



**Review of Effectiveness of Council's
Waste Collection and Disposal
Education
July 2023 – July 2024
CUSTOMER SERVICES SCRUTINY COMMITTEE**

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Chair's Foreword

As Chair of Customer Service Scrutiny, I present this report as a summary of our research and recommendations for improvement.

This review was taken forward as a result of concerns of contamination rates within waste collections, creating additional costs to the authority through disposal charges. Committee members believed that the main cause of this issue was due to residents not knowing how to use their bins correctly and effectively. Therefore, there must be an assessment of the effectiveness of the Council's waste disposal education towards residents. We hope the additional analysis of the Council's communications services and regulations on accessibility will aid in future Council projects.

I would like to take this opportunity to thank the Director of Strategic Services for his guidance and expertise throughout this review; the Communications, marketing and Design Manager and his team for their commitment and contribution towards this review; the Improvement Officer for her assistance in gathering valuable data from residents; to the Scrutiny Committee for their excellent contribution; and our Scrutiny Officer and Governance Officers who have consistently worked effectively throughout the process of this review.

Cllr Donna Hayles
Chair of the Customer Services Scrutiny Committee

1. Introduction

In 2021, Parliament set out Britain's plan to reduce Carbon emissions to as close to zero as possible in the *Net Zero Strategy: Build Back Greener*, this strategy sets out clear policies and proposals for a decarbonised society by 2050. This target can only be reached with the cooperation of local authorities to support the national government in making net zero a net win for everyone.

Bolsover District Council has set out a priority to reduce the District's carbon footprint whilst supporting and encouraging residents and businesses to do the same; the current target is to reduce Bolsover District Council's carbon emissions by 300 tonnes by 2023/24.

A major contributor to carbon emissions being released into the atmosphere is through waste being sent to landfill where it is buried in the ground. If less waste is sent to landfill and is instead sent to be reused or recycled, then carbon emissions and carbon footprints can be significantly reduced. A key approach to improving rates of recycling is to reduce contamination of waste that is sent to be recycled.

In 2018, Parliament published the *Resources and waste strategy for England*. This is England's plan to preserve the country's stock of material resources by minimising waste, promoting resource efficiency, and moving towards a circular economy. This strategy aims to minimise the damage caused to the natural environment by reducing and managing waste safely and carefully, and by tackling waste crime. This is England's blueprint for eliminating avoidable plastic waste over 25 years, to double resource productivity, and eliminate avoidable waste of all kinds by 2050. This target can only be reached with the cooperation of local authorities to support the national government in making the 25 year plan a reality for England. Crucial to this strategy is the issue of recycling rates in local areas and issues surrounding waste contamination.

It is important to increase rates of recycling as well as decrease rates of contamination. Waste contamination is when materials that cannot be recycled are put in recycling bins, this results in added costs to Councils through additional contamination charges. Bolsover District Council pays a charge of £122.10 per tonne of waste contamination. For example, in February 2024 Bolsover sent 93.22 tonnes of contaminated waste to H.W. Martin Waste Ltd, costing the Council a total charge of £11,382.49, this is a yearly cost of approximately £120,000.

If residents send incorrect waste for reuse, recycling, and composting by using bins incorrectly, this will impact the Council's rates of recycling and the ability of the Council to meet its recycling and waste targets. Furthermore, this creates an increase in waste sent to landfill which contributes to carbon emissions and environmental pollution and may also have a potential impact on increased fly-tipping levels.

In 2020/21 Bolsover District Council ranked 241 out of 338 authorities nationally in the Recycling League Tables, for the Percentage of household waste sent for reuse, recycling or composting across the District. This put Bolsover in the bottom 28.7% of local authorities with only 36% of Household waste being sent for reuse, recycling, or composting. In 2021/22 Bolsover District Council ranked 215 out of 333 authorities putting Bolsover in the bottom 35.44% of authorities, and recycling rates in Bolsover increased by 2.5%, with a total of 38.5% of Household waste sent

for reuse, recycling, or composting. However, this progress was lost in 2022\23 with recycling rates decreasing by 2.5%; 1,969 tonnes of recyclable and compostable materials were collected, therefore, Bolsover District Council is now back to a recycling and composting rate of 36%, the same rate as 2020/21. Bolsover has therefore made no progress in recycling and composting rates in the last 4 years.

Contamination levels can be reduced by residents putting the correct waste in the correct bin, which will then increase rates of the correct household waste sent for recycling. However, residents will only use their bins correctly if they know how to use their bins correctly, and if they are frequently encouraged and reminded by the Council on how to do this correctly and effectively. It is also important that residents understand why it is so important to do this. Therefore, there must be an improvement in the effectiveness of the Council's waste disposal education towards residents.

If waste disposal education is improved, then waste contamination will be reduced, and recycling rates will increase. Increasing rates of recycling across Bolsover District is essential for the preservation of the environment, for achieving the Council's goal of reducing Bolsover District's carbon footprint, and for the achieving Britain's target of reaching Net Zero.

