



Photo 3 - Lyndhurst Road, N22



Photo 4 - Lyndhurst Road, N22



Photo 5 – Lyndhurst Road, N22



Photo 6 -Spigumell 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.

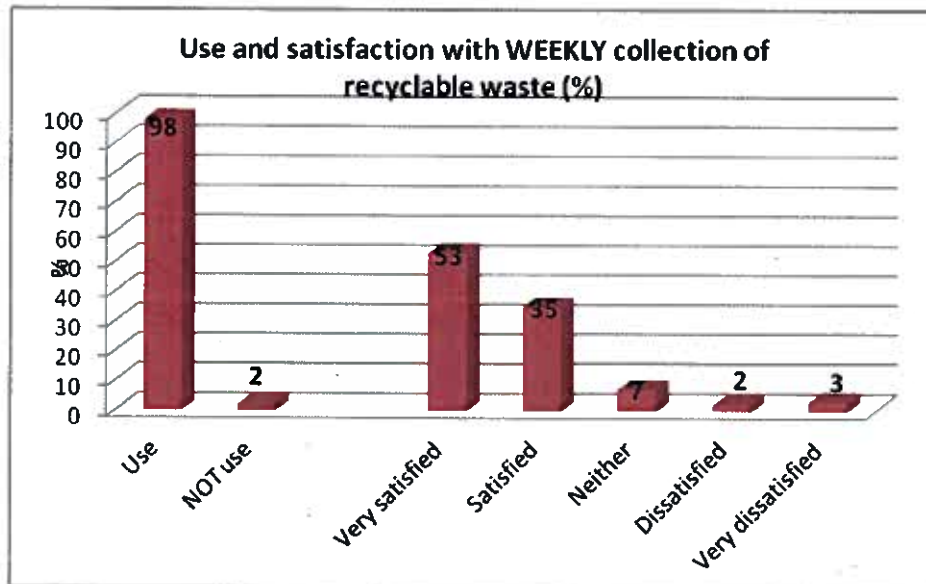
Personal Data

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.'

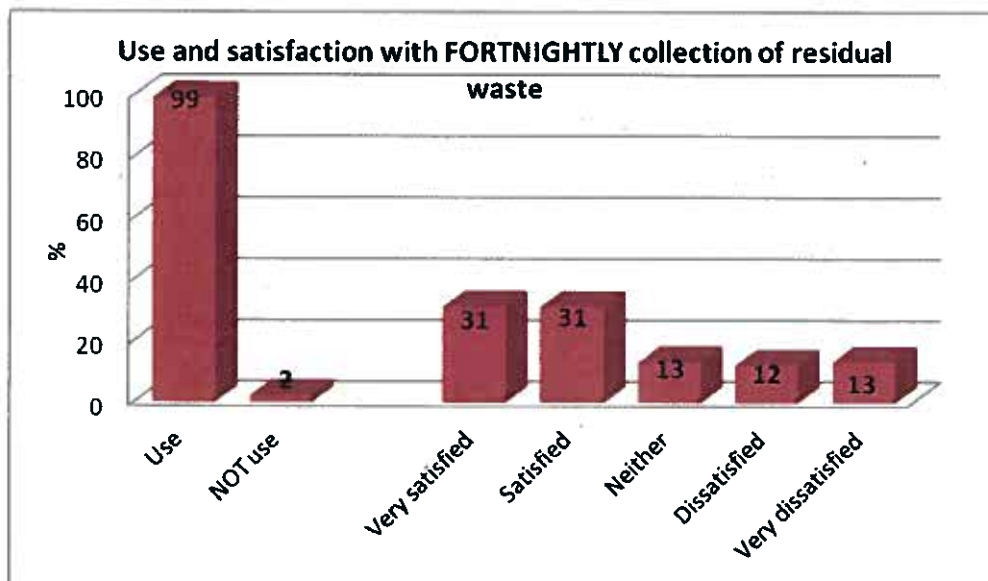
'It's a bit irregular... sometimes they don't empty the bin. Unsure whether I have to leave it right by the pavement.'

