

Environment & Economy Overview and Scrutiny Panel

Agenda
Item:
A.2b

Meeting Date: 10th April 2014
Portfolio: Environment & Transport
Key Decision: No
Within Policy and
Budget Framework
Public / Private Public

Title: RECYCLING TASK AND FINISH GROUP
Report of: Recycling Task and Finish Group
Report Number: OS 11/14

Purpose / Summary:

The final report of the Recycling Task and Finish group is attached. The report makes a number of recommendations for action for the Executive and Members of the Panel are requested to approve the draft.

Recommendations:

Members are asked to

- Approve/amend the report and recommend it to the Executive, requesting a formal response.

Tracking

Executive:	12 th May 2014
Overview and Scrutiny:	10 th April 2014
Council:	N/A

Contact Officer: Nicola Edwards

Ext: 7122

**Appendices
attached to report:**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- **None**

**Economy &
Environment
Overview and
Scrutiny Panel**

Recycling Task & Finish Group

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Recommendations

The Task Group make the following recommendations:

1. That the Council keep to a fortnightly collection of residual waste.
2. That the Re-thinking Waste Project gives consideration to collecting a wider range of recyclables at kerbside including foil, tetra packs and textiles.
3. That consideration is given to the make up of the containers which are provided to residents for their recycling so that they are more durable and have a larger capacity. Members would also like to consider the pros and cons for a co-mingled service with a wheelie bin for all recyclates.
4. That the Waste Services Operatives are requested wherever possible to return the waste containers where they were collected. This should reduce the amount of lost or damaged containers and reduce the amount of unnecessary contact with the Council.
5. That the Council strictly enforce the no side waste policy and publicity is provided to that effect.
6. That consideration is given to how information is provided on the internet to residents so that it is easily accessible and to the point.
7. That priority is given to updating the CRM system for all requests complaints and queries so that an up to date record of actions and responses are available. In order to monitor this recommendation a performance report should be developed and presented to the Economy & Environment Overview and Scrutiny Panel on a quarterly basis.

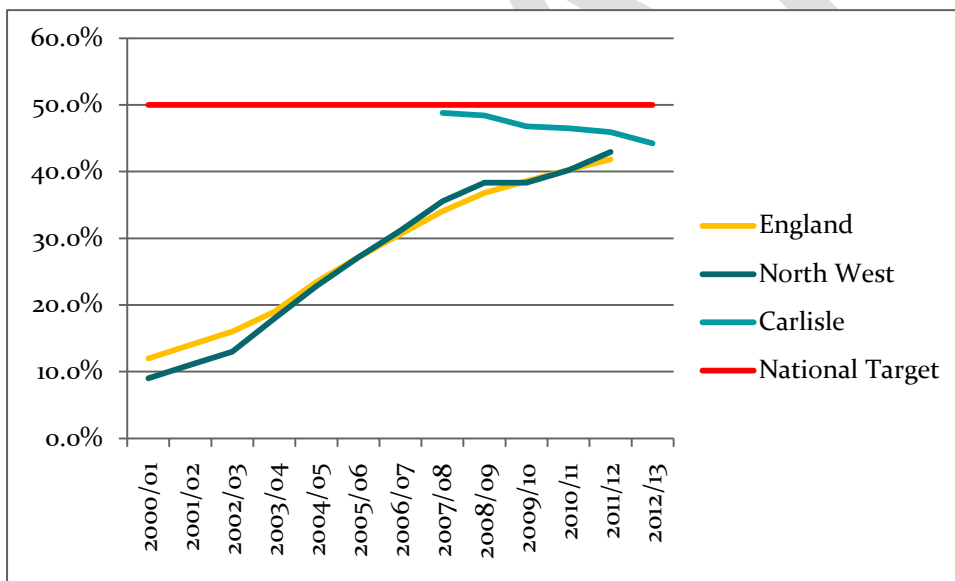
Introduction

According to Defra we generate about 228 million tonnes of waste every year in England alone. They see this as a poor use of resources which costs businesses and households money. It also causes environmental damage - for example, waste sent to landfill produces methane, a powerful greenhouse gas.

Defra state that they want to move towards a 'zero waste economy'. "This doesn't mean that no waste exists - it's a society where resources are fully valued, financially and environmentally. It means we reduce, reuse and recycle all we can, and throw things away only as a last resort."

Carlisle introduced kerb-side recycling collection in April 2004 and has been a high performing authority for several years. However it is noted by Members of Economy & Environment Overview and Scrutiny Panel that although performance is still relatively high it is reducing. Members of the Panel wished to know the reasons behind this and to look at how the downward trend could be reversed.

The graph below charts the percentage of waste recycled or composted nationally, in the North West and in Carlisle together with the Government's national target of 50% by 2020. Clearly



Carlisle needs to reverse the downward trend in order to meet this target.

Members have also been informed about the review of waste services which is being undertaken and the current pressures on the budget. The Economy & Environment Scrutiny Panel agreed that they would like a Task Group to look at the performance of Carlisle against high performing authorities, the public perception of recycling and how this could be fed into the larger review of the service.

Cllrs Nedved (Lead Member), M Bowman, McDevitt and Whalen were appointed to the Task Group who would undertake the review. It was agreed that the Task Group should present their findings and draft recommendations to the Environment and Economy Overview and Scrutiny Panel on 10th April 2014.

The Task Group held their initial meeting on 27th August 2013 and agreed that their Terms of Reference would be:

- To gain a basic understanding of recycling in Carlisle and how this has developed over the last 10 years.
- To find out what the customer perception is of the recycling service in the District?
- To look at the best design in kerbside recycling performance.
- To gain an understanding as to why some people do not participate in recycling.
- To understand operational and financial pressures on the service so that further scrutiny, particularly of the re-tendering process, is well informed and evidence based.

This report details the Task Groups findings and makes a number of recommendations to the Executive of the Council.

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Methodology

In order to develop the evidence base for the review Task and Finish Group Members considered a wide range of information and data including the following:

- Carlisle recycling performance data 2008 – 2013
- CRM reports from Customer Services regarding waste requests, queries and complaints.
- The Waste Collection Commitment, WRAP, September 2009
- Choosing the right recycling collection system – WRAP, June 2009
- Green Credentials Focus Groups Report, Southampton City Council, November 2010
- Customer Led Transformation Programme, Case Study – Southampton City Council, LGDC, LGA and Southampton City Council, August 2012
- Letsrecycle.com (recycling and waste management news and information site for industry, local authorities and the third sector) Performance Data for Waste Collection Authorities 2011/12 and 2012/13.

Meetings of the Task Group were held on:

Date	Purpose
27/8/13	Task Group initial meeting to scope review and determine Terms of Reference.
1/10/13	Cllr Nedved meeting with Jill Gillespie, Customer Services Manager to discuss the type and volume of waste related queries to the Contact Centre.
16/10/13	Task Group site visit to Recycling Collection Round, Scotby
6/11/13	Task Group meeting to discuss site visit and decide next steps
12/12/13	Lead Member and Scrutiny Officer met to discuss ways of obtaining public perception
16/1/14	Economy & Environment Scrutiny Panel meeting – Members received presentation on Review of Waste Services
30/1/14	Task Group visit to Hespian Wood MBT Plant
19/2/14	Cllr Nedved and Scrutiny Officer spent day at Harraby Community Centre to speak to residents and complete questionnaires
Feb 2014	Questionnaires were circulated to residents in Linstock, Irthington and Warwick Road
27/2/14	Economy & Environment Scrutiny Panel meeting – Members received presentation on Improved Staff Structure in Neighbourhood Services
19/3/14	Task Group meeting – to consider draft report
25/3/14	Cllr Nedved and Bowman meet with Portfolio Holder and Director of Local Environment to share findings of Task Group
10/4/14	Draft report presented to meeting of Economy & Environment Overview and Scrutiny Panel

