

# Appendix

## 'Let's Talk Rubbish'

### Consultation



- ➔ Let's Talk Rubbish was a programme of public engagement activities that ran for 8 weeks between August and October 2015
- ➔ The aim was to find out people's views about how the Council might change the way we collect waste and recycling from houses and flats in Lewisham (those that typically have collections from a wheelie bin)
  - ➔ Appetite for recycling more and what their priorities are
  - ➔ Appetite for helping improve the quality of our recycling
  - ➔ Appetite for weekly food waste collections with fortnightly refuse
  - ➔ Appetite for a subscription garden waste service
  - ➔ Views on any special arrangements

- ➔ *Let's Talk Rubbish* was a programme of public engagement activities that ran for 8 weeks between August and October 2015
- ➔ The aim was to find out people's views about how the Council might change the way we collect waste and recycling from houses and flats in Lewisham (those that typically have collections from a wheelie bin)
- ➔ Questions asked around:
  - ➔ Your priorities
  - ➔ Separate collection of paper
  - ➔ Food Waste
  - ➔ Garden Waste
  - ➔ Frequency of collections
  - ➔ Special arrangements
- ➔ Main method of consultation was an online survey accompanied by an animated video
- ➔ In addition:
  - ➔ Citizen's Forum
  - ➔ Focus Groups
  - ➔ Workshops and presentations
  - ➔ Ward Assemblies

## → Library pop in sessions

- Lewisham x 2
- Catford x 2
- Deptford x 2
- Downham x 2
- Lee Green x 2
- Manor House
- Sydenham & Crofton Park (during opening hours)

## → Events

- SELCHP Open Day
- Headstart Health & Wellbeing Event for 10-16 year olds
- Lewisham Disability Coalition – drop in session
- Lewisham Disability Coalition – borough wide meeting
- Young Advisors Meeting
- Stall at Young Mayor Election Results
- Promotion at Goldsmiths University lecture (including through social media to approx 1,000 students)

## → Presentations

- Unions
- Back office Environmental Services staff
- 10 x Crews workshops
- All member briefing

## → Fact Sheets

- Staff on News for You
- Ward Assembly Co-ordinators
- Call Centre Staff
- Councillors
- MP's

# Survey Responses

Survey Responses

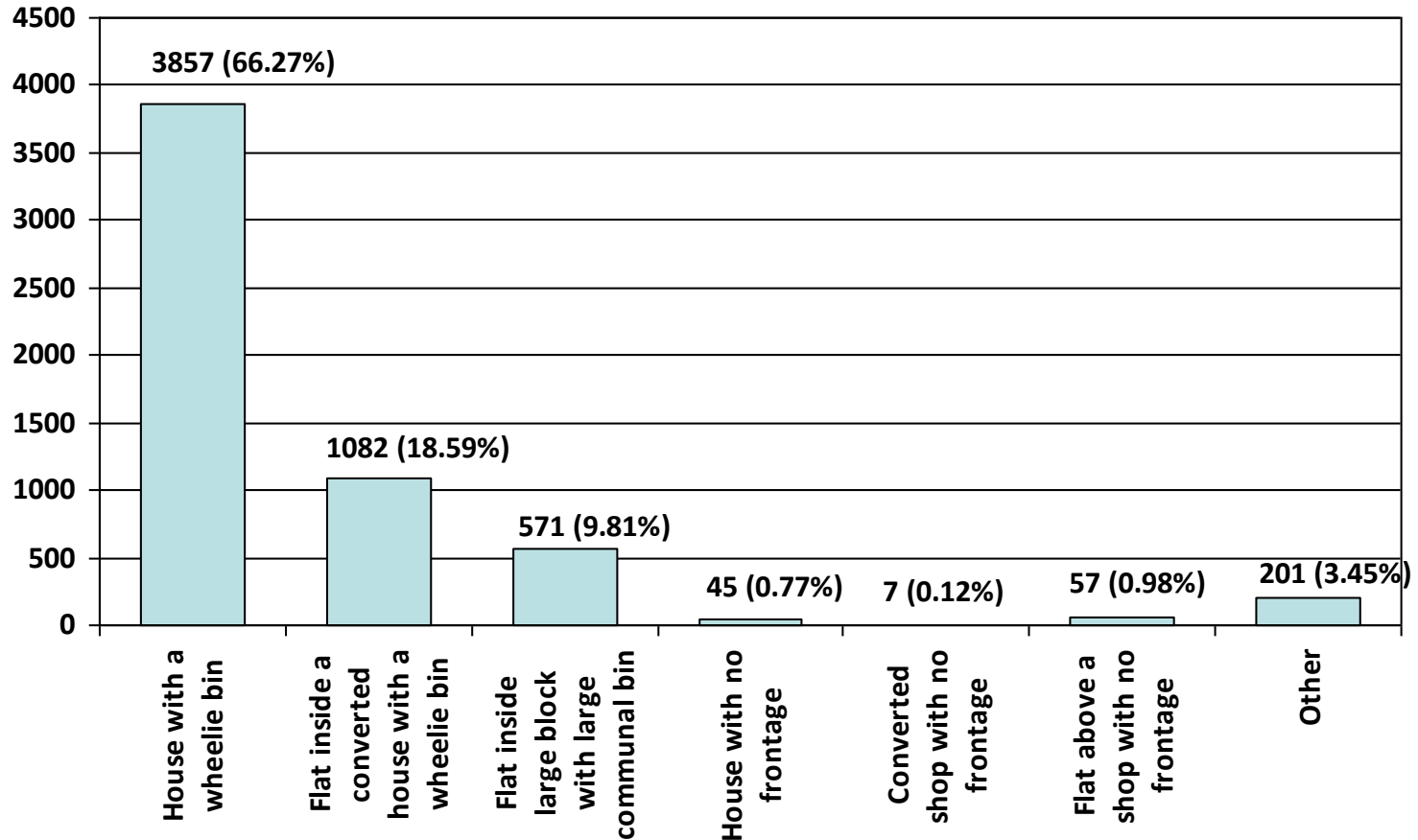


- ➔ Most popular online survey that the Council has undertaken to date
- ➔ 5,884 responses
- ➔ 3,519 additional comments

**Of those that responded to the survey and provided the relevant information:**

- ➔ The vast majority were **Lewisham residents** (99%, 5,668)
- ➔ Two-thirds (66%, 3,857) lived in a **house with a wheelie bin**
- ➔ Over four-fifths (85%, 4,939) lived in a house, or converted house, with a wheelie bin
- ➔ Over four-fifths (83%, 4,835) had a **garden**
- ➔ Over three-quarters (78%, 4,424) were of **White ethnicity**
- ➔ Six out of ten (60%, 3,413) were **female**
- ➔ Over half (51%, 2,971) were aged between **30-49 years**
- ➔ 415 (7%) considered themselves to be **disabled**

Question: In what property type do you live?



