

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 11 October 2017

Subject: Waste, Recycling and Street Cleansing Performance and Disposal Savings

Report of: Fiona Worrall, Director of Neighbourhoods

Summary

To provide the Scrutiny Committee with an update on the progress of the Biffa contract following the implementation of a 6 month Improvement Plan in January 2017 and subsequent extension of improvement plan in August 2017.

To provide the Scrutiny Committee with an update on service changes to waste collections from 4 bin households and apartment sector to achieve collections and disposal savings targets.

Recommendations

To consider and comment on the content of the report.

Wards Affected: All

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Background documents (available for public inspection):

None

Part A – Biffa Contract

1. Introduction

The purpose of this paper is to provide the Scrutiny Committee with an update on the waste and recycling collection and street cleansing contract with Biffa; to review the progress made against the Service Improvement Plan; and consider the challenges affecting Biffa's ability to keep the City clean and opportunities to deliver further improvements.

2. Background

2.1 Since the start of the contract in July 2015 the Biffa contract has faced a number of pressures. The City's population has increased by around 6% since the tender information was prepared. There has also been growth in the apartment sector - particularly in the city centre as this has extended through planned development. Biffa has supported two phases of service change for properties with 4 bins – exchanging 157,000 rubbish bins for slim grey bins and then re-scheduling collections rounds for all four waste streams following the significant reduction in rubbish collected (-30%) and increased presentation of recycling. Intensification of existing terraced property stock, has placed greater demand on communal collections from passageways.

2.2 The collections contract has also been affected by changes in practices by some of the Registered Providers and their reduced estate management teams who previously responded to domestic waste issues and flytipping. Expansion of the city centre; higher footfall; increases in licenced premises – particularly in relation to the night time economy; and an increase in the number of rough sleepers resulting in high profile littering (particularly of a hazardous nature), has further stretched Biffa's cleansing resources.

2.3 The contract requires the operator to use all available collection data and intelligence, to effectively manage and deploy resource in order to meet the contract specification and drive improvements in performance. The contract requires that growth and increased service demands should be absorbed, wherever possible, by continually seeking opportunities to make efficiencies. Strong collaboration and sharing of intelligence is required with internal and external stakeholders to influence behaviour change through education, engagement and enforcement.

3. Biffa Contract

3.1 The Neighbourhoods and Environment Scrutiny Committee discussed concerns about Biffa's street cleansing performance in December 2016. As part of the City's street cleansing inspection programme, issues were noted in relation to the cleanliness of streets across the City, which were not consistently meeting the specification standards either in terms of quality or coverage. These concerns were supported by information provided by Members and Neighbourhood Teams.

3.2 Officers believed that the poor performance was in part because Biffa's management systems and use of intelligence required significant improvement - in order that they could fulfil contractual requirements and drive performance improvements as set out in the contract. This led to concerns being raised through the performance management structure and escalated through the contract's governance arrangements.

3.3 Biffa presented a 'Service Improvement Plan' to the Strategic Board in January 2017, which was implemented in February 2017. In preparing their plan, Biffa recognised that significant changes were needed to make Supervisors and Operatives more accountable for their work and an additional senior manager was brought in with responsibility for day-to-day performance. Biffa also brought in additional resources to improve standards of cleansing across the city. To ensure the improvements were sustainable, Biffa set out how they would create a culture of performance improvement, using data more effectively to measure the output of teams and identify areas where improvements were needed.

3.4 Throughout the first 6 months Biffa provided weekly progress updates and performance was tracked at monthly Performance Contract Management Group (PCMG) meetings and quarterly Strategic Board Meetings. Senior Managers from Biffa and Senior Officers from the Waste, Recycling and Street Cleansing Team met with Members at local meetings and Member Briefing Sessions to update on progress and discuss any areas of concern. Feedback from these sessions suggest that Biffa's Service Improvement Plan is making a positive impact on the cleanliness of the City.

