an overwhelmingly positive response to the new system. Concerns focus on the consistency of how the four main problems (as listed above) are dealt with on an ongoing basis.

2.17 A interim summary of analysis of both quantitative and qualitative responses received up until 10/10/12 is contained in Appendix B.

3. Interim recommendations

3.1 Upon consideration of evidence received, the panel have agreed ten recommendations to assist plans for the final phase of the roll-out of the new waste and recycling service. These are described below:

- 1 Where the successful application of the new waste and recycling collection system is not immediately deliverable (e.g. no room for wheelie bins), a more bespoke system is developed which utilises the full range of available receptacles: bags; boxes; boxes with bags; 120, 240 & 360 litre bins; food waste bins; hessian sacks and community bins and is undertaken in consultation with ward councillors, local residents, residents associations and community groups. This should also include

the option of returning to weekly collection of residual waste in exceptional circumstances where other options have been ruled out as unworkable.

- 2 That there is greater general inclusion of ward councillors by Single Front Line Service during phase 3 of the rollout of the new waste and recycling service. Ward Councillors should be provided with a list of potential problem sites/ streets within their ward to enable them to assist in engaging and supporting residents in the development of local waste and recycling collection solutions where one is not immediately apparent.
- 3 That an information and advice sheet is developed on the bin rationalisation options available (e.g. larger bins, bin sharing, community bins) which is circulated to local residents, residents associations and community groups and published on the Council website. This could be in the form of a 'How to Guide.' This is to be implemented once the new system has bedded down and residents have adjusted to the increase in volume of materials that they are able to recycle and establish volumes required for residual waste.
 - It is important to emphasise that the onus of brokering agreements between residents on bin rationalisation in shared premises should rest with the residents themselves and not the council whose responsibility should be the facilitation of reasonable changes suggested where possible;
 - There should be greater use of social media to facilitate successful bin rationalisation requests.
- 4 To ensure consistency and coordination of approaches within the phase 3 roll-out, that a ward based update is provided to (1) local councillors and officers and (2) local residents and community groups that incorporates:
 - Basic collection information (e.g. collection day);
 - Veolia help desk number and other key contacts;
 - Local performance measures (e.g. missed collections, side waste, open lids).
- 5 That quality assurance and performance monitoring systems are assessed to ensure that there is a robust and effective mechanism to identify and respond to:
 - Missed collections;
 - Food waste not being collected;
 - Bins not returned to properties (or left on street);
 - Detritus left in the street after waste collection;
 - Broken or missing bin lids.
- 6 Where a problem area or street has been identified in the phase 3 roll out, that a lead officer (Veolia or Haringey Council) is identified to:
 - Ensure that service responses are timely, coordinated and seen through to conclusion;
 - Lead on local engagement;
 - Provide liaison support between local agencies and Councillors, residents and residents groups to help identify a sustainable solution to identified problems.
- 7 Ensure that there is a consistent level of awareness of the new waste and recycling collection system among local officers (neighbourhood enforcement team, village

manager, crew, street cleansers, monitoring officer and Councillors) and that there is training to bring staff up to an acceptable minimum standard in relation to:

- Consistent messaging from both Council and Veolia staff;
- Knowledge of what, where and when materials can be recycled locally;
- When collection days are;
- Different types of receptacles available;
- Appropriate signposting to address issues or concerns raised within the locality;
- How problems that arise are dealt with and by whom.

8 That there is greater liaison with landlords, letting agents and other managing agents to ensure that those properties which are not adhering to the new waste and recycling collection system are held to account. This should be seen as part of a general shift in emphasis towards holding to account those landlords whose properties are kept below minimum standards.

9 That there is greater liaison between Single Front Line Service and the Housing Improvement Team (private sector) in which properties with waste and recycling problems are cross referenced against borough wide enforcement data with a view to strategic enforcement of the worst offenders (under Management Regulations within the Housing Act).

10 That all engagement materials are in plain and simple language and where possible, supported by pictorial illustrations.

4. The next steps

4.1 The consultation runs until 26th October 2012. A further report with analysis of all quantitative and qualitative data received by the panel will be produced. A summary of these findings will also be distributed to those that participated.

4.2 The panel will undertake a further evidence gathering session to identify those policy options available to the council that may further increase local recycling rates subsequent to the complete roll-out of the new waste and recycling service. In this context, the panel will assess schemes that encourage local behaviour change (e.g. incentives for recycling) as well as looking at the range of enforcement options available to encourage further participation of households that do not currently comply with local waste and recycling collection systems.

4.3 The panel also plan to visit the local waste and recycling centre in Edmonton which encompasses a composting site, incinerator and mechanical recovery facility (MRF). This will enable further insight as to what happens to waste and recycling materials collected within the borough.

4.4 A further report, including all the panels' conclusions and recommendations, will be produced for the EH SP meeting on 8th January 2013.

Appendix A

Report from Panel Visits on 18th September

Background

The Environment and Housing Scrutiny Panel visited a number of local areas as part of its work in assessing the new waste and recycling service. The visit encompassed sites in Phase 2 where the new waste and recycling service has already been introduced and a site in Phase 3 where the new service commences at the end of October.

