

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 20 June 2018

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

Report of: Director of Neighbourhoods

Summary

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

Recommendations

To consider and comment on the content of the report.

Wards Affected: All

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	Increasing recycling rates across the city will reduce Manchester's carbon footprint.
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

None

1. Purpose of the Report

1.1. As requested by the Neighbourhoods and Environment Scrutiny Committee (N&ESC) in May 2018, this report provides a substantive review of the apartment service change to be implemented in 2018/19. The report provides:

- Background information about the scrutiny process which agreed the plans for the apartment service change in June 2016 and reviewed progress to implement changes (in December 2016, January 2017 and October 2017).
- Financial information about the collection and disposal cost of waste and recycling from this property type. The savings targets aligned to the apartment service change (agreed in January 2017) and the investment to improve resident's access to recycling facilities (agreed in March 2018).
- A high level review of the research undertaken to understand the apartment sector and the weighing exercise conducted at each apartment building.
- An overview of the implementation plan - including the stakeholder communications plan.

2. Background

2.1. In 2017/18 the City spent £34mon waste disposal. Following the service change for 4 bin households in 2016/17, the City's recycling rate increased from 32% (2015/16) to 39% (2017/18). The amount of residual waste disposed by 4 bin households reduced by 25% - ensuring achievement of the City's £2.2m savings target from the waste disposal budget in 2017/18.

2.2. The Our Manchester strategy sets out a clear ambition for Manchester to recycle more and become a liveable and low carbon city by limiting the impacts of climate change. Whilst the City's recycling performance figure is much improved, it remains the lowest rate amongst Greater Manchester authorities, which means the City has the highest disposal costs. The current refuse disposal rate is £357 per tonne (p/T), whereas it only costs £30 p/T to recycle materials from the blue and brown bins and £55 p/T to recycle organic waste in the green bin. The more waste that can be separated by householders into the correct bins, the more disposal costs the City can avoid – thus protecting services which resident's value.

2.3. The N&ESC agreed proposed waste collection service changes in June 2016, reviewing the detail of the proposed changes for 4 bin households (4 bin hh) and changes for residual collections from apartments. The Executive agreed the recommended service change proposals on 26 June 2016.

2.4. In December 2016, the N&ESC reviewed the positive impact of the service change (4 bin hh). The grey bin exchange programme implemented in 2016/17, affected 70% of Manchester households and resulted in significant resident behaviour change which led to reductions in the amount of residual waste collected. The recycling rate for this property type increased from 38% to an average of 50%. Members discussed the next steps to delivering the apartment service change.

2.5. In January 2017, The Executive and the N&ESC reviewed a three year budget and business plan for the Growth & Neighbourhood Directorate (2017-2020). The budget was developed following a Budget Conversation with residents. The results of the conversation revealed that the provision of Universal Services is important to residents. Respondents said that cultural and leisure facilities featured as places that are most valued. The findings of the budget conversation also revealed that residents are keen to come together and make improvements to their environment. The budget outlined the savings the Growth & Neighbourhoods directorate proposes to make in the context of its objectives and how the City will work together with partners to progress towards the vision for Manchester set out in the Our Manchester Strategy. In respect of the Waste Service the following savings targets were agreed:

Table 1 Waste & Recycling Service Savings Targets (2017-2020)

Description	Amount of Saving Proposal (£,000)			Total
	2017/18	2018/19	2019/20	
4 bin service change	1,300		900	2,200
Apartment service change		250	250	500
Efficiencies in other disposal & collection arrangements		100		100
Reviewing waste disposal costs			3,000	3,000
				5,800

2.6. The savings targets were planned to be achieved through the introduction of 140-litre household grey bins (4 bin hh), replacing 240-litre black bins, to encourage increased recycling and reduce the amount of leftover waste which has to be taken away will deliver a saving of £2.2m. Savings of £250k in 2018/19 and £250k in 2019/20 are to be achieved from interventions in the apartment sector and savings from disposal and collection arrangements. The proposals will limit residual waste collections to apartment blocks so they are aligned with the service offered to other households within the City. Savings of £100k will also be realised from efficiencies in other disposal and collection arrangements. The Combined Authority is reviewing its arrangements for waste disposal following the exit of the PFI contract – a provisional savings target of £3m has been set for 2019/20.