'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'

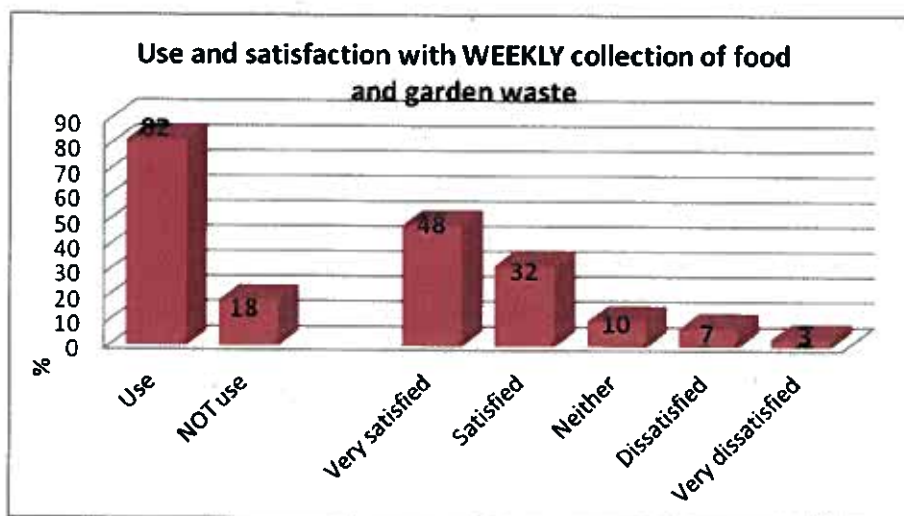
System can work well (if recycle)

'... 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 recyclers 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 (significant issue)**

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

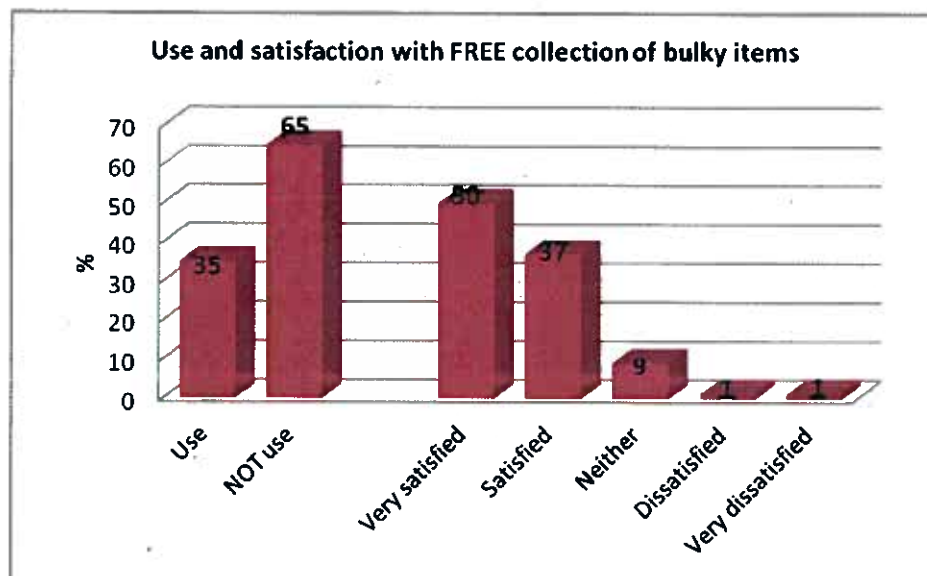
'...when they take it good ... but often missed or ignored. don't like having to use the bags.'

'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!'

