



Haverling

LONDON BOROUGH

ENVIRONMENT OVERVIEW & SCRUTINY SUB-COMMITTEE AGENDA

7.00 pm

**Tuesday
10 September 2019**

**Committee Room 3B -
Town Hall**

Members 6: Quorum 3

COUNCILLORS:

John Mylod (Vice-Chair)
Jan Sargent
Carole Beth

Matt Sutton
Martin Goode
Maggie Themistocli (Chairman)

**For information about the meeting please contact:
Richard Cursons 01708 432430
richard.cursons@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

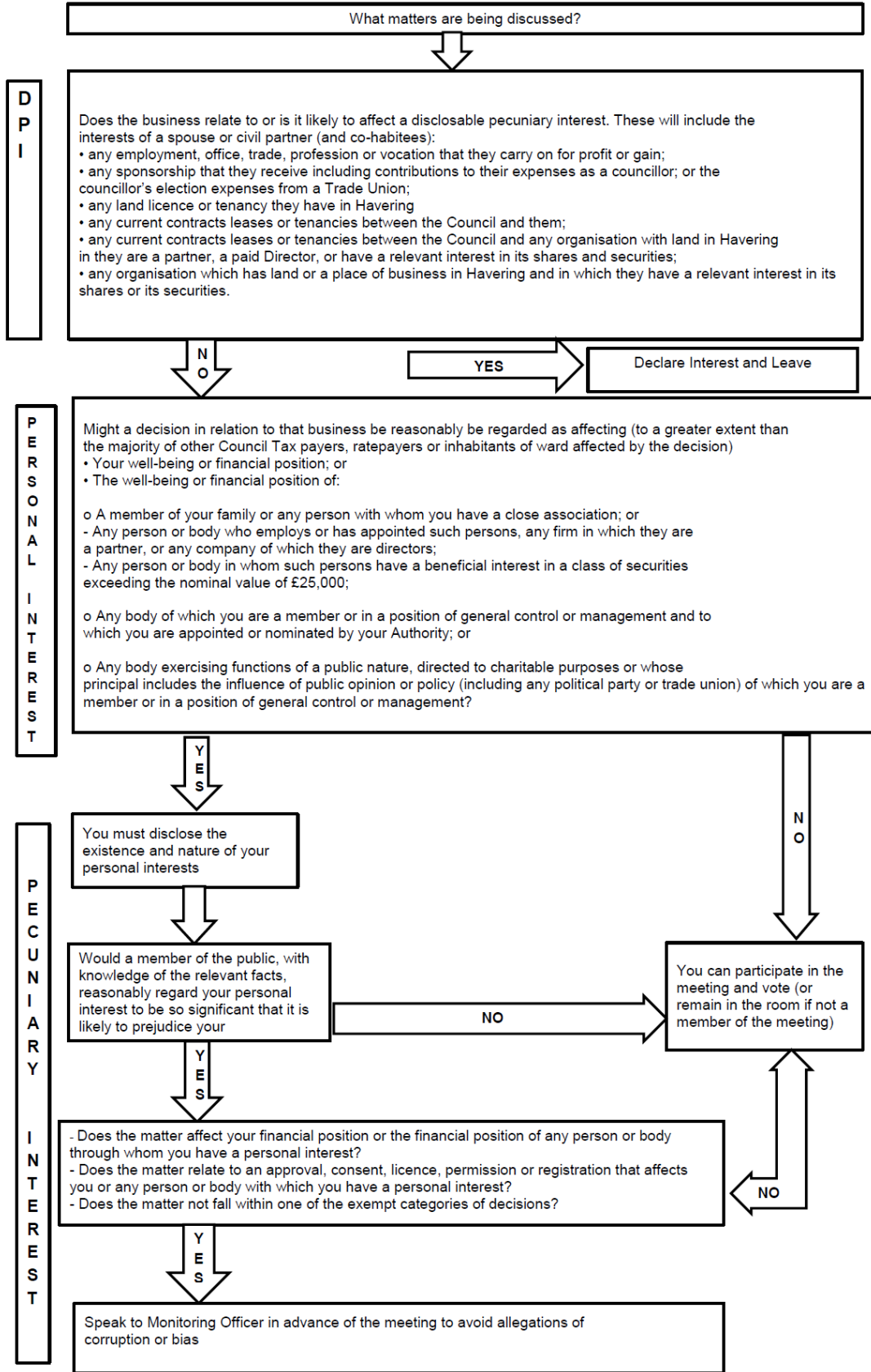
Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Environment
- Transport
- Environmental Strategy
- Community Safety
- Streetcare
- Parking
- Social Inclusion
- Councillor Call for Action

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) – received.