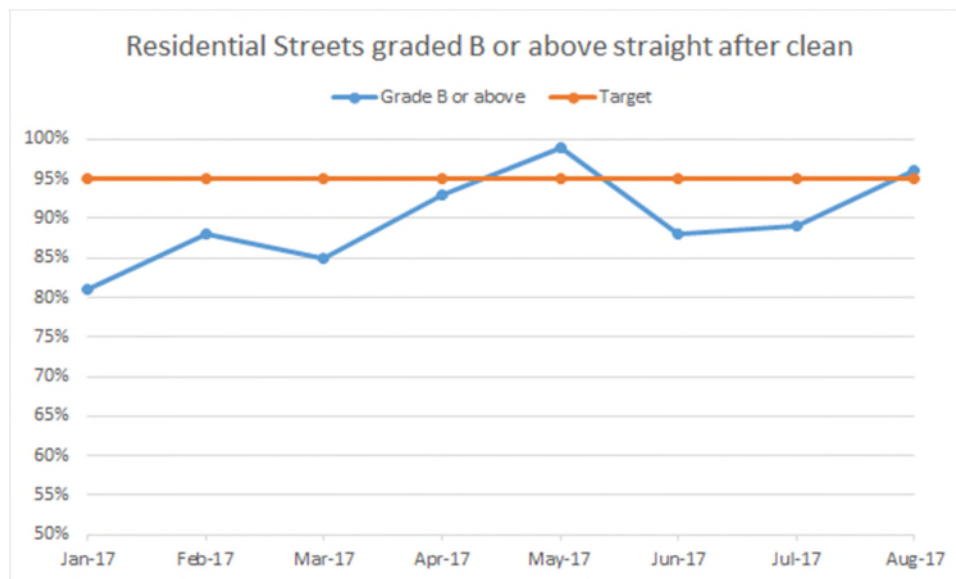
3.5 At the August 2017 Strategic Board, evidence was provided by Biffa that demonstrated there had been a significant improvement in the street cleansing performance during the period of the Improvement Plan. This is detailed further in the section below. Analysis of CRM data shows significant improvements have been made to Biffa's response times and fulfilment of requests for service. Whilst the City is encouraged that Biffa's performance has improved, there is concern this has primarily been achieved through the implementation of additional resources and greater accountability of managers and supervisors. In order for further improvements to be made, Biffa need to effectively utilise the data they gather to identify service demand patterns and plan their work accordingly.

3.6 The Strategic Board noted that improvements have been made in performance, but that further time was needed to ensure that improvements continued to the level that is contractually expected. The service has not yet been fully tested in the high demand periods of the year where failures previously occurred. The Strategic Board agreed to extend the Improvement Plan for a further three months until November 2017. As part of the Improvement Plan extension additional targets and milestones were set for Biffa to stretch their performance and demonstrate more intelligent methods of performance management are being deployed.

4. January to August 2017 Performance Data

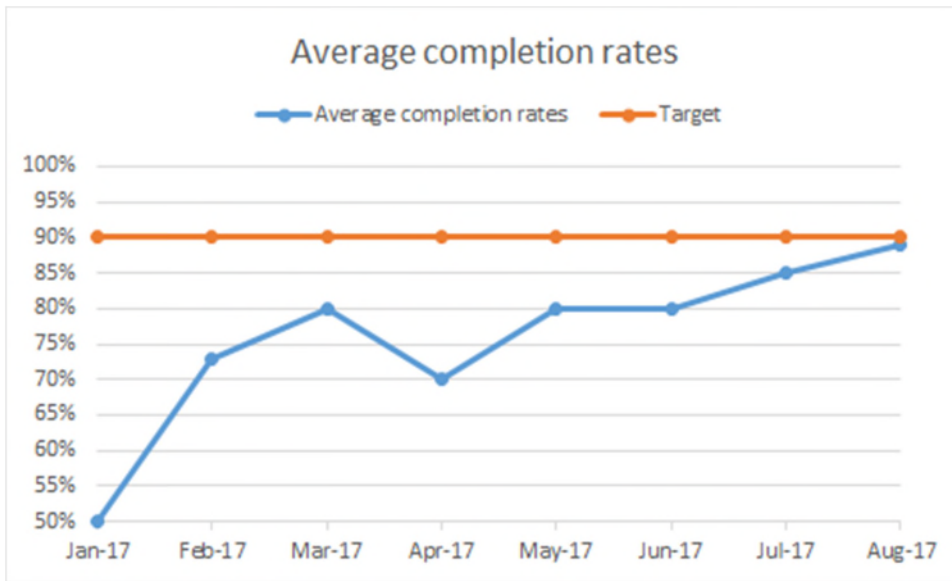
4.1 Quality of Street Cleansing (NI195)

Biffa complete the proactive cleanse of the different area types (city centre, district & neighbourhood centres, arterial routes and residential areas) – on a scheduled basis. The contract requires a robust inspection regime and it is business critical that Biffa carry these out and act upon the information to understand how well they are performing and where they need to alter their approach to operate more efficiently. The Council carry out a daily assurance check of areas that have been cleaned that day. The assurance regime also provides a daily performance report to Biffa highlighting where very good or poor performance has been discovered. The table below shows that there has been a significant improvement in the quality of the cleansing that takes place. There has been a 15% increase in streets graded B or above between January 2017 and August 2017.