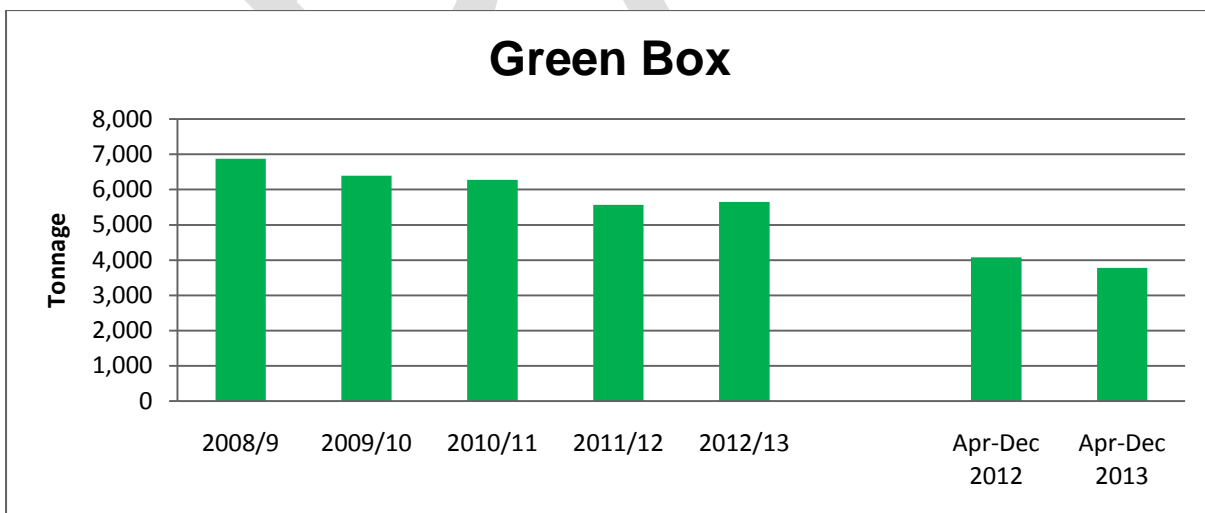
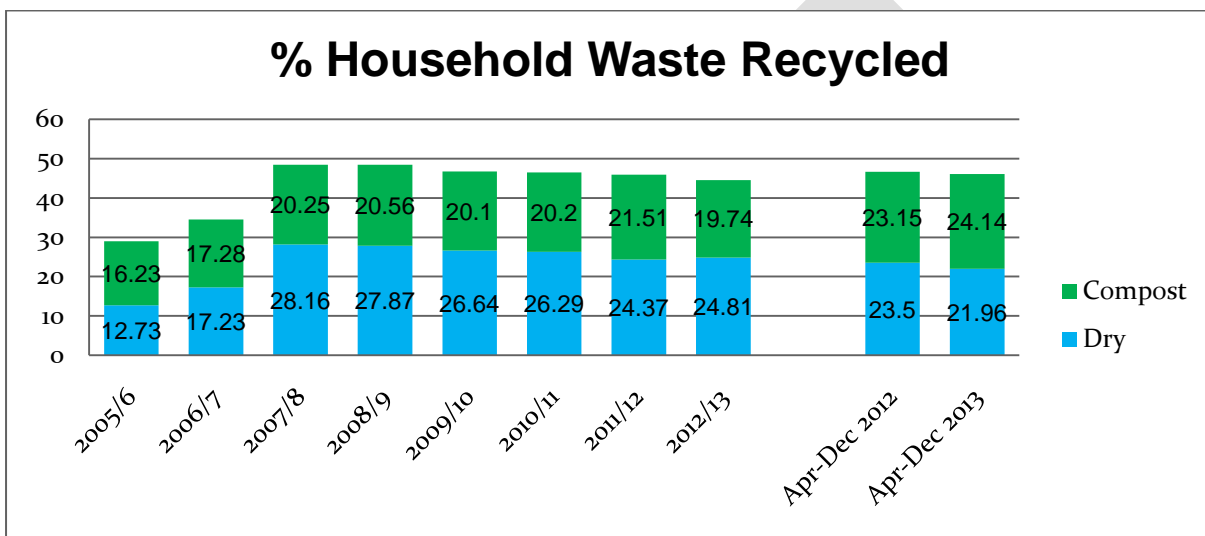
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Findings

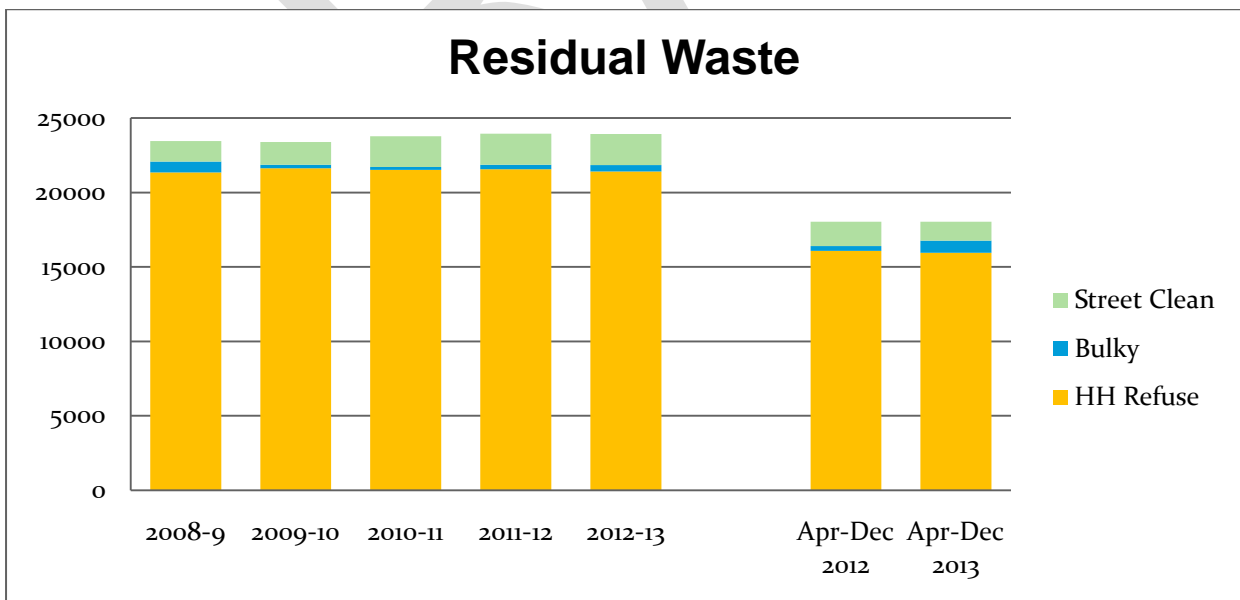
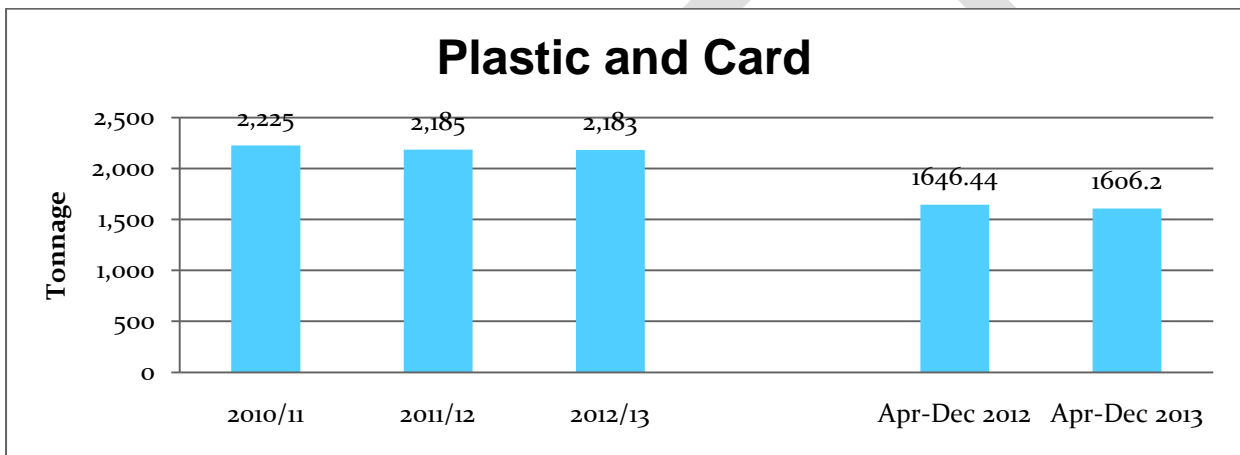
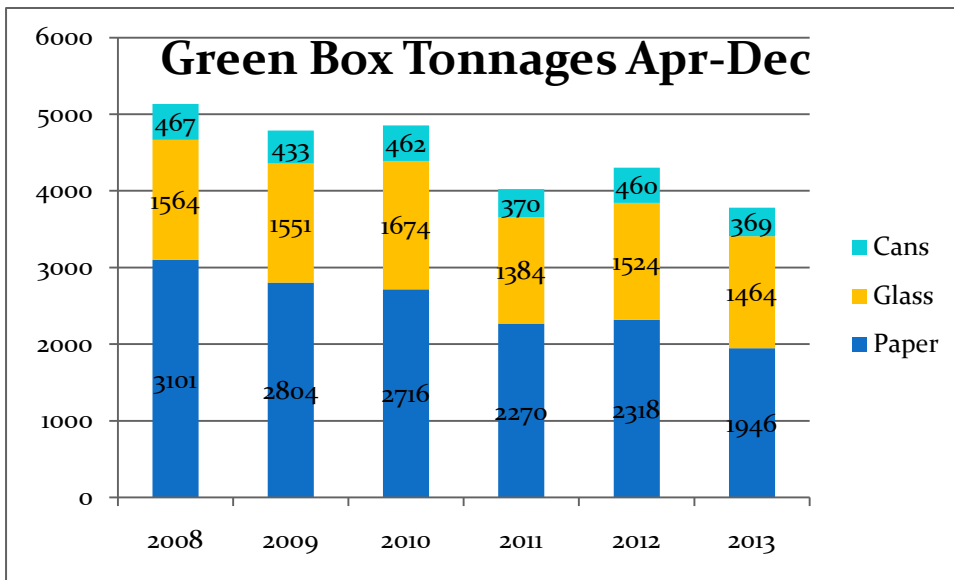
1. Carlisle Performance

