

Feedback from Consultation West Green Road Timed Collections Survey

Purpose of consultation:	<p>Timed collection of rubbish was introduced along West Green Road in September 2009. Residents and traders in the area are asked to put their rubbish out on the street during two 1-2 hour “put-rubbish-out” time periods each day. The rubbish is collected soon afterwards so that the street looks cleaner. The current put-rubbish-out times are:</p> <ul style="list-style-type: none"> ▪ between 7.30am – 9am and ▪ between 9pm – 11pm <p style="text-align: right;">} 7 days a week</p> <p>In October 2009, we received feedback from some businesses along West Green Road that the put-rubbish-out times did not fit in well with their opening hours. After carrying out a survey of business opening hours and examining our collection schedules and were able to propose an earlier evening collection time. The earlier collection time is:</p> <ul style="list-style-type: none"> ▪ between 6.30pm – 8pm <p>This consultation aims to establish whether the new collection time would meet the rubbish collection needs of both residents in the areas and businesses.</p>
Methodology:	<ul style="list-style-type: none"> ▪ A postal survey was chosen to gather feedback from both businesses and residents. 376 consultation questionnaires were delivered to the area, which mostly consisted of businesses and flats above shops. These were made up of 230 businesses and 146 households, mostly flats above shops. ▪ Businesses were invited to discuss the issue at the West Green Business Strategy Group on 4 March 2010, which was attended by 11 traders and 4 residents. <p>31 responses were received, representing a 8% response rate</p> <ul style="list-style-type: none"> ▪ 23 businesses responded, representing a 10% response ▪ 8 residents responded, representing a 5% response <p>As fewer than 50 responses were received, numbers rather than percentages will be used to describe findings.</p>
Findings:	<p>Preferred “put-rubbish-out” times:</p> <p>There is no clear consensus identifying the collection time to suit the needs of all residents and businesses in the area.</p> <ul style="list-style-type: none"> ▪ 9 out of 31 respondents say they currently cannot comply with the current put-rubbish-out times ▪ 7 out of 31 respondents say they cannot comply with the proposed put-rubbish-out times <ul style="list-style-type: none"> ▪ The 6.30pm-8pm put-rubbish-out time is convenient for 18 out of 31 respondents ▪ 13 out of 31 can comply with the 9pm-11pm put-rubbish-out time ▪ 12 out of 31 can comply with the 7.30am-9am put-rubbish-out time <p>Businesses</p> <ul style="list-style-type: none"> ▪ 14 out of 23 businesses can comply with the current put-rubbish-out times at least once a week ▪ 17 out of 23 businesses can comply with the proposed put-rubbish out

	<p>times</p> <ul style="list-style-type: none"> ▪ 5 businesses say they can only comply with the late (9-11pm) put-rubbish-out time. These all close after 10pm, but are all open during the earlier put-rubbish-out times proposed. ▪ 9 businesses say they can only put their rubbish out during the proposed (6.30-8pm) put-rubbish-out time. These tend to open at or after 9am and close before 8pm. <p>At the West Green Business Strategy Group, no comments were made about the proposed changes to the times or consultation. It appeared that attendees were pragmatic about the scheduling limitations affecting the timed collections.</p> <p>Residents</p> <ul style="list-style-type: none"> ▪ 6 out of 8 residents can comply with the 6.30pm-8pm time at least once a week ▪ 1 respondent, who is retired, says he can only comply with the morning put-rubbish-out time ▪ 1 resident, who works 9am-5pm, says he can only comply with the 9pm-11pm put-rubbish-out time
What does this mean for us?	<p>It would appear that neither the proposed, nor current put-rubbish-out times are convenient for all. However, the 6.30-8pm collection time appears to be preferable for many business and residents.</p> <p>A report of the findings was produced and provided to the Cabinet Member for Environment and Conservation, who will make a decision on whether to move to the earlier put-rubbish-out time.</p> <p>Further communication with businesses and residents is needed to ensure buy-in and suitability of any timing changes before rolling out a new scheme.</p>
How were results communicated ?	<p>A leaflet advertising the new collection times will be delivered to all those affected.</p> <p>Findings of this consultation will be published on the Haringey website.</p>
For further information, please contact:	<p>Chris Collings at chris.collings@haringey.gov.uk or Salome Simoes at salome.simoes@haringey.gov.uk</p>
Dates of consultation:	<p>15 February – 15 March 2010</p>
Ward/ neighbourhood affected?	<p>West Green, Tottenham Green</p>