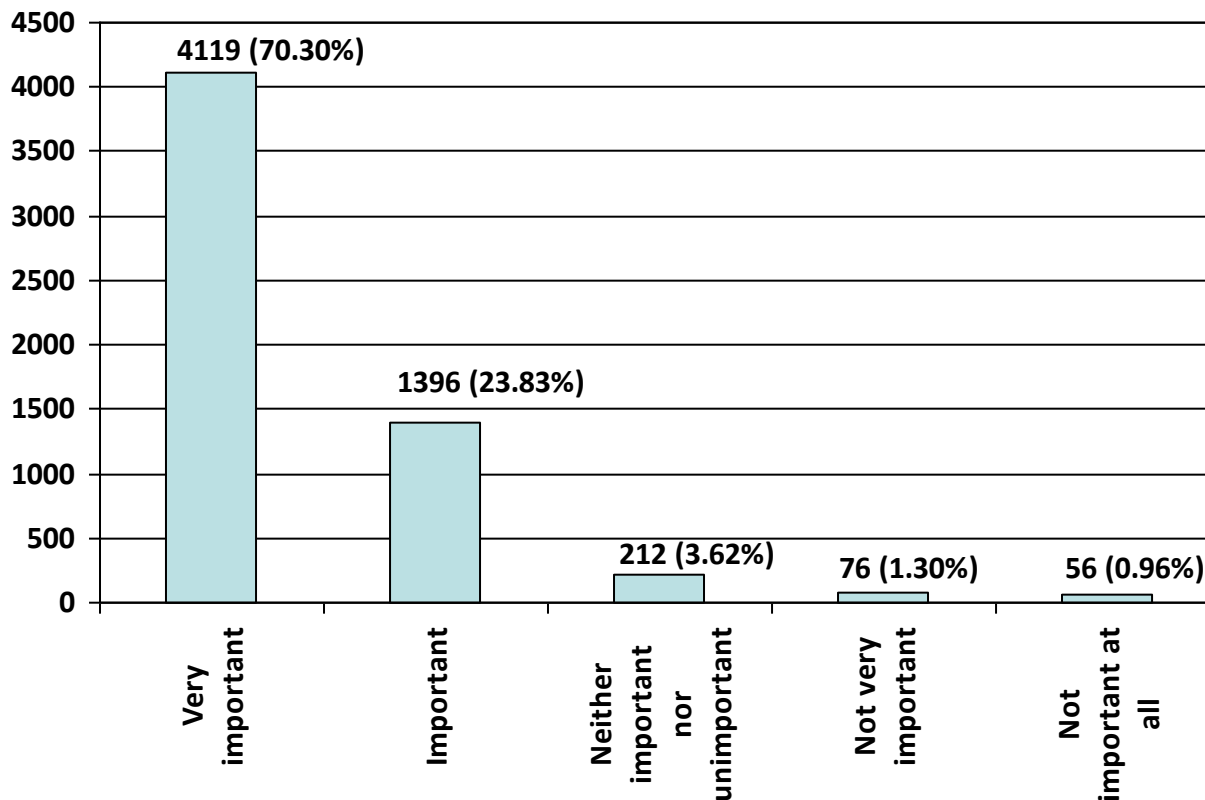
Of those that responded to the question, **66.27%** (3,857) live in a house with a wheelie bin.

Property type





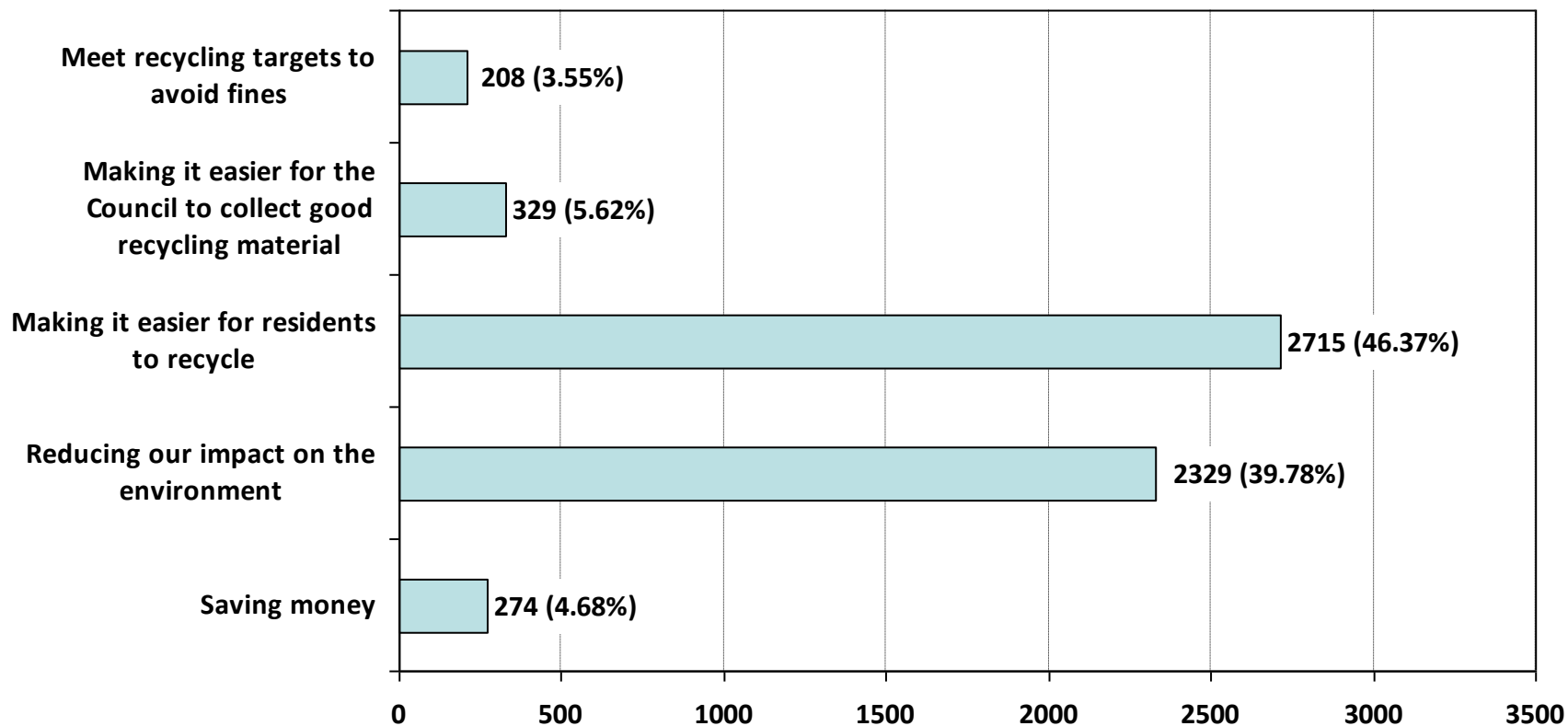
Question: How important to you is it that we try to recycle more?



Of those that responded to the question, **94.13%** (5,515) felt that it was important/very important that we try to recycle more.

