

# Equality Impact Assessment report

## Full Equality Impact Assessment Report

(EIA10-11)

<b>Date to Challenge Panel</b>	8 <sup>th</sup> November 2010
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### For discussion

For decision

For action

For consultation

**Executive summary** Equality impact assessment on Lambeth's Waste Strategy 2011-2031

### Recommendations

Consultation with corporate boards/officers/departments

### Audit trail

Name	Date sent	Date cleared/received
Rebecca Eligon	1 <sup>st</sup> November 2011	Input received throughout
Corporate Equalities Board	7 November 2010	Input received throughout
Adults & Communities Services	December 2010	Input received throughout

# London Borough of Lambeth Full Equality Impact Assessment Template

POLICY: **Lambeth's Waste Strategy 2011-2031**

DATE: **18 January 2011**

## 1. Introduction

The council has legal requirements to pay due regard to equality before and during policy decision making. Due regard comprise two linked elements: proportionality and relevance. The initial screening for relevance of this business activity is summarised below. Given it's relevance to equality a full assessment is deemed proportionate.

### 1.1 Section 1 – Stage 1 summary

<b>Business activity relevance to equality</b>	<i>High – needs very detailed and thorough process with significant external challenge. Full assessment required</i>						
	<i>Medium – needs reasonably robust process with some degree of external challenge. Full assessment</i>						
	<i>Low – needs a degree of rigor to confirm that it is in line with statutory duties but external challenge. Full assessment not required</i>						
<b>Relevance identified</b>	<b>Race</b>	<b>Gender &amp; Transgender</b>	<b>Disability</b>	<b>Age</b>	<b>Sexual Orientation</b>	<b>Faith or Belief</b>	<b>Social Factors</b>
<b>High/ Medium/ Low</b>	<b>Low</b>	<b>Low</b>	<b>Medium</b>	<b>Low</b>	<b>Low</b>	<b>Low</b>	<b>Medium</b>

The completed stage 1 screening and scoping template is attached as appendix 1.

### 1.2 This full assessment builds on the stage 1 initial screening and provides the following:

- the aims and intention of the business activity;
- equality evidence collected;
- results of consultation and involvement;
- the impacts revealed; and
- justification of decisions made and action taken.

### 1.3 Business activity aims and intention

#### Why is it needed? Who is it aimed at? What is the intended outcome?

EU national and regional policy requires all waste management services to become more sustainable, with greater emphasis given to waste prevention, the carbon agenda, and an increase in national recycling rates by 2020. The revised EU Waste Framework Directive will make it a legal obligation for local authorities to take every reasonable measure to apply the waste hierarchy. Implementation of the Strategy is designed to reduce the amount of waste produced in the first instance and divert the remaining waste into more environmentally beneficial treatment processes that also reduce costs.

The Spending Review, October 2010 has also highlighted the need to make significant savings through implementation of the strategy.

The Strategy is aimed at all residents and businesses in Lambeth.

The strategic objectives of the strategy are:

1. To encourage behavioural change within the community to move the management of municipal waste higher up the waste hierarchy
2. To meet legislative requirements and statutory obligations now and as policy evolves in the future
3. To achieve general conformity with Regional Waste Policy
4. To work in close partnership with WRWA and the other constituent boroughs to develop co-ordinated services
5. To manage waste in a way that protects human health and the environment
6. Deliver services that offer excellent customer service, achieving continuous improvement in service quality and customer satisfaction
7. Minimise the costs of waste management while complying with legislative requirements

And with some of the key proposed initiatives being:

- Implementing a funded Waste Prevention Plan
- Continuing with the existing food waste collection service pilot and making it compulsory to understand the maximum service efficiencies that can be obtained
- Making dry recycling compulsory
- Introducing the *1 Recycled* incentive scheme for households
- Introducing an opt-in borough-wide scheduled garden waste service with an annual subscription fee
- Banning garden waste from refuse bins
- Introducing charges for bulky waste collections
- Launching a borough-wide commercial waste recycling service
- Trialling a range of different collection methods and regimes
- Charging for replacement wheeled bins for kerbside households.

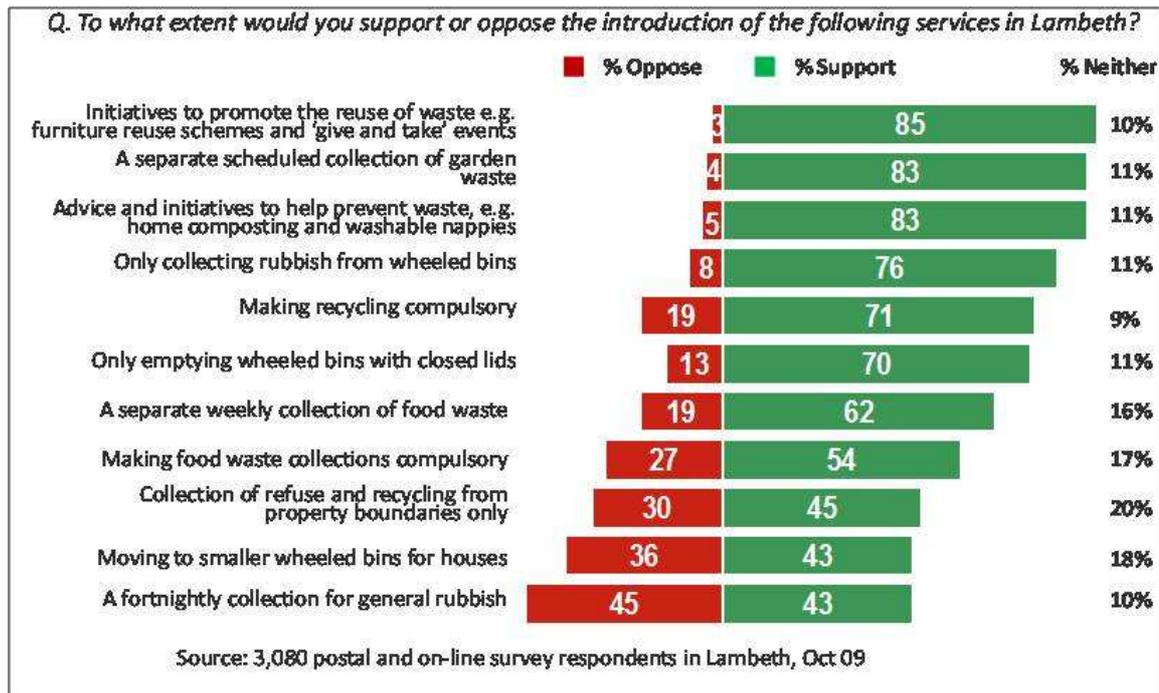
## **2. Section 2 – Sound, consistent equality data collection and analysis**

EIAs should ensure that the business activity involvement and consultation approaches include communities and groups covered by the public sector duties and wider equality groups. This section sets out how equality information has been mapped, collected and analysed to better understand the likely impact of the business activity on equality and the main issues that could hinder the effective implementation.

## 2.1 Collecting and using data to identify the impact

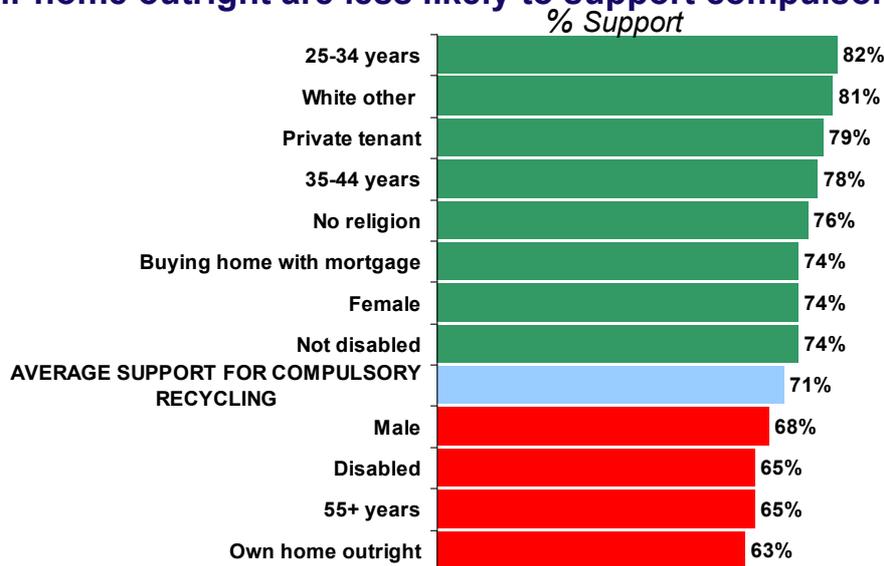
<p><b>What does available data indicate about access and intended outcomes of the proposed business activity for different equalities groups?</b></p>	<p><i>In your response please identify:</i></p> <ul style="list-style-type: none"> <li>• <i>Any further evidence captured or insight gained since stage 1.</i></li> <li>• <i>Equalities profile of service users/staff and beneficiaries - - race, gender, transgender, disability, age, sexual orientation, faith or belief equality or socio economic groups.</i></li> <li>• <i>Evidence from complaints.</i></li> </ul>
<p>As part of the initial consultation around the proposals for the waste strategy we conducted one of Lambeth’s largest ever postal and online consultations, sending out questionnaires to over 30,000 households and receiving 3,080 responses (See appendix one for a detailed towline of the results from the survey). The survey included monitoring around the six equality strands, and also captured information about socio-economic status. This has provided us with a significant amount of detailed information which has been analysed to enable us to understand the impact of proposed policies within the new waste strategy and for us to develop a tailored support programme and communications for particular groups.</p> <p>We know that waste collection is the council’s most positively rated service: in the July/August 2010 residents survey 81% of residents rated doorstep recycling well, 72% rated estate recycling well and 78% rated refuse collection well. Indeed, our waste service is one of only two areas where residents rate us more positively than the inner London average (the other is parks). (See appendix two for more detailed slides on resident perceptions of refuse and recycling analysed by equality strands).</p> <p>For the majority of residents (who only have limited contact with the council) Lambeth’s public realm is the only evidence they can draw on about our actual performance. We therefore must make sure strong performance and satisfaction in this area is maintained, even in the context of difficult financial circumstances. We understand how important waste, recycling and public realm issues are in driving overall public opinion (see drivers of satisfaction with Lambeth council and drivers of perceptions of value for money in Lambeth August 2009 for more information).</p>	

