

Environment and Sustainability Overview and Scrutiny Committee

12 October 2006

Agenda Item 6

Waste Scrutiny Task Group

Draft Report

October 2006

Draft

Draft

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FOREWORD

[to be completed for the final version]

Councillor James Mumford
Chair of the Environment and Sustainability Overview and Scrutiny
Committee

Draft

EXECUTIVE SUMMARY AND RECOMMENDATIONS

1. [will be completed once the main body of the report has been agreed]

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Part I – Role and Function of the Task Group

Background to the Task Group

2. At its meeting held on 28 June 2006, the Environment and Sustainability Overview and Scrutiny Committee resolved to participate in the waste collection review by reconstituting the Waste Scrutiny Task Group.
3. The Task Group originally comprised Councillors Mumford, Marlow, Cole, Khosa, McLeod and Warren and Alan Butler, Professor John Donaldson and James Page. Mr Butler subsequently resigned and Cllr Hodgins joined the Task Group.
4. The Task Group agreed the following terms of reference;

Phase 1 July – Sept 2006

- To consider and comment on the waste collection options produced by consultants, Eunomia
- Consider and contribute to the consultation process planned for the summer
- In light of the modelling information supplied by the consultants, to comment on future recycling targets for the borough

Phase 2 Oct –Dec 2006

- To consider the optimal commercial waste recycling system for the borough
- To consider the actions required to reduce waste arisings across the borough
- To consider optimal use of the Depot site
- To review the hazardous waste arrangements for the borough
- To provide an update report to Cabinet following release of the Waste Scrutiny Task Group final report in 2005.

Methodology

5. The Task Group held numerous meetings and made visits to other authorities (detailed in Appendices A and B). As set out in Appendix A, the Task Group heard evidence from Council Officers, Cleanaway (the current contractor), and a number of representatives from the recycling industry.

6. It should be made clear from the outset the Task Group was operating under a number of major constraints which are set out below:
- Time. – As previously stated the Task Group was appointed by the Environment and Sustainability Overview and Scrutiny Committee on 28 June 2006 and is reporting back to the 12 October Committee meeting in order that its comments can be taken into account by the Cabinet which will be considering options for waste collection at its November meeting. Given the importance of this decision and the complexity of the subject, ideally more time should have been allowed for the Task Group to consider this topic.
 - Member Availability – As meetings and visits were conducted over the summer months most Task Group members were unable to attend all meetings. In addition some meetings were called at short notice as they were dependent upon the availability of witnesses and/or the receipt of information.
 - Availability of Information – A major consultation on the borough's future waste and recycling services is taking place, which was expanded at the Task Group's request to include a survey in the Borough-wide Arcadia Magazine (a summary of responses as at 27 September 2006 is attached at Appendix C). The fact that it was being carried out concurrently to the Task Group review meant that it has not been possible to carry out a detailed analysis of the responses. Similarly, the Eunomia review of cost and performance modelling of kerbside collection options (summary attached at Appendix D) was received by officers and forwarded to Task Group Members on 1 September with a summary document being produced later. Members needed time to analyse the information and, in fact requested a further recycling scenario to be modelled, the results of which were not available until 29 September.
 - Absence of reliable financial information – the Eunomia modelling exercise made assumptions about the number of staff and vehicles required and, as such their report only produced indicative costings. Current contractors, Cleanaway have been asked for their costings and work is still continuing on calculating the operational costs of a variety of waste collection options.
7. For all of the above reasons, the Task Group is not in a position to make a precise recommendation as to the future operation of the borough's waste collection and recycling service. It has, however formed a view about a number of the key issues, enough to define the nature of the recycling service residents should expect, and these are set out below.

Part 2 –Findings

8. From the outset, the Task Group was aware that, while considering the best way to move forward with introducing doorstep collection of plastics and cardboard to houses in the Borough, there remained a widening disparity between this service and recycling options to flat-dwellers, despite the welcome increase in numbers of blocks able to participate. The Task Group felt strongly that residents in flats pay the same taxes and deserve the same services as other residents, and that recycling should be made available to flats above shops in particular, while continuing to expand the service to additional blocks. The provision of food waste collections to flats should be a priority, given the acceleration of climate change caused by organic matter going to landfill.

Co- Mingled or Source Separated?

9. Currently Richmond residents sort their recyclables at kerbside (source separated) as opposed to putting some or all recyclables in a wheeled bin or other container. Co-mingling has a number of advantages. It is easy for residents to understand what to do with their recyclables and relatively convenient which could lead to a greater willingness to recycle. Material Recycling Facilities (MRFs) which process the co-mingled material are becoming increasingly sophisticated as technology advances so that an increasingly high proportion of material was recycled rather than ending up in landfill. In addition, it was argued by some witnesses that kerbside sorting was less energy efficient as it took longer for operatives to collect the waste and was more likely to cause traffic congestion.
10. However, the Task Group recognised the obvious environmental value of recycling paper into paper and bottles into bottles, rather than lower-grade products such as aggregates (which could only be re-used once), and expressed a clear preference for source separated collection. It also considered that mechanical lifting of wheeled bins could be even slower than kerbside sorting. Witnesses from the End User Consortium which represent the leading collectors of used newspapers and magazines, packaging and textiles, confirmed that the quality of material collected by Richmond was very high. Although MRF technology was improving, contamination was still relatively high. The Task Group supported the view that alternative outlets for material from co-mingled collections such as export to the Far East were unsustainable in the long term. As volumes increased so would quality requirements, rejection costs, sorting costs and higher gate fees.

11. A further important consideration was that Richmond residents were used to separating waste. While co-mingling was presented as simple and easy, and likely to increase participation rates, the Task Group considered that most materials could be 'mingled' by residents into the black box with little effort, with only food and paper separated. Therefore current arrangements combined convenience with an end product of considerable environmental and financial value. It was also noted that co-mingling would require 2 wheeled bins per household if alternate weekly collection were also selected, rather than the current black box system. This could lead to non-recyclable materials contaminating a deeper container, as well as causing issues of storage problems for residents, and visual clutter.

Frequency of Residual Waste Collections

12. An increase in the amount of material being recycled would lead to a decrease in residual waste. The Task Group considered whether a move to alternate weekly collections (AWCs), of residual waste, either because of this reduction or, to encourage it, should be supported. It was noted that the response to the public consultation had been evenly divided between weekly or fortnightly residual refuse collections, although strong views against outnumbered strong support by two to one.
13. It was further noted that a switch to fortnightly refuse could add at least an estimated 7.4% to the recycling rate. However, it was also noted that only 18.5% of material currently collected from doorsteps was recycled, with the remainder going to landfill. This contrasted markedly with the previous Task Group findings that 83% of waste was recyclable, and that considerable changes in habits were still some way away. In particular, the Eunomia report indicated that, in spite of the weekly food waste collection, over 80% of food is still thrown away rather than recycled, demonstrating that considerable work still needs to be done to promote participation. Additionally, alternative arrangements for nappies, sanitary towels etc would need to be in place before many residents would consider a reduced collection frequency acceptable. The general view of the Task Group was that it would be preferable to consider a move to fortnightly collections once the level of residual waste has decreased, and that resources would be better concentrated on maximising recycling (see below).

Compulsion?

14. At the outset, Task Group Members did not support the principle of compulsory recycling (i.e. a scheme by which a council **requires** households receiving a kerbside recycling collection to place certain recyclable materials in specified containers for recycling, believing such schemes sent a negative message by seeking to deter residents rather than encourage them to recycle. However having received a presentation from the London Borough of Barnet which has implemented a scheme and seen recycling rates rise significantly (by 3.5% even without applying compulsion to food waste) and, having noted the responses to the public

consultation which revealed a substantial majority in favour of compulsion, this view changed. It was also noted that for many years, residents have already been compelled not to put green waste in their dustbins. It was considered preferable to work in partnership with residents' consent, and build on an existing strong commitment to the environment, before moving to fortnightly residual waste collections.

15. The Task Group supports compulsory recycling in principle, subject to the emphasis being on education and encouragement before deterrence or punishment, and it applying only to households with separate refuse collection arrangements (i.e. not flats above shops). It was also felt that the changes to the service should be allowed to bed in before any compulsion was introduced, although it should be publicised from the outset.

Green Waste

16. Richmond residents currently pay £30 per annum for a green waste bin or £1 per sack, collected on a fortnightly basis, although greater numbers choose to drive their waste to Townmead as this remains free. Richmond residents currently home compost an estimated 52.4% of their Green Waste, the most of all London Boroughs.
17. It was noted that a study of green and garden waste recycling schemes had found that charging residents more than 25p to collect a sack of green waste reduced participation. However, the study also raised concerns that not charging for participating in the scheme resulted in more waste being generated. There were also concerns that a free service would risk diverting waste away from home composting and expending extra vehicle movements. It was also suggested that both garden and kitchen waste should be excluded from the refuse stream. However, the Task Group remained concerned that woodier, non-compostable waste was likely to be burned at home, and high charges contribute to an element of social exclusion. Given that many Boroughs have introduced free green waste collections, and Richmond's charge of £1 a sack is considerably higher than other authorities which still charge, it is recommended that a reduction is made to charges.

Preferred Waste Collection Options

18. A summary of the options modelled by Eunomia is attached at Appendix E. Following detailed consideration of the various options the Task Group agreed to eliminate Options 1a & b, 3 and 4a & b (as a result of their lower evaluation scores) and to focus on 2 a & b and 5a & b. Members also suggested a number of variations within these options (option 2c) such as separating paper and card as detailed in the table, below;

		Weekly or Fortnightly	RCV	2A Sack & 2B 180l Wheeled bin
	Glass x3, cans/foil, plastic bottles, textiles and card	Weekly	Stillage vehicle	44l box.
	Paper and Food waste collected in split vehicle	Weekly	[optimum vehicle to be determined]	Re-usable sack 20l bin with 7l kitchen caddy
	Chargeable	Fortnightly	RCV	Pre-paid sack and rented wheeled bin

19. Following a further modelling exercise on option 2c, it was agreed to reconsider scenario 4b as it was calculated that this option was substantially cheaper than 2c with the advantage that a reduced number of vehicles would be required. Option 5b was eliminated as it would have required 2 wheeled bins. Officer comments on each of these options is attached at Appendix F.

20. As a result of the preference for source separated collection (principally using stillage vehicles), and inclusion of doorstep cardboard recycling, options 1, 3, 4 and 5 were all eliminated as they did not meet these criteria. Members of the Task Group expressed a preference for option 2c, partly because options 2a and b did not offer a weekly, separate paper and card collection which was considered to be essential to meet environmental objectives and retain maximum income from materials. Members were concerned that the evaluation of 2c had made assumptions that a reduction in paper collections would not be matched by a loss of recycled paper, in spite of the considerable increase in paper collected when the frequency had increased from fortnightly to weekly. While recognising that the addition of plastic and cardboard would be challenging and yield considerable benefits, it was not accepted that this should be at the risk of losing Richmond's longest established and highest value material.

21. With regard to selection of vehicles, it was noted that the Refuse Collection Vehicles were in greatest need of replacement. While not supporting an immediate move to alternate weekly refuse collection, the Task Group accepts this change must be made in the next few years, and does not consider that more should be purchased than are necessary for the smaller quantities of refuse resulting from the recommended service improvements. Members took the view that the probability of £1 million in extra landfill costs should offset additional investment in what they hope will become an exemplary recycling service, yielding long-term benefits to

our environment.

PUBLICITY AND EDUCATION

22. It is imperative that recycling rates continue to increase both for financial (the escalating impact of Landfill Tax) and environmental reasons. Whatever decisions are taken about the future of waste and recycling services the Task Group believes that all possible steps must be taken to publicise the importance of recycling and encourage residents to do more. Richmond's performance is generally good but there are a significant number of residents who do not recycle or recycle very little. Not all of these people live in flats with no recycling facilities so, as a first step, the Task Group would wish an investigation carried out into the reasons why residents do not recycle. It would also wish to see further incentives introduced to encourage more recycling and more information on the costs to the Council (and Council tax payers) resulting from waste going in to landfill.

CONCLUSIONS

23. [To be added]

APPENDIX A

WASTE SCRUTINY TASK GROUP – TIMETABLE OF MEETINGS

Date	Main Topics Considered
20 July 2006	Update on Waste Review Terms of Reference
26 July 2006	Review of Consultation to Date To agree stakeholders etc. to give evidence
1 August 2006	Outcomes of Modelling Workshop Green Waste Visits & Information on Other Local Authorities
8 August 2006	Presentation by Tim Guile, Area Manager, Cleanaway Green Waste Officer provided further information on the Green Waste Scheme
23 August	Pros & Cons of Source-Separated/Co-Mingled: Presentations by: <ul style="list-style-type: none">□ Terry Marks, Novelis□ Mary Corin, Grosvenor□ Dave Chsney, Express Recycling
24 August 2006	Pros & Cons of Source-Separated/Co-Mingled continued: Presentations by: <ul style="list-style-type: none">□ Ian Halson, Altibi Consolidated□ Jim Powell, O-I Manufacturing UK Ltd.
6 September 2006	Eunomia Modelling Report
14 September 2006	Further Consideration of Modelling Report and Preferred Options
29 September 2006	Results of Modelling of Option 2c Presentation by Nicola Buck, LB Barnet
3 October 2006	Further Consideration of Preferred Options

APPENDIX B

SUMMARY OF VISITS

Date	Authority	Details
7 June 2006*	Tamworth Borough Council	Alternate weekly refuse collection, fortnightly free green waste collections, high recycling rate - 36.5%
12 June 2006*	Royal Borough of Windsor and Maidenhead	Split-load compartment vehicles (paper and card in one side, other dry recyclables in other), reorganised civic amenity site/recycling centre, customer consultation, collection containers
18 August 2006	London Borough of Sutton	Compulsory recycling, wheeled bin experience, recycling for flats above shops, communications campaign, reversal of decision to do alternate weekly refuse collections
25 September 2006	Ipswich Borough Council	Beacon Council, mixed plastics, flats recycling, alternate weekly refuse collections

*visits carried out prior to establishment of Task Group. All Members of Environment and Sustainability O & S Committee invited.

Summary - 27/09/06

All Properties

Qs	Short return	Sainsbury Qs	Public Qs	Email Qs	Web Qs	Postal Qs	Total	%
Sample size	52	70	39	74	636	4049	4920	
Question 6) Is a fortnightly Refuse collection acceptable?								
Yes	36	41	23	38	308	1799	2245	46.0
No	14	29	12	32	307	2004	2398	49.1
Undecided or unmarked	2	0	4	4	17	209	236	4.8
Grand Total							4879	
a) Very Acceptable	21	N/A	17	17	147	744	946	19.5
b) Fairly acceptable	15	N/A	6	21	161	1055	1258	26.0
d) Fairly Unacceptable	2	N/A	4	15	91	528	640	13.2
e) Very unacceptable	12	N/A	8	17	216	1476	1729	35.7
f) Don't know/Not sure	2	N/A	4	4	17	209	236	4.9
Unmarked		N/A				37	37	0.8
Grand Total							4846	
Question 7) Would you like a free Wheeled bin for refuse?								
Yes	N/A	49	7	49	254	1794	2153	47.2
No	N/A	21	30	25	382	1855	2313	50.7
Undecided or unmarked	N/A	0	2	0	0	90	92	2.0
Grand Total							4558	
Question 8) Should recycling be compulsory?								
Yes	41	N/A	30	60	478	2880	3489	71.9
No	10	N/A	7	14	158	1100	1289	26.6
Undecided	1	N/A	2	0	0	69	72	1.5
Grand Total							4850	

Breakdown by property type

Qs	Sainsbury	Public Qs	Email Qs	Website Qs	Total	%		
Sample size	N/A	70	39	74	636	4049		
House	N/A	45	37	70	536	3769	4457	91.6
Flat	N/A	25	2	4	100	280	411	8.4
Grand Total						4868		
Question 6) Is a fortnightly Refuse collection acceptable?								

House								
Sample size	<i>N/A</i>	45	37	70	536	3769		%
Yes	<i>N/A</i>	28	23	35	252	1695	2033	45.6
No	<i>N/A</i>	17	12	31	270	1878	2208	49.6
Undecided or unmarked	<i>N/A</i>	0	2	4	11	196	213	4.8
					Grand Total		4454	
a) Very Acceptable	<i>N/A</i>	<i>N/A</i>	17	15	123	696	851	19.3
b) Fairly acceptable	<i>N/A</i>	<i>N/A</i>	6	20	129	999	1154	26.2
d) Fairly Unacceptable	<i>N/A</i>	<i>N/A</i>	4	15	74	476	569	12.9
e) Very unacceptable	<i>N/A</i>	<i>N/A</i>	8	16	196	1402	1622	36.8
f) Don't know/Not sure	<i>N/A</i>	<i>N/A</i>	2	4	11	165	182	4.1
unmarked						31	31	0.7
					Grand Total		4409	
Flats								
Sample size	<i>N/A</i>	26	2	4	100	280		%
Yes	<i>N/A</i>	13	0	3	56	104	176	42.9
No	<i>N/A</i>	12	0	1	37	126	176	42.9
Undecided or unmarked	<i>N/A</i>	0	2	0	6	50	58	14.1
					Grand Total		410	
a) Very Acceptable	<i>N/A</i>	<i>N/A</i>	0	2	24	48	74	33.3
b) Fairly acceptable	<i>N/A</i>	<i>N/A</i>	0	1	32	56	89	40.1
d) Fairly Unacceptable	<i>N/A</i>	<i>N/A</i>	0	0	17	52	69	31.1
e) Very unacceptable	<i>N/A</i>	<i>N/A</i>	0	1	20	74	95	42.8
f) Don't know/Not sure	<i>N/A</i>	<i>N/A</i>	2	0	6	44	52	23.4
unmarked						6	6	2.7
					Grand Total		222	
Question 7) Would you like a free Wheeled bin for refuse?								
House								
Sample size	<i>N/A</i>	45	37	70	536	3769		%
Yes	<i>N/A</i>	33	7	47	254	1794	2135	48.2

No	N/A	12	30	23	285	1855	2205	49.8
Undecided or unmarked	N/A	0	0	0	0	90	90	2.0
					Grand Total		4430	
Flats								
Sample size	N/A	25	2	4	100	NA		
Yes	N/A	16	0	2	0	NA	18	13.7
No	N/A	9	0	2	100	NA	111	84.7
Undecided or unmarked	N/A	0	2	0	0	NA	2	1.5
					Grand Total		131	
Question 8) Should recycling be compulsory?								
House								
Sample size	N/A	N/A	37	70	536	3769		%
Yes	N/A	N/A	30	56	402	2664	3152	71.4
No	N/A	N/A	7	14	134	1047	1202	27.2
Undecided or unmarked	N/A	N/A	0	0	0	58	58	1.3
					Grand Total		4412	
Flats								
Sample size	N/A	N/A	2	4	100	280		%
Yes	N/A	N/A	0	4	76	216	296	76.7
No	N/A	N/A	0	0	24	53	77	19.9
Undecided or unmarked	N/A	N/A	2	0	0	11	13	3.4
					Grand Total		386	

Changes to waste and recycling services..... Feedback from survey.

2) Type of accomadation

Flat

1 1 1 1 1 1 1 1 1 1 1 1 1 1

House

1 1 1 1 1 1 1 1 1 1 1 1 1 1

Other

6) Would like a fortnightly collection

Yes

1 1 1 1 1 1 1 1 1 1 1 1 1 1

No

1 1 1 1 1 1 1 1 1 1 1 1 1 1

7) Would like a free Wheelie bin

Yes

1 1 1 1 1 1 1 1 1 1 1 1 1 1

No

1 1 1 1 1 1 1 1 1 1 1 1 1 1

1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	25	35.7	36%	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	45	64.3	64%	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	41	59	58%	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	29	41	42%	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	49	70	70%	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	21	30	30%	1

2) Type of accomada

Flat

1

House

Other

6) Would like a fortni

Yes

1

No

7) Would like a free W

Yes

1

No

tion



ghtly collection

Vheelie bin



46 47 48 SURVEY NUMBER

2) Type of accomadation

Flat

House

Other

How acceptable is a fortnightly collection for the small amount of remaining residual waste?

87.5 50%

30 15%

0

20 10%

40 20%

20 5%

a) Very Acceptable

b) Fairly acceptable

c) Neither

d) Fairly Unacceptable

e) Very unacceptable

f) Don't know/Not sure

7) Would like a free Wheelie bin

17.5 18%

77.5 82%

5

Yes

No

Und

Should recycling be compulsory?