2. Recommendations

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CSSC23-24 1.1	That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	July 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.
CSSC23-24 1.2	That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CSSC23-24 1.3	That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.
CSSC23-24 1.4	That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.	Educate young people on the process, importance, and methods of recycling. Encourage a culture of recycling across the District.	July 2025	Strategic Director of Services in consultation with: Communications, Marketing and Design Manager Recycling Promoter	Partnership Officer time	Schools have been reluctant to invite the Council in to be involved in external education since COVID-19. This may prove difficult.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
CSSC23-24 1.5	That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).	Encourage a culture of recycling across the District and educate young people on the importance of recycling.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter Partnership Policy Officer Communications, Marketing and Design Manager	Partnership Officer time	The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnership Team and the Improvement Officer via the Youth Council.
CSSC23-24 1.6	That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's	Encourage a culture of recycling across the District and educate residents on the correct way	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
	website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).	to use their bins.				
CSSC23-24 1.7	That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.	Encourage a culture of recycling across the District and educate residents on the correct way to use their bins.	January 2025	Communications, Marketing and Design Manager in consultation with: Recycling Promoter	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can be implemented easily. Due to the fast rotation of the bulletin boards the educational information on the boards must be simple and easy to consume in a short space of

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						time e.g., pictures like the burgundy bin diagram.
CSSC23-24 1.8	That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.	To provide regular waste disposal education to residents who have subscribed to the service.	January 2025	Recycling Promoter in consultation with: Communications Officer Communications, Marketing and Design Manager	Officer time	The Communications team have confirmed that if the Recycling Education Officer can provide them with regular content, the team can circulate weekly E-Newsletters for the residents who are subscribed to this service.
CSSC23-24 1.9	That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.	To provide an available replacement bin calendar that residents can find online and can print if their copy has been damaged/misplaced.	January 2025	Communications, Marketing and Design Manager	Officer time	The Communications, Marketing and Design Manager has confirmed that this recommendation is possible and can potentially be implemented by June. In the meantime, the Communications Team has updated the website to include

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						accessible digital bin calendars for residents to access and some more information on what can and cannot go in burgundy bins.
CSSC23-24 1.10	That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.	To improve the Council's communication services with residents and improve education on waste disposal.	January 2029	Communications, Marketing and Design Manager	Officer time Budget	The Assistant Director of ICT does not think that Bolsover has the capacity to build and run a successful app right now based on the multiple systems the Council is currently running. However, the Communications, Marketing and Design Manager agrees that the consideration of an app can still be a possibility for the Council in the future as a long-term goal when there are more capable system

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response
						updates available; the Council can research how other councils run their app systems.
CSSC23-24 1.11	That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.	Encourage residents to think carefully on what they should put in each bin and educate residents on the correct way to use their burgundy bin.	July 2025	Strategic Director of Services in consultation with: Recycling Promoter	Officer time	The Strategic Director of Services is keen to decrease rates of contamination and agrees that reinforcing the bin refusal policy in section 3.17 of the Waste Collection Policy will be an effective way to achieve this. He has also suggested adding the website link to the policy.

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3. Scope of the review

The Customer Services Scrutiny Committee agreed to undertake a review of the effectiveness of the Council's approach to waste disposal education, as part of the 2023-24 Work Programme.

The issue was initially raised due to concerns of contamination rates within recycling waste collections, creating additional costs to the authority through contamination charges.

The scrutiny review supports the Corporate Ambition of 'Environment' and the Priority of 'Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same by increasing rates of recycling across the District'. The review indirectly supports the Corporate Target ENV03: Achieve a combined recycling and composting rate of 65% by 2035, as well as the Corporate Target SS05: To reduce the amount of residual household waste disposed of by way of landfill annually.

The aim of the review was:

- To ensure that the Council's approach to waste disposal advice and education is reaching all target audiences to reduce current contamination rates and improve recycling rates by way of increased resident participation.

The objectives agreed were:

- Assess the current approach of the Council to waste disposal advice and education and the channels used.
- Examine the accessibility and reach of current communications on waste disposal/education
- Assess current levels of performance and action taken to ensure this is controlled within expected limits.

The key issues identified for investigation included:

- Impact of current contamination rates on recycling targets, additional costs to the Council.
- Usage of Household Waste Recycling Centre in Bolsover and whether there is clear messaging as to what can and can't be taken to the site.
- Reduction in size of black residual waste bins. Costs associated with recycling by way of burgundy bin, with second available on request.
- Potential use of skip collections in problem wards or Freighter Days – this does not always encourage correct recycling and results in bulky type waste collection. This further increases residual waste which may normally be taken to a household waste recycling centre and therefore increases the amount of residual waste collected by the Council. This then lowers the overall combined recycling rates due to the amount recycled being calculated as the percentage diverted from the residual waste stream and not increasing as skip collections do.

The Committee comprised the following Members:

Councillor D. Hales (Chair)
Councillor A. Davis
Councillor L. Powell
Councillor L. Fox

Councillor R. Turner (Vice-Chair)
Councillor V. Waplington
Councillor P. Smith

Support to the Committee was provided by the Scrutiny Officer, Thomas Dunne-Wragg

4. Methodology

The Committee approving the review met on 8 occasions to consider the scope of the review, discuss key issues and potential recommendations, and review the evidence gathered.