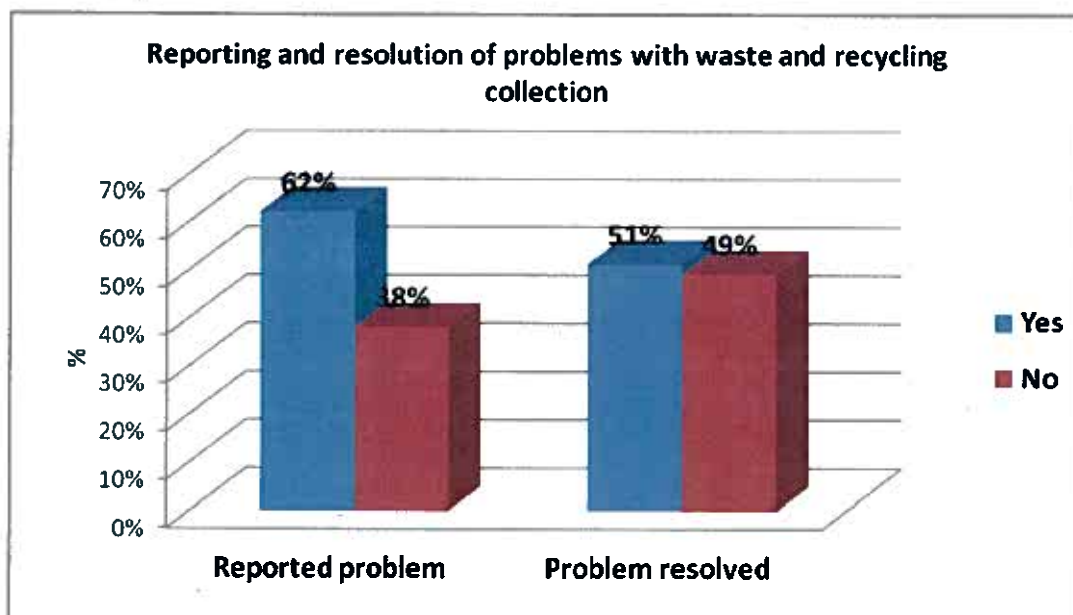
- **Bins not replaced (left in street)**

'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.'

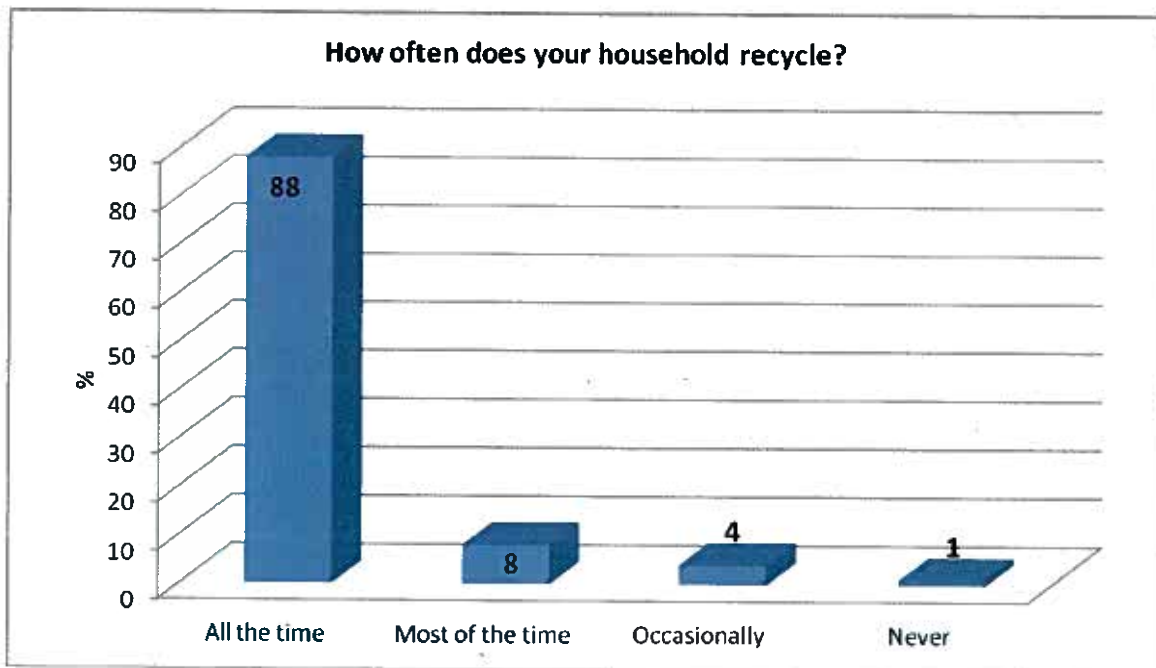
Reporting problems with waste and recycling service