# Importance of recycling

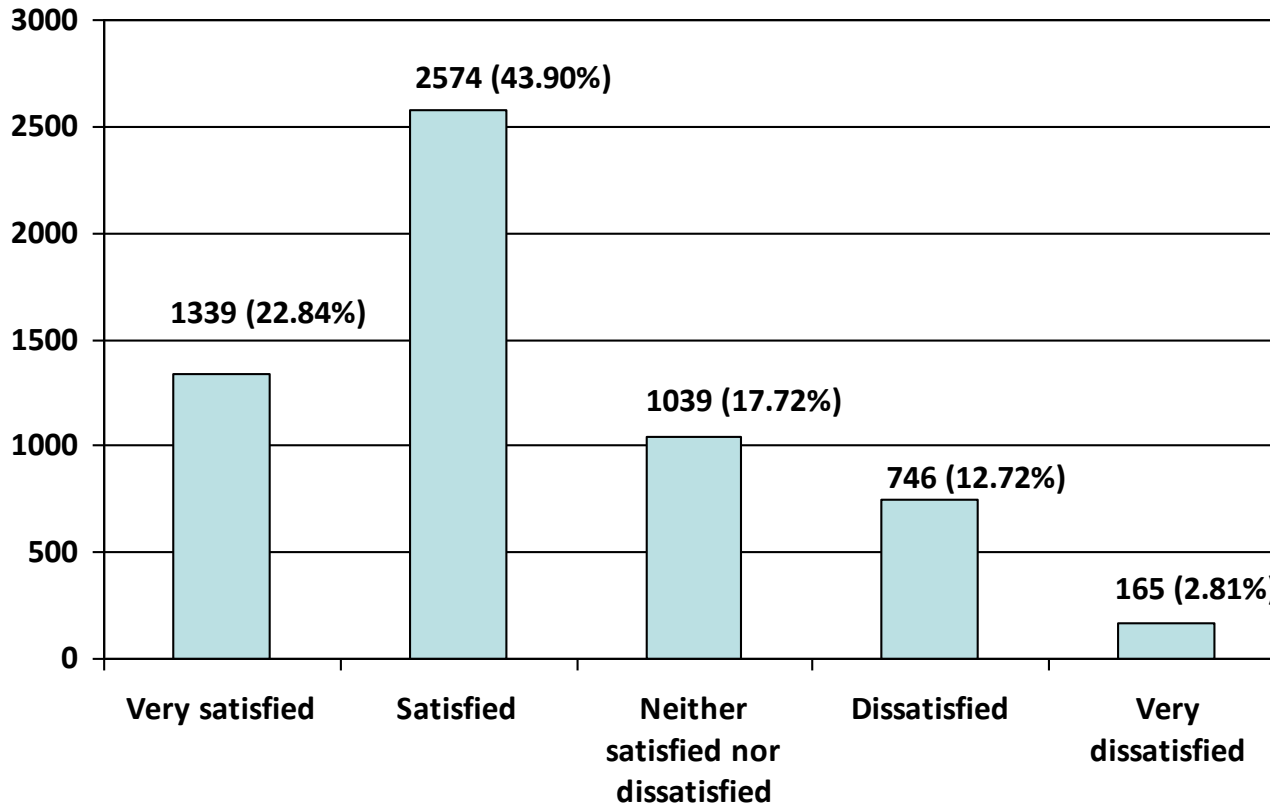
*Question: When the Council makes changes to its waste and recycling services, what do you think is most important?*



Of those that responded to the question, **46.37%** (2,715) think that **making it easier for residents to recycle** is the most important consideration when making changes to the Council's waste and recycling service.

# Reasons for service change

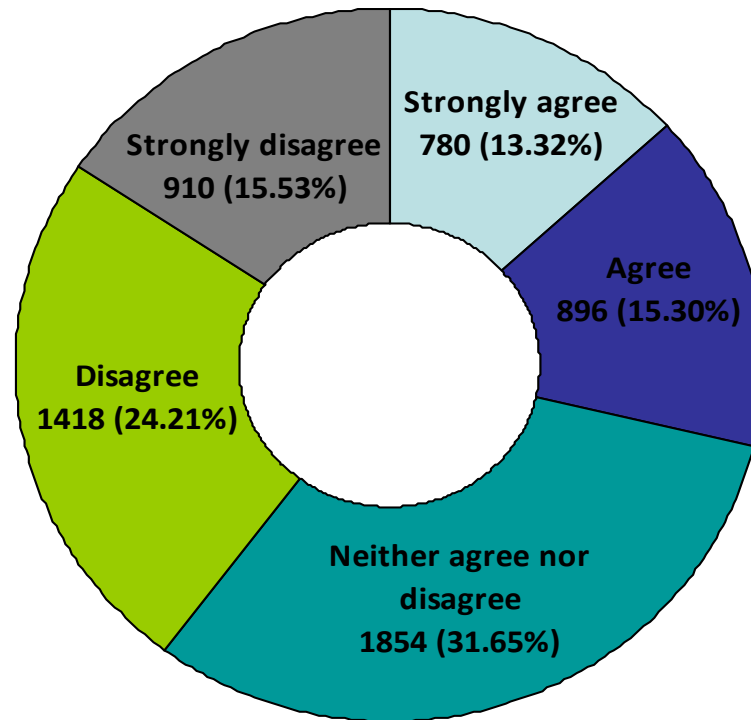
*Question: How satisfied or dissatisfied are you with the current waste and recycling collection services in Lewisham?*



Of those that responded to the question, **66.74%** (3,913) are either satisfied/very satisfied with the current waste and recycling collection services in Lewisham. Dissatisfaction levels are highest amongst converted shops with no frontage 71.43% (5) and houses with no frontage 37.78% (17), though sample sizes for both are very small.

## Current satisfaction levels

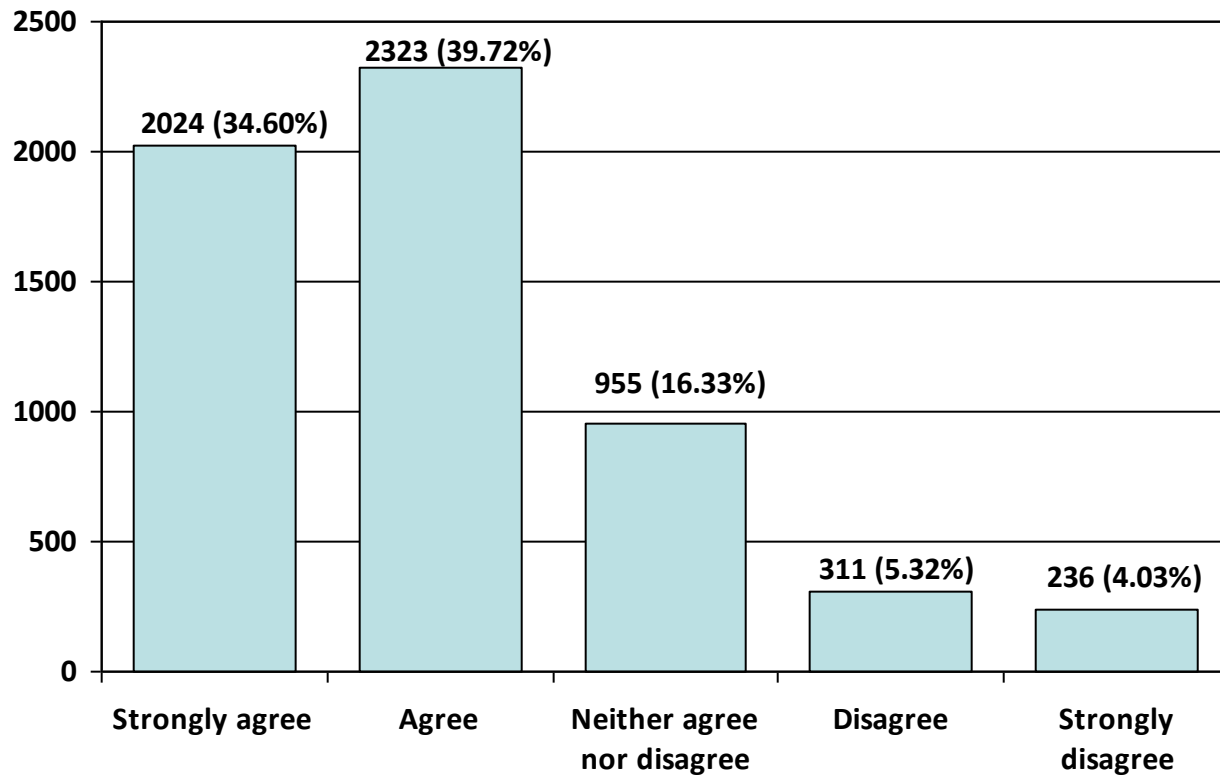
*Question: To what extent do you agree or disagree with the following statement - Separating paper from glass, metal and plastics would encourage me to recycle more?*