**Figure 1: support for proposals**



**Figure 2**

**Older residents, disabled residents, males and those who own their home outright are less likely to support compulsory recycling**



Base: 2,947 valid responses to Oct 2009 waste strategy consultation

Q: To what extent would you support or oppose the introduction of the following services in Lambeth: Making recycling compulsory (using a system based on lots of advice, education and reminders to non-participants, with possible enforcement as a last resort only) ?



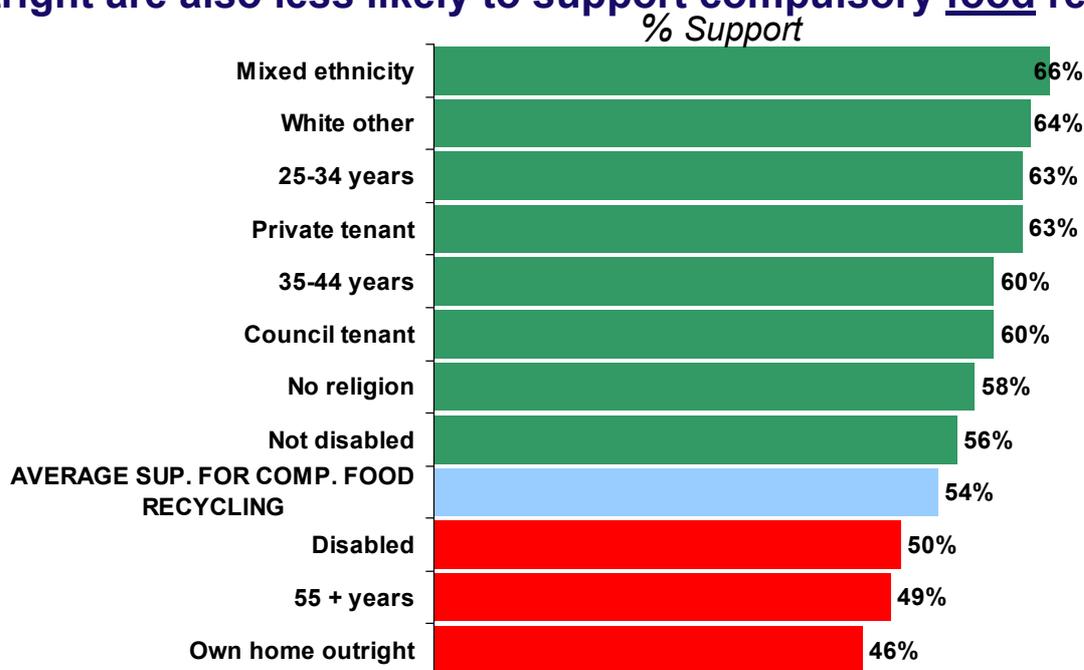
We have also conducted some preliminary geographic analysis to better understand support and

opposition to the proposals and have mapped the data which is in appendix three. Those wards highest in opposition to the proposals are Streatham Hill and Princes.

	Highest	Lowest
Support	Brixton Hill, Ferndale, Larkhall, Streatham Wells, Vassall, Tulse Hill	Streatham Hill, Oval, St Leonards, Thurlow Park.
Opposition	Streatham Hill, Princes,	Brixton Hill, Coldharbour, Ferndale, Tulse Hill, Herne Hill, Knights Hill, Thornton

**Figure 3**

**Older residents, disabled residents and those who own their home outright are also less likely to support compulsory food recycling**



Base: 2,898 valid responses to Oct 2009 waste strategy consultation

Q: To what extent would you support or oppose the introduction of the following services in Lambeth: Making food waste collections compulsory (using a system based on lots of advice, education and reminders to non-participants, with possible enforcement as a last resort only)



The data above in figures 2 and figure 3 shows that disabled, male, older and residents who own their home outright are all less likely to support compulsory recycling proposals (either food or generic) and so we need to ensure we take significant steps to support these residents and enable them to participate. Looking at the preferred communications mechanisms for these groups we can see that:

- **Disabled** residents say they would prefer to receive information about recycling and refuse collection via leaflets (70%), Lambeth Life (63%) and local newspapers (50% which is higher than non-disabled residents where only 43% want information in local newspapers).
- **Older** residents (aged 55+ years) would also prefer to receive information via leaflets (70% v 67% overall), Lambeth Life (66%) and local newspapers (48%). Older residents are less likely to want a visit from a recycling champion (8% v 11% among residents overall), posters (33% v 44% overall) or to receive information via the website (24% v 38% overall) and so we will not use these mechanisms to target these groups of residents
- **Residents who own their home outright** are more likely to want to receive information via leaflets (70% v 67% overall). They also prefer Lambeth Life (62%).
- **Males** are most likely to prefer communications via leaflets and Lambeth Life (64% and 58%, although they are less likely to name these than women 69% and 62%). Other communications mechanisms which appeal more to men are the Lambeth council website (42% v 37% among women) and presentations at local residents' meetings (16% v 11% among women).

In terms of what residents want us to communicate about:

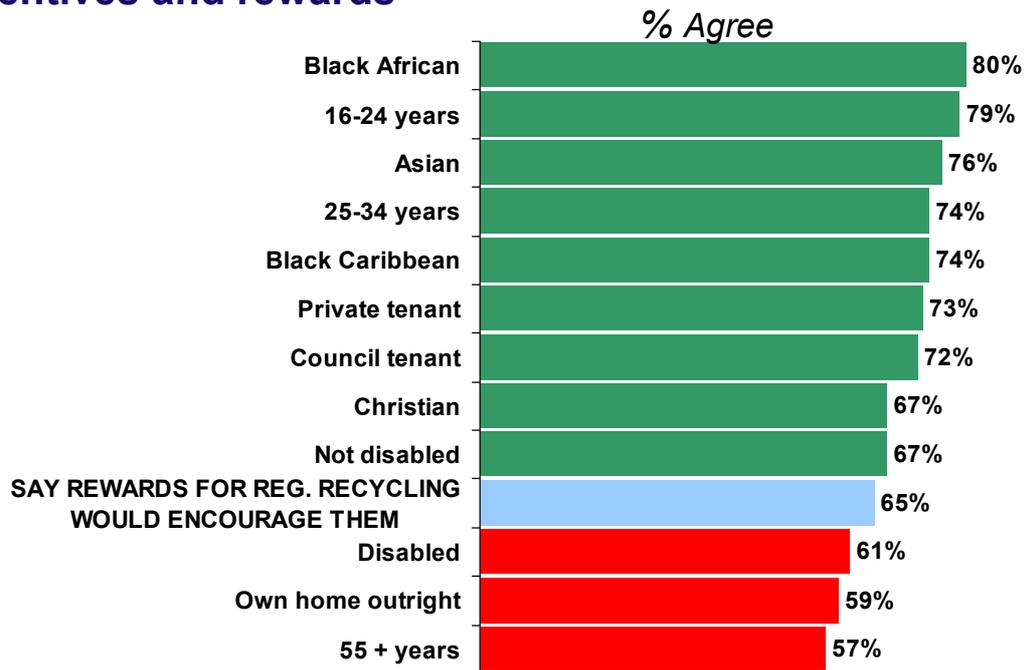
- 60% say that more information about **how to dispose of electrical equipment** (like TVs, fridges and microwaves) would make it a lot easier to recycle. Black Caribbean residents (77%); council tenants (75%); disabled residents (72%); residents from mixed ethnic backgrounds (71%); residents aged 55+ years (67%); residents aged 45-54 years (64%), females (64%) and Christians (63%) are more likely to say they would like this sort of information.
- 58% say that better information about **what can and can't be recycled** would make it a lot easier to recycle. Black African (76%); Asian residents (72%); those from Chinese or other ethnic backgrounds (71%); council tenant (69%); disabled residents (68%); black Caribbean (67%); private tenants (66%); residents aged 55+ years (64%); and Christian residents (61%) are more likely to say this is a priority.
- 38% say that more information about **what happens to materials after they have been collected** would make it a lot easier to recycle with residents from mixed ethnic backgrounds (49%) are more likely to feel this way.
- 37% say that **better information about collection days and times** would make it a lot easier to recycle. Black African (72%); Asian (67%); Muslim (67%); black Caribbean (61%); council tenants (54%); disabled residents (49%), and residents aged 55+ years (43%) are more likely to name this as a priority.