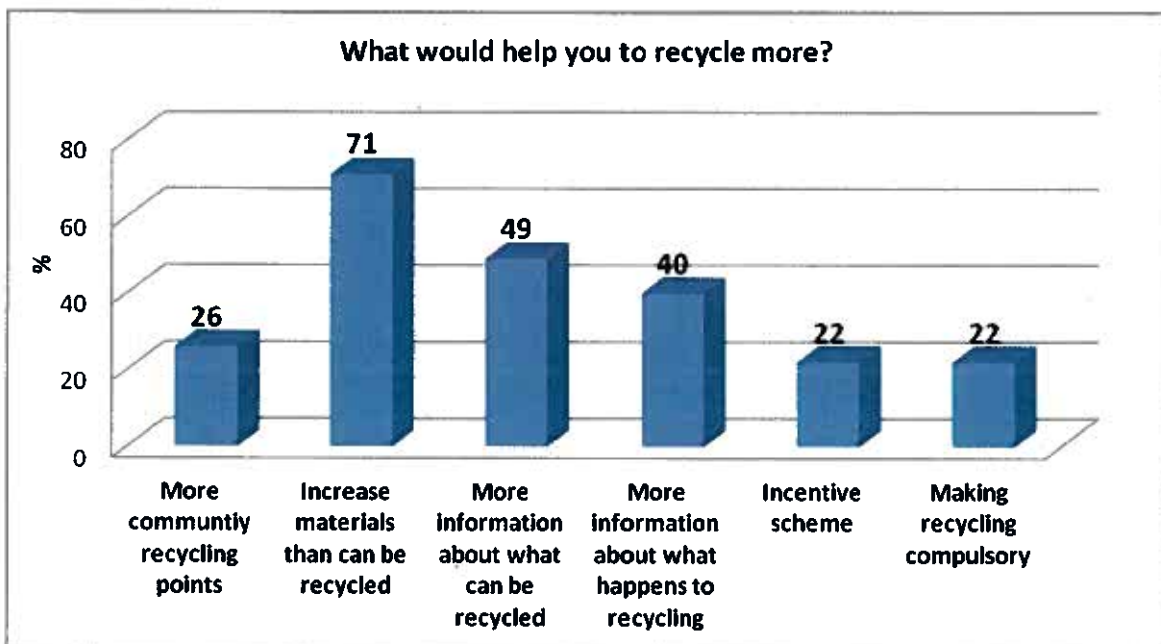
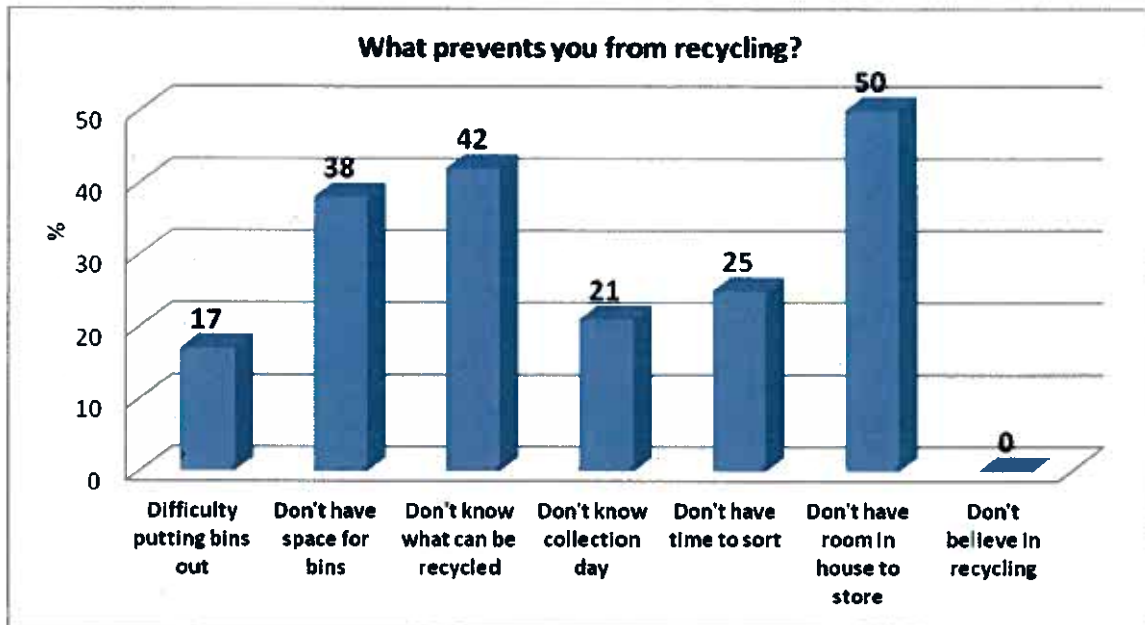


Impact of waste and recycling service



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?'