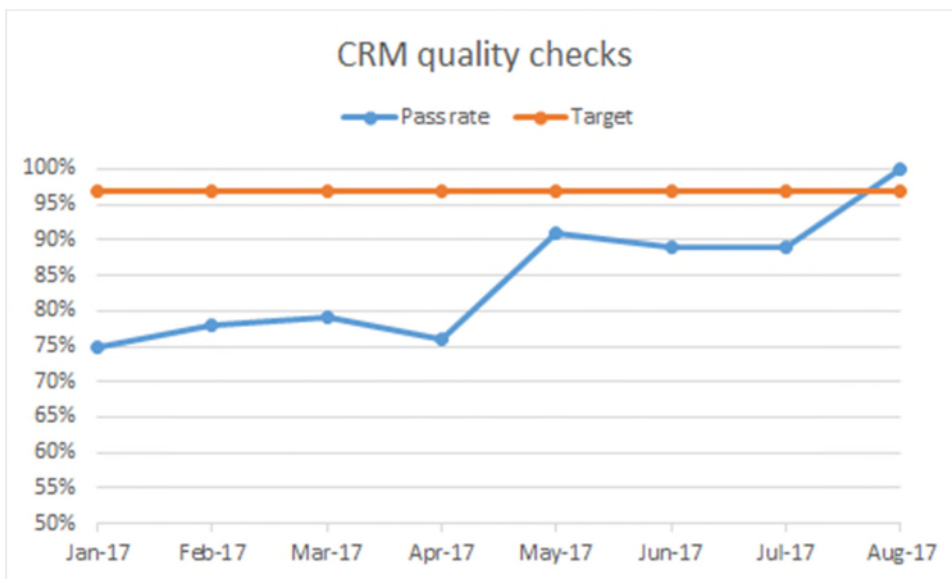
4.2 Completion Rates

Biffa are required to report how much of a ward has been cleansed as part of the planned cleansing schedule. There has been a clear improvement in the overall completion rates being achieved as the table below shows. Average completion rates have increased from 50% in January 2017 to 89% in August 2017.



4.3 Street Cleansing CRM reports

There has been a substantial improvement in street cleansing CRM management since the start of the Improvement Plan. In January 2017, only 75% passed MCC quality checks. This figure has increased substantially to a 100% pass rate in August 2017.



5. Challenges

5.1 Whilst significant improvements in street cleansing standards have been delivered and Biffa have demonstrated they are on track to developing more robust management systems to drive this forward - there are a number of key challenges that will continue to affect Biffa's ability to effectively cleanse the City and include:

The increase in rough sleepers and beggars in the City Centre since the start of the contract, which place additional strain upon the cleansing approach in the City Centre given both the volume and the nature of the waste that is

generated. At peak this can require 1.5 FTE to support clean-up activities per day.

The expansion of the City Centre geographically, residentially and economically means that the frequency and geographic area of daily cleansing is being stretched. Responses to this challenge then have a knock on effect for ward cleansing. The night time economy creates a unique set of challenges and further joint working is being progressed with other teams to address issues caused by taxis and licensed premises.

Increased commercial waste is a specific concern arising from this matter as it has a detrimental effect on the street scene and once split or moved becomes a street cleansing matter.

5.2 Flytipping

5.2.1 In some parts of the City, flytipping continues to blight neighbourhoods. The City's Policy, Research & Intelligence Team recently undertook an in-depth investigation to understand why reports of flytipping have increased over the last 18 months, but during the same period tonnage of flytipping has slightly decreased (-3%). Fly tipped waste the size of a small car boot and transit vans has seen the biggest increase - with areas in the North and Central of the City seeing the biggest increases in number of reports.

5.2.2 In 2016/17 additional funding was approved to create a Flytip Investigation Team. This is a joint approach between Biffa and the Neighbourhood Project Team (NPT). Their purpose is to target hotspot locations across the City which are subject to persistent flytipping of commercial and domestic waste. The Biffa team visit these locations to search through flytipped material for evidence to identify the perpetrator and then remove the waste - the compliance team then progress enforcement action. Since the initiative started in May 2016, 5,722 fly tip cases with evidence have been identified. During this time the NPT have issued 5,147 notices, 1,819 fines of £80-£400 and 170 successful prosecutions totalling £85k in costs and fines. Some locations which were previously flytipping hotspots are no longer being targeted.

5.2.3 In recent years the City has worked hard to encourage greater reporting of fly tipping issues by residents – so an increase in reporting should not necessarily be interpreted negatively. Manchester's increases in reporting of fly tipping are also reflected nationally - particularly by the other core Cities. The City now needs to work collaboratively at a local level with Biffa and other local stakeholders, to make better use of data and available intelligence to develop strategies to reduce flytipping on a street-by-street basis. The City has a broad range of education, engagement and enforcement options available to tackle these issues and improved co-ordination of these interventions should start to yield improvements in this area.