Again, we are using this detailed information to help target communications and ensure that residents get the messages that are most appropriate to them in the mode they most prefer.

We are also proposing to introduce *I Recycled*, a rewards scheme, which appears as though it would be particularly supported by some key minority groups (see figure 4 below).

**Figure 4**

**Many minority groups would be encouraged to recycle more by incentives and rewards**



Base: 2,956 valid responses to Oct 2009 waste strategy consultation

Q: Thinking about your own personal situation, please provide an honest answer as to the extent you agree or disagree that the following would encourage you to recycle more. If incentives or rewards were offered to regular recyclers



**2.2 Positive involvement and consultation**

<p><b>What do stakeholders think about the business activity?</b></p>	<p><i>In your response please set out:</i></p> <ul style="list-style-type: none"> <li>• <i>The potential barriers to participation for the different equality groups.</i></li> <li>• <i>How you have consulted with key stakeholders in the process of developing the business activity to obtain their views on it.</i></li> <li>• <i>How feedback and challenge from informed groups and individuals will be used to ensure that the final business activity is robust, addresses identified need and promotes equality of opportunity.</i></li> </ul>
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The Lambeth Waste Strategy consultation (analysed across all equality strands) demonstrated that both disabled and age equality strands are less likely to support making either food or generic recycling compulsory – this highlighted the importance of tailored, targeted communications and work with these groups. Consultation meetings will be held in order to develop and produce appropriate communications to encourage these groups to participate.

The consultation did not include questions around introducing charges (consultation carried out prior to Spending Review).

### 2.3 Gaps in information

<b>What gaps in information have you identified?</b>	<i>In your response please identify:</i> <ul style="list-style-type: none"><li>• <i>Areas where more information is required and longer term measures to be taken to strengthen data.</i></li></ul>
<p>Since the consultation was conducted, and in light of the scale of cuts required by the Spending Review (announced October 2010), it has become apparent that we need to explore the issue of charging for some elements of waste collection. This is a key part of our current proposals but was not an issue that was covered in the original October 2009 consultation. To fill this gap, as part of the budget consultation the Waste Management team has commissioned additional questions to be disaggregated by all strands which look at public support for charging for some waste services.</p> <p>It is also worthy of note that the postal and online survey of 3,080 respondents was self selecting and so is not truly representative. We know that the respondent profile, as detailed in appendix one, is skewed towards women, white residents, and those in private accommodation, and so while it provides us with useful disaggregated data across strands we know that we need to continue with our community engagement and communications work with residents in particular minority groups.</p>	

The set questions referred to above are:

(We have reproduced the full set of questions for context)

- Q1. If Lambeth Council had to reduce the quality of some services, for which of the following, if any, is it most acceptable to reduce the quality of? You may choose up to four. And thinking about the borough as a whole, not just yourself and your family; for which services, if any, is it most important to maintain the quality of? You may choose up to four. Finally, for which services, if any, could the council introduce (or increase) fees or fines to ensure it maintained quality levels? Again, you may choose up to four.

Q3.  
OCT

		Q22	Q23	Q24
	<b>Services for children and young people</b>			
A	Unsupervised playgrounds and play areas	1	1	1
B	Supervised playgrounds	2	2	2
C	Children's centres	3	3	3
D	Youth clubs/centres, and summer activities	4	4	4
	<b>Leisure/education</b>			
E	Arts and cultural activities (e.g. concerts and community events)	5	5	5
F	Evening classes/adult education	6	6	6
G	Leisure and sports facilities, including swimming pools	7	7	7
H	Libraries	8	8	8
	<b>Employment</b>			
I	Business support service	9	9	
J	Employment support or guidance from the council (helping people get jobs)	10	10	
	<b>Housing and environment</b>			
K	Parks and open spaces	11	11	
L	<b>Doorstep recycling facilities</b>	12	12	9
M	<b>Estate recycling facilities</b>	13	13	10
N	<b>Weekly waste collection</b>	14	14	11
O	<b>Bulky waste collection</b>	15	15	12
P	<b>Food waste collection</b>	16	16	13
Q	<b>Garden waste collection</b>	17	17	14
R	<b>Street cleaning/sweeping</b>	18	18	
S	Road and pavement repair	19	19	
T	Parking	20	20	15
U	Street lighting	21	21	
V	Planning and building control	22	22	16
W	Pest control/Noise control	23	23	17
X	Environmental health, (ensuring restaurants and traders meet health standards)	24	24	18
Y	Fly tipping, graffiti removal	25	25	19
Z	Council housing	26	26	
	<b>Health and social care</b>			
AA	Services for people with physical or learning disabilities	27	27	20
AB	Social services for adults and older people	28	28	21
AC	Social services for children	29	29	22
	<b>Customer service</b>			
AD	Customer service centres, you can visit in person	30	30	
AE	Telephone call centre	31	31	
	<b>Births, deaths and marriage</b>			
AF	Cemeteries and crematoria	32	32	23

AG	Registrars service (provide birth and death registration and conduct marriage and civil partnership ceremonies)	33	33	24
	None of these	34	34	25
	Don't know	35	35	26

Which of the following approaches, if any, should the council focus most attention on to make savings? You may choose up to two.

Q4.



A	Work with other councils, like Southwark and Lewisham, and organisations like the Police and NHS, to deliver services together	1
B	Protect high priority services (such as crime, youth services and housing) and cut lower priorities (like the arts)	2
C	Get better at collecting debt owed to the council	4
D	Charge more for services (like community halls, and out of hours school rentals)	5
E	Stop providing some free or subsidised services (such as bulky waste collection)	6
F	Keep all the services, but reduce the standard	8
G	Keep the standard of service but reduce the frequency	9
	None of these	10
	Don't know	11

The Budget consultation began in July 2010 and included:

- Questions in the resident's survey to a representative sample of 750 people
- Focus groups with older people and parents
- A three hour workshop with a representative sample of the borough's population
- An online budget simulator that allows residents to choose areas for reduction in order to balance the budget

The results have informed the development of this EIA, and our approach to communications and community engagement thus ensuring that we provide tailored support for those community groups most likely to require it.

Throughout discussions people were more open to changes to the provision of waste and recycling services than they were in previous years – on the whole residents felt the council should make it clear that recycling saves money as it appears there is a low level of understanding of the impact it makes.

Experience and knowledge of the **food, garden and bulky waste collection service** differed greatly across the groups. Some claimed that greater promotion of the services could produce savings in the long term.

Due to the limited coverage of the **food waste** collection, experience was extremely limited. Those that had used the service were satisfied and felt it **should be expanded** and made weekly.

Use of the **garden waste** collection was limited and viewed as a service that the council could look at altering. While some thought it could be removed altogether (the service was the second highest choice for service reduction (18%), groups who would prioritise a reduction in service are more likely to be adult only household - two adults, and English is the main language). There was **support from users and non-users alike to introduce a charge for the service.**

For those aware of the **bulky waste service** there was an appreciation that Lambeth delivers an improved service compared to other boroughs. As a result there was **willingness to reduce the service** - there was strong support to reduce the number of free bulky waste pick-ups without penalising people moving into the borough and **moderate support for introducing a fee for the service** (19%, the fifth highest option). Groups who are more likely to choose this option: no disability or illness, White British, owner occupier – private home, in work (full time, part-time or self-employed), English is main language, AB (managerial/professional) social grade, Clapham resident.

(Refer appendix four for relevant excerpt from the Budget Consultation Report 2010)

### **3. Section 3 – Assessing impact**

It is essential to consider not just the intended consequences of the business activity but also any unintended consequence and barriers that might prevent it being effective for certain community groups. Where a business activity is found to have either positive or negative impact on a particular group it will need to be revised or justified within the permits of the law. This section sets out how equality information has been analysed and the likely impact identified.