2.7. In October 2017, the N&ESC discussed the completion of the residual grey bin exchange programme and subsequent reorganisation of collection rounds (4 bin hh). The N&ESC noted the positive impact made on the City's recycling rate and the forecasted financial savings achieved - ensuring protection of valued Council services. Members considered the recycling performance of apartment style properties, which are serviced by shared communal residual and recycling containers. 50,000 households live in this property type - which represents around 23% of the City's housing stock. Member's reviewed the steps taken since 2010 to increase recycling performance from this property type and the research undertaken in 2016 & 2017 to understand how the sector operates. Members recognised the significant opportunity to increase recycling amongst

this sector from the current average rate of 10% and reduce the amount of residual waste collected.

2.8. Members are aware that a significant proportion of the City's future property growth will be in the apartment sector - the development of blocks in the City centre remains on an upwards trajectory. In 2018/19 it is expected that 4000 new units will be developed and around 75% of those will be in the City Centre. Beyond that it is expected that there will be significant apartment development in the Northern Gateway area of the City centre. By 2024 it is projected that circa 80,000 residents will live in the City Centre, currently the population stands at c50,000.

3. Apartments – Impact of Interventions

3.1. Since 2010, the City Council has worked with Building Managers and Registered Providers (RPs) to provide residents living in apartment's access to the recycling collection service.

3.2. From 2013 onwards, there were a series of small-scale projects to improve recycling in apartment and flatted properties. These projects focused on promoting recycling and improving resident access to recycling facilities. The initial project was funded by DCLG and aimed to improve the recycling rate in apartment blocks. In 2014/15, the City Council's investment in Manchester Airports Group generated a one-off cash boost to create a greener, cleaner Manchester (Clean City Fund). The 'High Rise Recycling Project' invested £300k to improve recycling provision for some apartment blocks across the City. This support was focused on those blocks that had a very high residual waste capacity (for the number of occupants in the building) and low recycling capacity. The changes were undertaken on a voluntary basis, which had some impact on uptake.

3.3. When Biffa measured collection rates from apartments in autumn 2015, it was found that the recycling rate was 10%. Although these projects saw the amount of recyclates collected increase marginally, it did not have a significant impact on residual waste tonnages collected. This was because buildings were left with a residual waste capacity that is significantly higher than 4-bin households. In effect, apartments have not been required to recycle and have had more residual waste capacity than needed - as a result there has been no consequence from low recycling levels.

3.4. To date no restrictive residual service standards have been implemented for the apartment sector. By comparison 4 bin households have seen two changes: i) In 2011/12 – the City prioritised recycling collections and the residual bin collection frequency moved from weekly to fortnightly. ii) In 2016/17 - the 240l black residual bin was exchanged for a 140l grey bin. Members are aware these restrictions resulted in a stepped improvement in recycling performance – in 2009/10 the city's recycling rate was 19%. These results show that more fundamental change is required in apartment blocks to deliver the step-change required to increase recycling rates and reduce the amount of residual waste collected.

4. Understanding the Apartment Sector

- 4.1. During 2016/17 and 2017/18, Officers undertook an in-depth review of the apartment and flatted property stock across Manchester to understand how the sector manages its waste: i) The infrastructure in place at each building across the city. ii) To determine what motivations exist for managers, cleaners and residents. iii) Understand the practical issues faced by Biffa collection crews and iv) an exercise to measure tonnage of residual and recycling collected at a local level. This was supplemented by a wider review of best practice across other Local Authorities (in Greater Manchester, Core Cities and London Authorities), review of research conducted by WRAP (recycling charity).
- 4.2. The City reviewed the way in which messages about the service are communicated with residents living in apartments and undertook a series of workshops. These sessions helped Officers to understand what motivates residents living in apartments 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 (as detailed in the report to N&ESC in October 2017).
- 4.3. Residual 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. Residual 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.
- 4.4. Officers met with Registered Providers and a small number of private Building Managers 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.

