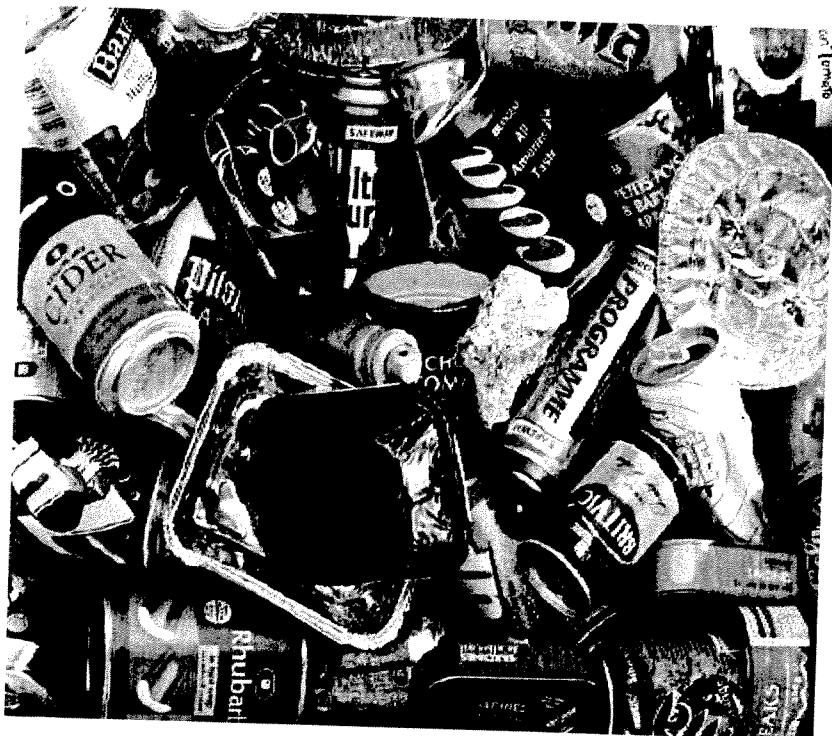


Waste Management & Recycling

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APPENDIX 1



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

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Keep track of strategy developments by following progress at 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.

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Consultation On Wakefield MDC Draft Municipal Waste Management Strategy

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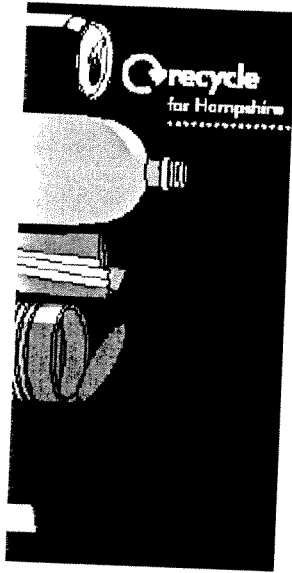
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The Council identified a number of communication tactics to maximise the effectiveness of the main message in the campaign – "RETHINKING RUBBISH IN WAKEFIELD". The table below summarises this.

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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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 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"/> |

 recycle for Leeds

Waste Management & Recycling

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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.

1. How do you agree that we should aim to achieve 45% recycling by 2010? Please tick the box:

Yes

Yes, but mainly, subject to the Barnsley Authority ever made it a formal position. However, but I am not so convinced that this can be achieved.

No, I don't think we can do it for another 10 years.

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

2. What would you like to see the Council do to help you recycle more? Please give a brief list of 10 or so, with the most important ones first, with the least important ones last.

The Council provides better information on recycling/recycling centres

The Council collects a wider range of recyclables from my home

The Council improves the recycling/recycling mobile centres

The Council provides more frequent bin collection for recyclable material

I would like more help with recycling a wider range of material

The Council provides incentives to recycle

I don't want to see the council doing anything

3. What other issues are there?

4. What are your preferred practices when selecting a new way to treat Barnsley's waste that cannot be economically or environmentally justified? Please give a brief list of 10 or so, with the most important ones first, with the least important ones last.

Recycling the environment

Using technology to work in the air

Recycling (even when it is as possible)

Recycling to a distance when that waste has to be landfilled

The only way is more local Government waste management systems

The introduction of more waste management means that we can manage our waste

The introduction of more waste management means that we can manage our waste

5. What other issues are there?

6. Which waste management technologies do you feel is right for Barnsley's waste that cannot be economically justified? Please give a brief list of 10 or so, with the most important ones first, with the least important ones last.

Waste

Mechanical Biological Treatment

Energy from Waste

7. If you have not indicated a priority between these options, please can you indicate why you have not done so?

8. If you have any other views on how we should manage our waste, please can you indicate why you have not done so?

9. If you wish to contact anyone about this survey or need further information in another form of which we provide in large print or in another language please call the Customer Centre on 01223 777247

More and more household waste is being created. What 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 20% of all the waste created by Barnsley residents was recycled. (about 750,000 tonnes of Barnsley's waste was still buried in landfill sites, meaning harmful greenhouse gases, which contribute to climate change).

The Council is now asking the people of Barnsley how to change things so that we can do this waste to landfill. (Doing this will help protect the environment and will also help us start being more green).

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

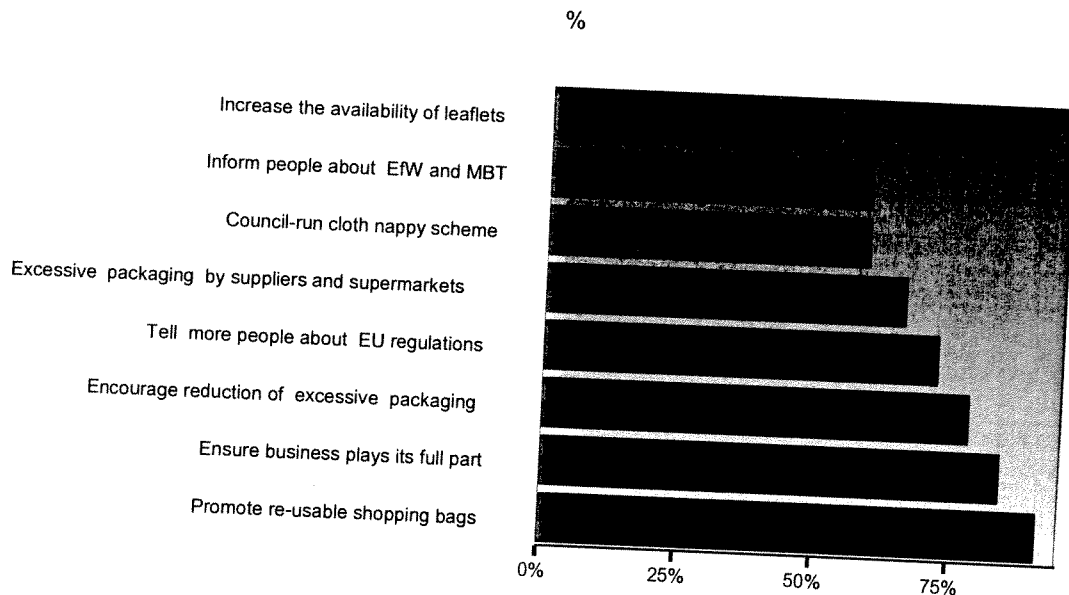


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What do you think the Council could do to help minimize the amount of waste produced?

	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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	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

Residents Consultation Responses Internal Report

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.

\$Q6b	Count	Col %
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

Residents Consultation Responses Internal Report

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".

Waste Management & Recycling

Residents Consultation Responses Internal Report

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%

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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

"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)

Consultation Team

Waste Management & Recycling

Residents Consultation Responses Internal Report

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.

\$Q3a		Count	Col %
	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.

Waste Management & Recycling

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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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\$Q2a		Count	Col %
	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.

Consultation Team

Waste Management & Recycling

Residents Consultation Responses Internal Report

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.

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%

Waste Management & Recycling

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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

Business Consultation Responses Internal Report

Local Businesses in Wood Green

Waste Management & Recycling

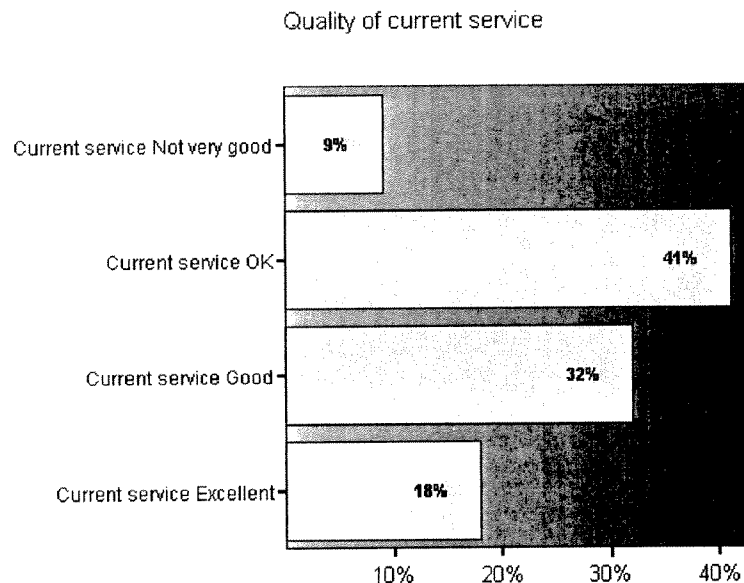
Business Consultation Responses Internal Report

Introduction & Method

This small scale consultation is based on a questionnaire distributed to local businesses in the Wood Green area of Haringey in November/December 2007. Businesses also had the option of completing the questionnaire online, and 75% of the 22 respondents chose to do so.

This brief report is designed to accompany the analysis of views of residents and is also in the nature of a 'scoping report'; which gives a general 'flavour' of views amongst local businesses.

In terms of policy and strategy, both reports identify issues and activities which are likely to prove popular with residents and businesses; as well as those which attract less favourable responses.



Question 2 asks respondents if they know what recycling services are provided in their area; and whether they use the available services. Q2 also asks whether respondents would use the services if they were available.

Paper recycling

		Count	%
Paper recycling - provided	No response	15	68%
	Yes	7	32%
Paper recycling - currently use	No response	19	86%
	Yes	3	14%
Paper recycling - WOULD use	No response	16	73%
	Yes	6	27%

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Twenty-two businesses took the time to respond to the survey. Fifteen of these (68%) did not tick the box to indicate they knew if paper recycling is provided in their locality. Seven (32%) say it is provided; and 3 (14%) say that they use the paper recycling service.

Food waste

		Count	%
Q2b Food waste collection - provided	No response	20	91%
	Yes	2	9%
Food waste collection - currently use	No response	19	86%
	Yes	3	14%
Food waste collection - WOULD use	No response	18	82%
	Yes	4	18%

Collection of food waste may well be perceived as a specialist facility for businesses such as restaurants and take-aways; in which case the lack of readiness to make use of such a service is understandable. It is encouraging that 3 businesses already use a food waste collection service, and that 4 more would use the service if it was available (and if they were aware of it).