#### **3.1 Testing for negative impact and positive impact**

<p><b>From evidence analysed could the business activity have differential, disproportionate or adverse impact on equality groups?</b></p>	<p><i>In your response please set out:</i></p> <ul style="list-style-type: none"> <li>• <i>Take up of service by each equality group</i></li> <li>• <i>If adverse impact revealed how is this justified?</i></li> <li>• <i>If differential or disproportionate impact amount to unlawful indirect or direct discrimination how is this justifiable under legislation?</i></li> </ul>
<ul style="list-style-type: none"> <li>• <u>Race</u></li> </ul> <p>Residents from other white backgrounds are more likely to support compulsory recycling (82% v 71% overall) and compulsory food recycling proposals (64% v 54%). Residents from mixed ethnic backgrounds are also more likely to support food recycling proposals (86% v 54% overall). Black African (80%); Asian (76%) and Black Caribbean (74%) are all more likely to say that rewards and incentives schemes would encourage them to recycle. <b>There are no ethnic groups who are less likely to support compulsory recycling schemes</b>; therefore there appear to be no negative impacts in terms of ethnicity in introducing compulsory recycling.</p> <p>Residents from different ethnic groups have some different communication preferences, although for all groups leaflets and Lambeth Life are rated among the top three. Black Caribbean and Black African residents are more likely to say they would like communications about refuse and recycling to be delivered face to face (either via a presentation at a local residents meeting, a visit from Lambeth’s waste and recycling team, or a local recycling champion). White Other residents are more likely to prefer the council website (49% v 38% overall).</p> <ul style="list-style-type: none"> <li>• <u>Gender</u></li> </ul> <p>Women are more likely to support compulsory recycling proposals and men are less likely to support them. National research shows that in the vast majority of households it is women that take charge of waste separation and recycling and it is the support of women for this initiative that is crucial.</p> <ul style="list-style-type: none"> <li>• <u>Disability</u></li> </ul> <p><b>Disabled residents are currently more positive about Lambeth’s refuse collection</b> service than average (85% v 78% overall rate it positively); however, disabled residents are much less likely to use doorstep recycling services (45% v 50%) and so any move to make recycling compulsory will need to be accompanied by a sufficient support programme to enable disabled residents to participate fully. Disabled residents are just as likely to use estate-based recycling services (both 14%) and so, according to the data, specific support is less likely to be required in estate situations. <b>Disabled residents are less likely to support making either food or generic recycling compulsory</b> and are less likely to say that incentive schemes would encourage them to recycle (61% v 67% among non-disabled residents) so targeted work with disabled residents through appropriate community groups and through existing relationships the council may have with them (for example through Adult and Community Services) will need to be undertaken to</p>	

ensure they are sufficiently supported through the transition.

- Age

**Older residents are currently more positive than average about Lambeth's recycling and refuse collection services** (see appendix two). However, like disabled residents they are **less likely to support making either food or generic recycling compulsory** and so targeted work through appropriate community groups, like Age UK and through existing relationships the council may have with them (for example through Adult and Community Services) will need to be undertaken to ensure they are sufficiently supported through the transition. Younger residents are broadly more supportive of moves to encourage recycling and are most likely to positively receive proposals for incentive schemes.

- Sexual orientation

Lesbian, Gay and Bi-sexual residents have the same level of support for compulsory recycling and food recycling and heterosexual residents. **Therefore there appear to be no negative impacts in terms of sexual orientation in introducing compulsory recycling.** However, lesbian, gay or bi-sexual residents say they would prefer to receive communications about refuse and recycling via the website (52% v 38% among heterosexual residents); and are more likely than heterosexual residents to say they would like a visit from a member of Lambeth's waste and recycling team (18% v 11%) or from a local recycling champion (17% v 11%).

- Religion and belief

Those who say **they do not have a faith or religion are most supportive of compulsory generic (76% v 71%) or food recycling (58% v 54%)**, while Christians are more likely to say they would be motivated by reward schemes (67% v 65%). Christian residents are also more likely than average to say they want to hear about recycling and refuse collection via Leaflets (69% v 67%), Lambeth Life (62% v 60% overall) and the local press (47% v 44%). Those who say they have no religion are more likely than average to want to hear about recycling and refuse collection through the Lambeth council website (48% v 38%). Muslim residents are more likely to say they would like better information about collection days and times (67% v 37% overall).

- Socio-economic factors

Those that **live on estates and in social housing are just as positive as others about recycling and refuse collection although they are less likely to recycle** (see appendix two) and so may require targeted support to help them through any transition to compulsory recycling.

### 3.3 Equality impact summary

Potential impact identified	Potential impact identified – High (H), Medium (M), Low(L)						
	Race	Gender	Disability	Age	Sexuality Orientation	Faith or Belief	Socio-economic factors
Opportunity to promote equality							
Risk of differential/ Disproportionate/ adverse impact	L	L	M	M	L	L	L

#### 4. Section 4 - Addressing adverse impact and promoting equality

This section sets out specific actions taken or to be taken to deal with any adverse impact and to promote equality.

##### 4.1 Developing inclusive services and promoting equality

<b>What are the main conclusions and the key changes that have been made to address adverse impact or to address potential unlawful discrimination, if any and to promote equality?</b>	<p><i>Please identify:</i></p> <ul style="list-style-type: none"> <li>• <i>Changes/adjustments to address impact identified</i></li> <li>• <i>Measures that will require wider decisions</i></li> <li>• <i>How the change will meet needs or accommodate difference and diversity</i></li> <li>• <i>How the change will promote positive attitudes and good relations between different groups and community relations generally</i></li> <li>• <i>How the business activity will be implemented and communicated to make it accessible and transparent</i></li> </ul>
<p>Further consultation has been carried with groups identified as potentially experiencing a higher impact when the new strategy is introduced - the elderly and those living with a disability. Consultation included either engaging with or visiting the following groups/organisations and holding discussions (refer to appendix five for discussion questions):</p> <ul style="list-style-type: none"> <li>• Lambeth Adults and Community Services</li> <li>• The Vida Walsh Centre</li> <li>• Lambeth Living</li> <li>• The Royal London Society for the Blind (RLSB) – Lambeth support group</li> <li>• Pan Lambeth Disability Forum</li> <li>• Disability Advice Service London (DASL) – no response</li> <li>• Rathbone Society</li> <li>• Lambeth Mencap.</li> </ul> <p>Engagement with elderly residents at the Vida Walsh Centre highlighted high levels of participation in recycling (100% of those present recycled). In general respondents were in favour of introducing compulsory recycling and also a separate garden waste service. They felt it would be useful to provide</p>	

incentives to encourage people to recycle. Many respondents find the recycle bins on housing estates difficult to use however.

Although the introduction of charges for services such as the garden waste and bulk waste collection services were not popular, respondents did say they would continue to use the services provided the charge was reasonable. Some of the respondents had previously used the bulk waste service to dispose of old pieces of furniture. They were aware that many firms now offer to pick up old white goods and appliances when delivering new goods. The respondents were very much in favour of reuse schemes and helping local enterprise such as the Brixton Reuse Centre and those less fortunate than themselves. There was, however, concern that the introduction of a charge for the bulk waste collection service would lead to an increase in fly-tipping.

The main concern for the elderly is communication – it is essential information is clear and available to all. Communication around what can actually be recycled was seen as being very important. Inclusion of information in community newsletters and general service leaflets were seen as the most appropriate methods of reaching this group.

Discussions and engagement with disabled residents and those who support them again highlighted the biggest issue as communication. Those living with disabilities, like any general population, are diverse in abilities, understanding, and willingness to follow rules. Some service users receive regular support in their homes from community support workers who can show them how to do such things as separate items for recycling. Others do not have regular support, so might not be able to follow directions or understand the consequences of not following compulsory separation of recycling. In any case, instructions should be available in an accessible format with clear graphics that are easy to understand for anyone who may not be able to read text. It was highlighted that communications are currently not reaching those with disabilities. As well as communications delivered direct to households, some residents made suggestions around improving communications on recycling bins themselves, particularly for the visually impaired. All the disabled residents spoken to live on estates and if this is indicative of Lambeth then the effects arising from the Strategy will be minimal.

Benchmarking with other London local authorities showed 22 of the 32 (excluding Lambeth) charge for their bulk waste collection service.

In general, consultation has shown people are willing to participate when facilities are available, instructions are provided and easy to follow.

Area of concern	Possible adverse impact	Action to mitigate
Communication – especially in terms of the introduction of compulsory	Vulnerable groups may not have access to information about service changes in a form suitable for them.	<ul style="list-style-type: none"> <li>• Liaison with the Rathbone Society in terms of design of leaflets for those with learning disabilities.</li> <li>• Using Photosymbols in leaflets for those with</li> </ul>

recycling		<p>learning disabilities.</p> <ul style="list-style-type: none"> <li>• Information to be added to the Council's Services for Adults with Learning Disabilities web page and sent out with DSAL and Age UK newsletters.</li> <li>• In terms of those who are blind/visually impaired, following advice from the RLSB, an audio CD will be produced via thebigword (language services provider) and mailed out to those registered on the Council's blind and visually impaired database.</li> <li>• Leaflets will be produced in accordance with the Royal National Institute of Blind People (RNIB) 'See it Right Clear' print checklist.</li> <li>• Investigate offering a short mp3 audio file accessed via the Council's website and a link to a video with a British Sign Language presentation (thebigword can arrange this).</li> <li>• We also intend to investigate getting a tactile sign affixed to recycling bins to assist blind and visually impaired residents</li> </ul>
Introduction of a separate chargeable garden waste service	<p>We have reviewed the possibility of charging concessionary rates for those in receipt of council tax credits. The cost of administering the system would increase the cost of collection for other residents considerably.</p> <p>Difficulty for the elderly, infirm, disabled or those with mental health issues.</p>	<ul style="list-style-type: none"> <li>• Compost bins will be available for residents to buy for around £9 as an alternative to using the chargeable service.</li> <li>• The Community Payback scheme provides free assistance with gardening tasks for people who fall into these groups. Assistance is available all year and the scheme has its own dedicated Lambeth co-ordinator - any relevant agency or support/advocacy organisation is able to make a referral for this service. Information about the service can be obtained through Local Area Housing offices, the Brixton or Streatham Service Centres and the Lambeth Service Centre.</li> </ul>
Introduction of a charge for bulk waste collection service	<p>We have reviewed the possibility of charging concessionary rates for those in receipt of council tax credits. The cost of administering the system</p>	<ul style="list-style-type: none"> <li>• Many companies now offer to pick up old appliances/white goods when they deliver new goods.</li> <li>• The British Heart Foundation Furniture and Electrical Store in Brixton offers free collection of</li> </ul>

	would increase the cost of collection other residents considerably.	reusable furniture and appliances. <ul style="list-style-type: none"> <li>• Goods can be deposited free of charge at Lambeth's Reuse &amp; Recycling Centre (RRC), the two RRCs in Wandsworth and at furniture reuse organisations such as Emmaus South Lambeth. The new Brixton Reuse Centre will also shortly be accepting furniture and appliances.</li> </ul>
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### Section 5 – Implementation and review

At this stage an action plan should be developed to address any additional concerns or issues related to equality in the business activity. The plan should include arrangements for monitoring, evaluation and review of the business activity and should be integrated into the appropriate Service or Business Plan. The results of the EIA and action plan will need to be published. Once the business activity has been implemented, it must be monitored and periodically reviewed to ensure that it has the intended impact and is still appropriate.