5. Key Findings

- 5.1. **ICT Technology:** In 2017 Biffa embedded the use of on-board weighing equipment with the bulk loader collection crews. This technology provides detailed information of the tonnages collected at each apartment block. This equipment will measure and record the weight of refuse and recycling collected from bins. This provides good quality data for apartment blocks. This data can therefore be analysed in a more granulated manner, enabling more effective analysis of trends and patterns. This will mean that information can be analysed to understand how much waste is collected from each block and what level of recycling is undertaken. It is neither desired nor possible (due to the margin of error for each weighing calculation being too high for individual wheelie bins) for the equipment to be used to measure individual household collection weights.

5.2. Recycling performance by building: Biffa completed a city wide exercise to weigh all existing residual and recycling containers in apartment buildings in 2017/18. This information has been used to calculate the performance of each building and identify where there is an in-balance in residual and recycling capacity. This process has identified a spectrum of performance across the sector; there is opportunity for all apartment buildings to improve recycling performance. However there are some buildings which are already performing well, without intervention (15-20%), and have shown that the aspirations for the sector are reasonable and achievable. Some of the good practice from these buildings has now been shared with Building Managers and Registered Providers in a support guide which is available to all on-line. The results highlighted a number of buildings which have too much residual capacity which does not encourage apartment households to recycle.

5.3. 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, 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.

Table 2 Overview of number units in each building

Buildings	No of Units	Total no. of units in each building (UPRNs)
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
1,576	46,164	Total buildings with UPRN data

5.4. 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 residual waste. 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 is easier to dispose of residual waste – it generally takes more effort to recycle. Another factor in this sectors poor recycling rate is the lack of sufficient recycling capacity at most apartment buildings. A sample of waste containers was carried out in 2016. Most buildings sampled (439 of 530) had very little recycling capacity

(less than 30% of overall capacity). Two thirds of these had less than 20% recycling capacity. In focus sessions, Building Managers cited the cost to purchase recycling containers as a financial barrier to them providing better access to recycling provision.

- 5.5. Feedback from the collection crews:** 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. 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.
- 5.6. 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.
- 5.7. Occupancy:** 4 bin households have an average of 2.69 people per household according to census data and have a residual capacity of 70 litres per week. The N&ESC received recommendations in June 2016, that Student block households (which overwhelmingly consist of 1 person) should receive a pro-rata residual capacity of 26 litres per week for student blocks. Apartments have an average of 1.62 people per household and should receive a pro-rata capacity of 42 litres per household. Following research into the sector and in recognition of recycling market pressures, Officers have recalculated that the residual capacity for apartments should equate to a minimum of 55 litres per household. As is currently the case for 4 bin households, it is recognised that some apartment blocks may generate extra waste which is unavoidable (i.e. retirement blocks where extra waste due to illness may be generated). All requests for consideration will be processed using the existing ‘additional capacity request’ process.
- 5.8. 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 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. Building Managers of such blocks will be offered follow up support to account for this, but it will be important that pressure is applied to landlords (or Managing Agents) of such units to ensure tenants understand their responsibilities.

6. Understanding Resident Motivations

- 6.1. 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 (4 bin hh grey bin exchange), 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.
- 6.2. 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:

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.

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. The composition of material collected from apartments shows these households dispose of more textiles and shoes disposed compared to 4 bin households. Some of the better performing blocks have installed textile recycling banks as they have already recognised this – there are a number of charities who provide these facilities for free. This information has been shared with Building Managers/RPs through the engagement process.

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 trialled in 2017 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 the paper provided to N&ESC in October 2017.

7. Planning Guidance

- 7.1. The City has updated the Waste Planning Guideline document to guide developers (of all property types) to provide sufficient space within buildings to

facilitate recycling and to prioritise ease of access to recycling over residual waste storage. This has been used for developments approved via permitted planning over the last 8 years and has been updated during that period to reflect the service standard. Developers are required submit a waste disposal plan for the building. The current version of the guide is in-line with the re-aligned capacity calculations which will be applicable to existing apartments following service – this has been effective from qtr 4 2017/18.