Aluminium and steel can recycle service

		Count	%
Q2c Aluminium / steel cans recycling - provided	No response	19	86%
	Yes	3	14%
Aluminium / steel cans recycling - currently use	No response	20	91%
	Yes	2	9%
Aluminium / steel cans recycling - WOULD use	No response	17	77%
	Yes	5	23%

Aluminium cans sent for recycling by a waste disposal authority or contractor will attract payments of over £700 per tonne; and in addition to bulk collection services there are 'cash for cans' schemes¹ running in various parts of the country.

Aluminium recycling – Local Authority case studies²

Vale Royal Borough Council, Cheshire

Vale Royal introduced a new alternate-weekly waste collection and recycling service to every single one of its households in April 2004.

Residents were provided with a kerbside box for the collection of dry recyclables, plus a bag for papers and magazines. Residual waste is now collected on alternate weeks to the recycling and garden waste.

Throughout the planning, launch and ongoing operation of the scheme the Council has worked closely with Novelis Recycling, who provided advice and support on operational aspects of the programme and ran a training event for the recycling team.

¹ http://www.thinkcans.com/think_whyrecycle.asp

² <http://www.novelisrecycling.co.uk/news/casestudies/valeroyal01.php>

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Initial feedback from Novelis identified a high level of contamination among the aluminium cans, including steel, foil, and broken glass. Novelis worked with the waste management team to offer guidance on improving quality.

Consequently, Vale Royal has added an Eddy Current Separator to its processing line. This provides an extra, positive, sort for aluminium cans and produced an immediate reduction in contamination, with aluminium cans now meeting the Novelis specification.

Says Alison Hunter, Waste Policy Manager for Vale Royal Borough Council: "We are continuing to work closely with Novelis on issues such as quality and communications programmes. Their ongoing support has been invaluable."

The results of these combined efforts are clearly paying off. Best Value Performance Indicators (BVPI's) for waste recycled, composted and collected, show the huge step-change in the volume of waste collected - far in excess of the council's target of 18%.

Novelis Recycling's Commercial Manager Keith Guest believes that Vale Royal is an example of how a local authority can benefit from working closely with reprocessors: "We welcomed the opportunity to share our expertise with the Vale Royal team. It gave Novelis a greater understanding of the issues facing local authorities as they work to achieve their recycling targets."

Waste Recycling Group, Luton MRF

The Kingsway MRF sorts co-mingled dry recyclables from Luton Borough Council's fortnightly kerbside scheme, which are collected in compacting refuse vehicles. The aluminium is sorted using an eddy current separator, which removes most contaminants, and the cans are then held in a large holding hopper. When a sufficient volume has accumulated the cans are passed along a picking conveyor for a final sort, prior to baling and dispatch to Novelis.

This scheduling of tasks allows continuous operation of the main sorting line and improves efficiency in all areas and across all materials. Since the facility opened in May 2005 WRG has achieved the Novelis specification for used beverage cans, and received full price for the material.

The investment in the additional equipment amounted to less than £10,000, and WRG expects to recoup this sum within the first year of operation.

Reclaim, Sheffield

Reclaim is a charity offering employment and training opportunities for people with learning disabilities, mental health problems and those who are disadvantaged in the labour market. The organisation recycles aluminium cans, plastics and textiles at their facility in Sheffield.

The charity has set up key commercial partnerships with Chesterfield Borough Council and has recently entered into a kerbside collection trial in conjunction with Sheffield City Council and its contractor Onyx, in order to secure material from around the region. The trial takes in 12,000 households in the Sheffield area and includes the collection of aluminium cans and textiles.

Along with kerbside collections Reclaim receives recyclate from Sheffield bring bank recycling sites, plus Chesterfield Borough and Nottingham City Councils. The revenue generated from the sales of the recyclates supports the growth and development of the charity and funds training programmes.

Reclaim is also part of the Novelis Recycling Network of cash for cans centres, operating a buy back centre at their Sheffield site, where members of the public can exchange their empty aluminium drink cans for cash.

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Glass bottles

		Count	%
Glass / glass bottles - provided	No response	16	73%
	Yes	6	27%
Glass / glass bottles - currently use	No response	18	82%
	Yes	4	18%
Glass / glass bottles - WOULD use	No response	16	73%
	Yes	6	27%

Four businesses (18%) already recycle glass and glass bottles, and a further 6 (27%) say they would if a service was provided.

Cooking oil

		Count	%
Cooking oil - provided	No response	20	91%
	Yes	2	9%
Cooking oil - currently use	No response	22	100%
	Yes	0	0%
Cooking oil - WOULD use	No response	18	82%
	Yes	4	18%

Other packaging collection

		Count	%
Other packaging collection - provided	No response	21	95%
	Yes	1	5%
Other packaging collection - currently use	No response	22	100%
	Yes	0	0%
Other packaging collection - WOULD use	No response	17	77%
	Yes	5	23%

While cooking oil and other packaging collection services are a more specialised facility; they do represent areas for opportunity. There is greater demand, currently, for plastic bottles and other plastics collection services. Three businesses already use such a service and a further 6 say they would use this if it were provided in their area.

Plastics

		Count	%
Plastic bottles, other plastics - provided	No response	20	91%
	Yes	2	9%
Plastic bottles, other plastics - currently use	No response	19	86%
	Yes	3	14%
Plastic bottles, other plastics - WOULD use	No response	16	73%
	Yes	6	27%

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		Count	%
Q2h Batteries, computers, fridges collection/disposal - provided	No response	19	86%
	Yes	3	14%
Batteries, computers, fridges collection/disposal - currently use	No response	22	100%
	Yes	0	0%
Batteries, computers, fridges collection/disposal - WOULD use	No response	20	91%
	Yes	2	9%

		Count	%
Kerbside collections - provided	No response	18	82%
	Yes	4	18%
Kerbside collections - currently use	No response	20	91%
	Yes	2	9%
Kerbside collections - WOULD use	No response	21	95%
	Yes	1	5%

		Count	%
Direct recycling collections from shops, take-aways, and other retail premises and offices - provided	No response	20	91%
	Yes	2	9%
Direct recycling collections from shops, take-aways, and other retail premises and offices - currently use	No response	22	100%
	Yes	0	0%
Direct recycling collections from shops, take-aways, and other retail premises and offices - WOULD use	No response	20	91%
	Yes	2	9%

What could we at the Council do to help local businesses?

Collect outside normal business hours

Rubbish bins used by neighbouring shops - need enforcement

More cardboard and Polys should be collected

Better collection of waste generally, bins are too full.

PROVIDE ALTERNATIVE RECYCLING SERVICES SUCH AS THAT FOR HOUSEHOLDERS, MANY BUSINESSES WOULD RECYCLE PROVIDED THERE IS NO COST

PROVIDE BINS AND RECYCLING SERVICES FOR BUSINESSES LIKE YOU DO FOR HOUSEHOLDERS

If the Council provided us with a recycling collection, we would be very happy to recycle

More cardboard and plastics should be collected

Haringey Consultation Team

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Q4. Which of the following statements do you think are true?

8 respondents did not answer this question –

All statements are true.

	Count	%
Much of today's rubbish and waste goes to landfill sites or	9	64%
Councils are required by EU law to reduce waste disposal substantially	11	79%
Councils will be fined heavily if they carry on sending so much waste to landfill	8	57%
Collecting cans in offices can make up to 20 per cent saving	3	21%
Novelis are offering over £700 per tonne for aluminium cans	3	21%
Disposal of waste by landfill is costly and we are running out of sites	13	93%
There are two main alternatives to landfill; generally known as EfW and MBT	2	14%
Total	14	100%

While businesses believe it is true (79% of those who answered the question) that councils are required to reduce waste disposal sent to landfill; rather fewer realise that councils will be fined if they fail to meet specific EU targets for reducing waste disposal in landfill.

It is interesting that only 64% realise it is true that so much of today's rubbish and waste goes to landfill. Twenty-one percent believe it is true that one of Britain's major aluminium recyclers (Novelis) have been offering over £700 per tonne for cans supplied to its main treatment facility.

Few businesses are aware of EfW (Energy from Waste) and MBT (Mechanically extracted Biological Treatment).

One point that most respondents believe is true is that we are running out of landfill sites.

A small scale consultation/survey of this nature can only help to inform wider thinking on waste management issues, but it does suggest a need for more extensive information to be circulated to businesses about recycling and waste management.

Q5 What, in your view, are the best ways to provide information?

	Count	%
Leaflets through the door with information about services available	16	76%
Education in schools about recycling and waste minimization	15	71%
Public events (such as Haringey's recent 'GreenFair')	8	38%
Adverts in local newspapers	4	19%
Information packs for local businesses	15	71%
Total	21	100%

Echoing the views of residents; local businesses regard leaflets as the best means of providing information. Adverts in local newspapers are not widely regarded as being a good means of supplying information. Haringey's Green Fair was aimed at school pupils and residents; rather than businesses; so it is interesting that 38% see this as a good means of providing information.

While it is not possible to draw firm conclusions; it might be worth considering running a Green Fair for businesses; as part of the wider promotional strategy.

Haringey Consultation Team

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Q5a. Any other ideas?

Carrot and stick e.g. free replacement collection bags for those using the system - fines for those not using the free bags

Make personal visits to businesses to explain.

Just provide the service

Make it easier - put the bins in place

Visit businesses as part of the strategy.

		Count	%
Q6 Do you have arrangements with a contractor for collection...	No current arrangements for recycling	2	15%
	Yes - a contract with the council	5	38%
	Yes - a contract with a private sector company	6	46%
	Total	13	100%

Q8 In response to a question about plans for recycling and sustainability, one business commented it was aiming for the Green Mark. Two businesses stated they encouraged customers to supply their own bags or containers for their purchases and 1 offered jute bags for customers to purchase. Five businesses said they used recycled paper in their offices.

		Count
\$Q8	Encourage customers to supply their own bags or containers for their purchases	2
	Offer jute or similar bags for customers to purchase	1
	Provide bio-degradable plastic bags	2
	Offer facility for customers to return aluminium packaging, cans or other metals	0
	Make use of recycled paper for your office printers, photocopiers etc	5

Q9

		Count	%
Please indicate the nature of your business	Minimarket or small supermarket under approx 2000sq ft	0	0%
	Major multiple grocery retailer	2	15%
	Confectionery/newsagent/tobacconist	3	23%
	Solicitor / estate agent	0	0%
	Fashion and/or clothing retailer include multiple chains	3	23%
	Off licence	0	0%
	Office-based (not retail)	1	8%
	Other type of business	4	31%

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Respondents were asked for additional information about the nature of their business:

Chemist

Cafe

Chemist

Dry cleaners

Manufacturing and aluminium fabricator

Wholesale Bakers

Bakers

Cafe

Please write down any additional views and comments you may have:

Ban sale of chewing gum in local shops - print 'no litter' signs on pavements - Community Support Officers should be instructed to be more positive. Neighbourhood Management needs to be more pro-active.

One problem is with bins being filled up by fly-tippers in our service road

Most companies with paper waste would recycle providing there are no cost implications

The Council needs to take EU laws seriously and put things into action.