As noted earlier Carlisle has been a high performing authority with regard to the percentage of waste that is reused, recycled and composted.

The following graphs show the rates of recycling against types of recyclates alongside the comparison figures for April – December 2012 and 2013.



In order to compare recyclates collected in Green Boxes the following data is provided for April – December of each year from 2008 to 2013.



The Task Groups key observations from the data are:

Green box recycling has reduced year on year from 2008 with a slight rise in 2012/13. However data supplied for April to December 2012 and 2013 shows that this rise is not a reversal of trend

and it can be assumed that the end of year figure for 2013/14 will show a further decrease. Members have been informed that dry recycling is down due to more paperless systems and lighter packaging and there has been a similar decline throughout the country.

Between 2007/08 and 2010/11 the percentage of composted (garden) waste remained fairly static – 20.25%, 20.56%, 20.1% and 20.2%. 2011/12 rose to 21.51% with a drop to 19.74% in 2012/13. Clearly the amount of garden waste produced is dependent on the climate and a good and/or long Summer has an impact on the figures.

The total dry recycling (Green box and woven bags) however has not had the same constant and from a high of 28.16% in 2007/08 the percentage has dropped to 24.81%.

Residual waste has risen 2% (470 tons) since 2008/09 from 23448 tonnes to 23918 tonnes in 2012/13. Data provided for April – December 2012 and 2013 show that there is a decrease of 9 tons in residual waste for these time periods. However there is a large increase in Bulky Waste from 308 tonnes in 2012 to 826 tonnes in 2013 and a marked decrease (395 tonnes) in residual waste collected by the street clean service. For the purpose of this review, the Task Group are only examining kerbside collections however Members would like to highlight these variations.

	Household Refuse	Bulky Waste	Street Clean	Total
Apr-Dec 2012	16082	308	1647	18037
Apr-Dec 2013	15948	826	1252	18026

2. Comparison with other Council's

In order to compare Carlisle's performance with others in the Country the Task Group undertook an analysis of the following. Councils included the top 10 performing Local Authorities in terms of recycling rates derived from WasteDataFlow and recorded in 202/13 ¹. The kerbside waste collection service provided by the bottom 5 performing Councils were also examined along with the 4 Councils which are considered "nearest neighbours" by WRAP.

More information is contained on the tables at Appendix 1 of this report. The Task Groups key observations of this data are:

Residual Waste

The top 10 performing Councils have fortnightly collection for residual waste. 4 of the 5 bottom performing Councils have weekly collections. The fifth Council, Ashford BC has implemented a new service from July 2013 and has moved to fortnightly collections but at the time of this data collection residual waste was collected weekly. 2 of the 4 nearest neighbours have weekly collections and their performance is lower than those who have fortnightly collections.

The top performing authorities all have a strict "no side waste" policy. However Rutland CC provide an extra side waste bag for the collection immediately after Christmas.

¹ <http://www.letsrecycle.com/councils/league-tables-1/2012-13-overall-performance>

The standard capacity of wheeled bins range from 120 litre – 240 litre with several authorities providing a larger capacity bin for eligible residents eg larger families or medical conditions. Of the Councils who collect 4 have 140 litre bins, 7 have 180 litre and 2 (including Carlisle) have 240 litre capacity.

Dry Recycling

All of the Councils examined, with the exception of the Council of the Isles of Scilly, provide a kerbside dry recycling service.

The majority of Councils provide a fortnightly collection service with the exceptions being Calderdale MBC (weekly), Stockport MBC (one container fortnightly the other 4 weekly) and Lewisham LB (weekly).

Materials collected

The table below summaries the materials collected at kerbside by the top 10 performing Councils alongside Carlisle's offer.

	Top 10	Carlisle
Paper	100%	
Cardboard	100%	
Aluminum/Steel Cans	100%	
Foil	80%	no
Aerosols	90%	
Plastic bottles	100%	
Plastic Packaging	80%	
Plastic Film & bubble wrap	70%	no
Tetra Packs	90%	no
Glass	100%	
Textiles	40%	no
Shoes	30%	no
Books	10%	no
Batteries	60%	no
Plastic Carrier Bags	50%	no

Garden Waste

Of the Councils examined 17 out of 20 provided a Garden Waste collection service to residents.

Of the top performing Councils, Calderdale MBC was the only one not to provide a service. They undertook a trial April- September 2012 and decided not to introduce service but have indicated that they may introduce when they introduce a new contract in 2015 or 2016. Calderdale provide bags for residents to take garden waste to HWRC.

Four Councils have garden waste comingled with food waste. 3 of the 4 collect on a weekly basis and the other fortnightly.

Councils which collect garden waste without food waste all collect on a fortnightly basis with the exception of Newham LB and Lewisham LB who both provide a bookable service.

Of the 11 Councils who provide a fortnightly garden waste collection 6 make a charge for the service ranging from £34.00 - £46.50 per year. 3 of the top 10 make a charge for the service.

Food Waste

Nine of the top 10 provide a food waste collection service. As noted above 4 have comingled collection with their garden waste. Of the 4 nearest neighbours 2 have a weekly food collection service.

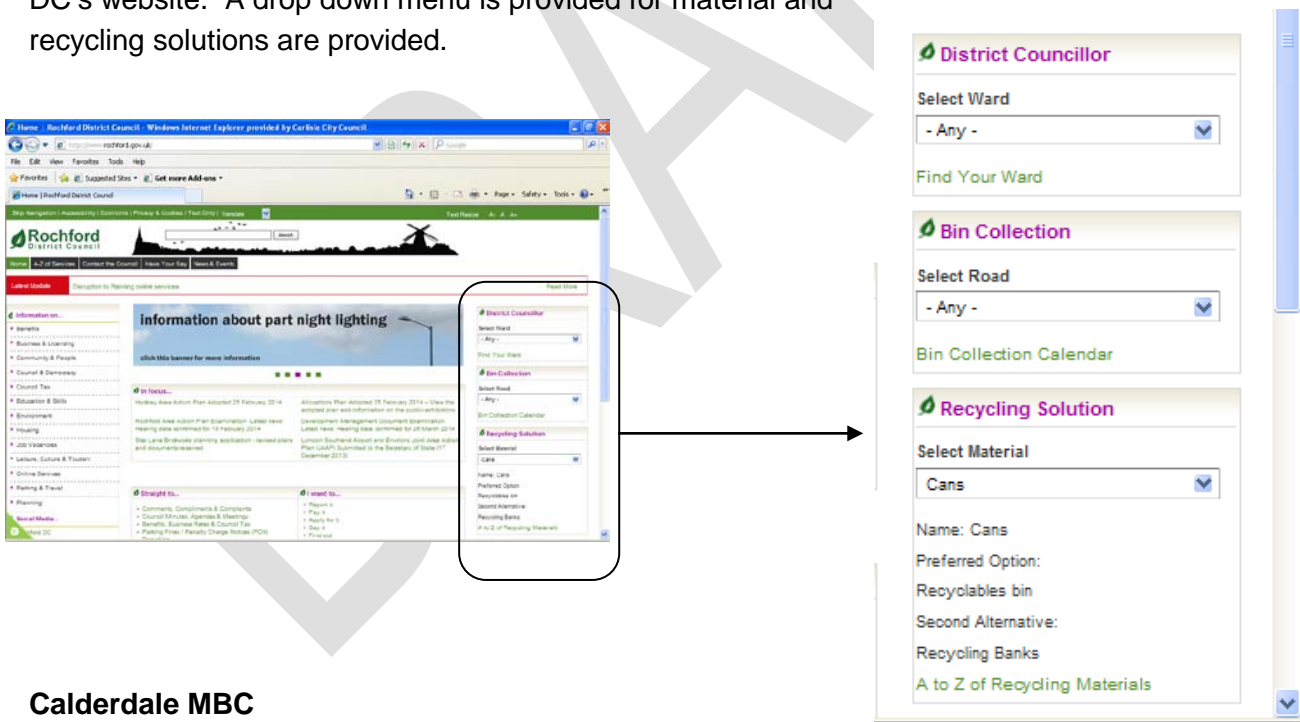
All but one of the 11 Councils identified collects food waste on a weekly basis, the other, Stratford Upon Avon, collects fortnightly (co-mingled with garden waste).