The Committee sought evidence by way of:

- Internal enquiries to assess the Council's existing policies and approach to waste disposal advice and education and the Council's existing waste collection procedures
- An analysis of the current educational material and channels used by the Communications Team
- An evaluation of the current accessibility and reach of the Council's communication services
- An audit of participation statistics and data regarding public engagement with the communication channels used by the Council
- A public survey through the Citizens' Panel to assess service users' thoughts and opinions on the accessibility of waste disposal education and information provided by the Council. This survey assessed resident's knowledge of waste disposal and recycling, examined how residents access information on waste disposal through the various communication channels that are available, and gave opportunity for feedback on the Council's approach to waste disposal education.
- An analysis of current levels of performance and the methods of action taken by the Council to ensure this is controlled within expected limits.

A Site visit to Bolsover's recycling contractor at HW Martins took place. This was attended by the Director of Governance and Legal Services (Monitoring Officer), the Strategic Director of Services as well as several committee members including Councillor Donna Hales (Chair), Councillor Rita Turner (Vice Chair), Councillor Amanda Davis, Councillor Louise Fox, and Councillor Lisa Powell.

A document review was completed of the following as part of the evidence gathering process:

- Bolsover District Council Waste and Recycling Collection Policy (2023)
- The Public Sector Bodies Accessibility Regulations (2018)

Equality and Diversity

Within the process of the review, the Committee has taken into account the impact of equalities. In particular when consulting with the Communications Team on what content should or could be uploaded to the Council's website there was extensive discussion around ensuring that the Council's approach to waste disposal education was compliant with the government regulations on accessibility.

- Impact on those benefitting from Assisted Bin Collection Service and the ability to remove contamination from bin to enable correct collection.

- Accessibility of key messages by Communications i.e., digital versus print - consideration of the Public Sector Bodies Accessibility Regulations (2018).

The Public Sector Bodies Accessibility Regulations (2018)

On 23 September 2018, new accessibility regulations were established for public sector bodies. The new regulations state that public sector bodies such as local council authorities must make websites and mobile apps publicly accessible by ensuring websites are 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements; councils must include and update an accessibility statement on their website.

5. Analysis of evidence and key findings

5.1 Assess the current approach of the Council to waste disposal advice and education and the channels used

Channels of communication used for waste disposal education

The council uses the following methods of communication to educate residents on how to recycle and use their bins correctly as well as when collection days are:

- Bolsover Council Website
- Bin calendars and information guides
- InTouch – Magazine
- Bolsover TV
- Social Media: Instagram, LinkedIn, and X (but not Facebook)
- E-Newsletters and Electronic Billboards
- Recycling Education Officer: attends community and public events and performs door knocking where contamination has been found
- School programmes

Bolsover Council Website

Bolsover Council publishes basic advice and guidance to the public regarding the Council's waste collection system on the Bolsover District Council website. The advice provided outlines the three-bin system:

1. Black Bins (domestic waste)
2. Burgundy Bins (recyclable waste)
3. Green Bins (garden/food waste).

The waste disposal information on the website explains the schedule for collection on a fortnightly basis with the black bin one week and the green and burgundy bins the following week. There is also a Self-Service Portal, where residents can sign up for email bin alerts, as well as a link to the Council's Waste Collection Policy for more information (see pages 40-43 for further detail on the Waste Collection Policy).

Each type of waste has its own web page, these include:

- Burgundy Bins
- Black Bins
- Green Bins
- Clinical Waste
- Composting

These pages provide information and instructions as to what should and should not be put into each bin, the correct methods of depositing various types of household waste and the best practice of how to present your bin on the street for collection.

There are also additional web pages detailing some general information on waste collection, these include:

- Additional bin capacity requests
- Household waste recycling centres
- Assisted Bin Collections

The website features a short educational video to remind and educate residents as to what can be put in the burgundy bin. Since the beginning of this review, following a meeting between the head of Communications, the Head of Services and Scrutiny, some additional information has been added to the website. Since February 2024 the website has featured live calendars for bin collections that are updated on a regular basis as well as some additional information on the burgundy bin page providing specific detail as to what can and cannot be recycled in the burgundy bin (see pages 27, 28 and 29 for further details on the recent updates to the website).

Bin calendars and information guides

Bin calendars are distributed to every household in the District. This is a glossy printed information guide booklet that is placed under resident's bin lids and includes the 12-month rota of bin collections for each type of bin using a colour code system. The calendar has some tips on how residents can use their bins correctly to help the process of refuse collection such as not overloading bins, ensuring the lid is closed (and flat), and how to dispose of bulky household waste as well as how to arrange a bulk collection service (for a small price). The calendar/information booklet also includes a list of what can and cannot be placed in the green bin and the burgundy bin. Furthermore, the booklet advises that additional guidance is available on the Bolsover website and provides a helpline telephone number and QR code to scan that goes directly to an educational recycling video that was produced by the Communications Team demonstrating how to recycle correctly.

InTouch

InTouch is the Council's magazine that is delivered to every household across Bolsover District four times a year usually in January, April, July, and October. The magazine features news about council services, local projects, councillor contact details, community and business projects and information from across the District. This is a useful and effective channel of communication that the Council utilises to educate residents on local issues such as recycling. InTouch has featured various articles on recycling in the past.