The following provides a summary of some of the issues identified by the panel at the various locations visited by the panel across the borough.

Eldon Road, N22

The Panel visited a small parade of shops on Eldon Road with flats above. The panel noted that although there had been some improvement, there were ongoing problems with side waste (see attached photo 1). The panel were joined by Cllr Meehan (ward councillor) who outlined some of the presenting issues for this street.

Points of note:

- Although there was no actual front garden, there was space outside the properties which merged with the pavement;
- It was also apparent that the recycling bins were not being used which was a significant contributor to the problem of side waste. Similarly, there was a lot of food waste in the residual bins which had attracted flies;
- The panel noted that even though collection day was some way off, there were already flies around the overflowing bins. This situation would have been more problematic if it had been a hot summer day;
- Residents in ground floor flats understandably did not want to look out on to overflowing and smelly bins. In this instance, some had been moved to an adjacent (commercial) property;
- It was noted that the Neighbourhood Action Team has visited the property but had been unable to successfully engage with tenants;

- Further work is planned through the Landlords Forum via the Enablement Team;
- It was suggested that the letting agency may also provide an additional focus to ensure tenant compliance;
- The panel also noted other properties where there was side waste in the area;
- It appeared that the new waste and recycling system was working well in other parts of this street where there was ample space in the garden to accommodate bins (photo 2).

Lyndhurst Road, N22

The panel visited this area as there had been issues with too many bins. The panel noted that the structure of properties in this road, with four doorways opening on to a small frontage, was creating problems for bin storage and access (photo 3).

Points of note:

- In some instances there were 9 (photo 4) or even 11 bins (photo 5) for four properties;
- In some properties, there was a range of different size bins being used (120l, 240l and 360l) which would demonstrate that there had been some engagement with the Single Front Line to obtain service adaptations;
- It was noted that the number of bins could be reduced if there were further cooperation between neighbouring properties (i.e. sharing of larger bins);
- Members noted that bin rationalisation was a reactive service (adapting size of bin) and that more information could be made available about the bin size options available to residents;
- The panel noted that there were many green boxes still present in front gardens even though this service was no longer being used. The panel noted that whilst these had generally been collected, some residents had elected to retain them;
- The panel looked at some of the recycling bins and noted that in some cases, little was being recycled. There was clearly an education and awareness issue that needed to be addressed to encourage more recycling;
- The panel heard that Neighbourhood Action Team officers had visited and resurveyed the road so as to review possible options available to local residents to help reduce the number of bins.

The panel inspected a street (**Spigurnell Road, N17**) directly after the morning waste collection.

Points of note:

- The collection team had removed all residual waste and the bins had replaced. However, the collection team had pulled out and left recycling bins and garden waste receptacles (ready for a following crew) on the pavement. This was causing an obstruction to pedestrians (photo 6 and photo 7);
- Residents on the street noted that the second recycling crew generally did not come around until the afternoon so the bins were left scattered on the pavement until that time;
- The panel noted that this was a quality assurance monitoring issue.

Cissbury Road, N15

The panel visited this road as it is in Phase 3 and is symptomatic of some of the issues that the final roll out will present to SF. The main problem identified here was that there was minimal space in front of properties to store two waste and recycling bins.

Points of note:

- There was approximately only 1m of frontage in each property which presented limited space for bins (photo 8). The presence of gas meters further limited space (photo 9) and in some cases meant the front gardens could not be used;
- Gates to properties needed to open outwards for bin retrieval;
- Officers noted that due to the limited space within the front boundary of these properties that they would consider installing smaller 120 litre recycling bins or institute sack collections instead;
- The panel noted that in phase 3 the collection day would change for all kerbside properties. This was necessary as current collection days were a 'patchwork' and need to be harmonised and made more efficient. As collections will take place on 5 days a week, the borough will be divided in to 5 areas with a corresponding collection day;

- The panel noted that the council and Veolia are currently in the process of reviewing the property audit information in order to ensure the correct containers are delivered whilst taking into account local circumstances.

Milton Avenue & Milton Road, N6

Residual bins were rolled out across the borough in 2003, although bins were not supplied to Milton Avenue. However, a number of residents expressed a concern that bags were being continually split open by foxes resulting in litter being strewn across the street. Following discussions with residents the council introduced wheelie bins onto the street in 2005. From 2005 until February 2012 these collections remained the same.

Following the roll out of phase 1 and the introduction of a recycling bin to replace green boxes a number of residents have complained about the number of the bins on the street. Following a walkabout with officers and ward councillors officers reduced the number of bins to the current levels i.e. through larger bins and bin sharing. However, a number of residents have requested that many more, if not all, bins should be removed from the street. In order to address this and ensure due representation from as many residents as possible, a consultation exercise was undertaken. The consultation exercise was undertaken in July. This involved officers door-knocking, on two separate occasions, to explain the 3 options being put forward for consideration. Residents were also given the opportunity to put forward their own comments. (The panel were joined by Cllr Allison and a local resident).