It all needs to be a great deal easier. Don't give people the choice - make it compulsory - provide the means for businesses and residents to recycle on their doorsteps; rather than having to travel somewhere to do it.

We recycle, Do you?

APPENDIX 2



Compulsory Recycling
began on 10 September 2007.

For more information call 020 8496 3000
or visit www.walthamforest.gov.uk/recycling





Dear Resident,

From 10 September 2007 Waltham Forest Council is making recycling compulsory for all residents in the Get Sorted! Door-to-Door Recycling Service.

Thanks to your support, Waltham Forest already has one of the best recycling rates in north London, but we need to do more. We produce almost 100,000 tonnes of rubbish every year and currently 29% of this is recycled.

However, the government has set ambitious new recycling targets for local councils across the UK. We need to increase our recycling levels to 33% by March 2008 and 50% by 2012. If we don't meet these targets, we will receive heavy fines that will impact on residents through their council tax.

We know that with your help, and the hard work of our contractor Verdant, we can meet these targets and continue to make Waltham Forest a greener and cleaner place to live.

Yours faithfully,

Bob Belam

Councillor Bob Belam
Cabinet Member for Environment



For more information about recycling in Waltham Forest visit www.walthamforest.gov.uk/recycling or call Waltham Forest Direct on 020 8496 3000

Why is the Council introducing Compulsory Recycling?

With growing pressure on the environment from millions of tonnes of rubbish we produce every year, the government has introduced ambitious recycling targets for local councils. Information from other councils and a successful pilot scheme in the north of Waltham Forest have shown that Compulsory Recycling is a very effective way to meet these targets.

Is recycling compulsory for all residents?

No. Residents in some flats (in blocks or above shops) are not currently included in the scheme. The Council is working towards ways to include them in the future.

What do I have to recycle from 10 September?

All paper, cardboard (flattened to fit in the box), glass bottles and jars, food and drink cans, plastic bottles, textiles, shoes, batteries and engine oil must be placed in the **black recycling boxes**. Residents must not place these items in their wheeled rubbish bin.

What happens if I don't recycle?

Support will be given to residents to ensure they understand the scheme and to help them to recycle. If they continually fail to recycle, they could be fined up to £1,000. Fines will only be used as a last resort to persistent non-recyclers.

Are you reducing the frequency of refuse collection?

No, not at the moment. We will continue to have weekly refuse and recycling collections.

Can I recycle my kitchen and garden waste?

The Green Waste collection service for kitchen and garden waste will be extended across the borough from September, with all residents to be included by April 2008. Residents will be informed as the scheme is expanded into their area.

Can I use other recycling facilities?

Yes. You can use one of the Waltham Forest's Recycling Centres (see over for more information). If you choose to visit a centre instead of using your black recycling box please contact Waltham Forest Direct to let us know.

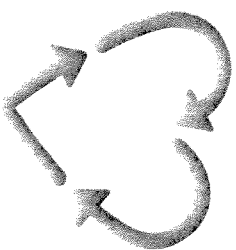


“Recycling is easy and good for the environment. It can also be fun - my kids really enjoy it!”

Athea

Other ways to recycle

You can recycle a wide variety of materials, including all compulsory recycling items, at the three main Recycling Centres in Waltham Forest:



- Kings Road Recycling Centre, Kings Road, Chingford, E4
- South Access Road Household Waste and Recycling Centre, South Access Road, Walthamstow, E17
- Leyton Reuse & Recycling Centre, Gateway Road, Leyton, E10

There are also more than 40 mini recycling centres across the borough, outside supermarkets, public buildings and on some residential streets. Please note these mini recycling centres do not take all compulsory recycling items.

For full details of all these facilities and what can be recycled at each one, or if you have more questions about recycling in Waltham Forest, visit www.walthamforest.gov.uk/recycling or call 020 8496 3000



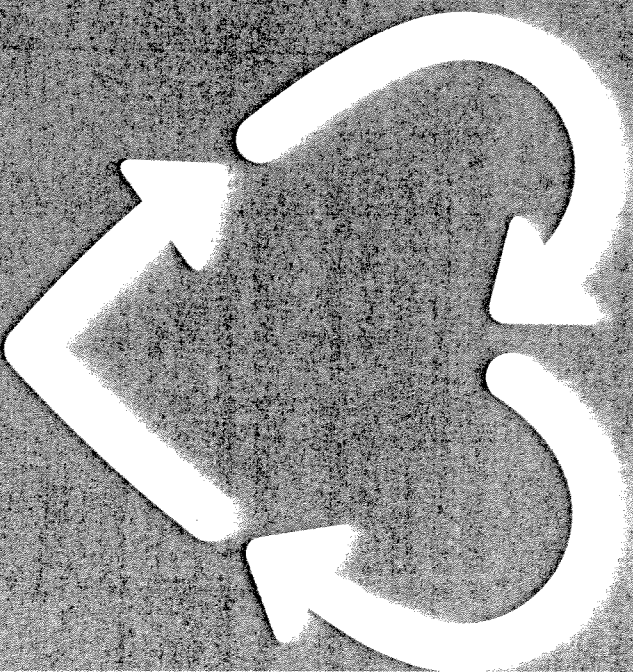
Need another box?

To order a black recycling box, visit www.walthamforest.gov.uk/blackbox or call 020 8496 3000.



Compulsory Recycling in Waltham Forest

Starts 10 September 2007



This guide contains all the information you need for the new scheme, and some ideas to make recycling even easier.



BRIEFING – BARNET COMPULSORY RECYCLING SCHEME

BARNET OVERVIEW

- 134,000 households
- 114,000 houses
- 20,000 flats
- 338,600 residents
- London's fastest grown suburban borough – 30,000 new residents by 2016 (1960 new homes a year)
- 26% ethnic minorities

BARNET'S 6 KEY RECYCLING SERVICES

- Recycle from Home – black box weekly collection, available to all households, 12 materials collected. Assisted collection available to people with disabilities.
- Flats recycling
- Civic Amenity & Recycling Centre – recycles over 40 materials
- Green Garden and Kitchen Waste Scheme – offered to 77,133 households. All households offered scheme by December 2005.
- Bring banks – 51 sites across borough
- Compost At Home - offers subsidised composters to residents, and advice

TARGETS AND OBJECTIVES

- Recycling rates:
 - 2001/2 - 8%
 - 2002/3 - 12.12%
 - 2003/4 - 16.71% (22,637 tonnes) (target was 18%)
 - 2004/5 - 19.87% (28,459.41 tonnes)
 - 2005/6 - 27.47% (38,846 tonnes) (target was 27%)
 - recycling: 17.98%, 25,423.40 tonnes
 - composting: 9.49%, 13,422.58 tonnes
 - waste collected per head of population: 432.76kg
 - total household waste: 141,403.33 tonnes(The target in 2005/06 was stretched to 30% through a local public service agreement).

- 2006/7 - 29.47% (41,946.22 tonnes) (target was 32%)
 - recycling: 17.92%, 25,505.15 tonnes
 - composting: 11.55%, 16,441.07 tonnes
 - waste collected per head of population: 431.64kg
 - total household waste: 142,313.09 tonnes

Future targets:

- 2007/8 - 35%
- 2008/9 - 37%
- 2009/10 - 40%
- 2010/11 - 42%

- Waste prevention targets (from corporate plan)
 - 2006/7 - 433 kgs per head
 - 2007/8 - 424 kgs per head

2008/9 - 401 kgs per head

- 2005/06 statistics:
 - Amount of household waste recycled 25,426.4 tonnes (17.98%), and composted 13,422.58 tonnes (9.49%).
 - Amount of commercial waste recycled 0 tonnes, and composted 0 tonnes.
 - Amount of household waste & commercial waste incinerated - 10,217 tonnes. It is not possible to split this into household and commercial.
 - Amount of household waste & commercial waste landfilled - 125,937 tonnes. It is not possible to split this into household and commercial.
 - Amount of waste collected by type - Household waste 141,403.33 tonnes, non-household waste 32,311.53 tonnes.
 - Amount of municipal waste arising, and managed by management type, and the percentage each management type represents of the waste managed - total municipal waste arisings 173,714.86 tonnes. Of this 25,426.4 tonnes (14.64%) recycled, 13,422.58 tonnes (7.73%) composted
- We pay a levy for disposal to the North London Waste Authority. A third of Barnet's share of this is calculated on the council tax, and two thirds on the tonnage we dispose of. For household waste in 2007/8 our disposal costs £6,900,756 and for commercial it is £1,113,137.
- Info from Barnet Annual Residents Satisfaction survey 2004/5: In terms of residents' satisfaction with recycling services, the survey showed continued improvement, pulling further ahead of London – 13% ahead of the outer London average (56%). There was no indication of a backlash against the policy of compulsory recycling; evidence suggested support for the policy though the survey question does not specifically ask about this. Overall, 11% of respondents ranked recycling services as "poor/extremely poor", while 69% ranked them as "good/excellent" - 16% above the London average. Satisfaction amongst *users* of the service is 79% compared to 69% amongst all respondents. The fact that these two figures are fairly close indicates a) a high level of usage (71% of respondents) and b) that awareness of the service is high. If the level of use continues to be pushed up (through compulsory recycling) then we would expect satisfaction to continue increasing.
- The council's emphasis has been on providing a comprehensive range of easy-to-use recycling services for all residents.

COMPULSORY RECYCLING

- The Recycle from Home black box collection service is available to 100% of houses within the borough.
- Barnet was the first authority in the country to introduce compulsory recycling and use the Environmental Protection Act (1990) legislation in this way.
- The compulsory recycling scheme requires residents to recycle paper, glass and cans and not to place these items in their refuse bins.
- As a last resort the council will take a case to a magistrate's court to prosecute those who persistently refuse to deposit these three materials in their black recycling box. This prosecution could result in a fine of up to £1000 as permitted under Part 2, Section 46 of the Environmental Protection Act.
- Before this scheme was introduced we obtained detailed advice from our legal section on the legality of introducing this scheme. In the Act it states that a person who fails without reasonable excuse to comply shall be liable on summary conviction by a magistrate to a fine not exceeding level 3 on the standard scale. Level 3 on the standard scale is £1,000. Any fine would not be passed to the Council, it would be

- retained by the magistrates court. Barnet Council could claim for costs but it is not guaranteed that all or any of the costs would be paid.
- To proceed with a prosecution, for failure to comply with the compulsory recycling scheme, the authority will have to prove that glass bottles and jars, paper and cans are being put in the refuse bin. The authority is using participation in the black box recycling scheme as a measure that a resident is not putting these recyclables in the general refuse bin. A resident could also comply with the scheme by taking their recyclables to another recycling facility e.g. bring banks or the Civic Amenity and Recycling Centre.
 - The compulsory recycling scheme was initially rolled out in 4 wards (of a total 21) from **1 April 2004** (Totteridge, Brunswick Park, Oakleigh, East Barnet), covering approximately 25,000 houses. All affected residents were sent a letter, and an information sheet about the scheme. Participation rates were measured prior to the roll out and ranged from 40-80%. This was not a "pilot".
 - In the initial scheme area we found that participation in the black box scheme over four weeks was 81% after roll out.
 - Borough-wide roll out took place from **1 March 2005**.
 - During the first five weeks of the scheme there was a significant increase in the tonnage collected for recycling when compared to the previous year's data. In the compulsory recycling scheme area this increase was **25%**, and in the rest of the borough the increase was **17%**. Participation in the compulsory recycling scheme area also improved by approximately 20%.
 - The tonnage increase in the compulsory recycling area between April-June 2003 and April-June 2004 was **172.8** tonnes. This was a percentage increase of **20.78%**. The tonnage increase outside the compulsory recycling area between April-June 2003 and April-June 2004 was **290.34** tonnes. This was a percentage increase of **14.54%**. These increases compared very favourably with the base rate underlying increase which year on year has been 11%.
 - In the first three months of the scheme 3,756 black boxes were ordered. In comparison 1,351 boxes were ordered over the same period in 2003.
 - In the week following the council's decision to implement the scheme across the borough (4 January 2005) there were over 1000 requests for black boxes.
 - There has been considerable interest in the local and national press, and from other local authorities. The majority of press has been positive.
 - A survey run by Letrecycle.com showed that 79% of respondents thought that "the Barnet fines approach to recycling should be extended across England".
 - Between March 05 and February 06, compared to the previous year, there was a 28% increase in tonnage collected, (3,871 more tonnes).
 - Compulsory recycling scheme have subsequently been introduced in Hackney, Harrow, Waltham Forest, Southwark and Bromley.

