

Appendix 1

**Barking &
Dagenham**

Overview & Scrutiny Review 2018/19

Improving Household Waste, Recycling and Street Cleansing

Date of Meeting: 2 December 2020

one borough; one community; no one left behind

Background

2018/19

Councillor Jane Jones, Chair of the Overview and Scrutiny Committee, oversaw an in-depth review in “improving household waste, recycling and street cleansing”. With the aim of improving the environment for the residents, workers and visitors of the Borough.

It was felt the high levels of waste and low levels of recycling in the borough needed to be addressed, alongside the cleanliness and ultimately the appearance of the Borough. The Committee attended the East London Waste Authority (ELWA) Frog Island Waste Management Facility to see first hand how much waste and recycling comes in from the Borough and how residual waste undergoes Mechanical Biological Treatment (MBT) to separate materials for recycling and produces both Solid Recovered Fuel (SRF) and Refuse Derived Fuel (RDF) that can be used to replace fossil fuels in the generation of energy.

The review made 10 recommendations overall and commented that there were;

- policies and procedures in place to deal with waste and recycling in the Borough, but residents and visitors were often not aware of how to present their waste and recycling; and
- gaps in collaborative working between teams at the Council, which if filled could educate residents on their waste and recycling responsibilities.

Recommendations

- 1. The Council should be working closely with residents and re-engage with the third sector to encourage re-use of materials, such as furniture and white goods, and encourage residents to hold on to such items when moving property.**

Response

- TCL Reuse Ltd local business is located in Barking and works closely with residents for reuse of furniture
 - (38,714kg collected for reuse in 2019/20).
- AO Recycling collect white goods for reuse. Free collection service started 19 October 2019
 - (1,444kg collected Oct-19 to Mar-20).
- Redcorn Ltd – Vehicle scrappage
 - (21,995kg collected in 2019/20 for parts reuse and metal recycling).
- Pink Elephant for textile collection (part of ELWA) – promoted via social media campaign
 - (135,050kg collected in 2019/20)
- Reuse craft workshop for schools conducted in 2019.
- Sew London Project for clothes upcycling works with local residents.

Recommendations

MORNING SHIFT										
	REGISTRATION	ROUND	START TIME	TIP START TIME	TIP FINISH TIME	TOTAL TIP TIME	IN WEIGHT(KG)	OUT WEIGHT (KG)	NET WEIGHT	
DOMESTIC SUMMARY	LN69VZD	Domestic 1	06:00:00	08:05:00	08:12:00	00:07:00	25240	14920	10320	
				12:38:00	12:47:00	00:09:00	25460	14940	10520	
	LN69VZF	Domestic 2	06:00:00	09:31:00	09:35:00	00:04:00	18560	12580	5980	
				12:26:00	12:33:00	00:07:00	17760	12700	5060	
	LN69VZO	Domestic 3	06:00:00	08:39:00	08:44:00	00:05:00	24600	15180	9420	
				11:00:00	11:05:00	00:05:00	21540	15180	6360	
	LN69VZK	Domestic 4	06:00:00	09:31:00	09:40:00	00:09:00	24760	14740	10020	
				12:19:00	12:27:00	00:08:00	20500	14740	5760	
	LN69VZL	Domestic 5	06:00:00	09:08:00	09:13:00	00:05:00	25600	15220	10380	
				11:55:00	12:02:00	00:07:00	22620	14980	7640	
	LN69VZB	Domestic 6	06:00:00	09:28:00	09:34:00	00:06:00	25100	15140	9960	
				11:39:00	11:51:00	00:12:00	18200	14960	3240	
	LN69VZC	Domestic 7	06:00:00	09:41:00	09:45:00	00:04:00	25560	14860	10700	
				12:20:00	12:29:00	00:09:00	21060	14860	6200	
	LN69VZP	Domestic 8	06:00:00	09:36:00	09:42:00	00:06:00	24960	15100	9860	
				13:01:00	13:08:00	00:07:00	21420	15080	6340	
RECYCLING SUMMARY	LN69 VZJ	Recycling 1	06:00:00	09:22:00	09:29:00	00:07:00	20080	14740	5340	
				12:07:00	12:13:00	00:06:00	17540	14700	2840	
	LN69VZE	Recycling 2	06:00:00	10:39:00	10:47:00	00:08:00	20740	14440	6300	
						00:00:00				
	LN69VZA	Recycling 3	06:00:00	08:44:00	08:50:00	00:06:00	19060	14800	4260	
				12:41:00	12:47:00	00:06:00	18080	14740	3340	
	LN69VZH	Recycling 4	06:00:00	09:43:00	09:49:00	00:06:00	19860	14580	5280	
				13:08:00	13:18:00	00:10:00	18460	14640	3820	
TRADE SUMMARY	LN69 VZR	Trade	06:00:00	11:12:00	11:17:00	00:05:00	23500	14960	8540	
BULK SUMMARY	EJ62TXY	Bulk	06:00:00	12:56:00	13:02:00	00:06:00	18100	14900	3200	
				07:35:00	07:40:00	00:05:00	6480	5740	740	
	WU67XGP	Binlift 2	06:00:00	10:01:00	10:17:00	00:16:00	6560	5620	940	
				11:41:00	11:54:00	00:13:00	6340	5720	620	
	LN69VZM	Binlift 3	06:00:00	09:41:00	09:50:00	00:09:00	24080	15140	8940	
				12:10:00	12:19:00	00:09:00	21240	14940	6300	
	WU67XGN	Binift 4	06:00:00	08:24:00	08:31:00	00:07:00	25000	14900	10100	
				11:08:00	11:13:00	00:05:00	19120	14960	4160	
				08:48:00	08:54:00	00:06:00	24840	15020	9820	
				11:26:00	11:32:00	00:06:00	20820	14740	6080	
MISSED COLLECTIONS										
GREEN GARDEN WASTE	VX69 YHK	GGW1	06:00:00	06:00:00	11:28:00	11:33:00	00:05:00	15060	12980	2080
	VX20 ZDV	GGW2	06:00:00	10:18:00	10:22:00	00:04:00	16880	12780	3740	

