

# Waste Management & Recycling

## Residents Consultation Responses Internal Report



### The Waste Hierarchy

- Waste elimination \_\_\_\_\_  
Halting generation at source by designing out waste
- Waste reduction \_\_\_\_\_  
Minimising the amount produced at home
- Waste re-use \_\_\_\_\_  
A second use for the same item, the second hand market
- Waste recycling and composting \_\_\_\_\_  
Reprocessing materials into new products
- Waste recovery \_\_\_\_\_  
Further recovery of anything that is left after the above, including energy recovery
- Waste disposal \_\_\_\_\_  
Landfill

# Waste Management & Recycling

## Residents Consultation Responses Internal Report

### Introduction & Method

This small scale consultation is based on a questionnaire distributed at public meetings in the Borough in October/November 2007. Designed to provide a 'flavour' of ideas and issues on waste management and recycling; the consultation is for Overview & Scrutiny; who drafted an initial questionnaire. The Consultation Unit conducted desk research as a 'scoping' exercise and this research has looked at a range of consultations, research studies and policy papers produced by other councils, including:

Barnsley  
 Plymouth  
 Wakefield  
 Leeds  
 Hampshire and  
 Hertfordshire

The research studies and consultation exercises carried out by these authorities have been of considerable assistance in informing our own questionnaires.

In addition to the consultation with residents; local businesses in the Wood Green area have had the chance to contribute with a choice of online, or hard copy questionnaires. A separate business report is in preparation.

A total of 60 residents responded to the consultation by means of a questionnaire issued at public meetings. Table 1 gives summary details of age and ethnic origin.

Table 1

		ETHNIC			
		White/ British Count	Other Count	Not stated Count	Total Count
AgeGroup	Under 25	0	0	0	0
	25-44	10	1	1	12
	45-64	13	2	5	20
	65 and over	23	3	2	28
	Total	46	6	8	60

Table 2

		Col %
	Do you or anyone in your household have a disability? - Yes	12%
	Do you or anyone in your household have a disability? - No	88%

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Residents who said they had disabilities were asked what impact this had on recycling; and their responses are set out below:

- I cannot walk to the recycling bins and don't have space in front of house
- Larger recycling bins instead of boxes would be useful
- Bulky items could be collected as I can't lift them
- More recycling services from the doorstep
- Winter timetable for collecting green waste - needs to be more frequent
- Help with removing large items from house for collection
- GREEN BOX COLLECTORS ARE FANTASTIC COLLECTING FROM PORCH
- I can't always manage to put the bin outside

### CONSULTATION RESULTS

What do you think about the service you currently receive?

		Count	Column N %
\$Q1	Excellent	6	10%
	Good	37	63%
	Satisfactory	12	20%
	Not very good	4	7%
	Total	59	100%

Seventy three percent responded to this question by stating that the current service is good or excellent.

Question 2 (table Q2a) examines a series of issues about services and asks respondents if they are aware whether the service is provided; whether they use it; and whether they **would** use it if it were available.

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		Count	Col %
\$Q2a	Mixed recycling in green boxes - Tick to indicate which services you know are provided in your area	46	82%
	Mixed recycling in green boxes - Tick those services which you currently use	47	84%
	Mixed recycling in green boxes - WOULD use if they were provided	3	5%
	Food waste collection - Tick to indicate which services you know are provided in your area	28	50%
	Food waste collection - Tick those services which you currently use	16	29%
	Food waste collection - WOULD use if they were provided	13	23%
	Garden waste collection - Tick to indicate which services you know are provided in your area	38	68%
	Garden waste collection - Tick those services which you currently use	32	57%
	Garden waste collection - WOULD use if they were provided	5	9%
	Bottles and newspaper doorstep collection - Tick to indicate which services you know are provided in your area	33	59%
	Bottles and newspaper doorstep collection - Tick those services which you currently use	30	54%
	Bottles and newspaper doorstep collection - WOULD use if they were provided	7	13%
	Other paper, card and magazine collection - Tick to indicate which services you know are provided in your area	22	39%
	Other paper, card and magazine collection - Tick those services which you currently use	20	36%
	Other paper, card and magazine collection - WOULD use if they were provided	17	30%
	Plastic bottles, plastic milk containers - Tick to indicate which services you know are provided in your area	20	36%
	Plastic bottles, plastic milk containers - Tick those services which you currently use	18	32%
	Plastic bottles, plastic milk containers - WOULD use if they were provided	23	41%
	Total	56	100%