Monitoring

The compulsory recycling (CR) scheme continues to be monitored by the team of two Recycling Assistants. There are 2 elements of monitoring ongoing:

- *Detailed long-term monitoring*, to prepare for issuing of Section 16 notices.
- *Short-term monitoring* of rounds for 3 weeks each. This approach is not designed to prepare a case for prosecution but to achieve increases in participation and enable us to maximise coverage and "street presence" for CR, with limited staff resources. Where residents do not participate on the third week they receive a reminder letter about CR.

If they subsequently let us know that they were away, recycle only when the box is full etc this is noted on our records.

Monitoring Before 1 April 2004

Before the introduction of the compulsory recycling scheme six routes of approximately 1,250 households were monitored for two weeks. The participation rate for the 6 routes over the two weeks was between 35 and 55%.

Monitoring after 1 April 2004

Following the introduction of the initial compulsory recycling scheme on the 1 April 2004 all households in the pilot area were monitored for four weeks. Over the four weeks the participation rate was 81%.

Monitoring since 1 March 2005

Since the scheme went borough wide on the 1 March 2005 individual collection routes of approximately 1,250 households have been monitored. Their participation rate has been between 69 and 93%. The average is 81%.

Section 16 notices

Section 16 notices are the first of 2 stages for issuing formal proceedings in relation to the CR scheme. The section 16 notice obliges the addressee to provide and confirm their details within a given period. If the addressees comply, a section 46 notice can be issued if our monitoring continues to show that they are not participating in recycling. If they do not respond to the section 16 notice, this carries up to a £5000 penalty.

8 rounds have had short term monitoring since the start of 2006. To date (August 2007) 33 section 16 notices have been issued to 18 households, and 6 section 46 notices issued to 3 households. A number of other properties began to recycle before they were issued with notices.

Considerations when deciding which rounds to monitor include participation levels, ability of officers to reach the start of the collection round by 7 am, and the visibility of the round (ie. Proximity to main roads or schools, where a high number of passers-by will see monitoring taking place).

SERVICE CONSIDERATIONS

- Key issues are service infrastructure and publicity/communications.
- From 1 January to 31 August 2005 there were 24,021 box requests (4,867 in 2004). The costs of black boxes is also worth noting. However, it is the case that the council had hoped to achieve these increased levels of participation, and therefore these resources would have had to be found at some point.
- The scheme requires considerable investment of officer resources. The council was awarded c.£20,000 worth of consultancy support from the Waste Implementation Programme/DEFRA to scope the best approach for the roll out of the scheme across the rest of the borough.
- Relevant officers have received training in the legal processes involved.
- At certain times the tonnages collected by crews exceeded guidelines. Additional resources have had to be found to cover the costs of 3 additional collection vehicles, and other supplementary items.

- Equalities - We sent translated information on recycling services and compulsory recycling to all known faith/cultural/ethnic community groups, and Barnet's Multicultural Centre, in addition to direct mail (in English) to all households at the start of the scheme. We acknowledge that this cannot ensure that information reaches all who do not have English as a first language. If a resident is monitored and does not understand the scheme, they will ultimately receive a visit from officers, at which point we can identify their language and give or send them translated information. We would not take any legal action prior to this. We used pictures and images in publicity wherever possible for non-English speakers, for example the sticker placed on refuse bins.

Consultant's findings and recommendations (prior to borough-wide roll-out)

The survey conducted in both Compulsory Recycling and Non Compulsory Recycling areas revealed that Compulsory Recycling enjoys a high level of support. 77% of respondents to the survey regarded Compulsory Recycling as 'a good idea', while only 13% thought it was 'a bad idea'. A further 10% either felt it would make no difference or they expressed no definite opinion.

Recommendations:

1. Roll the scheme out to the remaining 89,000 households that receive the 'black box' kerbside recycle collection service;
2. Obtain independent specialist legal advice to confirm the ability to prosecute a non-complying householder under section 46 of the EPA 1990;
3. Obtain independent specialist legal advice on the precise process that would have to be followed to secure a conviction under section 46 of the EPA 1990;
4. Produce a communications strategy for the introduction of the second phase, that covers key elements of branding and design, media and public relations, targeting of communications, timetabling of communications, and evaluation of effectiveness of communications;
5. Establish a strong brand for the Compulsory Recycling programme, that incorporates simple visual elements that will communicate the message clearly to all sectors of the population;
6. Redraft written communications to emphasise the key points of the message;
7. Deliver a letter signed by the Member for the Environment together with an information sheet to each household announcing the extension of the scheme;
8. Design, produce and apply stickers to the lids of the wheeled refuse bins for each household that clearly and visually communicate the key points of the CR message;
9. Support these key communication efforts with additional information through avenues such as newsletters, media releases, and the Council website;
10. Establish a monitoring and enforcement team, with two key roles: to establish a visible enforcement presence in the community; and to gather information for potential prosecutions;
11. Provide the monitoring and enforcement team with vans with a large amount of space for the CR message

12. Establish a monitoring programme that maximises their visibility to the community, possibly including the use of 'calling cards' where monitoring has taken place.
13. Roll the programme out in a single phase at the earliest practicable date. Given the necessary timeframes for the programme elements as set out in this report it is estimated that a roll out of 1 March is likely to be most appropriate
14. Ensure that the necessary support is in place following the official roll out of the programme including trained staff to answer inquiries, and sufficient black recycling boxes and resources to supply them in a timely fashion to residents who request them. Given probable lead in times to secure supplies of recycling boxes, an order should be placed immediately.

Awards

- Barnet received an award for Best Local Authority Recycling Initiative in the national letsrecycle.com awards 2005.
- The council's Waste Strategy Manager Nicola Buck was recognised as Recycling Officer of the Year 2005 in the National Recycling Awards, in part for her work on Barnet's compulsory recycling scheme.
- Barnet was also highly commended in the Local Government Chronicle awards in their Environment category 2006.

**Survey of Funding of Municipal Waste
Management Kerbside Collection in Wales
Summary Report**

Russell Owens, Welsh Assembly Government

Final Report, 9th August 2007

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Disclaimer

This report has been produced by RPS Planning and Development within the terms of the contract with the client and taking account of the resources devoted to it by agreement with the client. We disclaim any responsibility to the client and others in respect of any matters outside the scope of the above.

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1 Introduction

Background

- 1.1 Kerbside collection of materials has always been and will remain the principal method of municipal waste management. These kerbside services have achieved a high level of investment over many years, for the collection of refuse, recyclables and compostables.
- 1.2 Significant financial support has been provided by the Assembly to local authorities through the Sustainable Waste Management Grant (£35 million per annum in 2007-08 and 2008-09), and further funding is anticipated via the Regional Capital Access Fund (£7m in 2007-08, £9m in 2008-09). This assistance has enabled authorities to make progress in achieving waste management targets, though critically only a small number have procured waste treatment capacity to divert sufficient residual biodegradable municipal waste (BMW). As the majority of authorities have not yet begun the procurement process, the level of finances required overall to meet longer-term diversion targets has not yet been established.

Objectives

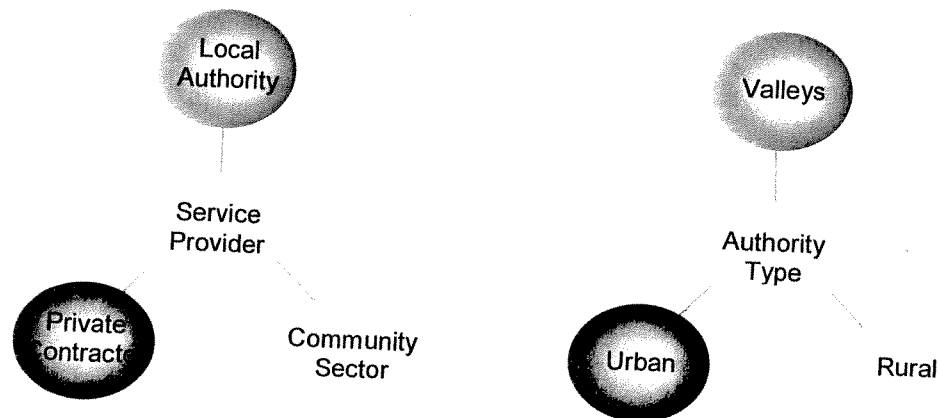
- 1.3 Identifying a need to consider the performance of Welsh Local authorities in the context of expenditure, income and future targets, the Welsh Assembly Government commissioned RPS to undertake a study of these issues. The overall aim was to *assess the current funding and future needs for waste management operations in Wales, in order to meet recycling, composting and landfill diversion targets in the manner laid out in Wise About Waste and Making the Connections*.
- 1.4 This study has been undertaken in cooperation with the Welsh Local Government Association and the 22 local authorities in Wales. The authors of this report would like to express thanks to all local authority officers who have cooperated with both the data collection and interview processes. Without their time and effort this study would not have been possible.

Approach

- 1.5 A spreadsheet survey was designed by RPS to capture information on performance, income and expenditure related to local authority waste management operations in Wales. The survey was sent to waste managers at each council and followed up with telephone conversations to capture some qualitative data and provide clarifications. Local authorities completed the survey with 2005/06 data and returned to RPS via email. The collected data was then organised in a large data model and analysed to establish the relative

collection costs of refuse, recycling and compostables. The full reports and data model have been presented to the Welsh Assembly, and have been presented in an anonymous form for the purpose of this Summary Report.

- 1.6 The data presented within this document has been provided directly by the local authorities in Wales. Service costs have been presented according to the type of service provider and authority type (see below).