7.2. Whilst it has always been a requirement for buildings to have sufficient bin storage space to accommodate the full range of residual and recycling services provided by the City, there is sometimes a disconnect between the proposed bin store plan approved at planning stage and the arrangements implemented on completion. Historically, these issues have not readily been apparent unless a complaint or enquiry has prompted further investigation. A more co-ordinated approach is now being taken by Planning Officers, Environmental Protection Officers and Recycling Officers to ensure, as far as practicable, that the approved bin storage plan agreed through planning is implemented. Working together with Compliance and Neighbourhood Teams some historical issues, where bin storage arrangements vary from the original plans, are starting to be addressed – albeit sometimes these issues can be difficult to resolve.

8. Savings Targets and Investment in Recycling Infrastructure

8.1. The City Council has a saving target of £0.5m to be achieved from apartment sector collection and disposal arrangements over the next two years (2018/19 and 2019/20). Savings need to be realised from current apartment collection and disposal arrangements to deliver these targets and absorb further growth in this sector. The renegotiation of the Greater Manchester 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.

8.2. The detailed research into the apartment sector, review of interventions to date and the results of the weighing exercise clearly show there is significant opportunity to improve recycling performance. The spectrum of performance varies significantly between buildings from c5% to c35%+. In order to make the stepped change required, a rebalance of capacity between residual waste and recycling is required to nudge residents to alter their behaviours. It is understood that there are more challenges for residents living in this property type to change behaviours and the objectives of the service change are therefore more modest than what we know has been achieved by 4 bin households. The apartment sector has shown that it is possible for recycling rates of 30%+ to be achieved without significant intervention from the City – it is expected that through the planned service change the current recycling rate should at least double – but our aspirations are for this sector to recycle much more.

8.3. Engagement with Building Managers and RPs has highlighted that the current cost to them to procure recycling containers can be prohibitive and requires significant investment on their part. In order to remove this financial barrier, a capital bid was approved by the Finance Executive and Treasurer in Qtr 4

2017/18 to provide a one off investment in recycling containers to support the service change. This was subject to the Key Decision process and was approved in March 2018. £900k will be invested during 2018/19 and 2019/20 to procure recycling containers, which will be provided at no charge to Building Managers and Registered Providers. This also includes investment in communication material; signage in the bin storage area; and materials for residents to use inside their property to make separating, collecting and transporting their recycling easier.

9. Overview of Implementation Plan

9.1. Adjustment of residual and recycling capacity levels

The apartment service change will be implemented across the City. The change affects all wards with apartment blocks and flats where communal residual and recycling collections are provided. Officers have calculated the adjusted residual capacity for each apartment block to a level comparable to that expected of residents in 4 bin households – around 55 litres of residual capacity per hh / per week. In buildings where recycling capacity is insufficient, Officers are working with Building Managers to increase the number of recycling containers. Building Managers and RP's included in Phase 1 have received information for each of the buildings they manage to confirm how many residual containers will be collected and the frequency of collection - from 9th July 2018. Surplus residual waste presented on collection day will not be collected, the Building Manager / RP responsible for the building will be promptly contacted about such matters and support will be offered (further detail provided in 9.5).

9.2. Logistics

The current residual collection service for apartments is provided by four collection vehicles – with collection rounds cutting across wards. In order to ensure sufficient support can be provided to Building Managers, Registered Providers and residents before and after the service change – the change will be delivered in a phased approach to focus on making collection adjustments for one vehicle at a time. The programme will be delivered in four key phases – each of which will allow for a period in advance of the change to ensure buildings have the correct infrastructure and to engage residents. The first collection changes will be made from 9th July 2018 – it is anticipated each phase will take between 10-12 weeks. The table below provides an overview of the timescales for delivery of each phase:

	Areas of the City affected:	Target Implementation Period:
Phase 1	North and City Centre	9 th July 2018
Phase 2	North, Central & City Centre	Quarter 2/3 2018/19
Phase 3	Central and City Centre	Quarter 3 2018/19
Phase 4	South and City Centre	Quarter 4 2018/19

9.3. Procurement and delivery of recycling containers

The procurement of recycling containers is in progress and the first delivery was in May 2018. A container delivery programme has been developed based on requests received to date and anticipated demand from buildings which are under capacity. These additional containers will be serviced by existing collection rounds, this is likely to cause some pressure in the short term and rounds will need to be rebalanced and collection days reviewed as the programme progresses.