Actions Required	Timeframe	Budget	Lead Officer	Relevant PI
Investigate using Photosymbols in separate service leaflets for those with learning disabilities	End January 2011 for installation End March 2011 for production of leaflet	Budgeted for within Waste Strategy comms. plan	Kevin Crook	
Subsidise compost bins for 2011/12	From 1 April 2011	£4,800 budgeted within Waste Prevention Plan for 2011/12	Kevin Crook	
Liaison with the Rathbone Society and thebigword to produce and distribute targeted communications to ensure residents receive the appropriate messages and media	End March 2011	N/A	Kevin Crook	
Inclusion of tailored service change	End March 2011	N/A	Kevin Crook	

information in DASL, Age UK and other relevant community-based newsletters				
Produce an audio CD and mail to all residents on the Council's Register of blind and visually impaired residents	End April 2011	Budgeted for within Waste Strategy comms. plan	Kevin Crook	
Investigate offering a short mp3 audio file accessed via the Council's website and a link to a video with a British Sign Language presentation	End May 2011	Budgeted for within Waste Strategy comms. plan	Kevin Crook	
Ensure disposal alternatives to chargeable services are publicised to residents	End March 2011	Budgeted for within Waste Strategy comms. plan	Laura King / Donna Johnson	
Investigate producing a tactile sign to affix to recycling bins	End May 2011	N/A	Kevin Crook	
Investigate alternative model of recycling bin for estate provision (some residents, in particular the elderly and disabled, experience difficulty using the current model)	End April 2011	Capital budget available	Kevin Crook	

**EIA publishing date:** \_\_\_\_\_ **Policy review date:** \_\_\_\_\_

**Full assessment sign-off**

Name	Signature	Date
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## The future of waste in Lambeth

Answers are based on 3,080 responses to the Lambeth Waste Strategy Consultation which was conducted in October 2009.

The government has set high targets around waste disposal and recycling, so Lambeth Council is preparing a new waste strategy for the next 20 years. The key challenges will be making waste management more environmentally friendly, while at the same time minimising the money spent on collection and disposal. We want to know what your views are so that we can come up with the best approach for our borough.

### Section 1: Future services

**Below is a list of initiatives that other London councils have successfully used to increase recycling levels. Some or all of them could be introduced in Lambeth, but no decision has yet been made. To what extent would you support or oppose the introduction of the following services in Lambeth?**

PLEASE CLICK IN ONE CIRCLE FOR EACH LINE

	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know	<b>Support</b>	<b>Oppose</b>
Initiatives to promote the reuse of waste. (E.g. furniture reuse schemes and 'give and take' events)	56%	29%	10%	2%	1%	2%	<b>85%</b>	<b>3%</b>
A separate scheduled collection of garden waste	59%	24%	11%	3%	1%	1%	<b>83%</b>	<b>4%</b>
Only collecting rubbish that is inside wheeled bins. (Encouraging householders to reduce waste and maximise recycling. Not applicable to communal bins)	50%	26%	11%	5%	3%	6%	<b>76%</b>	<b>8%</b>
Advice and initiatives to help prevent waste. (E.g. cheap compost bins, home composting advisors, vouchers for washable nappies, advice on reducing junk mail and how to cut food waste)	57%	25%	11%	3%	2%	2%	<b>71%</b>	<b>5%</b>
Only emptying wheeled bins if the lids are closed. (Encouraging householders to reduce waste and maximise recycling. Not applicable to communal bins)	47%	23%	11%	8%	5%	6%	<b>70%</b>	<b>13%</b>
Making recycling compulsory (using a system based on lots of advice, education and reminders to non-participants, with possible enforcement as a last resort only)	44%	26%	9%	10%	9%	2%	<b>70%</b>	<b>19%</b>
A separate weekly collection of food waste	40%	22%	16%	10%	9%	3%	<b>62%</b>	<b>19%</b>
Making food waste collections compulsory (using a system based on lots of advice, education and reminders to non-participants, with possible enforcement as a last resort only)	30%	24%	17%	14%	13%	3%	<b>54%</b>	<b>27%</b>
Collection of refuse and recycling from pavements only. (To help reduce costs. Not applicable to flats)	21%	24%	20%	14%	16%	5%	<b>45%</b>	<b>30%</b>
Smaller wheeled bins for houses	23%	20%	18%	20%	17%	3%	<b>43%</b>	<b>37%</b>
A fortnightly collection for general rubbish. (Only to be introduced alongside weekly collections of food waste and recyclables)	21%	22%	10%	16%	29%	2%	<b>43%</b>	<b>45%</b>

**Thinking about your own personal situation, please provide an honest answer as to the extent you agree or disagree that the following would encourage you to recycle more.**

PLEASE CLICK IN ONE CIRCLE FOR EACH LINE

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Agree	Disagree
The council collected a wider range of materials	56%	30%	9%	2%	1%	2%	<b>86%</b>	<b>3%</b>
Communities who recycle more benefited (E.g. through funding for neighbourhood/ estate-based improvement projects)	40%	32%	15%	5%	5%	3%	<b>72%</b>	<b>10%</b>
Incentives or rewards were offered to regular recyclers	38%	26%	19%	9%	6%	1%	<b>64%</b>	<b>15%</b>
You were given a wheeled bin to store your recycling in rather than orange bags	32%	17%	19%	16%	15%	2%	<b>49%</b>	<b>31%</b>
Food waste was collected weekly alongside a fortnightly collection of general rubbish (with recycling still collected weekly)	25%	24%	15%	16%	19%	2%	<b>49%</b>	<b>35%</b>
More orange sacks were given on each delivery	23%	23%	27%	17%	10%	2%	<b>46%</b>	<b>27%</b>
People who didn't recycle were given a penalty or fine	23%	23%	16%	18%	18%	3%	<b>46%</b>	<b>36%</b>
The amount of general rubbish that you could put out for collection was restricted	9%	18%	16%	30%	26%	1%	<b>27%</b>	<b>56%</b>

**What materials, if any, you would like to see added to your household recycling collection? Let us know your top two preferences, in order of importance.**

PLEASE CLICK IN ONE CIRCLE FOR EACH LINE

	Textiles, clothing and shoes	Small electricals (E.g. kettles, toasters, toys and electric tooth-brushes)	Household batteries	Plastic packaging (E.g. margarine tubs and yoghurt pots)	Other	None
1st preference	24%	14%	12%	47%	1%	2%
2nd preference	20%	26%	24%	24%	4%	2%

## Section 2: Communicating to residents

**In future, what are the main ways you would prefer to find out about waste and recycling issues in Lambeth?**

PLEASE CLICK IN THE BOX NEXT TO ALL THAT APPLY

- 67% Leaflets / letters through door
- 60% Lambeth Life
- 44% Information and articles in local newspapers
- 44% Posters around Lambeth (E.g. at bus stops)
- 38% Lambeth Council website
- 18% Information on local TV
- 16% Information on local radio
- 13% Presentations at local residents' meetings
- 12% A visit from a member of Lambeth's waste and recycling team
- 11% A visit from local volunteers / the 'recycling champion' in your area
- 9% Text messaging service from the council with reminders, tips and updates about recycling
- 4% Other
- 1% I am not interested in hearing about local waste and recycling issues

**In terms of information about the recycling service, how much easier, if at all, would the following information make it for you to recycle more things more often?**

	A lot easier	A little easier	Wouldn't make a difference	Not sure/ Don't know
Better information about collection days and times	36%	23%	39%	2%
Better information on what materials can and can't be recycled	58%	28%	12%	1%
More information on what happens to the materials after they have been collected	38%	26%	32%	3%
More of electrical equipment (E.g. TVs, fridges, and microwaves)	60%	26%	12%	1%

**Which of the following items that the council collects through the orange bag and green bin recycling service does your household place out for collection?**

	Place out regularly	Place out occasionally	Never place out
Junk mail and leaflets	95%	3%	1%
Newspapers	93%	6%	1%
Plastic bottles	92%	6%	1%
Glass bottles	91%	8%	1%
Magazines	90%	9%	1%
Glass jars	88%	11%	2%
Food tins	87%	11%	2%
Thin card	75%	21%	4%
Drink cans	74%	21%	5%
Cartons (E.g. Tetrapaks)	68%	18%	14%
Office paper	62%	20%	18%
Corrugated cardboard	56%	36%	8%
Shredded paper	55%	22%	23%
Empty aerosol cans	38%	36%	27%