Points of note:

- The panel noted that the number of bins on both Milton Avenue (photo 10) and Milton Road (photo's 11 and 12) made them look cluttered;
- There are on average four flats in each building which means that there is a significant demand for waste services in each property. Residual waste is kept in the frontage of some properties, where possible;
- Some local residents stated that the number of bins made the street look run down. Those residents in ground floor flats had to face out on to bins which were unpleasant, especially in summer when these were likely to smell;
- Some residents had grouped together and obtained larger bins to help reduce the number of bins on the street;
- There was some concern that the reduction in bins was precipitating some side waste issues;
- In the consultation with local residents, 76% of those that responded wanted bins to remain on the street;

- Milton Road has seen no rationalisation of bins thus the street looks exceptionally cluttered with bins (photo 10).

Photo 1 – Eldon Road, N22



Photo 2 – Eldon Road, N22



Photo 3 - Lyndhurst Road, N22



Photo 4 - Lyndhurst Road, N22



Photo 5 – Lyndhurst Road, N22



Photo 6 -Spigurnell Road, N17



Photo 7 - Spigurnell Road, N17



Photo 8 – Cissbury Road, N15



Photo 9 – Cissbury Road, N15



Photo 10 - Milton Avenue, N6



Photo 11 - Milton Road, N6



Photo 12 - Milton Road, N6



Appendix B Environment and Housing Scrutiny Panel

Interim results from the waste and recycling survey as of 10th October 2012

The following provides a summary from the on-line survey undertaken to support the work of the Environment and Housing Scrutiny Panel in respect of the new waste and recycling service. Data analysis relates to those responses received electronically up to and including 10th October 2012 and does not include paper or other qualitative responses. The consultation is open until 26th October 2012.

Qualitative data is illustrative of the key issues emanating from responses received to date and has not been subject to full qualitative analysis as this will only be possible when the consultation closes and all responses have been received.

About those who responded

As of 10th October, 146 people had responded to the on-line survey. The overwhelming majority (97%) of these were responses from individuals, the remainder (3%) being from representatives from residents associations or other community groups.

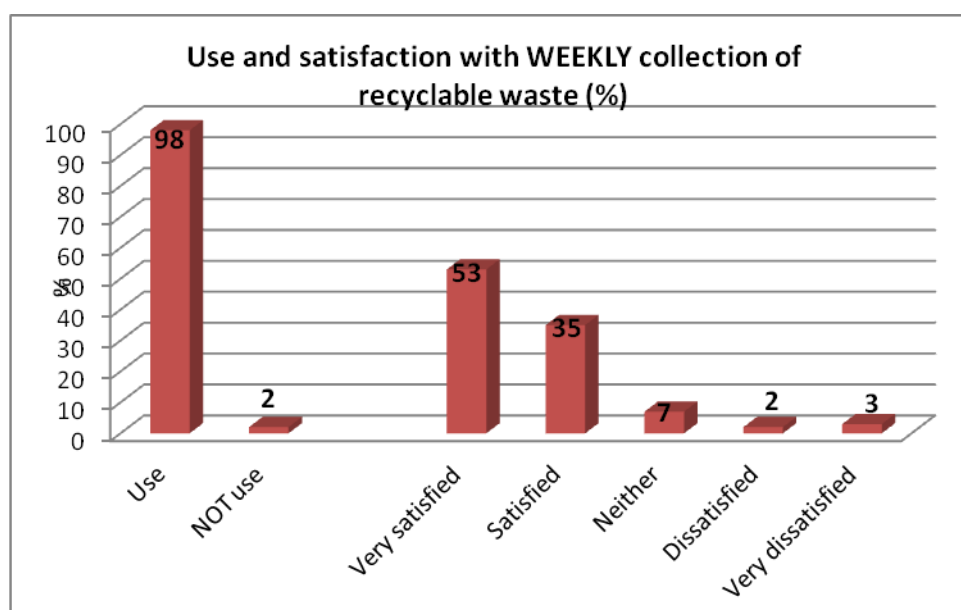
Personal Data

Age		Gender		Disability		Ethnicity	
0-24	0-24	Male	46%	No disability	81%	White British	71%
25-44	25-44	Female	55%	Physical	4%	Greek/ Greek Cypriot	2%
45-64	45-64			Deaf/ blind	5%	Irish	1%
65+	65+			Long-term	8%	White other	7%
				Other	3%	Black African	1%
						Black Caribbean	2%
						Did not respond	16%

Demographic data

Residence		Household		Postcode		Age	
House	72%	Single	24%	N4	15%	0-24	2%
Flat (purpose built)	7%	Couple	35%	N8	14%	25-44	25%
Flat (converted)	21%	Family	29%	N6	15%	45-64	42%
Other	1%	Multiple adults	9%	N10	21%	65+	31%
		Other	4%	N11	6%		
				N15	7%		
				N17	6%		
				N22	15%		

WEEKLY collection of RECYCLABLES



Key points from qualitative responses

- Generally pleased with weekly collection

'Much easier in the wheelie bin and great that it is weekly.'

'I think that it is a fantastic idea. My non recyclable waste only needs to be collected fortnightly. So well done.'