Of those that responded to the question, **39.74%** (2,328) disagree/strongly disagree that **separating paper from glass, metal and plastics** would encourage them to recycle more. However, almost one-third of respondents (31.65%) neither agreed nor disagreed with the statement.

# Impact of separation on recycling

*Question: To what extent do you agree or disagree with the following statement - The Council should collect paper separately from other materials so that it is able to sell the paper? The income from this would be used to reduce the cost of delivering the service.*



Of those that responded to the question, **74.32%** (4,347) agree/strongly agree that the Council should collect paper separately from other materials so that it is able to sell the paper.

# Sale of paper to reduce service costs

*Question: To what extent do you agree or disagree with the following statement – I would be prepared to separate my paper out into an additional small recycling box?*

Property type	Agree/strongly agree	Disagree/strongly disagree
House with a wheelie bin	80.22% (3,094)	13.69% (528)
Flat inside a converted house with a wheelie bin	82.62% (894)	11.92% (129)
House with no frontage	73.33% (33)	22.22% (10)
Converted shop with no frontage	85.71% (6)	14.29% (1)

Of those that responded to the question, **81.44%** (4,770) agree/strongly agree that they would be **prepared to separate their paper** out into an additional small recycling box. Rates of agreement/disagreement by key property types can be found in the table above.

# New recycling box for paper

*Question: To what extent do you agree or disagree with the following statement –  
The Council should introduce a weekly food waste service?*

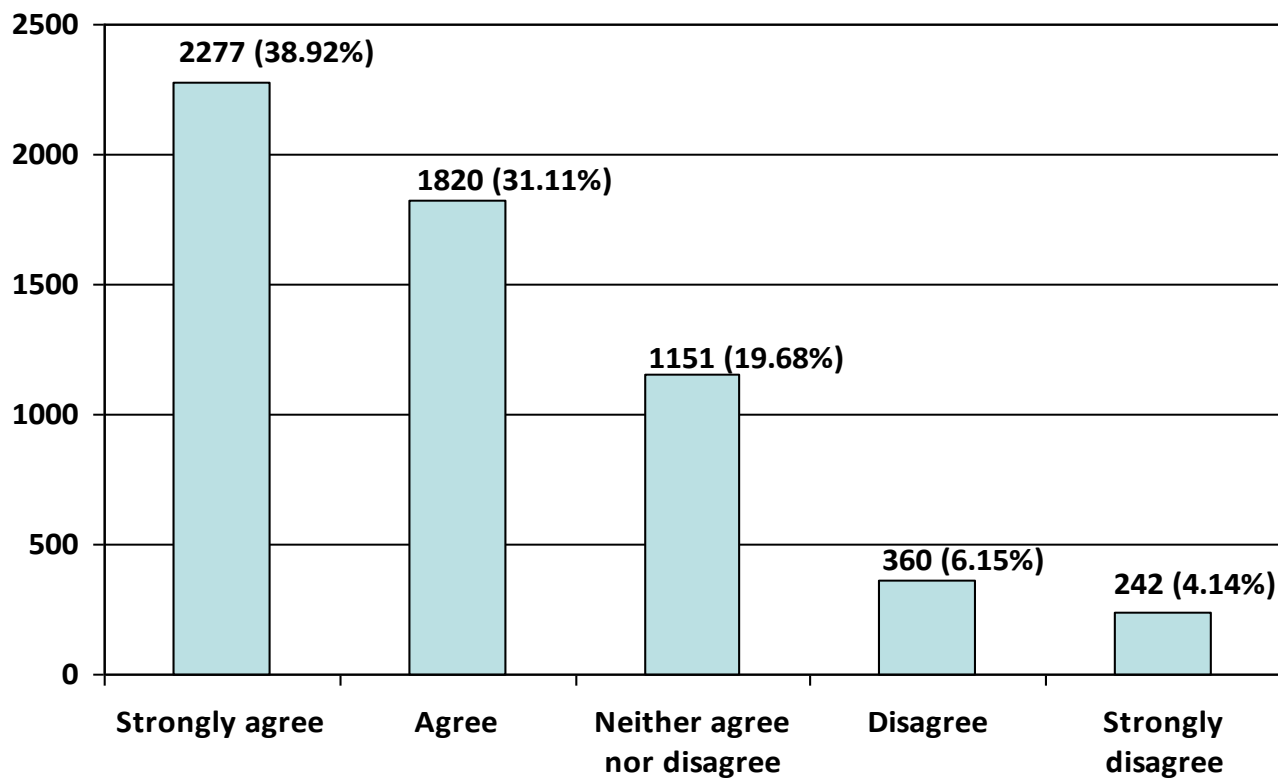
Property type	Agree/strongly Agree	Disagree/strongly disagree
House with a wheelie bin	64.25% (2,478)	19.55% (754)
Flat inside a converted house with a wheelie bin	69.59% (753)	15.99% (173)
House with no frontage	60% (27)	24.44% (11)
Converted shop with no frontage	100% (7)	0% (0)

Of those that responded to the question, **66.59%** (3,898) agree/strongly agree that the Council should **introduce a weekly food waste service**. Rates of agreement/disagreement by key property types can be found in the table above.

# Weekly food waste service



*Question: To what extent do you agree or disagree with the following statement –  
The Council should introduce a garden waste collection service?*