STATISTICAL NOTE

The figures presented in the report are mean and median unit costs. These values were calculated by taking the total cost of each authority's collection service and dividing it by the total number of collections (or tonnes collected) within that authority area in a year. It is important to note that these figures do not represent average costs of collection for Wales as a whole, nor for groups of authorities.

Data Limitations

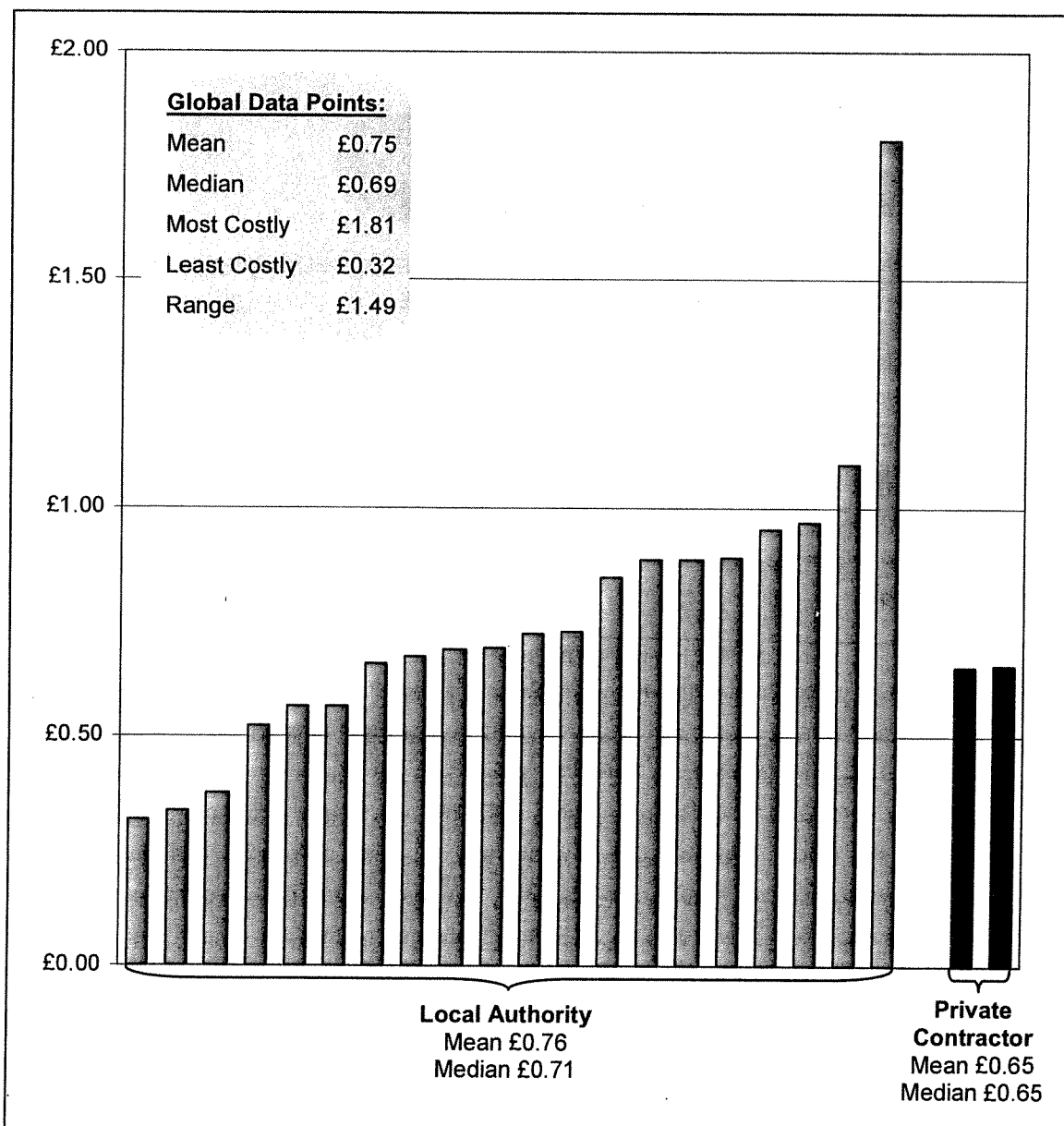
- 1.7 It should be noted here that the data used in this study provides a picture of the performance of local authorities from April 2005 to March 2006. In addition, this is the first occasion that local authorities in Wales have been requested to provide their income and expenditure figures for kerbside collection services to the Welsh Assembly Government. As a result, some authorities encountered difficulties in separating out certain costs, for example the labour costs of garden waste and recycling collections and disposal of residual waste from materials sorting facilities. In some cases these inaccuracies have had a skewing effect on the data and RPS has therefore presented the mean, median and range for each set of costs.
- 1.8 All of the data used in this survey has been provided directly from the 22 local authorities in Wales. Should the Welsh Assembly Government consider repeating this survey and analysis, it is recommended that the data collection process be formalised in agreement with the local authorities to ensure that the data collected is consistent and accurate.

2 Refuse Collections

Costs per Collection

2.1 In 2005/06, 74 million refuse collections were undertaken in Wales at a total cost of £53 million. Every local authority in Wales collected refuse on a weekly basis in 2005/06. Figure 1 shows the range of costs per refuse collection, according to whether the service was operated by the local authority itself (i.e. an in-house service) or by a private contractor.

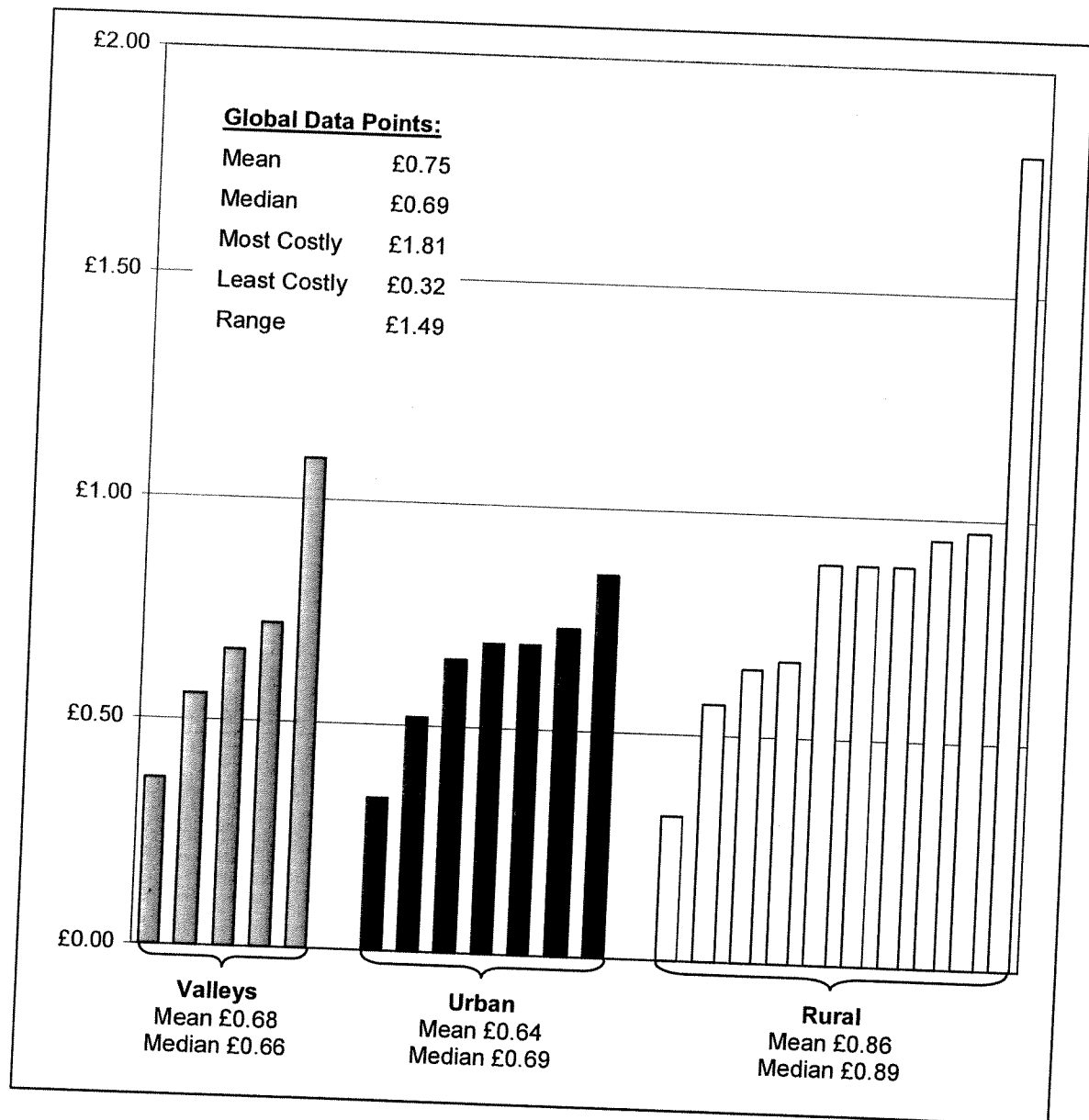
Figure 1 Refuse: Cost per Collection (by Service Provider)



2.2 If all refuse collections were undertaken at the most expensive rate, the annual national cost would be £134 million. Applying the cheapest rate derives a national cost of £24 million per annum.