'Weekly collection has so far worked well in our road (Grosvenor Road N10) and seems to be the correct frequency for our household.'

- **Irregular service (but improving)**

'It's mostly fine, when they actually take all of the waste, they seem a bit erratic and sometimes leave some of it. One week they actually took the black bin waste and put it in the recycling truck with the recycling.'

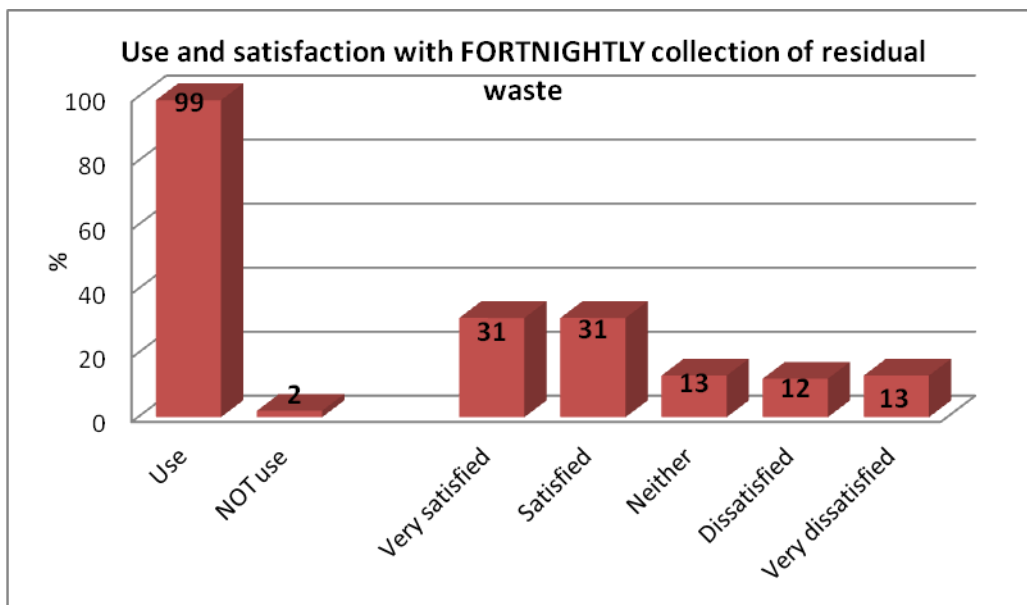
'It's a bit irregular... sometimes they don't empty the bin. Unsure whether I have to leave it right by the pavement.'

'My recycling has not been collected at least five times in the past 2 months.'

'In the past collection has been erratic, but seems to have settled now.'

'There were occasions at the start when the recycling wasn't collected on the scheduled day (Thursday), but this seems ok now...'

FORTNIGHTLY collection of RESIDUAL waste



Key points from qualitative responses

Overflowing bins (smells, prefer weekly collection)

'The council's obligated by law to collect rubbish. My bin overflows in one week, let alone two.'

'Don't see why it has to be fortnightly. It just makes the whole place smelly and dirty.'

'This rubbish becomes very smelly especially during the summer. It should be collected each week.'

'Concerned about environmental health issues with waste such as nappies only being

collected fortnightly.'

'Sometimes gets VERY smelly'

'Should be weekly'

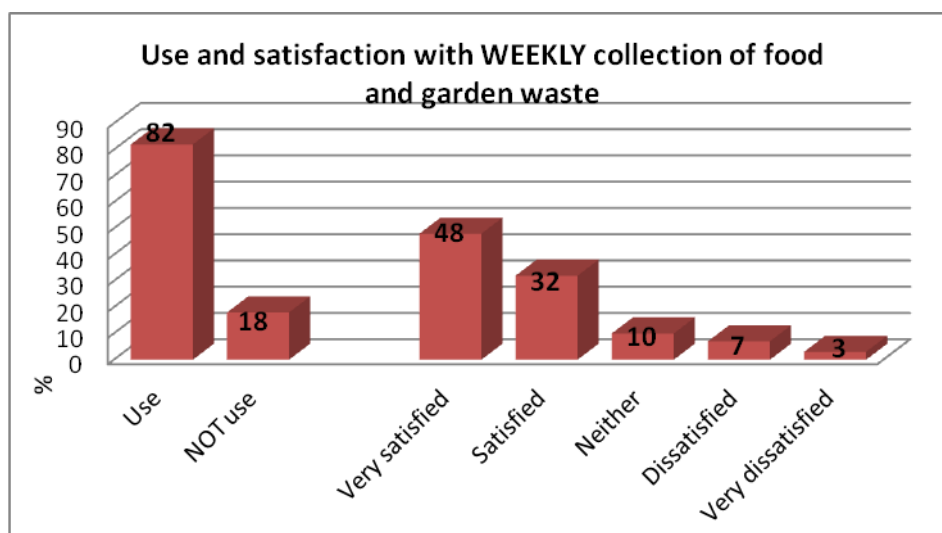
System can work well (if recycle)

'... amazing that the bin could be collected every 3to 4 weeks and still would not be full - it can be done if people recycled properly!'

