

# Report of the Refuse/Recycling Task and Finish Group

Presented to Council 18 February 2008

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## Refuse and Recycling Scrutiny Task Group

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Further evidence to support this investigation has been collated and is available upon request from the Scrutiny Manager. This includes,

- minutes of meetings of the Group
- publicity leaflet for the London Borough of Hackney's Food Waste Trial (see p21)
- Presentation to the Group from Chris Mills on the Food Waste Trial (see p4)
- Information pack from St.Edmundsbury Borough Council
- Environmental Policy Unit Briefing – Partial Source Separation of Recyclables by Householders
- WRAP\* Reports
  - – Sustainable ways of dealing with household food and garden waste in the UK
  - – Understanding Food Waste
- Details on Recycling/Infrastructure of comparable authorities; Basildon DC, Braintree DC, Brentwood DC, Castle Point BC, Chelmsford BC, Colchester BC, Epping Forest DC, Harlow Council, Maldon DC, Rochford DC, Southend on Sea BC, Tendring DC, and Uttlesford DC
- Eunomia research & consulting reports:
  - Dealing with Food Waste in the UK
  - Managing Biowastes from Households in the UK: Applying life-cycle thinking in the framework of cost-benefit analysis
- BDC Best Value Report August 2005
- BDC Best Value Report May 2004

\*WRAP is a private company working in partnership to encourage and enable businesses and consumers to be more efficient in their use of materials and recycle more things more often.

## Refuse and Recycling Scrutiny Task Group

### 1. Terms of Reference

Terms of Reference, agreed at the first meeting of the Group and endorsed by Overview and Scrutiny Committee were clear and simple:-

Alternate weekly refuse/recycling collection. How is the system working?  
Can it be improved?

The target was for the Group to present its final report to full council on 18<sup>th</sup> February 2008.

### 2. Key Questions

How is the system working?

- Do all residents of the District receive the same service?
- What customer feedback has been received?

Can it be improved?

- Do any other authorities do alternate weekly collections better?
- What pilot schemes have been run and were they successful?
- What is best practice?

### 3. Research

28.9.07	Initial meeting between Chair and Support Officer
16.10.07	Group Meeting: Presentation from Ian Haines on Waste Watch Door stepping Teams.
30.10.07	Updates presented to Overview and Scrutiny Committee
13.11.08	Presentation from WRAP* advisor via audio link
22.11.07	Group Meeting
14.12.07	Group Meeting
10.1.08	Fact finding visit to St.Edmundsbury
14.1.08	Group Meeting
23.1.08	Updates presented to Overview and Scrutiny Committee
30.1.08	Group Meeting to finalise report

\*WRAP is a private company working in partnership to encourage and enable businesses and consumers to be more efficient in their use of materials and recycle more things more often.

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**Food Waste.** Uttlesford do a collection but it is very expensive and they are currently reviewing the service. WRAP are doing a pilot in a number of areas. Members individually made telephone contact with authorities that had introduced food waste pilots during November/December 07.

An audio conference presentation by Chris Mills, a WRAP advisor from Liverpool, took place in December 07. Chris gave details of 12 authorities piloting food waste schemes and members carried out telephone surveys to see how successful they had been. See Appendix 3.

It was noted that cookery classes for both boys and girls is to be included in the school Curriculum. It would be an ideal opportunity to educate young people about food storage in order to minimise food waste.

**Textile collections** been discontinued. The textiles got damp and damaged and the contractor complained, so kerbside collections were stopped. Local charities will collect textiles and the “Bring bank” service has been extended.

**Doorstep Glass** collections are problematic because glass needs to be sorted on the doorstep to separate colours to maximise recycling; mixed glass colours can only be used as aggregate.

The cost of going back to **weekly collections** would include the cost of five vehicles and crews, and recycling would drop as the incentive to “slim the bin” would disappear. As a result, we would lose income through recycling credit. If improvements are not made through recycling more the authority will face fines of £50 per tonne sent to landfill.

**St.Edmundsbury** is similar to Braintree in its urban/rural mix, and members discovered during their visit that this doesn't cause them a problem, nor are they concerned that leaving our wheelie bins adversely affects the appearance of the Borough. They have a 3 bin collection system; brown for compostable green waste, blue for recycling, and grey for cooked food waste which goes to landfill. The Council has a policy to collect no side waste and issues yellow cards if incorrect waste is put in bins, and a red card requiring households to empty the bin and resort. Cost of waste collection per head in St.Edmundsbury of £50 per household against Braintree at £69.73. Problems include the space required for 3 bins, and householders have to purchase bags for extra recycling which would appear to be a disincentive to recycling.

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St.Edmundsbury use refuse collection vehicles with a low rake\* height so that they can collect in the same vehicle. They also benefit from having a transfer station In Bury St.Edmunds where BDC have to take waste to Stanway.

The use of **sanctions**, such as those contained in Tenancy Agreements to require a positive approach to recycling was discussed, though it was noted that social housing in the area is managed by Housing Associations. Also, there is not perceptible difference between recycling levels and private/social housing. Members felt that Housing Associations should support the District Council's policies in these matters.

**The public need to be made aware** that this authority constantly takes note of best practice, and that the service is monitored on an ongoing basis including customer satisfaction.

The Council's Waste Strategy was based on the assumption that an **additional Household Waste and Recycling Facility (HWRF)** would be opened on the Springwood Industrial Estate for the use of Braintree residents. This should have opened in 2003, but there appears to be a problem with the ownership of a strip of ransom land which has still not been resolved.

#### 4. Conclusions

Best Value statistics showed high levels of customer satisfaction, but doesn't examine why some customers were dissatisfied (see Appendix 2). Although questions are asked about the areas of dissatisfaction, such as the location of the recycling facilities, it would be useful to know why the location was unsatisfactory, e.g, too far away, difficult to access etc.