3 DISCLOSURE OF INTEREST

Members are invited to disclose any interests in any of the items on the agenda at this point of the meeting.

Members may still disclose any interests in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

To approve as a correct record the Minutes of the meeting of the Sub-Committee held on 31 May 2019 and authorise the Chairman to sign them.

5 QUARTER 1 2019/20 PERFORMANCE REPORT (Pages 5 - 18)

Report and appendix attached.

6 RESOURCE AND WASTE STRATEGY - CONSULTATION SUMMARY (Pages 19 - 22)

Report and appendix attached.

7 BEHAVIOUR INSIGHTS PROJECT INCLUDING THE TWO BAG TRIAL (Pages 23 - 48)

Report and appendix attached.

Andrew Beesley
Head of Democratic Services

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**MINUTES OF A MEETING OF THE
ENVIRONMENT OVERVIEW & SCRUTINY SUB-COMMITTEE
Committee Room 3A - Town Hall
31 July 2019 (7.00 - 9.00 pm)**

Present:

Councillors Jan Sargent, Carole Beth, Matt Sutton, Martin Goode and Maggie Themistocli (Chairman)

An apology for absence was received from Councillor John Mylod.

1 MINUTES

The minutes of the meeting held on 20 February 2019 were agreed as a correct record and signed by the Chairman.

2 QUARTER FOUR PERFORMANCE REPORT 2018/19

The report before Members set out the quarter 4 performance that was relevant to the remit of the Sub-Committee.

Two performance indicators had been included in the Quarter 4 (January 2019 – March 2019) report and presentation.

The Waste tonnages indicator had been assigned a green status, whilst the fly-tipping indicator had also been assigned a green status.

During discussion, Members suggested that consideration be given to bulk item collection at no cost to the resident, to aid in the reduction of fly tipping, however Members were advised that this might lead to an increase in waste and associated costs, however the exact implications would be reported back to the Sub-Committee.

A report on hot spots for fly tipping and a plan of action that the authority would be taking was requested to be presented to the next meeting.

Member's views were sought on the potential new performance indicators that could be monitored for the 2019/20 financial year. Members agreed that all performance indicators would be reported to the next meeting, however members indicated an interest in the following indicators:

- Total household waste per head of population (kg), to include information on tracking HMOs
- Number of new HMO licenses issues
- Number of HMOs enforced against

- PCN appeals response rate (and issues), to include the number of appeals won against the Local Authority, categories and the plans to train officers to deal with the issuing of PCN's in order to reduce the number of successful appeals.

A member requested that information on the installation of air monitors across the borough to be presented to the next meeting, to include the identification of their locations, an update on bids and the plan for the anti-idling project for the year.

The Sub-Committee **noted** the contents of the report.

3 **HIGHWAYS INVESTMENT PROGRAMME - JULY 2019**

Members received a presentation on the Highways Investment Programme.

Havering's aspiration was to deliver one of the biggest investments to local roads and pavements in London, following an investment of £3.2 million in 2018/19. The £40m investment comes in response to residents' concerns around increased congestion, as well as demands to upgrade roads and fix potholes. Work on the resurfacing programme commenced in May 2019, with 53 carriageways and 96 footways/footpaths identified for the 2019/20 programme. The 2020-23 list had been generated and engineers were due to commence site validation and the final list for 2021-21 was expected in December 2019.

The level of capital spend on the programme provided an opportunity for all material aspects of streetscape to be considered in the roads where improvements were being considered, including dropped kerbs, street trees, sign posts and street lighting.

It was expected that the 2019-20 programme would be delivered on time and to budget and any adverse impact on traffic and the general public would be kept to a minimum.