For example, Issue 62 from October 2023 featured a cartoon burgundy bin diagram that depicted what items can go in the burgundy bin as well as some information in written text regarding how to use the burgundy bin correctly. This issue also included a short article on bin satisfaction levels and their increase. This article details that 92% of those surveyed are satisfied with Bolsover's bin service – in comparison to the national LGA UK resident satisfaction survey for waste collection which was 81% (11% lower than Bolsover's). Issue 63 of InTouch (January 2024) featured an article on food waste, encouraging residents to look at how much food waste they produced and provided methods to reduce it. This article also included a graph of useful data detailing black bin waste with clear statistics of what is typically thrown in black bins in

Bolsover District on average – this was very useful and easy to understand information for the public.

Ideally the Customer Services Scrutiny Committee would like every issue of InTouch to feature an educational recycling article to remind residents how to use their bins correctly, what they should and should not recycle, and the importance of recycling. However, after discussions with the Communications Team a realistic goal has been agreed that out of the four yearly issues of InTouch, a minimum of two issues should contain an educational article on how to recycle correctly and the importance of recycling.

Bolsover TV

Bolsover TV (BTV) is a free local news channel online that is run by the Council. The channel was launched to keep residents informed, promote what is happening within local communities, attract visitors to the area, and encourage businesses to invest in the District. BTV make a weekly programme about what's happening in the area and have featured some educational clips for recycling and waste disposal. BTV receives approximately 1,500 to 2,000 views per episode/video across all the platforms currently used by the Council.

On December 20th, 2023, BTV produced an educational clip focussed on food waste in black bins sent to landfill, urging residents to not waste food over the Christmas period as a recent survey showed that over 26% of black bin contents were food waste which creates methane gas 28 times more potent than carbon-dioxide. BTV is run by the Communications Team who have also produced an educational waste disposal video. This video details what the three different bins are supposed to be used for, the importance of recycling, how to recycle and use the burgundy bin correctly, items that should and should not go in the burgundy bin, where to find the Council's advice and guidance on recycling, and how HW Martin Waste Ltd complete the closed-loop¹ recycling process at their facility based locally near South Normanton.

The educational videos produced by BTV are useful and informative, however, apart from a short video on customer satisfaction for waste collection (September 2023), only two videos have been produced in the last two years on waste collection and recycling education. Considering that BTV produces an episode every week, less than 1% of BTV episodes feature waste disposal advice and guidance; this is a useful educational tool that can be utilised more for waste disposal education. The Council should feature more waste disposal education/information and recycling themed news stories on BTV on a regular basis.

Social Media

Social media has become an integral part of everyone's daily lives, with over 3.6 billion people using online platforms worldwide. Young people in particular (around 83% in 2024 according to Statista.com) typically use social media to access news and information online, therefore this channel of communication cannot be ignored. Social media has transformed the way we communicate and connect with

¹ Closed-loop recycling is the process by which a product or material can be used and then turned into a new product (or converted back to raw material) indefinitely without losing its properties during the recycling process.

each other and has become a powerful tool for local authorities to reach and engage with residents.

In today's digital landscape, social media communication has become an essential component of any successful national campaign. Social media provides Councils with a direct line of communication with their service users. By engaging with followers through comments, messages, and posts, Councils can build a deeper connection with their residents and better understand their needs and preferences. Social media platforms are very useful tools for sharing guidance, advice and educational content on waste disposal and recycling – especially among young people.

The Communications Team update and monitor the Council's social media pages and use these channels of communication to promote similar content that is published on BTV and in InTouch. Bolsover currently has an Instagram page, an X account, and a LinkedIn profile, however, does not have a Facebook account. These pages are essentially extensions of BTV and InTouch magazine and are used to largely promote and share the content that feature on these news channels. Any educational content that is produced for these channels is shared on the social media pages. Therefore, for the Council's social media to be an effective method of waste disposal education and recycling promotion, there must be regular content relating to waste disposal education and recycling produced in InTouch and on BTV. This content can then be shared online to be accessed by social media users.

Recycling Education Officer

To address contamination levels the Council employs a Recycling Education Officer to undertake education and awareness works in areas of environmental despoilment (littering, dog fouling, fly-tipping) and waste reduction and recycling. Their work involves delivering face to face (doorstep) education and awareness raising to residents whose waste collections may have been delayed due to issues of contamination (i.e., incorrect waste in the burgundy or green bin). The Recycling Education Officer also delivers presentations to groups such as The Scouts and Girl Guides, Women's Institute groups and gardening groups. He also delivers presentations at public events on sites such as Langworth Rhubarb Farm (consistently for the last 5 years), and to Parish Council groups such as the members of Whitwell Parish Council. The Recycling Education Officer also runs a recycling education and promotion stand at the Bolsover Contact Centres once per year.

School programmes and young people

Educating young people on the methods, process and importance of recycling is essential as they will soon be the next generation of residents in Bolsover District. It is crucial that Bolsover Council encourages a culture of recycling and care for the environment across the District, and as a long-term solution this begins with young people. Furthermore, if children know how to recycle correctly and understand its environmental importance, they can put these methods into practice at home and encourage their parents to recycle correctly and contribute to the process in their own homes. This will build on a culture of recycling that will ultimately benefit residents, the District, and the planet.

A key channel of communication the Council has with young is through schools. The Recycling Education Officer has managed to visit all of the schools in Bolsover District on behalf of the Council in the last five years except one (Anthony Bek Primary School). However, nearly all of these visits took place pre-COVID (2019), therefore nearly a full new cycle of pupils will now be in primary school in Bolsover who have not received any educational sessions from the Recycling Education Officer.