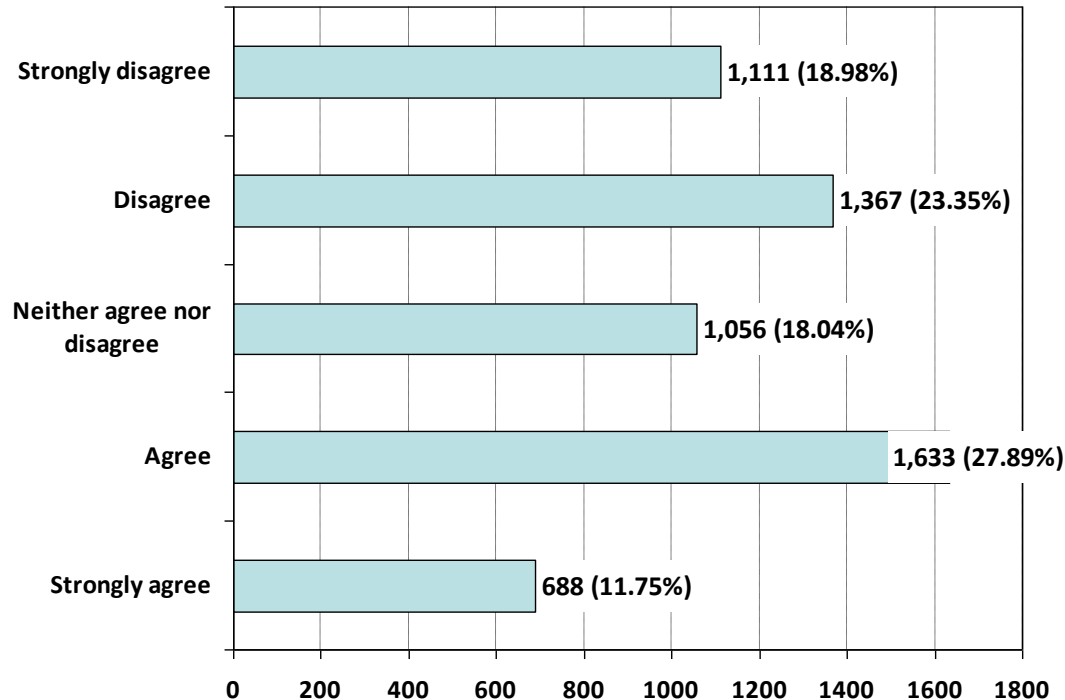


Of those that responded to the question, **70.03%** (4,097) agree/strongly agree that the Council should introduce a garden waste collection service.

# Garden waste collection service



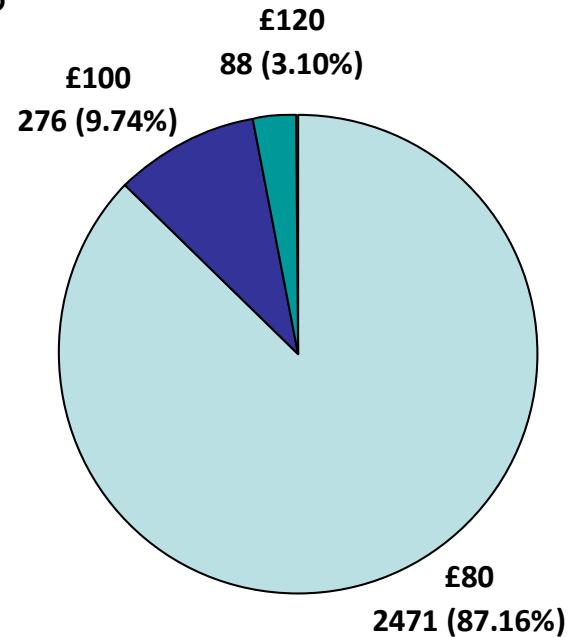
*Question: To what extent do you agree or disagree with the following statement – The Council should make a charge for the garden waste collection service as it is not a service that everybody can benefit from.*



Of those that responded to the question, **42.33%** (2,478) disagree/strongly disagree that the Council should **make a charge for the garden waste service**. Those respondents with a garden were more likely to be in disagreement at 45.85% (2,217) compared to those without a garden at 23.87% (237).

# Charging for garden waste

*Question: How much would you be prepared to pay for an annual subscription to a garden waste collection service?*

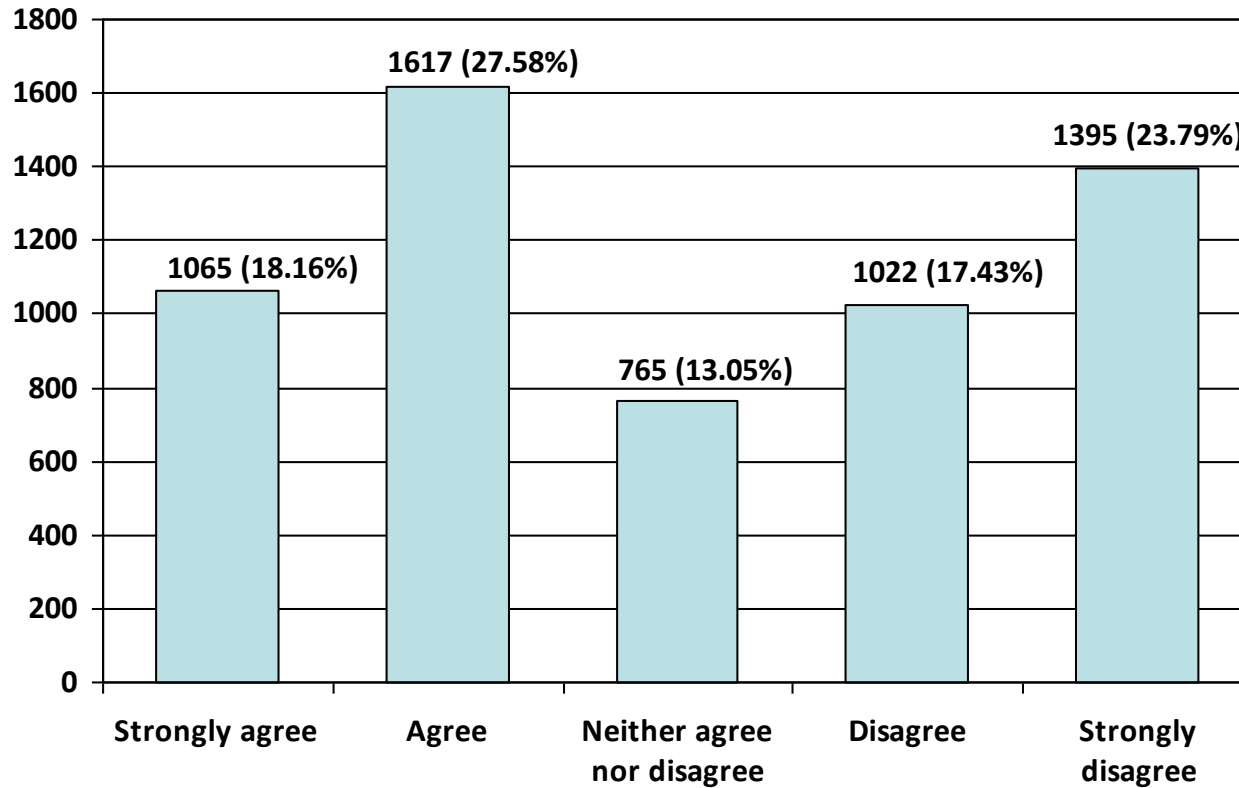


Of those that responded to the question, **87.16%** (2,471) would be prepared to pay **£80 for an annual subscription** to a garden waste service. However, it should be noted that **over half** (51.82% or 3,049) of total survey respondents chose to provide no response to this particular question.

For those respondents that have both a garden and were in agreement that the garden waste collection service should be charged for, the majority (63.66% or 1,155) were prepared to pay £80 for an annual subscription.

# Cost of annual subscription

*Question: To what extent do you agree or disagree with the following statement – The Council should introduce a fortnightly refuse service, with weekly food waste collections?*



Of those that responded to the question, **45.74%** (2,682) agree/strongly agree that the Council should **introduce a fortnightly refuse service, with weekly food waste collections**. However, it should also be noted that almost one-quarter of respondents strongly disagree. Those that tend to strongly disagree live in property types that have no frontage (33).

