

**REPORT TO:** Cabinet Member (Environment, Waste Reduction and Recycling)

**DATE:** 6 October 2015

**SERVICE AREA:** Parks and Environmental Services

**REPORTING OFFICER:** Waste and Environmental Services Manager  
(Miss Debi Rowe)

**SUBJECT:** **Waste Survey 2014: Action Plan**

**WARD/S AFFECTED:** All

**FORWARD PLAN REF:** n/a

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**1.0 PURPOSE OF REPORT**

1.1 To provide a summary of the results of a survey about the Council's waste services and to seek approval for an action plan to address the issues raised.

**2.0 RECOMMENDATION/S**

2.1 That the action plan set out in Appendix A to the report is approved.

**3.0 RECOMMENDED REASON/S FOR DECISION/S**

3.1 Following implementation of alternate weekly waste collections a survey was carried out to gather customer feedback. The action plan in Appendix A to this report summarises the main findings of the survey and suggested actions arising.

**4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION**

4.1 Do nothing – rejected as there are actions arising from the survey which can support further diversion of waste from landfill and increase customer satisfaction.

**5.0 THE REPORT**

5.1 Following implementation of alternate weekly waste collection (AWC) a

survey was carried out to assess satisfaction levels with the revised service, with a target of at least 70% of respondents being satisfied with the new service.

- 5.2 A comprehensive analysis of the results of the service is available [here](#). The overall result of the survey was that 71% of respondents said they were satisfied or very satisfied with the revised service.
- 5.3 The action plan attached at Appendix A summarises the key findings from the survey and recommended actions to address the issues raised. It is recommended that another survey should be carried out in 2016.
- 5.4 One of the main recommendations in the action plan is that we undertake a district wide marketing and promotion campaign, aimed primarily at increasing recycling. It is anticipated that any campaign would be carried out in Spring/ Summer 2016, by which time the new recyclates contract and the revised structure in the Parks & Environmental Services team will have 'bedded in'.

## **6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS**

- 6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.
- 6.2 There are no immediate requirements to consult, however further work on the project plan for the campaign will require assistance from other teams in due course.

## **7.0 CONCLUSIONS**

- 7.1 A waste survey was carried out following implementation of alternate weekly waste collection, and this confirmed that 71% of customers were satisfied or very satisfied with the revised service.
- 7.2 The action plan attached at Appendix A summarises the main findings and suggested actions arising from the survey.

### **Background Papers – none**

**OFFICER CONTACT:** Please contact Debi Rowe if you require any further information on the contents of this report. The Officer can be contacted at Claro Road Depot, Harrogate HG1 4AT by telephone on 01423 556882 or by e-mail at [debi.rowe@harrogate.gov.uk](mailto:debi.rowe@harrogate.gov.uk)

## Action Plan: Waste Survey

<i>Headline summary</i>	<i>Actions</i>	<i>Notes/ Comments</i>
95% of those surveyed used a wheeled bin for waste Q1	None- for information only	Given there are 65,500 properties on wheeled bins this is not surprising.
Additional waste: 35% have additional waste and 74% of these use the HWRC Q3	Campaign to encourage recycling may have impact on generation of waste for wheeled bin customers. <b>Action: spring /summer2016</b>	11% leave for the next collection
Storage of wheeled bins: 57% store at the front of their property 1.5% at a collection point Q4	None- unless specific concerns raised	12 customers said bins look untidy outside the front of properties 45 responded that the store at the back of their home 34 responded in back garden 33 responded side of house 10 responded garage
63% of black sack respondents produce 2 or less bags of waste per week Q5	None as generation of waste for sack customers is as expected	35% produce 3-5 bags 2% produce 6 bags or more
Carrying waste through the home: 15% - main reason is storing at rear of property Q6	<b>Consider improving website and CSU information- by end of March 2016</b> Any future targets doorstepping campaigns can also include above advice	Customer choice, this occurs in sack service on occasions and advice given
88% use 1-2 black boxes Q7	Campaign may improve usage (noting need to also target communal bin customers) <b>Action: spring /summer2016</b>	6% don't use boxes and 6% use 3 or more Dependant on marketing advice
85% use blue bags Q8	Campaign may improve usage (noting need to also target communal bin customers) <b>Action: spring /summer2016</b>	12% don't use the blue bag 3% use 3 or more blue bags Dependant on marketing advice

<i>Headline summary</i>	<i>Actions</i>	<i>Notes/ Comments</i>
Recycled items: Target materials generally over 90% recycled. Aerosols/foil are 60% Q9	Campaign may improve increase in aerosol /foil recycling to same level as other target materials <b>Action: spring /summer2016</b>	Dependant on marketing advice
Preparation of recycling: 92% rinse (72% inc plastic milk bottles); 63% squash cans and plastic bottles 54% put caps onto plastic bottles (65% assisted) Q10	Campaign to encourage squashing cans and plastic bottles and putting caps on bottles may improve storage concerns noted at Q11 <b>Action: spring /summer2016</b>	Dependant on marketing advice
71% satisfaction levels (rising to 92% for assisted only) Q11	Target satisfaction 70% <b>Further survey in Autumn 2016</b> recommended -unless service changes in the interim.	Fortnightly not frequent enough, odour issues. Boxes unsuitable (but see answer below on more receptacles)
More spending on waste: 55% - up to £200k Q13	Supporting information when planning service change options	
Extending range of materials: Mixed Plastics then cardboard Q14	Await outcome of procurement of new recyclates contract – late autumn 2015	
Additional receptacles ranking: Boxes Reuse bags (handles) Wheeled bin Reuse bag no handles Q16	Supporting information when planning service change options See also conflicting comment at Q 11 above	

<i>Headline summary</i>	<i>Actions</i>	<i>Notes/ Comments</i>
<p>Other comments (most common themes identified in main report although the numbers of respondents are well below 10% of the overall responses):</p> <p>Households often lack the space to accommodate bins and boxes; we do not want any more containers (43 respondents).</p> <p>Happy/ satisfied with the current service (42 respondents).</p> <p>Collection should not leave mess behind / bins should be put back / same bin should be returned to property (28 respondents).</p> <p>Other materials should be recycled / reused (26 respondents).</p> <p>Q17</p>	<p>Need to consider receptacles if service changes made.</p> <p>Noted alongside the 71% overall satisfaction rating.</p> <p>Monitoring procedure in place and training taken place since this date.</p> <p>Being considered as part of recycle procurement. Work on Reuse part of York &amp; NYorks Waste Partners workplan.</p>	