There are inconsistencies in the enforcement of a "no side waste" policy throughout the District. Side waste collection is not allowed in the Witham area, but tolerated in the Braintree and Halstead areas. The lack of Household Waste and Recycling Centres (HWRC) in the District is a factor limiting household's ability to reduce side waste.

\* rake height is the height of the rear plate of the compaction compartment over which the bin contents have to be tipped.

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As a Council we have traditionally aimed to give a Rolls Royce refuse collection service. The cost of our refuse and recycling collection service is high – See Appendix 1 - and the Group would have liked to have examined all the reasons for this, beyond the cost of labour and the high urban/rural mix, but it hasn't been possible to do that in the time allowed. Similarly the Group would have liked to have examined the particular obstacles to recycling experienced by households with limited outdoor storage. A 50% of the geographical area of the District now has alternate weekly collections, which is 80% of the population. 80% of district councils now have alternate weekly collections.

Introduction of fortnightly waste collection in the more picturesque villages in the Braintree District has been resisted on the grounds that leaving out bins would spoil the village's appearance. St.Edmundsbury has similarly picturesque villages but have had no problem with the use or appearance of wheelie bins.

Returning to weekly collections is not an option.

The public should be made aware of this Group's work and the fact that the refuse service is constantly monitored against best practice and informed by the results of customer satisfaction surveys.

Officer advice is that standardising policy on side waste collection and introducing alternate weekly collections throughout the District is likely to result in a revenue saving, despite the outlay on bins.

Authorities that had run pilot schemes collecting food waste have reported success but in most cases weren't intending to continue the scheme.

### 5. Recommendations

- 5.1 The Council should collect data showing the reasons why some customers are dissatisfied with certain areas of refuse/recycling.
- 5.2. The Council's enforcement of non collection of side waste in the Witham Area should be extended to the rest of the Braintree District through
  - (i). Lobbying to facilitate the opening of a Household Waste and Recycling Centre (HWRC) on the Springwood Estate in Braintree, and

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- (ii). Lobbying Essex County Council to open a further HWRC for residents in the north of the District to use.

- 5.3 Fortnightly waste collections should be rolled out into the whole of the Braintree District, including rural areas, as soon as practical. The replacement of the waste collection fleet next year would be an ideal opportunity to purchase low rake vehicles to facilitate multi-material collection.
- 5.4 The potential benefits to BDC of the following should be investigated when resources allow:
  - the evaluation of the results of the WRAP Food Waste trials
  - the particular problems experienced by households with limited outdoor storage, and
  - when the fortnightly waste collection has been rolled out through the District, a cost/benefit analysis of the cost of service, as compared with similar authorities, should be conducted.
- 5.5 The Council should recommend that the education authority includes food storage as part of Curriculum relating to cookery in schools, with the aim of minimising food waste.

## 6. Reflections

This Group is one of the first four Task and Finish Groups appointed by Overview and Scrutiny Committee in 2007. Topics for these Groups were suggested by Officers and Members of the Council. Non-Cabinet members were invited to volunteer to work on each Group, with Membership and Chair of each Group ultimately decided by the Scrutiny Steering Board. As with the other three Groups, every Member who volunteered to work on this Group was appointed to it. The Chair of the Group managed the Group's activities on a project management basis. Members were encouraged to conduct research themselves. The work of the four Groups was initially supported by one full-time Policy Review Officer (but see learning points below) and a budget of £2,500 per Group.

### What went well?

Funding was sufficient to support the work of the Group, and the only expenditure incurred was for the hire of the BDC community transport bus for a visit to St.Edmundsbury. Use of the community transport bus not only reduced the expense and carbon footprint of this fact finding visit, but

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enabled members to question the officer escorting them and to hold discussions en route.

The Group also made use of the BDC audio conferencing equipment so that the WRAP presentation was conducted remotely by Chris Mills, who was visiting Wales at the time. Obvious benefits included savings in time and expense for travel and overnight accommodation for the presenter, and a reduced carbon footprint.

Members approached the research with enthusiasm and attendance at meetings and willingness to engage in fact-finding activities was excellent. Members used their individual skills and resources to good effect and worked extremely well as a team.

In addition, technical advice has been provided by Ian Haines and Peter Chisnall, and administrative and organisational support from Linda Morgan. The Group would like to express their thanks to these officers for their support, as well as to the people who contributed their expertise during the Group's research; Chris Mills from ROTATE\*, St.Edmundsbury's Councillor Peter Stevens and Sandra Pell, and the officers responding to Members telephone survey of Food Waste collection pilots named in Appendix 3.

### Learning points for the future

Whilst the financial resources were helpful, for instance to fund the Community Transport bus for site visits, the Group had no dedicated full-time staffing resources to support their work. As a result of an efficiency review, before the four Groups started work the post of Policy Review Officer was redesignated Locality Co-ordinator, incorporating additional responsibilities. This resulted in less time of her time being available to support the work of the four Task Groups.

These Groups cannot easily translate financial resources into human resources, and lack of staff resources has been a limiting factor.

\* Recycling and Organics Technical Advisory Team - ROTATE is a free advisory service that provides hands on advice to local authorities (in England and Northern Ireland) on their collection programmes and on their local communications and awareness programmes for kerbside and bring schemes and household waste recycling centres.

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It might have been useful to have had a standard format available for the Group to use as a guide for it's Final Report.