Thus with *mixed recycling in green boxes*; 82% say the service is provided and 84% say they use it. The higher figure indicates that one respondent uses the service but did not tick the box saying that he or she knew it was provided! The small number saying they **would** use it simply reflects the fact that most already do use this facility.

With food waste collection 50% say the facility is provided; while 29% actually use it. A further 23% say they **would** use it if provided in their locality. Sixty-eight percent believe that a garden waste service is provided while 57% make use of it.

A majority of respondents, who confirm it is provided, also use the garden waste collection facility. A similar proportion (54%) makes use of the doorstep bottles and newspaper collection service.

Table Q2b continues the analysis of whether respondents do, or would use services. It is interesting to note that while 68% are aware of the provision of bottle banks and other local collection points, 23% make use of these – possibly preferring a doorstep facility.

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		Count	Col %
\$Q2b	Collection and disposal of old white goods such as fridges - Tick to indicate which services you know are provided in your area	24	45%
	Collection and disposal of old white goods such as fridges - Tick those services which you currently use	8	15%
	Collection and disposal of old white goods such as fridges - Tick those services you WOULD use if they were provided	17	32%
	Collection/disposal service for batteries, printer cartridges etc - Tick to indicate which services you know are provided in your area	3	6%
	Collection/disposal service for batteries, printer cartridges etc - Tick those services which you currently use	3	6%
	Collection/disposal service for batteries, printer cartridges etc - Tick those services you WOULD use if they were provided	33	62%
	Re-use and recycling centres - Tick to indicate which services you know are provided in your area	25	47%
	Re-use and recycling centres - Tick those services which you currently use	15	28%
	Re-use and recycling centres - Tick those services you WOULD use if they were provided	8	15%
	Bottle banks and other local collection points - Tick to indicate which services you know are provided in your area	36	68%
	Bottle banks and other local collection points - Tick those services which you currently use	12	23%
	Bottle banks and other local collection points - Tick those services you WOULD use if they were provided	4	8%
	Communal recycling bins (eg near flats/shops) - Tick to indicate which services you know are provided in your area	19	36%
	Communal recycling bins (eg near flats/shops) - Tick those services which you currently use	2	4%
	Communal recycling bins (eg near flats/shops) - Tick those services you WOULD use if they were provided	5	9%
	Litter bins with sections for recycling - Tick to indicate which services you know are provided in your area	2	4%
	Litter bins with sections for recycling - Tick those services which you currently use	2	4%
	Litter bins with sections for recycling - Tick those services you WOULD use if they were provided	32	60%
Total	53	100%	

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### Q3 Did you know that....?

Question 3 both gives information out about waste management and recycling, and asks about the extent of awareness of the issues listed. It is of course possible that some respondents, having been informed about the points set out in tables Q3a and Q3b, may now say they are aware of these issues. Clearly, if this was a forensic-style research study; we would take a more rigorous approach to testing the knowledge and awareness of respondents. However the responses do give us useful information.

Thus 89% say they are aware that much rubbish has traditionally been sent to landfill sites. Only 7% commented that this was 'news to them'. Seventy-seven percent also say they are aware that EU regulations require councils to reduce waste disposal in landfill by 40% by the year 2010.

There is rather less awareness that councils will be fined heavily if they fail to meet such targets.