5.3 Weed Spraying / Removal

This is an area of the contract that has not been delivered to an acceptable standard. This has led to the removal of weeds either through spraying or manual removal being inconsistent and has led to large weeds in a number of areas. Biffa have faced

some challenges this year with their weed spraying contractor, who withdrew from the contract over the summer and consequent issues identifying a replacement. Biffa have been robustly challenged about this poor performance and a recovery plan has been agreed. A new contractor is now in place and a recovery programme has been agreed - the programme will be completed by mid-November 2017.

5.4 Leaf Removal

Preparatory work has commenced with Biffa to develop this year's leafing programme. Lessons have been learnt from issues experienced last year in order to develop a more robust delivery programme this year. It's anticipated that leaf removal will commence to coincide with the switch to fortnightly organic collections in October. However, leafing is clearly very dependent on the weather conditions - so Biffa will ensure their resources are flexible to start before or after this date should they need to. This year's plan will see greater co-ordination with Members, Highways and Neighbourhood Teams to ensure the approach is understood, progress against the programme is clearly monitored and that there is flexibility to respond to localised issues when needed.

6. Conclusion

6.1 Officers are confident that both Biffa and the City's' cleansing data and inspection results demonstrate that the standard of street cleansing has significantly improved since the Neighbourhoods and Environment Scrutiny meeting in December 2016. Officers believe that the evidence available suggests that this improvement has been achieved through the introduction of the additional resources and the improved accountability of supervisors and their teams.

6.2 However, whilst the improvements to date are welcome the service requires further improvement and consistency of delivery across all areas of the City (City Centre, District Centre, arterial routes and Residential). There is now evidence of Biffa carrying out analysis and developing intelligence based approaches to deliver improvements in street cleansing. Positive steps have also been taken to work more collaboratively with internal and external stakeholders who also have a role to play in driving a behaviour change. Now that Biffa are delivering improved cleansing standards, there is an increasing momentum to shift the City's' focus towards understanding the role that our residents, businesses and visitors have in keeping the City clean. The challenge over the next 3 months is to ensure that these approaches are improved and further developed, intelligence and data is appropriately shared and embedded in business as usual approaches to management.

6.3 The City has seen a positive impact in the cleanliness of the streets including good performance over the summer when footfall increases. However, there is still further work needed ensure that contractual levels are consistently met and the most challenging periods of the year leaf fall and Christmas are still to occur. As such, performance over the next 3 months will provide a clear indication of the progress that has been made since the implementation of the Improvement Plan.

7.0. Recommendation

That the Neighbourhoods and Environment Scrutiny Committee notes and comments on the report.

A further update to be provided at the end of quarter 3 2017/18 to provide an update on the Service Improvement Plan and further consider how the City will work together with stakeholders to influence behaviour change.

Part B – Waste Collection Service Changes

1. Introduction

1.1 The Neighbourhoods and Environment Scrutiny Committee discussed waste collection service changes in June 2016 and December 2016; reviewing the detail of the proposed changes for 4 bin households (implemented 2016/17) and future changes for residual collections from apartments.

1.2 Following completion of the residual grey bin exchange programme, Members reviewed the positive impact made on the City's recycling rate and the financial savings achieved - which protect valued services in Manchester. Last years' service change is expected to increase Manchester's recycling rate to 40% in 2017/18 and means that the City is due to spend £7m less on disposal than if it had done nothing. Members are aware that the service change has resulted in tonnages collected altered for each round across the city; with recycling rounds increasing and residual rounds reducing. Biffa have since re-balanced rounds and collection changes were implemented in the second quarter of this financial year - to coincide with the expiry of the current calendars at the end of July 2017. As a result of these changes one residual waste collection vehicle was saved.

1.3 Members are aware that the recent service change only affects 70% of Manchester households and that officers were reviewing the potential to increase recycling rates in apartments across the City. Although 4 bin properties now recycle around 50% of their waste, residents in apartments are estimated to recycle only 10% of their waste. Around 50,000 residents live in apartment style properties; this represents around 23% of the City's housing stock – which is expected to grow in the next 5 years. Waste disposal for this property type currently costs in the region of £5.9m1 per annum. If apartment blocks recycled at the same rate as 4 bin households, the City would be paying circa £2.5 million less per year². Supporting data provided in Appendix A.

2. Background

2.1 The City Council has a saving target of £0.5m to be achieved from apartment sector collection and disposal arrangements over the next three years. Members will be aware that it is intended to achieve this target by improving the recycling options and communications within the sector to promote recycling but that subsequently

¹ Based on current disposal model.

² As above.

limiting residual capacity within apartment blocks would be considered should this not achieve the required step change.

2.2 Food waste makes up approximately 30% of the waste in the residual bin and would make a significant contribution to the saving target if the City could help residents to recycle more of their unwanted food. The food recycling service in apartments has a very low uptake amongst the apartment sector and by comparison, residents living in this property type recycle 10 times less food than 4 bin households.