77.5 80%

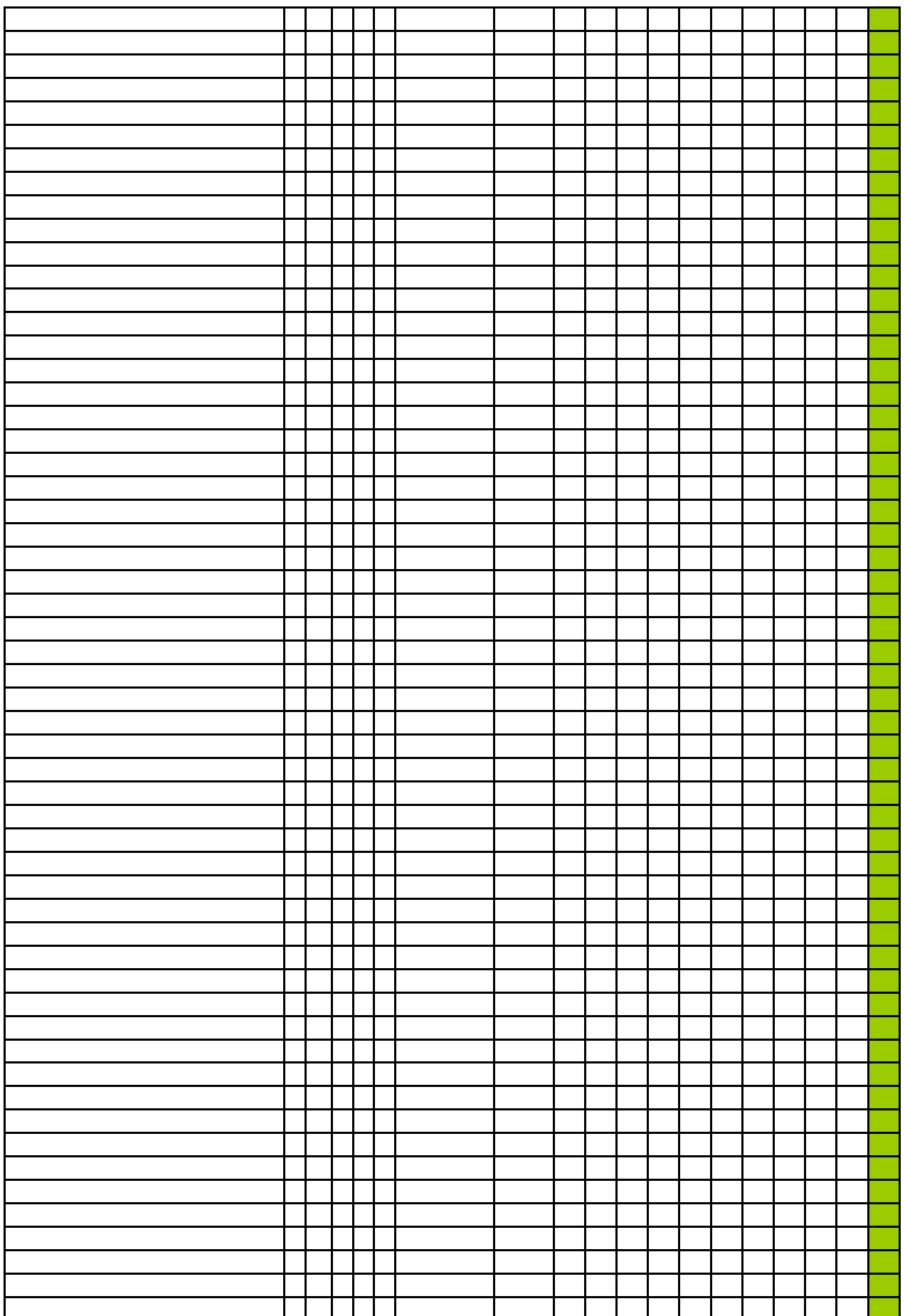
17.5 20%

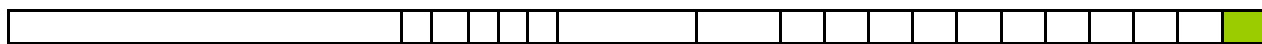
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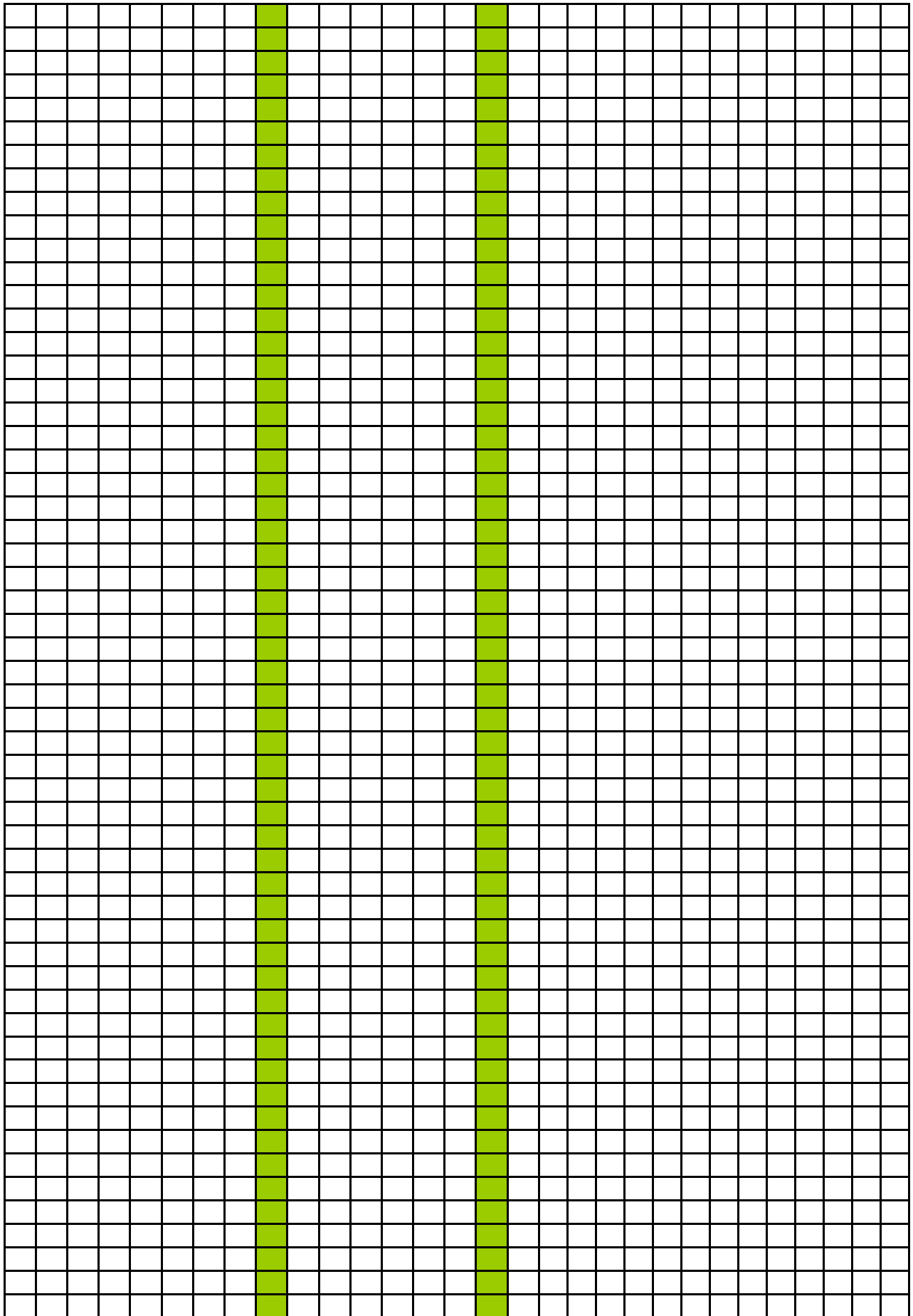
a) Yes

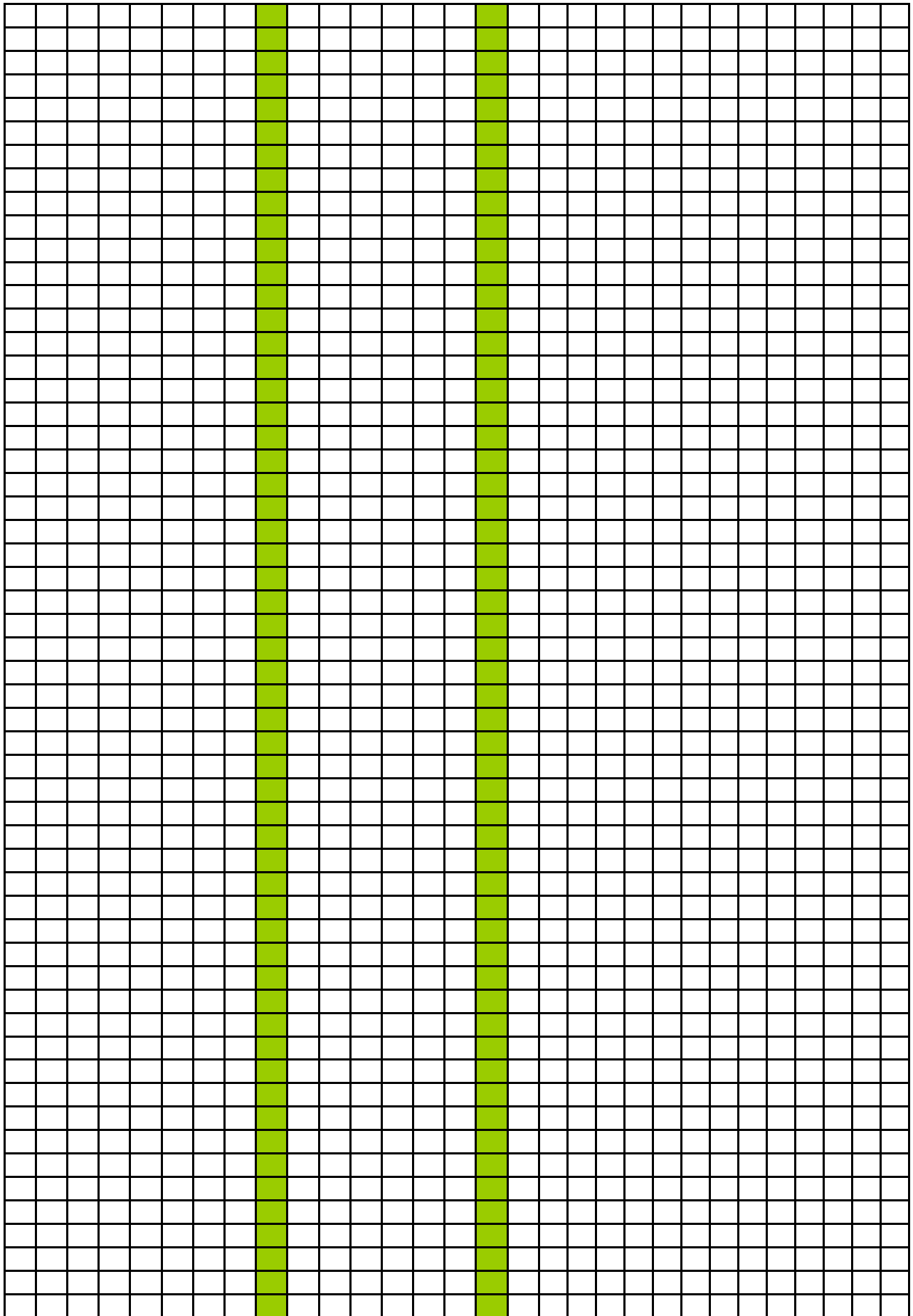
b) No

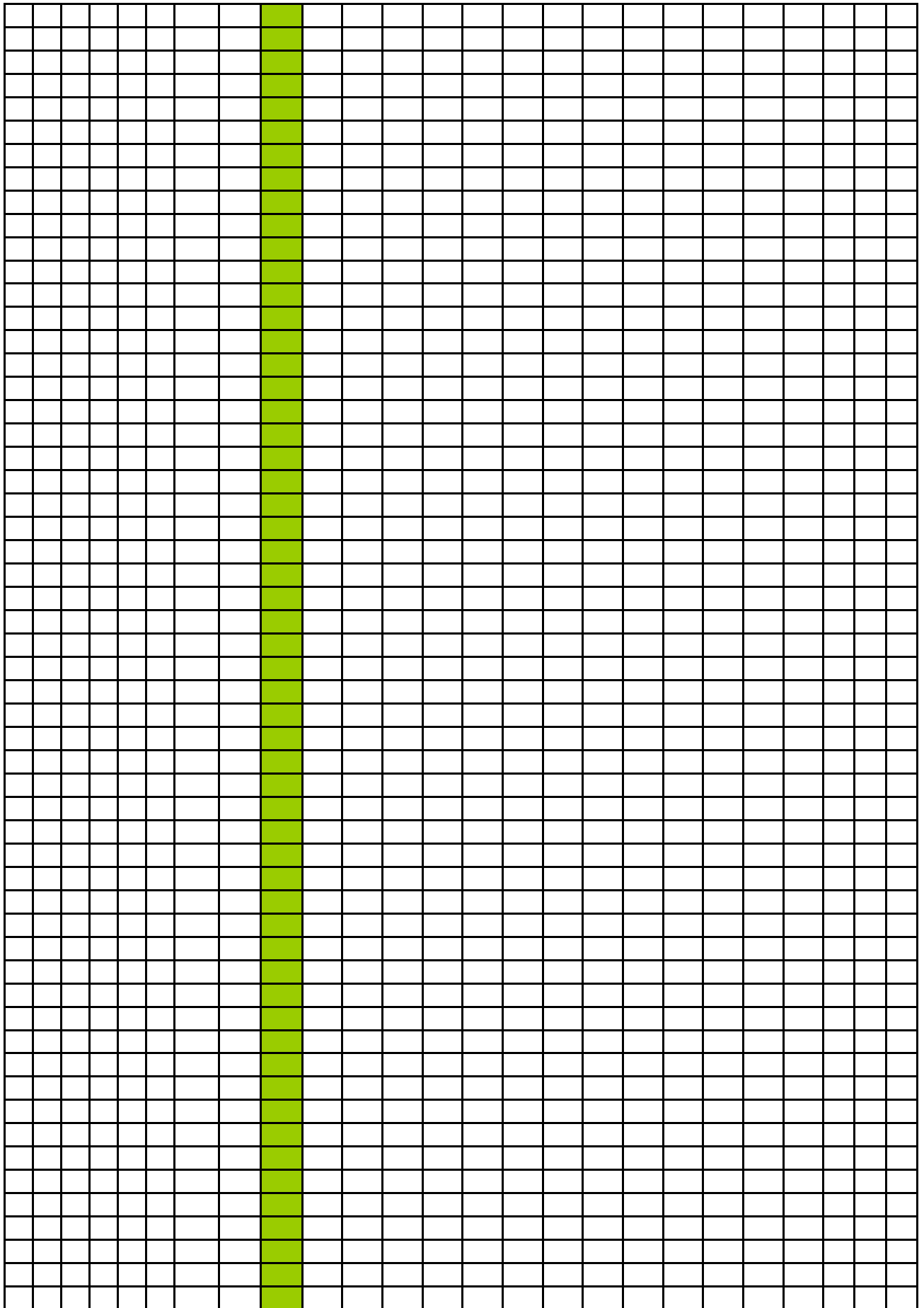
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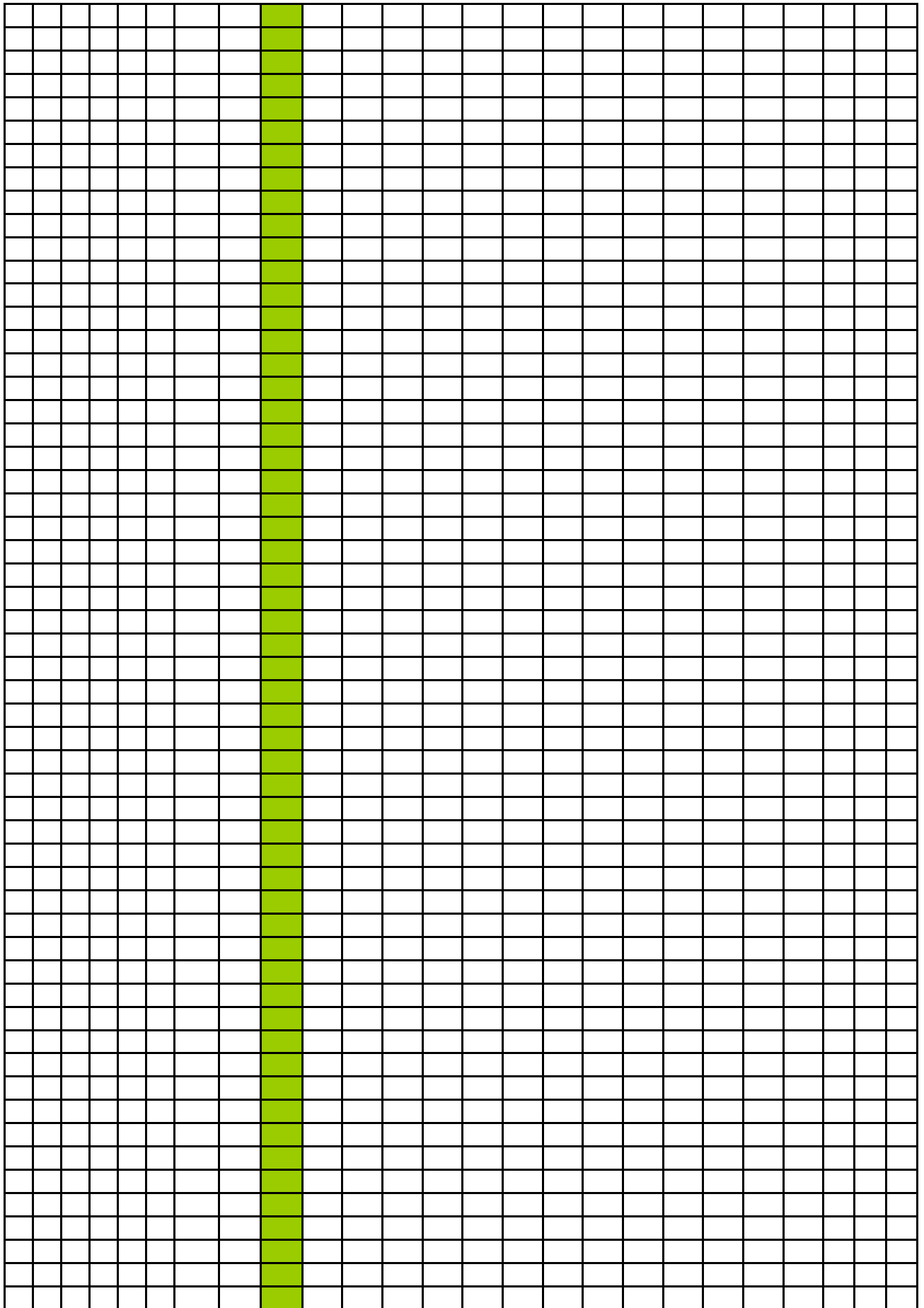


