

London Borough of Hammersmith & Fulham

Report to: Economy, Arts, Sports and Public Realm Policy & Accountability Committee

Date: 28/11/2022

Subject: Wheeled Bin and Food Waste Collection Prototype Survey Results

Report of: Annie Baker – Assistant Director Street Environmental Services

Responsible Director: Strategic Director of Environment

Summary

The report outlines the waste prototype collection scheme and the recent survey work undertaken in the areas using the service.

Recommendations

1. For the Committee to note and comment on the report.

Wards Affected: Addison, College Park and Old Oak, Fulham Reach, Hammersmith Broadway, Palace and Hurlingham, Parsons Green and Sandford, Wendell Park

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	The prototype provides a modern waste collection service, meeting the demands of residents and providing the associated benefits of a cleaner environment where businesses want to invest and opportunities for local jobs.
Creating a compassionate council	The prototype places great emphasis on engagement, compassion and providing a bespoke flexible service that accommodates needs of residents.
Doing things with local residents, not to them	Rather than using available legislative powers (s46 Environmental Protection Act 1990) to carry out a blanket imposition of containers on residents, we are carrying out a prototype service and have worked with residents to identify the bins that best suit their property type and waste requirements, and to allow residents to experience and comment on how the new service operates.
Being ruthlessly financially efficient	The prototype scheme reduces the council's waste disposal costs, by reducing waste and diverting more material for recycling
Taking pride in H&F	The prototype scheme collects household waste and recycling in containers rather than bags, reducing litter spillage and keeping our streets cleaner.

Rising to the challenge of the climate and ecological emergency

The prototype allows residents to recycle more and reduce the amount of waste that is sent for waste disposal.

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Background Papers Used in Preparing This Report

None

DETAILED ANALYSIS**Background**

1. A prototype collection service for food waste and wheeled bin household waste and recycling commenced on 9th November 2020.
2. For context, wheeled bin refuse and recycling collections are commonplace across most of London and the rest of the country. There are several potential advantages to collecting household waste in this way, as opposed to collection of waste in sacks. These include:
 - The ability to have a separate food waste collection. Approximately one third of residual household waste is food waste that currently goes for incineration and adds to harmful emissions. When food waste is collected separately it can be recycled instead.
 - Having containers for residual waste and recycling (especially in cases where the latter is larger) together with improved communication and education around what can be recycled, can help to reduce residual waste and increase recycling.
 - Container collections, as opposed to our current recycling collection methods, can significantly reduce the need for single use plastic sacks.
 - Container collections can reduce refuse and recycling bags being split open by foxes, birds or other animals, and reduce litter and detritus on our streets.
 - Container collections can have positive health and safety outcomes for collection crews. Wheeling bins to an automated lifting mechanism rather than carrying and physically throwing the bags onto the vehicle can reduce musculoskeletal injuries. Collecting in containers rather

than bags can also reduce the risk of injuries caused by glass or other sharp materials.

3. The prototype service has been running for just over two years now in several areas selected across the borough.
4. All households in these areas (approximately 5,600 homes) have been given indoor and outdoor food waste caddies. All households suitable for wheeled bins (those with enough space and access, approximately 4,300 homes) were given two wheeled bins: a 140l bin for refuse and an 240l bin for recycling.
5. Officers worked with residents to ensure that the service met their needs. Different sizes of bins were provided where these were needed/preferred and residents can share bins with neighbours if desired.
6. The service is designed to be as easy to use as possible and in addition, an Assisted Collection service is available for any households where this is needed.
7. Key outcomes of the prototype service:
 - Recycling rate of approximately 40%
 - Overall quantities of waste have remained stable
 - Very low levels of complaints (3%) during roll-out
 - Many fewer single-use plastic sacks (bin bags and recycling bags) needed
8. Officers conducted a survey in the prototype areas in Autumn 2022, the results of which are summarised in this report.

Prototype survey work

9. The survey work was undertaken door-to-door, covering all households included in the wheeled bin and food waste service in the prototype areas
10. The surveys were carried out by the Council's Recycling Team with assistance from other Street Environmental Services officers, the Community Outreach Team and the Climate Team. Officers from the Climate and Communications Teams also helped us to set up the survey. Along side the surveys, we took the contact details of over 200 residents who expressed an interest in hearing more from the Council about climate change and/or ecology.
11. The survey work was undertaken on different days and times through the week with the aim of maximising levels of contact and a total of 930 households (over 20%) responded.

Survey results

12. Residents were asked to score the following statements from 1-5 (1= strongly disagree, 5=strongly agree), thinking about changes since the prototype service started

Chart 1: "I recycle more"