2.3 The Neighbourhoods and Environment Scrutiny Committee discussed in June 2016 how residual capacity from this property type should be set to reflect occupancy – particularly for purpose built private student hall blocks where units have single occupancy.

2.4 The majority of the City's future property growth will be in the apartment sector - the development of apartments in the City centre and fringe remains on an upwards trajectory. In 2017/18, 3000 new units will come online, two thirds of which will be in the City Centre. In 2018/19 it's expected that 4000 new units will be developed and around 75% of those will be in the City Centre. Beyond that it's expected that there will be significant apartment development in the Northern Gateway area of the City centre. By 2024 it's projected that circa 80,000 residents will live in the City Centre, currently the population stands at 50,000.

2.5 Savings need to be realised from current apartment collection and disposal arrangements to deliver the savings targets and to absorb further growth in this sector. The renegotiation of the Greater Manchester Waste Disposal Authority (GMWDA) Private Finance Initiative (PFI) contract for waste and recycling disposal facilities and the replacement waste levy will reduce the significant gains previously seen from diverting residual waste – meaning that it will be harder to secure the savings required. The detail of this will not be clearly understood until 2018 when the new contract is procured.

3. Understanding the current service offer: Apartments

3.1 In order to identify how the collection and disposal budget for the apartment sector can be reduced, officers have been undertaking significant work to understand how the sector manages its waste; the infrastructure in place across the city; what motivations exist for managers, cleaners and residents; the practical issues faced by Biffa collection crews and data collection showing tonnages collected at a local level.

3.2 The City reviewed the way in which messages about the service are communicated with residents living in apartments and undertook workshops to understand what motivates these residents to recycle, what the barriers are and how they might be encouraged to do more. An incentive scheme was developed to determine whether this might help the City increase recycling from this property sector using this method.

3.3 Rubbish and recycling collections are provided via communal facilities, often using 1100 litre container bins (albeit other sizes and container types are in use) and

are serviced by the 'Bulk Loader' collection crews. Rubbish collections are undertaken on a weekly basis, sometimes more frequently where buildings do not have enough storage space for more containers. Dry recycling is collected alternate weeks, blue containers one week and brown the next. Organic bins are emptied weekly.

3.4 Officers have met with Registered Providers and a small number of Managing Agents to better understand how the collection arrangements work for them and what could be improved to encourage them to support their residents to recycle more. Feedback from focus groups and door knocking exercises with residents living in apartments has helped Officers to better understand what the barriers are to residents in apartments recycling and what might motivate them to recycle more.

4. Key findings:

4.1 ICT Technology: Since the beginning of this year Biffa have been working to embed the use of a new on board weighing equipment with the bulk loader collection crews. This technology will provide detailed information of the tonnages collected at each apartment block. It is expected that this data will be available from end of November 2017.

4.2 Property types: The size and type of properties which make up this sector vary greatly. There are a number of apartment buildings which contain over 60 units; these are predominantly based in the City centre and fringe, with older style blocks clustered in neighbourhoods – particularly at the furthest points North and South of the City. However. As the table below shows, two thirds of apartment buildings contain less than 30 units; and half of these contain 10 or less units. Over the last five years, since restrictive residual waste service standards were introduced for 4 bin households, we have seen an increase in the number of HMOs and similar property types moving to communal container collections. Many of these buildings now have considerably more residual capacity compared to their 4 bin household neighbours and do not need to recycle to ensure their waste fits in the receptacles available. However, without this service these properties pose significant challenges and require a high level of intervention and support from various Council teams.

539	3,509	10 or less
593	10,704	11 to 30
242	10,223	31 to 60
130	9,946	61 to 100
39	4,702	101 to 150
33	7,080	More than 150
63	Unknown	No data - working on obtaining these

4.3 Waste collection infrastructure at apartment buildings: Each building has a unique and bespoke arrangement for managing the movement of waste and recycling from apartment to disposal point. A number of the larger blocks have waste chutes which are accessed at each level for the disposal of rubbish. Recycling facilities tend to be

located at the bottom of the building in car parks, basements or at the building entrance. In the overwhelming majority of buildings it's easier to dispose of rubbish – it generally takes more effort to recycle.

4.4 Collection crew issues: Collection from apartment blocks can present more complex issues compared to 4 bin households. At some locations building managers present bins for collection on the highway and at others a fob or key is required to gain entry. Crews report issues at some locations with overflowing containers and presentation of side waste – which is problematic for the crew when it's blocking access to the containers. There are also issues with contamination in the recycling containers. At mixed developments where there are retail units, there are issues with commercial waste being disposed in the domestic containers – these issues are passed to the Neighbourhood Compliance Team.