Information

The Task Group would like to highlight the accessibility of information contained in the websites of the top performing Councils:

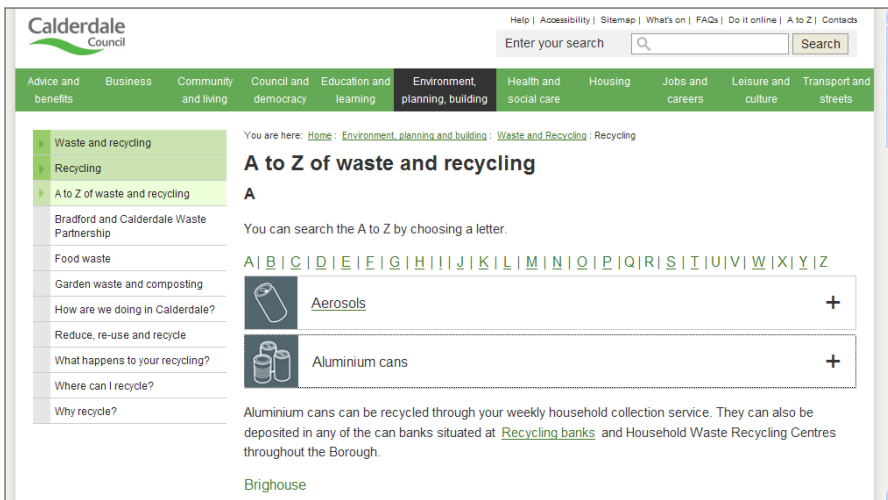
Rochford DC

Information on bin collections and recycling solutions are found on the homepage of Rochdale DC's website. A drop down menu is provided for material and recycling solutions are provided.



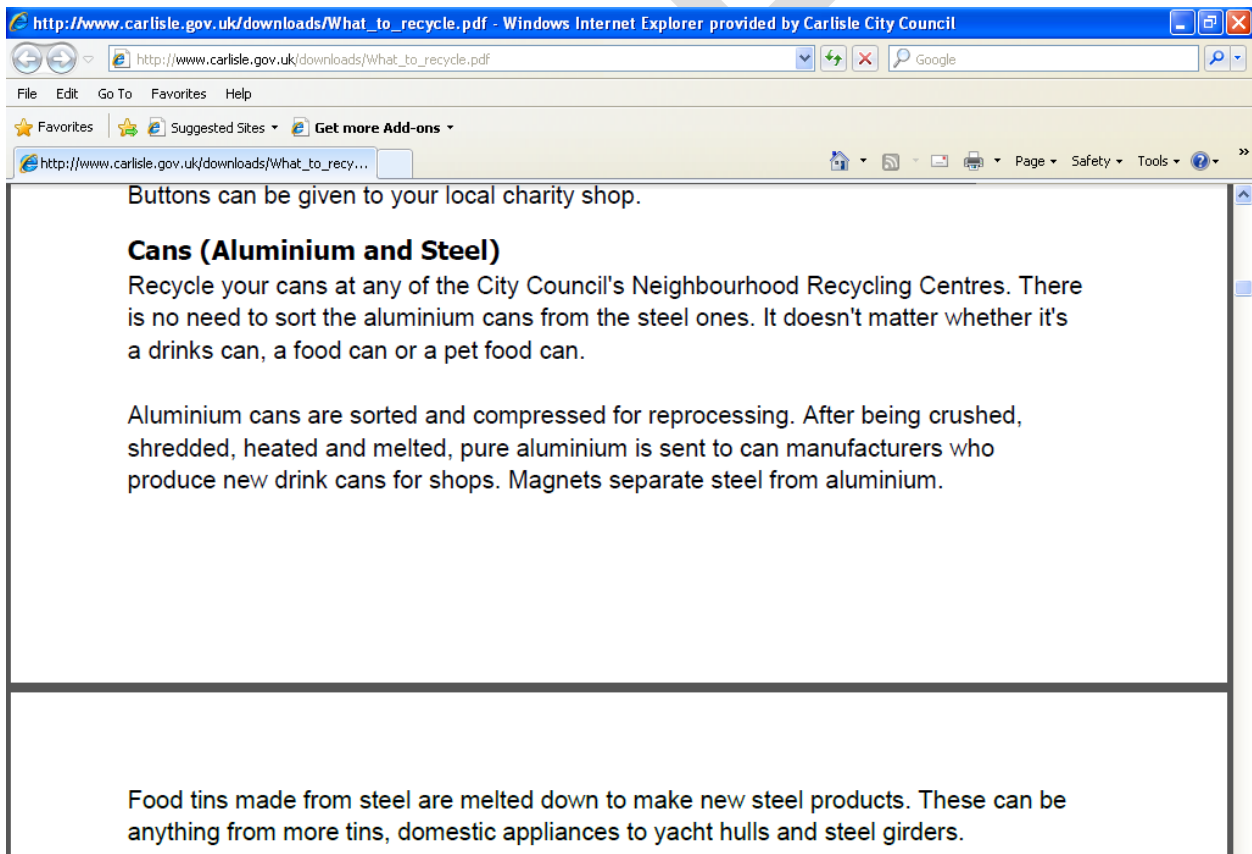
Calderdale MBC

The Calderdale MBC provide an A-Z list on their website which gives the reader a short solution how to recycle materials.



Carlisle City Council

The Task Group compared this to information on Carlisle's website which was fairly cumbersome and difficult to access. Recycling solutions for various materials is provided within a 15 page document. A sample of the document can be seen below.



3. Recycling Survey

The Task Group wanted to know what the public thought about the kerbside recycling service provided by the Council. They wanted to know what, if any, were the barriers to recycling and what would encourage people to recycle more.

A survey was produced and it was agreed that the group would target a low performing round (Harraby) and also a sample of rural households. 100 questionnaires were completed and returned and a copy of the survey can be found at Appendix 2 along with the full evaluation of results. As an incentive for taking part in the survey respondents were given a green box "hat" on completion of the questionnaire.

The Task Group identified the following key points from the survey:

86% of respondents indicated that they used the scheme fortnightly, 12% never use the scheme and the remaining 2% use it monthly or less than monthly. Several of the respondents from rural locations indicated that they do not have a kerbside recycling service and this is a service that they would wish to have.

26% of respondents never use recycling banks. 57% sometimes take their recycling and 17% always take their recycling to a bank. One respondent, who does not have a kerbside collection, said that it is difficult to post plastic through the holes at the banks and wondered whether this could be changed.

It is encouraging to note that over 90% of respondents indicated that they recycled glass, cans, plastic, paper and cardboard. 78% recycled their garden waste. It can be assumed that some respondents do not have a garden. Only 43% of those surveyed recycled aerosols and 17% composted their food waste.

Only 1 respondent (1%) said that the scheme was difficult to use, with 77% saying that they found it easy and 20% who found it adequate.

47% of respondents said that they would recycle more if they had more containers. This correlates with responses about the barriers to recycling in which 42% indicated that the receptacles are too small. 23% of respondents would like more information on how and what to recycle and 41% indicated that they would recycle more if they had an incentive such as vouchers.