'It works well for us as all residents in our house conversion are good recyclers so there is only a limited amount of rubbish but if you have a mix of good and bad recylers in one premises then it inevitably creates problems. We just have one rubbish wheelie bin between the three flats which is currently okay for the reasons above but if the residents change then this may not be sufficient in future.'

'At first I was a little sceptical about going to fortnightly waste collection (possible smells in the summer months etc) but we have not had any serious problems - if the household recycles fully a fortnightly collection is adequate for us.'

WEEKLY collection of FOOD and GARDEN waste



Key points from qualitative responses

- **Valued service**

'...now I am in to doing it I love it and it makes life easier for sure.'

'I greatly value this service. I use it instead of doing my own composting.'

- **Not always collected (signifcant issue)**

'They are very good collecting the garden waste but I have difficulties with the food waste.'

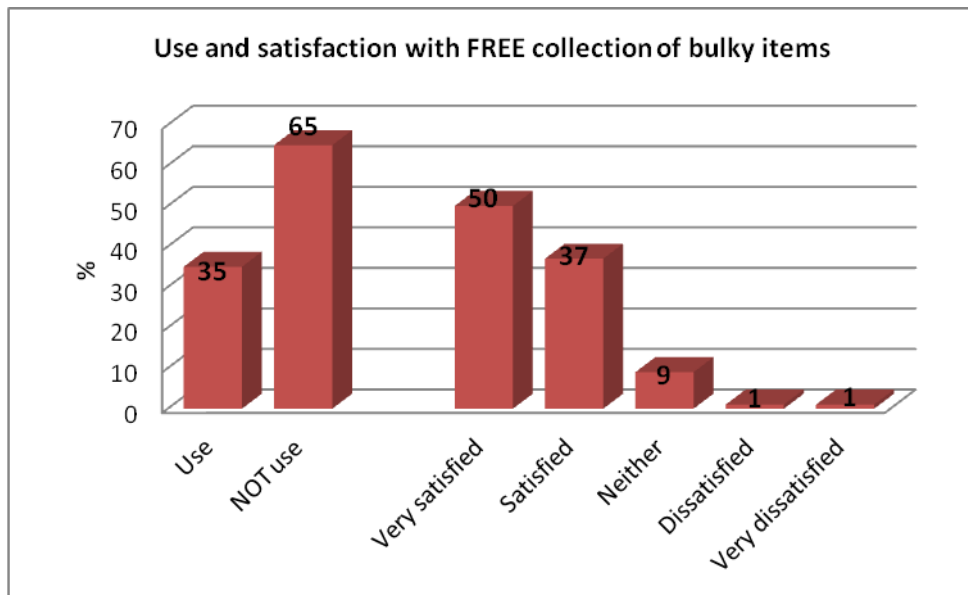
'...when they take it good ... but often missed or ignored. don't like having to use the bags.'

'It's great, when they actually bother to empty the food bin.'

'Rather too often the kitchen waste bin is not emptied.'

'They frequently forget to empty the food waste bin so I have a build up of that for two weeks and have to call Veolia several times to get them to empty it because it is smelling bad and/or attracting wildlife.'

Free collection of BULKY items



Key points from qualitative responses

- **Effective service**

'We had a mattress collected on the scheduled day. Really pleased with this service and fact that it is not charged.'

'I think this is excellent and prevents dumping which must be cost effective in long run. I really appreciate this service. Particularly as one time I had large item in garden waiting for collection and someone in van offered to take it away at price.'

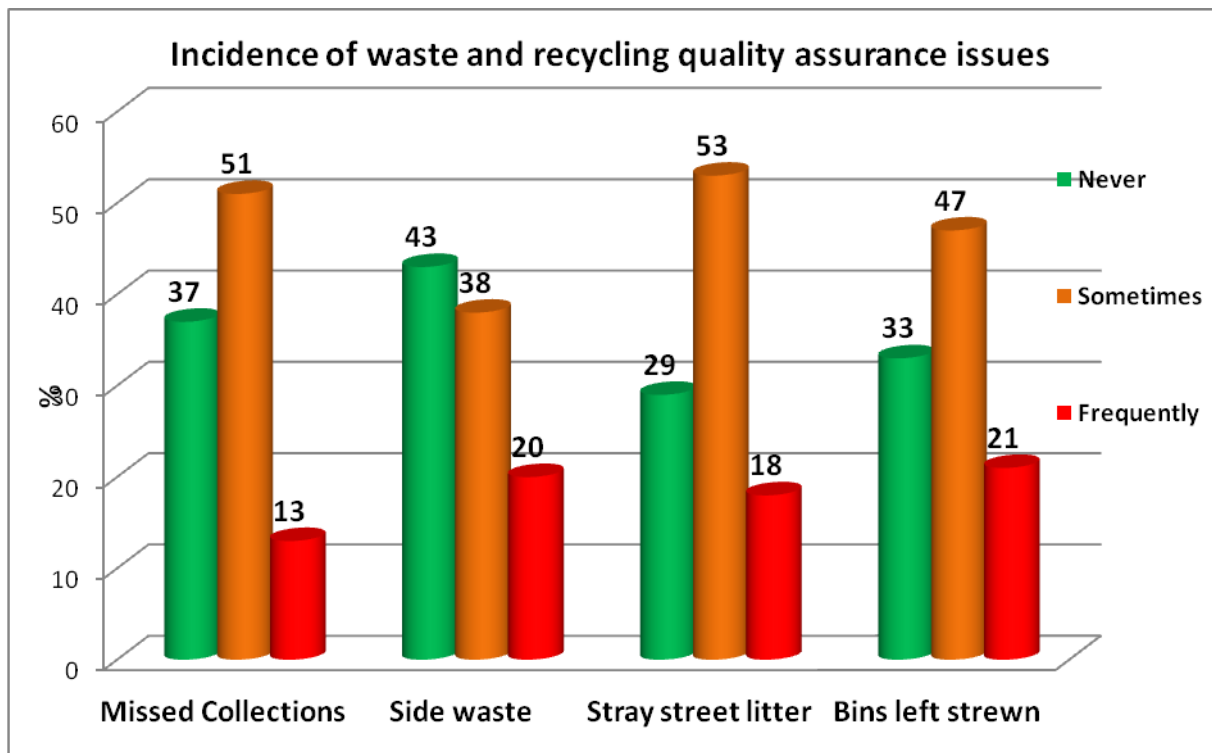
'Collection service worked as advertised.'