9.4. Communication and Engagement Plan

A full communications plan has been developed to ensure all stakeholders understand the timescales for implementation of the service change and how to access further support if needed. Building Managers and Registered Providers have been engaged in the process and will be clearly informed in advance of changes being made what the adjusted capacity is for the buildings they manage. Further support will continue to be provided, as needed, post service change - to drive a behaviour change.

- **Building Managers and Registered Providers:** In quarter 3 2017/18, Officers met with Registered Providers and Building Managers to discuss the proposed changes to service provision – 44 building managers attended these sessions and separate sessions were held for Registered Providers. These sessions were well received by the sector and provided the opportunity for potential issues to be highlighted and for good practice to be shared. Information was also provided to those who were unable to attend in person. It is recognised that Building Managers have a key role to play in improving recycling at apartment buildings; one of the key aims of this project is to ensure they are engaged and supported to deliver this change.

- **Communication and engagement with residents:** A letter and recycling leaflet was delivered to all apartment households (across the City) in March 2018, this letter encouraged residents to recycle more and to 'recycle right' – explaining which materials should go in each bin. The communication also encouraged residents to ask their Building Manager for any materials they may need to recycle more. In advance of service change, households will receive a further leaflet / letter to highlight there will be changes to their waste capacity and they need to start recycling more. Recycling Canvassers are in the process of visiting each building prior to service change, talking to residents on their doorstep about the change. A targeted social media campaign will support each phase of delivery to ensure all communication channels are used to communicate this change. Materials such as split recycling bags will be available to make it easier to separate materials in apartments and carry it to the bin store. Finally, for buildings which will see a reduction in residual capacity a sticker will be placed on the residual container alerting residents – and requesting they start to recycle more. (Please see Appendix A for more detail).

- **Communication with Members:** A briefing note has been shared with all ward members about the service change in May 2018 (Appendix A). All ward

members will be offered a briefing session in advance of changes in their ward. All members whose wards are included in phase 1, will receive data showing a breakdown by building the recycling performance and proposed residual capacity reductions. Ward specific briefing sessions have now taken place for most of the wards included in Phase 1. This arrangement will be replicated for each subsequent phase – 2, 3 and 4 over 2018/19 until the service change is fully implemented across the City.

- **Back Office Support:** The Contact Centre is engaged in the process and all staff have been briefed in advance of changes being made. The Councils webpage's have been updated to provide service information to apartment households. Following feedback from Building Managers and Registered Providers, Biffa will provide a dedicated back office administrator to support the apartment collection service. The role will respond to correspondence from residents and Building Managers / Registered Providers, received via CRM (which is integrated with Biffa's operating system). It is also expected this role will proactively communicate with Building Managers / Registered Providers if collection issues arise.

9.5. Post Service Change Monitoring and Support

Following the service change a Monitoring Officer will accompany the collection crew and provide feedback to the project team if any buildings require further support. Further communication and engagement tools will be available including compliance options - if all other engagement and education interventions are exhausted.

- **Recycling contamination:** Every effort is being made to limit the potential for contamination of recycling containers – through education and more robust locks on new procured containers. If containers are contaminated, Building Managers / Registered Providers will be informed during the monitoring phase additional support will be offered to empty these containers. This support will not be unlimited as clearly this would not incentivise the desired behaviour change.