**Section 3: Use of current services**

**Please indicate how frequently you or members of your household have used the following services**

PLEASE CLICK IN ONE CIRCLE FOR EACH LINE

	At least once a week	About once a month	Within the last six months	Within the last year	More than a year	Never used	Don't know
Local 'bring bank' recycling sites (E.g. at the supermarket)	5%	10%	18%	11%	12%	42%	2%
Lambeth Reuse and Recycling Centre, Vale Street	3%	9%	17%	9%	7%	53%	3%

**We would like to identify any areas for improvement among the services we currently provide. How satisfied or dissatisfied are you with the following services?**

PLEASE CLICK IN ONE CIRCLE FOR EACH LINE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't have/Don't use	Satisfied	Dissatisfied
The recycling collection	52%	38%	4%	4%	1%	1%	<b>90</b>	<b>5</b>
The general rubbish collection	53%	36%	4%	5%	2%	0%	<b>89</b>	<b>7</b>
Local 'bring bank' recycling sites (E.g. at the supermarket)	11%	18%	22%	3%	1%	46%	<b>29</b>	<b>4</b>
Lambeth Reuse and Recycling Centre, Vale Street	13%	16%	13%	4%	3%	50%	<b>29</b>	<b>7</b>

**Why are you dissatisfied with the recycling collection?**

(Base: those who are dissatisfied = 155)

- 48% Mess left on street after collection
- 43% Council doesn't always take it all away
- 34% Orange sacks do not get delivered
- 33% Occasional missed collections
- 32% Ran out of orange sacks
- 26% Not sure of collection day
- 26% Orange bags are too flimsy/difficult to tie
- 26% Lack of space in the home or outside home
- 25% Not sure what I can and can't recycle
- 23% Other
- 21% Frequent missed collections

**Why are you dissatisfied with the general rubbish collection ?**

(Base: those who are dissatisfied = 186)

- 67% Mess left on street after collection
- 50% People dumping rubbish
- 48% Council doesn't always take it all away
- 28% Attracts vermin / foxes
- 27% Occasional missed collections
- 21% Frequent missed collections
- 17% Lack of space in the home or outside home
- 11% Wheeled bin is too large
- 10% Wheeled bin is too small
- 9% Not sure of collection day
- 6% Prefer not to have a wheeled bin
- 19% Other

**Why are you dissatisfied with the Lambeth Reuse and Recycling Centre?**

(Base: those who are dissatisfied = 187)

- 52% Range of materials too limited
- 34% Not enough information about the site
- 26% Too far to travel to
- 26% Opening hours too limited
- 20% Having to climb steps to use skips
- 19% Poor traffic management
- 19% Lack of feedback / information at the site
- 12% Not aware of the site
- 12% General appearance of the site poor
- 12% Signage needs improving
- 9% Pedestrian routes need marking
- 34% Other

#### Section 4: About you

We would like to ask you a few questions about yourself to make sure we get views from a broad and representative range of people in the borough

##### Do you...?

PLEASE CLICK IN ONE CIRCLE FOR EACH LINE

	Yes	No	Refused/no response
Live in Lambeth	95%	1%	4%
Work in Lambeth	16%	44%	40%
Otherwise have a general interest in the borough	29%	4%	67%

##### How long have you lived in Lambeth?

PLEASE CLICK IN ONE CIRCLE ONLY

4%	Less than a year
7%	1-2 years
11%	3-5 years
14%	5-10 years
61%	More than ten years
3%	Refused/no response

##### What is your working status?

PLEASE CLICK IN ONE CIRCLE ONLY

44%	Work full-time
14%	Work part-time
21%	Retired
2%	Student
5%	Unemployed
8%	Other
6%	Refused/no response

##### What type of house do you live in?

PLEASE CLICK IN ONE CIRCLE ONLY

4%	Detached
23%	Semi-detached
37%	Terraced
1%	Bungalow
18%	Flat in a converted house
7%	Low-rise flat (I.e. up to three storeys)
3%	High-rise flat (I.e. more than three storeys)
3%	Other
4%	Refused/no response

##### In which of these ways does your household occupy your current accommodation?

PLEASE CLICK IN ONE CIRCLE ONLY

30%	Owned outright
35%	Buying on a mortgage
15%	Rent (from council or housing association)
12%	Rent (from private landlord)
1%	Other
7%	Refused/no response

Please help us to make sure that we meet the needs of all our residents by filling in this part of the questionnaire. Any information from this section that you give us will be kept strictly confidential. Access to the information will be restricted to those persons who require it for monitoring purposes. You do not have to answer the following questions, but it will help us if you do.

**Please indicate your gender**

- 34% Male
- 57% Female
- 9% Refused/no response

**Which age bracket do you fall into?**

- 2% 16 - 24
- 16% 25 - 34
- 22% 35 - 44
- 19% 45 - 54
- 33% 55 and over
- 8% Refused/no response

**Do you have any long-standing illness, disability or infirmity?** (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

- 17% Yes
- 71% No
- 12% Refused/no response

**How would you describe your ethnic group?**

PLEASE CLICK IN ONE CIRCLE ONLY

- 61% White British
- 3% White Irish
- 10% Other White background
- 1% Mixed White and Black Caribbean
- 0% Mixed White and Black African
- 1% Mixed White and Asian
- 1% Other mixed background
- 5% Black or Black British - Caribbean
- 3% Black or Black British - African
- 0% Other Black or Black British background
- 2% Asian or Asian British - Indian
- 1% Asian or Asian British - Pakistani
- 0% Asian or Asian British - Bangladeshi
- 1% Other Asian or Asian British background
- 0% Chinese
- 2% Other ethnic group
- 9% Refused/no response

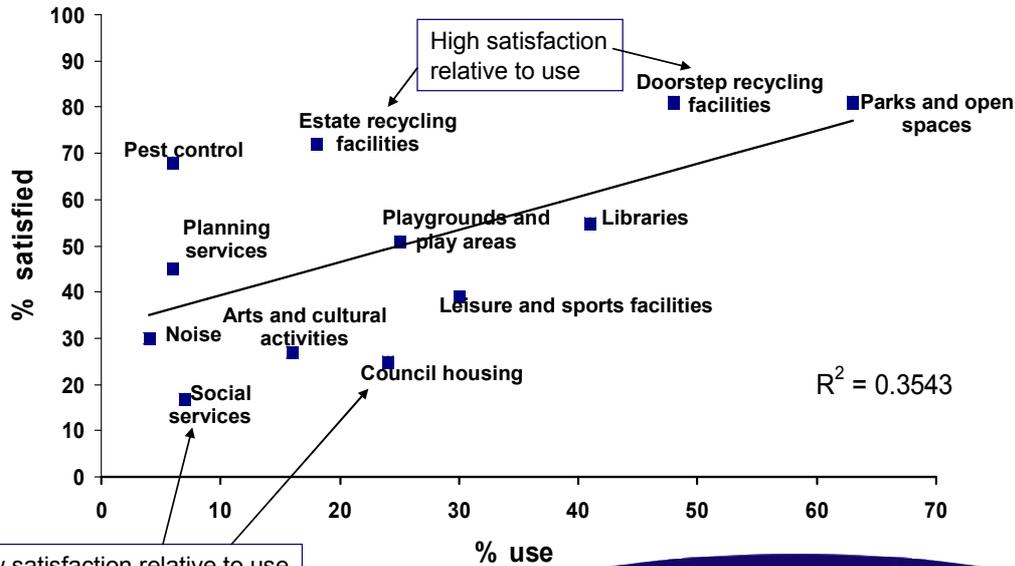
**How would you describe your sexuality?**

- 76% Heterosexual / straight
- 4% Gay or lesbian
- 1% Bi-sexual
- 1% Other
- 18% Refused/no response

**What is your faith/ religion?**

- 47% Christian
- 2% Muslim
- 1% Jewish
- 1% Buddhist
- 1% Hindu
- 0% Sikh
- 30% No religion
- 4% Other
- 14% Refused/no response

## Satisfaction with recycling is high, relative to use



Low satisfaction relative to use

High satisfaction relative to use

Those above the line more likely to be satisfied, those below less likely

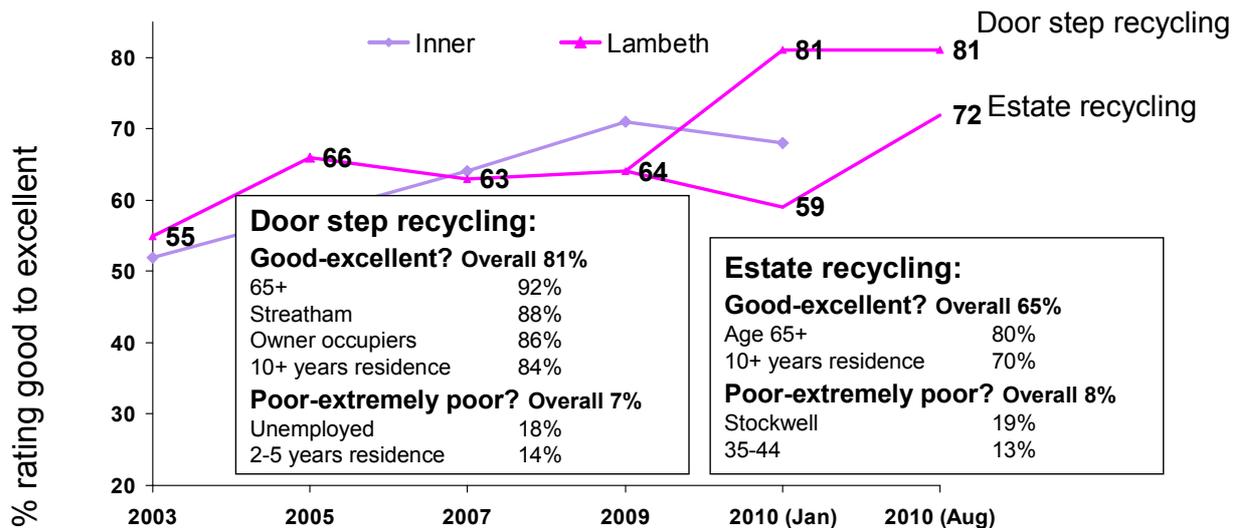
Q.11 Which, if any, of these services have you or a member of your household used in the last 12 months? Q.12 What is your opinion of...?