		Count	Col %
\$Q3a	Much of today's rubbish and waste goes to landfill sites or is burnt in incinerators. Both of these give off greenhouse gases which damage the environment - Already knew about	51	89%
	Would like further information	3	5%
	News to me	4	7%
	Councils are required by EU law to reduce waste disposal by 40% by the year 2010 - Already knew about	44	77%
	Would like further information	6	11%
	News to me	8	14%
	Councils will be fined heavily if they carry on sending lots of waste to landfill sites - Already knew about	30	53%
	Would like further information	6	11%
	News to me	21	37%
	Disposal of waste by landfill is costly and damaging to the environment - Already knew about	43	75%
	Would like further information	4	7%
	News to me	8	14%
	Total	57	100%

Turning to the more 'technical' aspects of waste management (table 3b) a majority were not aware of the two main types of treatment: mechanical biodegradable treatment (MBT) and Energy from Waste (EfW). Fifty-eight percent said this was 'news to them'.

Forty-seven percent commented that they were not aware that modern incineration plants are a great deal more efficient than the old 'Smoky Joes' which have given rise to the widespread view that incineration is not a realistic option for waste treatment. A significant minority (39%) are not aware that it is possible to recycle or re-use 80% of everything produced; although 47% say they already knew this.

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		Count	Col %
\$Q3b	There are two main alternatives to landfill; which are MBT and EfW - Already knew about	10	18%
	Would like further information	14	25%
	News to me	30	53%
	MBT means 'mechanical and bio-degradable treatment' EfW means 'energy from waste' - Already knew about	7	12%
	Would like further information	17	30%
	News to me	33	58%
	EfW includes direct incineration but today's incineration plants have strict emission controls and are much more efficient than the old style burners with smoke coming out of big chimneys - Already knew about	17	30%
	Would like further information	15	26%
	News to me	27	47%
	It is technically possible to recycle or reuse 80% of everything produced - although the means to do so are not available in all areas - Already knew about	27	47%
	Would like further information	9	16%
	News to me	22	39%
	Total	57	100%

### Residents comments on what they think Haringey Council can do to encourage recycling efforts

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"Give us eco feedback on best/average household achievement rates in recycling etc. There should be community composts in local parks; and awards for most creative re-use/repairs

What about discouraging so much re-usable material from being put into builders' skips? It's bad if all this goes to landfill.

Include more plastics in recycling and have much clearer information about exactly what materials are included in schemes.

Enable wider range of plastics recycling. Discourage plastic carrier bags. Provide energy saving advice and more doorstep recycling

Improve bulk collections and collections in problem areas like Beaconsfield Rd and Clyde Rd in N15. Education in itself will not be enough in some areas

Increase business rates for businesses that make little or no effort. More recycling banks (incl plastic banks) are needed. Include school premises as locations for recycling bins

Now, apart from food and garden waste, you collect everything in one go. Why not have 140L green and brown bins - maybe have orange sacks for aluminium

Fine residents and businesses who ignore recycling - implementing this would, admittedly, be difficult.

Pressurize companies to reduce packaging - introduce charges for plastic bags - more recycling points in supermarket car parks (compulsory)

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Have a uniform service instead of current patchwork recycling and routine collections. My street doesn't have food waste collection – the next street does. There is far too much litter in street and fly tipping

Reduce waste at source. Develop fun presentations for schools, youth centers, sheltered housing

Collect more materials - encourage use of bio degradable starch-based bags for all uses and think about collection of textiles/clothes

Recycle more materials and campaign against excess supermarket and manufacturers' packaging  
Take tougher action against dumping rubbish. Bold warning signs about fly tipping and dumping rubbish - more in community languages

Need plastics recycling and refunds on drinks cans and bottles - more public events.

Returnable deposits on drinks cans and bottles - more public events to encourage

Make sure that residents are informed about these issues but use a separate booklet and NOT via Haringey People which smacks too much of council self promotion

Have more collection of plastic waste. Encourage businesses and shops to use less wasteful products and packaging. Have more eye-catching posters in public places, ban plastic bags

Require supermarkets and other retailers to provide facilities for returning stiff plastic containers for fruit and meat. Have more recycling services of people in flats and apartments. Try to encourage residents rather than pushing for fines and penalties

Don't use Haringey People to inform residents as it is seen too much as a vehicle for spin

Collect textiles house to house. You should campaign against excess packaging. You also need much better communications and information on these issues".