Members requested a document detailing works to date on carriageways and footways/footpaths by ward and planned works.

Members **noted** the presentation.

4 **PARKS & OPEN SPACES STRATEGY 2020-2025**

Members received a presentation on the 2020-25 Parks and Open Spaces Strategy.

There was a great collection of parks and open spaces in the borough with varying landscapes, which were rated very highly by residents. By implementing the strategy, the Council would ensure that key park assets

were enhanced and continued to make Havering a great place to live and work in. The purpose of the strategy was to 'provide focus and added value to the efforts of everyone involved in the planning and provision of parks and open spaces, linked to a very clear view of what will be achieved by 2025'. Set against the Havering Plan and the themes and outcomes within that, the Strategy provided a framework for action to continue to provide and manage accessible, safe, clean, attractive, and welcoming parks and open spaces for everyone. Members congratulated the team on their organisation of the Harold Hill event.

During discussion, Members sought clarification on what was and was not public open space and a definition would be circulated; and the impact on the parks enforcement service as part of the enforcement service review.

Members discussed the use of pesticides by the Local Authority and requested details to show minimal use of pesticides in the borough.

Members **noted** the presentation.

Chairman

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ENVIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE, 10 SEPTEMBER 2019

Subject Heading:	Quarter 1 2019/20 performance report
SLT Lead:	Jane West, Chief Operating Officer
Report Author and contact details:	Thomas Goldrick, Senior Policy and Performance Officer, x4770
Policy context:	The report sets out Quarter 1 performance relevant to the remit of the Environment Overview and Scrutiny Sub-Committee
Financial summary:	<p>There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.</p> <p>All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience financial pressure from demand led services.</p>

The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input type="checkbox"/>
Places making Havering	<input checked="" type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

SUMMARY

This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance within the remit of the Environment Overview and Scrutiny Sub-Committee for Quarter 1 (January 2019 – March 2019). The Performance metrics were decided by the Environment Overview and Scrutiny Committee on 31st July 2019.

RECOMMENDATION

That the Environment Overview and Scrutiny Sub-Committee **notes** the contents of the report and presentation and makes any recommendations for performance as appropriate.

REPORT DETAIL

1. The report and attached presentation provide an overview of the Council's performance against the performance indicators selected for monitoring by the Environment Overview and Scrutiny Sub-Committee. The presentation highlights areas of strong performance and potential areas for improvement.
2. The report and presentation identify where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for the 2019/20 reports are as follows:
 - **Red** = more than the agreed tolerance off the quarterly target
 - **Amber** = within the agreed tolerance of the quarterly target
 - **Green** = on or better than the quarterly target
3. Also included in the presentation are Direction of Travel (DoT) columns, which compare:
 - Short-term direction of travel – with performance the previous quarter (Quarter 4 2018/19)
 - Long-term direction of travel – with performance the same time the previous year (Quarter 1 2018/19)
4. A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance has remained the same.

5. Five Performance Indicators have been included in the Quarter 1 2019/20 presentation. However a RAG status is only available for one indicator, which has been assigned a 'green' status.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets.

Legal implications and risks:

Whilst reporting of performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan regularly.

Human Resources implications and risks:

There are no HR implications or risks arising directly from this report.

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

BACKGROUND PAPERS

None



Haverling

LONDON BOROUGH

Quarter 1 Performance Report 2019/20

Environment Overview & Scrutiny Sub-Committee

10 September 2019

OVERVIEW OF ENVIRONMENT INDICATORS

- 5 Performance Indicators have been selected to be monitored by the Environment Overview & Scrutiny sub-committee:
 - Improve air quality in the borough by reducing the level of NO₂
 - HMO licenses issued
 - HMOs enforced against
 - Total Penalty Charge Notices (PCNs) issued in month
 - Response rate for PCN Challenges and Representations
- ‘Improve air quality in the borough’, ‘HMO licenses issued’ and ‘HMOs enforced against’ are also monitored in the Corporate Performance Report
- An outturn for air quality is only available on an annual basis.
- A RAG rating is only available for one indicator (Response rate for PCN Challenges and Representations) and has been rated **Green**.