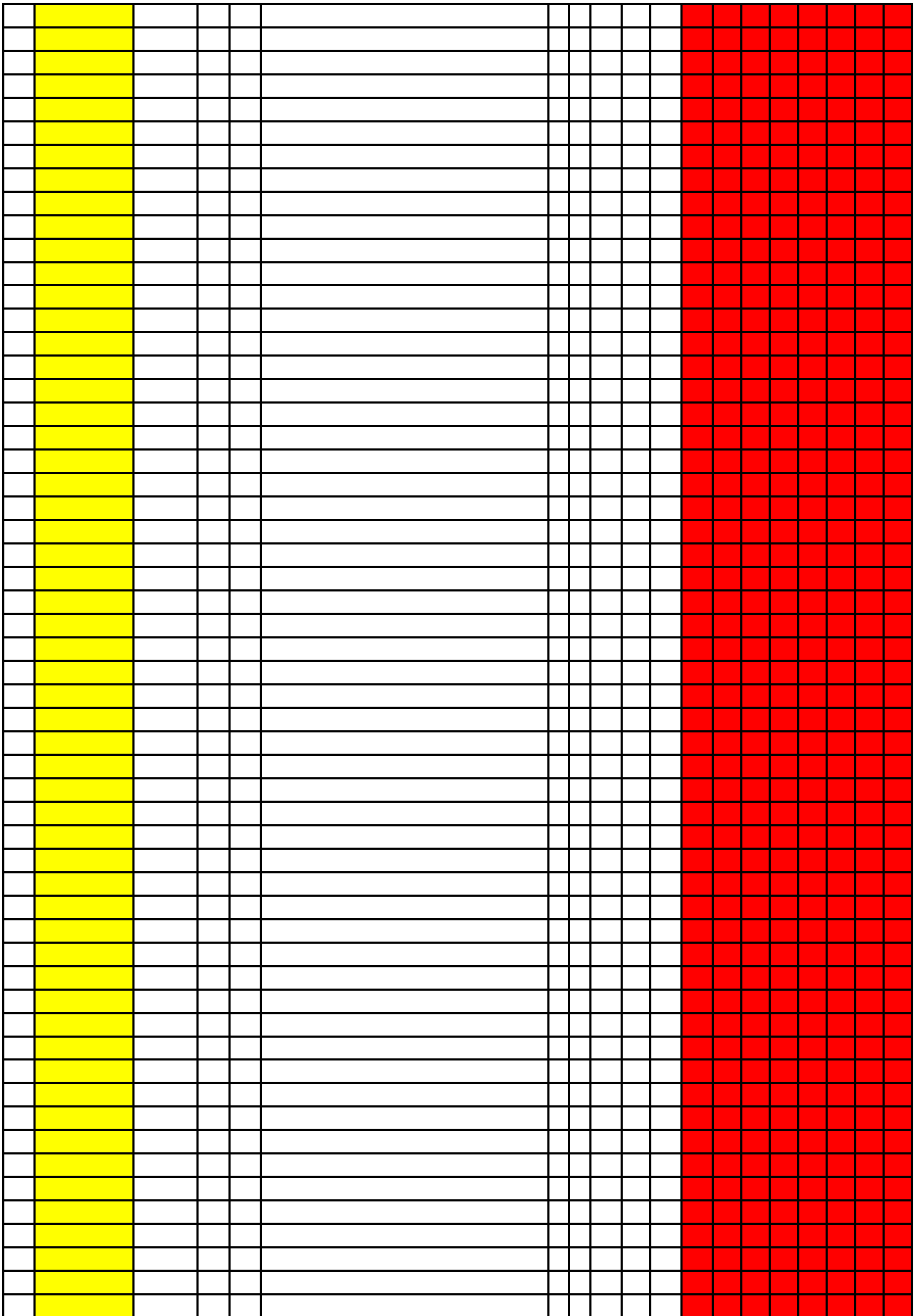


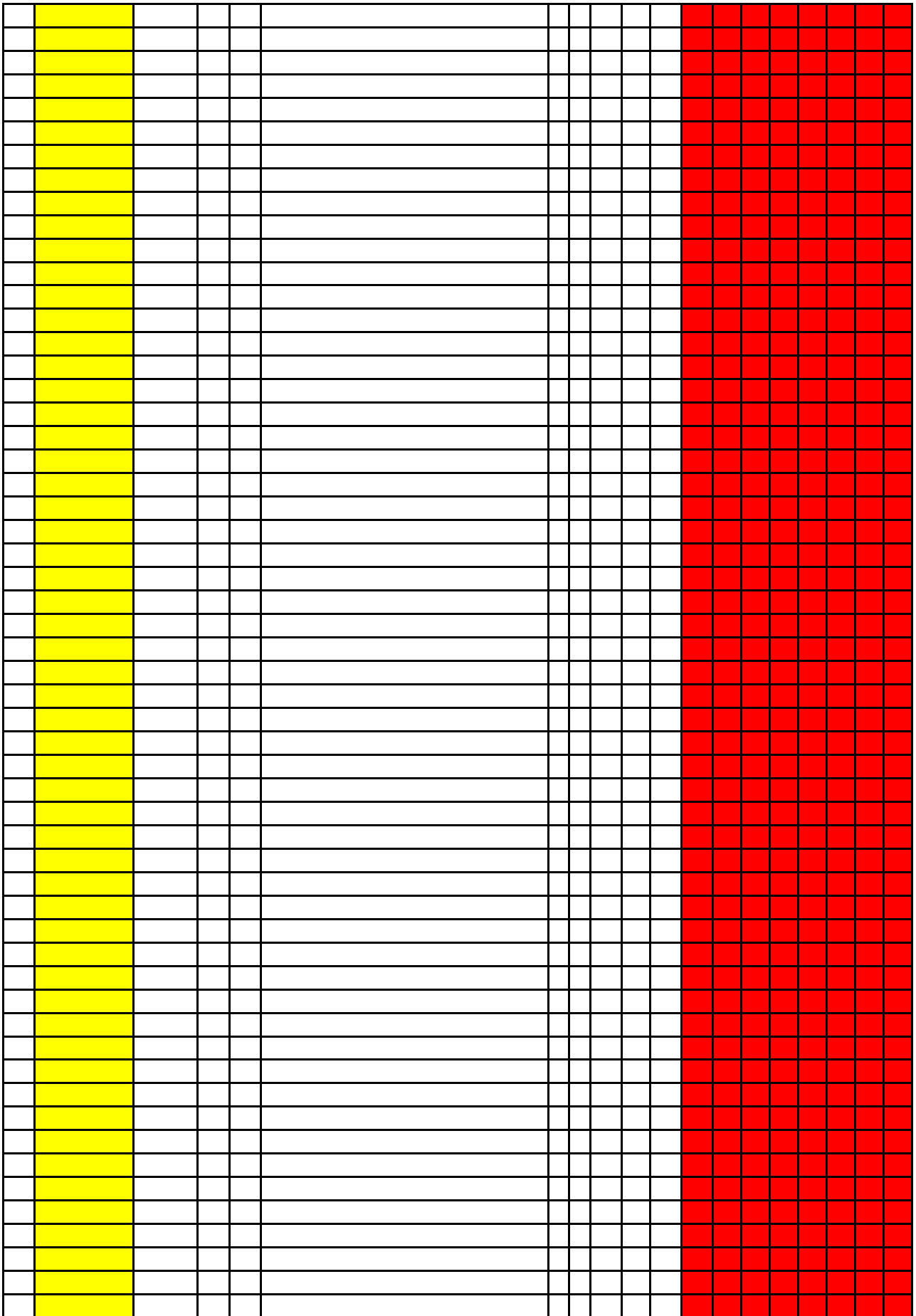




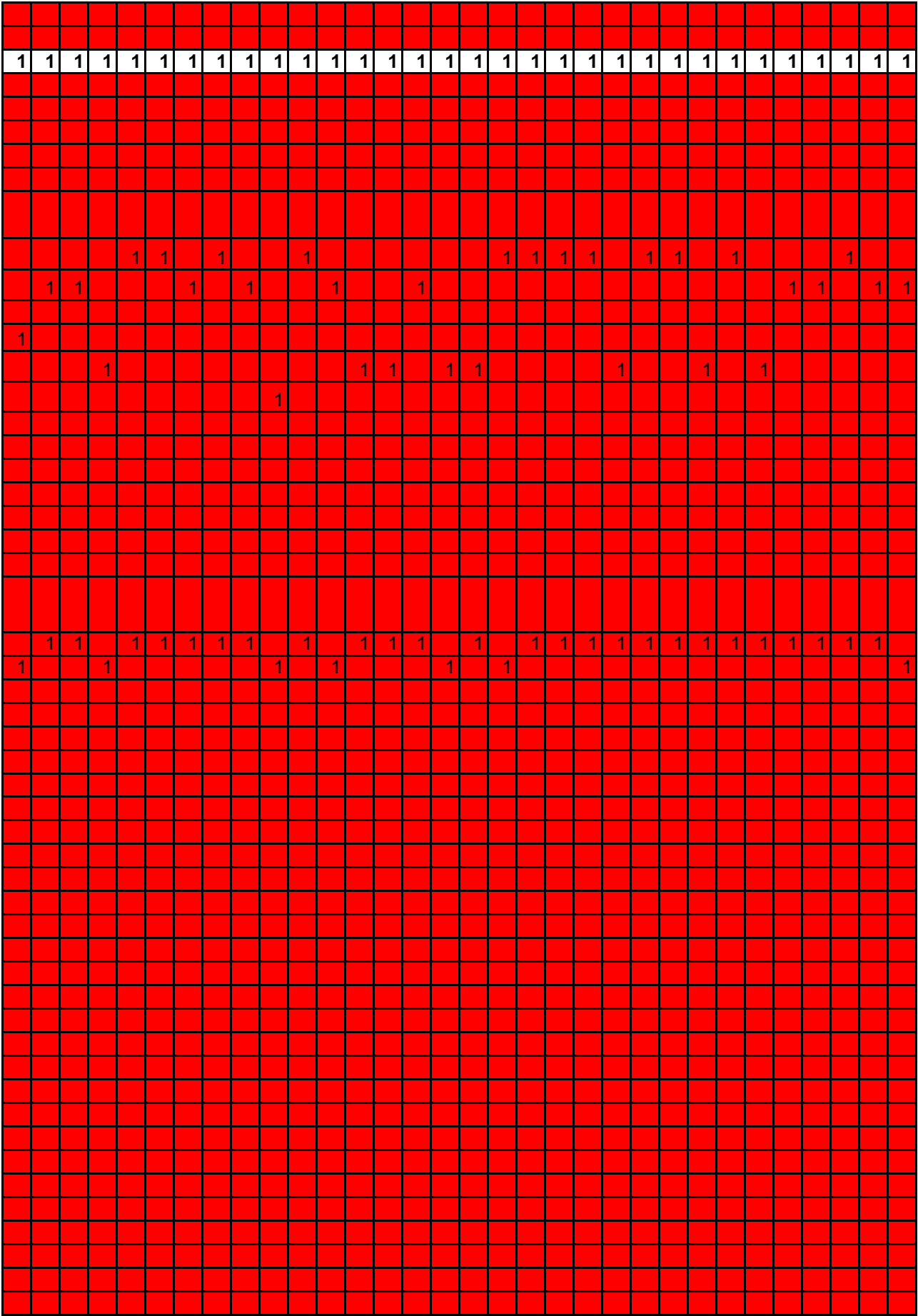


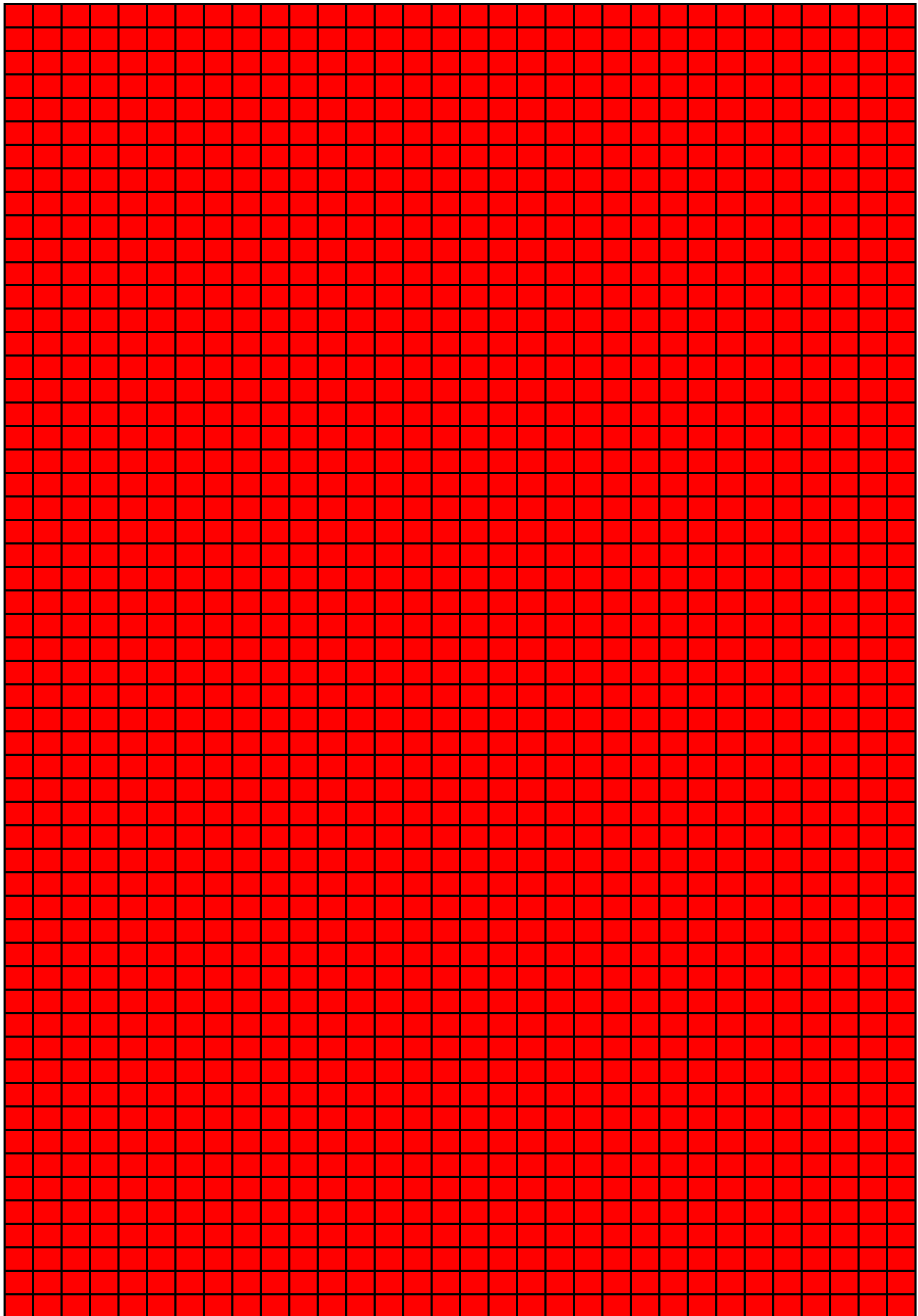


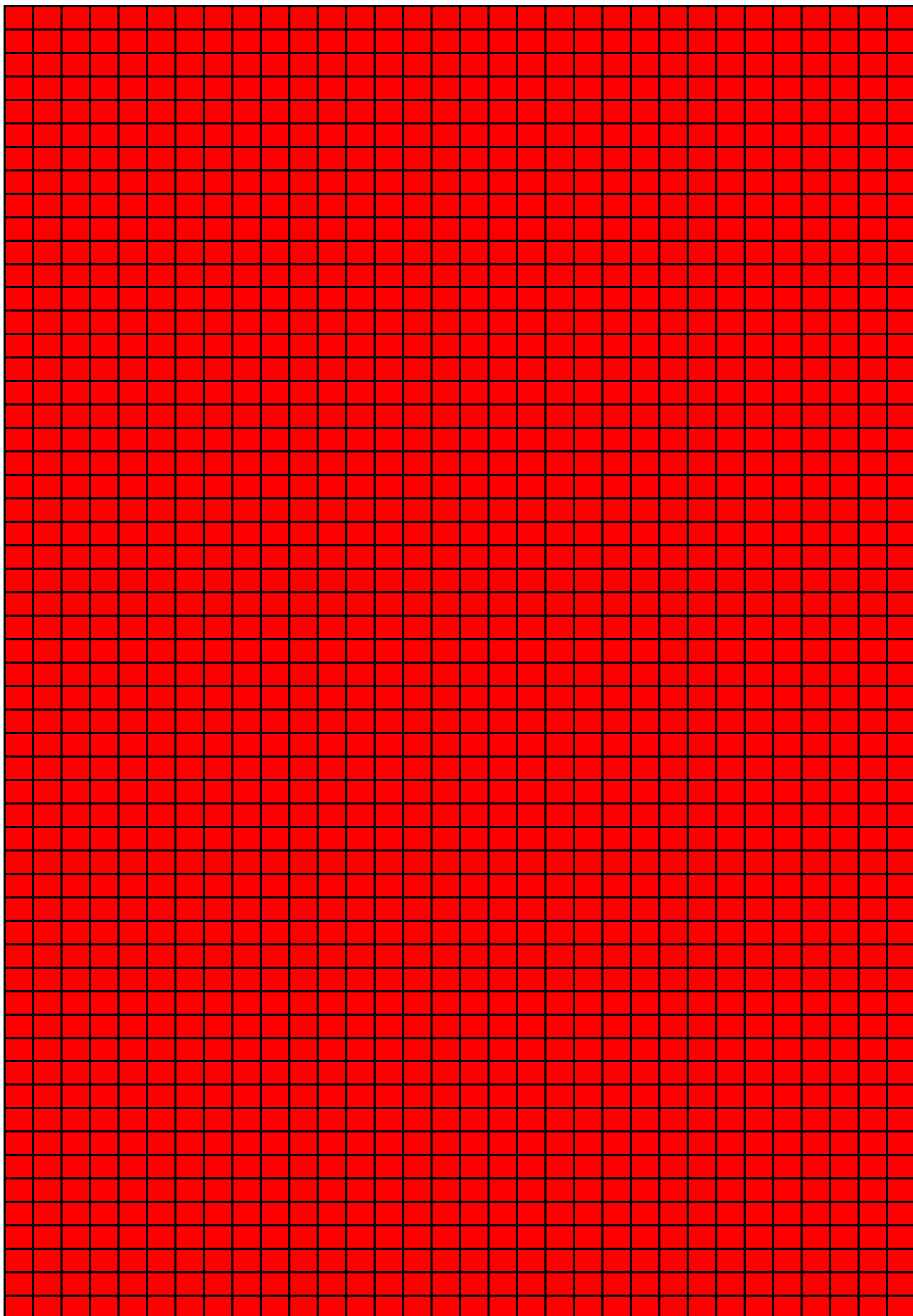


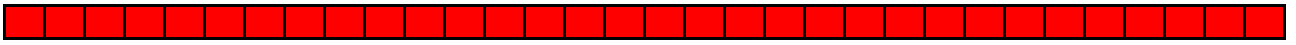














Do_you_live_in	If_other	Would_you	With_a_weekly_recycling	Just_under_half_of	or	Any_other_comments
House	Yes	Fairly acceptable	Yes	1	asd	
House	Yes	Fairly acceptable	Yes	1		
House	Yes	Fairly unacceptable	Yes	1		
Flat	No	Very Acceptable	Yes	1		
House	No	Very Acceptable	Yes	1		
House	Yes	Very Acceptable	Yes	1		
House	No	Fairly acceptable	Yes	1		I have concerns about
House	No	Very unacceptable	Yes	1		In my road (lincoln Ave
House	Yes	Very unacceptable	Yes	1		The size of the wheelie
House	Yes	Very unacceptable	Yes	1		
House	Yes	Fairly acceptable	Yes	1		
House	Yes	Very unacceptable	No	1		
House	No	Very unacceptable	No	1		
House	No	Very unacceptable	No	1		
Flat	No	Very unacceptable	No	1		
House	No	Very Acceptable	Yes	1		
House	Yes	Very unacceptable	No	1		Keep it simple ... all ma
House	Yes	Very Acceptable	Yes	1		Keep up the good work
House	Yes	Fairly acceptable	Yes	1		
House	No	Fairly acceptable	Yes	1		
House	No	Very Acceptable	Yes	1		I also think the service
House	Yes	Fairly unacceptable	Yes	1		this is a test by the wel
House	No	Fairly unacceptable	Yes	1		
House	Yes	Very Acceptable	No	1		Batteries should be col
Flat	No	Fairly acceptable	Yes	1		My appreciation for the
Flat	No	Very unacceptable	Yes	1		
House	No	Fairly acceptable	No	1		1. Accordin
House	Yes	Fairly unacceptable	Yes	1		Please
House	Yes	Very unacceptable	Yes	1		
House	No	Very unacceptable	No	1		Firstly I cannot see wh
House	Yes	Very Acceptable	Yes	1		black box would not be
House	Yes	Fairly unacceptable	Yes	1		
House	Yes	Fairly acceptable	Yes	1		
House	No	Very unacceptable	No	1		
House	Yes	Fairly unacceptable	Yes	1		It is very
House	No	Fairly unacceptable	Yes	1		1. Weekly
House	No	Very unacceptable	No	1		The council has to con
House	Yes	Fairly acceptable	Yes	1		Not sure
House	Yes	Fairly acceptable	Yes	1		We don't currently use
House	Yes	Very unacceptable	Yes	1		We live next to a comn
House	Yes	Fairly acceptable	Yes	1		Wheelie bin would priv
House	Yes	Very Acceptable	Yes	1		Recycling should be cc
House	No	Fairly unacceptable	Yes	1		Please do add cardboa
Flat	No	Fairly unacceptable	No	1		
House	No	Very unacceptable	No	1		
House	Maisonette	No	Very unacceptable	Yes	1	Provided the Council s
House	Yes	Don't know_not sure	Yes	1		
House	No	Very Acceptable	Yes	1		Rather than free bins fr
Flat	No	Very unacceptable	No	1		
House	masionette	No	Don't know_not sure	Yes	1	
House	No	Fairly acceptable	Yes	1		
House	Yes	Fairly acceptable	Yes	1		
House	Yes	Very Acceptable	Yes	1		
House	No	Very unacceptable	Yes	1		

House	No	Fairly unacceptable	No	1
House	Yes	Very Acceptable	Yes	1 This system works in o
House	No	Fairly acceptable	Yes	1 recycling
House	Yes	Fairly acceptable	Yes	1 On quite a few occasio
House	masionette	No	Very unacceptable	No
House	No	Fairly acceptable	No	1 Until recycling collectio
House	No	Very unacceptable	Yes	1 Consistant collections :
House	Yes	Very Acceptable	Yes	1
House	Yes	Fairly acceptable	No	1
House	bungalow	No	Very unacceptable	No
House	No	Don_t know_not sure	No	1 Carlisle
House	bungalow	No	Very unacceptable	No
House	No	Very unacceptable	No	1 I do not use the paper
Flat	No	Very unacceptable	Yes	1 RE As I live in a flat we
House	No	Fairly acceptable	No	1
Flat	No	Fairly unacceptable	Yes	1
House	No	Fairly acceptable	Yes	1 I object to having to pu
House	No	Very unacceptable	Yes	1
House	No	Fairly acceptable	Yes	1 Need
Flat	No	Very Acceptable	Yes	1 More notices need to b
House	No	Fairly acceptable	Yes	1 Will the
House	No	Very Acceptable	Yes	1 Please
House	Yes	Very Acceptable	Yes	1
House	Yes	Very Acceptable	Yes	1 It would help if you prir
House	No	Very Acceptable	Yes	1 I would be prefer fortni
House	No	Very Acceptable	Yes	1
House	Yes	Very unacceptable	Yes	1 Good schemes so far t
House	No	Very unacceptable	No	1 I say 'no' above since
House	No	Very Acceptable	Yes	1 Yes go for it. Definitely
House	Yes	Fairly acceptable	Yes	1 I would very much like
House	No	Very unacceptable	No	1
House	Yes	Very unacceptable	No	1 Many gardens (includir
House	Yes	Fairly acceptable	Yes	1
House	No	Fairly acceptable	Yes	1 Design of
House	No	Fairly unacceptable	Yes	1 All my food waste fits i
Flat	No	Fairly acceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 I have
House	Bungalow	No	Very unacceptable	No
House	Yes	Fairly unacceptable	No	1
House	Yes	Very Acceptable	Yes	1
House	No	Very unacceptable	Yes	1 The one important thin
Flat	No	Fairly acceptable	Yes	1
House	No	Don_t know_not sure	Yes	1
House	No	Fairly acceptable	Yes	1
House	Yes	Very unacceptable	No	1
House	Yes	Fairly unacceptable	Yes	1
House	Yes	Fairly acceptable	No	1 Please ensure there ar
House	Yes	Fairly unacceptable	Yes	1
Flat	No	Very Acceptable	Yes	1 We need to urge reside
House	No	Very unacceptable	Yes	1 Currently only a fractio
Flat	No	Very unacceptable	Yes	1
House	Yes	Very Acceptable	Yes	1 I wish to see the weekl
House	No	Fairly unacceptable	Yes	1 Other boroughs accept
House	Yes	Fairly acceptable	Yes	1 Adding plastic bottles t
House	Yes	Very unacceptable	Yes	1 recycling
House	Yes	Very unacceptable	No	1 Paper

Flat	No	Very Acceptable	Yes	1 But you need to be car
House	Yes	Very unacceptable	Yes	1
House	Yes	Very Acceptable	Yes	1
House	No	Fairly acceptable	No	1 I have no space to stor
House	Yes	Very unacceptable	Yes	1 I would strongly urge to
House	No	Fairly acceptable	No	1 Perhapsa
House	No	Fairly unacceptable	Yes	1 Please do not move to
House	No	Very Acceptable	Yes	1 The 180 l bin is just too
House	maisonette	No	Very Acceptable	1 I congratulate the cour
House	No	Fairly unacceptable	Yes	1
House	No	Very unacceptable	Yes	1
House	Yes	Fairly unacceptable	Yes	1 Recycle everythin po
House	Yes	Very unacceptable	Yes	1
Flat	No	Don_t know_not sure	No	1
Flat	No		No	1 Plastic recycling units :
House	No	Very Acceptable	Yes	1
House	No	Very Acceptable	Yes	1 No to
House	Yes	Very unacceptable	No	1 fortnightly
House	No	Fairly acceptable	Yes	1
Flat	No	Very unacceptable	No	1 Although
House	No	Fairly acceptable	Yes	1 Current system's pretty
Flat	No	Fairly acceptable	No	1
Flat	No	Fairly acceptable	Yes	1 Having shared rubbish
House	No	Fairly acceptable	Yes	1 Plastic and cardboard
Flat	No	Very Acceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1
Flat	No	Fairly acceptable	Yes	1
House	Yes	Very unacceptable	Yes	1
House	No	Very unacceptable	No	1 I live in a VERY narrow
House	Yes	Fairly acceptable	Yes	1 It's about time we have
House	No	Fairly acceptable	Yes	1 How about bins/boxes
Flat	No	Fairly acceptable	Yes	1
House	Yes	Fairly unacceptable	Yes	1 I like the idea of a whe
Flat	No	Fairly acceptable	Yes	1 Black boxes are far too
House	No	Fairly acceptable	Yes	1 I would really like to se
House	No	Very unacceptable	Yes	1 'RICH'mond council m
House	No	Fairly unacceptable	Yes	1 1. The big
House	Yes	Very unacceptable	Yes	1 Council need to increa
House	No	Very unacceptable	Yes	1 Wheelie bins are unsig
House	Yes	Fairly acceptable	Yes	1 Council should recycle
House	Yes	Very Acceptable	No	1 You do
Flat	No	Very Acceptable	Yes	1 I have recently moved
House	No	Very Acceptable	No	1 You need to let resider
House	Yes	Fairly acceptable	Yes	1 Have a
House	Yes	Fairly acceptable	Yes	1 Wouldn't use textiles fa
Flat	No	Fairly acceptable	No	1 Re making recycling co
Flat	No	Fairly acceptable	Yes	1 Recycling is everyone's
House	Yes	Fairly acceptable	Yes	1 The food waste must b
House	Yes	Very unacceptable	No	1
House	Yes	Very unacceptable	No	1 should be incentives ar
House	Maisonette	No	Fairly acceptable	1 But if they do, the cour
Flat	No	Very unacceptable	No	1 Making it compulsory is
House	No	Very unacceptable	No	1 I have heard that this c
House	No	Very unacceptable	Yes	1 I think we would have p
House	No	Very unacceptable	No	1 Blue bags for newspap
House	Yes	Very unacceptable	Yes	1 I'm happy to recycle ar

House	No	Don't know_not sure	No	1 Answer to
Flat	No	Fairly acceptable	Yes	1
House	Yes	Fairly unacceptable	Yes	1 I think that refuse shou
Flat	No	Fairly unacceptable	Yes	1 I live in a conversion fla
House	Yes	Fairly acceptable	Yes	1 Don't think we should f
Flat	No	Very unacceptable	No	1 The problem with redu
Flat	No	Very Acceptable	Yes	1 I am desparate to have
House	No	Very unacceptable	Yes	1
Flat	No	Very Acceptable	No	1 Am not opposed to cor
Flat	No	Fairly unacceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 Wouldn't want to have
House	No	Fairly unacceptable	Yes	1 If recycling is made cor
House	No	Fairly acceptable	Yes	1 Re-cycling is wasted w
House	No	Very unacceptable	Yes	1 We have
House	No	Fairly acceptable	Yes	1
House	Yes	Very unacceptable	No	1
House	Yes	Very Acceptable	Yes	1
House	Yes	Don't know_not sure	Yes	1
House	Yes	Very Acceptable	Yes	1
Flat	No	Very unacceptable	Yes	1 It should be made com
Flat	No	Fairly acceptable	No	1
House	Yes	Fairly acceptable	Yes	1 I object to
Flat	No	Fairly acceptable	Yes	1 Incentives could be inc
Flat	No	Very Acceptable	Yes	1
House	Yes	Very unacceptable	No	1
House	Yes	Fairly acceptable	Yes	1
House	No	Fairly acceptable	Yes	1 Current
Flat	No	Very unacceptable	No	1 There is a local recycli
House	Yes	Fairly acceptable	Yes	1
Flat	No	Very unacceptable	No	1
Flat	No	Fairly unacceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1
Flat	No	Fairly acceptable	Yes	1 I think some people ma
House	Yes	Fairly acceptable	Yes	1
Flat	No	Fairly acceptable	Yes	1
House	No	Very unacceptable	Yes	1
House	No	Very Acceptable	Yes	1
House	No	Very unacceptable	Yes	1 I think you need to bea
House	No	Very unacceptable	No	1 would
Flat	No	Fairly unacceptable	No	1 It would be difficult to e
House	No	Fairly unacceptable	No	1
Flat	No	Fairly unacceptable	Yes	1 We live in a flat buildin
Flat	No	Fairly acceptable	Yes	1 If collection is difficult f
House	No	Very Acceptable	Yes	1 The council also needs
House	Yes	Very unacceptable	Yes	1 By far the
House	No	Very Acceptable	No	1 I am a keen recycler ar
House	No	Very unacceptable	Yes	1 Recycling is good but t
House	Yes	Very unacceptable	No	1
House	Yes	Very Acceptable	Yes	1 Please recycle all type
House	No	Very unacceptable	No	1
House	Yes	Fairly acceptable	Yes	1 Wheelie Bin for remain
House	Yes	Very Acceptable	Yes	1 People
House	Yes	Fairly acceptable	Yes	1
House	No	Very unacceptable	No	1 If we are to get a reduc
House	Yes	Fairly acceptable	Yes	1
House	No	Very Acceptable	No	1