- **Surplus residual waste:** It is not the intention of this project to encourage Building Managers or Registered Providers to procure additional residual collections to circumvent the aims of the project – to encourage residents to recycle more and reduce the amount of rubbish they dispose of. However, the City is aware that there are some apartment blocks which already supplement the service provided. The City recognises that the management arrangements of communal spaces is at the discretion of the Building Manager / Registered Provider. The adjusted residual and recycling capacity levels are reasonable and are already being achieved by some buildings – small changes in resident behaviour to separate recycling into the correct bin will deliver the diversion of material required.

- **Tracking progress:** An internal performance monitoring group, will monitor the implementation of the project, to provide internal scrutiny and track

performance against the savings targets. Members will be kept updated on progress of the programme in their wards.

Appendix A

Letter sent to apartment households (all wards) with shared waste & recycling facilities



The leaflet features a teal banner at the top left with a cartoon woman holding it, and the text 'Get Involved'. The Manchester City Council logo and name are in the top right, along with the department 'Growth & Neighbourhoods and Strategic Development' and the website 'manchester.gov.uk/recycling'. The date 'March 2018' is also present. The main text is addressed to 'Dear Resident' and explains the need for recycling help. A yellow circle on the right contains the slogan 'Working on what you value'. At the bottom right is a signpost that says 'Our Manchester'. A teal footer banner at the bottom contains the slogan 'Working together to recycle more'. A vertical note on the left side says 'Please recycle this after use'.

Get Involved

MANCHESTER CITY COUNCIL
Growth & Neighbourhoods and Strategic Development
manchester.gov.uk/recycling
March 2018

Dear Resident,

We need your help to recycle more in your building.

Please take some time to read this leaflet, which explains all the items you can recycle. By increasing recycling we can save money and spend it on the services you tell us you care about.

We know that some buildings don't have all the different recycling bins – blue, brown and green. If any of these are missing, or if you have any questions about recycling in your building, please contact your caretaker or building manager.

Yours faithfully,
The Waste and Recycling Team

Working on what you value

Our Manchester

Working together to recycle more

Please recycle this after use

Leaflet to all apartment households (all wards) with shared waste & recycling facilities

PLEASE RECYCLE MORE.

The money saved can be invested in services you tell us you want. **It's all part of investing in what matters:**

Preventing homelessness

Cleaner streets

Green space

Library services

AND DON'T FORGET:

LESS IN THIS..

...AND MORE IN THESE!

www.manchester.gov.uk/recycling

A WHEELIE GOOD EFFORT!

(but let's recycle more)

What goes in your brown bin

Milk bottles	Foil, foil trays and takeaway trays	Drinks cans	Plastic bottles
We can't recycle other types of plastic.			
	Food tins	Glass bottles and jars	Aerosol cans

What goes in your green bin

	Cut flowers	Cooked and raw meat
	Meat and fish-bones	Bread products
	Plate scrapings	Dairy products and eggshells
		Tea bags
		Fruit and veg peelings

THINGS WE CAN'T RECYCLE

	Coffee cups	Nappies	Plastic bags	Bin bags	Polystyrene

What goes in your blue bin

Telephone directories and catalogues	Flyers and leaflets	Egg boxes	Food and drink cartons	Greetings cards
	Cardboard	Newspapers, magazines, comics and waste paper		

WANT TO RECYCLE MORE BUT CAN'T?

- If you need:
- more recycling bins
 - a new food caddy
 - compostable bags

please contact your **caretaker** or **building manager**.

Compostable bags are also available for **FREE** at all **Manchester libraries**.

HOW DO I GET RID OF THESE?



Visit www.manchester.gov.uk/bulkywaste or speak to your caretaker.

Leaflet sent to apartment households in phase 1 with shared waste and recycling facilities, together with a letter specific for each building. This letter will be sent to all apartments in subsequent phases of the project prior to adjustment of residual waste capacity.

PLEASE RECYCLE MORE.

The money saved can be invested in services you tell us you want. **It's all part of investing in what matters:**

Preventing homelessness

Cleaner streets

Green space

Library services

Investing in what matters

WANT TO RECYCLE MORE BUT CAN'T?

If you need:

- more recycling bins
- a new food caddy
- compostable bags
- help recycling clothing and textiles

please contact your **caretaker or building manager**.