4.5 Management companies, Caretakers and the management of communal facilities: The management of communal facilities at apartment blocks varies considerably. Over recent years there has been a reduction in the amount of time caretakers and Building Managers spend on site managing and maintaining communal facilities. Anecdotally, there appears to be a direct correlation between the quantity and quality of recycling collected vs time spent maintaining communal facilities.

4.6 Demographics: The City is starting to see a change in the demographics of the City centre and fringe population. Since the increase in student tuition fees, the City has seen an increase in the number of international students studying at the universities, many of whom are choosing to live in City centre apartments. There also appears to be more intensive use of City centre apartment stock; flat sharing amongst young professionals is increasing and it's now not uncommon for a couple to share a two bed apartment with others. The average age of occupants is also increasing as people appear to be delaying the move to the suburbs.

4.7 Transient populations: Experience has shown that where there are high levels of transience, residents have less motivation to recycle and adopt new behaviours. Some of the apartment blocks in City centre fringe are becoming increasingly popular with new arrivals who are attracted by the short term rentals on offer here. The transient nature of some of these developments, further compounds the City's efforts to change behaviour through engagement and education – the turnover of tenants can be quicker than the average student let.

5. Understanding Resident Motivations

5.1 There is no clear evidence at a national level of communication or incentives leading to significant and sustained increases in recycling levels, although the number of well evaluated communication schemes is limited. Often those that are evaluated also involved physical changes similar to Manchester's recent service change, meaning it is very difficult to ascribe increases to communications. Clearly, early adopters will have been influenced by communications but all evidence of sustained recent increases in recycling appears to have been based upon service

change. However, there is an acceptance that it is important to use communications to sustain recycling levels.

5.2 In a bid to understand how different approaches to education, engagement and recycling incentives could promote recycling, extensive research has been carried out including a series of residents' focus groups. These workshops were critical in helping to determine how we can motivate residents to recycle more; inform how communication and campaign activity could be delivered more effectively. There were some key findings that came from the research and resident workshop:

5.3 Communications: Residents want to be reminded on a regular basis why recycling is important and welcome instructional information about what can be recycled. They also want feedback about their recycling contribution – 'thank you' messages when they are doing well would be welcome. A variety of communication channels should be used as paper leaflets may not get to the residents – they would like to see more messages communicated digitally. Northwards have recently appointed a Recycling Officer to work with residents living in apartments over the next 12 months to increase recycling. They recognise that in order to support a stepped behaviour change direct and continued engagement with residents is required.

5.4 Bin infrastructure: A number of factors were identified as barriers to recycling – availability of space in the apartment to separate waste; cleanliness and maintenance of the bin stores and distance to travel to recycling bins vs access to residual bins.

5.5 Incentives: Some resident's fed back that they would be motivated to recycle more if they received an incentive – amongst this group individual incentives were favoured rather than prizes or improvements made on a group basis. Other residents felt that feedback and recognition for their contribution was more important to them. A number of pilots were trialed earlier this year to test if individual reward influenced behaviour change, the results showed that this approach did not make significant changes to recycling behaviour. Further detail about these pilots can be found in Appendix B.

6. Conclusion

6.1 The current waste and recycling collection service for apartments, costs the City Council £7.2 million a year in collection and disposal costs. There are savings that could be made to the service by reducing the residual tonnages collected to a similar level of that collected in 4 bin households – albeit the saving will not be as significant under the revised waste levy model

6.2 Officers are working with Biffa to identify potential efficiencies within the apartment collection service. It may be possible to generate some savings from collections but this will not achieve the levels expected.

6.3 In order to achieve the target savings the amount of residual tonnage collected from apartments needs to be reduced. Officer's investigations have concluded that

education and engagement campaigns alone will not deliver the stepped change required to deliver the tonnage savings. A robust and sustained communications plan is important to ensure residents living in this property type are well informed about how to recycle and why it's important. The City needs to support Management Companies and Registered Providers to work with their residents to influence a behaviour change. Using data collected by Biffa, it will be possible to make collection rounds more efficient and will help us to identify buildings which need the most support to reduce residual waste levels and increase recycling.

6.4 However, in order to achieve the savings target the City needs to achieve an increase in recycling considerably higher than can be achieved through communication campaigns. The service provided to apartments needs to change and the amount of residual capacity available to occupants reduced. Officers are gathering data regarding tonnage patterns and the practicalities of a service that is bespoke to each block and will develop a proposed approach to increase recycling. A further report will be provided in November 2017 which will outline our plan to achieve this. In quarter 3, the single occupancy unit blocks, typically occupied by students will be reviewed to ensure that an appropriate level of residual capacity is being provided, with a view to implementing any reductions by quarter 4.

6.5 Proposed next steps

Contact the single occupancy unit blocks in quarter 3 (17/18) to review residual capacity and support building managers to increase recycling collected.