## How can the council make sure you get information about recycling and waste management?

Leaflets are regarded as the most effective resource in this context; closely followed by a programme of education in schools; and welcome packs.

	Count	Col %
Leaflets through your door with information about what and where	50	86%
Education in schools about recycling	36	62%
Public events (such as Haringey's recent 'GreenFair')	16	28%
Adverts in local newspapers	19	33%
A welcome pack when new residents arrive in the borough	32	55%
Labels on the recycling bins	25	43%
Regular information in Haringey People	22	38%
Total	58	100%

## Consultation Team



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### Do you have any additional ideas about providing information?

“Posters and leaflets for community notice boards and libraries, council offices  
Work with defined groups such as elders, youth etc

Withdraw disposal service if people don't recycle - provided you give them the means to do so in the first place

Random checks on households such as Flats 41-45 in Clyde Rd!

Use poster ads in busy locations and have more and better communication direct to people (not Haringey People as that is just for PR)

Alternate weekly collections would result in too much rubbish in street. There is a limit to number of bins people can put in a small front garden or other space

Face to face contact with council officers

Education in libraries, youth groups and scouts/guides

Have regular slot in area assemblies. Ensure recycling/litter regulations are properly understood  
Use public transport as advertising space

Train road sweepers to educate encourage firms to dismantle white goods for recycling

Would like info about what actually happens to the material I put out for recycling.

Use local radio and the free press

Info in community centres - more in your face education and info

More detailed and specific information is needed about what can be recycled and how it should be prepared

Have face-to-face contacts with council staff

Don't just use Haringey People, as that is mostly a promotional tool and not a serious information source”.

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### What do you think of these ideas that some Councils are trying?

Given that most respondents to this consultation take a positive approach to recycling and re-use; it is noticeable that few are in favour of changing the system of weekly collections. This issue is of course not helped by the extensive and adverse media coverage of councils which have reduced the frequency of collections. The desk research for this report indicated that some councils are looking at such ideas as maintaining frequency of collection, but using smaller wheelie-bins.

	Count	Col %
\$Q6b Alternate weekly collections - waste one week and recycling the other week - a good idea to encourage recycling	8	14%
Alternate weekly collections - waste one week and recycling the other week - Could work in some parts of the borough	7	12%
Alternate weekly collections - waste one week and recycling the other week - Unlikely to be effective / difficult to organise	13	23%
Alternate weekly collections - waste one week and recycling the other week - would not want it in this borough	29	51%
Weekly recycling and composting collections, with fortnightly waste collections - a good idea to encourage recycling	12	21%
Weekly recycling and composting collections, with fortnightly waste collections - Could work in some parts of the borough	9	16%
Weekly recycling and composting collections, with fortnightly waste collections - Unlikely to be effective / difficult to organise	11	19%
Weekly recycling and composting collections, with fortnightly waste collections - would not want it in this borough	26	46%
Welcome Pack for new residents telling them how to recycle/what they can recycle - a good idea to encourage recycling	43	75%
Welcome Pack for new residents telling them how to recycle/what they can recycle - Could work in some parts of the borough	8	14%
Welcome Pack for new residents telling them how to recycle/what they can recycle - Unlikely to be effective / difficult to organise	2	4%
Welcome Pack for new residents telling them how to recycle/what they can recycle - would not want it in this borough	1	2%
Litter bins with a recycling section in them - a good idea to encourage recycling	37	65%
Litter bins with a recycling section in them - Could work in some parts of the borough	6	11%
Litter bins with a recycling section in them - Unlikely to be effective / difficult to organise	7	12%
Litter bins with a recycling section in them - would not want it in this borough	3	5%
Total	57	100%

There is much support (see below) for taxes on businesses which use excess packaging and for measures such as reintroducing returnable deposits for bottles. Returnable bottles were commonplace until the late 1960s when plastic PET bottles, and aluminium cans increasingly supplanted glass.