Base: Q.11 and Q.12 All 785 Lambeth residents, Wave 4 residents survey, July 2010

## Perceptions of recycling on estates improving

Q.12 What is your opinion of doorstep/ estate recycling facilities?



**Door step recycling:**

**Good-excellent? Overall 81%**

65+	92%
Streatham	88%
Owner occupiers	86%
10+ years residence	84%

**Poor-extremely poor? Overall 7%**

Unemployed	18%
2-5 years residence	14%

**Estate recycling:**

**Good-excellent? Overall 65%**

Age 65+	80%
10+ years residence	70%

**Poor-extremely poor? Overall 8%**

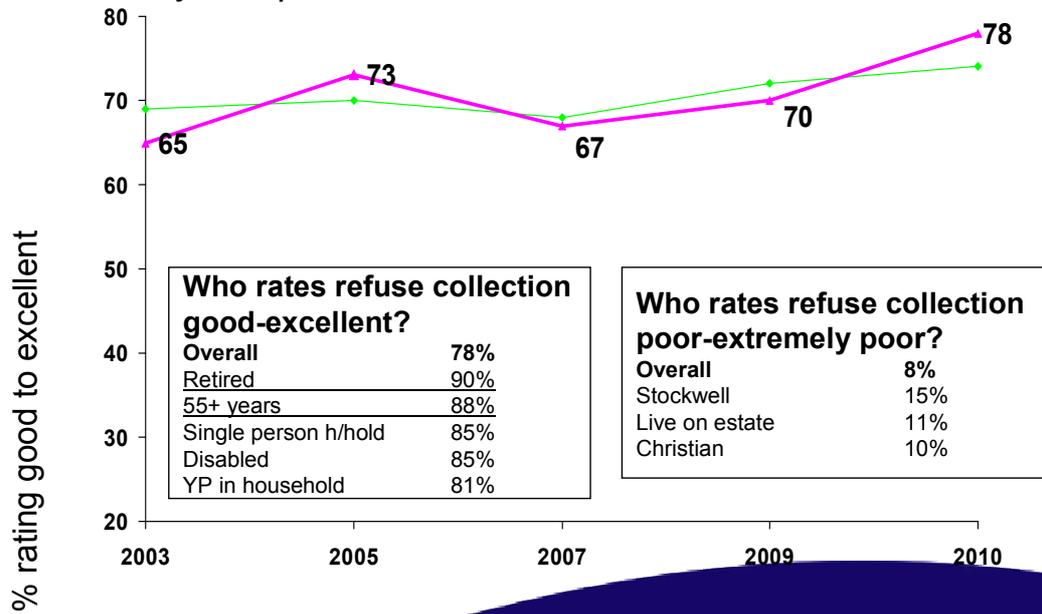
Stockwell	19%
35-44	13%

Base: All respondents (approx 750). Note the subgroup differences are based on combined data.



# And satisfaction with refuse collection is above the inner London average for the first time

Q.12 What is your opinion of refuse collection?

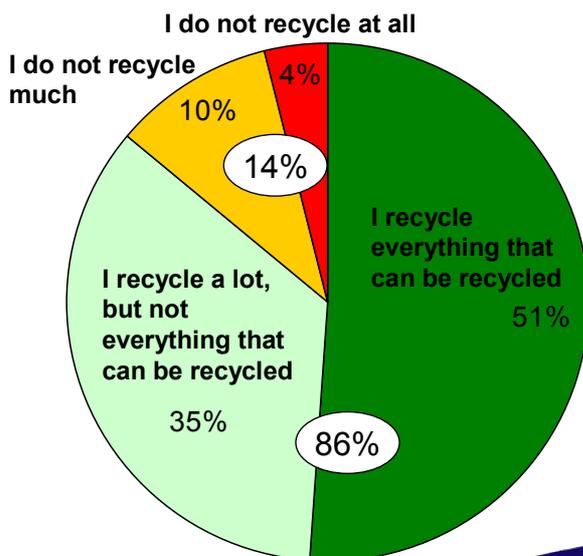


Base: All respondents (approx 750). (LT) and underlined indicates a long term trend



# Reported recycling is high – nearly nine in ten recycle at least a lot

Q.29 Which of the following statements on this list best describes you?



Reported recycling does not vary with age. Instead, there appears to be a class barrier in stated participation:

**Recycle everything**

- White British (55%)
- English speaking (55%) and
- Higher social grade (AB 59%).

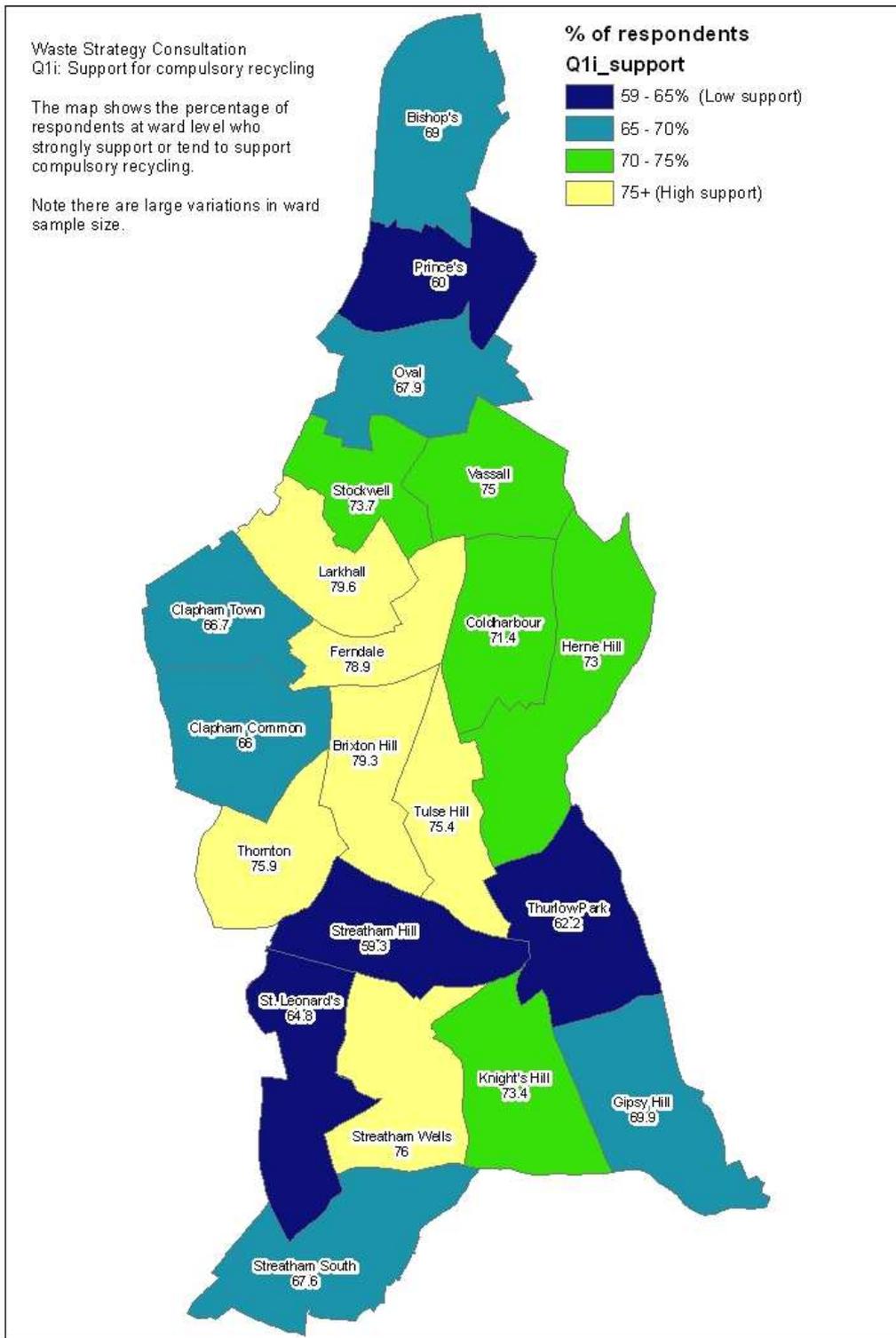
**Don't recycle much or at all**

- Social renting (19%)
- C2DE social grades (18%)
- Black and minority ethnic (17%) and
- Those who live on estates (18%), as well as
- Disabled people (21%).