Continue to work with Registered Providers and Management Companies to support them to work more closely with their residents to influence behaviour change and make changes where practical to prioritise access to recycling facilities. We will develop a guide and education materials to support this. Also, explore the potential to develop a mechanism to share good practice between providers.

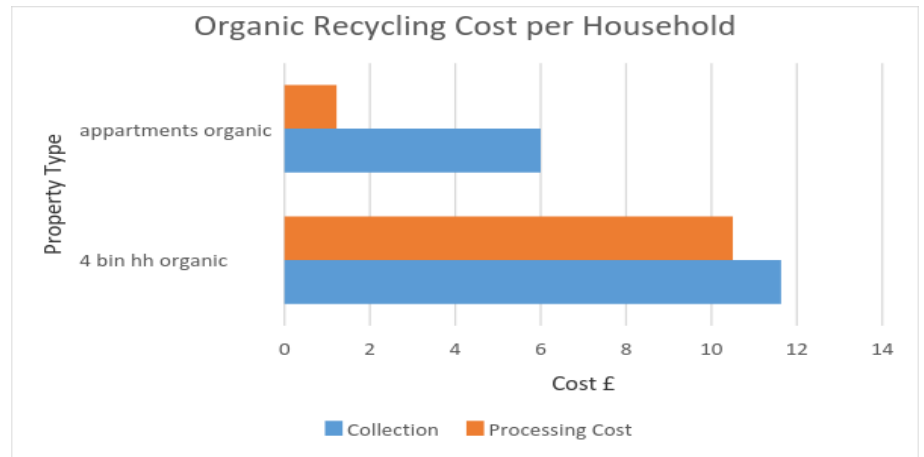
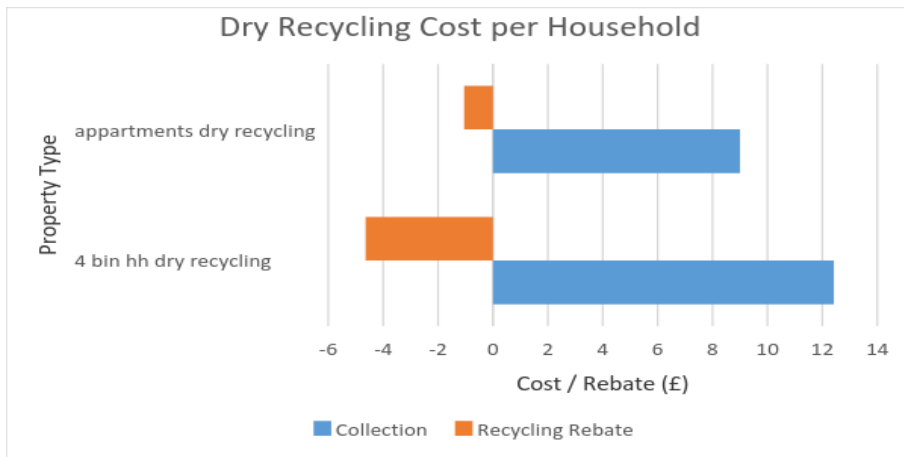
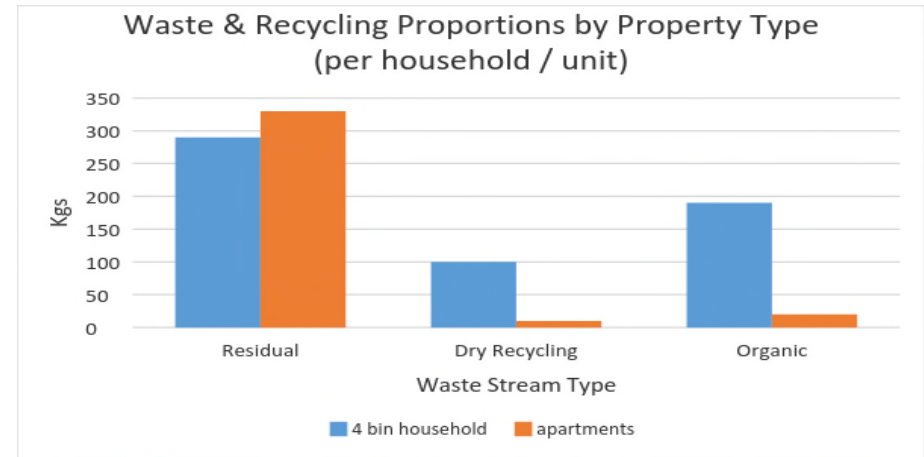
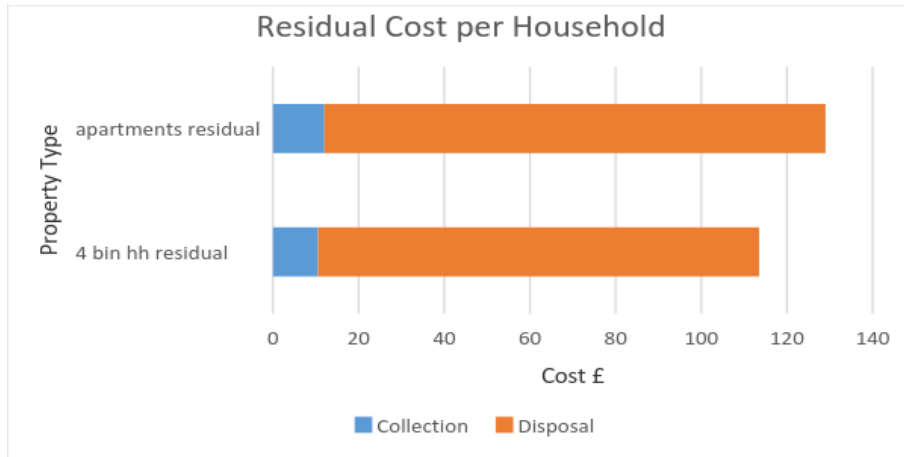
Develop a plan to deliver sustained messages to residents living in apartment blocks using a variety of communication channels. Share these messages with Registered Providers and Management Companies so they can use their own communication channels to cascade the same messages.

