

## HOUSEHOLD WASTE - IMPLICATIONS OF COVID-19 OUTBREAK ON THE FOOD WASTE AND 140L BINS PROJECT TIMETABLE

### Appendix 1 - Citizens Panel results and responses.

Total responses

Citizens panel: 1500

Responses: 529 = 35%

Type of accommodation:

HOUSE 481

FLAT 38

HMO 1

NO ANSWER / OTHER 12.

We received 530 replies from the 1500 members of the panel representing a 35% response rate, which is a high return rate and the majority of whom left comments. 481 responses came from house owners, 38 from flat owners and 1 from a resident of a HMO. A wide range of concerns were raised but the main themes are as follows:

- We received a mix of responses - in favour, against and mixed feelings about the proposal
- Our key insight that people are confused about what they can recycle and want better information was reinforced.
- The main objections (no objection is universally held) to the scheme are as follows
  - o Smaller bins won't be big enough
  - o Food waste will smell and attract vermin
  - o What about people who don't comply
  - o What about nappies and big families
  - o What about kerbside glass collections / more bring banks / more sites
- Some disabled residents raised concerns about how they will cope with the new scheme and officers will contact the respondents to understand their concerns and build it into the early adopter scheme
- Requests that we also lobby for reduced packaging as excessive packaging makes recycling harder
- One suggestion that comes up a lot but that is not part of the current plan is to put stickers on every grey and red bin saying what can/can't go in, and/or saying 'put food in the food bin'.

The table below shows the top issues raised and the action we will take:

Issue	Answer / action
<p><b>I don't understand what I can recycle</b></p> <p>Residents want clear information about what they can put in each bin</p>	<p>We will make sure this is included in the project communications, including:</p> <ul style="list-style-type: none"> <li>• information about food waste provided when the food bin is delivered.</li> <li>• information on the new bin calendar which will be sent to every household in the post.</li> <li>• increased communications about what can and can't be recycled across various channels - the Council newsletter, information leaflets, email, social media, outdoor signage, bin stickers, via community partners</li> <li>• promotion of the re3 app: <a href="http://reading.gov.uk/re3cyclopedia">reading.gov.uk/re3cyclopedia</a> which lists every item and where it can be recycled.</li> <li>• information about garden waste collection service and home composting.</li> </ul>
<p><b>More detail is required</b></p> <p>Some people want more detail about where their waste goes</p>	<p>We will be producing communications about this alongside the core information about the programme which will be sent out ahead of the scheme roll out. We will look to provide more detail about where your waste in Reading goes.</p>
<p><b>We don't believe the old black bins will be reused or recycled</b></p>	<p>Black bins will be re-used or recycled this is the basis of our agreement with the delivery company. We will produce communications that show what happens to them, e.g. photos/videos from the recycling plant.</p>
<p><b>I'm worried I won't have enough space for my rubbish</b></p> <p>Concern that new bins will not have sufficient capacity esp. for people with large households, several young children in nappies, or people with a disability or care need that results in additional waste (e.g. PPE, wipes, bedding)</p>	<p>In order to test the new food waste service we are asking 3000 properties in 5 areas around the Borough to be early adopters, who start the new service ahead of the rest of the Borough so they can give us their feedback and experience of both the operation of the service and the way it is communicated to the remaining 70,000 properties. These early adopters will have at least 3 months of the new service before the main roll out, giving us a chance to make changes if necessary.</p> <p>We will support residents to recycle more of everything - we'll help you maximise what you can put in your red bin and understand other ways to dispose of waste or minimise the waste you create, including:</p> <ul style="list-style-type: none"> <li>• Better information about what you can recycle and where.</li> <li>• Tips and tricks from residents who are successfully using the smaller bins - from Reading's early adopter areas, and from other councils across the country who have introduced the scheme.</li> <li>• Promotion and incentives to increase the use of reusable sanitary products including nappies and menstrual products.</li> </ul>

	<ul style="list-style-type: none"> <li>Information about how to get an extra recycling bin, compost at home or sign up to the Council's garden waste service.</li> </ul> <p>In very exceptional cases residents may need additional grey bin capacity and where this is the case, you will be able to apply for extra capacity via the website. We will assess applications on a case by case basis. Details of how to apply will be made available nearer the time.</p>
<p><b>I'm worried about my food waste bin</b></p> <ul style="list-style-type: none"> <li>Will it smell?</li> <li>Will it attract vermin?</li> <li>Is it secure?</li> </ul>	<p>Comprehensive communications before and during the scheme will explain how to use the new bins and show that they are secure and lockable.</p> <p>We will provide you with tips and tricks from people successfully using food waste bins - e.g. the best ways to line the caddy, keep it out of direct sunlight, wash it in the dishwasher etc.</p> <p>We will try to provide hands on sessions with the new bins where possible, by putting samples in libraries and public buildings (covid restrictions permitting).</p>
<p><b>Why don't you collect glass?</b></p>	<p>Information about where you can recycle glass - bring bank locations is available on the council website. We continue to review the range of collection services that we provide kerbside for residents.</p>
<p><b>What about people in flats?</b></p> <p>Concerns about capacity, types of containers and enforcement</p>	<p>The Recycling team have been visiting HMO's and flats individually to look at existing and revised capacity and will be liaising with managing agents, landlords and residents to ensure they understand the scheme and their responsibilities for waste management.</p>
<p><b>The way the scheme is designed makes it hard for me to take part because it doesn't cater for my disability</b></p>	<p>We will contact those who said the design of the scheme created difficulties for them due to their disability to find out more about their concerns and how we can adapt the scheme to meet their needs.</p> <p>During the early adopters phase we will include this as one of the areas where we test and learn to optimise the scheme.</p>
<p><b>Will everyone get the message?</b></p> <p>Reading has many diverse communities who speak different language, not everyone has strong English. This includes BSL speakers.</p> <p>Some people have additional needs due to learning</p>	<p>We will produce easy-read, image-lead versions of the key communications on:</p> <ol style="list-style-type: none"> <li>1. What you can recycle and where</li> <li>2. How to use the food waste scheme</li> </ol>

<p>difficulties, dementia, poor eyesight etc</p>	<p>Pictorial versions will be provided. These are more cost efficient and accessible to groups beyond those with a language need (eg learning difficulties, poor eyesight).</p>
<p><b>The Council should lobby government to compel manufacturers to make packaging recyclable.</b></p>	<p>We will continue to liaise with government on its Resources and Waste Strategy and its aim of increasing the amount of recyclable materials in packaging and the principal of producer responsibility.</p>
<p><b>What about those who don't comply?</b></p> <p>In communal spaces a minority sometimes ruin it for the rest - e.g. people who misuse bin stores in flats</p> <p>When people put the wrong thing in the bin the council leave it and don't collect it - that is unpleasant for other residents</p> <p>Will we see an increase in fly tipping?</p> <p>Will you fine people who don't put out the right stuff</p> <p>What will the council do to enforce the new scheme and how will you deal with people who don't comply?</p>	<p>The recycling and enforcement team will be carrying out site visits and bin audits and offering advice and information about how to comply with the scheme. We regard enforcement action against residents over domestic waste issues as a last resort and it will only be considered following exhaustive liaison with residents.</p> <p>We are working with landlords as well as tenants to make sure the message gets passed on as tenants change.</p> <p>We are working with the university to ensure students get the information they need.</p> <p>We are increasing our focus on fly tipping. We have more resource in the team and we are pursuing prosecutions as a deterrent.</p> <p>Please see the comments above.</p> <p>Please see the comments above.</p>