All four new Task and Finish Groups started work at the same time in September 2007, with the aim of completing investigations in time to report to Council in February 2008. As a consequence

- the four Groups had to compete for limited officer resources
- recommendations with financial implication would be received too late to be included in the Council's budget for 2008/9

This Group considers that the first Task and Finish Group for 2008/9 should be in a position to begin investigations by June 2008. Therefore Overview and Scrutiny Committee should consider topics for that year at the first meeting of the next civic year. Therefore officers should have a list of topics available for consideration quite soon.

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### Appendix 1 – Best Value Performance Indicators – comparable authorities

Ian Haines advised that detailed benchmarking work on service costs is still in progress and will not be completed in time for inclusion in the Group's report. Budget books have been obtained from a number of high performing or otherwise comparable authorities and these are being analysed by our own accountancy staff. Two key areas of interest are the level of corporate on costs carried by the waste service and whether total costs are properly declared in accordance with the BVPI specification.

Ian extracted the following data from the DCLG Local Government Comparison Site for Essex and surrounding authorities. Unfortunately this latest published data is 2005-06.

- BV 82(a) percentage of household waste recycled
- BV 82(b) percentage of household waste composted
- BV 84(a) Household waste collected (Kg per head)
- BV 84(b) household waste collected % change in Kg per head
- BV 86 Cost of Household waste collection
- BV 91(b) Kerbside collection of recyclables

#### Compare Performance by Authority – Results 2005/06

	BV82a(i) ↓	BV82b(i) ↓	BV84a ↓	BV84b ↓	BV86: ↓	BV91b: ↓
Babergh	26.85%	6.45%	403.1	1.32%	£32.5	100%
Basildon	15.77%	6.98%	462.2	-1.36%	£50.81	93.3%
Braintree	20.79%	9.68%	415.6	0.02%	£69.73	100%
Brentwood	16.92%	9.69%	416.4	4.96%	£39.48	100%
Castle Point	15.62%	8.39%	411.9	0.68%	£30.17	100%
Chelmsford	14.83%	13.82%	486.4	-3.2%	£72.05	94%
Colchester	18.78%	11.32%	392	-2.49%	£51.6	97%
East Cambridgeshire	16.42%	15.21%	394	3.2%	£52.61	99%
Epping Forest	16.1%	7.4%	410.4	-4.6%	£42.19	89.7%
Forest Heath	22.34%	23.77%	425.2	5.5%	£43.71	100%
Harlow	18.49%	1.39%	371.1	-2.09%	£55.02	100%
Maldon	17.71%	11.52%	393.1	3.81%	£50.67	100%
Mid Bedfordshire	20.17%	9.35%	405.1	-8.7%	£47.99	100%
Mid Suffolk	28.35%	0%	284.9	0.99%	£36.01	77.2%
Rochford	13.99%	0.54%	422.5	-0.42%	£41.96	87.5%
South Cambridgeshire	18.1%	31.3%	434.2	2.87%	£46.74	100%

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St Edmundsbury	21.52%	27.1%	477.4	-2.96%	£50.42	100%
Tendring	21.55%	0%	311	-1.2%	£30.34	100%
Uttlesford	22.19%	3.4%	455.5	-0.52%	£45.27	89%

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## Appendix 2 - BVPI General Survey Satisfaction Questions

The questions in this survey are agreed at a national level and may not be varied or added to.

### **Braintree District Council**

- Q1 Scheme area**  
*Scheme existing area* ..... [
- Pre roll out area* ..... [
- Q2 Survey area**  
*Braintree* ..... [
- Witham* ..... [
- Great Notley* ..... [
- Black Notley*..... [
- Bradwell*..... [
- Halstead*..... [
- Hatfield Peverel* ..... [
- Panfield* ..... [
- Q3 Who is responsible for recycling in your household?**  
*Self* ..... [
- Spouse/partner*..... [
- Self and spouse/ partner*..... [
- Other adult* ..... [
- Whole family* ..... [
- I do not recycle* ..... [

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**Q4** Thinking about recycling household waste, which of these statements best describes how important recycling is to you personally? Please tick one

- Very important..... [
- Fairly important ..... [
- Not very important..... [
- Not at all important ..... [
- Don't know DO NOT PROMPT ..... [

**Q5** Which of these statements best describes your attitude to recycling? Please tick one

- I recycle even if it requires additional effort ..... [
- I recycle if it does not require additional effort..... [
- I do not recycle ..... [
- Don't know DO NOT PROMPT ..... [

**Q6** Which of these statements best describes how much you recycle? please tick one

- I recycle everything that can be recycled..... [
- I recycle a lot but not everything that can be recycled ..... [
- I recycle sometimes..... [
- I do not recycle ..... [
- Don't know DO NOT PROMPT..... [

**Q7** Which materials do you recycle and where?

	<i>Collection from outside my house</i>	<i>Bring sites (e.g. bottle banks)</i>	<i>Recycling centre for household waste</i>	<i>Charities</i>	<i>Compost at home</i>	<i>Do not recycle</i>
Glass (bottles and jars)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Metal tins and cans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plastic bottles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plastic packaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Textiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bulky waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alluminium foil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foil containers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aerosols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garden waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q8** Have you seen or heard any advertising or promotions for recycling in the last twelve months?

- Yes .....
- No.....
- Don't know DON'T PROMPT .....

**Q9** Where did you see / hear this?

- Local radio.....
- National radio .....
- Personal visit.....
- National newspaper advert.....
- National newspaper article .....
- Local newspaper advert.....
- Local newspaper article .....
- Television advert.....
- Collection calander.....
- Recycling news letter .....
- Other leaflet .....
- Promotional item e.g. bookmark, pen .....
- Local roadshow or event.....