The Recycling Education Officer visits pupils in school, class by class (20-25 pupils at a time), displays recyclable items on tables, and discusses visually what can and cannot be recycled. This includes items such as plastics, tin cans, bottles, and yogurt pots. He then gives another presentation for items that cannot be recycled or confusing items such as pringles tubes (made up of three different materials). The Recycling Education Officer also occasionally gives assemblies. Sessions are typically around 45 minutes long, including 15 minutes for questions from pupils. This is then followed up by teachers working themes of recycling into the school curriculum. Furthermore, the Recycling Education Officer also leaves teachers recycling educational activity booklets, designed by Northeast Derbyshire District Council.

These programmes stopped during the COVID-19 Pandemic and have struggled to be regenerated. Before COVID-19 the Recycling Education Officer would visit one of the 40+ schools across the District every three to four weeks (40+ schools in the area), but since the Pandemic it has been difficult to get back into regular attendance in schools. Some attempts have been made by the Recycling Education Officer to get into schools by email, through visiting the reception, and by speaking to school governors. However, since COVID-19 the Recycling Education Officer has only visited one secondary and several primary schools. With the COVID-19 Pandemic now over and normal life resumed, it is crucial that the Council considers school visits again on a regular basis to educate the young people of Bolsover on the same messages that are being promoted to adult residents through InTouch and BTV. Attempts should continue to be made; the Council should increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education and educate young people on the process, importance, and methods of recycling. This will encourage a culture of recycling across the District and can be led by the Recycling Education Officer as well as Councillors who have school governor roles.

Returning to school programmes is also an opportunity to encourage the educational waste disposal video made by the Communications Team to be shown to students who have not yet seen it (this was previously sent to schools in the past). Attempts have been made by the Recycling Education Officer to send the video out to be used in schools, after school clubs and community youth groups, however it depends on the discretion of the teacher/leader of the group to actually show the video to students/young people. It will be easier to encourage use of the video by the Recycling Education Officer and Councillors who have school governor roles once the Council is able to attend schools again regularly.

In addition to attending schools, the Council can run extra recycling education and promotion programmes through the resources of the Partnerships team. A particular programme that the Customer Services Scrutiny Committee feel passionate about is for Bolsover Council to hold a youth competition (aimed at

primary schools) across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through Parish Council communication channels (i.e., Parish notice boards and magazines). A prize can be offered on behalf of the Council such as 10 free swimming sessions at The Arc. This will encourage a culture of recycling across the District and educate young people on the importance of recycling. The Strategic Director of Services and the Partnership Policy Officer have agreed that this can be run through the Recycling Education Officer and can be promoted and supported by the Partnerships Team and the Improvement Officer via the Youth Council.

Recommendations:

That the Council feature recycling information in its quarterly magazine, 'InTouch', at a minimum of twice per year, considering a double page spread devoted entirely to waste disposal and education.

That the Council feature more waste disposal education/information and recycling themed news stories on Bolsover TV, which will be shared through social media, on a regular basis.

That the Council increase the frequency of recycling champions attending schools across the District on a regular basis to promote recycling education.

That the Council promotes the educational waste disposal video by resending it to schools, after school clubs and community youth groups, to be shown to young people.

That the Council holds a youth competition across the District to design and create recycling posters that encourage and promote the correct ways to recycle. The posters can be posted across the District in public spaces as well as through parish council communication channels (i.e., parish notice boards and magazines).

5.2 Examine the accessibility and reach of current communications on waste disposal/education

Citizens' Panel survey on waste disposal education and recycling knowledge

Purpose and scope of the survey

One of the methods of this review was to assess the responses of residents towards waste disposal through the Citizens' Panel. There are questions and data in the Citizens' Panel summary report (May 2023) regarding resident satisfaction levels with waste collection. However, there is no data regarding residents' knowledge of waste disposal and residents' opinions and views on accessibility to waste disposal information. In February/March (2024), Scrutiny conducted a survey in collaboration with the Improvement Officer to investigate residents' opinions and views on accessibility to waste disposal information that Bolsover currently has available.

The initial scope of the survey was to assess the Council's current approach to waste disposal advice and education and the channels used, and to examine the accessibility and reach of current communications on waste disposal guidance. The two main objectives were to find out if Bolsover District residents know what waste goes in each bin and why and to find out if Bolsover District residents understand the importance of recycling and how the process works. As well as Citizens' Panel members (which made up 84% of participants), the survey was also completed by Councillors (1%), staff members (8%) and various other residents (7%) who live within the District. The survey was live for ten days, closed on Friday 8th March and was completed by a variety of 121 Bolsover District residents.