2.3 Figure 2 illustrates the collection costs in the three types of local authority in Wales: Valleys, Urban and Rural.

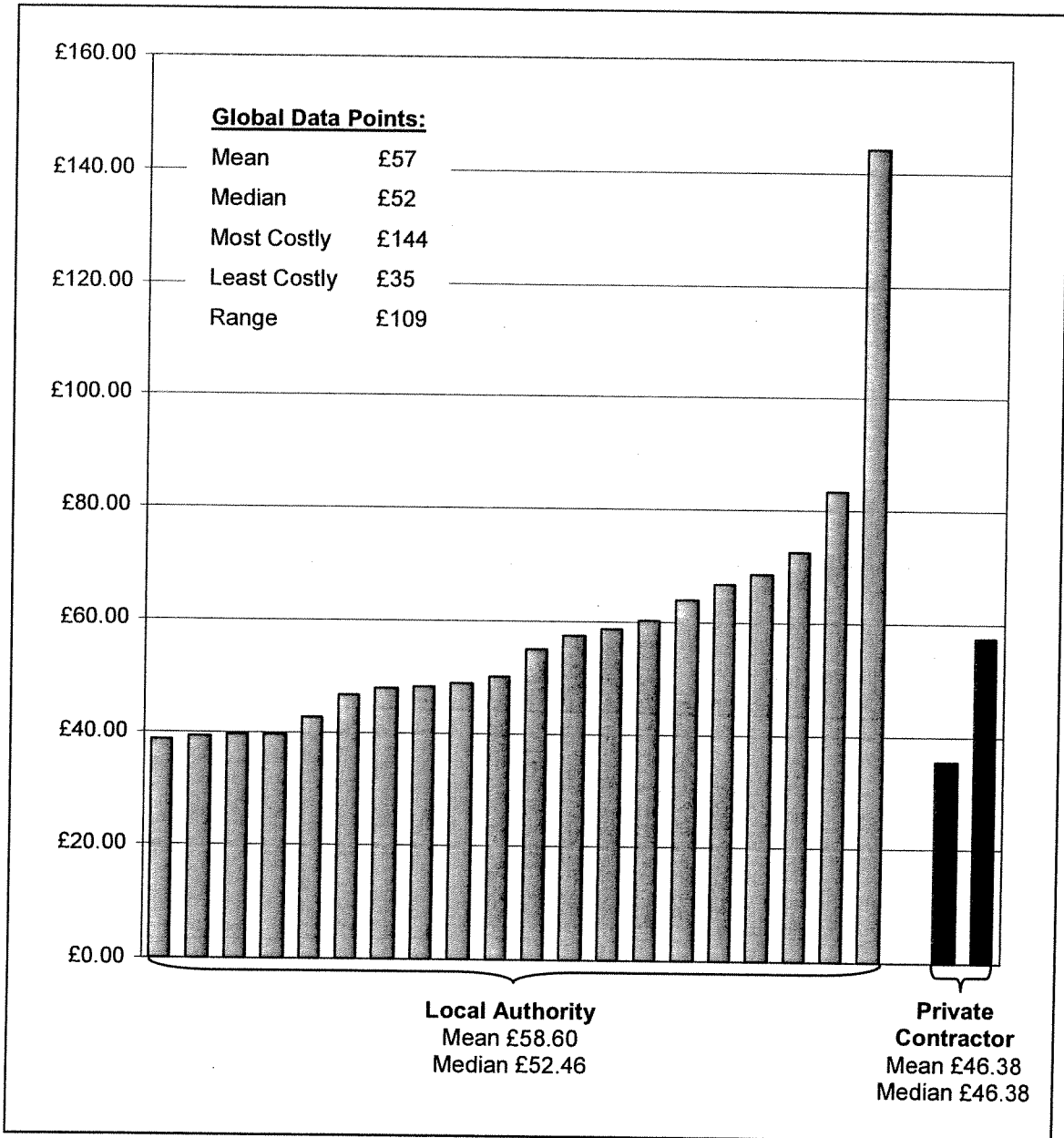
Figure 2 Refuse: Cost per Collection (by Authority Type)



Costs per Tonne

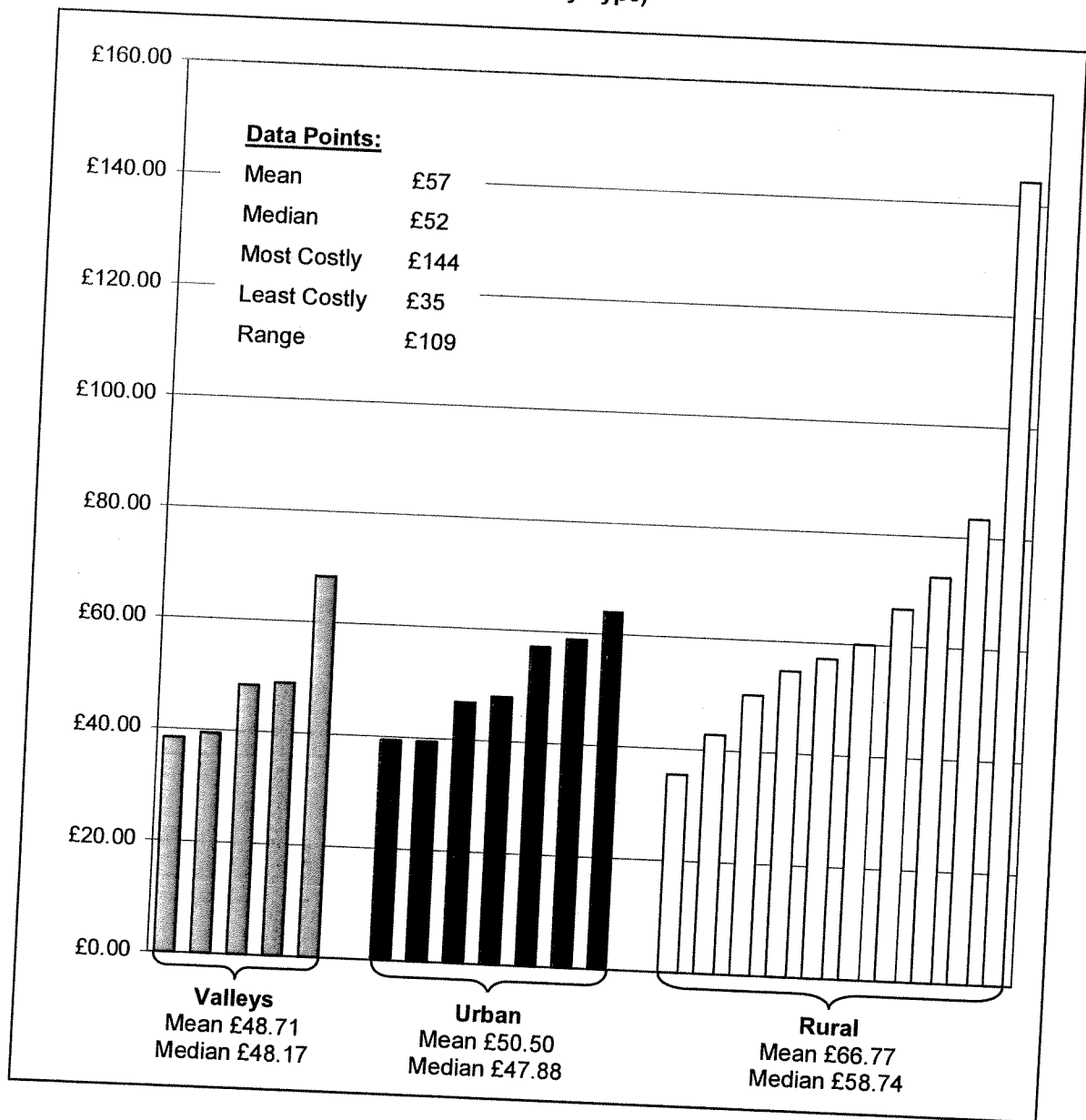
2.4 In 2005/06, 933,035 tonnes refuse was collected from households in Wales. If each tonne was collected at the most expensive rate, the annual national cost would be £135 million. If all refuse was collected at the cheapest rate, the annual national cost would be £33 million. Figure 3 illustrates the tonnage costs of refuse collection by local authorities and private contractors.

Figure 3 Refuse: Cost per Tonne (by Service Provider)



2.5 Figure 4 shows the tonnage costs broken down according to the type of local authority.

Figure 4 Refuse: Cost per Tonne (by Authority Type)