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- heard about recycling campaign from friends or family ..... [
- A leaflet was put through my door..... [
- Vehicle Livery ..... [
- Website ..... [
- Bin stickers/hangers ..... [
- From child's school or youth group ..... [
- Town centre banners ..... [
- SMS text messaging ..... [
- Mobile hoardings..... [
- Bluetooth message..... [
- Poster on train..... [
- Don't know ..... [
- Other please specify \_\_\_\_\_ [

**Q10 How would you rate your knowledge of how to recycle? Please select one answer**

- Know a lot ..... [
- Know a little ..... [
- Know something ..... [
- Know not very much ..... [
- Know nothing ..... [
- Don't know..... [

**Q11 How would you rate your knowledge of what happens to materials sent for recycling? Please select one answer**

- Know a lot ..... [
- Know a little ..... [
- Know something ..... [

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*Know not very much* .....

[

*Know nothing* .....

[

*Don't know*.....

[

**Q12** **How would you rate your knowledge of the range of recycled products available to buy?** Please select one answer

*Know a lot* .....

[

*Know a little* .....

[

*Know something* .....

[

*Know not very much* .....

[

*Know nothing* .....

[

*Don't know*.....

[

**Q13** **Why don't you recycle / recycle everything that can be recycled?**

*Not aware of collection from my house in my area*.....

[

*Its not convenient enough to recycle* .....

[

*Not interested / can't be bothered* .....

[

*Don't have enough time / too much hassle* .....

[

*Don't have enough storage space*.....

[

*Don't produce enough recyclable material* .....

[

*Don't know what / how to recycle*.....

[

*Not fit / well enough to manage* .....

[

*I forget to put out my recyclables* .....

[

*Don't know when to put out my recyclables* .....

[

*My bag is never emptied / recyclables are never taken when I do put them out* .....

[

*I don't have enough clear recycling sacks*.....

[

*I've asked for more clear recycling sacks but they have not been delivered* .....

[

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*It's expensive* .....

*Don't believe in the environmental benefits*.....

*No benefit to me* .....

*Local recycling collection service is poor* .....

*I currently recycle everything I can*.....

*Don't know*.....

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

**Q14 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the Household Waste Collection Service?**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neother</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
The bin provided for your general household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place you have to leave your waste for collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How 'clean and tidy' the street is following the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The collection of bulky household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waste collection service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bring bank recycling facilities we provide?**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neother</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
The location of the recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The items you can deposit for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How 'clean and tidy' the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of local recycling facilities overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q16 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the kerbside recycling collections?**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neother</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
The container provided for items of recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place you have to leave your items for recycling awaiting collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How 'clean and tidy' the street is following the collection for items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service for the collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Classification details

Name \_\_\_\_\_  
House name/number \_\_\_\_\_  
Street \_\_\_\_\_  
Postcode \_\_\_\_\_

**Q17 Gender**  
Male ..... [   
Female ..... [

**Q18 Age**  
18-24 ..... [   
25-34 ..... [   
35-44 ..... [   
45-54 ..... [   
55-64 ..... [   
65-74 ..... [   
75+ ..... [   
Prefer not to answer ..... [

**Q19 Type of property**  
Terrace house ..... [   
Semi detached ..... [   
Detached ..... [   
Flat/apartment ..... [   
Bungalow ..... [

Telephone Survey of WRAP Food Waste Pilots

<b>Pilot Authority, Contact and Researcher</b>	<b>Questions asked in telephone survey</b>				
	<b>Was the Pilot successful ?</b>	<b>How did people respond ?</b>	<b>How did it work ?</b>	<b>What problem have arisen or did arise?</b>	<b>Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?</b>
London Borough of Croydon - Contact, Mike Scholey Cllr Eric Lynch	We are two thirds into the pilot scheme which is due to finish, or at least funding from Wrap finishes, in May 2008. For Croydon's part it has been a success and we will be continuing the service to current householders and will review extending the service further budgets permitting.	From the sample of 2,500 households we have been achieving quite good participation levels <60%. More importantly, tonnages are high and if replicated in a borough wide service would represent a substantial reduction of waste going to landfill.	The area we chose could best be described as having a population of "high achievers" or Acorn 1 category (environmentally concerned populace). We would not expect the same level of participation in the more densely populated parts of the Borough – or maybe I am wide of the mark and making a jaundiced assumption. Each household was given a 7ltr caddy to be kept in the kitchen with a roll of corn starch bags (no other bags would be accepted)	It was very soon realised that more corn starch bags were being used by residents than anticipated. Often the contents of one day's waste was put in each bag each night making up to seven bags per household per week. This greatly increases the cost and we would have to review whether we could operate this service without the bags. There is a constant call for more bags and we found the most effective way to satisfy the requests was to ask residents to stick	

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
			and a 20ltr caddy presented at kerbside into which the filled corn starch bags would be placed for collection. The 2 loader crew collect the bags using slave wheelie bins which is emptied into a compact RCV.	notes on their 20ltr bins with the crews carrying stocks of bags on the vehicles. Because this is a small pilot project we had problems getting Viridor in Sutton to accept relatively small amounts of waste through their in vessel compost facility. We now have to transport the waste to a facility in Dorset.	
Calderdale Metropolitan Borough Council – Contact: Jonathan Lord Cllr Malcolm Dunn  For more	very successful with a 65% take up which they were very happy with.	There was some resistance to take up with some of the kitchen caddies and flitop bins thrown back at staff when they were first delivered.		It's expensive £140 per tonne which is approximately 60% more than landfill. They have asked to roll out the scheme across the council area but there is	

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
information he recommended we talk to David Stowe at Preston Council who is an expert in this area.		Calderdale blame themselves for this as they did not feel that they did a good enough job in educating the 6,500 people who were subjected to the pilot. Now the people have become used to this form of collecting food waste Jonathan thinks it will be very difficult to persuade people to go back to what they did before. A few problems have become apparent.		three months between the end of the pilot and the start of the new contract which will have to be paid for. It is labour intensive and Jonathan stressed that it was important to find the best members of staff to manage the project. Unmotivated staff will struggle. He did mention that after a very short while the amount of food waste shrunk dramatically as it became apparent how much food was being thrown away and customers became more efficient.	