The survey asked residents how strongly they agree or disagree with the following points:

- *I know what goes in which bin*
- *I know why different items go in different bins*
- *I know how the general waste recycling process work*
- *I am aware of what happens to the District's recycled waste*
- *I understand what happens to waste that is not recycled*
- *I understand why recycling needs to be done*
- *I know how food waste is recycled*
- *I know why food waste is recycled*

- *I find it easy to access information I need about waste disposal/recycling*
- *The information available to me is clear and easy to understand*
- *It's easy for me to obtain a bin calendar*
- *It's easy for me to find out about bin collection days*
- *The council's website is easy to use when looking for information*
- *The council's communications channels are clear and easy to follow*
- *I find it easy to book a bulky waste collection*

The options given were:

- *Strongly agree*
- *Agree*
- *Neither agree nor disagree*
- *Disagree*
- *Strongly disagree*
- *Don't know*

Residents were also asked where they usually obtain information on recycling (more than one option could be selected), the options were:

- *InTouch magazine*
- *I receive a calendar every year*
- *I phone my local contact centre*
- *Council's website*
- *Council's social media platforms*
- *Other (please state below)*

Finally, residents were asked if they had any additional comments about how the Council could improve communications services and information regarding waste disposal and recycling, giving residents an opportunity to give valuable qualitative feedback.

Quantitative results: noteworthy statistics

The survey provided some useful and valuable results. Nearly every resident in Bolsover believes they know what should go in which bin (54% agreed + 41% strongly agreed = 95%) and why (47% agreed and 46% strongly agreed = 93%). The data provided by this survey provides some understanding of Bolsover District residents' thoughts towards recycling and waste disposal.

Nearly four out of ten respondents (37%) do not know how food waste is recycled (31% disagreed + 6% strongly disagreed = 37%), and a quarter of respondents (25%) do not know why food waste is recycled (21% disagreed + 4% strongly disagreed = 25%). This is useful information for residents to learn and be aware of considering the government's plans for Councils to introduce separate food waste collections by 2026 (see page 31 for more details on the 2026 food waste collection regulations).

Over half of the respondents (53%) were not aware of what happens to the District's recycled waste (41% disagreed + 12% strongly disagreed = 53%), and almost a third of the respondents (30%) do not understand what happens to waste that is not recycled (26% disagreed + 4% strongly disagreed = 30%). Furthermore, almost a fifth of respondents (19%) do not know how the general waste recycling process works (17% disagreed + 2% strongly disagreed = 19%). The informative and detailed video was created by the Communications Team to address these issues. If the Council can increase the views of this educational video, then more residents will understand the recycling process, how it works and why it is so important, which will lead to an increase in recycling knowledge, encouraging a culture of recycling across the District. This will lead to a net increase in recycling correctly and will bring contamination rates down.

With regards to where residents typically obtain information on recycling (could choose more than one option), an overwhelming 82% of residents use the bin calendars delivered to households. As this is the most used channel of communication, it is vital the bin calendar is clear, accessible, easy to read, and available online in the event that a calendar is misplaced. The Council website was second with 38% of residents obtaining information from the online web pages and InTouch was third with 27% of residents using the magazine for information on waste disposal and recycling.

Qualitative results: customer feedback and comments

Below are some noteworthy comments from residents on how the Council can improve on providing and communicating information about waste disposal and recycling across the District:

“Stickers on bins. Stronger social media platforms. It’s how to capture the younger generation. Sessions in schools, litter picking events to educate the younger generation.”

“A label in Bold and Large Print could be put in each bin to remind people what should, and should not, go in that particular bin.”

During this review the Scrutiny Committee considered using stickers on bins however after several discussions with the Director of Strategic Services and Streetscene, it was conclusive that this would not be a realistic or beneficial strategy due to logistics and the frequent change and updates to what can and cannot be put in each bin. This idea was attempted in the past however the stickers became damaged on the bins and became untidy and confusing. Nonetheless, the Committee agree that it is important to “capture the younger generation” especially in Schools which is covered on page 20-22 and why recommendations 1.2, 1.3, 1.4 and 1.5 are pertinent.

“Sometimes not very sure about burgundy bin items. I follow info on packaging.”

“I found the ‘Items you can put in your Burgundy Bin’ (and can’t !) leaflet that was issued a little while ago most useful. I wasn’t sure about toothpaste tubes for instance. Perhaps a “reminder” leaflet every so often wouldn’t be amiss?”

The Committee agrees that it is important to provide reminders to residents for what they can and cannot recycle, however, to adhere to budgets it would be more beneficial to utilise services such as InTouch for frequent reminders of how to use bins correctly. This is mentioned on pages 18-19 and covered in recommendation 1.1. It is clear that there is most confusion around the burgundy bins so a frequent reminder in InTouch of what can be recycled is a key scrutiny recommendation.

“My collection calendar for this year blew out of the bin before we even saw it. We did not know what the collection service was over Christmas and when I tried to check on the website the details would not upload”.

It is essential that if residents lose or misplace their bin calendars that are delivered to them that they can find a quick and easy solution to replace it. Ideally there should be

a quick replacement of the calendar online in the form of a PDF that residents can access if they need to.

“A simple phone application that could contain the most important information, such as phone numbers to the police, ambulance, information about bins collection, etc.”

“Improve your website to be better phone app friendly.”

The committee have considered the development of a phone application which is discussed further on pages 26-29.

“More education about what can be recycled, for those people that are not sure.”

“An explanatory leaflet about exactly what happens to everything would be useful. I don't know why we can now put papers in the burgundy bin main compartment when they were separated before. I am not always certain which plastics are ok in the burgundy bin.”

“As already mentioned, plastics are the usual 'doubt' items when it comes to the burgundy / black decision.”