Quarter 1 Performance

Indicator	Value	19/20 Annual Target	19/20 Q1 Target	19/20 Q1 Performance	Short Term DOT 18/19 Q4	Long Term DOT 18/19 Q1
Improve air quality in the borough by reducing the level of NO ₂ µgm ⁻³ (micrograms per cubic metre of air)	Smaller is Better	40	N/A (Annual)	Ranges from 17.3 (Langtons) to 71.4 (Battis) 2018	N/A	Ranges from 20.1 (Langtons) to 71.7 (Battis) 2017
HMO licenses issued	Bigger is better	N/A	N/A	13	↑ 5	↓ 54
HMOs enforced against	Bigger is better	N/A	N/A	11	↑ 5	→ 11
Total Penalty Charge Notices (PCNs) issued in month (including PCNs for moving traffic contraventions (MTC))	N/A	N/A	N/A	31,428	↑ 26,281	↓ 36,027
Response rate for PCN Challenges and Representations (days in current backlog as per end of month)	Smaller is better	40 days	40 days	GREEN 11 days (as at the end of June 2019)	↓ 4 days (as at the end of March 2018)	↑ 24 days (as at the end of June 2018)

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Improve Havering's Air Quality

- Air quality monitoring and reporting against air quality objectives are undertaken based on a calendar year.
- The 2018 annual NO₂ levels reflect a decreasing trend for the majority of the monitoring sites. At some of the sites the 2018 NO₂ levels are the lowest which have been recorded since 2014.
- The number of sites exceeding the NO₂ legal limit in 2018 also reduced (11 in total). This is a significant improvement in comparison with 2017, when 16 sites were above the limit.
- The Air Quality Action Plan (AQAP) is implementing actions to improve local air quality. Key highlights in 2018 were:
 - the introduction of interactive 'live' air quality modelling page on-line;
 - work with schools promoted sustainable travel (55 accredited schools for sustainable travel, 1,640 children trained to ride their bikes safely and responsibly, Miles the mole visited 40 schools to raise awareness of air quality);
 - all new housing developments in Havering met current air quality best practice (e.g. air quality neutral, ultra low NO_x boilers etc.), including progressing delivery of sustainable travel infrastructure;
 - Successful bids for anti-idling and Non Road Mobile Machinery (NRMM) schemes.

Houses of Multiple Occupation (HMOs)

- A house in multiple occupation (HMO) is a property rented out by at least 3 people who are not from 1 'household' (for example a family) but share facilities like the bathroom and kitchen.
- The licensing scheme allows the Council to focus action against landlords who ignore their responsibilities whilst providing a light touch regulation for compliant landlords.
- Licensing is part of a co-ordinated approach to tackle significant and persistent anti-social behaviour as a result of increasing evidence of poor management within HMOs, and safeguard tenants so that they can live in safer and better quality accommodation.
- Since the scheme was launched in March 2018, 219 licenses have been issued and 40 HMOs addresses have had enforcement action taken against them. 66 separate individuals and companies have had action taken against them in relation to these 40 HMO addresses found.
- Following the scheme's success over the last year, a consultation has been launched on additional licensing from 12 to 18 wards and also on selective licensing in Romford and Brooklands wards. This [consultation](#) closes on 20th September.

Penalty Charge Notices (PCNs)

- Penalty charge notices are issued to people parking illegally, or committing moving traffic offences like wrongly using bus lanes or making a banned turn. The management of traffic and parking is essential to keep Havering moving.
- There continues to be poor compliance levels in Moving Traffic Contraventions (MTC) locations (12,764 of 31,428 PCNs issued in Quarter One were for MTC) across the borough.
- It is appropriate and important to monitor PCNs issued to identify trends and help ensure traffic and parking enforcement continues to contribute to road safety and smoothing traffic flow. However, it remains inappropriate to set a target for numbers of PCNs to be issued.
- In 2017-18 (the most recent verified benchmarking data available):
 - Havering issued a total of 120,713 PCNs.
 - This is one of the lowest rates when compared to other authorities in London (20th highest out of 34 other authorities, including Transport for London and City of London, despite having the 5th largest road network in London).