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
Guildford Borough Council Cllr David Mann	10000 households served Diversion 15 tonnes per week Per household 1.6 kg Participation rate 61.9-89.6%.	High participation, low level of complaints	Start May 2007 Kerbside waste bins	Delayed start – late delivery of both vehicles and containers. Equipment fit for purpose, collections going well	Unknown
Newcastle-Upon- Tyne City Council Cllr David Mann	6316 households served Weekly average 7.3 tonnes Per household 1.2 kg Participation rate 59%	Residents appear happy with service	Start June 2007 Caddy/kerb box/free liners	No operational problems	Unknown
Elmbridge District Council – Contact: Ismina Lane Cllr Fred Swallow	Yes, very successful. Extended to end March 2008. Feedback show people want it.	Some persons sceptical in the beginning but overall now well received.	Special small lorries were acquired on hire 20 litre bins – 1000 collection per day believe 1300 poss. (FARID) (3000)	No major problems. Foxes were a nuisance but this was dealt with by changing to different stronger containers.	Yes - Pleased with collections as at present and will implement trials. It is hoped to build a facility for disposal as it is costly at present to send to Bournemouth which is the nearest disposal area at present.
Hackney London	They are sill rolling out their WRAP trial and it is too soon to move to the evaluation stage.				

Telephone Survey of WRAP Food Waste Pilots

<b>Pilot Authority, Contact and Researcher</b>	<b>Questions asked in telephone survey</b>				
	<b>Was the Pilot successful ?</b>	<b>How did people respond ?</b>	<b>How did it work ?</b>	<b>What problem have arisen or did arise?</b>	<b>Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?</b>
Borough Council – Contact: Rachael Riding Cllr John Gyford					
London Borough of Merton – Contact: Kees Hyink Cllr Eric Lynch	London Borough of Merton has been taking part in a weekly food waste collection trial, supported by WRAP, for approximately 2000 households since May 2007 (for a 12-month period initially). The trial is still in progress but we certainly consider that it is progressing well. Recent monitoring carried out by independent consultants indicates 68% of households	People responded well and we have generally had positive feedback from people I have spoken to. We will shortly be conducting a survey to gauge opinions and get further feedback.	Merton is really part of a larger trial with the neighbouring boroughs of Sutton and Croydon (London Borough of Sutton carry out the weekly collection). Each household was given a 25L kerbside bin and 5L kitchen caddy as well as a roll of caddy liners. WRAP provided introductory leaflets that were sent out a couple of weeks before the trial and also a more detailed instructional leaflet	The main problems were to do with the fact that LB Sutton carried out the collection and issues to do with call centres etc. The trial is quite small which has allowed us to deal with this matter more easily than would otherwise be the case. The other problem was surrounding the re-distribution of caddy liners once households ran out. We still haven't really dealt with this adequately but deal	Not sure. One of the key issues would be whether or not the liners are provided as these would be a significant annual cost but they increase participation levels. Merton is currently procuring waste treatment and disposal contracts and it is not sure what type of collections might take place until these have been finalised.

Telephone Survey of WRAP Food Waste Pilots

<b>Pilot Authority, Contact and Researcher</b>	<b>Questions asked in telephone survey</b>				
	<b>Was the Pilot successful ?</b>	<b>How did people respond ?</b>	<b>How did it work ?</b>	<b>What problem have arisen or did arise?</b>	<b>Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?</b>
	<p>participate in the scheme although not every week. Weekly set out rates vary between 40 and 50%. We think this is a very good participation rate and the support provided by WRAP has been important. In particular, providing the biodegradable liners for the households makes it much more appealing to take part. On a weekly basis, an equivalent of 1.5 - 2kgs gets put out by each of the 2000 households.</p>		<p>when the bins were distributed. The food waste is collected on three separate days for the three boroughs. We secured a composting facility that will accept the food waste before commencing the trial.</p>	<p>with it on a weekly basis. People also seemed to like the liners a little too much and we ran out after 6 months after we projected they should really last the full 12 months.</p>	
Luton Borough	The Pilot is still	7500 residents that	They provided	The only real	The Council has agreed to

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
Council – Contact: Kully Birring Cllr Eric Lynch	being trailed. Date of completion is March 2008. At this point in time we can report that it has been successful	have taken part in the trial have responded very favourably.	residents with a small Kitchen caddy (7 litre) for use in the Kitchen and a larger Container (21 litre) for outside placement. Biodegradable bags were also provided for the kitchen caddy to contain the food/smells and spillages. The bags also help keep the caddies and outside storage container clean. The full bags are placed in the outside storage containers which are collected on a weekly basis.	problems they have encountered is the breakdown of our dedicated collection during the first week of the trial. However, since then the trial has been progressing quiet smoothly.	extend the food waste collection to March 2009. As a new service the department will need to put forward the expansion of the trial as a growth item beyond 2009
Luton Borough council (continued)	Additional information: Do you currently have the wheelie bin system? Yes, 240 litre black bin for residual waste, 240 litre brown bin for garden waste, 140 litre green bin for recycled materials. We are in the process of delivering 55 litre black boxes for				