Appendix B:

Response to Environment and Housing Scrutiny Panel recommendations for the Waste and Recycling Services

Recommendations	Service Response
<p>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.</p>	<p>Partially agreed</p> <p>Two key objectives of the waste service are to increase recycling and to ensure, where possible, that waste is stored in containers and does not overspill.</p> <p>We have provided a range of different containers for residents depending on their property. However, it is not possible to provide a completely free choice due to some operational restrictions.</p> <p>It is no longer possible for residents to use the green box for dry recycling as the new service has seen a fundamental change to the way in which recycling is collected. Previously, the green boxes were emptied into a service bin and the service bin was wheeled to the back of the collection vehicle to be lifted into the vehicle. With the introduction of wheeled bins these service bins have been removed. This means that if green boxes were still used the collection staff would have to lean over into the back of the vehicle to empty the contents of the box. This is an unacceptable practice from a health and safety perspective. Therefore, recycling must now be presented for collection in the supplied wheelie bin or recycling sacks. Should residents wish to present the sacks in the box they can do so. We have investigated that Southwark still use green boxes for recycling but they still use the service bin method described above and so this does not pose a health and safety issue.</p>

Recommendations

Service Response

Where residents do not have wheelie bins, for example due to step access to the property, then we provide bags to contain both waste and dry recycling.

In terms of requests for different containers these are assessed and may require a site visit to ensure that there will still be an increase in recycling and waste contained. For small households (1 or 2 people) whom require a smaller wheelie bin, no site visit is normally required

Both Veolia and the council have worked with individual households and multiple households such as HMOs or houses converted in flats to ensure an appropriate number of containers is provided, and this can be smaller/bigger or less/more containers than originally provided.

Further work is due to be undertaken on rationalising containers with multiple households in multiple properties, particularly wheelie bins. Different options will be explored with ward councillors, local residents, resident associations and community groups as requested and where resources permit.

The current policy is to continue with the existing weekly collection of recycling and fortnightly collection of residual waste. It is still considered that due to the provision of a weekly recycling service there should not be a need for a weekly collection of residual waste as well.

Service Response	Recommendations
<p>Agreed</p> <p>Prior to the roll-out ward councillors in the phase three area ward councillors received a list of HMOs in their ward and were asked to add to this list by sharing their local knowledge. The list had been put together with information from the property survey conducted prior to roll-out as well as information from the Housing Improvement Team (Private sector). Wards members were also invited to accompany the Veolia Outreach Team when undertaking door-knocking in the phase 3 area.</p> <p>Where problems have been identified, either Veolia or Council staff have met with residents and ward members to explore different options and agree a solution. This work on problem locations is continuing.</p> <p>Following the launch on 22nd October a weekly progress update has been circulated to all councillors.</p> <p>Officers from the Council and Veolia continue to engage with residents and councillors where problems arise.</p>	<p>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.</p>
<p>Agreed</p> <p>The service will explore producing a guide to assist residents where bin rationalisation is an option. The priority for communication prior to the service change concerned how the new service would operate and currently engagement work is focused on re-inforcing this message and encouraging recycling to reduce side waste and overfull bins.</p>	<p>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</p>

Recommendations	Service Response
<p>for residual waste.</p> <ul style="list-style-type: none"> • 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. 	<p>The next stage of engagement will continue the emphasis on increasing recycling but also seek to address issues on container provision.</p> <p>The response to recommendation 1 sets out the work that Veolia and the Council have undertaken so far with individual households and with households sharing a property to agree provision on containers. In addition, it highlights that there will be circumstances where Veolia/Council can assist with rationalisation of containers for multiple properties.</p> <p>The use of social media will be discussed with Veolia and what other means could be used to promote and publicise rationalisation. However, the Council would still wish to be assured that recycling will increase and waste will be contained through any proposed solution.</p>
<p>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:</p> <ul style="list-style-type: none"> • 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). 	<p>Agreed</p> <p>Veolia and the Council produced a range of materials prior to the roll out of the service changes. This included a letter to all households letting them know the changes were coming and the reasons for the change. This was followed up with the delivery of new containers and a leaflet setting out the details of the service changes. In the phase 3 area, all households were door-knocked and the Veolia engagement team used pictorial images of the waste and recycling containers to help engage</p>