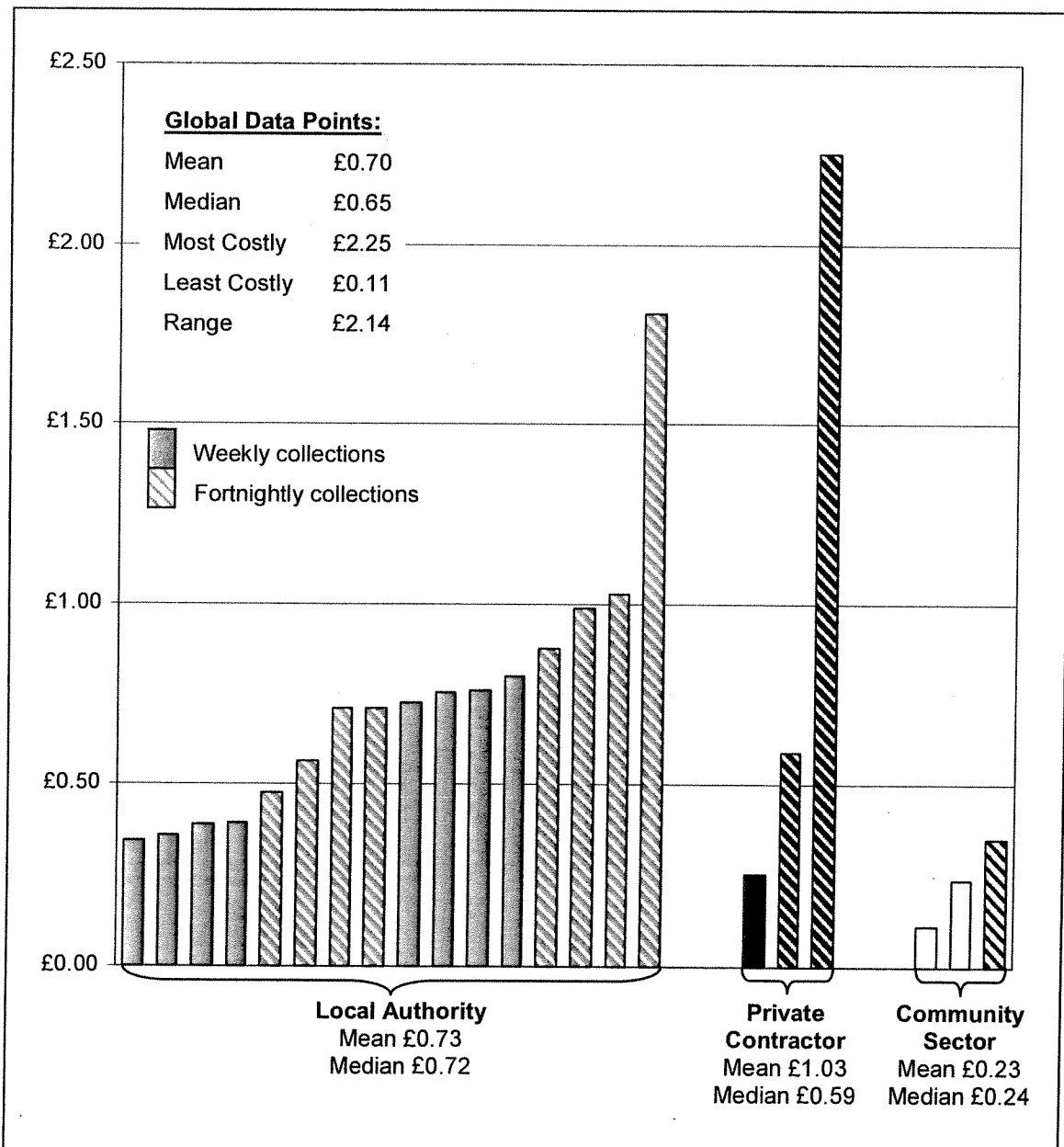


3 Recycling Collections

Costs per Collection

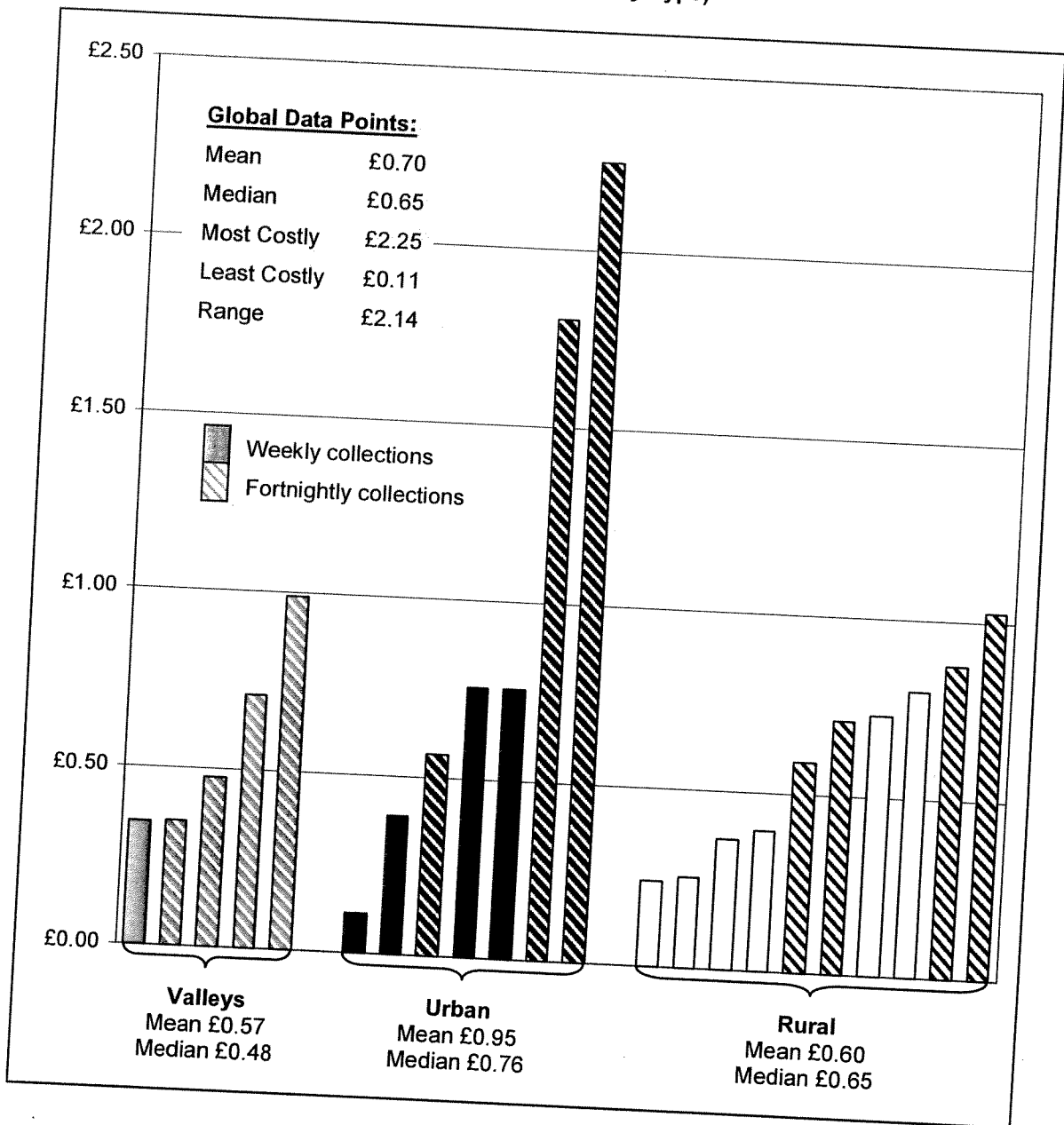
3.1 In 2005/06, 39 million recycling collections were undertaken in Wales at a total cost of £25.5 million. Figure 5 illustrates the individual collection costs according to the service provider (i.e. local authority, private contractor or community sector partner). The solid bars indicate weekly collections whereas the striped bars indicate fortnightly collections.

Figure 5 Recycling: Cost per Collection (by Service Provider)



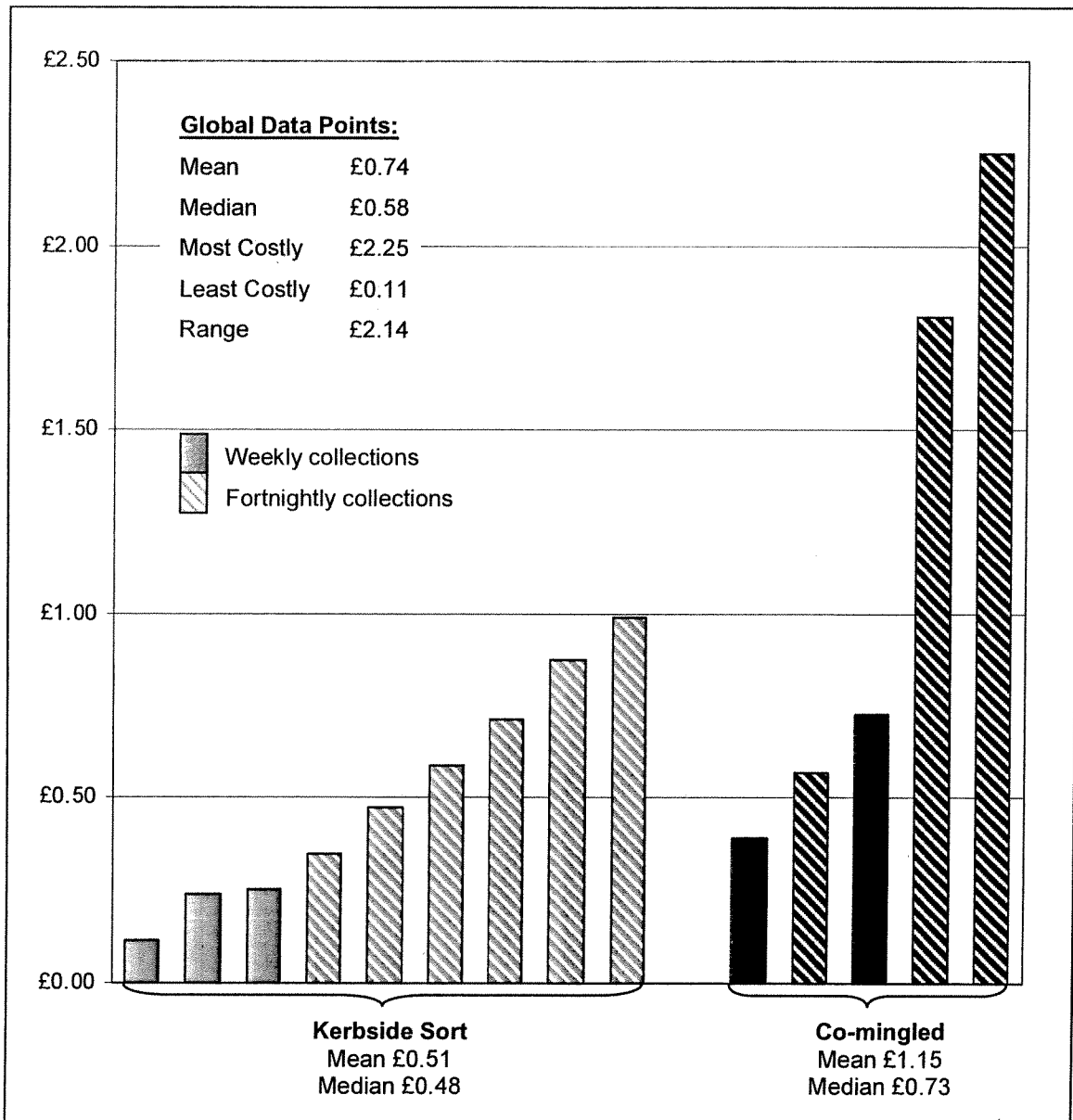
- 3.2 Applying the most expensive rate derives a national cost of £88 million per annum. If all recycling collections were undertaken at the cheapest rate, the annual national cost would be £4.5 million.
- 3.3 Figure 6 shows the collection cost data in terms of the authority type, with the solid bars indicating weekly collections and the striped bars fortnightly collections.

Figure 6 Recycling: Cost per Collection (by Authority Type)



3.4 Figure 7 illustrates the collection costs that authorities incurred in 2005/06 broken down according to the manner in which the materials are collected from kerbside. "Kerbside Sort" refers to those collection schemes that provide householders with a box; as the materials are collected they are sorted into compartments on the vehicle. "Co-mingled" describes schemes where householders present their recyclables in plastic sacks, which are then loaded onto a vehicle and the materials sorted at a Materials Recovery Facility.

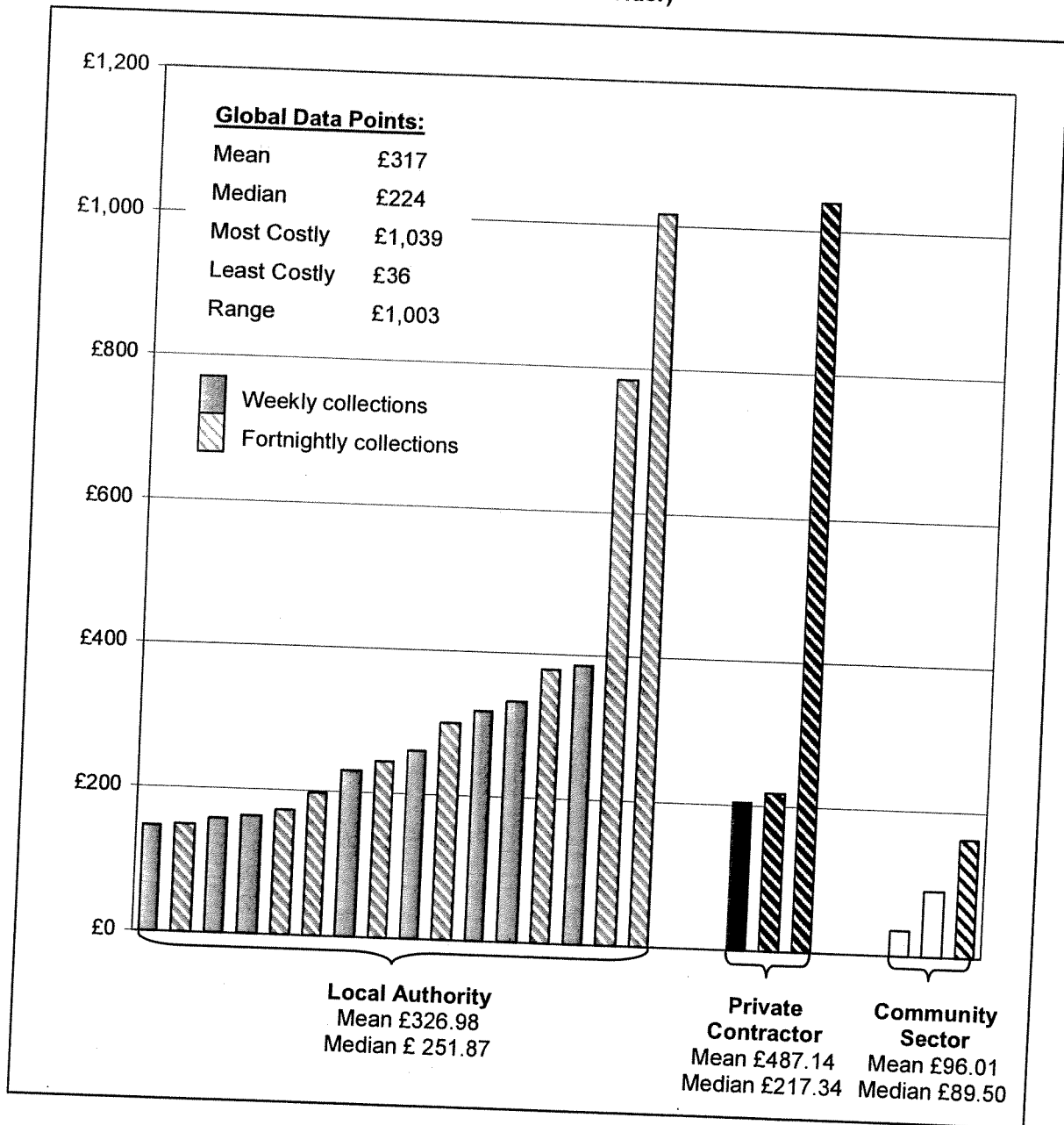
Figure 7 Recycling: Cost per Collection (by Collection Method)



Costs per Tonne

3.5 In 2005/06, 97,750 tonnes recyclables were collected from households in Wales. If every tonne of recyclables was collected at the most expensive rate, the annual national cost of the service would be £102 million. Applying the cheapest rate derives a national cost of £3.5 million per annum. Figure 8 presents the costs per tonne of recyclable materials collected by different service providers. Solid bars represent weekly collections and striped bars represent fortnightly collections.