# Waste Management & Recycling

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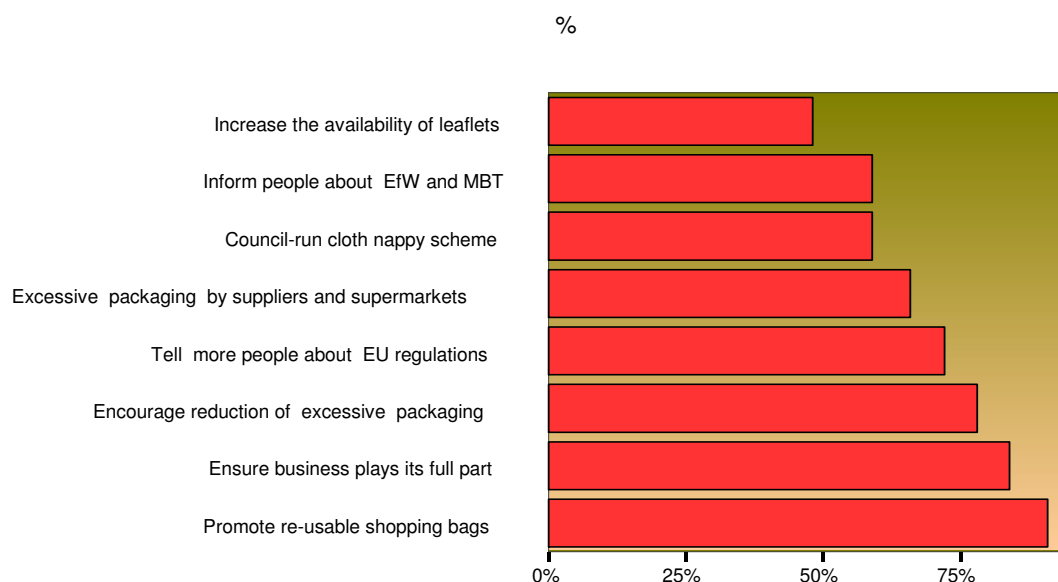
	Count	Col %
Council run schemes for disposal of small items such as printer cartridges and batteries - a good idea to encourage recycling	42	74%
Council run schemes for disposal of small items such as printer cartridges and batteries - Could work in some parts of the borough	7	12%
Council run schemes for disposal of small items such as printer cartridges and batteries - Unlikely to be effective / difficult to organise	2	4%
Council run schemes for disposal of small items such as printer cartridges and batteries - would not want it in this borough	0	0%
Higher taxes for supermarkets and businesses who fail to encourage recycling or use excess packaging - a good idea to encourage recycling	36	63%
Higher taxes for supermarkets and businesses who fail to encourage recycling or use excess packaging - Could work in some parts of the borough	1	2%
Higher taxes for supermarkets and businesses who fail to encourage recycling or use excess packaging - Unlikely to be effective / difficult to organise	11	19%
Higher taxes for supermarkets and businesses who fail to encourage recycling or use excess packaging - would not want it in this borough	5	9%
Reintroduction of the old returnable deposit bottles scheme (deposit refunded on return) - a good idea to encourage recycling	40	70%
Reintroduction of the old returnable deposit bottles scheme (deposit refunded on return) - Could work in some parts of the borough	5	9%
Reintroduction of the old returnable deposit bottles scheme (deposit refunded on return) - Unlikely to be effective / difficult to organise	6	11%
Reintroduction of the old returnable deposit bottles scheme (deposit refunded on return) - would not want it in this borough	5	9%
Extension of any existing returnable deposit bottles scheme - a good idea to encourage recycling	34	60%
Extension of any existing returnable deposit bottles scheme - Could work in some parts of the borough	6	11%
Extension of any existing returnable deposit bottles scheme - Unlikely to be effective / difficult to organise	5	9%
Extension of any existing returnable deposit bottles scheme - would not want it in this borough	3	5%
Penalties for those who fail to recycle - a good idea to encourage recycling	20	35%
Penalties for those who fail to recycle - Could work in some parts of the borough	7	12%
Penalties for those who fail to recycle - Unlikely to be effective / difficult to organise	13	23%
Penalties for those who fail to recycle - would not want it in this borough	12	21%
Total	57	100%