- **Took longer than expected**

'I had to wait longer than I had hoped, 5 days, and then they didn't come. However, when I rang them not only did they say they would send out the collection the next day, but they actually did. They cleared it all away although it was most unpleasant.'

'... took longer for them to get around to collecting than they said, which meant the mattresses languished on the pavement for longer than they should have!'

Quality assurance issues with waste and recycling service



Key points from qualitative responses

- **Bin rationalisation / sharing / options**

‘My comment is on the size of the bins - they are too large for a single occupancy household and take up too much room in the front garden. The slim size bin would be more welcomed.’

‘Bins scattered everywhere. It’s a mess. Why not invest in large bins and have a few in each street.’

- **Bin spillage in street after collection**

‘Too much spilled and just left rather than picked up.’

- **Bins a unsightly and loss of amenity**

‘Wheelybins too large and very unsightly. A huge loss of amenity.’

‘Although the collecting is efficient, the bins are huge and unsightly in a conservation area. The boxes which have been replaced could be hidden in a front garden. No thought has been given to the appearance of the streets which are full of bins.’

- **Recycling bag service need to be more responsive**

'Veolia need to proactively deliver extra recycling bags (we are on street, no front garden) we keep having to chase them then they only deliver a few bags.'

'The service for sending new sacks is very unresponsive. And the service does not collect waste that is not in your bags!'

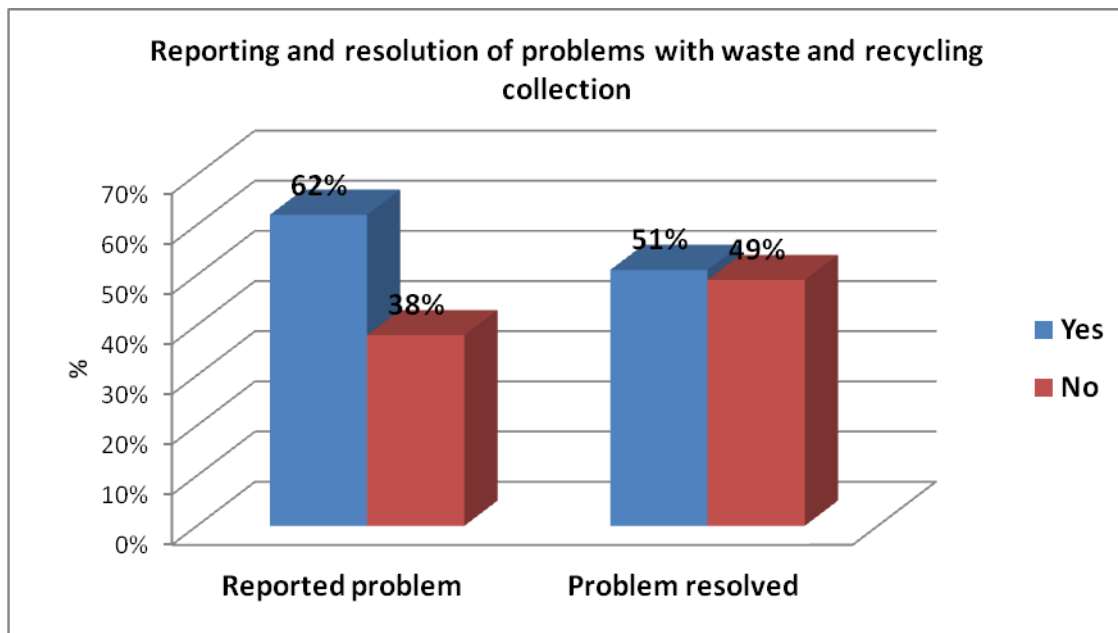
- **Bins not replaced (left in street)**

'The bin is never replaced in the area it was collected in, but thrown into my front garden blocking my front door. This makes me very unhappy with the service.'

