

**Appendix 1 - Response to Environment and Housing Scrutiny Panel recommendations for the Waste and Recycling Services II: Further policy options to increase recycling- June 2013 / February 2014 / October 2015**

Recommendations	Service Response – June 2013	February 2014	October 2015
<p>1) The panel recommended that the Council conduct an audit of flatted developments (Homes for Haringey, Registered Housing Providers and Private Developments) across the borough to develop an inventory of waste and recycling infrastructure (and to collate any existing problems with waste collection i.e. whether there are sufficient and appropriate bins and if side waste occurs). The subsequent database should be used to plan and support initiatives to improve waste management or increase recycling at flatted developments.</p>	<p>Agreed.</p> <p>The service has been successful in obtaining funding to roll-out a weekly food waste collection service to the borough's estates and purpose built blocks of flats. We are currently in the planning phase and part of this work includes undertaking an audit to develop an inventory of the refuse and recycling provision at each site. This also includes assessing whether there are opportunities to rationalise containers.</p>	<p>Survey work at all blocks of flats has now been completed in readiness for the planned roll-out of weekly food waste collections to blocks of flats later in 2014. Where consistent over or under-capacity for refuse exists adjustments will be made to the number of refuse bins on site. This process is likely to happen gradually as each phase of the estates food waste roll-out proceeds and collection schedules are adjusted to suit. The estates food waste roll-out will happen June 2014 to March 2015.</p>	<p>The roll out of food waste on estates and improvements to dry recycling facilities was completed as of March 2015. The planning for the service involved visits to all blocks of flats/estates properties and assessment of waste container arrangements.</p>
<p>2) Further to the audit detailed above, the panel recommended that flatted</p>	<p>Agreed.</p> <p>There are no flatted</p>	<p>A suitable site to trial dual use of</p>	<p>This proposal was not progressed at the point of the roll-out of the service. Evidence</p>

Recommendations	Service Response – June 2013	February 2014	October 2015
<p>developments with twin chutes should on a trial basis be converted for dual use (for both waste and recycling). Evidence from this trial should determine further expansion of this scheme.</p>	<p>developments with twin chutes. However, there are a limited number of sites which have two chutes, one at either end of the block. The council, in liaison with Homes for Haringey, will explore the viability of undertaking a trial at one of these sites. This would be based on the premise that the two chutes are available to all residents living in the block.</p>	<p>chutes for refuse and recycling has yet to be determined as resources for increasing recycling on estates has been heavily focussed on the estates weekly food waste trial.</p> <p>Officers will work with HfH and Veolia to determine a suitable site for this trial as part of the weekly food waste roll-out arrangements when there will be high levels of resident engagement to support and consolidate the changes being made to estate recycling collection services.</p>	<p>from other boroughs that have tried this approach has suggested that this has not been effective and is open to misuse/abuse resulting in the contamination of recycling containers.</p>
<p>3) The panel recommended that further work should be undertaken to assess the viability of developing a pilot 'Our Common Place' approach (through Waste Watch) to increase recycling on local estates (flatted developments). This work should help to identify:</p> <ul style="list-style-type: none"> <li>▪ Cost benefit analysis of this approach;</li> <li>▪ Additional partners and</li> </ul>	<p>Partially agreed.</p> <p>The service is currently in the process of developing a detailed communications plan focusing on estates, RSL and private blocks of flats as part of the roll-out of the weekly food waste collection service. A range of communications material will be developed and this will provide an opportunity to revitalise the dry recycling collection</p>	<p>A complete set of new communications materials was developed for the weekly estates food waste collection trial. This included information also aimed at simultaneously increasing dry recycling participation. As part of the roll-out the Veolia Outreach Team undertook several rounds of door-knocking to engage face to face with as many residents as possible. At blocks where there is an active</p>	<p>Ongoing engagement with estates residents takes place through Veolia's Outreach team, as part of the waste management contract. Driving up participation on estates is a key area of focus in the Recycling Action Plan.</p>