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
	<p>the collection of kerbside glass.</p> <p>Do you have any idea on the percentage increase in cost that it will be for a full year after current finding? The actual increase in cost is difficult to determine as this depends on the system one adopts and a number of other factors such as one wishes to buy or hire a dedicated vehicle for the collection. At the moment we are hiring a vehicle. However, in terms of continuing the current service the costs would be in the region of £180,000.</p>				
Preston City Council – Contact: Kath Walker, David Stowe Cllr Fred Swallow	<p>Please see below, very brief answers to these direct questions, but the full answers are far too long to just email. The attachment for our 'final' report (after the second year) has much more detail .. and a video of the crews working that quickly tells you a lot about the mechanics.</p>				
	<p>Yes. Well received, no complaints, electorate want it, elected consider it a vote winner.</p>	<p>Instant 56% participation, customers will not be without it now.</p> <p>The regular crew volunteer for it, when they are on leave some staff prefer it some hate it. Not an issue, and it runs itself now.</p>	<p>Its very bespoke, terraced houses only, food only (no gardens!), 7.5 tonne custom wagon, liners and containers provided.</p>	<p>Collections were fine. Contamination needed a lot of shoeleather at first to reduce it. Participation was easy but has dropped as time wears on, 30 to 40% or so now, was only a trial and had to be kept low key - no PR etc. Composting it ourselves was a nightmare. If you have an expert locally use them,</p>	<p>The portfolio holder wants to extend it (even if only in a bit of his own area) . In urban areas it would likely be the same way - is there any other option without gardens? Leader of the Council was front-paged on his wish to "go back to weekly" (but inside the article he meant just on food waste). But I doubt the budget to expand will be made available this year.</p> <p>No just carrying on exactly as it is. 10% increase from efficiency, that's all.</p>

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
				it's cheaper!	
Waveney District Council – Contact: Mrs Kitran Cllr John Finbow	The trial is being carried out in a poor urban area of Lowestoft Suffolk and is still working and successful. They are pleased how well it is running.		The liner is filled with food waste and then tied up and placed in a bin with the garden waste ( green bin) the bin is then emptied every fortnight. The Vehicle they are using is a hired in for the trial and it has two compartment one for garden waste and one for glass (as seen in Chris Mills presentation on 13th November 2007 ) , it is then taken to the processing plant. The finished product will be used as a soil conditioner	Small ones and they were all solved in house, the only major one they have is the weight control at the moment it is only guesswork not to overload the vehicle.	The short term answer is no because at the moment our Refuse Collection Service is under review and could be contracted to outside operators in the future  Not at the moment but I might look at it.

Telephone Survey of WRAP Food Waste Pilots

Pilot Authority, Contact and Researcher	Questions asked in telephone survey				
	Was the Pilot successful ?	How did people respond ?	How did it work ?	What problem have arisen or did arise?	Are you likely to adopt the collection of food waste in this way? If not, will you introduce a revised scheme?
			in Agriculture, Landscaping ,etc hopefully in the local area		

## Refuse and Recycling Scrutiny Task Group

### Appendix 4 – Briefing note from Peter Chisnall on collection of side waste policy

#### Background

Since the start of the High Diversion, wheeled bin programme, in 2000, the collection of side waste, excess waste outside of the provided receptacle, has been a difficult issue to deal with. A balance has to be struck between the households that produce an extra couple of bags a few times a year due to a party or other event and the households that constantly produce excessive amounts of waste. It is the households that abuse the system and produce excessive waste, where we concentrate our advice, education and enforcement action if necessary.

The standard residual waste, wheeled bin issued to households has a capacity of 180 litres, equivalent to three/four full black sacks. This bin size was selected based on a comprehensive waste composition analysis from 1000 households in the Witham area. The analysis showed that on average each person in a household produced 90 litres of waste per fortnight. Of this 90 litres, 50% could be diverted from landfill, if full use was made of the extensive bring bank system in the district and the kerbside recycling and garden waste collections.

This meant that on average each householder should only produce 45 litres of residual waste per fortnight and therefore a bin size of 180 litres should be satisfactory for a family of four. For larger households, families with school age children in nappies or households where the occupier is unable to participate in the recycling or compost collection, an assessment is made and a larger bin or more bins are provided or the household remains on a black sack collection system.

#### High Diversion System

When the programme started in Witham it was a partnership with Essex County Council. For their part they totally revamped the Perry Road Household Waste Recycling Centre, HWRC, increasing the amount of waste containers that made it easy for material to be separated for recycling.

Due to the easy accessibility for Witham households to the HWRC, it was decided that side waste would not be collected and that if households generated extra waste they would have to dispose of it themselves there. This policy has continued in Witham to this day.

## Refuse and Recycling Scrutiny Task Group

When the High Diversion roll out was designed for Braintree in 2003 the number of new vehicles was based on continuing the policy of no side waste collection. This was on the belief that Essex County Council would be opening a new HWRC on Springwood Industrial Estate within a year of our scheme starting. The current HWRC is at Shalford, seven miles outside Braintree and not readily accessible to many households.

It became apparent that the proposed new HWRC would not be built in the original timescale and the latest position is that the site is unlikely to be ready before 2009. Also in 2003, the Animal By Product regulations came into force and prevented the inclusion of food waste in the new green bin collections. This meant that green bins could only be used for garden waste in the Braintree area, with all food waste having to be accommodated in the grey bin. This additional pressure on the grey bin led to staff being instructed to pick up side waste in the Braintree High Diversion area.

This forces us to operate extra shuttle vehicles in order to complete collections during the working day. The extra vehicles replace full vehicles on route allowing the crews to continue collecting and not have to stop and travel with the vehicle to the landfill site in Colchester.