House	Yes	Very Acceptable	Yes	1
House	No	Fairly acceptable	Yes	1 If everything is collecte
Flat	No	Fairly unacceptable	Yes	1 This would reduce the
House	Yes	Fairly acceptable	Yes	1
House	No	Very Acceptable	Yes	1 If cardboard and plasti
House	No	Very unacceptable	Yes	1 Refuse
House	No	Very unacceptable	No	1
House	Yes	Fairly acceptable	Yes	1
Flat	No	Very Acceptable	Yes	1
House	Yes	Very Acceptable	No	1 It should be obvious to
House	Yes	Fairly acceptable	Yes	1
House	Yes	Very Acceptable	Yes	1 I can understand the lc
House	No	Fairly unacceptable	Yes	1
House	Yes	Very Acceptable	No	1 I think compulsory recy
House	No	Very Acceptable	No	1
House	Yes	Very Acceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1
House	Yes	Very unacceptable	Yes	1 YOU MUST NOT CHA
House	Yes	Fairly unacceptable	No	1
House	Yes	Very unacceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 Would like additional re
House	Yes	Very unacceptable	Yes	1 Just to reiterate the ab
Flat	No	Fairly acceptable	Yes	1
Flat	No	Very Acceptable	Yes	1
House	Yes	Fairly unacceptable	Yes	1 Please be more aggres
House	Yes	Very unacceptable	Yes	1
House	Yes	Very unacceptable	Yes	1 I am all for everything t
House	Yes	Very Acceptable	Yes	1 Please please improve
House	Yes	Fairly acceptable	Yes	1
Flat	No	Very unacceptable	Yes	1 Happy for it to be made
House	No	Very unacceptable	Yes	1 A wheeled 180litre bin
Flat	No	Fairly acceptable	Yes	1 I previously lived in anc
House	Yes	Fairly acceptable	Yes	1 A Wheelie bin for rema
House	No	Very Acceptable	Yes	1 I have just
House	No	Fairly unacceptable	Yes	1
Flat	No	Fairly unacceptable	No	1 Our flats
House	Yes	Very unacceptable	Yes	1 Due to large numbers (
House	No	Very unacceptable	Yes	1 I think you
House	Yes	Very unacceptable	No	1 I think that I do not get
House	Yes	Very Acceptable	Yes	1 One 180l wheelie bin s
Flat	No	Very Acceptable	Yes	1 People who do not ma
Flat	No	Very Acceptable	Yes	1 Please if
Flat	No	Fairly unacceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 Richmond upon Thame
Flat	No	Fairly acceptable	No	1 Has compulsion worke
House	No	Fairly unacceptable	Yes	1 Recycling of all items s
Flat	No	Don_t know_not sure	No	1 However with an increa
House	No	Very unacceptable	No	1
House	No	Fairly unacceptable	Yes	1 I think the food waste c
Flat	No	Fairly acceptable	Yes	1 But only if you allow fo
House	Yes	Fairly acceptable	No	1 You don't mention that
House	No	Very unacceptable	No	1 We pay a huge amoun
House	Yes	Fairly acceptable	Yes	1
House	Yes	Fairly unacceptable	Yes	1
Flat	No	Very Acceptable	Yes	1
House	maisonette No	Very unacceptable	Yes	1 As my garden seems t

House		Yes	Don't know_not sure	Yes	1 Would
House	Maisonette	No	Very Acceptable	Yes	1
House		No	Very unacceptable	No	1
House		No	Very unacceptable	No	1
House		No	Very Acceptable	Yes	1 How
House	flat in conv	No	Very Acceptable	Yes	1 Would
House		Yes	Fairly unacceptable	Yes	1 Please include plastic ;
House		No	Fairly unacceptable	Yes	1
House		No	Very unacceptable	No	1 Fortnightly collection o
House		Yes	Very unacceptable	Yes	1 Not a very well designe
Flat		No	Very Acceptable	Yes	1
Flat		No	Very Acceptable	Yes	1
Flat		No	Fairly acceptable	Yes	1 I moved to Teddington
House		No	Fairly acceptable	Yes	1 I would imagine that fo
House		No	Fairly acceptable	Yes	1
House		No	Fairly acceptable	Yes	1 Present arrangements
House		No	Very unacceptable	No	1 Even after
House		Yes	Fairly unacceptable	Yes	1 There should large cor
House		No	Very unacceptable	No	1
House		Yes	Very unacceptable	No	1
House		Yes	Very unacceptable	Yes	1 You need to separate c
House		No	Very unacceptable	Yes	1 Please give us cardbox
House		No	Very unacceptable	No	1 the tiny
House		Yes	Very Acceptable	Yes	1
House		Yes	Fairly unacceptable	Yes	1
House		No	Fairly acceptable	No	1 Current
House		No	Very unacceptable	No	1 We do not buy newspa
House		No	Very unacceptable	Yes	1
House		Yes	Fairly unacceptable	Yes	1
House		No	Very unacceptable	No	1 Please can all refuse b
House		Yes	Very Acceptable	Yes	1 Any waste liable to inte
House		Yes	Very unacceptable	Yes	1 I am
House		Yes	Fairly acceptable	Yes	1
House		No	Fairly acceptable	Yes	1 The
House		Yes	Very unacceptable	Yes	1
House		No	Fairly unacceptable	Yes	1
House		No	Very unacceptable	Yes	1 People need to realise
House		No	Very Acceptable	Yes	1 Large
House		No	Very unacceptable	Yes	1
House		Yes	Fairly unacceptable	Yes	1 people in other parts o
House		Yes	Fairly acceptable	Yes	1 as well as
House		Yes	Don't know_not sure	Yes	1
House		No	Very Acceptable	Yes	1 You provide an excelle
House		No	Very unacceptable	No	1 I keep my rubbish indo
House		No	Fairly acceptable	Yes	1
House		No	Fairly acceptable	Yes	1 My only objection to th
House		No	Don't know_not sure	Yes	1 I think that plastic carri
House	maisonette	No	Very unacceptable	No	1 There is no room in the
House		No	Very Acceptable	Yes	1 So far there has been i
House		No	Very unacceptable	Yes	1 Our dustbin sits outsid
House		No	Very unacceptable	No	1 I don't think fortnightly
House		Yes	Very Acceptable	Yes	1 I recycle
House		No	Very Acceptable	Yes	1 Whilst
House		Yes	Very unacceptable	No	1
Flat	Houseboat	No	Fairly acceptable	Yes	1
House		No	Very unacceptable	Yes	1

House		Yes	Very unacceptable	No	1
House		Yes	Very unacceptable	Yes	1
House		No	Very Acceptable	Yes	1 We
House		No	Fairly unacceptable	Yes	1 Can you collect batterie
House		Yes	Very unacceptable	No	1
House	Maisonnett	No	Don't know_not sure	No	1 The reason that so few
House		Yes	Fairly unacceptable	Yes	1 We already recyle all tl
House		Yes	Very Acceptable	Yes	1
House		No	Very unacceptable	Yes	1 Even with
House		Yes	Very Acceptable	Yes	1
House		No	Very Acceptable	Yes	1 I do not
House		Yes	Very Acceptable	Yes	1 Hadn't realised I could
House		Yes	Fairly unacceptable	Yes	1 I have alot of trouble w
House		No	Fairly acceptable	Yes	1 I feel that
House		Yes	Very unacceptable	Yes	1
House		Yes	Very unacceptable	Yes	1
Flat		No	Fairly unacceptable	Yes	1 75% of
House		Yes	Very unacceptable	Yes	1
House		Yes	Fairly acceptable	Yes	1 Wheelie bins keeps it c
House		Yes	Very unacceptable	Yes	1
House		Yes	Very Acceptable	Yes	1 the sooner the better!!!
House		No	Fairly unacceptable	No	1
House		No	Very Acceptable	Yes	1
House		Yes	Very unacceptable	Yes	1 we already recycle all c
House		Yes	Very unacceptable	Yes	1 A fortnightly collection
House		No	Very unacceptable	Yes	1 Wheelie
House		Yes	Very unacceptable	Yes	1 Encourage recycling by
House		No	Very Acceptable	Yes	1 People will only chang
House		Yes	Fairly acceptable	Yes	1 We find it difficult recyc
House		No	Very Acceptable	Yes	1 garden waste collection
House		Yes	Fairly unacceptable	Yes	1 They should make it cc
House		Yes	Very Acceptable	Yes	1
Flat		No	Very Acceptable	Yes	1 We live in a private roa
House	maisonette	No	Very unacceptable	No	1 I recycle as much as I
Flat		No	Fairly unacceptable	Yes	1 Assistance/guidance s
House		Yes	Very unacceptable	No	1
House		Yes	Very unacceptable	Yes	1
House		No	Very unacceptable	No	1 I will not vote for any p
House		Yes	Very Acceptable	Yes	1
House		Yes	Very Acceptable	Yes	1 This is going from one
House		Yes	Fairly unacceptable	Yes	1
House		Yes	Very unacceptable	Yes	1 If the council switches
Flat		No	Fairly acceptable	Yes	1 if you picked up my rec
House		No	Fairly acceptable	Yes	1
House		Yes	Very unacceptable	No	1
House		Yes	Very unacceptable	Yes	1 I am all for more recycl
House		Yes	Fairly acceptable	Yes	1
Flat		No	Fairly unacceptable	Yes	1 The council should pro
House		Yes	Fairly acceptable	Yes	1
House		Yes	Fairly unacceptable	No	1 Recycling is made eas
House		Yes	Fairly unacceptable	Yes	1 My principal concern r
House		Yes	Very Acceptable	Yes	1
House		No	Very unacceptable	Yes	1 The
House		No	Very unacceptable	Yes	1
House		Yes	Very unacceptable	No	1 a rate reduction for tho
House		Yes	Very Acceptable	Yes	1 If LBRUT are NOT goi

House	No	Very unacceptable	No	1	Why ask the Council to
House	Yes	Very Acceptable	Yes	1	By reducing the frequency
House	Yes	Very unacceptable	Yes	1	Whilst I
House	No	Very unacceptable	Yes	1	
House	No	Very Acceptable	No	1	You've
House	bungalow	No	Fairly acceptable	No	1
House	No	Very unacceptable	No	1	Although recycling over
House	No	Very Acceptable	Yes	1	
House	Yes	Very unacceptable	No	1	
House	No	Very Acceptable	Yes	1	When making this recycling
House	Yes	Very unacceptable	Yes	1	
House	No	Fairly acceptable	Yes	1	
House	No	Very Acceptable	Yes	1	The collection of plastic
House	No	Very unacceptable	Yes	1	Daily in
House	bungalow	No	Fairly unacceptable	No	1
House	No	Very unacceptable	No	1	Get the supermarkets to
House	Yes	Very unacceptable	Yes	1	I think most households
House	Yes	Very Acceptable	Yes	1	
House	No	Very unacceptable	No	1	1. The
House	No	Very Acceptable	No	1	First, I am
House	No	Very unacceptable	Yes	1	The current system is c
House	No	Fairly acceptable	Yes	1	
House	No	Fairly unacceptable	Yes	1	We
House	Yes	Very unacceptable	Yes	1	
House	No	Very Acceptable	Yes	1	I would be thrilled if pla
House	Yes	Fairly acceptable	No	1	i used the food waste b
House	No	Fairly unacceptable	No	1	
House	Yes	Fairly acceptable	Yes	1	
House	Yes	Fairly acceptable	Yes	1	
House	No	Very unacceptable	Yes	1	Feel very strongly that
House	No	Fairly unacceptable	Yes	1	
House	No	Fairly unacceptable	Yes	1	
House	No	Very unacceptable	No	1	Need to improve the fr
House	No	Very unacceptable	Yes	1	
House	No	Very Acceptable	Yes	1	We do not
Flat	No	Don't know_not sure	Yes	1	Green food waste bins
House	No	Fairly unacceptable	Yes	1	Some people do not ha
House	No	Very Acceptable	Yes	1	
House	No	Very Acceptable	Yes	1	
Flat	No	Very unacceptable	No	1	I have nappies, as ther
House	No	Very Acceptable	Yes	1	I take my recycle glass
House	No		No	1	You need to tackle the
House	Yes	Very unacceptable	No	1	Plastic dustbin sacks s
House	No	Very unacceptable	No	1	Until
House	Yes	Fairly acceptable	Yes	1	
House	Yes	Very unacceptable	Yes	1	
Flat	No	Very unacceptable	Yes	1	
House	No	Very Acceptable	Yes	1	The reason I rate door
House	No	Very unacceptable	Yes	1	
House	Yes	Very unacceptable	Yes	1	please
House	No	Fairly unacceptable	Yes	1	to make a reduction in
House	Yes	Very Acceptable	Yes	1	More education leaflets
House	Yes	Very Acceptable	Yes	1	I collect all my plastic &
House	No	Fairly acceptable	No	1	I am happy with smaller
House	Yes	Very unacceptable	Yes	1	
House	Yes	Fairly acceptable	Yes	1	About half of my friend

House	Yes	Very Acceptable	Yes	1 Legislation
House	Yes	Fairly acceptable	Yes	1 Door collection of card
House	No	Very Acceptable	Yes	1
House	No	Very unacceptable	Yes	1 Meat and Fish waste s
Flat	No	Don't know_not sure	Yes	1 The councils should er
House	Yes	Very unacceptable	Yes	1 Having separated card
House	Yes	Fairly acceptable	Yes	1
House	No	Very unacceptable	Yes	1 Pensioners would need
House	Yes	Fairly acceptable	Yes	1
House	Yes	Very Acceptable	Yes	1
House	No	Very unacceptable	Yes	1
House	Yes	Very Acceptable	Yes	1
House	No	Very unacceptable	No	1 For some
Flat	No	Fairly unacceptable	Yes	1 i have nappies that are
House	No	Very unacceptable	Yes	1
House	No	Fairly acceptable	No	1 I would be very interes
House	No	Very unacceptable	No	1 It would be impossible
House	No	Very Acceptable	Yes	1 Storage is an issue for
House	Yes	Fairly acceptable	Yes	1 Very much looking forv
House	Yes	Very unacceptable	Yes	1
House	No	Very Acceptable	Yes	1
Flat	No	Fairly acceptable	Yes	1 Generally speaking per
House	No	Fairly acceptable	Yes	1
Flat	No	Very Acceptable	No	1 I would rather see the c
House	No	Very unacceptable	Yes	1
House	No	Fairly unacceptable	Yes	1 I would support fines fc
House	Yes	Fairly unacceptable	Yes	1 So far so good but we
House	Yes	Very unacceptable	Yes	1 There
House	No	Very Acceptable	Yes	1
House	Yes	Very unacceptable	No	1 whereas I realise that v
House	No	Fairly acceptable	Yes	1 I think the
House	No	Fairly acceptable	Yes	1 Just introducing plastic
House	No	Fairly unacceptable	Yes	1
House	Yes	Very unacceptable	Yes	1 Please make recycling
House	No	Fairly unacceptable	No	1
House	Yes	Very Acceptable	Yes	1 Could the council also
House	No	Very unacceptable	Yes	1
House	No	Very unacceptable	Yes	1 Please ensure all recyc
House	Yes	Very unacceptable	Yes	1 there should be centra
House	No	Very Acceptable	Yes	1 Pls do so
House	Yes	Fairly acceptable	Yes	1 I use the food waste bi
House	Yes	Fairly acceptable	Yes	1
House	No		Yes	1
House	No	Very Acceptable	Yes	1 And there should be a
House	No	Fairly unacceptable	Yes	1 In respect of compulso
House	No	Fairly acceptable	Yes	1 I am interested to know
House	No	Very Acceptable	Yes	1 Non recyclable waste s
House	No	Very Acceptable	Yes	1 Non recyclable waste s
House	Yes	Very Acceptable	Yes	1 Re-cycling in this borou
House	No	Very Acceptable	Yes	1 I think the teams who c
House	Yes	Very Acceptable	Yes	1
House	Yes	Very unacceptable	No	1
House	Yes	Fairly acceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 We have been chasing
House	Yes	Very unacceptable	Yes	1 Recycling should be m
House	No	Very unacceptable	No	1 Council to provide mor

House		Yes	Fairly unacceptable	Yes	1	Would like to recycle a
House		Yes	Fairly acceptable	Yes	1	
House		Yes	Very Acceptable	Yes	1	I don't like the current s
House		Yes	Very unacceptable	Yes	1	
House		No	Fairly acceptable	Yes	1	Plastic and cardboard
House		No	Fairly unacceptable	Yes	1	
Flat		No	Fairly acceptable	Yes	1	
House		No	Very Acceptable	Yes	1	Wheelie
House		No	Very unacceptable	No	1	Fully support recycling
House		No	Fairly acceptable	Yes	1	
House		Yes	Very unacceptable	Yes	1	Instead of giving every
House	Maisonette	No	Very Acceptable	Yes	1	A 180l wheelie bin wou
Flat		No	Fairly acceptable	Yes	1	I work in
Flat		No	Very unacceptable	No	1	In flats it is unrealistic t
House		No	Very unacceptable	No	1	Very opposed to a red
House		Yes	Fairly acceptable	Yes	1	Introduc
House		No	Very unacceptable	Yes	1	If the
House		Yes	Very unacceptable	Yes	1	
House		Yes	Very unacceptable	Yes	1	Premises with liittle ext
House		No	Very Acceptable	Yes	1	if it is not compulsory, i
House		Yes	Don_t know_not sure	Yes	1	unless it is compulsory
Flat		No	Very unacceptable	Yes	1	
Flat		No	Very Acceptable	Yes	1	I am disappointed that
House		No	Very Acceptable	Yes	1	
House		No	Very unacceptable	Yes	1	
Flat		No	Very unacceptable	No	1	The challenge with a c
House	cottage on	Yes	Very unacceptable	Yes	1	Most of these things ar
House		Yes	Very Acceptable	Yes	1	Living in a Close, it is r
House		No	Fairly unacceptable	Yes	1	Please do
House		Yes	Very unacceptable	No	1	Remember that some c
Flat		No	Very Acceptable	Yes	1	
House		No	Very unacceptable	No	1	Anything other than we
House		No	Fairly unacceptable	Yes	1	
Flat		No	Very Acceptable	Yes	1	if so how would you inf
House	Masonette	No	Fairly acceptable	No	1	WE need a wormery fc
House		Yes	Fairly unacceptable	Yes	1	We
House		No	Fairly unacceptable	No	1	
House		Yes	Very Acceptable	Yes	1	
House		Yes	Fairly unacceptable	Yes	1	
House		Yes	Fairly acceptable	Yes	1	The current little green
House		No	Very unacceptable	No	1	
House		Yes	Fairly acceptable	Yes	1	
House		No	Fairly acceptable	Yes	1	
Flat		No	Don_t know_not sure	Yes	1	
House		No	Fairly acceptable	Yes	1	How can compulsory r
House		No	Fairly acceptable	Yes	1	I would also like to see
House		Yes	Fairly unacceptable	Yes	1	
House		Yes	Very unacceptable	Yes	1	
House		Yes	Very unacceptable	No	1	In Spain the rubbish cc
Flat		No	Fairly unacceptable	Yes	1	
House		No	Very Acceptable	Yes	1	It really is important th
Flat		No	Fairly unacceptable	Yes	1	this would work with be
House		Yes	Very Acceptable	Yes	1	
House		Yes	Fairly acceptable	Yes	1	
House		No	Very Acceptable	Yes	1	Households who are o
Flat		No	Fairly acceptable	Yes	1	If people aren't made t

Flat	No	Fairly acceptable	Yes	1
House	No	Very unacceptable	No	1 Dimensions shown of t
House	No	Fairly unacceptable	No	1 How about a reduction
House	Yes	Fairly unacceptable	Yes	1
House	No	Very unacceptable	No	1 Most of our waste is nc
House	Yes	Fairly acceptable	Yes	1 wimbledon has a schei
House	No	Fairly acceptable	Yes	1 Wheeled bins are of nc
Flat	No	Don_t know_not sure	Yes	1 Remaining dustbin was
Flat	No	Very unacceptable	Yes	1
House	Yes	Very unacceptable	No	1
House	No	Very Acceptable	Yes	1 We would
House	No	Very unacceptable	No	1
House	Yes	Fairly acceptable	No	1 Recycling is wonderful
House	No	Fairly acceptable	Yes	1 1. No
House	No	Fairly unacceptable	Yes	1 Not
House	Yes	Fairly unacceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 As part of the current p
House	Yes	Very Acceptable	Yes	1 As the food recycling bc
House	Yes	Very unacceptable	Yes	1 The black box and pap
House	Yes	Very Acceptable	Yes	1 Can you include plastic
House	Yes	Very unacceptable	Yes	1 1 wheeled
Flat	No	Very Acceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 Please implement the l
House	No	Very Acceptable	Yes	1 We compost garden w:
Flat	No	Very unacceptable	Yes	1
Flat	No	Very unacceptable	Yes	1
House	No		No	1
House	Yes	Very unacceptable	No	1
House	Yes	Very Acceptable	Yes	1 Recycling is of up mos
House	No	Very unacceptable	No	1
House	No	Fairly unacceptable	Yes	1
House	No	Very unacceptable	No	1 Tried the food waste cr
House	Yes	Very Acceptable	Yes	1 1. Any
House	No	Very unacceptable	No	1 Fortnightly
House	Yes	Fairly unacceptable	No	1 Could get very complic
House	No	Fairly acceptable	Yes	1 !. Many
Flat	No	Fairly acceptable	Yes	1
House	No	Very unacceptable	No	1
House	No	Very unacceptable	Yes	1 We currently recycle e
House	No	Very unacceptable	No	1
House	Yes	Fairly acceptable	No	1 I recycle all I can at rec
House	No	Very Acceptable	Yes	1 Wheelie bins are too b
House	No	Fairly acceptable	Yes	1 Unless it becomes con
House	No	Fairly unacceptable	Yes	1
House	Yes	Fairly unacceptable	Yes	1
House	Yes	Fairly acceptable	Yes	1 It is difficult for some p
House	No	Very unacceptable	No	1 a weekly rubbish collec
House	No	Very unacceptable	No	1
House	No	Very unacceptable	No	1 A fortnightly collection
House	No	Very unacceptable	No	1 A fortnightly collection
House	Yes	Very unacceptable	Yes	1 We have recently mov
House	No	Very unacceptable	Yes	1 I take
Flat	No	Very Acceptable	Yes	1 This system has been
House	Yes	Fairly acceptable	Yes	1
House	No	Fairly acceptable	Yes	1
House	Yes	Very Acceptable	Yes	1

House	No	Very unacceptable	Yes	1 The ONLY
Flat	No	Fairly acceptable	Yes	1
House	No	Very Acceptable	Yes	1
House	Yes	Very Acceptable	Yes	1
House	Yes	Very unacceptable	Yes	1
House	No	Fairly unacceptable	No	1 Please also set up a re
Flat	No	Fairly acceptable	Yes	1 its very important that i
Flat	No	Very Acceptable	No	1 Trinity Church Road D
House	No	Fairly acceptable	Yes	1 All plastic including sup
House	No	Very unacceptable	Yes	1 The collection of mater
House	No	Very Acceptable	Yes	1
House	No	Very Acceptable	Yes	1 Recyclabl
House	Yes	Fairly acceptable	Yes	1 I think it is imperative tl
Flat	Maisonnett No	Fairly unacceptable	No	1 Collection
House	No	Fairly acceptable	Yes	1
Flat	No	Fairly acceptable	Yes	1 You should publisize y
House	No	Very Acceptable	Yes	1 The only reason I don't
House	No	Very unacceptable	No	1 I prefer to take my recy
House	No	Fairly unacceptable	Yes	1
House	No	Very unacceptable	No	1 You dont
House	No	Very Acceptable	Yes	1 Is there anywhere that

the introduction of wheeled bins. As many properties are terraced with no rear access it makes it difficult (due) on dustbin day I quite often see large cardboard boxes and plastic containers outside houses mixed bins may make it difficult for some households to store them. All plastics should be collected (containers)

materials for recycling stored by the resident in one container(wheelie bin preferably) for a six months trial

should be extended to schools and educational facilities and that a commercial waste recycling facility should be established

collected along with small metal items along with glass etc. A fair amount of small metal objects will find their way to a 'assisted' collection service (paper, bottles & food waste) which will also be essential for plastic/cardboard

by all plastic food containers cannot be collected ie coleslaw and meat containers. Secondly we could not have a big enough each week for glass, plastic, cans, cardboard etc - wheelie bin preferable where all the above

consider the needs of older people and disabled people when coming up with policies on recycling. Also need to

the food caddy as we compost in the garden. We use the food recycling but not all who use the bin area does. We get regular fox & rat infestation. We need more space for all the extra plastic etc that I currently have to put in with the rubbish. This should be compulsory and those who don't engage should be fined. However, the Council might consider doing more about cardboard and plastic bottles to the collections. They are so bulky to store and then take to the recycling areas as they

supplies the correct material (boxes/sacks...) and handles the collection correctly, there is no reason why we should not have a free box / bin for general waste I would prefer to have a free box / bin for green / garden waste.

other countries, and other councils, and is the way forward

When the recycling collectors do not collect bottles. When chased after, they say they are running late now
When residents are vastly improved residents will not use them. Recycling collection teams must be more aware of
It should be made for the whole borough in order to encourage more people to recycle. Making it compuls

and bottle recycling service as the boxes etc just get thrown back on the pavement, not back in front garden
I have nowhere to keep rubbish and therefore maybe the council need to put big communal bins out for

It is unsightly wheelie bins in my small front garden. In order to take rubbish from the back I have to carry

Signage provided for my flats - such as posters - to make them aware of what can be recycled. Some are thro

Printed on the box etc what can be put in it and any specifications needed e.g. do tins need to have labels t
Weekly collections of everything except food. I would need an large bin for recyclables and 2 normal black

but would be improved with cardboard and plastic recycling. London Borough of Merton already do this &
this would be just one more bureaucratic measure, costly to operate and making many peoples' lives ev
Offer a financial incentive to those who recycle or a fine to those who don't. But please make sure flats
to see more plastics than just bottles collected and recycled. Bottles only is simply not good enough!

