

Dear Councillor,

Re. Food Waste Recycling and Domestic Waste Container Prototype

Please find below information about the new food waste recycling and waste containerisation prototype scheme due to launch in the borough in October 2020.

What are we doing?

The council is introducing a prototype scheme in the borough to recycle food waste and start containerised collections (as opposed to waste sack collections) from domestic street level properties.

The prototype scheme will cover approximately 5600 properties.

Where are we doing it?

We have attached a map showing which streets are going to be part of the prototype scheme. We are contacting you as a councillor for a ward with streets that fall within the prototype scheme area.

When are we doing it?

The collections are scheduled to commence on 19th October.

Publicity for the scheme will begin being delivered door to door from 14th September 2020.

New bins and containers and the second round of publicity will be delivered to eligible households in early October prior to collections starting.

Why are we doing it?

Hammersmith & Fulham are committed to be the greenest borough in the country. Minimising household waste will help us meet the council's climate challenge targets. We have a target to increase the recycling level in the borough to 30% of all collected waste by 2023.

By collecting household waste and recycling in containers we will reduce the levels of residual litter that can arise from collecting waste in sacks.

How are we doing it?

Please see the FAQs below.

How can I find out more?

Officers from Street Environmental Services will conduct an online briefing with you individually, or with your fellow ward councillors, to discuss the prototype scheme in more detail as you require.

Officers will also be pleased to meet with councillors on their ward for a walkabout for a practical discussion about how the scheme will operate.

Should you wish to discuss any specific aspect of the scheme, or to arrange an online briefing or ward walkabout, please contact David.goodship@lbhf.gov.uk

Frequently Asked Questions

Will waste collection days or frequency change?

No. The streets that have been chosen for the prototype in part reflect the current collection schedule so as to minimise any inconvenience for residents. All the streets in the prototype will continue to receive their scheduled weekly refuse collection.

Will all properties in the prototype streets receive new bins?

No. Whilst many of the streets have the high levels of “eligible properties” in them, unfortunately not all properties are suitable for domestic waste and recycling container bins, due to issues such as storage space and the absence of step free access

All the properties within the prototype area have been visited and assessed for suitability by officers from our Waste & Recycling Team.

Where properties are unsuitable for the new bins, they will have their waste and recycling collected as they do now. However, all street-based properties in the prototype area will receive the new food waste recycling collection.

What bins will eligible properties receive?

All properties will receive a 7-litre food waste caddy (for indoor use), with a larger 23 litre container within which to present it for collection.

The standard bin designation for eligible properties will be one 140 litre refuse bin and one 240 litre recycling bin.

Where some properties may find they require a larger or smaller bin as the prototype develops, we will look to accommodate those residents’ needs subject to eligibility criteria.

What can residents do with garden waste?

Garden waste can be put out for collection with normal waste although we would encourage residents to compost at home wherever possible. We don’t anticipate there being significant quantities of garden waste at this stage of the new service, given the time of year. We will be reviewing this as part of our work on the news scheme to look at potential future garden waste options. Garden waste can also be taken to Smugglers Way and Cringle Dock Reuse and Recycling Centres (the tips). More information on the centres and home composting can be found here:

<https://www.lbhf.gov.uk/recycling-and-rubbish/reduce-and-reuse/garden-waste-and-home-composting>

Can residents use their existing bins for the new service?

Unfortunately not. The bins need to be standardised in order that they can be safely collected using the lift mechanism on the contractor’s vehicle.

What should residents do with their old bins?

We would encourage residents to find an alternate use for their bin if possible. Otherwise they can take it to the council recycling facility, or they can contact us, and we will make arrangements to collect their old bins and recycle them as far as possible.

What if residents find it difficult to physically manage and manoeuvre their new bins?

Where we identify that residents may physically experience problems that make it difficult for them to adapt to the new service, we will offer them an assisted collection service.

What arrangements have been made for residents to contact the council about the new services?

We understand the importance of communicating with residents in order that we can work with them to ensure the prototype is successful. In addition to two sets of written communications being delivered door to door prior to the scheme commencing, the council will provide all necessary information on a dedicated page on the council website.

When the containers are being delivered to households prior to the collections commencing, council officers and contractor staff will be following the delivery crews in order to engage with residents and discuss the new scheme with them.

We have been working closely with the contact centre in order that we have a robust process in place to manage any telephone resident feedback as the scheme rolls out and will have a dedicated e-mail address/online form so that we can respond to resident enquiries quickly and effectively.

Why is this a prototype scheme rather than a borough wide roll out?

Modernising the way waste and recycling is collected and starting an entirely new separate food waste recycling scheme is a large undertaking.

Starting off the roll out in a prototype area will allow us to carefully monitor how the amendment to the collections affects our overall waste collection service, will allow us to more effectively communicate the information about the service to a targeted number of residents, and will enable us to respond to any issues residents have with the new service and quickly resolve these.

How will we know if the prototype scheme has been successful?

The key indicators of success will be an increase in recycling levels, a reduction in on street litter and detritus as a result of the new collection methods, and of course resident satisfaction.

Officers will closely monitor the impacts on the prototype on our waste and recycling rates. We will be consulting residents as the prototype develops in order to gauge their experiences of and satisfaction with the scheme and ensure that we use this feedback to inform any further roll out of the services to elsewhere in the borough.