

# Re-thinking Waste

Environment & Economy Overview & Scrutiny Panel

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# Introduction

- Demand for waste and recycling services
- Budget pressures
- Options and Issues
- Extent of outsourcing/ working with the County
- Customers doing more for themselves
- Next Steps

# Public Consultation

- Two surveys were completed for the Neighbourhood Services Team in 2014. A six question survey to be completed through engagement work and a selected question survey in the Winter/Spring edition of Carlisle Focus.
- The Neighbourhood Services Survey was requested by the Rethinking Waste Board. The survey was designed to meet the needs of the Neighbourhood Services Team, this team deals with waste, recycling and litter.
- The survey was online, paper copies we're handed out at events across the district with a freepost address. This included: Cumberland Show, various Farmers' Markets, Pageant, Roadshows and major supermarkets.
- Overall 415 responses were received, although not all questions were answered by each respondent. Each question is presented with its confidence intervals, based on a population of 108,000, the percentages are unweighted.
- The confidence level is 95%, this means we can be 95% confident that the percentage represents the population who would pick an answer lies within the confidence interval.

# What would help you to recycle more of your household waste?

•Overall 296 responses were received for this question, the confidence intervals are 5.7%. The question allowed multiple answers. The responses are in descending order.

Top 5 choices	Percentages	Range (confidence intervals)
Larger recycling containers	43.9	38.2 to 49.6
Greater range of waste recycled	38.2	32.5 to 43.9
More frequent recycling collection	35.5	29.8 to 41.2
Squashing/flattening recycling	16.9	11.2 to 22.6
More options at my local recycling site	7.4	1.7 to 13.1

# What would help you to recycle more of your household waste?

•Overall 296 responses were received for this question, the confidence intervals are 5.7%. The question allowed multiple answers. The responses are in descending order.

Bottom 6 choices	Percentages	Range (confidence intervals)
Kerbside collection (if you don't currently receive a kerbside collection)	7.4	1.7 to 13.1
Shared recycling bins (with neighbours)	6.4	0.7 to 12.1
Local neighbourhood recycling centre (if you don't currently receive a kerbside collection)	5.7	0 to 11.4
Smaller waste bin	5.4	0 to 11.1
Shared waste bin (with neighbours)	2.7	0 to 8.4

# Which of these items (not currently recycled) would you recycle or reuse?

•Overall 325 responses were received for this question, the confidence intervals are 5.4%. The question allowed multiple answers. The responses are in descending order.

Choice	Percentages	Range (confidence intervals)
Carrier bags	84.9	79.5 to 90.3
Food waste	39.4	34 to 44.8
Nappies	9.5	4.1 to 14.9

How satisfied or dissatisfied are you with each of the following services?

## Refuse and recycling collection

•Overall 379 responses were received for the refuse and recycling collection question, the confidence intervals are 5%. The question allowed multiple answers. The responses are in descending order.

Bottom 6 choices	Percentages	Range (confidence intervals)	Combined ranges
Very satisfied	40.1	35.1 to 45.1	<b>77.1 to 87.1</b>
Satisfied	42	37 to 47	
Neither satisfied nor dissatisfied	5.3	0.3 to 10.3	<b>7.7 to 17.7</b>
Fairly dissatisfied	9.8	4.8 to 14.8	
Very dissatisfied	2.9	0 to 7.9	
Do not know	0	0 to 5	

# What does success look like?

- Everyone can access the service
- The service is affordable and can replace vehicles within revenue costs
- Either more frequent recycling collections or larger containers
- Householders value the service and participate fully
- Meets recycling targets of 50%
- Can be accommodated within County disposal arrangements
- Has good levels of income to off-set the cost of collections
- Has acceptable levels of risk
- High quality service (few mistakes eg missed collections)
- Is flexible and has capacity to improve (continuous improvement)
- Safe service for our staff and the public
- Low impact on the local environment, less litter, reduced emissions
- Meets TEEP requirements



## The Ideal Recycling and Waste Service

### PRIORITIES

- Costs £500K less
- Meets TEEP
- Materials have somewhere to go
- Acceptable levels of risk on income
- Safe for staff and the public

### OTHER CONSIDERATIONS

- Capacity to grow
- Flexible
- Accommodation
- Use of technology
- Support Cleaner Carlisle
- Performance Management
- Opportunities
- Meets strategic aims

### CUSTOMER

- All Customers can access the service
- Minimises mistakes and rectifies effectively when they do happen
- More recycling capacity
- Valued by customer and high participation
- Change impacts on Customer

### Going in the Right Direction

- Interim box contract in place till June 2017
- Bring site service in house
- No side waste collected
- Purple sack collection replaced
- Modelling on 16 options

### CAPACITY TO DELIVER

- Project and Technical team in place
- Use of specialist consultants
- Project Board to assist with decision making
- Member working group still required

### DECISIONS

- Identified 2 main collection designs for further evaluation
- No option will deliver all requirement: best compromise
- Some decisions will be fixed for 10 years eg vehicle design , containers and depot
- Others could change eg collection frequency and addition of food waste collection
- Gives an opportunity for a phased approach
- The County Joint Waste Strategy may impact but will not be known at time for decisions

# Two Main Options

- Source separated at kerbside
- Two stream co-mingled



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140l or 240l  
bins

Weekly,  
monthly or  
fortnightly  
frequencies

Bags or Boxes



# Evaluation

## Success Criteria

- TEEP
- Saves £500K
- Safe for the public
- Flexible
- Quality for customers
- Increases recycling

## Priorities

- Can't have it all
- Choices to make
- Which criteria is more important

# Next Steps

- Establish the cross party member working Group
- Brief including timescale and outcomes:
  - Raise understanding
  - Engage
  - Evaluation
- Pathway for decision making
- Recommendations to the Project Board on membership of the working group