My bins (and mine) are too small for all the boxes and I have no room in my house either. If there was one box, div

into the kitchen caddy but that does not get emptied if I leave it outside, so I have stopped recycling my s

My concern is that all waste should be collected on a weekly basis. Where are people with small/no gardens to st

More plastic bottle recycling facilities at other recycling centres across the borough

Encourage residents to recycle as much as possible for the well being of everyone. We are all aware of the landfills spo
Most of plastic containers are recyclable - these make up a large part of my weekly rubbish. The Council/G

Weekly collection retained and expanded.

Collect all kinds of plastic at the depot, will this be your policy for collection.

Your collection service is a positive step, but it would be even better to also collect other plastic - or at

It is a relief that lazy people don't just dump their rubbish around the borough, rather than recycling it.

I don't have a wheelie bin in my house so it would have to stay on the pavement, blocking access for all other residents. I would like to start recycling hazardous waste such as rechargable batteries, spent vegetable oil from frying pans etc

using 180 litre wheelie bins. They are too big to store in small gardens, and too big to move from front to back garden. I don't have a big; most of the houses around where I live in Richmond don't have space for them. The black box and the council are looking for suggesting that recycling should be compulsory and reducing the frequency and amount of waste

is possible!

alongside the existing bring banks such as those at Whitton Library or Whitton Way would be very helpful.

It would be very good. I'm happy to use my bin for black bags but plastic recycling would be a big improvement. I'd be happy to have

bins in a flat situation will make it pretty hard to enforce. Also if not everyone participates in the recycling being collected would be good.

It would be a disaster if the council -de sac street and Wheelie Bins will be a disaster in the street, there is just no room whatsoever for plastic and cardboard recycling as these are the materials that fill up the dustbins the most. If other council could find somewhere in between the 180l bin & 55l box. Most of us don't have big enough front gardens for the 180l

wheelie bin, as it holds more than a box, but it could be difficult for me to get a wheelie bin, up the 5 steps from the front door. It is cumbersome to have in home and food waste system is overly messy/smelly. It is hard work to abide by the introduction of collection of plastic bottles and cardboard. Supermarkets should be more responsible and use their vast income to ensure recycling is so easy it becomes second nature, and not something that is a chore.

I would like to see the types of plastics as I am still binning a large amount of plastics that the council won't recycle, commonly and I don't have room for one. Anyway, they will just encourage people to put MORE in the bin. We would like to see all forms of plastic in addition to the collection of bottles. We whole-heartedly support the recycling effort.

I live in a flat overlooking the river from Hammersmith and am alarmed that, while collecting a substantially higher council tax, residents use the proposed (improved) recycling system for a while, before asking whether its use should be compulsory.

It would be a good idea if council could encourage residents to use the facility as they tend to take these to charity shops.

It would be compulsory - not sure. Would like to see complete transparency regarding what happens to the material collected. It is the council's responsibility it's just laziness if it's compulsory people will do this about it more.

It would be good if it was collected each week as it stinks there is a tendency for this to be the only waste that is not regularly picked up.

It would be a good idea if council could service guarantees.

The council MUST make recycling easier, by collecting more recyclables.

It would be likely to lead to fly-tipping. It would be better to start off with a survey to find out why people do not use the council's recycling service. The council is proposing to move to fortnightly rubbish collection. I strongly oppose this. We recycle everything and have no problems getting a wheelie bin through the house from the back garden, and I would not want to leave it on the pavement. If fortnightly collections are not replaced (when either split, or not returned by the collection people).

I would support these moves as Richmond seems far behind all other areas I've lived in. But please don't consider

ould be collected every week and also food waste. Less often than this could become a health hazard at where there are no facilities such as a garden or alleyway to store refuse as a result waste is kept ind have to pay for garden waste to be collected.

cing the other dustbine waste is we only have black bags and it these are over 2 weeks then the foxes v e all plastic packaging recycled, not just bottles. The majority of my waste is plastic bottles, plastic milk c

mpulsory recycling but it is the last resort. We have had food waste bins since last November yet no-one

2 wheelie bins - would want to put all recylcables including cardbord in the one bin- collected weekly. i c mpulsory, Richmond Council needs to be more effective at replacing recycling containers that go missin hen the collectors leave broken bottles, tins, lids and paper in the road after the collections also leaving

mpulsory and a negative stigma should be attached to residents that don't recycle.

orporated in terms of either paying more council tax for those who do not recycle, or reducing council ta

ng bank nearby (Whitton library car park)for cardboard etc but the bins are often full.

ay just not be aware of the recycling possibilities.

ir in mind that a lot of residents have small houses with no back access so large wheelie bins are an eye

enforce, start by encouraging and rewarding behaviour change. It is particularly challenging if you live in

g and some people just refuse to recycle. I am wondering how you can enforce recycling for flats as obv rom individual residences, then provide more designated areas that contain all types of recyclable waste s to look at its own purchasing policies. It is essential recycled products are purchased where possible t

nd welcome the proposal to collect cardboard (which I recycle, but hoard and then take to Rocks Lane b teaching people to buy less packaged products, avoid food waste, and to home compost is far better as

s of plastic, if not from kerbside then at least provide facilities at bring sites.

ing rubbish would be too big.

ced service and do the rubbish sorting ourselves it would be nice to have a comsensurate reduction in cr

placed from the doorstep then it is very little effort for anyone to recycle
amount of rubbish left on our streets each week and would educate those that need to be.

once recycling is introduced I would be willing to accept a limit on the number of sacks of remaining waste that

any competent person involved in waste management that the bulk of waste that presently is not recycled
logic of reducing weekly domestic waste collection, particularly with the introduction of food waste collection
recycling should be considered as a last resort. Increased moral pressure and carrots rather than sticks should

LARGE PEOPLE FOR REMAINING WASTE WHICH CANNOT BE RECYCLED SOME HOUSEHOLDS ARE

recycling introduced ASAP - so much plastic going to landfill currently!!
above point. Some councils collect twice a week so reducing from a weekly would be unacceptable.

insensitive in regards to the recycling of plastic - do NOT limit it to just plastic bottles but include ALL plastic containers

this council can do to help recycling, even if it involves more effort on my part. I am 100% opposed to getting rid of
the service. So much waste on cardboard and plastics

if made compulsory however I have lived in my flat for 8 months and despite efforts on my part have no information
would be very difficult. My house is a mid terrace with different levels/steps inside, therefore I would have to live in
other borough where a wheelie bin was provided for mixed recyclables. I do not doubt that levels of continuing
remaining rubbish wouldn't be necessary providing plastic, cardboard etc was collected.

of foxes in my area, I would only support reducing the frequency of dustbin waste if secure dustbins - ie with

value for money on my refuse collection. I have a property in the south of France. Firstly, I pay less in France
should be sufficient to collect recycling materials. I suspect 2 big bins will encourage more people to throw away
the use of these services should have to pay for their normal; domestic waste to be collected. those who

councils must make recycling compulsory to every resident as this would lower the dustbin waste of every household
I'm not sure it works in this borough.

should be done in one go! We have moved from Wandsworth where orange sacks were provided for ALL recycling
based recycling collection service (including flats with less than ten units) I would then be able to judge if

recycling collection was inspired and would be very happy to have plastics and cardboard collected
for people moving in and not having the box/bags, there needs to be a grace period.

raw food waste can be composted at home (for those with gardens) which cuts down the putrescibles in
it of cash to our council in the form of Council Tax. They've got a real nerve to ask for more.

to collect all the litter dropped by the public it is unacceptable to reduce rubbish collections to once a fortnight

and cardboard in kerb side recycling.

of household rubbish including food is unacceptable.

ed survey. There are other options such as reduced collection of plastics. The residual bin waste is norm

from Wandsworth borough whose recycling services were excellent, especially for one of the cheapest
or some people recycling is difficult - eg flats, elderly etc. but there is no reason why houses should not k

good but require householders to be persuaded and educated into using the available facilities.

munal bins that are emptied once a month / fortnight. The service curenly is very reliable and good in t

out the different waste at household level. This will also save your staff time. Do not mix glass with paper
and recycling!

apers or alcohol, I have a compost bin in my garden for food stuff, garden waste and paper. There are p

re collected in colour coded sacks (ie different colours for different recyclables). These can be sealed an
erference from foxes should be collected weekly.

the impact not recycling will have on the planet and the environment. Also, as this is an area with a lot

f the country do not pay for re-cycling garden waste so I do not see why we have to in this area

ent service. I am very much in favour of more recycling.

ors until collections day to prevent it being scattered by foxes and cats. I would not welcome a two-weel

e wheelie bin is because many of the small victorian terraces in the borough may not have the space to
ers bags, food wrappings, catalogue and junk mail plastic envelopes should also be included. I take va
a front garden for recycle bins so a lot of your suggestions will not work for many households in same sit
neither 'stick' or 'carrot' given to residents to reduce waste for landfill via recycling. It is galling to see ne
e our house. A wheely bin is too big and ugly to sit on the doorstep

refuse collections should be considered at all until a full recycling collection including cardboard and pla

es separately? The heavy metals they contains should not go to landfill or incineration

/ residents use recycling facilities is that the LBRUT recycling approach must be one of the worse I have
he items you mention either by doorstep collection or taking to Townmead Rd. In my opinion the remain

recycle so much - just called to get all the containers. Better communication for what is available will he
with foxes geeting into our bins, so a wheelie bin and more recycling would be great

clean and stops animals from foraging.

!

of the above and still have 2 dustbin bags full every week - not a small amount. Mainly nappies and food
is easily missed when working out whether the bins were collected last week or not. Nappies hanging at

y offering a reduction on the council tax

e if they are not given an alternative, we do not have a right to throw all our rubbish away but everyone c
ling food waste due to the smell. When a container which seals in the smells is available there will be n
n proving unreliable!

ompulsory BUT and it is a big but, they need to offer a flexible service - wheelie bins maybe okay for the

ad (Broom Close) where even basic recycling collection has been withdrawn. We make the effort to recy
can and think it is a great idea. My problem is that I live in an upstairs maisonette. I do not own the front
ould be offered to older residents.

arty that reduces the weekly non-recyclable collection! I started to use the food waste collection but they

extreme to the other. The boroughs current recycling provision is very poor indeed- I am yet to find card

to anything less than a weekly collection of dustbin waste, streets will quickly be awash with waste, due
ycling each week then maybe reduced normal waste would work but until then i'm unhappy with not get

ling and less refuse but for any households with babies there is additional waste that would be very unh

vide facilities for no-domestic waste as batteries and also textiles for example.

ier to encourage more people to do so. Costs savings should then be used to reduce council tax, this w
egarding fortnightly collections is the potential increase in vermin, particularly during the summer months

use who DO use the recycling facilities might just encourage people to recycle rather than trying to penal
ng to make recycling compulsory then householders who DO recycle should pay less Council Tax or ho

to pay for large wheely bins and the like out of council tax when many householders buy their own bins. The frequency of refuse collections many more people will be encouraged to use the more frequent recycling service.

Overall is a good thing we shouldn't turn the whole process into some kind of a witch hunt for those people who don't recycle.

For a recycling scheme compulsory you must make recycling acceptable and easy to for the elderly, disabled and those on low incomes.

Recycling waste is much needed. Currently we hoard it and then visit 'tip'. This makes up the bulk of our non-recycled waste.

Supermarkets to reduce packaging, more and more they package fruit and veg which pushes the price up. Supermarkets are against a reduced collection for their dustbin waste.

The system is disjointed. It needs to be simple, comprehensive and reliable e.g. weekly collections of all waste on the street.

Plastic and cardboard could also be collected as this probably makes up the bulk of rubbish. I definitely thought it was a good idea at first, but it wasn't emptied properly and really started to smell. We have a waste disposal unit fitted to our house.

A weekly refuse collection should remain alongside increased recycling options.

Frequency of collection, materials collected and method of collection first, and improve radically street cleaning.

For flats that can be dropped off at a central collection point in the complex.

Don't have the room in their homes to store and separate all the recycling items - we are lucky in that we have a garden.

There is yet no recycling provision made for them they go in my household waste. These are bulky and can't be taken to a local recycle centre 5 minutes walk away. MY MAIN WORRY IS - How will you deal with the plastic carrier bag problem caused by shops and supermarkets. Terrible waste.

They should not be put out for collection overnight. They are often broken open and rubbish litters the street. It's a mess.

Recycling collection poor, and do not use it, are the constraints put on what can be recycled, ie no yellow pages, etc.

For a dustbin collection acceptable you need to recycle ALL plastics, including plastic bags & also drink cartons. A separate collection should be provided to households on what constitutes cardboard as TetraPaks are being recycled with glass and cardboard and take to spaceway in Hounslow borough and recycle everything else through the blue recycling containers as I am a single person living alone in a small house with less rubbish and less room for a large bin.

Some people do recycle food, but those who don't complain that is unhygienic and smelly. Could the council offer free bins for food waste?

board and plastics would be gratefully accepted with immediate effect.

Smells more in the Summer and flies develop more quickly. Two weeks may work in Winter but not in Summer. Encourage government to pressure businesses to reduce packaging of goods especially food. On board to recycle, our weekly amount for dustbin collection has decreased by about 50%. This could decrease

special exceptions

100% biodegradable if composted correctly [wormery] and would be eaten up in 4-5 weeks. There should be a council collecting biodegradable nappies, it seems a shame to make the effort of buying them and then to police.

Many people. New houses should be built to provide storage units like a porch. If not, roads quickly become covered with cardboard and plastic being picked up from homes. This will in turn cut down on the number of

people are lazy, and unless kerb-side recycling is vastly improved and widely available, many people will stop recycling. Council making more effort to persuade and educate people rather than resorting to compulsion. Alternatives for people who do not recycle.

really need cardboard and plastic recycling - especially plastic as there are very few other places to take

waste is paid for by this specific council, being Richmond, families who spend most of their day at home

Recycling bottle and cardboard would not significantly reduce my dustbin waste. Other boroughs such as

are compulsory. Only a handful of people do it and they need some encouragement. Too little to late if we are

look into the disposal of disposable nappies using an eco wormery site this can halve the time it takes for

recyclable plastic will be able to be recycled. Fortnightly waste collection will only cause a hygiene problem and a collection places for cardboard/paper/textiles - but they MUST be emptied regularly! Also, hazardous waste

bins but do my own composting at my allotment so answers to some of the above are a bit skewed. High

financial penalty for those who don't do it

For any re-cycling, consideration must be given to the situation for elderly people, especially those living in flats where all the waste goes and how it is recycled.

Penalties should be limited. This is easier on the land and the rubbish collectors.

Penalties should be limited. This is easier on the land and the rubbish collectors.

High is appalling especially considering the exorbitant amount of council tax paid. If councils want to encourage people to collect the recycling items work very well!

Regular provision of our bags and bins for weeks - if you provided people with the above mentioned at a faster rate compulsory, but only if the council continues to collect weekly. I have experience of fortnightly collection and recycling sites to include supermarket car parks so as to avoid front gardens of private households being

ill plastics

system with the black boxes as I tend to keep mine clean (in the house) and when it gets emptied I tend to make up over 50% of our rubbish so why not start re-cycling those, as you suggest, ASAP

but not at the expense of health & safety and not if those massive ugly green wheeled bins become a problem. One wheely bins, how about communal plastic and cardboard bins that are emptied every evening? It would be much too big for our needs and an eyesore as it would need to be stored in our front garden, in fact to house 5 different receptacles for food, paper, cardboard, plastic, glass etc. The Hammersmith Smart Action in trash collection to every fortnight.

Internal storage area should be exempt.
many people will not be bothered
, people won't bother

we do not have any recycling in Sheen Court and would like full recycling including all plastic waste. The

compulsory scheme in a built up area is ensuring that it does not encourage dumping.
are already in place on our estate. Weekly rather than fortnightly collections would be great and cardboard is not unusual for our collection to be missed, especially the food waste bin. As such, any reduction in frequency

do not use the black bin but still recycle via sites like those in Strawberry Hill and at Homebase

weekly collections causes confusion - fortnightly collections are a nightmare and if you are away for/miss a

force it without being too nanny state? It would also be good to add to the service a wormery specific for nappies and before we look at making recycling compulsory we ought to look at the problem of foxes &

if food waste bins are not robust enough and are already beginning to crack with useage.

recycling be policed? e.g. conversion flats, whose waste is it? Flats where the waste is left on the roadsides
Supermarkets being targeted to reduce excess packaging in the first place, so we have less waste to recycle

collection is done on a daily basis, including Sundays and bank holidays. A weekly collection is bad enough

at we change our attitudes. If we cannot recycle our own domestic waste we cannot then expect to solve the litter problem. Better information about how to recycle and the days in which collection etc are happening in your own area

obviously recycling should be "rewarded" maybe with discounted council tax?
to recycle they never will.

the wheelie bins are interesting.
in Council Tax?

non-recyclable waste is excess food packaging. Waste needs to be collected weekly to ensure non-recyclable waste whereby orange plastic bags are provided by the council and ALL recycling is put into this & it gets sent to use to this household as we are a terrace with no provision for storing bins except in the front garden, waste can include food packaging, e.g, frozen food cardboard containers and small scraps of food too inter

idea. Believe suitable receptacles should be provided. However, not everyone has space for all these c

pilot for the 180-litre wheeled bin including plastic bottles I am fully in favour of continuing, and seeking to see if the bins are not as robust as claimed, how should they be disposed of when they are no longer serviceable? The recycling bag should be made weatherproof. When it rains, smells from wet paper and liquid left inside the bin. Food trays and other plastic food packaging with the collection of plastic bottles.

household collection of plastic and cardboard asap
waste so don't use your own service. Please introduce plastic asap to help us recycle as much as possible

the importance to me and anything to encourage others to do so would be great. I really hope that we will

collection for non-compostable food waste. Bin never emptied properly - lined bin with newspaper but pa

designed for older people

everything we can without driving some distance to deposit it - food waste, bottles, cans and paper (which

recycling sites, rather than use the doorstep collection, because the black box provided for collecting items is too big and too ugly to have at my terraced home
compulsory the "just under half" figure will remain the same. Some people are lazy and can't be bothered to

people without front gardens or in flats to store the bins required. Without a front garden you would have a garden should be kept. there are too many foxes in the area to allow a fortnightly collection. recycling does

of rubbish would attract rats and foxes and become smelly in hot weather. Also there is no room for large bins which would be unhygienic - a step backwards. Wheelie bins are too cumbersome for elderly people.
introduced to the area from Brent Council. Their recycling service is much better than Richmond and the council

pioneered in Bury St Edmunds Suffolk and it has been extremely successful.

recycling scheme for dry batteries as soon as possible; this will become compulsory in 2007 under an EU
residents in high density housing such as flats and estates are given a lot of encouragement and help w
development does not offer recycling to the flats.

supermarket milk bottles and supermarket food packaging needs to be accepted for recycling.

recycling services for us was irregular; and in many cases the mess left on the street where dogs/foxes turn out bins, ;

that Richmond provides all these recycling collection services. I would also like to see a free collection fr

our recycling initiatives. I have lived in Barnes for a year and was not aware that i could get recycling bi
t use the food waste collecting service is because I have a compost bin in my garden.

recycling (glass, paper, cardboard, textiles etc) to the bins provided by Teddington Station or Tesco's, and n

I can dispose of small batteries? (for example those used in torches and radios)

It to manoeuvre through the house which results in people leaving them in their front gardens - which becomes a problem with house hold rubbish. (bins and bags). The real nappy scheme should be extended to try to reduce nappy waste. recycling facilities

collect weekly, thereafter if warranted a fortnightly collection

should be available

one way to landfill & much metal is readily recyclable. I tried to include wire coat hangers/old steel taps in the recycling.

It is not possible to have wheely bins as we are terraced and collections are at the front where we have no space for them to be put in

Not everyone has space for the larger bins. What about batteries? Supermarkets cut back on wasteful packaging

Access to the bins. We need it to be collected weekly - fortnightly would be a health hazard.

More awareness raising activities to convince all residents that recycling is of benefit to everyone, particularly ourselves that many people don't bother. If you make it easy for people then they will recycle more. Because

Not all residents should recycle !

! residents standards. Bags/boxes can not be left in the road
ary would make people resent the whole scheme.

den. I take the bottles and papers myself to the recycling banks regulary every week yet I would probabl
residents use. This would in turn mean that animals cant tear the bags apart and the bins could be coll

it through the house. I can just about manage a black box or sack but a wheelie bin is too heavy to lift up

wing away cardboard boxes, when there's a cardbaord bank down the road. etc. Please could soemthi

taken off? Can you put newspaper in the green food waste bin to line it? The main thing is to recycle pla
bags for a 2 week collection (4 adults + 3 children).I think more mini sites, including plastic + cardboard

and, I believe, have made recycling compulsory. However, this should NOT result in a reduced dustbin c
ren more complex, such as many old people living on their own.
s are well serviced.

vided into sections that cardboard, paper, glass and plastic could go into, it would be much more manag

small amount of food waste. If you emptied the caddy, I would go back to recycling and then fortnightly

ore bags and food waste whilst awaiting collection? The rubbish will pile up and be unsightly and a haz

iling the environment so recycling should be a civic sense. As some still not recycle, it should be made
overnment needs to increase the ability to recyle plastic food trays, shampoo bottles, etc. etc. Recycling

least make bins for collecting these more widely available

idents.

c.

to back of houses easily, and they look awful in the street.

3 green food bin are better sized

3 that will be collected. A penalty for those who don't comply will be necessary too. Council/Governmen

ful.

appy to separate the plastics, card etc to save the collectors time.

ng then it wouldn't be acceptable to reduce the amount of collections

r them

uncils can provide this service - why can't Richmod?