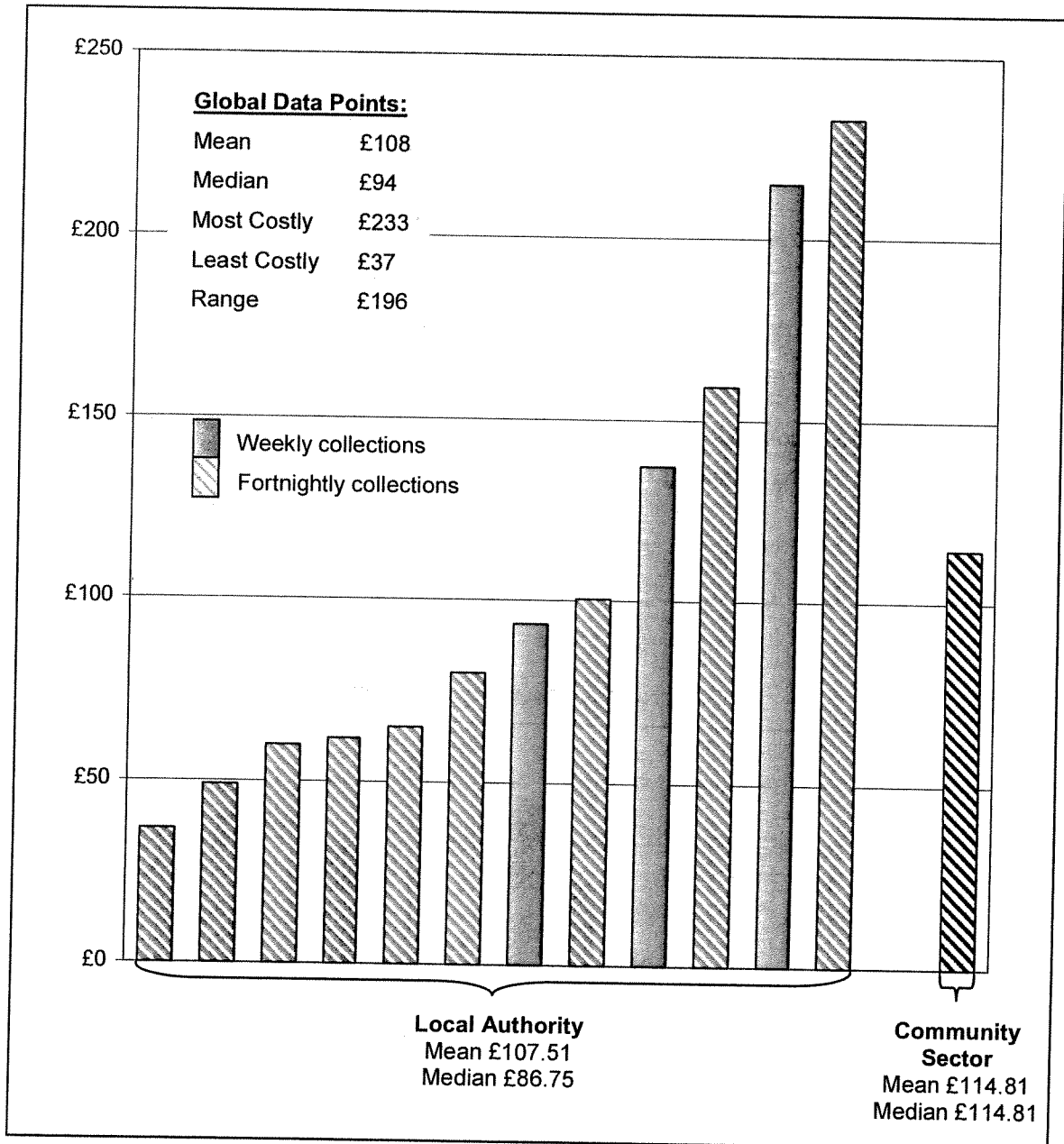
Figure 8 Recycling: Cost per Tonne (by Service Provider)



Costs per Tonne

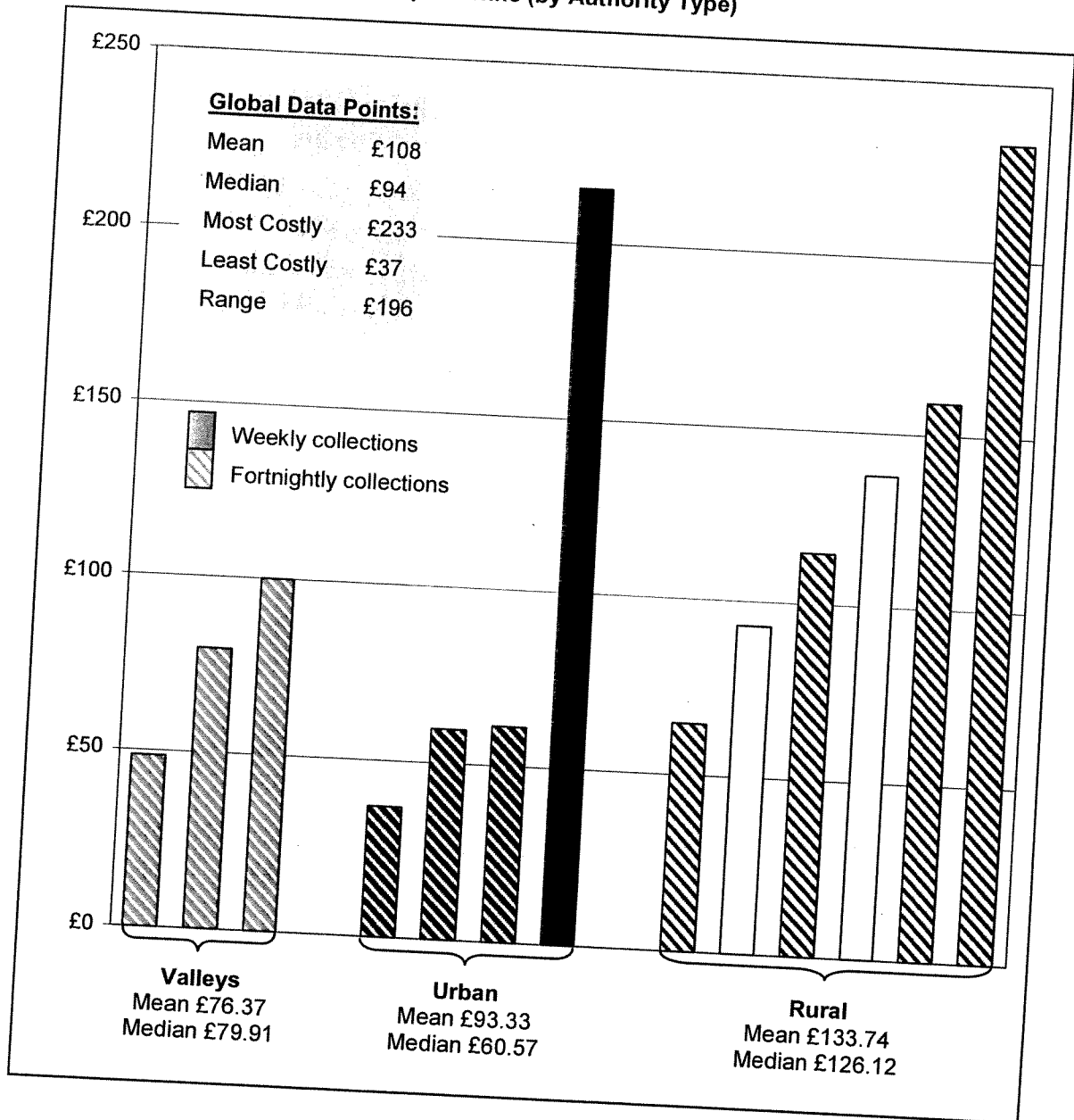
4.3 In 2005/06, 44,050 tonnes compostables were collected from households in Wales. If every tonne of compostables was collected at the most expensive rate, the service would cost £10.3 million per annum; at the cheapest rate, this would be £1.6 million. The costs per tonne of collected compost are illustrated below in Figure 13.

Figure 13 Compostables: Cost per Tonne (by Service Provider)



4.4 Figure 14 shows the costs per tonne of compostable material collected in 2005/06 in Valleys, Urban and Rural authorities. The majority of these collection schemes were undertaken on a fortnightly basis, indicated by striped bars.

Figure 14 Compostables: Cost per Tonne (by Authority Type)



5 Summary

5.1 The table below summarises the headline figures of the costs of kerbside collection services in Wales in 2005/06. The data in Figure 15 has been presented in terms of costs **per collection**. The first column of data has been calculated by multiplying the cost of the cheapest collection schemes by the total number of collections undertaken in Wales in 2005/06.

Figure 15 Summary of Cost Data (per collection)

Classification	Annual national cost if undertaken at least costly rate	Actual cost 2005/06	Difference
Refuse	£23.5 M	£52.6 M	£29.1 M
Recycling	£4.4 M	£25.5 M	£21.1 M
Compostables	£0.8 M	£2.9 M	£2.1 M
TOTAL			£52.3 M

5.2 Figure 16 presents the expenditure **per tonne** of all collection services in Wales, with the cheapest potential national cost calculated from the expenditure of the least costly services.

Figure 16 Summary of Cost Data (per tonne)

Classification	Annual national cost if undertaken at least costly rate	Actual cost 2005/06	Difference
Refuse	£33 M	£52.5 M	£19.5 M
Recycling	£3.5 M	£25.5 M	£22 M
Compostables	£1.6 M	£2.9 M	£1.3 M
TOTAL			£42.8 M