Compostable bags are also available for **FREE** at all **Manchester libraries**.

www.manchester.gov.uk/apartmentrecycling

MOST OF YOUR RUBBISH CAN BE RECYCLED

IT'S YOUR RESPONSIBILITY TO RECYCLE

Recycle right to save money

It's simple,

LESS in this **MORE** in these

MANCHESTER CITY COUNCIL
 Recycle for Manchester

What goes in your brown bin

We can't recycle other types of plastic.

What goes in your green bin

THINGS WE CAN'T RECYCLE

HOW DO I GET RID OF BULKY WASTE?

Visit www.manchester.gov.uk/bulkywaste to find out how to donate to charity, or arrange a collection. For more information please speak to your building manager.



HOW DO I GET RID OF CLOTHING AND TEXTILES?

Donate to charity, take your items to the nearest clothing bank, or to your local tip.



IS THERE ANYTHING ELSE I CAN RECYCLE?

Lots of other materials can be recycled on-the-go or through take-back schemes, such as batteries, printer cartridges, plastic carrier bags, coffee pods, coffee cups, some plastics and wrappers. For more information visit www.manchester.gov.uk/apartmentrecycling

Briefing note to Members in May 2018

Members Briefing: communication to residents of apartments in Manchester (May 2018)

During March 2018, all apartments in Manchester received a letter and leaflet explaining the importance of recycling, with a guide on how to recycle more and recycle right. This was around 30,000 properties.

At the same time, we have been working with building managers to improve the recycling facilities available to residents in apartment buildings. To support this, where buildings have an excessive amount of rubbish capacity, we will reduce this capacity. Building managers and residents will be notified of these changes ahead of time.

This will be done in four phases between now and Summer 2019. Each phase affects roughly a quarter of apartment buildings in Manchester. Phase 1 will be in May, June and July 2018, following this timetable:

- | | |
|-------------------------|---|
| 16-18 May 2018 | Affected building managers will be written to and emailed with the impact on their building. A list of affected buildings is attached to this email. |
| 17 May 2018 > | Affected residents will be visited by canvassers to explain changes. This will be an 8 week programme running until 6 July 2018. |
| wb 21 May 2018 | Affected residents will be written to - copies of these comms are attached (80% will receive the 'medium to poor' letter and 20% will receive the 'good' letter). |
| wb 28 May 2018 | Extra recycling materials delivered, where requested by the building manager on a 4-6 week programme. |
| wb 9 July 2018 | Rubbish collection changes are implemented and monitored, then 4 weeks later, phase 2 begins following a similar 3-month pattern to phase 1 (more information to follow). |

Why are we doing this?

The recycling rate in houses with their own wheeled bins is an average of 50% with some areas recycling much more. In apartments, the recycling rate averages 10%. This comes at a significant cost to the City Council and to the environment. We want to balance the amount of rubbish capacity in apartment buildings, as it varies significantly. Where rubbish capacity is too high, it discourages recycling.

Do building managers know about this?

Yes. Most buildings have a private company or registered provider / social landlord (like Northwards, One Manchester, Wythenshawe Community Housing, etc) who look after the communal facilities in each building - this includes managing the waste & recycling arrangements. We will contact all building managers to let them know about any changes to their buildings.

Resident enquiries

It is possible that some residents will get in touch with you as a result of receiving their letter and leaflet. If they do, they should be directed to their building manager or landlord in the first instance.

If a resident cannot identify their building manager, their building manager is not being supportive, or if a building manager would like to speak to the Waste Recycling & Street Cleansing Team regarding their building, they can complete an enquiry form at:-

https://secure.manchester.gov.uk/forms/form/849/en/contact_the_bins_rubbish_and_recycling_service

To get to this page without the link, you have two options:

1. manchester.gov.uk > Bins > Can't find it? See more about bins > Can't find it, or need more information?
2. manchester.gov.uk/recycling > Can't find it, or need more information?

A4 sticker to be placed on residual waste containers prior to the capacity adjustment (a similar approach was used for the 4 bin household grey bin exchange programme).