# Collection frequency

The following table identifies respondents that agreed the Council should introduce a weekly food service but disagreed with the fortnightly refuse service / weekly food waste collection proposal. This data is displayed by key property types:

	House with a wheelie bin	Flat inside a converted house with a wheelie bin	House with no frontage	Converted shop with no frontage
<p><b><u>Agree/strongly agree:</u></b> The Council should introduce a weekly food service</p> <p><b>BUT</b></p> <p><b><u>Disagree / strongly disagree:</u></b> The Council should introduce a fortnightly refuse service, with weekly food waste collections</p>	17.81% (687)	18.67% (202)	15.56% (7)	42.86% (3)

## Collection frequency (2)

*Question: To what extent do you agree or disagree with the following statement – Properties without sufficient front garden space should be exempt from any new arrangements that require additional containers.*

Property type	Agree/strongly agree	Disagree/strongly disagree
House with a wheelie bin	42.96% (1,657)	31.55% (1,217)
Flat inside a converted house with a wheelie bin	46.58% (504)	30.04% (325)
House with no frontage	53.33% (24)	31.11% (14)
Converted shop with no frontage	57.14% (4)	42.86% (3)

Of those that responded to the question, **45.06%** (2,635) agree/strongly agree that properties without sufficient front garden space should be exempt from any new arrangements that require additional containers. Rates of agreement/disagreement by key property types can be found in the table above.

# Exemptions for additional containers

*Question: To what extent do you agree or disagree with the following statement – Properties without sufficient front garden space should still be offered a weekly food waste collection service if they want one.*

Property type	Agree/strongly agree	Disagree/strongly disagree
House with a wheelie bin	79.54% (3,068)	6.51% (251)
Flat inside a converted house with a wheelie bin	84.38% (913)	5.45% (59)
House with no frontage	73.33% (33)	6.67% (3)
Converted shop with no frontage	85.71% (6)	0% (0)

Of those that responded to the question, **81.24%** (4,755) agree/strongly agree that properties without sufficient front garden space should still be offered a weekly food waste service if they want one. Rates of agreement/disagreement by key property types can be found in the table above.

# Food waste for exempt properties

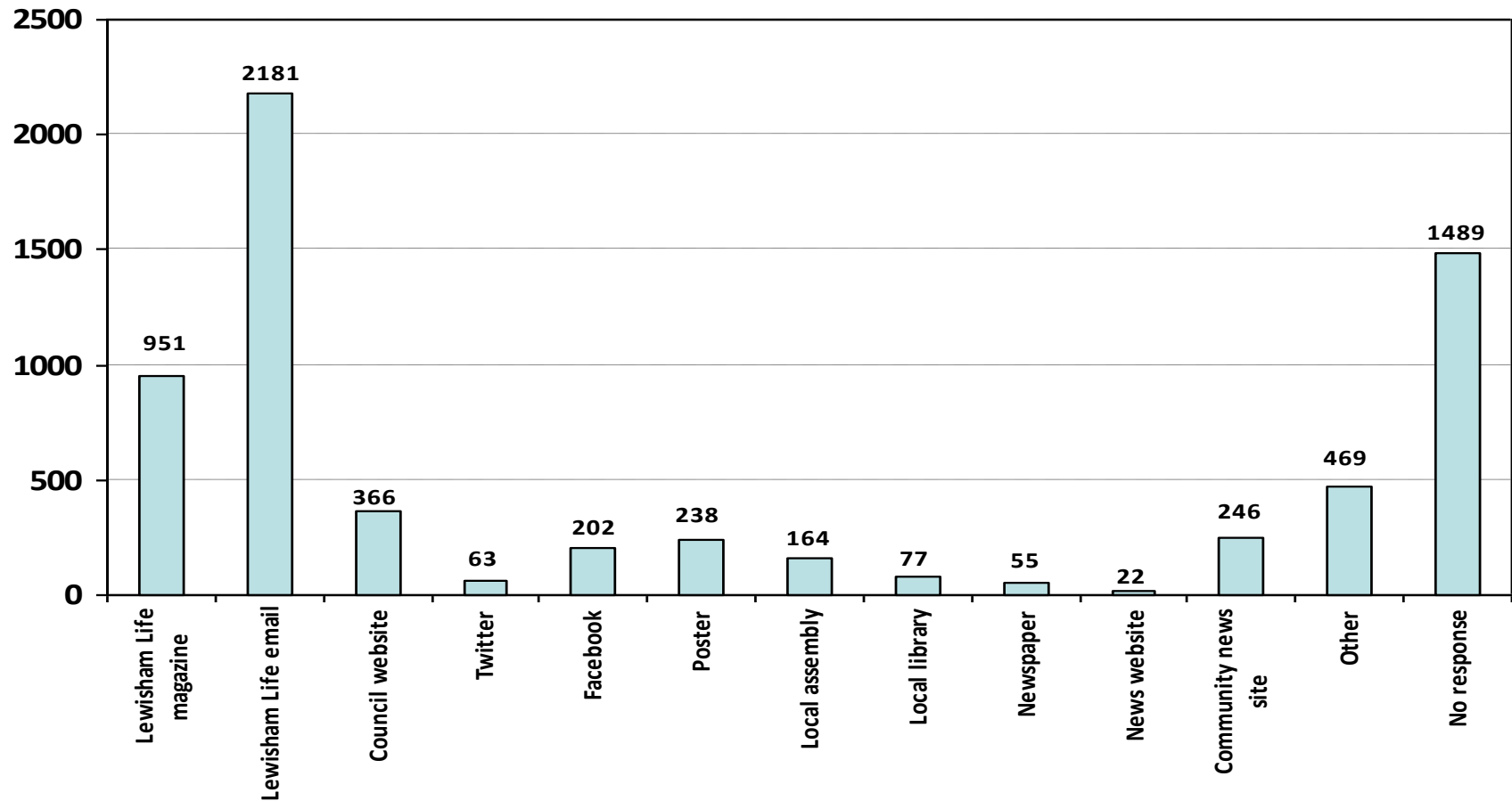
*Question: To what extent do you agree or disagree with the following statement – Some properties that are divided into multiple flats should share bins to reduce the number of containers in their front gardens.*

Property type	Agree/strongly agree	Disagree/strongly disagree
House with a wheelie bin	74.23% (2,863)	7.57% (292)
Flat inside a converted house with a wheelie bin	75.42% (816)	15.80% (171)
House with no frontage	80% (36)	11.11% (5)
Converted shop with no frontage	71.43% (5)	14.29% (1)

Of those that responded to the question, **75.25%** (4,407) agree/strongly agree that some properties that are divided into multiple flats should share bins to reduce the number of containers in their front gardens. Rates of agreement/disagreement by key property types can be found in the table above.

## Bin sharing for multiple flats

Question: Please tell us where you heard about this consultation?