With regard to problems with the service over 20% indicated that litter left by the crew was an issue that they encountered at times. 13% said that sometimes recycling containers were not put back and 3% said that they were never put back.

4. Customer Contact Centre

Cllr Nedved, lead Member of the Task Group, met with the Customer Contact Centre Manager on 1st October 2014. The purpose of the meeting was to find out what problems with the recycling service were presented to the Contact Centre, whether there were any trends and also how problems and complaints were dealt with.

Cllr Nedved was given a summary of waste related calls/enquiries to Customer Services over an 18 month period up to September 2013.

Type of Enquiry	Number
2nd Garden Waste Bin	37
Missed Collection	558
New Container	477
Replacement Container	531
Extra Container	174
Side Waste	307
Receptacle Order	1518
Calendar Request	19
Waste Complaint	60
General Enquiry	424
Special Collection/Fixtures	7
Special Collection/Electrical	602
Assisted Collection/New	17
Assisted Collection/Cancel	0
Bring Site Request	2

A sample containing more details of the above was also provided to the Task Group. It is noted that many of the calls are to complain about the way that waste containers are left by the crew following collection.

- For a second time in a row, the crew have left garden bin down the road and this time its gone altogether
- Green bags missed again. She is very upset and says her assisted collections have been missed 9 times.
- Ordered bin in March, spoke to us in June we said we could deliver by 14th June but still no bin.
- Bins, boxes and bags always just thrown in the middle of the drive, nearly crashed into green box.
- I ordered an extra green bin on 15th July and paid £30, please advise as I am disappointed in the non delivery.

- Boxes are going missing because the crew are not leaving the box at the property after collection.
- A lot of broken glass outside driveway after collection. Customer is disabled so has difficulty bending and can't clean it up. This happens quite frequently and he is getting sick of it happening.

The Task Group note that waste enquiries, complaints and comments are resource intensive to the Customer Contact Centre. Members were also notified that there have been issues in the past where there is no record of follow up action or response. Therefore if a customer has a repeat complaint/enquiry Customer Service staff are unable to identify what action has been taken by Waste Services. Concern was raised with the Task Group that the CRM system which record all calls and contacts is not updated to indicate the follow through of requests. This causes problems within Customer Services, particularly when a customer makes a second or third call as Customer Services Advisors are unable to identify action taken on the system.

Towards the end of this review Members asked for feedback as to whether the situation had improved. They were told that unfortunately there has been little improvement. However, there has been a restructure in waste services and there has been the appointment of a new full time Systems Administrator which should bring forth improvements. The calls on CRM are being closed now but Members were told that there is still a lot of work to be done.

5. Site visit to meet Recycling Operatives

The Task Group met with operatives whilst they were on their round in Scotby on 16th October 2013. They covered Park Road, Park Close, The Tannery and Scotby Road.

Scotby is regarded as a high performing area and was reflected on the Task Groups visit with the majority of residents making use of recycling bins/sacks.

The key issues and observations raised in discussion with resident and operatives were:

- There is concern that containers are lost, stolen or damaged. This has an impact on recycling performance and cleanliness as there is often a time delay in replacing containers.
- Missed bin collection. Operatives may be asked to return to a property if their bin was missed.
- Some residents place bulky or commercial waste in their recycling bins that cannot be collected. Task Group noted that a windscreen was placed out for recycling on Scotby Road.
- The weather has an impact on the service, particularly windy weather which can blow containers and recyclable about.
- Some residents cross contaminate their recycling bins.
- There is a lack of spare capacity for larger families.
- Some residents not committed to recycling.
- Accessibility of vehicles on small rural roads /cul de sacs are clearly difficult for crews. This has implications on future service provision if larger recycling vehicles are used. Member have been shown the large vehicle used by Chester which collects a wide variety of recyclates and question the easy of manoeuvre.

- The crews believed that if the service was expanded more collections would be required along with an as increased number of receptacles.
- Generally crews were careful putting back green bags and bins after collections and cleaning up after spillages..
- Bins blocking driveways and not returned to right property could potentially cause issues and performance.

6. Site visit to Mechanical Biological Treatment (MBT) Facility, Hespian Wood

Members of the Task Group visited the MBT plant on 30 January 2014 and met with representatives from Shanks and Cumbria County Council. The Task Group wanted to see how the plant is working and has evolved from the start of full service provision in December 2011.

Members were informed that the advantages of MBT technology for local authorities are the additional recovery of recyclable materials from the residual waste stream and significant contribution to landfill diversion targets. Results so far show that diversion performance of between 75% - 90% are achievable, subject to utilisation of Solid Recovered Fuel (SRF).

A further MBT Plant has opened in Barrow in April 2013 and provides a service for South of the County. Members were informed that the plants do not have the capacity to process all waste produced in the County and the service should be seen as an enhancement of the recycling service, not a replacement.

Conclusions

The Task Group have looked at the recycling performance of Carlisle City Council over a period of years and note that the percentage of dry recycling has decreased since 2007/08. Members have been told that reasons for the drop in performance is partly due to less use of paper and retailers provided lighter/different packaging on their products and this is a national trend.

According to the league table provided by letsrecycle.com, Carlisle came 126 of 352 English councils in 2011/12 with 45.9% and 149 in 2012/13 with 44.55%. This compares with the top performing Councils for the two year at 68.7% and 66.75%. As noted in the introduction to this report the Government's national target is 50% by 2020 and over the two years examined 71 Councils exceeded this target in 2011/12 and 73 in 2012/13. The Task Group agree that this shows that the target is not unrealistic and that despite changes in paper use and reductions in packaging other Councils have been able to provide a service which they are able to recycle a greater percentage of household waste than Carlisle.

On examining the service provided by top performing Councils, the Task Group note that all provide a fortnightly collection and those Councils who are at the bottom of the league collect residual waste on weekly basis. The Task Group agree that Carlisle City Council and its residents have adapted well to fortnightly collections and will make a recommendation that this frequency of collection continues in the future.

Recommendation 1 – That the Council keep to a fortnightly collection of residual waste.

Again on further examination of the top performing Councils, the Task Group note that they provide an extensive kerbside collection service for a variety of recyclates over and above those that are collected in Carlisle. Although the bring sites in the Carlisle district do have collection points for other materials (such as tetra packs, foil and textiles), of those surveyed only 17% always use the recycling banks and 26% never take any recycling. It is suggested therefore that if Carlisle had a wider offer at kerbside this would have a positive impact on performance. The Task Group would like to see consideration being given to this within the rethinking of the service and make a recommendation to that effect.

Recommendation 2 – That the Re-thinking Waste Project gives consideration to collecting a wider range of recyclables at kerbside including foil, tetra packs and textiles.

Feedback from residents, both from the survey, talking to people at Harraby Community Centre and from data collected from the Customer Contact Centre, suggests that there are problems with the containers provided for dry recycling (Green box and woven bags), the way they are handled by operatives and also the process in providing replacements for those containers which have been lost, stolen or damaged. Respondents to the survey say that they would recycle more if they had more containers and 42% indicated that the containers were too small. Others said that they had lost their containers or they had not been returned following collection and had not been provided with replacements. Some people who the Task Group spoke to said that their Green box had been damaged by the operatives throwing down and they stopped recycling those materials.

On examining high performing Councils, Members noted that 6 of the top 10 in 2012/13 had one recycling container (generally a wheelie bin) where dry recycling was co-mingled. Although not evidenced in the data observed by the Task Group, Members have been told that Cheshire West and Chester have increased their recycling to 65% following the introduction of a kerbside sort system which collects 10 different recyclates.

Members have been informed that co mingled recyclates are not as profitable or as high in demand as those that are separated at source however the Task Group would like to see the co-mingled collection as an option to consider in the Rethinking Waste project so that the pros and cons can be evaluated. Interestingly WRAP note that at June 2009 on a like for like basis kerbside sort systems have lower net costs than co-mingled systems². However more up to date evidence needs to be provided and the Council will need to consider the cost of the service against the targets it is required to meet. To address the issues of containers and collection the task group would make the following recommendations:

Recommendation 3 – That consideration is given to the make up of the containers which are provided to residents for their recycling so that they are more durable and have a larger capacity. Members would also like to consider the pros and cons for a co-mingled service with a wheelie bin for all recyclates.