Penalty Charge Notices (PCNs)

- When a driver receives a PCN, they can choose to either pay it or contest it. If they choose to contest it they can make a **representation**.
- 32% of cancelled parking PCNs during 2018-19 were for the contravention: 'Parked without clear display'. Of these cancelled PCNs for the contravention 'Parked without clear display'; 45% were cancelled as the driver could prove they had a valid ticket.
- PCNs are often cancelled when the appellant produces a ticket for the duration of their stay which may have fallen from the car display or was not displayed at all. Havering takes a benefit of doubt approach and will cancel the PCN if a valid ticket can be produced, even if it was not correctly displayed.
- As more customers move over to Pay by Phone, which removes the need for a physical ticket, PCNs issued for misplaced tickets should reduce.
- All of Havering's Civil Enforcement Officers are trained to City and Guilds Level 2.
- If the issued PCN remains upheld, and the driver is not satisfied with this outcome, they can **appeal** their case to an independent adjudicator at London Tribunals.
- Of these appeals, in 2017-18 (the most recent benchmarking data available):
 - Havering had 575 PCN appeals allowed of 1,016 decisions (56.59%)
 - Havering is just above average (515) for the number of appeals allowed across London

Any questions?



ENVIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE, 10 SEPTEMBER 2019

Subject Heading:	Resource and Waste Strategy Consultation Summary
SLT Lead:	Sue Harper
Report Author and contact details:	Jacki Ager, Ext 3363 Jacki.ager@havering.gov.uk
Policy context:	An overview of the Government's Resource and Waste Strategy Consultation Summary will be presented at the meeting.
Financial summary:	No impact of presenting of the overview itself which is for review only.

The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input type="checkbox"/>
Places making Havering	<input checked="" type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

SUMMARY

An overview of the Government's Resource and Waste Strategy Consultation Summary will be presented at the meeting.

RECOMMENDATIONS

1. The Sub-Committee to note the overview set out in the attached appendix.

REPORT DETAIL

The Sub-Committee will receive a presentation giving an overview of the Government's Resource and Waste Strategy Consultation Summary as per the attached Appendix.

IMPLICATIONS AND RISKS

Financial implications and risks: None of this covering report.

Legal implications and risks: There are no apparent legal implications in noting the content of the consultations.

Human Resources implications and risks: None of this covering report.

Equalities implications and risks: None of this covering report.



ENVIRONMENT OVERVIEW AND SCRUTINEE COMMITTEE

10th September 2019

The Government's Resource and Waste Strategy was published in December 2018. From this, four consultations were released in February 2019, and Havering responded to these in May 2019. The consultations were as follows:

1. Consistency in Household and Business Recycling Collections
2. Introducing a Deposit Return Scheme
3. Reforming the UK Packaging Producer Responsibility System
4. Introducing a Plastic Packaging Tax

The Government has now published its summaries of all responses gathered, with proposed next steps. Outlined below are those parts of the responses pertinent to Havering and its waste collection and street cleansing services.

1. Consistency in Collections

1.1. Core materials for recycling

1.2. Government will work to mandate for all LAs to collect 6 core materials for recycling by 2023, and will consider how this may be complimented by a Deposit Return Scheme (DRS).

1.3. The final list will be informed by any decisions on an Extended Producer Responsibility scheme, but will likely include:

- glass bottles and containers – including drinks bottles, condiment bottles, jars
- paper and card – including newspaper, cardboard packaging, writing paper
- plastic bottles – including clear drinks containers, HDPE (milk containers), detergent, shampoo and cleaning products
- plastic pots tubs and trays
- steel and aluminium tins and cans
- Consideration for food/drinks cartons

These will be subject to regular review for additions / removals and best practice guidance will be created around the potential for separate collection of these.

1.4. Separate food waste collections

1.4.1. Government will legislate for separate collections of food waste from all households, but will take local circumstances into account. It is unclear how this might work from an ELWA perspective, and whether the presence of the MBT treatment may mean that a separate collection is not required. Consideration will also be made as to whether caddy liners should be provided free of charge. Support required by LAs (financial, communications etc.) will be considered.