Explore with Biffa how the weighing equipment and management system can be used to facilitate an improved line of communication between Biffa and the Management Company – particularly where there are issues with contaminations, side waste and other collection issues.

Develop the detailed implementation plan to deliver savings for the city council that:

- Delivers savings to the collection service to apartments through optimising collection frequency
- Reduces the residual tonnages collected from apartmen

Appendix A



Appendix B

Case study: Individual Incentive Projects

Following on from the focus group feedback, Officers developed a series of measureable pilot initiatives working with volunteer Registered Providers and key apartment block management companies to determine if there would be any correlation between incentive and increasing recycling collected.

The incentive schemes ran at three locations across the City over a set period of time to determine whether offering residents an individual incentive motivated them to recycle more. Locations were chosen across the City and delivered in the following areas:

Charlestown - Somerton Court, Rusland Court, Cartmel Court (Northwards).
Bradford - Advent 1, 2 & 3 (Urban Bubble).
Hulme - Hulme Court, Ledburn Court and Wescott Court (One Manchester)

Prior to the scheme going live, canvassers engaged with residents on the doorstep to encourage them to opt into the scheme and sign up to a pledge giving their commitment to recycle, not contaminate and act as a recycling champion. It was explained that blocks would be competing with their neighbouring blocks and the residents living in the building that has recycled the most in each of the three locations during this period in each area will win a prize. The residents who opted in would receive a £10 high-street voucher, and one household would be chosen at random to win a £150 high-street voucher. The opt-in figures for each of the schemes ranged from 25 – 54%.

During the focus sessions residents living in this property type told us that food waste was the material they were least likely to recycle. Some early adopters had stopped recycling when they saw the communal food recycling bins being contaminated by others. In response to this feedback, we trialed some specially designed secure units (manufactured by Biox) for food waste, it has an aperture which reduces the potential to put non-food waste in the bin and reduces unpleasant smells escaping. Nine buildings were selected for inclusion in the trial, based on their reasonably good levels of participation in the dry recycling service. The buildings were managed by Registered Providers and Managing Agents - six in the City Centre and three outside. All residents received information about the service and given kitchen caddys and a supply of liners. Feedback from Building Managers has been very positive - contamination seems to have been significantly reduced. However, the number of households recycling food is very low and the units (240 litre capacity) are consistently less than 20% full on collection day.

Prior to the scheme starting, a baseline was collected using vehicle weighing equipment to measure how much residual waste and recycling was being collected at each apartment block. The baseline information was then compared to data collected during the competition period of the scheme. Residents were provided with equipment that they may need to help them recycle more - split recycling bags,

caddy liners and kitchen caddies. Where residents were not available, a letter was provided about the scheme and how to opt in.

The tonnages measured for the blocks involved showed a slight increase in recycling for some blocks and a slight decrease for others. It is not possible to draw absolute conclusions from this work as the time period was relatively short. Officers will continue to monitor the tonnages at the blocks to see whether the increase in tonnages is sustained.

Evaluation/Findings

Post scheme analysis shows that developing relationships with caretakers, building managers and managing agents helps with the success of delivery of any projects in flats. They are in touch with residents on a regular basis and can feedback and keep residents motivated to continually improve, for example through Newsletters. Caretakers also have an interest in making sure waste facilities are used correctly and can informally feedback on progress with project, potential barriers as to why performance isn't improving.