It is clear that waste recycling education needs to be improved in Bolsover. Residents need to be regularly reminded about the correct ways to recycle and correct ways to use the coloured bins through the Council's channels of communication. Furthermore, if more Bolsover residents had watched the educational waste disposal video developed by the Communications Team, there would be less confusion, therefore wider use, and promotion of this video by the Recycling Education Officer will be necessary.

Issues with current waste disposal education on the Council website, recent updates, and accessibility regulations

The current advice and guidance provided to residents in Bolsover through the various channels of communication that the Council employs is useful and detailed. However, there are some areas that require improvement and alteration; it is important to note that during the course of this scrutiny review some action towards these improvements has already been taken due to points being raised during informal meetings and latent issues being acted on.

Access to a digital bin calendar online and recent website updates

A copy of the detailed bin calendar and information leaflet that is provided by the Council and delivered to each household is not available on the Council's website. Instead, is the Self-Service tool where residents can check their bin day using their postcode. Though the Self-Service tool is moderately useful for obtaining basic information as to what days residents should leave bins out, until February 2024 there was no public access to a full bin calendar online.

This created issues for residents who had lost their calendar provided to them (for example, accidentally dropping it in the bin or by throwing it away before realising

what it was). The advice regarding Green Bins on the council website instructed residents to “*please refer to the bin calendar that was delivered to your household in November for your scheduled bin collections*”. If the resident no longer had the printed calendar provided, there was no digital copy available online.

The Customer Services Scrutiny Committee believed a PDF of the bin calendar that is provided to all households should be uploaded to the website to be opened and accessed by any resident via an internet device. In the case of a resident misplacing their bin calendar and not having access to the weekly rotas and bin guidance, they should be able to go online either by a PC, smartphone, or tablet, and open the PDF to get a second copy easily which they can either print off, screenshot, or keep open in a tab etc. The Communications Team explained that this would be difficult due to the accessibility statutory requirements from the government, however, this was still an issue that needed addressing and a solution needed to be found.

Since the beginning of this scrutiny review there has been some updates to the Council website. In February 2024 the Communications Team uploaded accessible, easy to read, interactive calendars for bin collection rotas to the website on the named bin web pages. According to the Communications Team these calendars adhere to the statutory requirements for accessibility of information on local government websites. Furthermore, additional information on what can and cannot be recycled in the burgundy bin was also uploaded to the burgundy bin page below these new interactive bin calendars including an extensive bullet point list that is clear and easy to read. It is important to acknowledge the chronology of events as the issue of access to online bin calendars was addressed before the end of this scrutiny review which furthermore raised the matter of the 2018 *Public Sector Bodies Accessibility Regulations* (see pages 32-35 for further details).

One of the comments left by a resident in the February Citizens’ Panel Survey was feedback on the new updates to the Council website:

“I note that you have recently changed how I can find out which bin is being collected each week. I like the list of towns/villages for each calendar, but it would be far easier and clearer, as far as I am concerned, if the calendar which was given to us was reproduced on the website rather than using a different layout.”

Though these website updates have improved access to bin calendars digitally, there is still no PDF copy of the bin calendar information booklet that is delivered to households for residents to open online and download, screenshot, or make a hard copy of if they wish to, to replace their misplaced copy. Due to *The Public Sector Bodies Accessibility Regulations* (2018), the current glossy bin calendar that is sent to households is not able to be uploaded to the Bolsover website as a PDF. Therefore, the glossy bin calendar that is distributed to households needs to be redesigned for the next municipal year to adhere to the government’s statutory requirements for accessibility so that it can be uploaded to the Bolsover website to be accessed easily by residents.

The Public Sector Bodies Accessibility Regulations (2018)

As this scrutiny review has developed, there have been several instances where the committee have discussed with the Communications Team various ways the waste disposal education and information available to residents on the Council website could

be improved. Ideas such as uploading more colour, pictures, documents, and engaging images to the website have been frequently suggested, however the issue of accessibility and the 2018 statutory requirements continued to be a recurring topic of debate, very relevant to this review. Therefore, it is important to acknowledge what these regulations are to provide some contextual clarification on what the committee are able to put forward as reasonable and pragmatic scrutiny recommendations, to make the Council website more interesting for service users.

On 23 September 2018, new accessibility regulations were established for public sector bodies. The new regulations state that public sector bodies such as local council authorities must make websites and mobile apps publicly accessible by ensuring websites are 'perceivable, operable, understandable and robust'. The UK accessibility legislation states public sector bodies must comply with the accessibility requirements; councils must include and update an accessibility statement on their website. Bolsover's Accessibility Statement declares:

- *Bolsover District Council is committed to making its website accessible, in accordance with the Public Sector Bodies Accessibility Regulations 2018.*

Making a website or mobile app accessible means making sure it can be used by as many people as possible. This includes those with:

- Impaired vision
- Motor difficulties
- Cognitive impairments or learning disabilities
- Deafness or impaired hearing

At least 1 in 5 people in the UK have a long-term illness, impairment, or disability. Many more have a temporary disability. Accessibility essentially means making online content clear and simple enough so that people can use it without needing to adapt it, while supporting those who do need to adapt things.

For example, someone with impaired vision might use a screen reader (software that lets a user navigate a website and 'read out' the content), braille display or screen magnifier. Or someone with motor difficulties might use a special mouse, speech recognition software or on-screen keyboard emulator. If council services do not meet these standards, they may be breaking the law.