1.5. Free garden waste collections

1.5.1. Further consideration to be given due to cost implications.

1.6. **Service Standards**

1.6.1. Statutory guidance will be produced in conjunction with LAs and other stakeholders. This will likely cover things such as minimum frequencies for residual waste collection.

1.7. **Other items**

1.7.1. Businesses and public bodies required to recycle, including separating food waste for treatment – proposals in 2020. This may present an opportunity to reform internal waste management at Havering Council.

1.7.2. Government will continue to provide and develop communications campaigns through WRAP.

1.7.3. Government to trial different methods of gathering non-binding performance indicators and alternatives to weight-based metrics.

2. **Deposit Return Scheme (DRS)**

2.1. Introduce from 2023, possibly earlier. Help to reduce litter, increase recycling rates and material quality.

2.2. Likely to include PET/HDPE bottles, cans and glass bottles.

2.3. Government is currently carrying out further evidence gathering and analysis, with a further consultation in 2020.

3. **Reforming Packaging Producer Responsibility**

3.1. Responders were broadly supportive of net cost recovery – obligating producers to cover the costs of collection, infrastructure, transport, treatment and clean-up of certain packaging items. This would cover both waste collection and litter, however more work is being done to assess the implications (e.g. around capacity for reprocessing), and how funding might be allocated.

3.2. More research to be carried out into fees and incentives to encourage more sustainable packaging, as well as mandatory labelling.

4. **Introduction of a Plastic Packaging Tax**

4.1. Responses largely in agreement, but more research into the scope (e.g. types of packaging) to be carried out. Draft legislation to be consulted on in 2020.

ENVIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE, 10 SEPTEMBER 2019

Subject Heading:	Behaviour Insights project including the 'Two Bag Trial'.
SLT Lead:	Sue Harper, Director of Neighbourhoods
Report Author and contact details:	Natalie Naor, Pubic Realm Project Officer, 01708 432750, Natalie.naor@havering.gov.uk
Policy context:	An overview of the Havering Behavioural Insights project and trial will be presented at the meeting.
Financial summary:	£50,000 with £25,000 of this match funded by the Local Government Association.

The subject matter of this report deals with the following Council Objectives

Communities making Havering	[X]
Places making Havering	[]
Opportunities making Havering	[]
Connections making Havering	[]

SUMMARY

An overview of the Council's Behavioural Insights trial project, match funded by the Local Government Association, will be presented at the meeting by Keep Britain Tidy and the Public Realm Project Officer. This includes the upcoming 'Two Bag Trial' pilot targeted at approximately 2,500 properties within the Heaton and Rainham and Wennington Wards, due to begin in October 2019 for the duration of three months.

RECOMMENDATIONS

The Sub-Committee to note the overview and have the opportunity to get clarification on the trial and other activities included in the project.

REPORT DETAIL

The Sub-Committee will receive a presentation on the details and progress of the current Behavioural Insights project which includes the 'Two Bag Trial', to date. They will also be made aware of the future project plans and timeframe. The presentation is included in this report as Appendix A.

IMPLICATIONS AND RISKS

Financial implications and risks: None. £25,000 of funding was awarded to Havering Council by the Local Government Associations to undertake the project and was match funded by the Council's Transformation Team internal funding budget.

Legal implications and risks: There are no apparent legal implications in noting and discussing the content of the presentation.

Human Resources implications and risks: None of this covering report.

Equalities implications and risks: None of this covering report.