Base: Wave 4 All respondents (785)



**Appendix three:  
Geographic analysis of support for compulsory recycling**



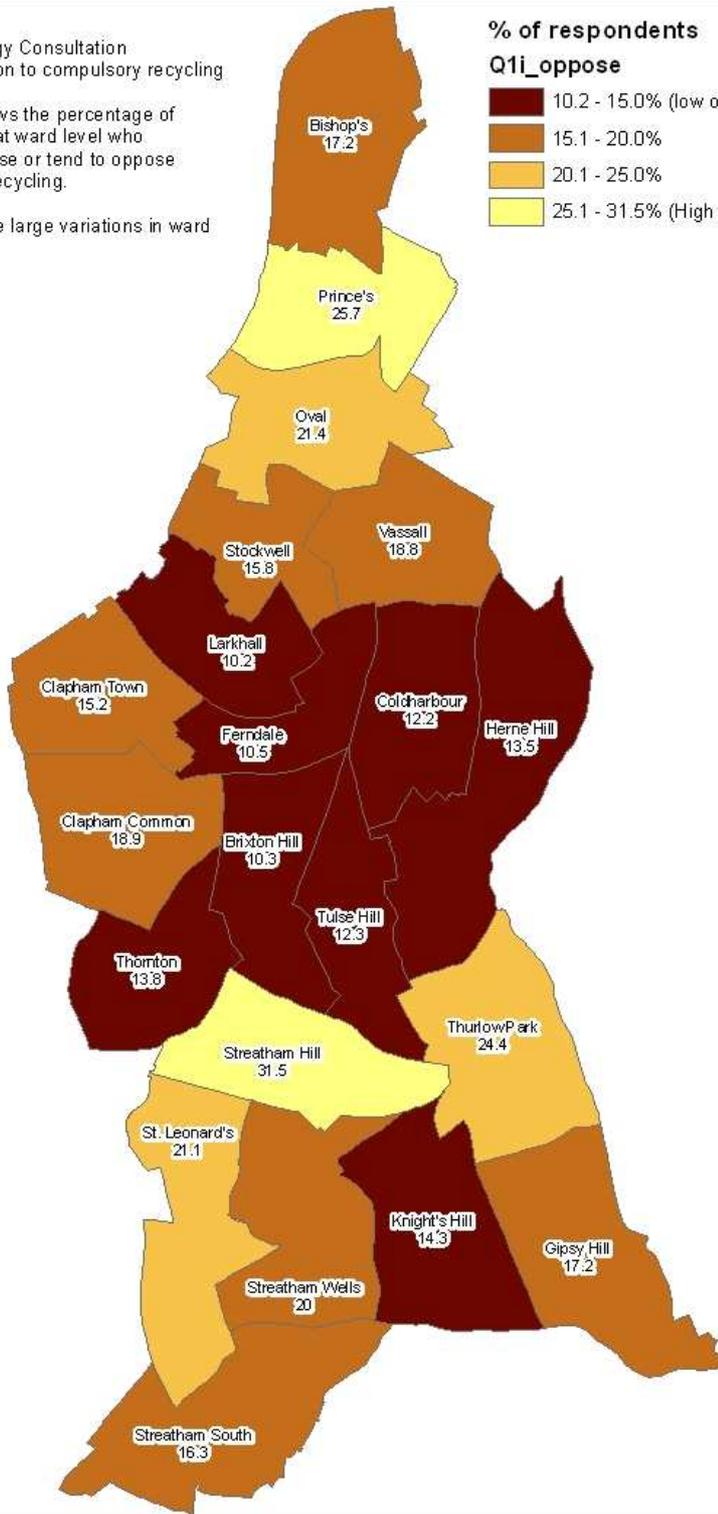
Waste Strategy Consultation  
Q1: Opposition to compulsory recycling

The map shows the percentage of respondents at ward level who strongly oppose or tend to oppose compulsory recycling.

Note there are large variations in ward sample size.

**% of respondents**

**Q1i\_oppose**



## **Section B: Qualitative results**

### **1. Methodology**

1.1. Residents were recruited to one workshop, two focus groups and one paired depth interview using an external research recruitment agency. The 2½ hour workshop was attended by 27 residents that broadly represented the borough's population (age, gender, ethnicity and social backgrounds). The 1½ hour focus groups, with around eight attending each, were targeted at older people (aged 60 or over) and parents with children under 18. Again, each group was recruited to broadly represent that demographic in Lambeth. The paired depth interview involved two older people (aged 60 years old) that mimicked the recruitment approach to the older people's focus group.

1.2. Each attendee was sent an introductory letter, a briefing paper outlining the financial situation that the council is facing and a brief explanation of the key services that the council provides.

1.3. Before the discussions began, the key points of the briefing paper were re-iterated and during the discussions, residents were prompted to focus on the following key questions in each area:

- What is their (or someone they know) experience of this service?
- How could we reduce this service without making a significant impact on their lives or that of users of this service?
- What if we began introducing or increasing the fees for these services?
- How can we change who provides these services at the moment?

Where residents struggled to talk about options some example service changes were used as prompts. These drew from Lambeth's current thinking as well as other local authorities approaches and where possible, suggestions made in other focus groups.

In each section we asked residents to consider the risks in any approach, who might be affected by change and what they would expect the service to deliver as a result of such a change.

1.4 Each section of the report is preceded with results from the residents' survey (a representative survey of 750 adult residents) which is carried out on a quarterly basis. Findings are from October 2010 unless specified. Some results may quote findings from the young person's survey of 125 young people (aged 11-19) each quarter.

## 2. Waste and recycling

### Residents survey: service use and resident opinion

- 78% of residents rate refuse collection as “good” (August 2010)
- 68% of residents say they have used doorstep or estate recycling in the last 12 months (August 2010)
- 81% rate doorstep recycling as “good”, 72% rate estate recycling as “good” (August 2010)
- “Good rubbish or waste collection” is the biggest driver in satisfaction with how Lambeth runs things (20%), followed by “good recycling facilities” (12%) (August 2010).
- Weekly waste collection is the third most supported option for services to be maintained (October 2010)
- Fly tipping and graffiti removal is the top choice for services where the council could increase or introduce fees or fines (supported by 29%)
- 19% support increasing fees or fines for bulky waste (the fifth highest option)
- Garden waste collection was the second highest choice for service reduction (18%)

Throughout all of the groups there was consensus that the waste and **recycling collection is efficient and a good service**, particularly when compared to other boroughs.

*“Garden waste collection is brilliant. Croydon charges and their streets are dirty. Lambeth streets are brilliant!”*

*“Brixton compared to Croydon is so much cleaner. I have just moved here and it is much cleaner.”*

Throughout the discussions people were more open to changes to the provision of waste and recycling services than they were in previous years. In previous years, ideas of anything other than weekly waste and recycling were commonly dismissed immediately.

There is a softening of attitudes toward **fortnightly recycling collection** in particular. Notably, people who currently recycle support fortnightly recycling collections. They feel that if recycling is done properly (with articles washed) then there is no risk of vermin and recycling can be left out for two weeks. The propensity to recycle was observed across all the groups, even the older people’s group, in which there was also more support for varied waste collection than in others.

On the whole, residents felt the council should make it clear that recycling saves money as there is a low level of understanding of the impact it makes.

*“As a lone person living at home, after recycling and food waste there is often not enough rubbish to merit a weekly collection, but I understand that would not be the case for a family. It would be good to have varied collection depending on the user, but it is probably impractical”*

Many ideas were above and beyond some of the proposals being discussed:

*“Do they really need to collect any waste on a Sunday? There must be less people putting out rubbish and those collecting it are probably on time and a half or double pay.”*

Residents recognise the relationship between the performance of refuse collection and street cleaning and think more could be done collectively to reduce the workload:

*“Sometimes you think that the level of road sweeping could be lower if the waste collection was done cleaner. Often, when taking away the bins, all they are leaving is debris for the road sweepers.”*

**Appendix five:**  
**Discussion questions for groups**

- Do you usually recycle everything you can recycle? If not why is that?
- In the future, the council might need to ask people to recycle more, in order to meet targets. If they fail to do so the council will enforce recycling. What do you think of this idea?
- Do you currently use our garden waste service?
- If not does someone manage your garden waste for you?
- If yes, do they remove your garden waste?
- In the future, because of cuts in our budget, we may ask for a yearly subscription for this service, how would this affect you?
- Have you ever used the bulk refuse disposal service?
- If yes how many times a year do you use the bulk refuse disposal service?
- What type of items do you dispose of?
- Do you have relatives or friends who could dispose of bulk waste items for you?
- In the future, because of cuts in our budget, we may introduce a small charge for this service, how would this affect you?
- How would you like to receive communication from the council? Give options – by leaflet, on website, in local paper
- Do you have a long standing illness or disability? If yes, does this affect your ability to participate things such as recycling activity?
- What could we do to make participation easier for you?