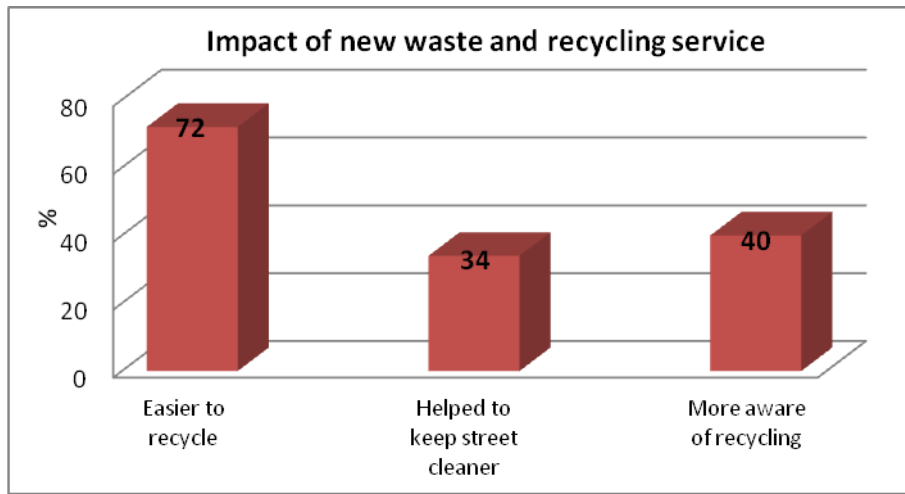
'The bin is often left out on the pavement or road, or at the bottom of the garden path. As I (and the residents in the other flats) are out all day this makes it very very clear to potential burglars that the house is empty. When the bins are left out on the pavement or road it blocks the pat and/or people's parking spaces and creates a hazard.'

'On occasions, when garden waste is picked up the bags are not returned or are left to blow down the street. I found one underneath my neighbours car yesterday and the other e has gone missing.'

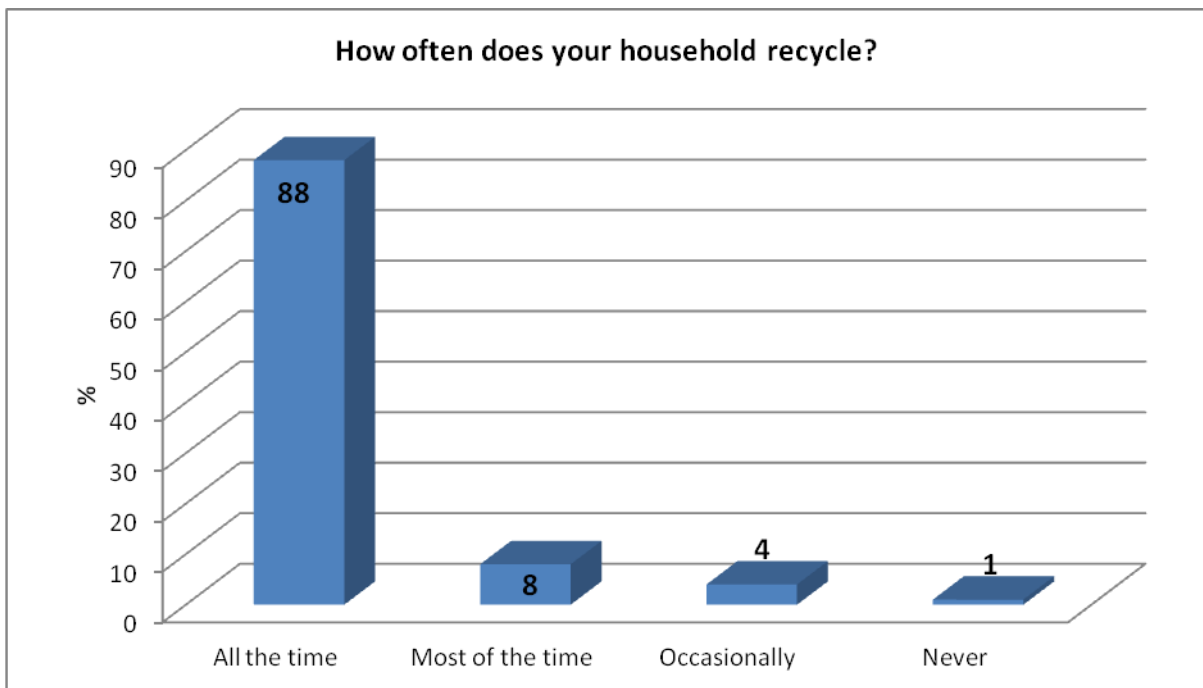
Reporting problems with waste and recycling service