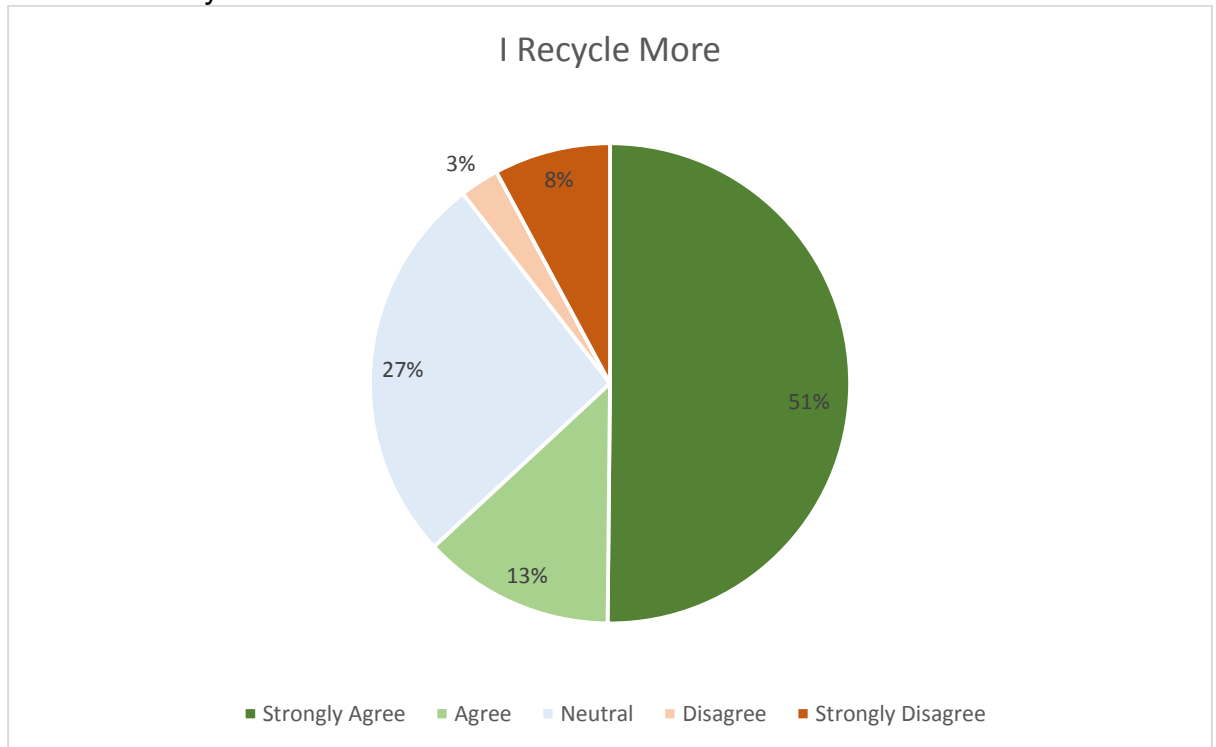


Chart 2: "My street is cleaner"

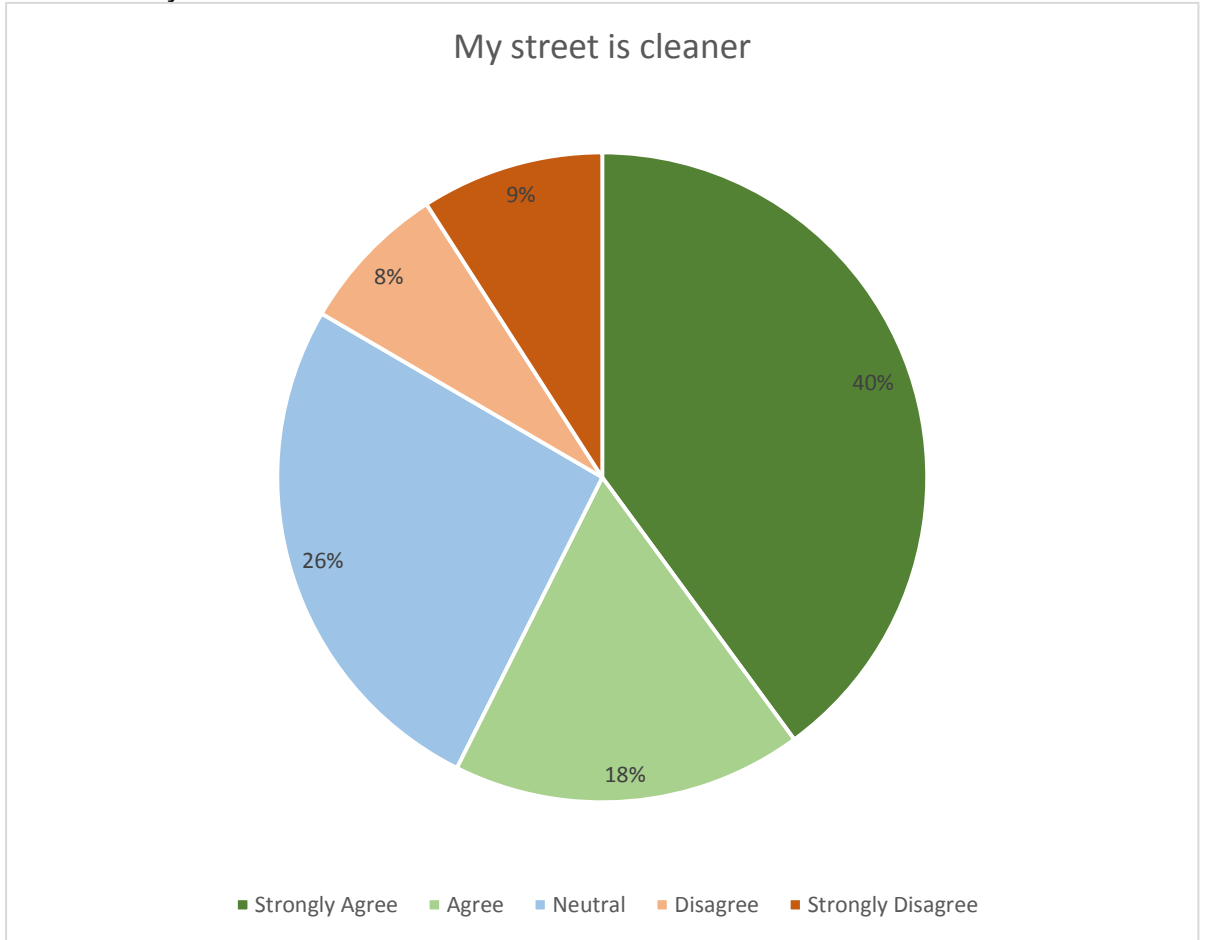


Chart 3: "I produce less food waste"