APPENDICES

Appendix A - Presentation

**KEEP
BRITAIN
TIDY.**

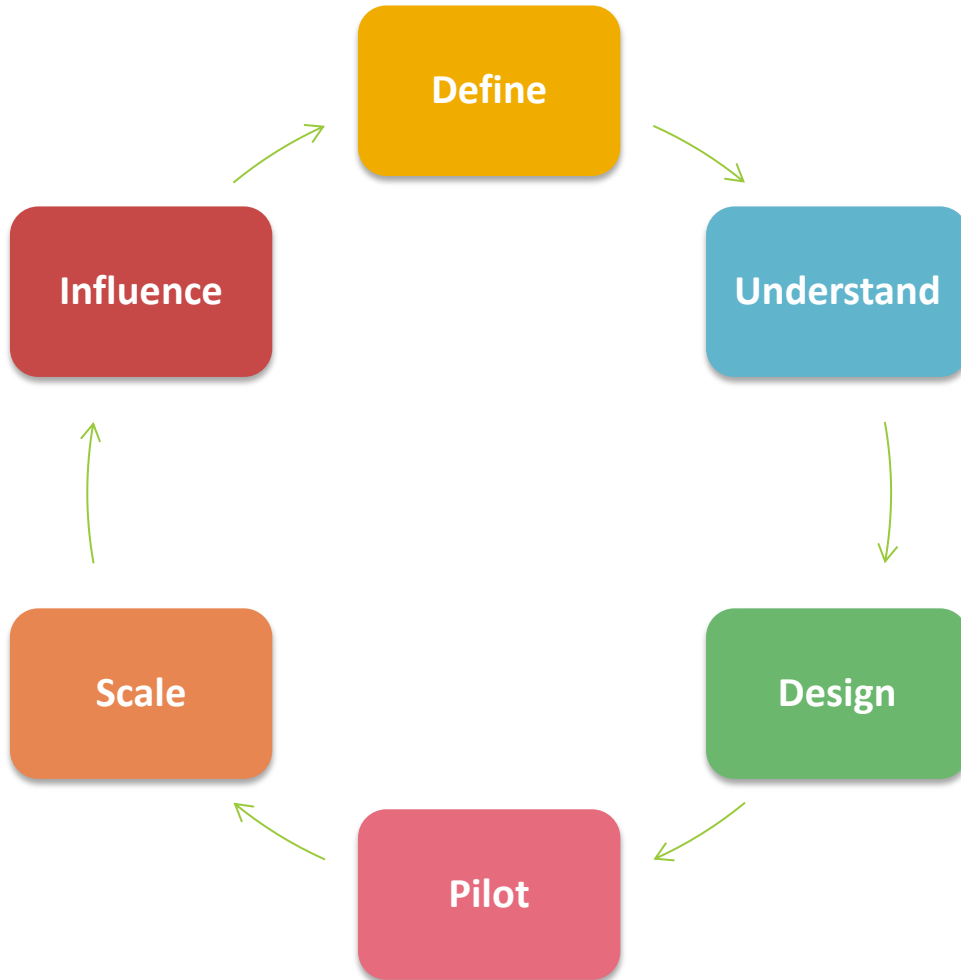


Using behavioural insights to reduce waste in Havering

A pilot to minimise residual waste

10 September 2019

OUR APPROACH



'The design and development of new approaches towards change that benefit society'

Keep Britain Tidy



SCOPING STUDY: KEY FINDINGS

THE ISSUE

- LB Havering currently pays £130 per tonne to dispose of waste regardless of whether it is refuse or recycling.
- The aim of the project is to reduce total waste collected from households in high waste producing areas.

SCOPING STUDY

- What element of kerbside waste arisings to address?
- What section of the population to target?
- What intervention options?

KERBSIDE WASTE ARISING AND COSTS

- £73....the average annual disposal/treatment cost per household, of which, £17.50 comprises avoidable food waste.
- Other potential savings:
 - Diligent home composting – £8 per per household/year
 - Disposable nappies – £2.50 per household/year
 - Plastic film – almost £3 per household/year
 - Textiles – £1.40 per household/year

A PILOT TO MINIMISE RESIDUAL WASTE

THE CURRENT PICTURE IN HAVERING

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Source: Yellow Advertiser

RESIDENT-LED WASTE MINIMISATION PILOT

Restrict the number of refuse bags that can be presented on collection day (two bags allowed for refuse, unlimited bags for recycling)

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Engage households in lead-up to and throughout intervention