Recommendations

2. Residents should be educated and signposted towards websites and other information that can help them to reduce waste. A change in the behaviour of residents should be encouraged e.g. take litter home with you if there is no bin available

Response

- Social media campaigns signposting residents to LBBD, Keep Britain Tidy, WRAP, Recyclenow, Recoup websites. These are posted using the hashtag #cleanerBD. Campaigns delivered in 2020:
 - Know Your Plastics Campaign (13 - 31 Jul-20)
 - LWARB plastics campaign (13- 31 Jul-20).
 - Great British September Clean (11-27 Sep-20).
 - Recycle Week (21-27 Sep-20).
 - London Repair Week (12-17 Oct-20).
 - Recycling quiz competition (21 Sep-20 to 31 Oct-20)
- Waste and Recycling workshops and roadshows:13 events with 655 in attendance delivered in 2019/20.
 - Example of Virtual Waste and Recycling workshop with Manor Junior School, Barking (Sept. 2020).
<https://lbbd.sharepoint.com/:v:/r/teams/T0352-INT-FNC-Waste-minimisation/Shared%20Documents/General/Talks%20and%20Workshops/Online%20workshops/Recycle%20week%202020%20recording.mp4?csf=1&web=1&e=GqV1gk>
- Community clean up events were organised in 2019/20 (30 events)

Recommendations

2. (continued) Residents should be educated and signposted towards websites and other information that can help them to reduce waste. A change in the behaviour of residents should be encouraged e.g. take litter home with you if there is no bin available

- Reviewed Planning Application Notes (PAN3) to provide and clarify information for developers and architects.
- Web page provides information for managing agents and residents in flats on waste and recycling service.
- Updated website information regarding disposal of restricted household waste. Since Apr-19 we have granted 90 requests out of 242 through greater engagement and advice on alternative disposal options saving on disposal cost for the council.
- Updated information on LBBD waste and recycling services provision including what can be recycled and 'bring sites' locations on 'WRAP Local Authority Recycling scheme updater' and on 'Recyclenow.com' <https://www.recyclenow.com/local-recycling>
- Newsletter distributed through Headteachers, highlighting Waste Minimisation activities such as waste and recycling workshops, food waste minimisation and home composting.

Recommendations

- 2. (continued) Residents should be educated and signposted towards websites and other information that can help them to reduce waste. A change in the behaviour of residents should be encouraged e.g. take litter home with you if there is no bin available**
- Litter and Our Environment workshops conducted, workshop material produced;
[https://lbbd.sharepoint.com/:v:/r/teams/T0352-INT-FNC-Waste-minimisation/Shared%20Documents/General/Talks%20and%20Workshops/Online%20workshops/Litter%20and%20Our%20Environment%20workshop%20\(webinar\).mp4?csf=1&web=1&e=2IO6Hf](https://lbbd.sharepoint.com/:v:/r/teams/T0352-INT-FNC-Waste-minimisation/Shared%20Documents/General/Talks%20and%20Workshops/Online%20workshops/Litter%20and%20Our%20Environment%20workshop%20(webinar).mp4?csf=1&web=1&e=2IO6Hf)
 - in 2019/20 – 7 events with 255 participants.
 - Street cleansing and communications working together to support national anti-littering and fly-tipping campaigns developed by KBT and HM Government, particularly in the wake of coronavirus which has seen the widespread littering of PPE (namely masks and gloves, PPE litter was recorded on 13% of transects surveyed by KBT in Tranche 1) as well as a national increase in fly tipping.
 - Three KBT surveys have taken place in 2020
 - As part of the communications plan being developed to support the street cleansing service/cleaner-greener agenda, we are working on developing a pack for schools to encourage young people not to litter and to recycle more. The pack will offer to loan schools litter picking equipment and maybe public realm staff to go in to do assemblies. We are exploring the possibility of having branded envelopes, a letter to the head teacher, A5 flyers for kids, stickers and or certificates for kids that take part in litter picking sessions, window stickers for schools that join us.