80l bins (not to mention 2 of them)? The recycling wagons should collect all recycling rather than having

om my house to street level (I'm in my 60's).

oy current system in home containers should be made more user friendly and there should be just one c

ble about the amount of waste they produce and forced to offer better recycling facilities.

some people do when they remember.

uncil need to make sure they collect every week as i am experiencing irregular collections of my plastic r

3 need to REDUCE as well as recycle!

orts and everyone should be required to recycle

x, Richmond Council has far worse recycling policy in place. I think that a responsible borough should be
ompulsory.

once collected and how much money is really being saved by the different types of recycling. I am also s

icked up

e the recycling schemes

ig we can already and need weekly collector

t permanently at the front.

sider moving general waste collection to once per 2 weeks - that is not feasible for the amount of non-re

doors until collection day. A reduced collection is not a good option. Also why not recycle all plastic waste

who already play havoc from moremead park will reate even more waste left on the pavement
containers, plastic food wrapping and containers. We need recycling for this NOW.

else along my street uses them. We did not receive any information notifying us of the planned introdu

don't have enough for 2- it could also be confusing as to which one goes out which week
ing after collections (my personal experience is requesting a new food recycling bin after mine went missi
the emptied containers in the middle of the pavement is a trip hazard for people with wheelchairs, push

ix for those who do

are sore if stored in the front. You should definitely make recycling compulsory within the Borough - neithe

in a flat or have no car

viously not all residents are responsible for the few that don't want to recycle.

are (including plastic)

to complete the recycling cycle - it is no good recycling all this waste if there is then no market in which t

my car when I'm passing) and plastic (which I don't currently recycle because 1. They are bulky to store a
it prevents some of the need for recycling. the council should emphasise this more. The introduction of

ouncil tax - highly unlikely with this council, of course.

to be collected weekly, with a charge to be made for anything over and above the limit. However, I don't

led relates to food packaging, primarily packaging. Until this problem is solved it is totally unacceptable t
ions. However, please ensure that collections are made on the same day.

ould be tried first

RE LARGER. IT WOULD BE APPALLING TO CHARGE IN ADDITION TO COUNCIL TAX YOU MUST

containers and cartons including the film on top of food containers and the bags cereal comes in etc. etc.

eneral refuse only being collected fortnightly, I think this will lead to our borough strewn with waste. I also

iation on how to recycle, when collections are and what I need to do. I take recycling to local collection &
e to lift up and carry a heavy wet/dirty bin then wheel it through indoors, if wheeled bins are made comp
pliance with recycling were much higher due to the convenience! And I am sure it was more convenien

wheelie bins- were provided to every resident. Foxes rip open rubbish bags, make a huge amount of me

local taxes but I get a general rubbish collection SIX days a week. Once a week I can leave almost any &
w waste out but hopefully also to recycle. Make recycling the easier option. Any chance of buying recycl
do recycle should have this cost deductged from their council tax or get a rebate based upon the % of t

household resident and make our environment a greener place.

L items...plastic, glass, cardboard, paper and tins and this was then sorted at the depot. Much easier an
compulsory recycling would be successful

n the remaining waste even further.

night. Also, there are foodstuffs etc that are not permitted in the recycle bins so you are still left with the

nally stuff that needs to be cleared quickly.

councils in the country. We had generic recycling bags which could be picked up from any library in the borough to be forced to recycle. Although thought needs to be put into the number and style of receptacles provided

in terms of frequency

for paper or plastic. In France we have an excellent recycling scheme where different coloured plastic bags are

plenty of existing sites in the borough to take plastic, cardboard etc for recycling, I do not want my front garden

to be cluttered. Bins should do not take up much space and are easily moved from the rear of the property on collection day without

causing a nuisance. For the benefit of babies, the council should set up a vermicomposting facility, encourage families to use biodegradable

bins for regular weekly collection. Wheelie bins are unsightly on the front of houses, they are awkward for older people to move

and difficult to put one. I don't use the food waste bins as we have both a composter and a wormery. Collecting textiles and large quantities of these to the Sainsbury recycling site. Even though I use bags for life for my supermarket shopping situation. Not prepared to have organic waste left in bins for 2 weeks before being collected especially in hot weather. Neighbours making no effort each week, putting out 14 or 15 bags of waste the night before collection which

is a nuisance. The recycling scheme for plastic has been running successfully for some time.

to come across. Recycling plastic and cardboard should be a minimum. When it is unclear what can be recycled, including rubbish is still too much to collect fortnightly, unless you also add plastics other than bottles to the service.

elp!!!! :-)

Food packaging - which stinks by the end of one week. These would be unbearable by the end of two weeks. Collections round for 2 weeks will be awful after 4 weeks. Collections must be on a weekly cycle.

The Council does have a responsibility to the environment and not to make an excuse.

People who have big gardens but for people with small front yards these wheely bins are unsightly - and if they are not collected at the Normansfield Road site but are disappointed that many of our neighbours do not. We would like to have a small garden and so have nowhere to store wheelie bins, dustbins and large boxes etc that seem to be necessary.

The Council failed to collect at Xmas, the most food abundant period and despite repeated calls the council my food and cardboard and plastic recycling in the same place. At the moment, I rely on Tesco's for plastic and then I have to take it home.

The Council is mainly to cats and foxes. Apart from the health hazard, this is certain to increase littering and fly tipping. I have to put my own clean black box back and a smelly dirty blue bag. I put my house number on both of them.

The bins are unhealthy to keep for two weeks in hot weather. We pay the highest council tax in the country and currently the Council is not doing enough.

The Council could encourage more residents to recycle by providing more recycling bins which will result in increased attacks on bin bags. Already, this leaves additional rubbish and litter on the streets.

The Council uses them with a dubious success rate. Also the Council bleats on about how good it is at recycling - I have to pay extra for useholders who DON'T should pay a surcharge on their Council Tax.

own dustbins? Also, the proliferation of bins, black boxes, caddies etc made of environmentally un-sound plastic thereby improving uptake. I would strongly object to fining for failure to recycle

whom for whatever reason can't qualify to recycle to the extent that you are proposing in this questionnaire

people living in flats

recycled waste. Also cardboard to a lesser extent. (Why) are envelopes not recyclable?

Councils should introduce paper bags as in the USA

same day. Why no reference to garden waste - you could recycle that using similar containers on the same

think you should be able to fine non-recycling households

added to our sink so use that instead... why not subsidise the cost of this? Also why charge £30 for the

cleaning after collections to avoid mess and litter. Also need more cardboard recycling collection points than

a garage that serves this purpose well. Plastic bottle collection would be very good - what about the collection

of nappies get smelly. I think they really need to be picked up once a week. Holland recycles nappies, maybe so you know I do this if they are not outside my house in a black box? If they are not there it may look as though

it is both unsightly and unhealthy and can encourage rats.

envelopes, etc. This should be done at the depot where staff can ensure they recycle what is possible. I

bins

of cardboard and shouldn't be.

black box, but often cannot fit everything in. Wheeled bins for rubbish emptied fortnightly would stop foxes from using wheeled bin

bags/liners for a limited time to encourage people to start? I use newspaper, but the bins still get disgusting

mmer.

crease even more if plastic bottles were removed.

uld be a collection service available for nappies that the council should degrade. Alternatively nappies R
,and then add them to the waste collection heading for landfill.

ome unsightly with bins dotted all around.
f car journeys to recycling stations.

still not recycle their waste

tively the council should explore possible incentives to people. How about a small council tax rebate for

e it. At least we have bins for cardboard within walking distance

(i.e mums with small children) should not be penalised for creating more waste at one specific address
as Kensington and Chelsea collect all plastic packaging too including food containers and plastic bags.
re not careful.

r nappies to biodegrade

id attract vermon and foxes. As we are living in the london borough with the highest council tax, we shou
aste such as batteries should be collected at some central facility

time cardboard and plastic is collected at the door.

ats,who will not be so able to manhandle containers up and down stairs. However wheely bins are visual

ourage people to re-cycle, it should be made as easy as possible for them to do so. I am one of the few

speed maybe more people would feel confident about the service that's on offer.
ctions elsewhere and it leads to filth on the streets and people dumping in other people's gardens. Please
coming recycling sites.

to get someone else's which is usually filthy. I would prefer it if everyone had their own bin which was re-

permanent blot on the landscape of our streets and drives. I am more than happy with the present arrange-

ment of the street.

The Sack system is much more conducive to encouraging the participation of all residents and should be s-

There should not be a choice in this matter, and I am surprised that we are still debating this.

It would be too. Anything to help our problem of furniture dumping etc in already overflowing household rubbish l-

frequency of collection would need to be matched with an increased reliability

one, you have to wait for 4 weeks. We have no room to store rubbish. Fortnightly collections will lead to

more nappies that would be available for the large number of mums in Richmond. This should be compulso-

riously attacking the rubbish when it is put out over night which makes the street a mess.

What about collection day?
recycle.

Well, but a fortnightly one is a health hazard and unbearable for people who live in small houses

and the greater problems. I have lived in the borough for twenty years I am very impressed with how the system

works.

ers waste does not become a health hazard. making recycling compulsory would not work and may encourage people to use it for all items. it is difficult to sort by the council. this would be brilliant as people would be more inclined to use it for all items. it is difficult which is completely unacceptable. As there are steps at the front and back of the property, refuse is curbside resting to vermin and insects. 2 weeks is too long.

containers and when empty small containers do blow all over the road. Strongly urge council to collect them

to reduce dustbin waste. While in favour of fortnightly collections for dustbin waste using a wheeled bin, the jars and bottles is not nice and may put people off recycling. The current boxes could be fitted with sensors

le!

to be having plastic recycling in Teddington soon as I hate to bin it. Also we need street recycling for plastic

paper with food stuck to it always left in bin. Foul to clean out. Sometimes got neighbours bin and had to

which are collected weekly) and cardboard (which we take to our local collection point). However, we still produce

is too heavy to carry. Also I forget to put it out !!

to do the simplest of things for the benefit of all.

to wheel the bins through the house and then block the pavement!
they take up space in a property and should not be made compulsory

to get wheelie bins in small front gardens and for elderly people are difficult or impossible to wheel about.

to add a small tax is cheaper. Both councils fail to currently collect plastic which is very important, please add.

Directive. More attention should also be paid to the recycling of used electrical and electronic equipment with recycling by collection and I would wholeheartedly support compulsory recycling. This should include

and untidy residents do not manage the bins [for instance after winds and rain] make it a very litter heap

or garden waste as far too much goes in skips and even in dustbins. I would also like to see much more

bins until last week.

not have it piling up in or outside the house.

comes unsightly.

ilities should be introduced to all flats. Businesses esp cafes should provide recycling facilities for custo

black bin - but they were rejected. A much more prominent recycling service for electronic and other re

to store nor can we wheel them through th house. Thirdly dustbins still smell and a fortnightly collectio

packaging in the first place.

irly to the environment (since it helps to reduce CO2 emissions) and also to future generations (where le
se they are so bulky, though, you will need to provide a wheelie bin. Don't bother providing a wheelie bin

They show up on your research as someone that does not recycle as I don't use the collection service, how often collected more regularly. Another point is that the authority needs to encourage people to reuse instead of recycle.

At the step. When the collection was from the rear of properties this was not a problem.

Something to be done about street waste - so many (easy) recyclables are dumped in the general waste bins - perhaps

plastic & cardboard - this makes up the majority of our waste
It should be available, especially if this is cheaper than curbside collection.

Collection: apart from other considerations, it could be very insanitary - especially (but not only) during this

period.

collections of other waste would be acceptable

hard to health. It is unacceptable - the current weekly collections are good and should not be changed

compulsory. Recycling bags for garden waste should be more accessible (I only know of one outlet, i.e. the recycling plastic bottles is simply not enough).

it negotiations with businesses and consumers/residents to reduce packaging especially plastic should t

g separate collections. Perhaps the recycling collection should be fortnightly. Could also consider putting

ollection date. I live in flats with less than 7 in block and we have to take our recycling bins from commu

milk bottles (this week again they were not collected 02/08/06) and left over rubbish waste must be colle

e doing all it can to put things in place NOW, and feel that Richmond is, at present, far from being the at

strongly in favour of waste reduction at source, such as requiring shops to deal with any excess packagi

recycled waste that most households produce, meaning bags will be left in the open. EVERY time I've left

including food packaging'

tion nr any visits from recycling officers etc after their introduction. the leaflets that came with the food v

ing - but it has never been delivered). Dustbin waste must also still take into account family size as they
chairs, unstable on their feet and visually impaired people. Most people do not have the space to keep th

ar of my neighbours recycle food and given they have children the amount they are putting into general v

o sell it

and 2. I would have to make a special journey by car to Townmead Road). I estimate that we would have
the food recycling can make people compost less and make them feel easier about waste. But it still ne

see how you could enforce this

to consider reducing dustbin waste to less than weekly - consider for example the typical waste from a c

NOT USE SPY CHIPS

do not agree to any introductions of one bag of waste per household per collection. May I just add that

areas e.g. sainsbury due to lack of alternatives provided by council. We need more information
ulsory. I'm sure this applies to many houses. I also have very limited space to store all these suggested
it to collect too! We have one recycling box for 4 flats, therefore it lives outside and becomes wet and dir

ess, and are very noisy at night

amount of garden waste AT NO EXTRA COST. (I am appalled that one has to pay in this borough) IN A
ed materials - compost:
their households waste that is recycled rather than thrown. This would also not just encourage people to

id more convenient than having to sort ourselves and not being able to add plastics and card. Recycling

problem of a smelly bin. We do not have the space to store rubbish for longer than a week and so rubl

borough, and they collected, newspaper, cardboard, glass AND plastic bottles, cans... It was picked up
d, and the manner in which they are collected

provided for paper and plastic waste - which are fairly light, and a wheeled bin is provided for glass. The

garden to be turned into a recycling site. I pay rates for the council to provide a service, if I am to provide

ut causing any mess. Large bins and open boxes are simply unrealistic for most of the properties in the

e nappies, and then offer nappy recycling as part of the doorstep collection. These nappies would degra

anage and they discourage recycling

; so infrequently will just make people throw them out or take them to one of the charity shops. Again it's
t shopping. What about drinks cartons ? should these be included with the cardboard ? I have no obje
ht weather.

ch gets strewn around the street by miraudering cats and dogs, making zero effort to recyle when as a f:

recycled, then households are less likely to split up their waste. Especially when so little is actually being collected. We are a 6 person household and we do our best but fortnightly collection for what currently receives

There is one for recycling and one for normal household waste it gets even worse. Collection of cardboard and paper/bottle recycling restored to Broom Close and food collection added too. We pay full Council Tax necessary for rubbish and recycling collections

and waste was not collected. I use the small caddy to collect organic waste for my own compost bin. I have to create fumes by driving to another site to recycle cardboard. If I wasn't so motivated, these recycling bins would be a waste of space. We see evidence of this in our area already and I am about to give up on recycling altogether as the smell of someone else's badly kept bins is unbearable

have a below average service compared with other boroughs. I don't suppose that if this scheme were implemented

the streets. Although the majority of residents are careful with their rubbish, I already frequently see rubbish

and a double oven automatic cooker which I recently replaced and was assured by the Recycling Dept. that

id materials is worrying

aire. Many people wouldn't have sufficient space for example to accommodate the amount of bins etc to

ame day. There should be comprehensive recycling facilities locally e.g. some current sites do/don't do

green (garden) waste bin? this should be free to encourage people to recycle - we don't have one and p

at are emptied more often around the borough.

lection of plastic food cartons?

meone should look at how they do it

rough I am not recycling and might be liable to any fines if they are introduced if recycling is made comp

use collection points for ALL my paper, cardboard, bottles and cans irrespective of type, colour or mate

: spreading rubbish around, which seems to happen frequently

ting and I have to clean them every week.

main part of landfill which is awful. My bio degradable nappies will take 50 yrs to degrade in landfill. Most other

people who use the system most. You would know who these are since you collect their recycled waste

3. You must realise that where people are out of the house all day, they will be creating waste wherever they

Only this would make fortnightly collection acceptable to me

4. I'd be able to expect at least a weekly collection at a minimum

5. Very unattractive, bulky and NOT acceptable

6. I know people who regularly drive down to Sainsbury or Homebase to re-cycle cardboard and plastic

7. I do not do this

turned to them after being emptied.

gements and see no need to change

seriously considered. Thank you for looking into this issue.

bins - some people are too lazy to go to the dump and/or pay for collections in spite of signage

much more fly-tipping. The present system works well - why change it if it's not broke?

ry too - if it was possible to get people behind it without being like the government

has developed. I used to be in charge of the Kitson Hall and I was so impressed by the friendliness and

ourage more fly tipping. Financial rewards for recycling would be more effective.
fficult to sort when living in a small space & there might be just one tin for example. one could then just h
rrently brought through the house and placed outside as near to collection time as possible and this see

he vast amount of paper and cardboard that is sent to the landfill sites to be collected via bins. Surely th

there are still 'issues'. While seeking to reduce 'packaging' waste, it is difficult in our society not to use
ome sort of lid perhaps. In this way you could keep paper and glass protected. The same principle as the

c too like in Kingston town centre

clean out the remains of their takeaways. Given up

duce 2 bags of rubbish a week. This might reduce a bit if plastics were collected but the largest part of i

at, on which the EU is also moving

› each flat being provided with suitable recycling collection bins which other boroughs offer their resident

vy system!!!

› plastic recycling being considered not just plastic bottles. I take all excess carriers to Sainsbury's to re

mers.

usable goods should be introduced (like Freecycling) - one sees a lot of it left out with general refuse and

n would make this unbearable

ess land in the future is required to landfill waste).

i for the rubbish collection because, if one recycles all cardboard and plastic, then there is very little rubbish

ever, I probably recycle more paper and bottles than many. How have you decided that just under half of
recycle. Recycling is not always energy efficient. Another point is that a great amount of the items which

is signs/posters could be attached reminding them to recycle. Better still - bins divided up into sections i

sort of heatwave

the Council) and more affordable to make it work.

be the next step as recycling different types of plastic has its problems reduction in use must be the answer

putting it all together in 1 bag (as Wandsworth do) to simplify it & encourage more people to recycle.

residential area to street, our road is major thoroughfare so it would make much more sense for the bin men to not

collect every week as there are still unmentionables like dirty nappies that could become a health hazard

above.

labeling at point of purchase

putting bags outside of the dustbin (due to dustbin being full) I've had foxes rip up the bags spreading rubbish

waste containers are self explanatory but it may help reluctant recyclers if they are visited/ given advice

will produce more dustbin rubbish (eg plastic wrappers, nappies etc) and fortnightly collection would be the big wheelie bins except in their front gardens and this would be an ugly sight. I am really pleased Rich

waste is shameful. I would not recycle textiles as I tend to do this thru charity shops but I recycle as much

as very little dustbin rubbish left and so feel that a reduced dustbin collection would be reasonable and ends transporting and recycling. DON'T introduce bigger bins-they are an eyesore and will only legitimise

carry out

I think the council needs to make a far greater effort in clearing waste on and after days when there are

bins sacks etc, so prefer fabric collected weekly as at present.
ty and very full! I presently take other recyclables (cardboard and plastic) to the bank at sainsbury's, how

ADDITION, if I want to get rid of any other waste I can phone up and agree a time for a collection. This is
recycle a bit but as much as they can.

increased dramatically in the borough when this was introduced.

bish must continue to be collected on a weekly basis. Fortnightly refuse collections could lead me to vote

on the same day as the rubbish, and was a great, easy to use service. I would love to see Richmond C

y collect the plastic - which is by far the bulkiest, once a week, and they collect the glass and paper onc

: the council with a service I want my rates reduced

area. A fortnightly rubbish collection would be a health hazzard - we have enough rubbish in our streets

ade in 8 weeks using this method and is even more environmentally friendly than real nappies. It is not l

; a case of space. And if you miss the day of collection you're lumbered for another 3 months. An alterna
:ctions to the use of wheelie bins provided by the council, the problem is that the space between our two

amily of 5 plus pets we only put out 1 bin bag, everything else going to either kerbside or recycling colle

g recycled
nains would be unacceptable. Fortnightly recycling collections would also be insufficient in my opinion, c

rd and plastic is an absolute must and could be included in the black boxes (or extended to be included
ix but feel we are not receiving the services we MOST want.

ables would end up in general waste

black box is putrid. i would also like to see you actually turn up each week as well, and on the RIGHT c
to go ahead we would get a reduction in our bills despite the obvious reduction in servic

ish bags attacked by vermin, foxes and household pests. This results in additional litter on the streets c

it it is could be recycled it would. Two guys arrived with a crusher and when I asked about recycling rep

store recyclables before collection. The existing system of two collections (food & paper, glass and other

plastics/textiles/tins and this unreliable coverage is discouraging.

put the cut grass/garden waste in the normal bin...

hultery. Only by investigating my black rubbish sack in the street when collected!!!!

rial. The depot staff are the experts, not me. Furthermore, I recycle ALL plastic containers, wrapping etc

nappies take 250 years] IT IS VITAL THE COUNCIL LOOKS INTO NAPPY WASTE.

»

they are. Which will be dealt with by other councils, but not on a personal level (household level). collect

and before I had a car, I used to have to borrow one to do so. In the meantime, I would be drowning in

id good humour of your contarctors!

have a single bag/container & drop in the item
ms to work perfectly. A few year's ago the refuse was collected from the rear of the property and if this

his should be considered and would save enormous landfill site space and become recycled goods

supermarkets and hence have a lot of food 'packaging' much of which, having had contact with food, wi
a foodwaste bin.

it is nappies as we have a 6 month old baby. If there were fortnightly collections we would not be able to

ts. we also need doorstep collection as is offered to residents in house

cycle so presumably it is possible for the council to have these recycled. I recycle everything I can, so r

id there is no incentive for the waste disposal contractor to do anything other than crush it in the refuse l

sh left over. We usually only have one sack a week. So, spend the money on wheelie bins for recycling a

residents do not use the recycling schemes available to them? A lot of people simply prefer to recycle it
h are meant to be recycled by the authority still end up in the landfill site or worst being dumped out in the

for recyclables - as used in Germany - would prevent people's apathy and lack of care. It would also be

wer. Thank you

ip in an collect it from comunal point.

if left for 2 weeks

everywhere

etc before making anything compulsory

unacceptable because of the smell and attracting animals to the rubbish. Weekly collection would still be
London is considering recycling cardboard and plastic, as at present I recycle ours at Space Way in Feltham

much as I can otherwise

environmentally sound. I like the idea of wheely bins (we had them in Winchester years ago). Would you consider
further waste. Smaller bins make people more conscious of their over consumption.

events at Twickenham Stadium (this also to include washing down of pavements) in Twickenham town

wever on every visit this has been either full, or more often overflowing. This is extremely frustrating wh

s never more than two days away. I have left an entire old kitchen out for this type of collection, no prot

e for the opposition at the next election

ouncil follow suit

re every two weeks by alternating the week. Refuse collection is daily (except weekends)- but the climate

s as it is. Thanks - hope these comments help

hard - it just needs to be done. Come on Richmond. Take a leaf out of Ireland's book - if they can do it

ative to collecting textiles would be to encourage the charities who leave plastic bags on the doorstep to
) houses is too narrow to take anything other than the small size wheelie bins which we have already bo
ction points. Residents who recycle nothing should pay commercial rates for rubbish collection, those w

definitely for food waste

in the black boxes). The bins currently provided are unsuitable. There is no harm in making recycling co

lay

and, given the content I see, poses additional risk to public health. I feel the refuse collectors do a good

lied " No, we just crush everything up". This they did (leaving a part lying the road!) - this was very upse

household waste) per week has worked well on the whole - over complication might overwhelm some le

; with the internationally recognised recycle logo at Sainsbury Kingston. The logic of plastic recycling by

ting waste (say nappies) every 2 weeks could be potentially pretty hazardous (and smelly for that matte

refuse. I find it archaic and completely unacceptable in the year 2006. I previously lived in the borough

was now the case, wheeled bins would be quite practical and more acceptable. With age, it is not so ea

ill cause smells in our increasingly 'hot' climate during Summer. So while happy to try fortnightly wheele

store all the recycling and non-recyclable rubbish somewhere where it would not attract vermin and cre

ny dustbin waste now consists of a vast amount of plastic packaging - mostly from food, also some cloth

orry

and leave the rubbish collection service as it is. Both rubbish and recycling should be weekly NOT fortnic

ems themselves as they do not want to have recycling bins blocking the footpath all day causing a danger to the Ocean. Look at Europe and their recycling policies...manufacturers have to say how the item can be recycled.

is a good way of educating people - get them to think about recycling and how important it is - all the time.

needed
than

consider a scheme for recycling unwanted plastic dustbins?! We have two!! By the way, we feel that the

centre)

en you are trying to recycle but end up creating further litter. I would highly support a wheelie-bin recycli

blem and FREE. This is the sort of service you should aspire to and to suggest that general waste shoul

is hot. As the climate warms up this will be an issue for London also

there, so can we.

actually come round and collect them. The British Heart Foundation never come back for theirs so we e
ught ourselves. I think you will have a hard time getting people to recycle voluntarily no matter how eas
/ho do recycle should receive incentives such as free parking permits or reduction in council tax. Please

impulsory - why not make Richmond the greenest borough in the London, but it has to be done with thou

I job, but you would be asking them to scabble around on the floor collecting this spilled waste as well a

etting as I assumed some needy person would get the cooker. Also we have no plastic collection in our

ass willing participant:

shape, ie bottles, rather than materials totally escapes me. Again depot staff are in a better position to s

11

1 of Wandsworth where I paid a third of the tax and they took everything and regularly cleaned the street

easy to transport rubbish through the house to the front of the property.