Just prior to the Rural Area High Diversion Roll Out in 2006 the Council opened a new Animal By product compliant transfer facility at Cordons Farm. The roll out proceeded with the inclusion of green kitchen waste in the green bin and the Braintree service was also upgraded. This triggered an attempt to enforce a no-side waste policy in Braintree on grounds that the food waste pressure on the grey bin had been reduced and in the knowledge that the proposed new Roll Out High Diversion areas had even less accessibility to a HWRC than Braintree and there was a danger of double standards. There was a public backlash against this no-side waste policy in Braintree, it was estimated that approximately 20% of households were producing excessive side waste, this resulted in thousands of bags of waste left uncollected by the roadside for several days and then them having to be cleared anyway due to the public health risk.

The further High Diversion roll out to the rural areas in 2006 the system was again designed to not collect side waste. However due to the lack of an accessible HWRC the decision was made to collect side waste. In addition due to a concentrated advice, education and enforcement campaign in those areas there is not a great side waste problem.

## Refuse and Recycling Scrutiny Task Group

### Actions

In 2007 we entered into a contract with a new Material Recovery Facility, the factory where all of our kerbside collected, dry recyclable material is taken for sorting. The new facility is able to take other sorts of plastics than just bottles for recycling. This enabled us to add an extra stream of materials to our recycling collection, including ice cream/margarine tubs, yoghurt pots, packaging, flower pots, etc. This has resulted in a marked decrease in side waste as households are able to put those materials out in their recycling collections creating extra space in their residual waste bin.

The Waste Policy/Promotion Team and the Recycling Monitoring Team do a lot of work to educate and advise residents on how to recycle and compost more and methods of how to reduce waste.

On average it is estimated that just under 6% of customers still put out side waste, although not all on a regular basis. The problem seems to occur in pockets in particular areas putting more pressure on collection routes where it occurs but also often making the problem appear worse than it really is.

In 2008 we intend to have a concentrated campaign to reduce side waste further, this is presently being developed but it is going to be a high profile promotional campaign backed up by stricter enforcement.

Peter Chisnall - Environmental Services Manager

9th January 2008

## Refuse and Recycling Scrutiny Task Group

### Appendix 5 – BDC Complaints data

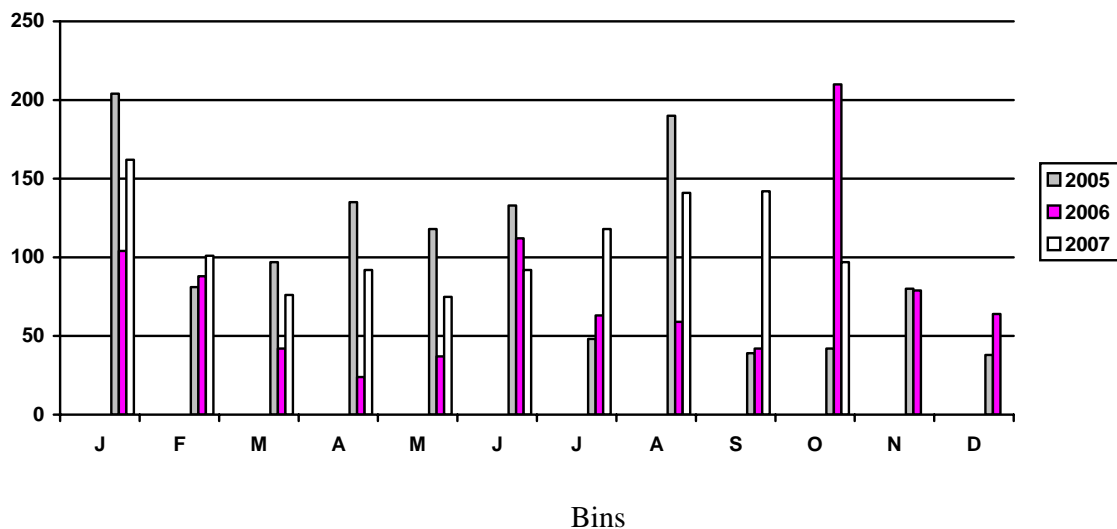
#### **Note for Refuse/Recycling Task Group**

As requested, I am setting out below complaints data extracted from my Respond complaints handling system, concerning Refuse/Recycling collections over the last three years (to end of October '07).

Separate data is kept for Missed Refuse Bins and Waste Management Complaints respectively.

#### **1. MISSED REFUSE BINS (GREY AND GREEN)**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
'05	204	81	97	135	118	133	48	190	39	42	80	38	1205
'06	104	88	42	24	37	112	63	59	42	210	79	64	924
'07	162	101	76	92	75	92	118	141	142	97			



Missed

The definition of a missed bin is:

"Any collection not made on the scheduled day as a result of:-

- (a) Planned changes to collections arrangements where the householder was NOT notified in writing;
  - (b) Oversights by the collection crew not rectified within one working day of being reported;
- and
- (c) Vehicle breakdowns or technical faults;
  - (d) Industrial action;

## Refuse and Recycling Scrutiny Task Group

(e) Any other reason (with the exception of adverse weather) for non-collection of refuse on the scheduled day such as blocked or restricted access, road works, road closures, road traffic accidents, over-capacity of refuse vehicle (due to excess waste collections) etc.

where collection is Not made within one working day of the scheduled collection.”