# Waste Management & Recycling

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### What do you think the Council could do to help minimize the amount of waste produced?

	Count	Col %
Promote the use of re-usable shopping bags	53	91%
Increase the availability and supply of leaflets which give relevant information	28	48%
Give more backing to the Council-run cloth nappy scheme	34	59%
Ensure that larger businesses and commerce play their part in waste reduction	49	84%
Encourage reduction of excessive packaging (esp. plastic packaging) by manufacturers, suppliers and supermarkets	45	78%
Enforce reduction of excessive packaging (esp. plastic packaging) by manufacturers, suppliers and supermarkets	38	66%
Tell more people about the fact that the Council has to comply with EU and Government waste reduction targets and the need to recycle at least 40% of municipal waste by 2010	42	72%
Inform more people about the two main waste treatment processes: EfW and MBT	34	59%
Total	58	100%



There is considerable support for ideas and initiatives which tackle the issue at source; rather than those which might appear only to target the end user – namely the householder. It is a possibility that residents might be inclined to make greater efforts themselves if they thought that manufacturers, suppliers and retailers were also ‘doing their bit’.

### Consultation Team

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### Further Information

A range of consultation and research has been undertaken by many councils in England. Copies are available from the Consultation Team and are illustrated below.

4. Do you agree that we should aim to achieve 45% recycling/composting? (please tick one box)

Yes

Yes, but ideally I would like to see Barnsley achieve even more if it were possible

Maybe, but I am yet to be convinced that 45% can be achieved

No, I don't think that 45% can be achieved

No, I don't think this is a priority for Barnsley

Other comment (please specify) \_\_\_\_\_

5. What would encourage you to recycle more? (please give a score out of 10 as appropriate, with higher scores meaning that this action would encourage you more)

If the Council provided better information on recycling/composting

If the Council collected a wider range of recyclables from my home

If the Council improved its Household Recycling Waste Centres

If the Council provided more frequent kerbside collections for recyclable material

If local bottle bank type facilities accepted a wider range of material

If the Council provided incentives to recycle

If there were penalties for not recycling

Other action (please specify) \_\_\_\_\_

**Residual Waste Management**

6. What are your greatest priorities when selecting a new way to treat Barnsley's waste that cannot be economically recycled/composted? (please give each a score between 1 and 10, with higher scores meaning that you attach greater importance to that priority)

Protecting the environment

Using technology proven to work in the UK

Keeping costs down as low as possible

Keeping the distance down that waste has to travel

The ability to meet future Government waste management targets

The contribution better waste management makes towards sustainable development

How practical and convenient new arrangements for waste management are to use

Other (please specify) \_\_\_\_\_

7. Which residual waste treatment technology do you feel is right for Barnsley's waste that cannot be recycled/composted? (please rank these 1 to 6, then 2, 3, in order of priority)

Landfill

Mechanical Biological Treatment

Energy from Waste

8. If you have not indicated a priority between these options, please can you indicate why you have not been able to do so? \_\_\_\_\_

9. We would very much like to hear any further views that you want to give us on waste management. Do you have any additional comments? \_\_\_\_\_

If you wish to contact anyone about this survey or require this information in another format such as Braille or large print, or in another language please call the Sustainability Team on 01228 775667.

**Municipal WASTE Management STRATEGY for BARNSELY 2006-30**

A CHANCE TO HAVE YOUR SAY!