For bin collections for dustbin waste I do have reservations

create unpleasant smells. In addition it would contravene the terms of covenants in our lease which require

res packaging PLEASE COULD WE SEE THE COUNCIL PUTTING PRESSURE ON SUPERMARKETS

jhtly. Thank yo

er to pedestrians

ecycled before they create it and it is covered in the cost of the product. France RE-USES their glass bot

, be they shopping or at home. Could remind them of how much pollution they are creating if they don't

recycling of plastics should include all recoverable plastics. Mrs Philippa Smit

ing scheme for all recyclable:

ld only be collected every two weeks is unbelievable and totally unacceptable. One only has to go and t

end up just throwing the sacks away
;y you make it for them

⇒ ensure that if you are providing wheelie bins for rubbish that they are small, (i.e. smaller than the curre

ught and with all residential types in mind

is collecting the bags - are they willing to do that? In my mind, any decision to go to fortnightly refuse cc

area, and to dispose of it requires a two mile car trip - not very environmentally friendly and certainly no

select than myself. If not then they should be trained for this very important service. Furthermore they car

.s. People in this country (which is well behind many others on re-cycling) will not recycle unless they ar

Please do not leave rubbish out. We would therefore strongly oppose any move to fortnightly collections

S ETC IN THE AREA TO REDUCE THEIR PACKAGING/CHANGE TO CARDBOARD OR CELLULOSE

ttles by charging people an extra 15p (approx) on the bottle which will be returned to the customer when

: recycle. Have examples/stats on the bins.

buy a few items at the weekend and the amount of packaging can fill two bin liner

nt green waste bin) and that there are as few of them as possible - I don't want to end up with a situation

ollections means the wheeled bins are non-negotiable - making them just an option would cause additior

t something I am prepared to do when certains areas of the Borough get their plastic collected. The Coi

1 decide which should then proceed to land fills. We are a household of 2 adults and 2 boys of 9 years; 1

'e made to or unless it is made much easier for them. On a related matter, there also needs to be more

∴ It would make such a difference and would be far more effective than trying to find ways to recycle all

1 the bottle is taken back to the shop.

n where my back/front garden is a small sea of huge plastic container:

ral problems. I would wholeheartedly welcome the ability to recycle more at the doorstep - or the provis

uncil must be seen to do what it says is its polic

we have reduced our extraneous waste to only one black bin bag per fortnight

stringent fines for people who litter. People throw things out of their cars and onto the streets as they w

these different sorts of plastic

γ to recycle more at the doorstep - or the provision of more

: out of their cars and onto the streets as they walk along v

	Do_you_li if__other	Don't know_not sure	No	Just_under	Don't know_Not Sure
1 House		Very unacceptable	No	Yes	
1 House		Very Acceptable	No	Yes	
1 House	bungalow	Don't know_not sure	Yes	Yes	
1 House		Very Acceptable	Yes	No	
1 House		Fairly Acceptable	Yes	Yes	
1 House		Fairly Acceptable	Yes	Yes	
1 House		Fairly Acceptable	Yes	No	
1 House		Very Unacceptable	No	Yes	
1 House		Fairly Unacceptable	No	No	
1 House		Fairly Acceptable	No	Yes	
1 House		Fairly Unacceptable	No	Yes	
1 House		Fairly Unacceptable	Yes	No	
1 House		Fairly Acceptable	Yes	Yes	
1 House		Very Unacceptable	No	Yes	
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1 House		Fairly Unacceptable	Yes	No	
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1 House		Don't know_not sure		No	
1 House		Very Acceptable	Yes	Yes	
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1 House	bungalow	Don't know_not sure	No	Yes	
1 House		Fairly Unacceptable	No	Yes	
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1 House		Very Acceptable	Yes	Yes	

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1 House	bungalow Very Unacceptable	Yes	No
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1 House	Very Unacceptable	Yes	No

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1 House		Very Acceptable	No	Yes
1 House		Very Unacceptable	No	No
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1 House		Very Unacceptable	Yes	No
1 House		Very Acceptable		Yes
1 House		Fairly Acceptable	Yes	Yes
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1 House	Very Unacceptable	Yes	Yes
1 House	Fairly Unacceptable	Yes	Yes

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1 House		Very Acceptable	Yes	Yes

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1 House	Fairly Acceptable	No	Yes	
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1 House	Very Unacceptable	No	Yes	
1 House	bungalow	Very Unacceptable	Yes	No
1 House	Very Unacceptable	No	Yes	
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1 House	Very Unacceptable	No	Yes	
1 House	Very Unacceptable	No	No	
1 House	Very Unacceptable	No	Yes	
1 House	Very Unacceptable	Yes	Yes	
1 House				
1 House	Very Unacceptable		Yes	
1 House	Fairly Acceptable	Yes	Yes	
1 House	Very Unacceptable	Yes		
1 House	Fairly Unacceptable	No	No	
1 House	Fairly Acceptable	Yes	Yes	
1 House	Very unacceptable	No	Yes	
1 House	Very Acceptable	No	Yes	
1 House	Very Acceptable	Yes	Yes	
1 House	bungalow	Don't know_not sure	Yes	Yes
1 House	Fairly unacceptable	Yes	Yes	
1 House	Very unacceptable	No	No	
1 House	Town	Very unacceptable	No	No
1 House	Maisonet	Very Acceptable	No	Yes
1 House	Very unacceptable		No	
1 House	Fairly acceptable	No	Yes	
1 House	Fairly acceptable	Yes	Yes	

1 House	Fairly acceptable	No	Yes
1 House	Very unacceptable	No	Yes
1 House	Fairly unacceptable	Yes	Yes
1 House	Very unacceptable	No	No
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1 House	Very unacceptable	Yes	Yes
1 House	Fairly acceptable	Yes	Yes
1 House	Very unacceptable	Yes	Yes
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1 House	Very unacceptable	No	Yes
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1 House	Very unacceptable	No	Yes
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1 House	Fairly acceptable	Yes	No
1 House	Fairly acceptable	Yes	Yes
1 House	Fairly acceptable	Yes	No
1 House	Fairly acceptable	No	Yes
1 House	Very acceptable	Yes	Yes
1 House	Very unacceptable	No	Yes
1 House	Very unacceptable	No	No
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1 House	Fairly unacceptable	Yes	Yes
1 House	Fairly unacceptable	No	No
1 House	Very acceptable	Yes	No
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1 House	Very acceptable	Yes	Yes
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1 House	Very acceptable	Yes	Yes
1 House	Very unacceptable	No	Yes
1 House	very unacceptable	Yes	No
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1 House	Very Acceptable		
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1 House	Very Acceptable	No	Yes
1 House	Very unacceptable	No	Yes
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1 House	Very unacceptable	No	No
1 House		No	Yes
1 House	Very Acceptable	No	No
1 House	Very Acceptable		No
1 House	Fairly acceptable	Yes	Yes
1 House	Very acceptable	No	No

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1 House	Fairly acceptable	Yes	Yes
1 House	Fairly unacceptable	Yes	Yes
1 House	Very Acceptable	Yes	Yes
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1 House	Very unacceptable	Yes	Yes
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1 House	Fairly acceptable	No	No
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1 House	very unacceptable	No	Yes
1 House	very unacceptable	yes	yes
1 House	Very Unacceptable	yes	yes
1 House	very unacceptable	No	No
1 House	Very unacceptable	No	Yes

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1 House	Very unacceptable	Yes	No
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1 House	Fairly acceptable	No	Yes
1 House	Very unacceptable	No	Yes
1 House	Very unacceptable	Yes	Yes
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1 House	Very unacceptable	No	Yes
1 House	Very unacceptable	Yes	Yes
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1 House	very acceptable	no	yes
1 House	very acceptable	yes	yes
1 House	very unacceptable	yes	yes
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1 House	Fairly acceptable	no	yes
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1 House	very unacceptable	yes	no
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1 House	fairly acceptable	no	yes
1 House	Don't know_not sure	no	yes
1 House	Don't know_not sure	no	yes
1 House	very unacceptable	no	yes
1 House	very unacceptable	no	yes
1 House	very unacceptable	yes	no
1 House	very acceptable	no	yes
1 House	Don't know_not sure	yes	yes
1 House	Don't know_not sure	no	no
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1 House	fairly unacceptable	no	yes

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1 House		yes	yes
1 House	very unacceptable	yes	yes
1 House	very acceptable	no	yes
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1 House	fairly unacceptable	yes	no
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1 House	fairly acceptable	no	yes
1 House	very unacceptable	no	yes
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1 House	very acceptable	no	yes
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1 House	Don't know_not sure	no	yes
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1 House	fairly acceptable	yes	yes
1 House	Don't know_not sure	yes	yes
1 House	very unacceptable	no	no
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1 House		very acceptable	yes	yes
1 House		very acceptable	no	yes
1 House		fairly unacceptable	no	yes
1 House		very acceptable	yes	yes
1 House		fairly acceptable	no	yes
1 House		Don't know_not sure	yes	no
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1 House	Maisonet	fairly unacceptable	no	yes
1 house		fairly acceptable	no	yes
1 House		very unacceptable	yes	yes
1 House		very acceptable	no	yes
1 House		fairly acceptable	no	yes
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1 House		fairly acceptable	no	yes
1 House		very unacceptable	no	no
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1 House		very unacceptable	no	no
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1 House		fairly acceptable	no	yes
1 House		very unacceptable	no	yes
1 House	Maisonet	very unacceptable	no	no
1 house		very unacceptable	no	yes
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1 House	fairly unacceptable	no	yes
1 House	fairly acceptable	no	yes
1 House	fairly acceptable	no	yes
1 House	very acceptable	yes	yes
1 House	very acceptable	no	yes
1 House	very unacceptable	no	no
1 House	very acceptable	no	no
1 House	very unacceptable	yes	yes
1 house	very unacceptable	no	no

1 House	fairly unacceptable	yes	yes
1 House	very unacceptable	no	no
1 House	very unacceptable	no	yes
1 House	fairly acceptable	no	yes
1 House	fairly acceptable	yes	yes
1 House	fairly acceptable	yes	yes
1 House	very unacceptable	yes	yes
1 House	fairly acceptable	no	yes
1 House	very unacceptable	yes	yes
1 House	very acceptable	no	yes
1 House	very unacceptable	no	yes
1 House	very unacceptable	no	yes
1 House	Don't know_not sure	yes	no
1 House	very acceptable	no	yes
1 House	fairly acceptable	no	yes
1 House	fairly acceptable	yes	yes
1 House	fairly acceptable	yes	yes
1 House	fairly acceptable	no	yes
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1 House	very unacceptable	no	no
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1 House	very unacceptable	yes	yes
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1 House	fairly acceptable	no	yes
1 House	very acceptable	no	yes
1 House	fairly acceptable	yes	yes
1 House	Don't know_not sure	no	no
1 House	fairly acceptable	no	yes
1 House	very unacceptable	no	no
1 House	very unacceptable	no	yes
1 House	very unacceptable	no	no
1 House	fairly acceptable	yes	yes
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1 House	fairly acceptable	no	yes
1 House	fairly acceptable	yes	yes
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1 House	very unacceptable	no	yes
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1 house	very unacceptable	yes	yes
1 House	very acceptable	no	no
1 House	fairly acceptable	no	yes
1 House	very acceptable	no	yes
1 House	very unacceptable	yes	yes
1 House	Don't know_not sure	yes	yes

1 House	fairly acceptable	yes	yes
1 House	fairly acceptable	no	yes
1 House	very unacceptable	yes	yes
1 House	very acceptable	yes	yes
1 house	fairly acceptable	yes	yes
1 House	fairly acceptable	no	yes
1 House	very acceptable	no	no
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1 House	very unacceptable	no	no
1 House	very unacceptable	no	no
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1 House	very acceptable	no	yes
1 House	Don't know_not sure	yes	yes
1 House	very unacceptable	no	yes
1 House	fairly acceptable	yes	yes
1 house	fairly acceptable	yes	yes
1 House	Don't know_not sure	no	yes
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1 House	fairly acceptable	no	yes
1 House	fairly acceptable	yes	yes
1 House	very acceptable	no	yes
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1 House	fairly acceptable	yes	yes
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1 House	very unacceptable	no	no
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1 House	<i>Very Acceptable</i>	No	Yes
1 House	<i>Very unacceptable</i>	No	No
1 House	<i>Very Acceptable</i>	Yes	Yes
1 House	<i>Fairly unacceptable</i>	No	Yes
1 House	<i>Very unacceptable</i>	No	No
1 House	<i>Very Acceptable</i>	Yes	Yes
1 House	<i>Very unacceptable</i>	No	Yes
1 House	<i>Very Acceptable</i>	Yes	Yes
1 House	<i>Fairly acceptable</i>	Yes	Yes
1 House	<i>Fairly acceptable</i>	No	Yes
1 House	<i>Fairly acceptable</i>	Yes	No
1 House	<i>Very unacceptable</i>	No	No
1 House	<i>Very unacceptable</i>	No	Yes
1 House	<i>Fairly unacceptable</i>	No	No
1 House	<i>Fairly acceptable</i>	No	Yes
1 House	<i>Fairly unacceptable</i>	No	Yes
1 House	<i>Very unacceptable</i>	Yes	Yes
1 House	<i>Very unacceptable</i>	Yes	Yes
1 House	<i>Fairly unacceptable</i>	Yes	Yes
1 House	<i>Fairly acceptable</i>	Yes	Yes
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1 house	fairly unacceptable	yes	yes
1 House	Very unacceptable	No	No
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1 House	Very unacceptable	No	No
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1 House	Very unacceptable	Yes	Yes
1 House	Fairly acceptable	Yes	Yes
1 House	Fairly unacceptable	Yes	Yes
1 House	Fairly acceptable	No	Yes

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1 House	Fairly unacceptable	No	Yes
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1 House	Very unacceptable	Yes	No
1 House	Very unacceptable	Yes	No
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1 House	Fairly acceptable	No	Yes
1 House	Very unacceptable	Yes	Yes
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1 House	Very Acceptable	Yes	Yes
1 House	Very unacceptable	No	No

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1 House	Fairly unacceptable		Yes
1 House	Very unacceptable	Yes	No
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1 House	Fairly acceptable	Yes	Yes
1 House	Very unacceptable	No	No
1 House	Very Acceptable	No	No
1 House	Fairly acceptable	No	No
1 House	Very unacceptable	Yes	Yes
1 House	bungalow very acceptable	Yes	Yes
1 House	bungalow fairly unacceptable	No	No
1 House	maisonet fairly acceptable	no	yes
1 House	bungalow Don't know_not sure	Yes	Yes
1 House	Very Acceptable	Yes	No

1 House	Fairly Acceptable	Yes	Yes
1 House	Fairly Acceptable	Yes	Yes
1 House	Fairly Acceptable	Yes	No
1 House	Very Unacceptable	No	Yes
1 House	Fairly Unacceptable	No	No
1 House	Fairly Acceptable	No	Yes
1 House	Fairly Unacceptable	No	Yes
1 House	Fairly Unacceptable	Yes	No
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1 House	Very Unacceptable	No	Yes
1 House	Fairly Unacceptable	No	Yes
1 House	Very Unacceptable	No	Yes
1 House	Fairly Unacceptable	Yes	Yes
1 House	Very Unacceptable	No	No
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1 House	Very Unacceptable	Yes	Yes
1 House	Fairly Unacceptable	Yes	Yes
1 House	Fairly Acceptable		No
1 House	Very Unacceptable	Yes	Yes
1 House	Very Acceptable	Yes	Yes
1 House	Very Unacceptable	Yes	No
1 House	Don't know_not sure	Yes	No
1 House	Fairly Unacceptable	Yes	No
1 House	Very Acceptable	Yes	Yes
1 House	Very Unacceptable	No	No
1 House	Very Unacceptable	Yes	Yes
1 House	Very Unacceptable		
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1 House	Fairly Unacceptable	Yes	Yes
1 House	Fairly Acceptable	Yes	Yes
1 House	Don't know_not sure		No
1 House	Very Acceptable	Yes	Yes
1 House	Very Acceptable	Yes	Yes
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1 House	Very Acceptable	No	
1 House	Fairly Acceptable	No	Yes
1 House	Fairly Acceptable	No	Yes
1 House	Fairly Acceptable	Yes	Yes
1 House	bungalow Don't know_not sure	No	Yes
1 House	Fairly Unacceptable	No	Yes
1 House	Fairly Unacceptable	Yes	Yes
1 House	Fairly Unacceptable	Yes	Yes
1 House	Very Acceptable	Yes	Yes
1 House	Very Unacceptable		
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1 House	Very Acceptable	Yes	Yes
1 House	Fairly Acceptable	Yes	Yes

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1 House	Very Unacceptable	No	No
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1 House	Very Unacceptable	Yes	No
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1 House	Fairly Unacceptable	No	Yes
1 House	Fairly Unacceptable	No	Yes
1 House	Very Unacceptable	No	Yes
1 House	Fairly Acceptable	Yes	Yes
1 House	Very Acceptable	Yes	Yes
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1 House	Fairly Acceptable	No	Yes
1 House	Very Acceptable	No	Yes
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1 House	Fairly Unacceptable	Yes	Yes
1 House	Very Unacceptable	No	No
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1 House	Fairly Unacceptable	No	No
1 House	Fairly Acceptable	Yes	Yes

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1 House		Fairly Unacceptable	Yes	Yes
1 House		Very Acceptable	Yes	Yes
1 House		Very Unacceptable	Yes	No
1 House		Very Unacceptable	Yes	Yes
1 House		Very Unacceptable	Yes	Yes
1 House		Very Unacceptable	Yes	Yes
1 House		Very Unacceptable	Yes	
1 House		Very Unacceptable	Yes	Yes
1 House		Fairly Acceptable	Yes	Yes
1 House		Very Unacceptable	Yes	Yes
1 House	bungalow	Very Unacceptable	Yes	No
1 House		Fairly Unacceptable	Yes	Yes
1 House		Very Acceptable	No	Yes
1 House		Very Unacceptable	No	Yes
1 House		Fairly Acceptable	No	Yes
1 House		Fairly Unacceptable	No	Yes
1 House		Fairly Unacceptable	Yes	Yes
1 House		Very Unacceptable	Yes	No
1 House		Don't know_not sure	Yes	No
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1 House		Fairly Acceptable	Yes	Yes
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1 House		Very Unacceptable	Yes	No
1 House		Very Unacceptable	Yes	Yes
1 House		Very Unacceptable	Yes	Yes
1 House		Very Unacceptable	Yes	No
1 House		Very Acceptable	Yes	Yes
1 House		Fairly Unacceptable	No	Yes

1 House		Very Unacceptable	No	Yes
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1 House		Very Unacceptable		Yes
1 House		Fairly Acceptable	Yes	Yes
1 House		Very Unacceptable	Yes	No
1 House		Very Unacceptable	No	No
1 House		Very Unacceptable	No	No
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1 House		Fairly Unacceptable	Yes	No
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1 House		Very Acceptable	Yes	Yes
1 House			Yes	No
1 House		Very Unacceptable	Yes	No
1 House		Fairly Acceptable	No	Yes
1 House		Don't know_not sure	Yes	Yes
1 House		Don't know_not sure	Yes	No
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1 House		Fairly Acceptable	Yes	Yes
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1 House		Very Unacceptable	Yes	No
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1 House		Very Acceptable	No	Yes
1 House		Fairly Unacceptable	Yes	Yes
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1 House		Fairly Acceptable	No	Yes

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1 House	Very Acceptable		Yes
1 House	Fairly Unacceptable	Yes	Yes
1 House		No	No
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1 House	Very Unacceptable	Yes	Yes
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1 House	Very Unacceptable	No	No
1 House	Very Acceptable	No	Yes
1 House	Fairly Unacceptable	No	No
1 House	Very Acceptable		Yes
1 House	Very Acceptable	Yes	Yes
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1 House	Very Acceptable	No	Yes
1 House	Very Acceptable	No	Yes
1 House	Very Unacceptable	No	No
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1 House	Very Acceptable	Yes	Yes
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1 House	Very Acceptable	Yes	Yes

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1 House	Fairly Acceptable	No	Yes
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1 House	Very Acceptable	Yes	Yes
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1 House	Very Unacceptable	No	No
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1 House	Very Unacceptable	No	No
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1 House	Very unacceptable	No	No
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1 House	Fairly acceptable	No	Yes

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1 House		Fairly unacceptable	Yes	No
1 House		Very Acceptable	Yes	Yes
1 House	bungalow	Fairly acceptable	Yes	Yes
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1 House		Very Acceptable	No	Yes
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1 House		Fairly unacceptable	Yes	Yes
1 House		Fairly unacceptable		Yes
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1 House		Fairly unacceptable	No	Yes
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1 House		Very unacceptable	Yes	
1 House		Fairly unacceptable	Yes	Yes

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1 House	Fairly acceptable	No	Yes

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Creating markets for recycled resources



Cost & Performance Modelling of Kerbside Collection Options

A summary report to Richmond upon Thames

Produced by:

Eunomia Research & Consulting on behalf of ROTATE

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12st September 2006

This project has sought to provide additional information to Richmond upon Thames in considering how to further improve an already good range of waste and recycling services. The forgoing discussion, based upon the consideration of five main possible service configurations (and several additional variants), looks in some detail at the various strengths and weaknesses of each of these. Each has been considered in terms of costs, recycling performance, biowaste diversion and other factors.

With eleven service configuration scenarios (including all sensitivity analyses) modelled against several disposal cost profiles and six performance criteria, with three weighting methodologies used to rank these, it is clear that the decision-making matrix is rather complex. Additionally, the acceptability or otherwise of service configurations will be based on other important 'soft' issues, such as anticipated resident perception, which cannot be considered in detail through a predominantly quantitative exercise and which may result in adoption of a variant configuration not considered herein. This potentially adds a further layer of confusion.

Whilst it is very possible that one of the higher ranking scenarios will be selected by Richmond as its chosen service development model, the real value of a modelling exercise is not necessarily found in its ability to firmly predict which scenario will perform best. Rather the point of such an exercise is to illustrate through example the impact of certain service combinations and to explain these impacts. In doing this, it is hoped that a clearer picture emerges regarding the options and opportunities available to the Borough.

The following summary, therefore, extracts some of the main themes that have been discussed.

1.1 Residual Waste

Perhaps the most difficult decision that needs to be taken by Richmond is whether or not to reduce the frequency of residual waste collections. There is a rapid trend at a national level towards Alternate Week Collections (AWC) but certain authorities remain unconvinced regarding the acceptability of such a change.

Whilst it is true that some authorities have struggled with the introduction of AWC, a large number of others are very satisfied that the switch has bedded in satisfactorily whilst improving recycling performance and reducing overall service costs.

1.1.1 Cost and Performance Comparison of Weekly and Fortnightly Residual Waste Collections

Three of the main scenarios are split so that both weekly and alternate weekly residual waste collections are tested with all other elements of the scenario configuration left unchanged. This makes it possible to make direct comparisons of the impact of this important service change. Table 1, below, draws out the relevant results.

Table 1:- Relative Performance of Weekly and Alternate Weekly Collections

	Weekly	5,737,727	20.0%
	Fortnightly	5,493,399	27.5%
	Weekly	5,660,953	20.8%
	Fortnightly	5,358,299	28.0%
	Weekly	6,715,464	19.9%
	Fortnightly	6,645,514	27.4%
		£205,644	7.4%

It is clear from this that a move to AWC generates a significant and reliable cost saving (regardless of the background recycling and composting service context) whilst delivering a massive boost to recycling performance. During discussions of input parameters, certain stakeholders felt that the inputs being used would understate the cost and performance benefit of making such a switch and it is entirely reasonable to expect that the difference between an AWC and weekly service may be even greater in reality than has been modelled. Even using the more conservative assumptions upon which the modelling is based, however, it is clear that the benefits both environmentally and financially of less frequent residual collections which stimulate participation in the recycling services that are already provided, is very significant.