Recommendation 4 - That the Waste Services Operatives are requested wherever possible to return the waste containers where they were collected. This should reduce the amount of lost or damaged containers and reduce the amount of unnecessary contact with the Council.

As it is noted in the report, the high performing Councils have a strict “no side waste” policy. Carlisle also has this policy, however it is not clear how or if this is enforced. Evidence from the CRM from Customer Services shows that residents have contacted the Council to say that their side waste has not been collected and this has then been done. The Task Group agree that this policy should be strictly enforced and publicised.

Recommendation 5 – That the Council strictly enforce the no side waste policy and publicity is provided to that effect.

This takes the Task Group to information provided to residents. The Green Credentials Focus Groups run by Southampton City Council found that when people are unsure if items can be recycled, their default is to put in residual waste. 23% of those surveyed by the Task Group agreed the needed more information about what to recycle and this is an area that the Task Group agree needs to be addressed. The report shows examples of good information provided by Councils internet sites against information provided by Carlisle which is fairly lengthy and inaccessible. A noticeable result from the survey was that 90% recycled glass and cans but only 43% recycled aerosol cans. All of these materials are collected kerbside in the Green Box and the Task Group suggests that many people do not know that they can use this container for aerosols and better quality of information could be provided by the Council to inform residents of their recycling options.

² Choosing the right recycling collection system, WRAP, June 2009

Recommendation 6 – That consideration is given to how information is provided to residents so that it is easily accessible and to the point.

Finally as noted in the report there are problems with how requests, queries and comments with regard to waste collection are either followed through and/or recorded on the CRM system. The Task Group note that a recent restructure of staff in the service should alleviate problems and more information should be provided to operatives. The Task Group will recommend that priority is given to keeping the records as up to date as possible and action is followed up without delay. In order to monitor the service, the Task Group will further recommend that a performance report is provided to the Economy & Environment Overview and Scrutiny Panel on a quarterly basis.

Recommendation 7 – That priority is given to updating the CRM system for all requests complaints and queries so that an up to date record of actions and responses are available. In order to monitor this recommendation a performance report should be developed and presented to the Economy & Environment Overview and Scrutiny Panel on a quarterly basis.

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			Residual Waste		Dry Recycling		Garden Waste		Food Waste		Comments
			Frequency of collection	Capacity of bin	Frequency of collection	Number of containers	Frequency of collection	Charge for service	Frequency of collection	Co-mingled with garden waste?	
Top 10	1	Rochford DC	Fortnightly	180 litre	Fortnightly	1	Weekly	No	Weekly	Yes	Do not change collection dates over Easter & May Bank Holidays
	2	South Oxfordshire DC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	Yes £34 p.a.	Weekly	No	
	3	Vale of White Horse DC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	£37 p.a.	Weekly	No	Binfo App available for residents
	4	Surrey Heath BC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	£53.95 p.a. £97.11 two	Weekly	No	All waste collection services outsourced to Biffa
	5	Three Rivers DC	Fortnightly	140 litre 240lt for eligible	Fortnightly	3	Weekly	2nd bin for £104 p.a.	Weekly	Yes	Brown bin for Garden Waste, food, cardboard, paper and small animal bedding
	6	Stockport MBC	Fortnightly	140 litre with option to apply for second bin	Fortnightly - blue 4 weekly -	2	Weekly	No	Weekly	yes	Blue bin - paper, card and tetra packs Brown bin - glass, tins, cans, aerosols, plastic bottles, aluminium foil and trays
	7	Calderdale MBC	Fortnightly	?	Weekly	4	*		Weekly	No	Undertook garden waste trial Apr-Sep 12 - not introducing at this time but possible with new contract in 2015/16. Provides bags to take waste to HWRC
	8	Stratford upon Avon	Fortnightly	240 litre	Fortnightly	1	Fortnightly	No	Fortnightly	Yes	
	9	West Oxfordshire DC	Fortnightly	140 litre	Fortnightly	2	Fortnightly	No	Weekly	No	
	10	Rutland County Council	Fortnightly	?	Fortnightly	1	Fortnightly	No	*	N/A	*Extra side waste bags provided for Xmas Collection
	149	Carlisle City Council	Fortnightly	240 litre	Fortnightly	3	Fortnightly	No	*	N/A	
WRAP Nearest Neighbours	139	Taunton Dean BC	Fortnightly	180 litre	Fortnightly	2	Fortnightly	£46.50 p.a. Or £25 for 10	Weekly	no	Somerset Waste Partnership manages waste services for all Somerset Councils.
	140	Sedgemoor DC	Fortnightly	180 litre	Fortnightly	2	Fortnightly	£46.50 p.a. Or £25 for 10	Weekly	no	
	169	Allerdale BC	Weekly	120 litre 240 litre for larger families	Fortnightly	2	Fortnightly	No	*	N/A	Dry recycling collection available to 85% of residents
	238	Darlington BC	Weekly	240 litre 360lt for larger families	Fortnightly	2	*		*		Containers provided for glass, paper and card. Everything else goes in a wheeled bin and recyclable content is taken out at warehouse and recycled.
Bottom 5	348	Middlesborough BC	Weekly	140lt	Fortnightly	1	Fortnightly	No	*	N/A	
	349	Newham LB	Weekly	?	Fortnightly	1	Bookable service	No	*	N/A	
	350	Lewisham LB	Weekly	180 litre	Weekly		Bookable service	£10 for 10 sacks	*	N/A	
	351	Council of the Isles of Scilly	Weekly	?	No kerbside collection - bring sites only		*		*	N/A	
	352	Ashford BC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	£32.50 p.a.	Weekly	No	New Service from July 2013 ten year waste collection service which is run in partnership with Maidstone Borough Council and Swale Borough Council.

			Residual Waste		Dry Recycling		Garden Waste		Food Waste		Comments
			Frequency of collection	Capacity of bin	Frequency of collection	Number of containers	Frequency of collection	Charge for service	Frequency of collection	Co-mingled with garden waste?	
Top 10	1	Rochford DC	Fortnightly	180 litre	Fortnightly	1	Weekly	No	Weekly	Yes	Do not change collection dates over Easter & May Bank Holidays
	2	South Oxfordshire DC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	Yes £34 p.a.	Weekly	No	
	3	Vale of White Horse DC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	£37 p.a.	Weekly	No	Binfo App available for residents
	4	Surrey Heath BC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	£53.95 p.a. £97.11 two weeks	Weekly	No	All waste collection services outsourced to Biffa
	5	Three Rivers DC	Fortnightly	140 litre 240lt for eligible residents	Fortnightly	3	Weekly	2nd bin for £104 p.a.	Weekly	Yes	Brown bin for Garden Waste, food, cardboard, paper and small animal bedding
	6	Stockport MBC	Fortnightly	140 litre with option to apply for second bin	Fortnightly - blue 4 weekly -	2	Weekly	No	Weekly	yes	Blue bin - paper, card and tetra packs Brown bin - glass, tins, cans, aerosols, plastic bottles, aluminium foil and trays
	7	Calderdale MBC	Fortnightly	?	Weekly	4	✗		Weekly	No	Undertook garden waste trial Apr-Sep 12 - not introducing at this time but possible with new contract in 2015/16. Provides bags to take waste to HWRC
	8	Stratford upon Avon	Fortnightly	240 litre	Fortnightly	1	Fortnightly	No	Fortnightly	Yes	
	9	West Oxfordshire DC	Fortnightly	140 litre	Fortnightly	2	Fortnightly	No	Weekly	No	
	10	Rutland County Council	Fortnightly	?	Fortnightly	1	Fortnightly	No	✗	N/A	*Extra side waste bags provided for Xmas Collection
	149	Carlisle City Council	Fortnightly	240 litre	Fortnightly	3	Fortnightly	No	✗	N/A	
WRAP Nearest Neighbours	139	Taunton Dean BC	Fortnightly	180 litre	Fortnightly	2	Fortnightly	£46.50 p.a. Or £25 for 10 sacks	Weekly	no	Somerset Waste Partnership manages waste services for all Somerset Councils.
	140	Sedgemoor DC	Fortnightly	180 litre	Fortnightly	2	Fortnightly	£46.50 p.a. Or £25 for 10 sacks	Weekly	no	
	169	Allerdale BC	Weekly	120 litre 240 litre for larger families	Fortnightly	2	Fortnightly	No	✗	N/A	Dry recycling collection available to 85% of residents
	238	Darlington BC	Weekly	240 litre 360lt for larger families	Fortnightly	2	✗		✗		Containers provided for glass, paper and card. Everything else goes in a wheeled bin and recyclable content is taken out at warehouse and recycled.
Bottom 5	348	Middlesborough BC	Weekly	140lt	Fortnightly	1	Fortnightly	No	✗	N/A	
	349	Newham LB	Weekly	?	Fortnightly	1	Bookable service	No	✗	N/A	
	350	Lewisham LB	Weekly	180 litre	Weekly		Bookable service	£10 for 10 sacks	✗	N/A	
	351	Council of the Isles of Scilly	Weekly	?	No kerbside collection - bring sites only		✗		✗	N/A	
	352	Ashford BC	Fortnightly	180 litre	Fortnightly	1	Fortnightly	£32.50 p.a.	Weekly	No	New Service from July 2013 ten year waste collection service which is run in partnership with Maidstone Borough Council and Swale Borough Council.