Recommendations	Service Response – June 2013	February 2014	October 2015
<p>funding sources;</p> <ul style="list-style-type: none"> <li>▪ Possible pilot project sites.</li> </ul>	<p>service. Part of the engagement activity will include engaging will local residents groups and associations.</p> <p>In addition, the 2013/14 Communications and Engagement Programme includes a range of activities to increase the profile of the dry recycling service to all residents not just those residing on local estates.</p> <p>As we are undertaking the above activities the service does not think that value would be added by engaging with the Waste Watch project at this stage. However, there is an estate greening programme run by Time Bank and Groundwork in the borough and we aim to engage with this programme to talk to residents who take part in greening and waste related activities.</p>	<p>resident group or association the Outreach Team also engaged with them to increase the profile of the trial. The indications are that these communications materials and the door-knocking/engagement approach has been successful in achieving good participation levels with the weekly estates food waste collection service and dry recycling tonnages have also increased.</p> <p>There is also a separate set of communications material and programme of engagement in place for blocks of flats aimed at increasing dry recycling participation over the next few months ahead of the estates weekly food waste roll-out later in 2014.</p> <p>Work with Time Bank and Groundwork has yet to take place.</p>	

Recommendations	Service Response – June 2013	February 2014	October 2015
<p>4) The panel recommended the introduction of recycling bags within existing bring-bank schemes (at flatted developments) should be further investigated with careful consideration being given to:</p> <ul style="list-style-type: none"> <li>▪ The use of reusable bags;</li> <li>▪ The policy of locking bins;</li> <li>▪ Ongoing costs if non-reusable bags are used as an alternative;</li> <li>▪ The use of transparent bags (to assist if dry recycling is contaminated).</li> </ul>	<p>Partially agreed.</p> <p>The service will develop a business case and identify a pilot estates area in liaison with Homes for Haringey. This would include consideration of evidence from other boroughs.</p>	<p>Grant funding of £200k has been secured to allow re-usable dry recycling bags to be provided to residents on estates as part of the estates weekly food waste collection roll-out later in 2014.</p>	<p>Reusable bags were distributed to all households on estates and in blocks of flats as part of the communication and outreach drive that accompanied the roll out of the estates food waste service.</p>
<p>5) The panel recommended that the Council ensure that there is adequate provision for waste management in planning guidance for flatted developments (both new</p>	<p>Agreed</p> <p>The 'Local Plan- Strategic Policies' planning document includes reference to waste management.</p>	<p>No further update.</p>	<p>In early 2015, London Waste &amp; Recycling Board (LWARB) and London Environment Directors' Network (LEDNET) commissioned the development of a template planning policy for waste and recycling storage and</p>

Recommendations	Service Response – June 2013	February 2014	October 2015
and converted).	The Neighbourhood Team provides feedback on all planning applications. This includes consideration of environmental issues including provision of waste management and cleansing arrangements of bins stores and communal areas.		collection in new build flatted properties, to encourage design of waste management systems that will help London achieve its recycling targets. Haringey's waste service recommended to Planning that they refer to the LWARB/LEDNET documents within our own Development Management Policies at the point these are reviewed. In addition a workshop session was held with planning officers for the Neighbourhood Action Team to communicate issues associated with developments that fail to accommodate sufficient and appropriately accessible space for waste and recycling.
6) The panel recommended that there is a continuous supply of caddy bags for food waste as part of the roll-out of the planned food waste collection system for flatted developments.	Agreed All properties will receive an initial supply of compostable bags as part of the roll-out and bags will be available to residents free thereafter.	Compostable sacks will be supplied free of charge for estates food waste collections.	No further update
7) To improve communication between on site concierge	Agreed.		No further update