1.1.2 Managing the Risk of AWC

As national experience develops in this respect, certain success factors are becoming clear:

- An alternative and frequent service for the collection of kitchen waste, whilst not critical, is tremendously important. Resident objections relate to the unpleasant smell of bins which are not collected for a long period. Where the odorous food waste is removed by another service, on a weekly basis, this objection lacks foundation.
- The motivation for making the switch to AWC and the presentation of this to residents is critical. A clear explanation of the recycling performance benefits that are expected is useful in building public support. Clearly, the existence of a good range of recycling and composting services, such as is provided by Richmond already, serves to underline that this a priority area for the authority and that the refuse service change is not simply a cost-cutting exercise. Introducing facilities for recycling new materials at the same time as reducing residual collection frequency, as will happen when plastics and cardboard start to be collected, also serves to underline for residents that the

objectives are environmental rather than financial.¹ Where residents feel that the service change is simply about saving objections are more likely.

- The timing of a switch to AWC is clearly important. By introducing the service change in the height of summer, when the chance of unpleasant bin smells is greatest, the likelihood of resident objections is increased. Similarly, moving to AWC over a bank holiday period, where bin collections will be further delayed by a day, can create frustrations for residents. One district authority in Surrey has switched residents to AWC over the Easter period when the double bank holiday meant that residents faced a gap of 17 days between refuse collections right at the start of the new regime.
- Good member and officer commitment to the change is essential. A certain amount of resident complaint is inevitable whenever service changes are introduced. However, the services that are provided are already in line with best practice and due to be improved further. It is felt, therefore, that Richmond could, if it wished to, make a switch to AWC, confident that after a period of some initial upheaval, the new service arrangements would prove entirely satisfactory and in line with best value.
- Introducing new services at the same time as the switch

1.1.3 Containment Considerations

A further issue for consideration is the means of containing the residual waste when switching to AWC. Although, arguably, there is no reason why a black bag service cannot operate fortnightly when supported by a weekly kitchen waste service, no English authority currently operates on this basis. Wheeled bins which contain the waste neatly and which are invulnerable to vermin have been felt to be a pre-requisite by other authorities collecting waste in this way.

However, wheeled bins are sometimes felt to be unsuitable for all property types. It may be expedient, therefore, if Richmond decides to introduce AWC, to only do this in the more residential areas, where bins can be conveniently sited within property boundaries. For those households where this is not possible, in the commercial centres and small terraces, the current service and service frequency could be retained.

Looking to the future, the issue of waste metering is now on the national agenda. The LGA is only one amongst many representative groups pressing for a change to legislation allowing for variable charging dependent on the amount of waste that a resident sets out. The government response has been to express interest in the idea and Eunomia R&C is now carrying out a feasibility and cost-benefit exercise for Defra to illustrate the likely impacts. With the Minister having visited Dutch and German municipalities to look at the impact of such schemes and opposition parties announcing their interest in a raft of new 'Green' taxes, it seems that there is every chance that the necessary legislative changes will at some point be made.

¹ Similarly, it should be pointed out, that if Richmond roll out improved recycling services before moving collections onto an alternate week basis, then this constrains the authority's ability to make such a switch at a later time. If no further service improvements can be delivered, the reduction in residual waste frequency appears to be simply a reduction in overall service level.

Eunomia's rather extensive knowledge of variable charging systems suggests that those which are weight based offer the greatest benefits. These systems, like AWC, require solid wheeled bins. At present there are no authority supplied wheeled bins in the borough and it seems unlikely that residents or members will be favourably disposed to any service configuration that relies on the roll out of two or more such bins. It may be prudent, therefore, that irrespective of any early decision regarding a move to AWC no other services which require wheeled bins are introduced to avoid constraining future decisions in this respect.

1.2 Dry Recyclables

A key issue for this project has been the requirement to consider how best to alter services to increase the range of materials that can be collected. All of the service configurations that have been tested provide capacity for the collection of plastic bottles, all but two also provide for the collection of cardboard. Two scenarios have been modelled as collecting all types of plastic containers and other plastic items.

It is clear, therefore, that there are a number of realistic service scenarios which can affordably increase the completeness of the service currently provided to residents.

1.2.1 Kerbside sort or Commingled Collections

The principal remaining questions relate to the method by which the material is collected. Richmond currently operates a kerbside sort but there has been a growing lobby questioning the long term viability for reasons of Health and Safety, of such services, which require considerable manual handling and lifting. Recently the Health and Safety Executive promoted a report on its website produced by the Health and Safety Laboratory which showed that boxes used in kerbside sort services are frequently of a weight which is unsafe for repeated lifting.² This has been seized by some as evidence that kerbside sort services have no long term future.

However, questions have been raised regarding both the relevance of this report and the rather selective way in which it has been referenced:

- The study upon which the Health and Safety Laboratory Report is based used a particularly small sample and was felt to be otherwise methodologically questionable;
- The Health and Safety Executive itself is adamant that it is not opposed to box-based services and that its main concern is that sensible Health and Safety procedures are implemented. The service operated by Richmond is particularly unlikely to fall foul of this advice with a separate bag provided for the collection of paper – a particularly heavy component of a residents total recycling set-out.
- It would appear that those lobbying most strongly for an end to kerbside sort services (on grounds of Health and Safety concerns) are those with a financial

² Health and Safety Laboratory; Manual Handling in Kerbside Collection and Sorting of Recyclables; 2006;
http://www.hse.gov.uk/research/hsl_pdf/2006/hsl0625.pdf#search=%22manual%20handling%20recycling%20site%3Ahse.gov.uk%2Fresearch%22

interest in commingled collections. Arguably, there are also added operational complexities in operating a kerbside sort system but these can and are routinely overcome. Impartial commentators including WRAP, the sponsor of this work, are convinced of the long-term viability of kerbside sort systems and have indeed produced a briefing note rebutting the more dogmatic interpretations of the Health and Safety Laboratory Report.

There are, of course, other issues which may affect considerations regarding the collection method to be selected. Commingled collections require mechanical material sorting before the recyclables can be transported on for final reprocessing. This is relatively expensive and results in authorities paying a gate fee (either directly or indirectly through a contract). This is in contrast to services which operate on a kerbside sort basis where the materials are sorted at source and can therefore be sold, thus generating a revenue stream.

There are also questions about the relative environmental performance of commingled services. Without the collection operative providing a filter for material entering the waste stream, it is more likely that contaminants will also be collected. Furthermore, by commingling all materials together, they tend to contaminate each other. Glass, when commingled must be used for aggregate or lower value final use (as is discussed in Section **Error! Reference source not found.** of this report) rather than being recycled through a closed-loop system to be remanufactured into glass bottles or jars. Similarly, paper, when collected through a fully commingled system becomes embedded with shards of glass which precludes the material being used for highest value (financial and environmental) uses.

On the other hand, commingled collections are easy to operate and are generally well liked by residents. Furthermore of all the scenarios modelled, Scenario 5b, fully commingles all materials including paper and glass together and, despite the loss of income from the sale of paper this still achieves a respectable 4th place ranking using the main criteria weighting method. Scenario 5a, which separates paper from the other materials, which are otherwise commingled, is the second best performer in the main ranking system and performs consistently well against all other ranking systems. Indeed this scenario illustrates that fully commingled collections are unnecessary if split bodied vehicles are used and the highest value material, paper, can be kept separate and clean in order that revenues and environmental benefits are retained. Of the commingled materials that remain, plastics and cans can be easily and well separated leaving only the question regarding the colour mixing of glass.

The top ranking position, irrespective of which ranking methodology is used, is achieved by Scenario 2B and this is based upon a kerbside sort. This scores particularly well for reasons of its financial performance but is arguably underrated for its environmental performance. Scenarios 5A and 5B collect a wider range of plastics than Scenario 2B but the environmental benefit (and operational desirability) of non-bottle recycling is unclear. Although, therefore, Scenario 2B has a (slightly) lower recycling performance than 5A or B, and a lower score, the quality of the materials generated is higher.

One of the reasons that Scenario 2B performs well for reasons of cost is that paper and card are collected on a fortnightly basis. Whilst this optimises operational

logistics, it is undoubtedly slightly less convenient for residents. This consideration will need to be weighed against all others.

1.2.2 Compulsory Recycling

Compulsory Recycling is the name given to a scheme by which a council requires households receiving a kerbside recycling collection to place certain recyclable materials (e.g. paper, cans and glass bottles and jars) in specified containers for recycling. The mandate to do this is provided to all Local Authorities under Section 46 of the EPA 1990.³

Councils until recently have been slow to introduce Compulsory Recycling schemes despite the fact that it is able to be undertaken by any local authority, and as a concept has been widely discussed since the London Borough of Barnet introduced the scheme over two years ago. There are signs however that this is starting to change, particularly in London with Waltham Forest, Bromley and Harrow recently joining Barnet and Hackney in requiring residents to recycle.⁴ Many more authorities also now appear to be considering Compulsory Recycling as one of the waste management options that they have to choose from. As all of these local authorities apart from Barnet have only recently introduced Compulsory Recycling (and therefore have little or no performance data available) most of the available data relates to Barnet's experience which has been in place for a year across the whole borough and for 2 years from the time of the first pilot phase in 2004. As a comparator authority, Barnet serves reasonably well for the London Borough of Richmond. Although Richmond is less deprived (as measured by ODPM's Indices of Deprivation)⁵, both are outer London Boroughs and share many similarities.⁶

The approach taken by Barnet has been to prioritise education and promotion of the available recycling services rather than to vigorously pursue those who refuse to recycle. Street scene operatives monitor participation and, where residents do not participate in using the green box service provided, this triggers a letter informing residents of the recycling service and inviting them to participate. If residents continue not to participate a further letter is sent and this is then followed by a visit. If residents still refuse to participate, they are then issued with a notice informing them of the authority's intention to prosecute. To date, no cases have been taken to

³ EPA 1990 46(2) states:

"[...] separate receptacles or compartments of receptacles may be required to be used for waste which is to be recycled and waste which is not [...]"

⁴ Walsall Council has stated that they will monitor households and fine non recyclers in the same manner as Barnet, but has not marketed its scheme as Compulsory Recycling, instead insisting that this is only a last resort and that the focus will be on "education and persuasion". This appears to be difference in name only however as Barnet has approached the scheme in a similar manner with prosecution seen only as a last resort for those who "persistently and deliberately" refuse to recycle. <http://www.letsrecycle.com/legislation/news.jsp?story=5342> (22/02/06).

⁵ The ODPM Indices of Deprivation, rank Barnet as the 193rd most deprived borough in the country (on the 'rank of average score' indicator, whilst Richmond is 301st).

⁶ Additionally, Eunomia R&C assisted Barnet in evaluating the performance of the pilot and designing the whole-borough introduction of the policy and has detailed data and analysis regarding the performance of the policy.

court although officers are clear that this route will be pursued if residents totally refuse to use the services provided but, to date, this has not happened.

Impact on Recycling Performance

An analysis of Barnet's data showed that the pilot generated an initial increase in the amount of material collected for recycling of the order of 20% for both the areas in which CR had been introduced and other areas in the borough where it had not. After the initial increase however the level of increase was maintained in the Compulsory Recycling areas and fell in the non CR areas. It should be noted that prior to the introduction of CR Barnet had sustained an average year on year increase in recycling tonnage of approximately 10%. This has been taken to constitute a 'baseline' level of increase not attributable to CR and therefore the increase that is attributable to CR is less this baseline level of 10%.

Following the pilot, annual data from the first full year of operation of the scheme suggests an even greater level of performance uplift compared to the pilot phase. Eunomia's analysis suggests a net increase in tonnage captures of 24%.

Participation rates in the kerbside scheme have been reported to have reached 85% across the borough. Although this is an encouraging level, it still means that some 15% of households (approximately 17,000 households) are not complying.

The collection contractors in Barnet are reported to have had to reconfigure their rounds and add three new collection vehicles and crew to cope with the quantity of material that is being collected following the introduction of Compulsory Recycling.

Approximately 8,000 new boxes were supplied as a result of requests from householders at the beginning of the second phase, making a total of some 10,000 new boxes supplied as a result of the scheme.

Resident Perceptions

One of the key reasons why councils have, until recently been slow to take up CR despite the fact that it is able to demonstrate genuine improvements in recycling rate for minimal additional cost is the fear of negative public and political reactions. This fear is not supported by Barnet's experience.

A doorstep survey of approximately 2,000 households was conducted to determine resident response to the scheme in Barnet. This yielded 544 responses and revealed that in total, 77% of respondents overall felt that Compulsory Recycling was a good idea, while some 13% felt it was a bad idea (10% didn't know or felt it made no difference). The survey shows, therefore, that the scheme is in fact popular, and that its popularity is maintained across all parts of the survey population.

Supporting this finding, a survey conducted by the Local Government Association (LGA) found that more than three-quarters of people interviewed said they backed compulsory recycling. However opinion was divided on whether to fine those who refused to comply with such a system. The findings came from face-to-face interviews conducted in June 2006 with 1,719 people in England, Scotland and Wales, commissioned by LGA.⁷

⁷ RRF Email News Service, Monday, July 10, 2006

1.3 Green Waste

Richmond's current service for the collection of green waste is considered to be inline with best practice. Because the service is charged, no strong incentive is introduced to discourage residents from home composting, or to facilitate the tidying of material that would otherwise rot on the ground, entirely free of any collection cost or environmental impact. Work carried out by Eunomia indicates that around 50% of the material collected by free garden waste services is not otherwise present in the municipal waste stream.⁸ For those who are not prepared to home compost, however, the service provides a means to have their garden waste removed without this being disposed of to landfill.

Only one scenario, Scenario 3, modelled the free collection of garden waste and this change leads not only to the collection of large quantities of new material, but also much higher total service costs, costing £812,000 more than the second most expensive service. Additionally there are concerns regarding the vehicle required in Scenario 3 and the impact that seasonal changes to waste arisings may have on operational logistics: these serious issues would need to be examined closely if Scenario 3 were to be considered in more detail. On the other hand, this service generated a much higher recycling rate than any other configuration that was considered and if auditable recycling performance (as opposed to environmental benefit) is a priority concern, then it may be that the extra cost of the service is considered affordable.

An issue that requires consideration, however, is the large quantity of green waste that is not being captured by the current service and that is instead being collected with residual waste. Baseline modelling indicates that currently more than 4,000 tonnes of biodegradable garden waste are being disposed of rather than composted. It is fairly common for local authorities to ban residents from disposing of green waste together with residual waste and there may be some mileage in Richmond considering the introduction of a similar policy. Similarly, the current cost of garden waste sacks seems high and a lower price, coupled with additional promotion of the service, may lead to the affordable capture of much greater quantities of this material.

1.4 Food waste

The food waste service which is currently operated by Richmond is a tribute to the authority's commitment to environmental principles. Although there are only currently a small number of authorities offering similar services, increased recycling targets LATS and pressure to offer an excellent range of services appear likely to combine to drive adoption of this type of service fairly rapidly.

With limited UK experience of operating this type of service to draw on, it is extremely unlikely that service logistics could be immediately cost optimised and it would appear that this is the case in Richmond. If this stream is to continue to be collected separately, as tested by Scenarios 1A, 1B, 5A and 5B, then two alternative vehicles

⁸ Eunomia R&C; Current Practice in the Collection of Organic Wastes, A Report to Devon County Council; 2005; <http://eunomia.co.uk/devon%20finalv1.pdf>

have been modelled to understand the impact of adopting (and adapting) mainland European best practice.

In Italy collections are generally made using small single operative vehicles and it would appear from the work carried out here that the introduction of these would achieve savings in excess of £175,000 / annum. However, concerns have been raised regarding the practicality of this type of operation in the UK context and, although these issues are felt to be manageable, a similar, slightly larger vehicle, to be staffed by a driver plus one operative was also tested. This also achieved savings over current operations of £97,500 / annum.

If Scenario 5A is preferred, it is recommended that this change to collection logistics should be made, although it is recognised that this represents only a relatively minor alteration to an otherwise successful service.

1.5 Selecting the Best Long-term Configuration

The fact that three ranking systems have been developed points to the subjectivity of any attempt to compare scenarios: even when considering only the quantifiable outputs, the relative importance that is attached to each performance criterion affects evaluation of the whole system. There are also clearly a number of considerations that cannot be captured through this type of analysis that further will further impact final selections. Ultimately, of course, decision-making will be a matter for internal political consideration but the work contained herein will hopefully provide valuable assistance in this respect and makes a good attempt at quantifying the likely costs and benefits of the main service configurations being considered.

All of the best performing systems, as measured through the ranking system developed by Richmond officers and members, rely upon the fortnightly collection of residual waste. Although it is clear that residents may be initially resistant to such a switch the provision of weekly food waste collections means that the grounds for resident objections are limited. Furthermore, the evidence from other authorities which have successfully made this change gives room for confidence that this will not cause any real problems if the change is communicated and handled well.

Similarly, charged garden waste collection, as currently operated, appear from the modelling carried out to be distinctly preferable. This is inline with developing opinion regarding best practice and therefore unsurprising. When free collections are offered these compete with home composting and attract new waste into the system. This and the loss of subscription revenue lead to considerable additional costs. The environmental dis-benefit of collecting and transporting waste for centralised composting when much of this was previously home composted is obvious.

Of those systems based upon chargeable garden waste collections and fortnightly residual collections, two in particular stand out.

Irrespective of the ranking methodology that is used, Scenario 2B is the best performer. This relies on the use of a stillage vehicle for the collection of dry recyclables and food waste. Although this is a significant variation from current arrangements, a similar system is used by the London Borough of Ealing (as well as in other parts of the country) and is operating successfully.

In order to make space for the food waste on the stillage vehicle, paper and card are collected separately. Scenario 2B considers the fortnightly collection of this material which is dense and therefore takes up relatively little space in a resident's house allowing for collection cost savings to be made.

Scenario 2B is modelled as achieving an additional 9.5% kerbside recycling over current performance (note that this is not equivalent to the BVPI but relates only to that proportion of material collected at the kerbside). At the same time as increasing performance, it leads to a sizeable overall reduction in total kerbside service costs of around £545,000.

Scenario 5A also uses two services to collect the dry recyclables and food waste but each of these run on a weekly basis. Recyclables are partially commingled allowing for rapid collection but paper and card, the material most easily damaged by commingled collection, is kept separate. This also allows the revenue from this valuable material stream to be retained. Food waste is collected on a separate vehicle as presently.

Scenario 5A delivers a greater recycling improvement than 2B, leading to a 12% lift from the baseline position. This is generated by the additional types of plastics (not just bottles) that this service collects (although the true environmental benefits of this improved performance may be difficult to establish). On the other hand, the service is quite significantly more expensive than Scenario 2B and costs £126,000 more than the baseline.

Both of these scenarios are recommended to Richmond officers and elected members for serious consideration.

Nb – a further scenario is being modelled by Eunomia at the request of the Waste Task Group, results of which will be available by next Tuesday, 26 September.

Options	Dry recyclables	Food waste	Garden waste	General rubbish
1a & b	<p>Weekly glass, cans, plastic bottles in box <i>Kerbsider 1</i></p> <p>Weekly paper in separate sack <i>Kerbsider 1</i></p>	<p>Weekly – kitchen caddy + outside bin</p> <p><i>Single op vehicle</i></p>	<p>Chargeable fortnightly in sacks or wheeled bins</p> <p><i>RCV 1</i></p>	<p>Weekly in sack or fortnightly in wheeled bin</p> <p><i>RCV 2</i></p>
2a & b	<p>Weekly glass, cans, plastic bottles & textiles in box <i>Stillage vehicle 1</i></p> <p>Fortnightly paper & card in reusable sack – <i>RCV 1</i></p>	<p>Weekly – kitchen caddy + outside bin</p> <p><i>Stillage vehicle 1</i></p>	<p>Chargeable fortnightly in sacks or wheeled bins</p> <p><i>RCV 1</i></p>	<p>Weekly in sack or fortnightly in wheeled bin</p> <p><i>RCV 2</i></p>
3.	<p>Weekly glass, cans, plastic bottles in box <i>Dennis twin pack 1</i></p> <p>Weekly paper in separate box</p> <p><i>Dennis twin pack 1</i></p>	<p>Weekly – kitchen caddy + outside bin</p> <p><i>Dennis duo pod</i></p>	<p>Fortnightly in wheeled bins collected with cardboard</p> <p><i>Dennis duo</i></p>	<p>Fortnightly in wheeled bin</p> <p><i>Dennis duo</i></p>
4a & b	<p>Weekly glass, cans, plastic bottles in box <i>Split body RCV 1</i></p> <p>Weekly paper and cardboard in sack <i>Split body RCV 1</i></p>	<p>Weekly – kitchen caddy + outside bin</p> <p><i>Split body RCV 1</i></p>	<p>Chargeable fortnightly in sacks or wheeled bins</p> <p><i>RCV 1</i></p>	<p>Weekly in sack or fortnightly in wheeled bin</p> <p><i>RCV 2</i></p>
5a & b	<p>Weekly glass, cans, plastic, paper & cardboard in wheeled bin or box & bag</p> <p><i>Dennis twin pack or RCV1</i></p>	<p>Weekly – kitchen caddy + outside bin</p> <p><i>Single op vehicle</i></p>	<p>Chargeable fortnightly in sacks or wheeled bins</p> <p><i>RCV 2</i></p>	<p>Fortnightly in wheeled bin</p> <p><i>RCV 1</i></p>

Officer comments on scenarios

Scenario	Summary of service	Comments & est. recycling rate
2a	Refuse - WEEKLY Recyclables 1. – cans, glass, plastic bottles, food waste WEEKLY on a stillage vehicle 2. paper & card – FORTNIGHTLY on an RCV	This collection system does not address future LATs issues and the requirement for a step change in the way we provide services, to increase recycling and reduce waste. Concerns ref; dealing with food waste at Twickenham Depot and fortnightly operation of the paper and card option. 20.8% recycled
2b	Refuse- FORTNIGHTLY Recyclables 1. – cans, glass, plastic bottles, food waste WEEKLY on a stillage vehicle 2. paper & card – FORTNIGHTLY on an RCV	Appears to offer the most cost effective option but concerns ref; dealing with food waste at Twickenham Depot, the ability of a stillage system to take the volumes of plastic bottles and fortnightly operation of the paper and card option. We could address the food waste and space for plastic bottles concerns by providing a separate collection of food waste but that would add to costs. 28% recycled
2c	Refuse- FORTNIGHTLY Recyclables 1. – cans, glass, card, plastic bottles, WEEKLY on a stillage vehicle 2. paper & food waste– WEEKLY on an RCV	Concerns ref; the costs and ability of a stillage system to take the volumes of plastic bottles and card. Provides weekly paper and card collection and second highest recycling rate. 28.6% recycled
4b	Refuse- FORTNIGHTLY Recyclables cans, plastic bottles and glass in section 1, paper and card in section 2 and food waste in section 3 of a Duo with pod	Concerns ref; the loss of income and potential gate fees adding £500K + to the systems costs Lack of flexibility if markets change and mixed recyclables lose their value further. Compaction allows for volume of plastics and card to be reduced(nb – lesson from Harrow with plastic bottles adding to 100% increase in capacity) 27.4% recycled
5a	Refuse- FORTNIGHTLY Recyclables - cans, plastic bottles and glass in section 1, paper and card in section 2 of Duo. Food waste collected on a separate vehicle (type TBC)	Concerns ref; the loss of income, capital costs of wheeled bins for the recycling collection and potential gate fees adding £500K + to the systems costs. Lack of flexibility if markets change and mixed recyclables lose their value. But flexibility retained for the food waste collection system – the material that has the least secure end market. Compaction allows for volume of plastics and card to be reduced (nb – lesson from Harrow with plastic bottles adding to 100% increase in capacity) 30.6% recycled (nb includes mixed plastics – no market at present)