Recycling Survey

All respondents providing their address information will receive a "hat" for their green box.

Q1 Please provide:

Address

Post code:

Q2 Please select type of dwelling:

- Detached 1 Terrace 3
Semi detached. 2 Flat 4

Q3 How often do you use the kerbside recycling scheme?

- Fortnightly 1 Less than monthly. 3
Monthly 2 Never 4

Q4 How often do you take some or all of your recycling to a recycling bank?

- Always 1 Never 3
Sometimes 2

Q5 What do you recycle?

- | | |
|--|---|
| Glass <input type="checkbox"/> 1 | Cardboard <input type="checkbox"/> 5 |
| Cans <input type="checkbox"/> 2 | Aerosols <input type="checkbox"/> 6 |
| Plastic <input type="checkbox"/> 3 | Food (compost) <input type="checkbox"/> 7 |
| Paper <input type="checkbox"/> 4 | Garden waste .. <input type="checkbox"/> 8 |

Q6 Do you think the recycling scheme is:

- Easy to use 1 Difficult to use 3
Adequate 2

Q7 What would encourage you to recycle more?

- More information 1
More containers 2
Less containers 3
Risk of a fine 4
Incentives eg vouchers 5

Q8 Have you had any problems with the recycling service?

Yes 1 Go to Q9
No 2 Go to Q10

Q9 How often do you have problems with each of the following:

	Never		Sometimes		Weekly	
Recycling boxes and bags not put back	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3
Wheelie bins not put back	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3
Recycling not collected	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3
Litter left by crew	<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3

Other, please give details below

Q10 Did you know you can purchase a "hat" for your greenbox for £1?

Yes 1
No 2

Q11 If you find recycling difficult what are the reasons for this:

- Moving the boxes and bags 1
- Receptacles are too small 2
- Separating materials correctly 3
- Not knowing when to put the boxes out 4
- Recycling is too smelly 5
- I've never recycled 6

Q12 Would you like more information about recycling?

Yes 1
No 2

Q13 Any other comments

Thank you for taking part in our survey

Please return by 28th February 2014 in the enclosed pre-paid envelope to:

Scrutiny Officer, Carlisle City Council, Civic Centre, Rickergate, Carlisle, CA3 8QG

Recycling Survey Results

February 2014

Question 2

Please select type of dwelling:

Counts Analysis % Respondents	
Base	90 100.0%
Please select type of dwelling:	
Detached	30 33.3%
Semi detached	36 40.0%
Terrace	24 26.7%
Flat	- -

Question 3

How often do you use the kerbside recycling scheme?

Counts Analysis % Respondents	
Base	100 100.0%
How often do you use the kerbside recycling scheme?	
Fortnightly	86 86.0%
Monthly	1 1.0%
Less than monthly	1 1.0%
Never	12 12.0%

Question 4

How often do you take some or all of your recycling to a recycling bank?

Counts Analysis % Respondents	
Base	100 100.0%
How often do you take some or all of your recycling to a ...	
Always	17 17.0%
Sometimes	57 57.0%
Never	26 26.0%

Question 5

What do you recycle?

Counts Analysis % Respondents	
Base	99 100.0%
What do you recycle?	
Glass	92 92.9%
Cans	94 94.9%
Plastic	96 97.0%
Paper	95 96.0%
Cardboard	93 93.9%
Aerosols	43 43.4%
Food (compost)	17 17.2%
Garden waste	78 78.8%

Question 6

Do you think the recycling scheme is:

Counts Analysis % Respondents	
Base	98 100.0%
Do you think the recycling scheme is:	
Easy to use	77 78.6%
Adequate	20 20.4%
Difficult to use	1 1.0%

Question 7

What would encourage you to recycle more?

Counts Analysis % Respondents	
Base	80 100.0%
What would encourage you to recycle more?	
More information	19 23.8%
More containers	38 47.5%
Less containers	2 2.5%
Risk of a fire	7 8.8%
Incentives eg vouchers	33 41.3%

Question 8

Have you had any problems with the recycling service?

Counts Analysis % Respondents	
Base	94 100.0%
Have you had any problems with the recycling service?	
Yes	30 31.9%
No	64 68.1%

Question 9

How often do you have problems with each of the following:

Counts Analysis % Respondents	Total			
		Never	Sometimes	Weekly
Base	82	24 29.3%	51 62.2%	7 8.5%
Recycling boxes and bags not put back	21	5 23.8%	13 61.9%	3 14.3%
Wheelie bins not put back	20	6 30.0%	12 60.0%	2 10.0%
Recycling not collected	17	9 52.9%	7 41.2%	1 5.9%
Litter left by crew	24	4 16.7%	19 79.2%	1 4.2%

Question 10

Did you know you can purchase a "hat" for your green box for £1?

Counts Analysis % Respondents	
Base	89 100.0%
Did you know you can purchase a "hat" for your green box ...	
Yes	29 32.6%
No	60 67.4%

Question 11

If you find recycling difficult what are the reasons for this:

Counts Analysis % Respondents	
Base	35 100.0%
If you find recycling difficult what are the reasons for ...	
Moving the boxes and bags	14 40.0%
Receptacles are too small	15 42.9%
Separating materials correctly	11 31.4%
Not knowing when to put the boxes out	2 5.7%
Recycling is too smelly	4 11.4%
I've never recycled	1 2.9%

Question 12

Would you like more information about recycling?

Counts Analysis % Respondents	
Base	86 100.0%
Would you like more information about recycling?	
Yes	18 20.9%
No	68 79.1%

Question 13

Any other comments

- Q3 answer is "Weekly" as I get bags one week and box the next.
- I would like to have kerbside recycling but it is not available to me. I believe that we are too far behind others in our recycling; it is not good enough!
- For my part I should like reassurance that: 1. Glass is ACTUALLY recycled (and to know what into). The REAL way to recycle glass is to re-use it in it's original form i.e. refill bottles, jars etc. 2. Cardboard does NOT go on a ship to China; any environmental benefit is negated by transport pollution.
- Recycling from home is good. Also a local recycling centre is essential for the larger items and allows me to recycle a lot.
- We like recycling and always do this. Most in our community do which is good.
- You do not provide roadside recycling service to rural properties outside villages, despite your lorries going past our property to other villages!
- It is a shame that the council has stopped the payments to the parish hall/parish council for the recycling which is left at the parish hall. They are well used by the many people in the area who don't have a kerbside collection for recycling.
- We do not have a kerb-side collection. I'm not sure if this survey was meant to be against that service. I have no green box. I cannot put my recycling into my trailer because it has more than one axle. This is ridiculous. Paper and tins can be emptied quickly into the bins. The plastics take forever to post through the holes. Can this be changed? Not clear where batteries (not car) can be recycled? It is of course better to re-use. Could more information about organisations that will take items for re-use rather than disposal...
- When is the kerbside recycling scheme going to be extended? I see the kerbside recycling vehicle pass my house to go elsewhere locally; it is extremely frustrating.
- Think recycling is a good idea