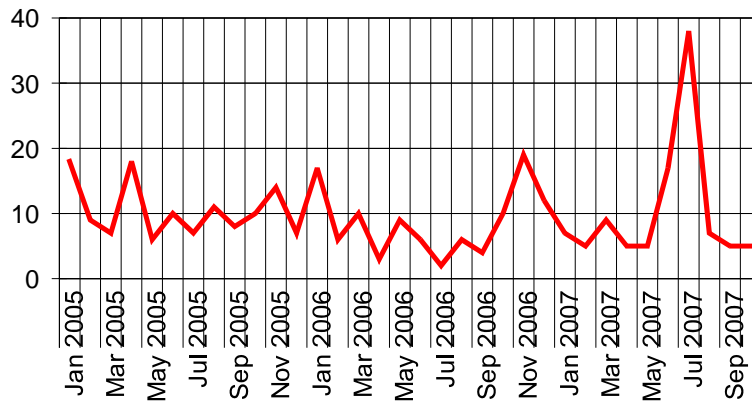
For 2007/08:

- The number of grey and green bin collections per month is: 409,833.
- The total number of collections per year is: 4,917,998

If 100 missed bins were missed in a month, this would equate to 24.4 collections missed per 100,000 collections.

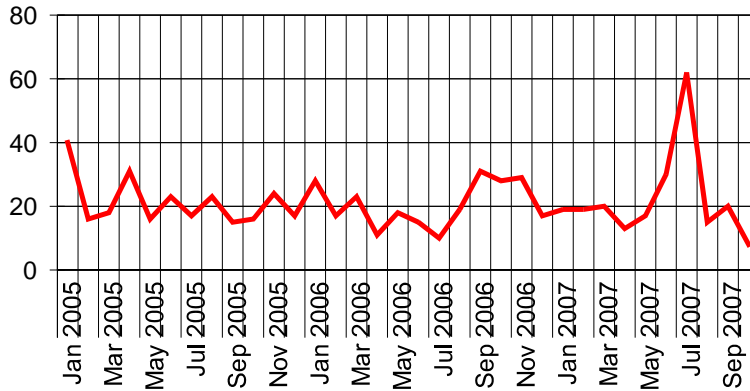
### **2. WASTE MANAGEMENT COMPLAINTS**

#### Justified Waste Management Complaints



## Refuse and Recycling Scrutiny Task Group

### Waste Management Complaints



**NB:** In June 2006, there were 300 plus complaints received following the introduction of a ban on side waste in Braintree (Wheelie bins were introduced earlier in the year). These complaints have not been individually recorded on the Respond complaints handling system.

Steve Bore  
Scrutiny and Complaints Manager  
22/11/07

The following are complaints received during October 2007, which is typical of those received other months,

02/10/2007	The crew failed to remove the complainants recycling bags despite them being only 6 paces from where they normally are.	Upon investigation it was established that the sacks were not left at the property boundary and so the crew were not at fault in leaving them. The customer advised accordingly and asked to ensure that her waste is left at the correct location in future.	No	ES211 07/08	D	02/10/2007
23/10/2007	Complained that the Council had recently exchanged his two grey	Apologies given for the frustration and inconvenience.	Yes	CE26 07/08	A	07/11/2007

## Refuse and Recycling Scrutiny Task Group

180 litre bins for a 240 litre bin, but there had been no prior communication with complainant concerning this action. The Council had issued complainant with two 180 litre bins in 2003 after taking account of the size of complainant's household and the medical circumstances of complainant and his wife.

Procedures to be reviewed to prevent the same situation recurring.

There was a breakdown in our internal communications which triggered a sequence of events that unfortunately culminated in the Council exchanging the bins when there was no cause to do so.

When complainant asked for the two 180 litre bins to be returned the Council declined to do so and advised complainant that the 240 litre bin should provide sufficient capacity for his household.

Arrangements being made to return the two 180 litre bins and take away the 240 litre bin.

Complainant advised to contact the Council if his circumstances change, i.e. there is a reduction in the number of persons in the household, as the situation with the bins will then need to be reviewed.

Stage 2 complaint.

30/10/2007	Ongoing problems with refuse collections.	An officer contacted the complainant and apologised for the problems which were due to an oversight on the part of the new collection crew. Refuse cleared and crew reminder issued.	Yes	ES209 07/08	D	01/11/2007
08/10/2007	The handle on the bin chamber door was damaged during collection.	The crew reported the damage and arrangements have been made for the handle to be repaired.	No	ES212 07/08	E	08/10/2007

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		The complainant was advised accordingly.				
02/10/2007	Received a letter from BDC accusing them of putting out side waste. This is not true; he and his wife recycle and do not even fill their grey bin, let alone produce side waste. Also, why can't glass be collected for recycling; they have to take theirs to the local supermarket car park or the Shalford recycling centre 6 miles away.	The letter was incorrectly addressed and so should not have been sent to the Complainants. An apology has been offered for this error. It is not possible to provide a kerbside collection of glass due to the risk of contamination of other materials in the collection vehicles. There is no need for the Complainants to travel 6 miles to dispose of glass bottles/jars - there are three recycling banks within easy reach, details of which have been provided.	Yes	ES204	D	04/10/2007
02/10/2007	Rude gestures made at the complainant by driver of refuse vehicle when he was exiting the Hare and Hounds car park.	All drivers who work in and around this area were reminded that they represent the Council and that this type of behaviour will not be tolerated. Apology to the complainant, together with an assurance that it won't happen again.	Yes	ES210	B	02/10/2007
03/10/2007	During the recent clear sack delivery, the crew left the outer bag which the sacks were contained in on the roadway.	An officer contacted the complainant and thanked him for bringing this matter to the Council's attention. The delivery crew were reminded to ensure that they keep all packaging securely on the vehicle.	Yes	ES208	D	03/10/2007

## Refuse and Recycling Scrutiny Task Group

18/10/20 07	Green bin missed on scheduled collection day and despite reporting it several times, it remains uncollected.	An officer contacted the complainant and explained that we were unable to clear the waste due to parked vehicles on the access road into Leicester Court. Arrangements made for the bins to be wheeled out by several members of staff.	No	ES213 07/08	C	19/10/20 07
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