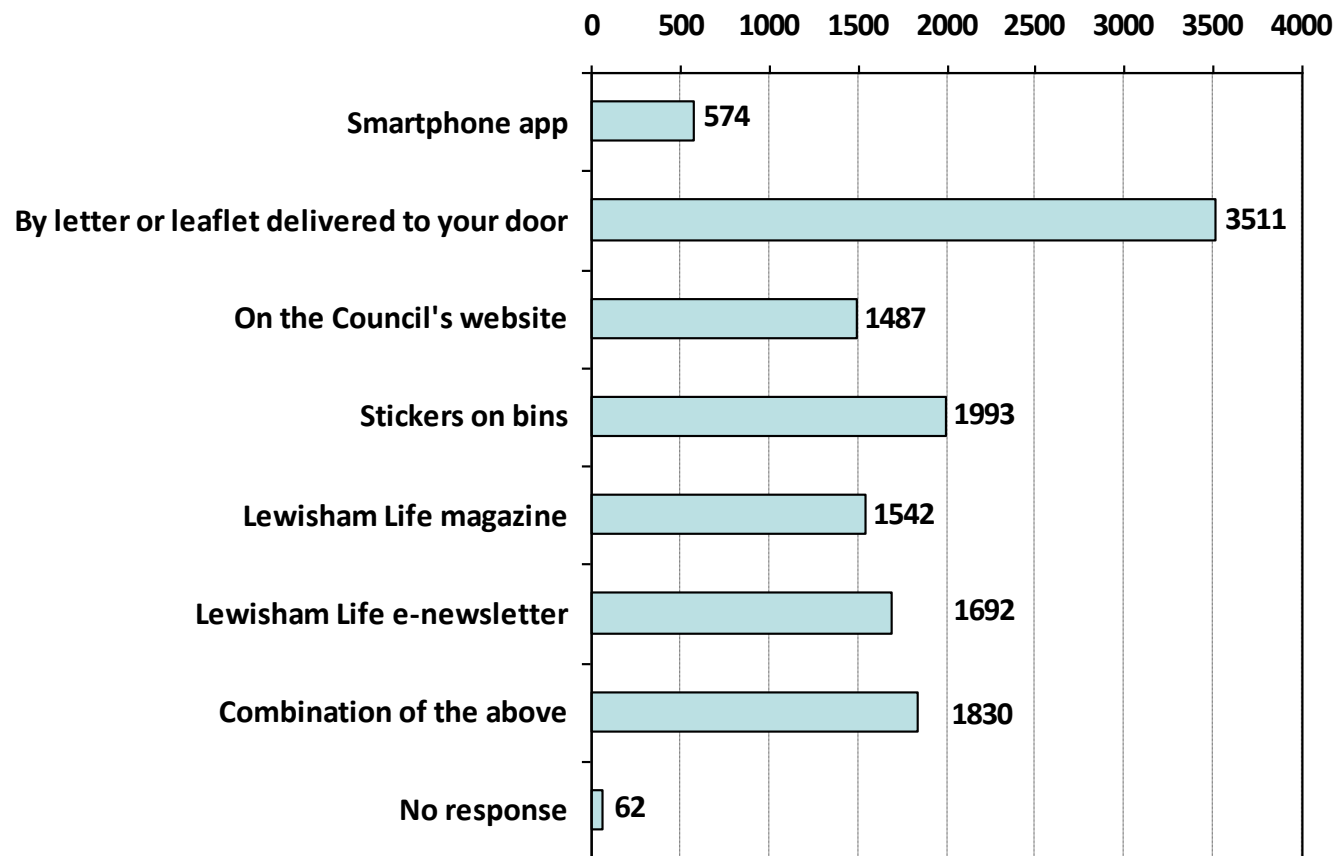
Of those that responded to the question, **43.33%** (2,181) heard about the consultation via an email from Lewisham Life and 18.89% (951) from Lewisham Life magazine. 22.83% (1,489) of total survey respondents did not respond to this question.

# Awareness of consultation





*Question: If the Council makes changes to your waste and recycling services, how would you like to receive information about this? Please tick all that apply.*



The single most popular method of receiving further information about changes to waste and recycling services was by **letter or leaflet delivered to the door**. Six out of ten respondents (3,511) selected this option.

# Further information

Consultation Theme	Sub Theme	Count	Key Issues
<b>Your Priorities</b>	How important is it we try to recycle more	20	
	Priorities	175	
	Service satisfaction / dissatisfaction	402	Keep it as it is
<b>Separate Collections</b>	Separating out paper	131	No more bins
	Willing to separate paper into a separate box	148	
<b>Food Waste</b>	Food waste positive	327	Positive comments, lived in other boroughs with food waste, good but must be weekly
	Food waste negative	150	Foxes, would use if twice a week, two many containers
<b>Garden Waste</b>	Should introduce a garden waste service positive	147	Lack of service inferior to other boroughs, would prefer a bin to the current bags
	Should introduce a garden waste service negative	63	Like the current service, space for containers,
	Garden waste charging	722	Too much, no option to choose less than £80, stick with current service, free in other boroughs, alternatives £40-60
<b>Frequency of collection</b>	Fortnightly with weekly food positive	74	Mostly food in black bin , not much in black bin, as long as weekly food, fortnightly refuse ok, others authorities do it
	Fortnightly with weekly food negative	552	Volume of waste left for 2 weeks, nappies, pet waste, fly tipping, large families, too much recycling for fortnightly, fox issue, kitchens too small for storage, recycling should be weekly, pay council tax
<b>Special Arrangements</b>	Properties should be exempt if have insufficient space	3	
	Should still be offered food waste	1	
	Converted flats should share bins	55	Not a good idea, no responsibility, contaminations issues, why not have bigger communal bins, should be more recycling than refuse
<b>Communications</b>		198	Clear comms as to the what & why, invest in motivating and educating people, clearer about contamination
<b>Other issues</b>		807	Should recycle more, fine people, bulky waste collections, incentives, composting, RRC in South of borough, garden waste satellite sites, bins on pavement

Protected Characteristic	Count	Key Issues
Age	27	Confusion, ability to move bins, separate out different materials may be difficult, bins on streets
Ethnicity	0	
Gender	0	
Disability	38	Bins on streets, unable to lift or move containers, possible confusion as to what to do if separate collections
Religion & Belief	0	
Sexual Orientation	0	
Pregnancy & Maternity	3	Bins on streets, additional bins for nappy waste

# Equalities Comments

# Citizen's Forum

Citizen's Forum



- Organised and facilitated by Ricardo E&E
- Deliberative event (including design own service)
- 50 'best fit' Lewisham Residents
- Mix of opinions towards recycling
- Street level properties
- Day event 19<sup>th</sup> September

## Citizen's Forum - Overview



- Mainly satisfied - simple 2 bin system, each collected weekly. Requires little effort from residents
- But some confusion about what can be put in the recycling bin...more information please...(= recurring theme)
- Garden waste - lack of knowledge or objections to charges. Result is some use of residual waste bin
- Recognition that residual and recycling balance needs to change – this grew during the Forum
- Recycling seen as important – for the environment, not for Council savings
- Recycling needs to be simple...beware of ‘hassle’ factors regarding any service changes

- The 5 priorities confuse process and outcomes?
- Saving money and meeting recycling targets seen as outcomes which will be achieved by getting a good process in place
- Making it easier for residents to recycle should be the main focus
- Collecting good quality recycling material is important, but not a top priority
- Overarching aim from residents' perspective is to reduce our impact on the environment

**Citizen's Forum - What the Council's priorities be?**



- Discussion focused on a separate paper collection
- Residents open to this idea
- To manage space would prefer a separate insert that sits inside their main recycling bin
- Generating an income is okay, if residents benefit from it
- There should not be any exemptions to service changes