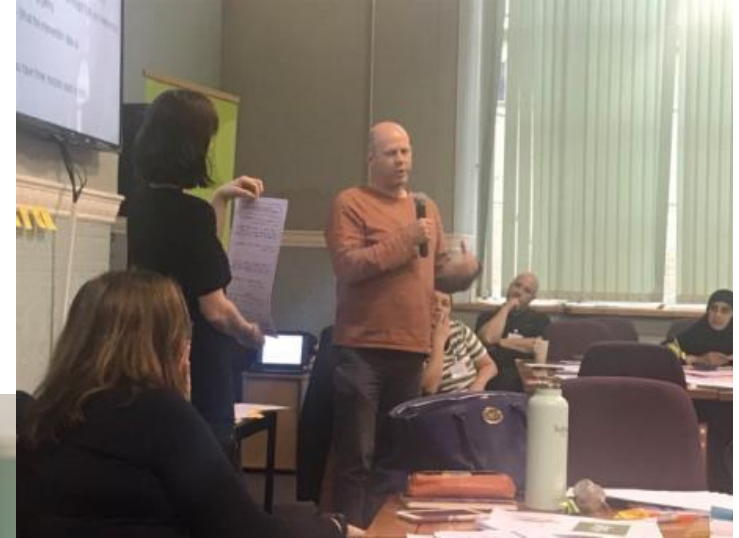
- **Nudge** households through the provision of enough bags for the duration of the intervention (13 weeks = 26 bags)
- **Provide feedback** to households that present more than two bags on collection day.

TARGET ROUNDS

Ward name and collection round	Intervention version	No. of h'holds
Round A: L1 Heaton (Tues)	Restricted waste + basic comms	1,287
Round B: L10 Harold Wood (Tues)	Control for Round A	1,050
Round C: L2 Rainham & Wennington (Fri)	Restricted waste + basic comms + additional engagement	1,274
Round D: L13 Mawneys (Mon)	Control for Round C	1,381

CO-DESIGNED BY RESIDENTS

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CO-DESIGN WORKSHOPS

- 16 residents (eight per intervention target round)
- Recruited to represent high waste households and demographic profile of Havering

£125 cash incentive

CO-DESIGN WORKSHOPS

- Workshop 1: understanding the issues, priming participants – deliberative approach.
- Diary task: Reflecting on sources of waste, key decision moments, opportunities and advice for others.
- Workshop 2: co-designing communications and engagement approaches.

PILOT DELIVERY

- **Phase 1 (July to Sept):** Workshops and diary task with local residents
- **Phase Two (Sept to Oct):** Design of communications and engagement approaches to be used in the intervention pilot
- **Phase 3 (Nov, Dec and Jan):** Intervention – two bags trial

MONITORING & EVALUATION

Monitoring to include:

- waste tonnages (Serco)
- count of bags presented by each household (Serco)
- doorstep perceptions surveys during last month of intervention: 50 per target area – 100 in total (Keep Britain Tidy)
- group interviews with key LB Havering/Serco operative staff (Keep Britain Tidy)

RESULTS TO DATE

PARTICIPANT PROFILE

- Mix of household sizes and composition, though almost half live with children U18
- All high waste households – one household 10-12 bags per week

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Amount of waste generated in relation to household size was mixed – e.g. couple who generate four general waste bags p/w

- Mostly living in semi-detached and detached housing
- Majority own their home
- Mix of Mosaic profiles

KEY INSIGHTS FROM WORKSHOP 1

- Food waste and food packaging seen as the major contributors.
- Perceived lack of choice or options at purchase point.
- Key barriers to waste minimisation include:
 - Convenience
 - Higher cost of packaging-free options
 - Lack of knowledge around waste prevention techniques
 - Lack of storage for bulk-buying
 - Awareness of what can be recycled in the orange sacks
 - Limitations around what can be recycled in orange sacks.

KEY INSIGHTS FROM WORKSHOP 1

- Majority felt that it was important to reduce waste.
- Shock at amount of money spent on managing waste.
- Generally a positive response to the two bag trial – most felt it was a good idea.
- Concern around what this would mean for larger households – felt this would be a key sticking point for other residents.

KEY INSIGHTS FROM WORKSHOP 2

- Diary challenge
- Further feedback on the two bag trial
- Intervention ideas and tips for other residents

Communications ideas:

- Communicating about the trial
- Providing feedback to households
- Christmas

Next steps

- **Phase Two (Sept to Oct):** Design of communications and engagement approaches to be used in the intervention pilot.
- **Phase 3 (Nov, Dec and Jan):** Intervention – two bag trial.

QUESTIONS?

THANK YOU