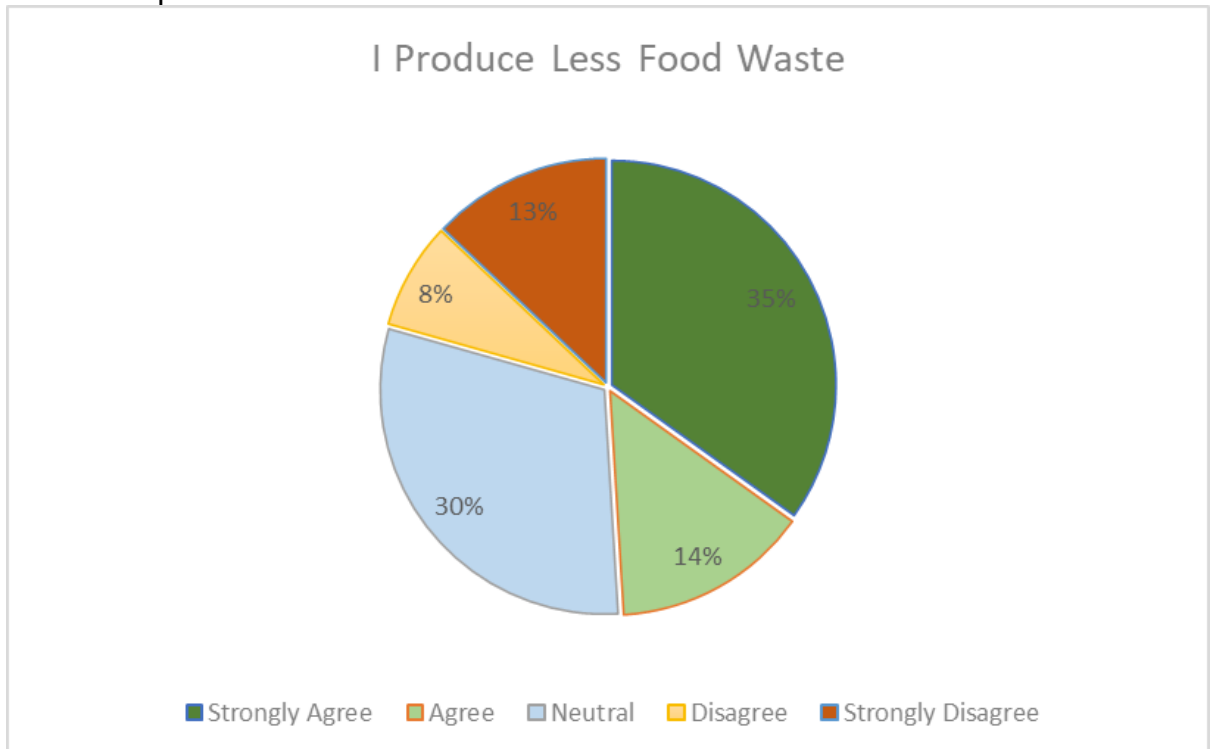


Chart 4: "It is easy to store my waste between collections"



Chart 5: "I have enough space in my bins each week"

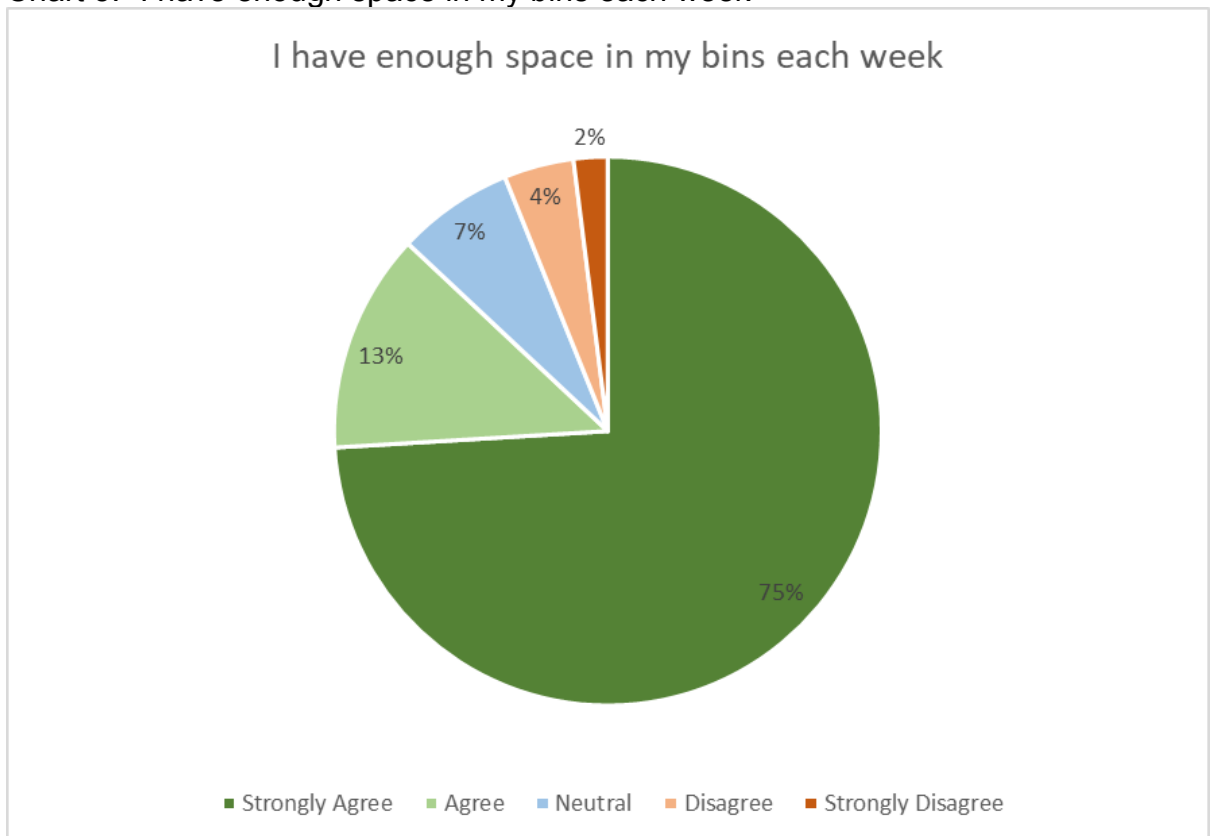


Chart 6: "I am happy with the service"