- Widespread interest in there being a food waste collection service...provided it is at least weekly
- Clear link made between this and reducing residual waste
- Some concerns:
  - Would plastic bags for internal caddy be free?
  - Would larger families be allowed more than one internal caddy?
  - Would a service be provided to clean external bins?
  - Would external bins be secure enough to deter vermin?
  - Showing residents what the collection bins look like reassures them

- Most felt that this should be a free service
- Small number felt it was not a universal service and therefore should be chargeable
- Low awareness of the existing service, but people preferred on request to annual subscription
- Lack of support for £80, £100 and £120 suggest annual subscription rates – too high
- Impact – limited sign-up with waste being put in residual bin
- When pushed...£10 to £50

- Desire for a food waste weekly collection service
- Widespread changes in collection frequencies to encourage recycling
- Some suggestions that there should be more than just a separate paper collection
- Varied garden waste service suggestions – on request and seasonal (with lower charge)
- There should not be any exemptions to service changes

*How important is recycling to you?*

*How important is it that the Council recycles more?*

*Do you think the Council should change its refuse and recycling service?*

- ➔ At the start most people said 'fairly' or 'very' important to the first 2 questions, and 'agree' or 'strongly agree' to the third question
- ➔ At the end, more people moved into the 'very important' and 'strongly agree' categories

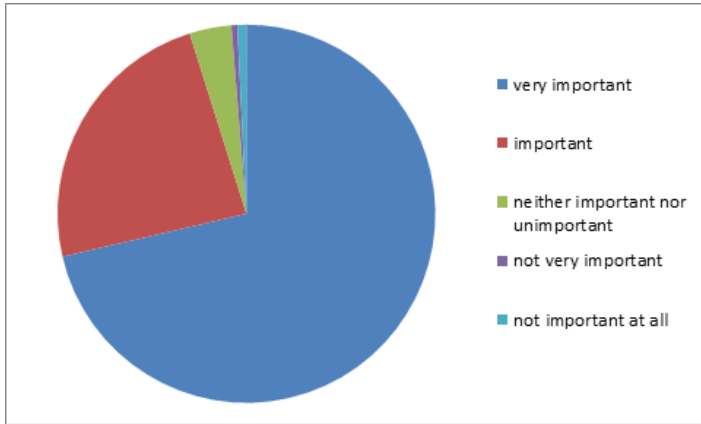
**Citizen's Forum - Start & end of Forum opinion changes**



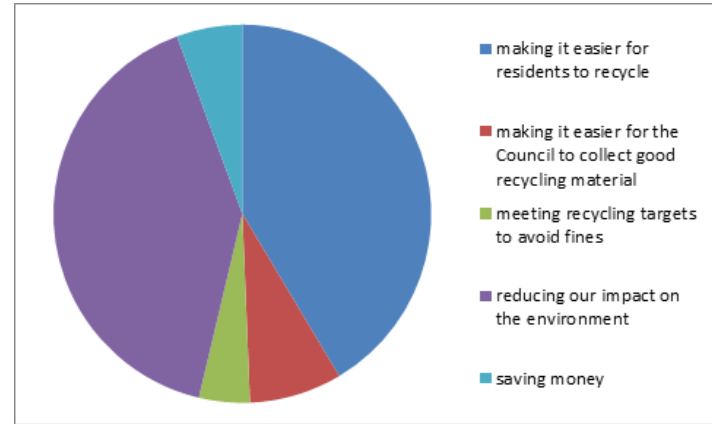
- ➔ Discussing the issues resulted in people being more open to changing the service – increasing and improving recycling is a priority
- ➔ Success is dependent on residents playing their part effectively – needs to be clear what goes where and there must be minimal ‘hassle’
- ➔ Different collection frequencies should be explored – leads to behaviour change resulting in more recycling and less residual waste
- ➔ Widespread support for a weekly food waste collection service
- ➔ Annual subscription garden waste service with a charge of £80 to £120 would be very unpopular
- ➔ No exemptions if there are service changes – be creative about how to make it work
- ➔ Knowledge about service pressures and performance makes people more open to changing it

# ➔ Lewisham Life (397)

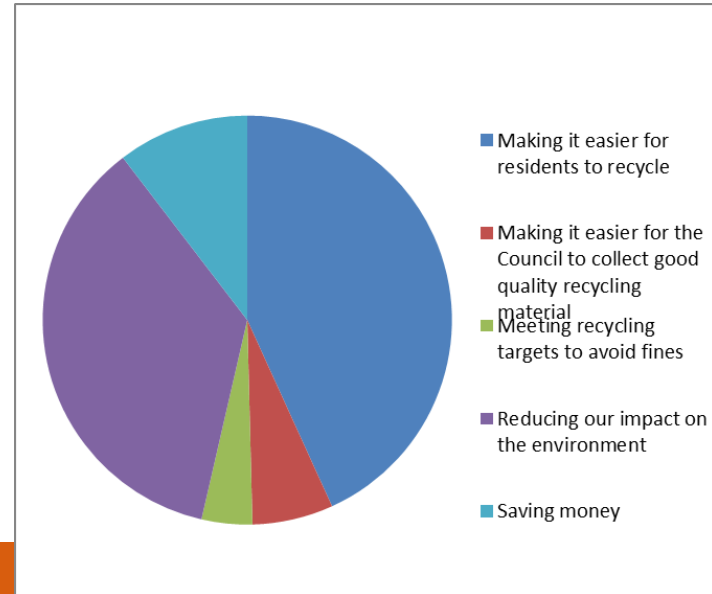
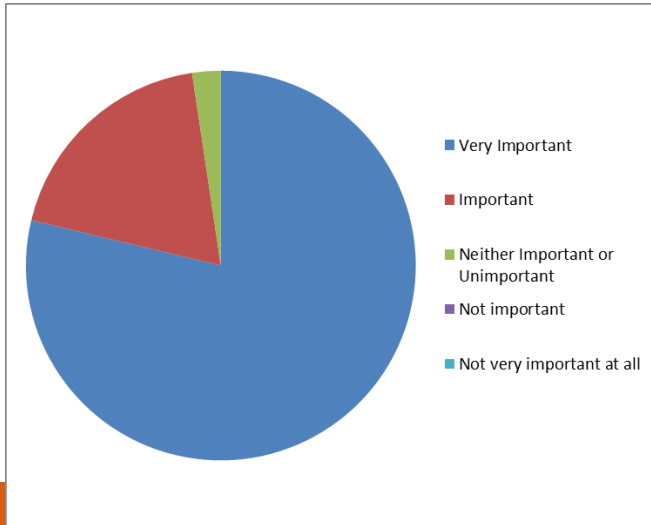
How important to you is it that we recycle more?



When the Council makes changes to its waste and recycling services, what do you think is most important



# ➔ Ward Assemblies (129)



## Short Poll

- ➔ Five Focus Groups (22 participants)
- ➔ Chosen for property type
- ➔ Priorities
  - ➔ Reducing impact on environment
  - ➔ Making it easier for residents to recycle
- ➔ Majority agreed with separate paper collections
- ➔ Very strong support for food waste
- ➔ Many wanted to stay with current garden waste service
- ➔ Majority felt garden waste should be free
- ➔ Majority supportive of fortnightly refuse with weekly food