Recommendations	Service Response – June 2013	February 2014	October 2015
<p>and waste collection crews (e.g. for access issues), the panel recommended that the contact details of Concierge services (or Estate Managers) should be placed on Veolia Collection Round Sheets.</p>	<p>Homes for Haringey Estates Service Managers contact details have provided to Veolia’s management team. Furthermore, in the occurrence that Veolia are unable to make a scheduled collection updates are provided directly to Homes for Haringey.</p>	<p>No further update.</p>	
<p>8) The panel recommended that additional information is provided within waste and recycling communications with local residents in respect of:</p> <ul style="list-style-type: none"> <li>▪ Updates of what and where materials can be recycled locally;</li> <li>▪ The cost of sending waste to landfill (landfill tax and gate tax) and relative cheaper cost of recycling;</li> <li>▪ The main causes of recycling contamination (food waste and clothing materials) and the additional costs involved;</li> <li>▪ The opportunity cost of</li> </ul>	<p>Agreed.</p> <p>Communications material previously provided to residents includes details of what material can be recycled and where. There is also extensive information available on the council’s environment web pages.</p> <p>Also, as part of the planned Communications and Engagement Programme for this year all low-rise properties will receive a further information leaflet with a new 12 month collection calendar. This will provide</p>	<p>No further update.</p>	<p>The service has introduced the use of tags/hangers on bins that are badly contaminated with non-recyclable waste to notify residents that the wrong items were placed in the bin and provide a reminder of what can be recycled. A policy is in place to door-knock properties that have contaminated bins more than once.</p>

Recommendations	Service Response – June 2013	February 2014	October 2015
<p>sending waste to landfill (libraries, parks and other community facilities).</p>	<p>details of what materials are accepted and where and also an opportunity to include key messages i.e. information on contamination.</p> <p>Details in regards to cost differential of sending non-recyclable waste to landfill and recyclable waste was provided to all low-rise properties as part of the communications relating to the changes to the waste collection service. This is also referenced in the June-July 2013 edition of Haringey People.</p> <p>Furthermore, the service has developed specific literature to address the issue of contamination and we are currently in the process of engaging with households who are indentified as contaminating their dry recycling wheeled bin.</p> <p>As part of the roll-out of the</p>		

Recommendations	Service Response – June 2013	February 2014	October 2015
	weekly food waste collection service to flatted properties the service will be developing a range of communication material and this will include reference to the points raised within the recommendation.		
<p>9) It is recommended that, further to the work already undertaken by Haringey Council and Veolia, the Environment and Housing Scrutiny Panel undertake:</p> <ul style="list-style-type: none"> <li>▪ additional work with local schools to identify what barriers exist to recycling;</li> <li>▪ identify examples of best practice which can be shared locally;</li> <li>▪ identify how schools can be incentivised to recycle more.</li> </ul>	Noted.	Noted.	Noted.
<p>10) That the good education work to promote recycling in schools that is already underway is more widely publicised, in particular</p>	<p>Agreed.</p> <p>The service is currently reviewing the council's web pages to include further</p>	Complete.	This is an ongoing area to ensure the positive work undertaken in schools is more proactively publicised.



Recommendations	Service Response – June 2013	February 2014	October 2015
<p>among local Councillors and community groups.</p>	<p>details of the work of Veolia's Education Team.</p> <p>Following the scrutiny panel meeting, a detailed briefing was provided which outlined the team's activity to date. This will be loaded onto the web-pages as part of this review and circulated to all councillors.</p>		
<p>11) To further enable the speedy reporting of dumped rubbish, Veolia should consider the establishment of online reporting mechanisms, using social media such as Twitter.</p>	<p>Agreed.</p> <p>Residents can already report fly-tips via the Council's 'Report a Problem' page and the service is currently in the process of undertaking trials of 'Our Haringey' app that can be used to report fly-tips and other public realm defects. The app will be launched in the summer.</p> <p>The service is also exploring the viability of using social media, such as Twitter, to report i.e. fly-tips.</p>	<p>The App for reporting fly-tipping and other street defects went fully live in October 2013 and has become quickly established as a well-used medium for reporting by residents.</p> <p>Consideration has been given to using Twitter as a means to report fly-tips. However, to date this has not been adopted due to the perceived limitations of Twitter in communicating the full range of details required to operate a successful and responsive fly-tip collection service. This will be kept under review.</p>	<p>The Council continues to maintain a range of routes for reporting dumped rubbish and the App continues to be well used. Tweets from members of the public are now accepted as reports and cleared, subject to there being sufficient detail to enable the flytip to be located; if there is insufficient location information the Veolia call centre will advise to report via an alternative route (eg. phone, app etc).</p>

<b>Recommendations</b>	<b>Service Response – June 2013</b>	<b>February 2014</b>	<b>October 2015</b>