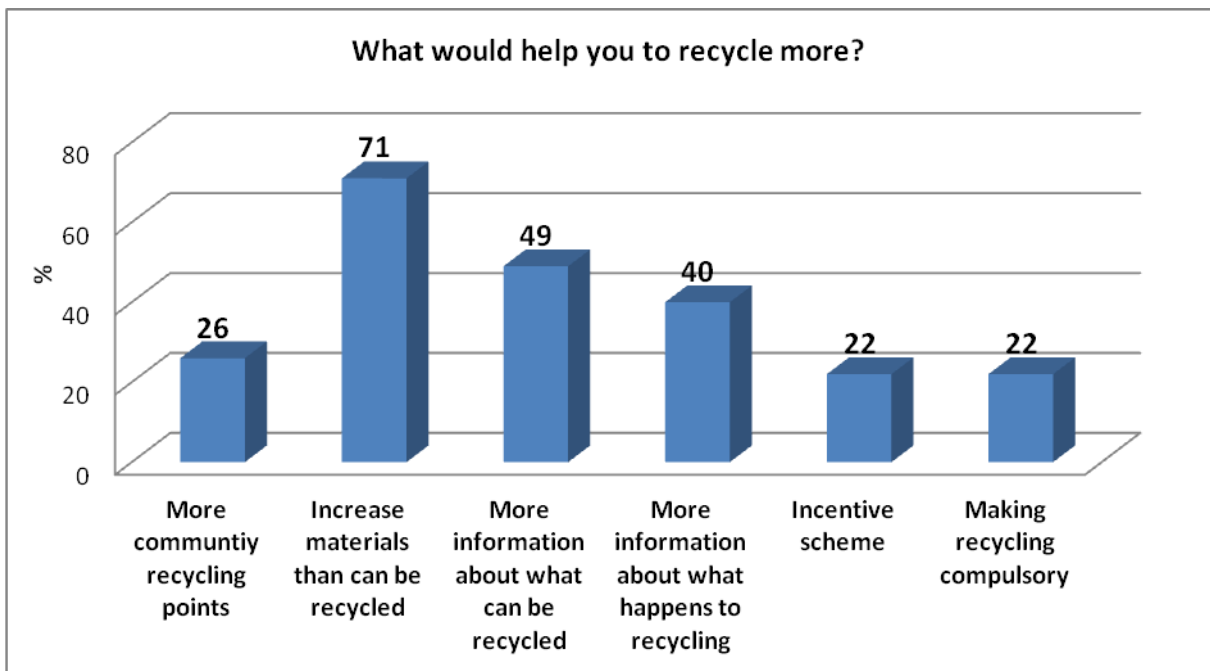
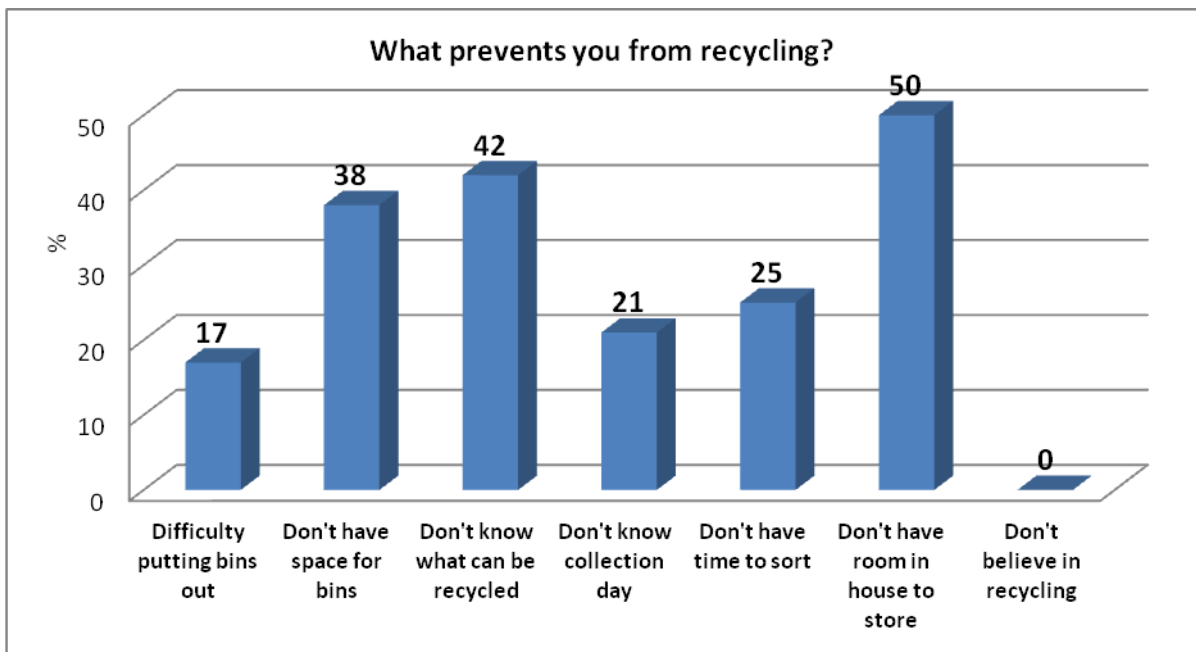


Impact of waste and recycling service



Recycling behaviour





- **More information about what can be recycled (significant issue)**

'I would like to emphasise the need for more information on what can and can't be recycled. Also what happens if stuff goes in the recycling bin that is not suitable for recycling?'