More and more household waste is being created. Whilst in the past most of this waste has been buried in large holes called landfill sites, this damages the environment and uses a lot of resources, which could be recycled or put to better use.

The people of Barnsley are recycling more and more every year. Last year about a fifth of all the waste created by Barnsley residents was recycled. Despite this 100,000 tonnes of Barnsley's waste was still buried in landfill sites, releasing harmful greenhouse gases, which contribute to climate change.

The Council is now asking the people of Barnsley how to change things so that we send less waste to landfill. Doing this will help protect the environment and will cost less than doing nothing at all.

**What we need to do**  
 The first thing we all need to do is throw less away. The Council plans to help residents reduce their waste and encourage people to re-use and recycle.

reduce • reuse • recycle your rubbish

‘Recycle for Hampshire’ Strategy and Campaign Evaluation Report

[www.wasteaware.org.uk](http://www.wasteaware.org.uk)



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### PLYMOUTH CITY COUNCIL WASTE MANAGEMENT STRATEGY QUESTIONNAIRE

Please complete the questionnaire to participate in the consultation and return to:  
Plymouth City Council, MWMS Team, Prince Rock Depot, Macadam Road, Prince Rock, Plymouth PL4 0RZ  
or fax completed forms to 01752 304786.

If you have any enquiries in connection with this consultation please e-mail us at  
[mwms.consultation@plymouth.gov.uk](mailto:mwms.consultation@plymouth.gov.uk) or contact us on 01752 668000. Thank you for participating.

#### Policy Proposal 1 – Promotion of Waste Minimisation through Education and Awareness

##### Consultation Question 1 – Education and Awareness:

- |  | Yes/ No   |
|--|---|
| a. Do you support the principle of waste minimisation?   | <input type="checkbox"/> <input type="checkbox"/> |
| b. As the first stage in the waste hierarchy, do you believe that further support and funding should be dedicated to waste minimisation initiatives? | <input type="checkbox"/> <input type="checkbox"/> |
| c. Do you think that the council should introduce waste collection initiatives designed to reduce the amount of waste residents throw away?          | <input type="checkbox"/> <input type="checkbox"/> |
| d. Can you suggest any ways you could minimise the waste you produce?  | <input type="checkbox"/> <input type="checkbox"/> |



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### Consultation On Wakefield MDC Draft Municipal Waste Management Strategy

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The Council identified a number of communication tactics to maximise the effectiveness of the main message in the campaign – “RETHINKING RUBBISH IN WAKEFIELD”. The table below summarises this.

METHOD OF ENGAGEMENT	PUBLIC	COMMUNITY VOLUNTARY	WASTE MANAGEMENT INDUSTRY	ELECTED MEMBERS	STAFF	INTERESTED GROUPS
Newsletters- Citizen (138,000 dist)	✓		✓	✓	✓	✓
Document 500 distributed	✓	✓		✓	✓	✓
Press / media	✓	✓		✓	✓	✓
Video- Roadshow / meetings	✓	✓	✓	✓	✓	✓
Radio adverts (4 weeks)	✓	✓	✓	✓	✓	✓
Area Panel (8)	✓	✓		✓	✓	✓
Website	✓	✓	✓	✓	✓	✓
Workshops (3)		✓	✓			✓ Local Authorities
Tel Helpline	✓	✓		✓	✓	✓
Youth Assembly	✓					
Roadshows July/Aug (9)	✓	✓				✓
MORI Survey (4000)	✓					

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Keep track of strategy developments by following progress at [www.recycleforbuckinghamshire.co.uk](http://www.recycleforbuckinghamshire.co.uk)

The Waste Partnership for Buckinghamshire, the County and

District Councils working together, is dedicated to the efficient and effective management of household waste in Buckinghamshire.



### The headlines are:

- 93% agreed we should find alternatives to landfill.
- 91% agreed we should avoid paying landfill fines.
- 95% would support the introduction of new collection systems.
- 96% agreed we should recover as much from waste as possible.
- 83% agreed we should use proven technology.