- Recycling box / bags being stolen
- For question 11 I did not tick any boxes because I have no difficulty recycling
- We've had our green box stolen twice & the council have said that we need to pay to replace it! I don't think this is fair. The recycling boxes and bags just get thrown any where after being emptied.
- I think the recycling people who collect could be more careful they just throw the bags onto the pavement sometimes they are not properly emptied
- Everything is fine. Recycling at Bousteads Grassing is excellent
- Satisfied with the way things are
- On the whole I think they do a great job.
- Please observe the method of collection used by Blackpool Borough Council. Three large wheeled bins. 1. Black = household waste 2. Blue = recycling 3. Brown or green = garden waste. This method keeps countryside free of rubbish by containing it in large bins with lids. Waste does not get blown by the wind.
- I'm sure I could recycle more types of plastic, foil (cling film, outer wrappers etc) but I'm not sure what is acceptable to the council
- More thought needs to be given to plastic and cardboard recycling containers - they are too light and easily become wind blown. To alleviate the need to put out recycling containers the night before collection I t should start at 10am and run until early evening.
- Would like hat for green box
- Information on recycling aerosols
- I think refuse collection should be weekly. I don't understand how it is eco friendly or economical to have 3 separate collection for refuse and recycling
- How to purchase hats for my green box. Can we move to boxes rather than bags for plastic etc. They blow away in the storms.
- At first it seemed a bit of a bother but we have got used to recycling
- Wheelie bins being put back across the middle of the driveway causing an obstruction. This is most dangerous on my return from work especially in the dark mornings. Pulling in my driveway from the main road on Warwick Road every other Tuesday morning is nearly always impossible. Why can't bins be put back once emptied next to the gate post.
- Garden waste bins - great
- Only received this on 26th Feb that gives me only one day to complete and send back to you - ridiculous!!!
- I use Tesco recycling or Rome Street. Don't like boxes or bags being thrown on pavements when emptied.
- I would prefer a one bin collection and then taken to a centre to sort less vehicles
- Would like a bag for card & plastic because we don't get these (I don't know why? Everyone else does?)

Question 3 by type of dwelling

How often do you use the kerbside recycling scheme?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	90	30 33.3%	36 40.0%	24 26.7%	- -
How often do you use the kerbside recycling scheme?					
Fortnightly	76	21 27.6%	32 42.1%	23 30.3%	- -
Monthly	1	- -	1 100.0%	- -	- -
Less than monthly	1	1 100.0%	- -	- -	- -
Never	12	8 66.7%	3 25.0%	1 8.3%	- -

Question 4 by type of dwelling

How often do you take some or all of your recycling to a recycling bank?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	90	30 33.3%	36 40.0%	24 26.7%	- -
How often do you take some or all of your recycling to a ...					
Always	17	10 58.8%	6 35.3%	1 5.9%	- -
Sometimes	50	15 30.0%	20 40.0%	15 30.0%	- -
Never	23	5 21.7%	10 43.5%	8 34.8%	- -

Question 5 by type of dwelling

What do you recycle?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	89	29 32.6%	36 40.4%	24 27.0%	- -
What do you recycle?					
Glass	82	28 34.1%	33 40.2%	21 25.6%	- -
Cans	84	28 33.3%	33 39.3%	23 27.4%	- -
Plastic	86	27 31.4%	35 40.7%	24 27.9%	- -
Paper	85	28 32.9%	33 38.8%	24 28.2%	- -
Cardboard	84	27 32.1%	35 41.7%	22 26.2%	- -
Aerosols	42	13 31.0%	17 40.5%	12 28.6%	- -
Food (compost)	13	5 38.5%	5 38.5%	3 23.1%	- -
Garden waste	69	25 36.2%	33 47.8%	11 15.9%	- -

Question 6 by type of dwelling

Do you think the recycling scheme is:

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	89	29 32.6%	36 40.4%	24 27.0%	- -
Do you think the recycling scheme is:					
Easy to use	71	20 28.2%	28 39.4%	23 32.4%	- -
Adequate	17	8 47.1%	8 47.1%	1 5.9%	- -
Difficult to use	1	1 100.0%	- -	- -	- -

Question 7 by type of dwelling

What would encourage you to recycle more?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	71	19 26.8%	32 45.1%	20 28.2%	- -
What would encourage you to recycle more?					
More information	16	3 18.8%	6 37.5%	7 43.8%	- -
More containers	34	10 29.4%	17 50.0%	7 20.6%	- -
Less containers	1	- -	- -	1 100.0%	- -
Risk of a fire	6	3 50.0%	2 33.3%	1 16.7%	- -
Incentives eg vouchers	30	9 30.0%	15 50.0%	6 20.0%	- -

Question 8 by type of dwelling

Have you had any problems with the recycling service?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	86	29 33.7%	33 38.4%	24 27.9%	- -
Have you had any problems with the recycling service?					
Yes	24	11 45.8%	9 37.5%	4 16.7%	- -
No	62	18 29.0%	24 38.7%	20 32.3%	- -

Question 9 by type of dwelling

How often do you have problems with each of the following:

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	62	23 37.1%	24 38.7%	15 24.2%	- -
Recycling boxes and bags not put back	15	6 40.0%	5 33.3%	4 26.7%	- -
Wheelie bins not put back	16	6 37.5%	7 43.8%	3 18.8%	- -
Recycling not collected	12	4 33.3%	4 33.3%	4 33.3%	- -
Litter left by crew	19	7 36.8%	8 42.1%	4 21.1%	- -

Question 10 by type of dwelling

Did you know you can purchase a "hat" for your green box for £1?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	79	23 29.1%	33 41.8%	23 29.1%	- -
Did you know you can purchase a "hat" for your green box ...					
Yes	26	7 26.9%	9 34.6%	10 38.5%	- -
No	53	16 30.2%	24 45.3%	13 24.5%	- -

Question 11 by type of dwelling

If you find recycling difficult what are the reasons for this:

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	33	11 33.3%	15 45.5%	7 21.2%	- -
If you find recycling difficult what are the reasons for ...					
Moving the boxes and bags	14	4 28.6%	6 42.9%	4 28.6%	- -
Receptacles are too small	13	3 23.1%	8 61.5%	2 15.4%	- -
Separating materials correctly	10	5 50.0%	3 30.0%	2 20.0%	- -
Not knowing when to put the boxes out	2	- -	2 100.0%	- -	- -
Recycling is too smelly	4	1 25.0%	2 50.0%	1 25.0%	- -
I've never recycled	1	1 100.0%	- -	- -	- -

Question 12 by type of dwelling

Would you like more information about recycling?

Counts Analysis % Respondents	Total	Please select type of dwelling:			
		Detached	Semi detached	Terrace	Flat
Base	76	24 31.6%	30 39.5%	22 28.9%	- -
Would you like more information about recycling?					
Yes	16	4 25.0%	7 43.8%	5 31.3%	- -
No	60	20 33.3%	23 38.3%	17 28.3%	- -

Question 3 by postcode area

How often do you use the kerbside recycling scheme?

How often do you use kerbside recycling scheme				
	Fortnightly	Monthly	Less than monthly	Never
CA1	47	0	0	4
CA2	3	0	0	1
CA4	1	0	0	0
CA5	1	0	0	0
CA6	26	0	0	5
CA8	3	0	0	2
No post code given	5	1	1	0

Question 4 by postcode area

How often do you take some or all of your recycling to a recycling bank?

How often do you take some or all of your recycling to a recycling bank?			
	Always	Sometimes	Never
CA1	5	31	15
CA2	1	1	2
CA4	0	0	1
CA5	0	1	0
CA6	8	17	6
CA8	2	3	0
No post code given	1	4	2

Question 6 by postcode area

Do you think the recycling scheme is:

Do you think the recycling scheme is:				
	Easy to use	Adequate	Difficult to use	No response
CA1	43	8	0	0
CA2	2	1	0	1
CA4	0	1	0	0
CA5	1	0	0	0
CA6	21	9	0	1
CA8	4	0	1	0
No post code given	6	1	0	0

Question 8 by postcode area

Have you had any problems with the recycling service?

Have you had any problems with the recycling service?			
	Yes	No	No response
CA1	10	39	2
CA2	1	3	0
CA4	0	0	1
CA5	0	1	0
CA6	15	15	1
CA8	2	2	1
No post code given	2	4	0

Question 10 by postcode area

Did you know you can purchase a "hat" for your green box for £1?

Did you know you can purchase a "hat" for your greenbox for £1?			
	Yes	No	No response
CA1	17	31	3
CA2	0	4	0
CA4	1	0	0
CA5	1	0	0
CA6	7	18	6
CA8	0	3	2
No post code given	3	4	0

Question 12 by postcode area

Would you like more information about recycling?

Would you like more information about recycling?			
	Yes	No	No response
CA1	10	34	7
CA2	1	3	0
CA4	0	1	0
CA5	0	1	0
CA6	4	22	5
CA8	0	3	2
No post code given	3	4	0