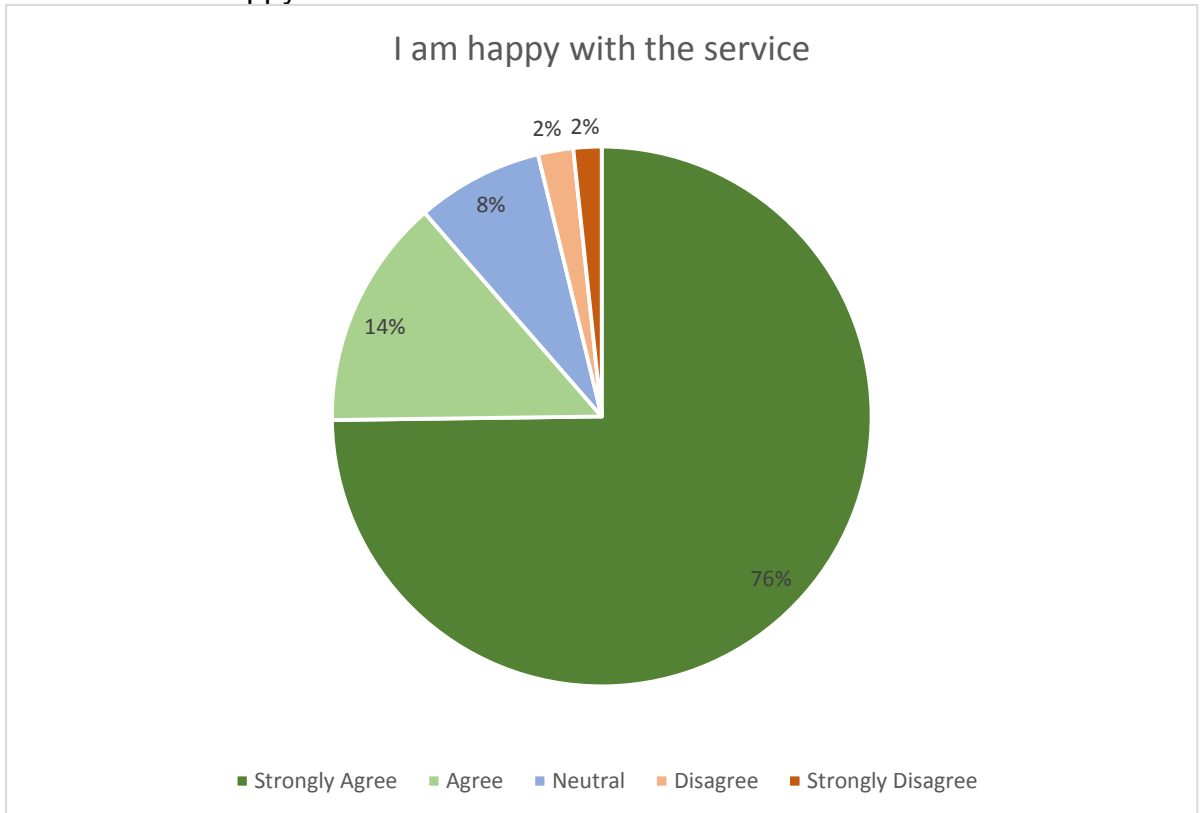
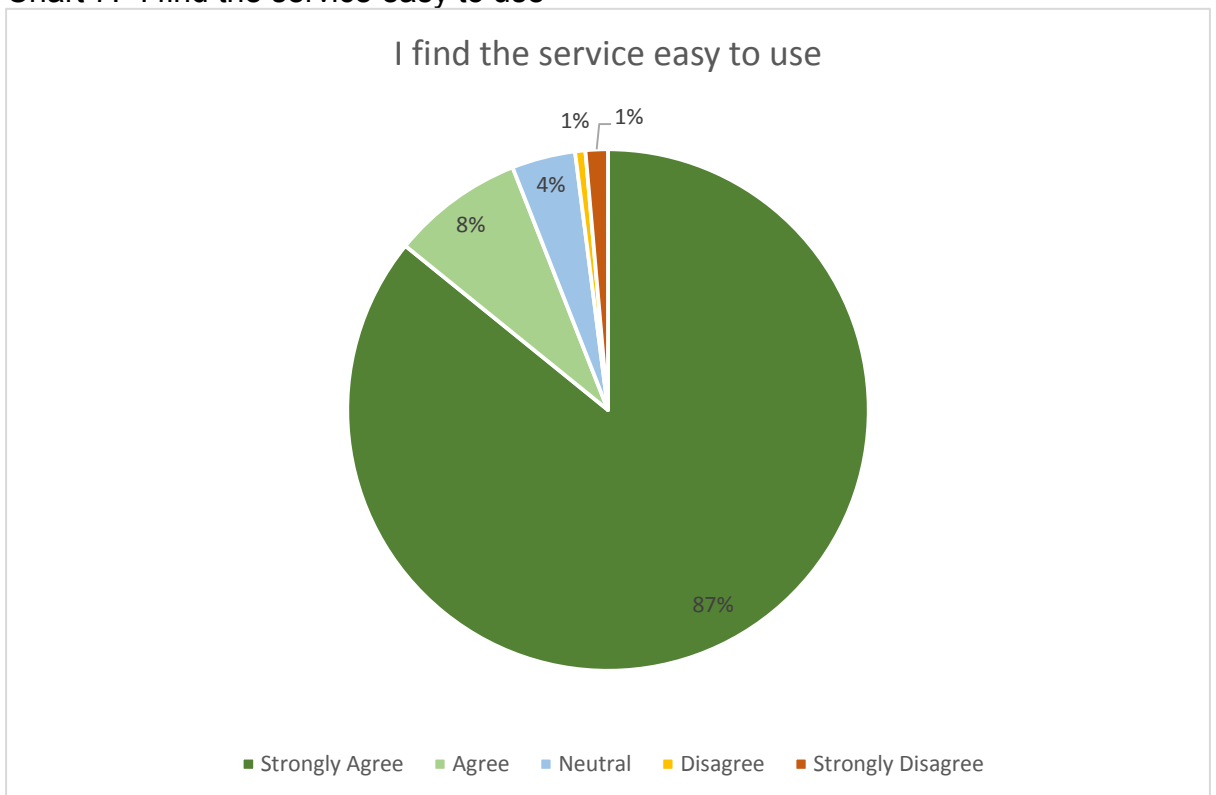


Chart 7: "I find the service easy to use"



13. The survey also asked residents to think about how important certain benefits of the prototype are and to rate these statements from 1-5 (1= strongly

disagree, 5=strongly agree). The results for each benefit is set out in the charts below:

Chart 8:

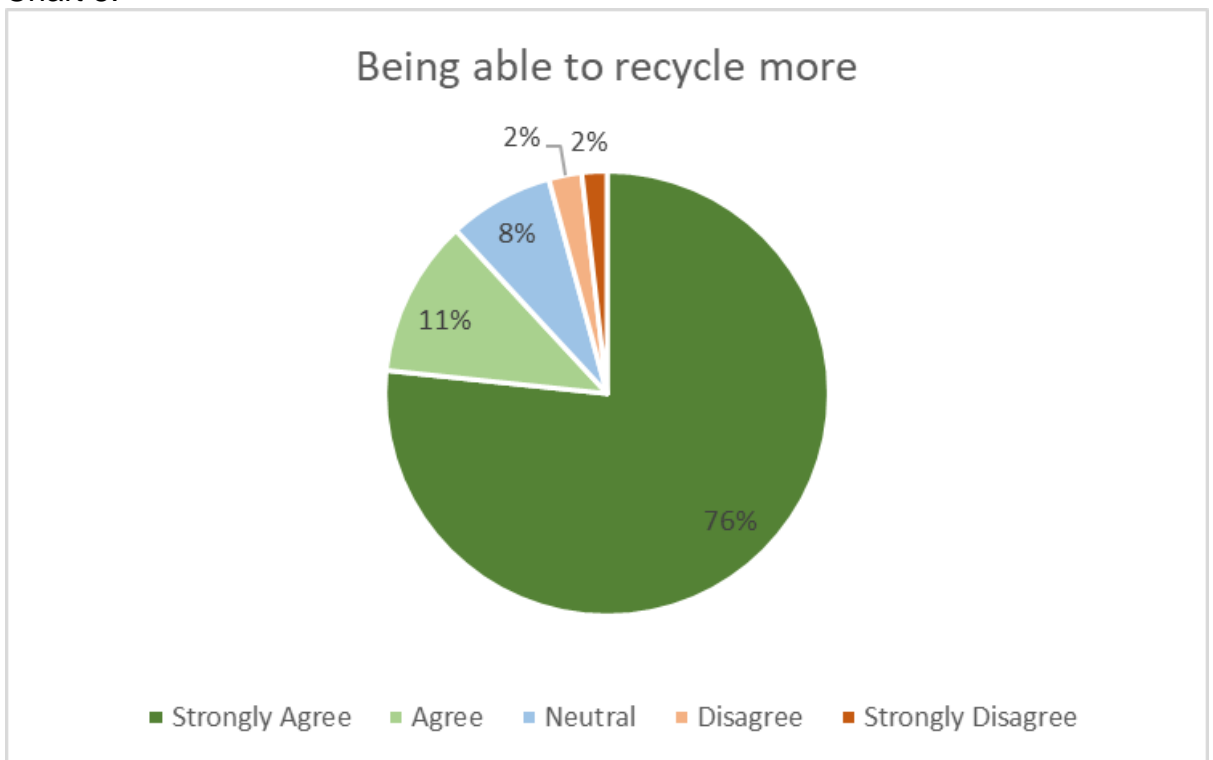


Chart 9:

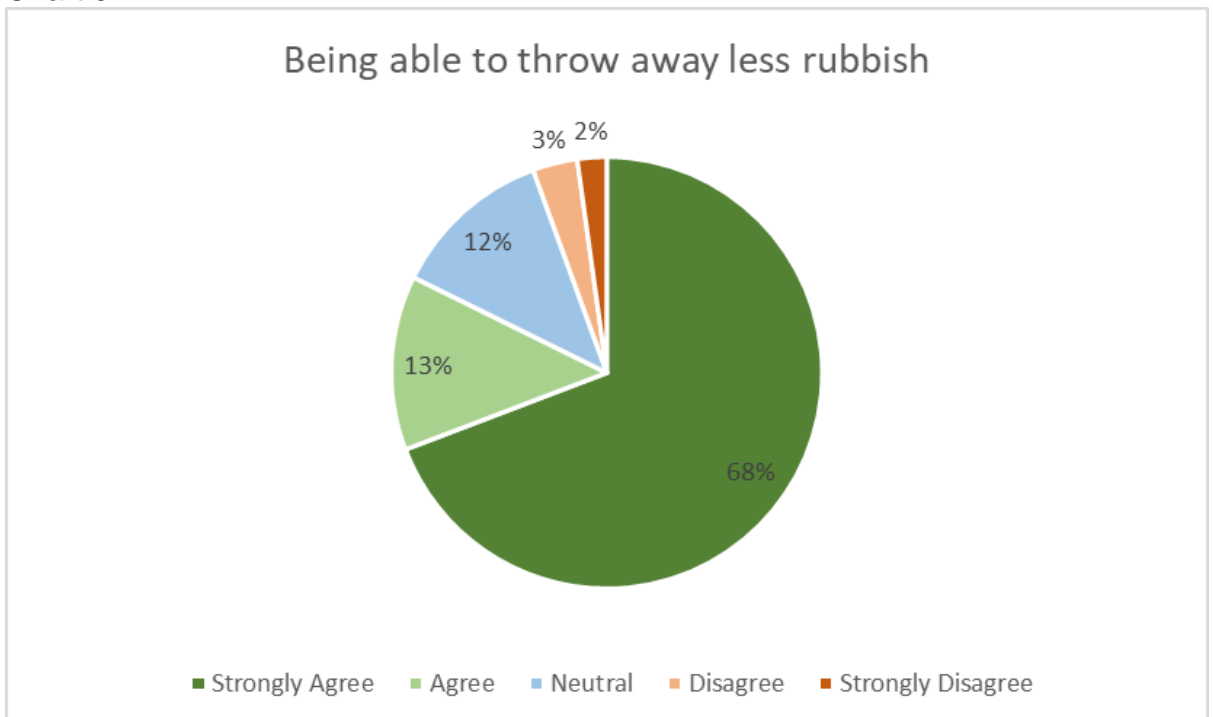


Chart 10:

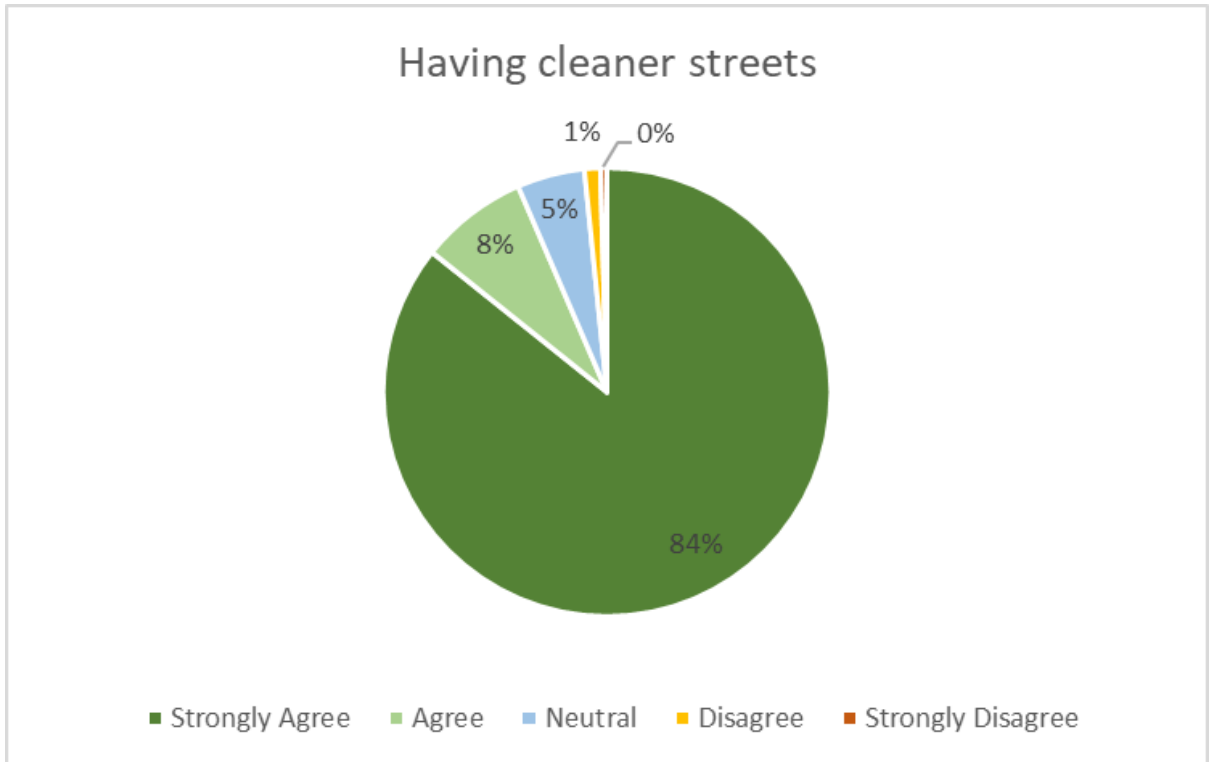


Chart 11:

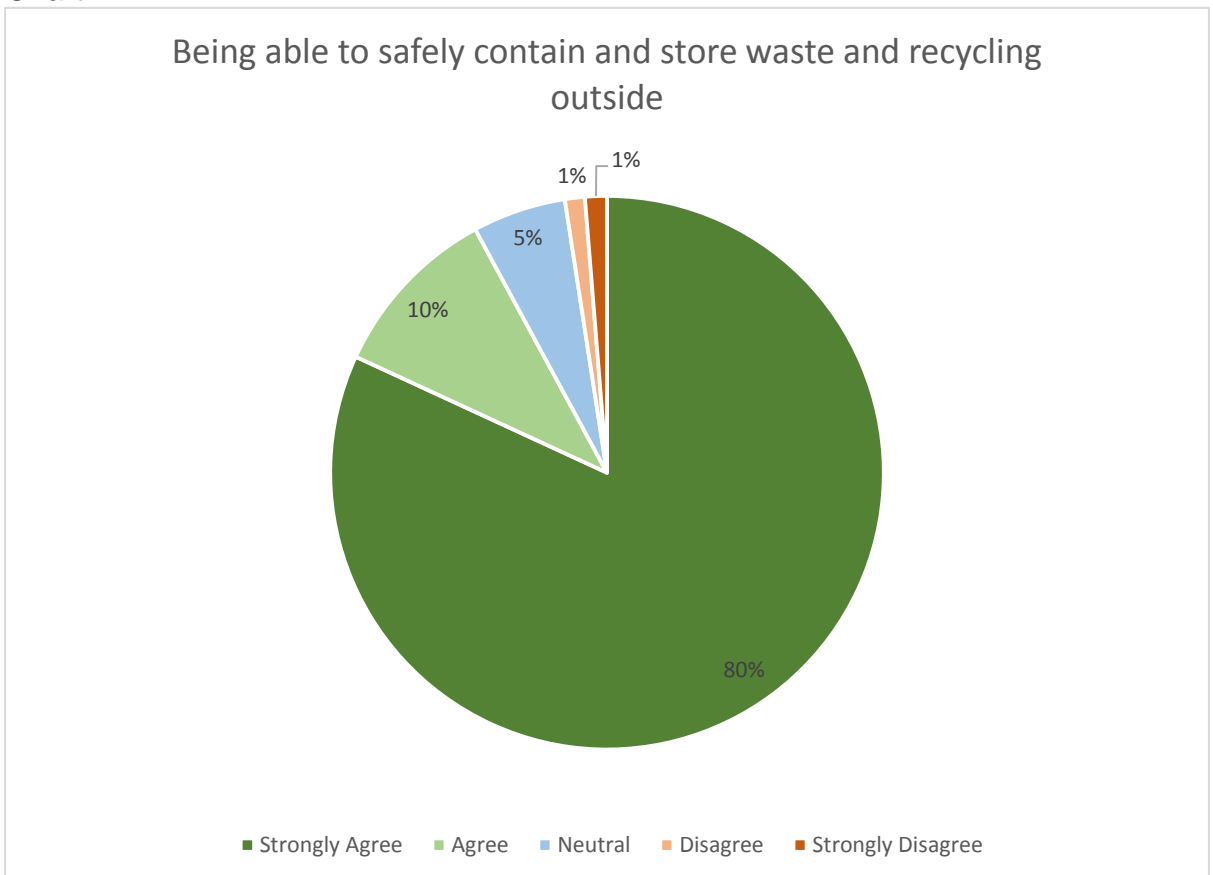


Chart 12:

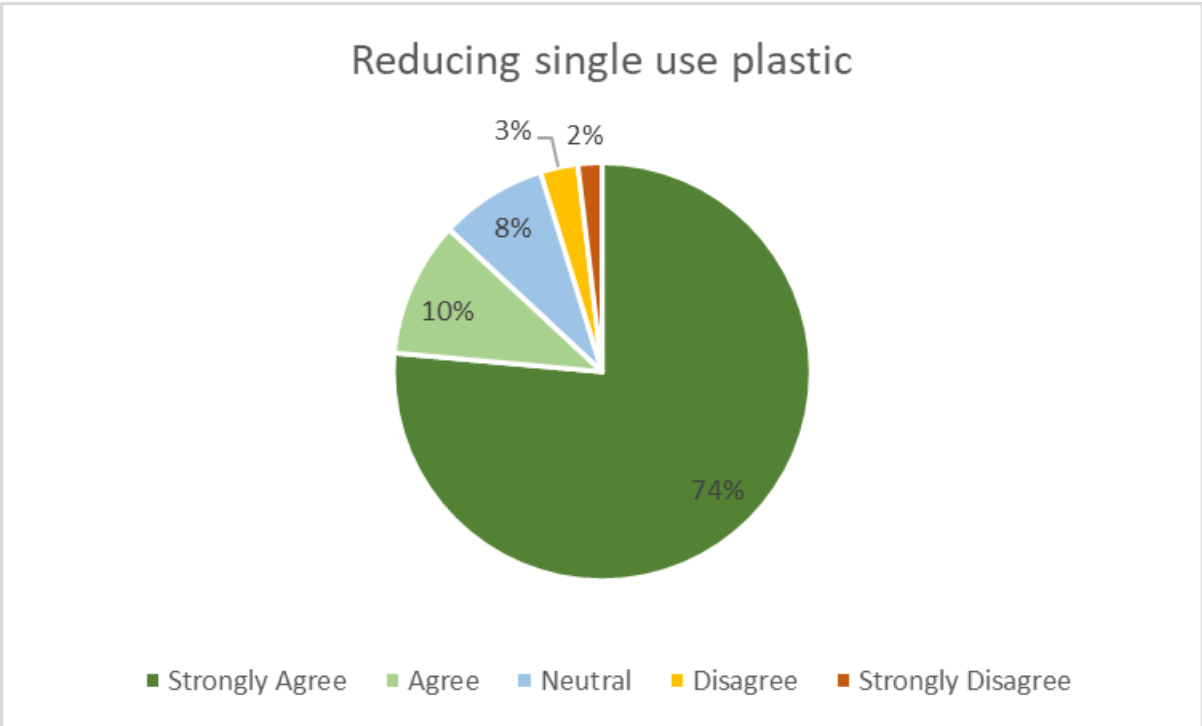


Chart 13:

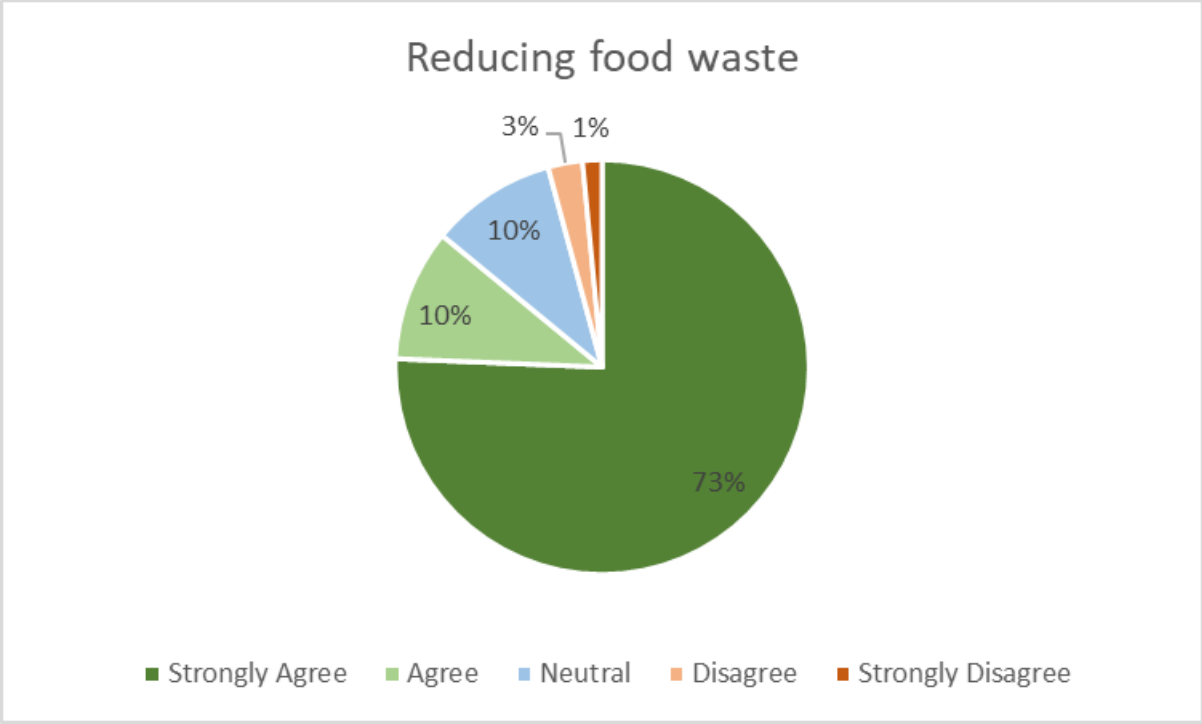
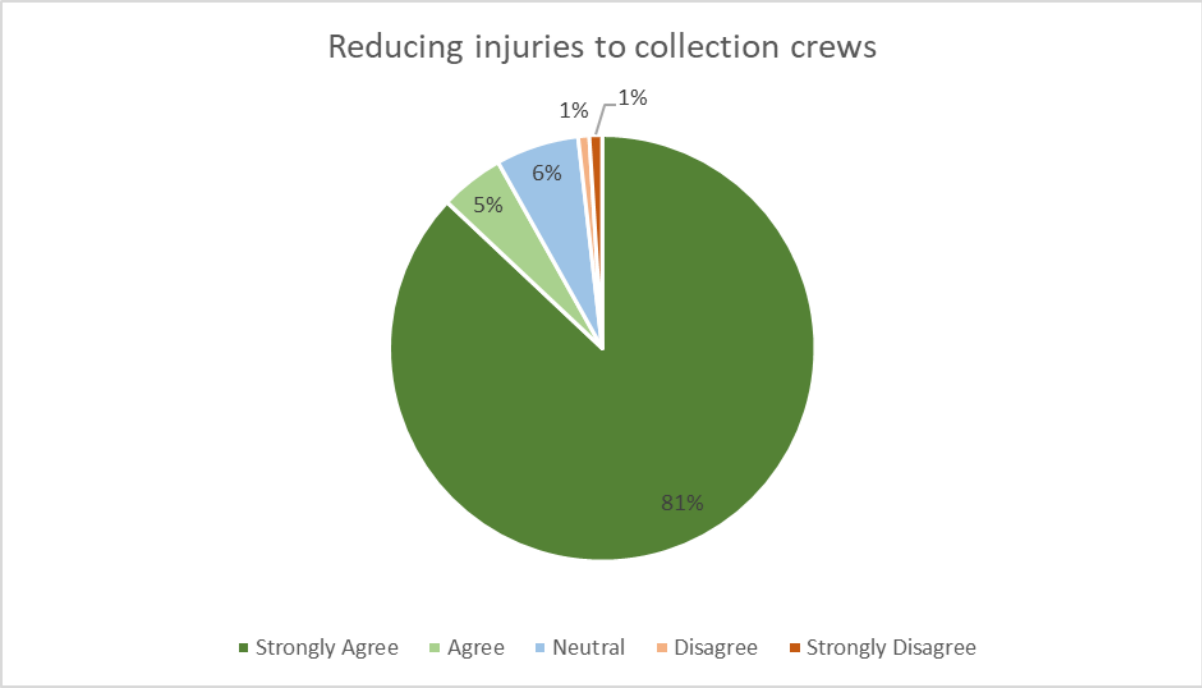
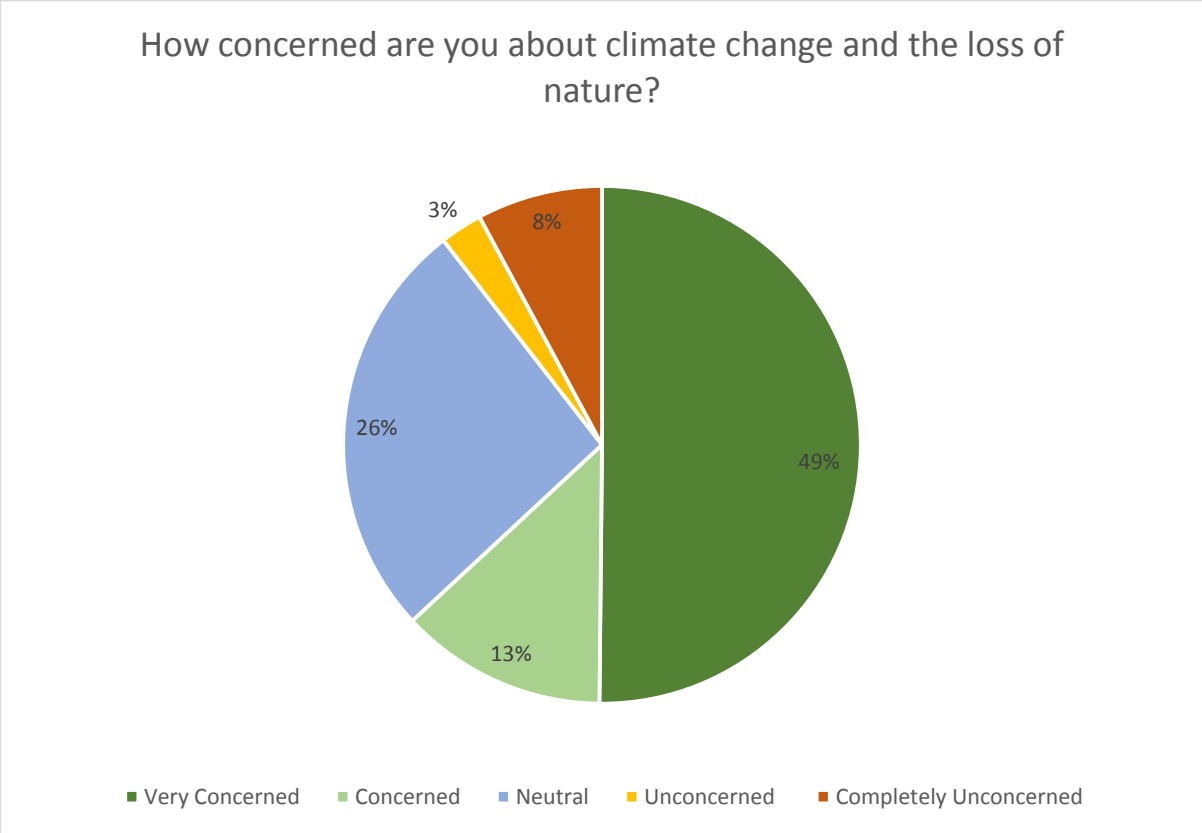


Chart 14:



14. The survey also asked residents “How concerned are you about climate change and the loss of nature?” and the results are set out in Chart 15 below.

Chart 15:



Further survey findings

15. Residents were asked about sharing bins. Approximately 16% of respondents said they currently choose to share containers with a neighbour and approximately one quarter would consider doing this in future.
16. Just under two thirds of respondents stated they would use a garden waste service if available.
17. When asked what, if anything, was difficult to use about the service, the majority of issues raised related to bins being returned to the right place or inconsistent service. As can be seen in Chart 7, only 2% of residents either disagreed or strongly disagreed that they found the service easy to use.

Next steps

18. Our new waste contract starts at the end of January 2023 and includes food waste collections as part of the core service to be introduced as well as options for wheeled bin collections and a garden waste service. We will work closely with residents and other stakeholders, e.g. landlords, housing associations, to look at the best ways to introduce food waste in properties with communal waste bins.
19. Officers are currently working on a Reduction and Recycling Plan, a document all London boroughs will provide to the Greater London Authority, to set out the borough's plans for reducing waste and recycling through to 2025.
20. Now that the survey work is complete, options will be reviewed for expanding the prototype service as well as options for introducing garden waste service. This will include careful consideration of suitability for containers and ongoing monitoring. This work will then be fed into the Reduction and Recycling Plan.