Recommendations

3. With the modernisation of the private rented property licensing service, the new system should be used to input relevant information such as waste and recycling collection dates, which item goes into the different bins provided and which items cannot be recycled

- Waste Minimisation Team will gain access to this database to engage with residents and managing agents, especially the Private Sector Licensing Forum there has been limited progress due to Covid-19.

4. A licensing condition in the Private Rented Property Licensing Scheme 2019 to 2024 be included stating that Landlords are to pass on the relevant information regarding waste and recycling to each new tenant that moves into the property

- The Waste Minimisation Team will request this tenant information from the Private Licencing Team to engage with new tenants and influence landlords and will monitor how the Landlords pass this on

5. The Private Rented Property Licensing Scheme Team should look into charges for additional bins at properties, if required

- Waste Minimisation Team aim to assist the Private Rented Property Licensing Team to carry out assessment for waste and recycling provisions.
- Chargeable additional bins are an option for over producers but this does not encourage waste reduction. The waste minimisation team have updated (increased) charge information but continue to encourage waste minimisation per household.

Recommendations

6. Hold a focus group with the BAD Youth Forum to discuss the best way to educate children of secondary school age on waste and recycling, and identify any problem areas

- Last year the Waste Minimisation Team carried out Roadshows, Waste and Recycling workshops for schools and community groups to target hard to reach groups. We support National Citizens Service (NCS) every year on waste and recycling projects.
- A focus group with BAD Youth Forum has been proposed but put on hold due to the pandemic.

7. In consultation with the Cabinet Member for Educational Attainment and School Improvement, Renewi would be asked to visit Secondary Schools in the Borough to provide waste and recycling education

- Due to Covid-19 pandemic this recommendation is currently on hold, however;
- The Waste Minimisation Team do provide services to secondary schools.
- The Waste Minimisation Team plan to work with Renewi to conduct school visits and re-activate recycling 'bring banks'
- Boroughwide waste and recycling door knocking has been considered but would require significant additional resource.

Recommendations

8. 'Correx' corrugated plastic signs to be placed around lampposts in high traffic areas such as shopping parades to encourage residents not to litter and/or fly-tip

- In Jul-20, a new anti fly-tipping campaign, developed collaboratively by street cleansing, street enforcement and communications was launched. The 'we are watching you/don't be a tosser' campaign is a multi-channel campaign and includes the placement of A3 'correx' signs at known fly-tipping hotspots across the borough, as well as vinyl banners placed at high profile locations such as shopping parades and busy junctions.
- The Waste Minimisation Team provides litter and environment workshops for schools and could support street cleansings and enforcement teams
- Street cleansing and communications colleagues support national anti-littering and fly tipping campaigns. This have been done largely via social media under the hashtag #cleanerBD. The availability of refuse and recycling centres, particularly Frizlands Road, and the council's bulky waste collection service have also been promoted on a regular basis this year to encourage residents to make the right choices when disposing of household items.
- Signage for street cleansing fly-tipping/bulky waste collection vehicles is being developed Monitoring is taking place at the hotspot locations and to help evaluate the campaign's success. This campaign compliments the already successful innovative online 'Wall of Shame' work that uses footage from the boroughs CCTV network and strategically located cameras in known fly tipping hotspots to capture the perpetrators of illegal fly-tipping and appeal to the wider public for details of the individuals.

Recommendations

9. Officers to investigate whether it would be viable to collect waste tonnage by route, which will provide officers with an insight to identify areas of concern.

- This is viable and data is already available within the Waste Operation Team and is recorded daily for the 8 domestic rounds/routes (Mon -Fri).
- This provides data that can be used for targeted waste minimisation engagement.

10. Any money saved from enforcement or management savings should be reinvested for at least two years to kick start new initiatives in the service areas of the review.

- Collaborative work with other services such as Waste Operations, Enforcement, Housing and complaints teams can be found in the following link: Enforcement are recruiting and we have crossed trained our teams. Finance are stretched due to the impact of Covid

<https://lbbd.sharepoint.com/teams/T0352-INT-FNC-Waste-minimisation/Shared%20Documents/General/Benchmarking/Site%20visits%20conducted%20in%20collaboration%20with%20other%20departments.xlsx?web=1>

Future plans to continue to respond to recommendations

SMART Street Proposal - What is SMART Street?

SMART Street is a cross council initiative set up to make visible, measurable improvements to the high levels of waste, low levels of recycling as well as improve the cleanliness and appearance of the borough

What will the SMART Street initiative concentrate on?

scheduled monitoring and inspections of roads. Issues will initially focus on those impacting local environmental quality (LEQ) including:

- Litter, detritus, fly posting and graffiti
- Fly tipping
- Eyesore gardens and poor presentation of waste
- Low level anti-social behaviour
- Highway, street lighting and street furniture defects
- Parking violations impacting service delivery

What services will work together to deliver SMART Street?

SMART Street will require a high level of coordination between council service areas

- street cleansing,
- waste services,
- street enforcement
- Landlord Services
- Highways, parking and parks and environment will also need to be involved.

Contacts in resident and community groups will be needed as leads in organisations such as Transport for London and Network Rail.

Questions

Any Questions?