If the impact of fully meeting the requirements is too much for an organisation to reasonably cope with, this may be what the accessibility regulations call a 'disproportionate burden'. This ensures that accessibility regulations are reasonable and achievable without becoming too much a burden to councils. If an organisation wanted to declare that making particular content accessible is a disproportionate burden, they are legally required to carry out an assessment.

A disproportionate burden assessment should weigh up the burden that making those things accessible places on the organisation and the benefits of making those things accessible. Councils can claim that it is not reasonable to make certain things accessible because it is a disproportionate burden. However, councils are less likely to be able to claim disproportionate burden for services that enable people to participate in society. This includes rights such as registering to vote, finding a job, or learning about how to recycle and dispose of waste correctly. It is possible for Bolsover to get around the statutory restrictions on uploading 'accessible' documents by

justifying that limiting content is a disproportionate burden. However, as recycling and disposal of waste is something that 'enable[s] people to participate in society' the Council cannot claim a disproportionate burden in this case.

Nonetheless, though it is important to acknowledge the statutory accessibility regulations, there is a key balance between one extreme of the scale of what is considered accessible and what is not. For example, a balance between a website being completely stripped of all colours, images, and diagrams to safely conform to regulations, compared to a website covered in complicated content that is completely inaccessible for someone with impaired vision who might use a screen reader.

Considering that this issue may be relevant again in future scrutiny reviews, some training on accessibility regulations and website content would be useful for both Councillors and Officers.

Further recent updates to the burgundy bin page

The Council must find the correct balance between these two extremes so that no laws are being broken and the statutory regulations are followed, but also so that residents are kept engaged and interested in the content of the website to encourage them to find the relevant information they need. The Council's website is currently working within the regulations of the statutory requirements. At the beginning of this review the website was arguably at one extreme side of the scale as there were no helpful and engaging pictures or diagrams to make the information more interesting to read. The website was quite unengaging and unrelieved. However, since the beginning of this review some action towards these improvements has already been taken due to points being raised during informal meetings with the Communications Team.

Issue 62 of InTouch (October 2023) featured an excellent cartoon diagram of the burgundy bin which depicted what should and should not be recycled by Bolsover residents. This diagram had colour, images, and easy to understand information. This educational resource was interesting, engaging, and very useful. The scrutiny committee believed the diagram would be perfectly suitable to feature on the Bolsover website to provide some more vibrant and eye-catching educational content for residents looking to find out information on how to recycle using their burgundy bin. Scrutiny recommendation 1.6 in this report is that the Council should upload an accessible image of the burgundy bin diagram (featured in the October 2023 Issue 62 of InTouch) to the website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through Parish Council communication channels.

However, like the updates to the online bin calendars, the Communications Team have already acted on these improvements. In March (2024) the Team updated the website to include an interactive page showing what can be put into the burgundy bin. The Team has essentially improved the burgundy bin diagram to adhere to accessibility regulations (e.g., made text easier to read) and has uploaded it to the burgundy bin page. This has made a significant difference to the visual aesthetic of the website page, adding engaging and sensory colour, educational images, and easy to understand clear and concise information. Therefore, recommendation 1.6 is also almost already achieved.

The current reach of communications services for waste disposal education and statistics of channels used

Bolsover Council Website

The Council website is a frequently accessed resource for residents trying to find out information regarding waste disposal and bin information. Below are the statistics of the hits to the different pages on the Council website between 2022 and 2023:

- Burgundy bins – 297,269
- Black Bins – 35,995
- Green bins – 52,308
- Assisted bins – 244,127
- Household Recycling Sites -18,111

The Burgundy bin page has nearly six times more hits than the hits for the green bin page or the black bin page. Therefore, it is evident that there is a lot more interest as to what goes in the burgundy bin as people are trying to find out more information about it. However, on a positive note this also shows that residents are interested in recycling correctly and are attempting to look for the relevant information.

The burgundy bin page was visited by residents over a quarter of a million times. Considering the population of Bolsover being only 80,475 (October 2023), the website has extremely high frequencies of interest. Therefore, this shows that residents are clearly trying to find more information on how they should be using their bins correctly and effectively.

Between 2022-2023, the website had a combined total of 647,810 hits across the various named web pages for waste disposal information. This figure is higher than the participation data for any other channel of communication that the Council employs. Furthermore, the high frequency of hits to the website is supplementary evidence that residents easily lose, misplace, or throw away their bin calendars, resulting in residents needing to find out waste disposal information by some other means. As the website is the most frequently used method of communication this has been a major focus of scrutinization with regards to waste disposal education for the Council.

The website is one of the most important channels that the Council has at its disposal for public communication so it must have the clearest and most useful information that the Council can offer. Therefore, the recently added waste disposal information added to the burgundy bin page in February and March (2024) which has made a great improvement to the Council website, will hopefully have a positive effect on residents accessing the website to obtain waste disposal information.

Social Media

Social media is used on average a lot less than the Council website by residents. The hits on average per post are:

- X – 150 (2022-23)
- Instagram – 200 (2022-23)
- LinkedIn – 20 (2023-2024)

The number of followers (2024) for each channel are:

- X – 7026
- Instagram – 1178
- LinkedIn – 1654

Social media is clearly not the most popular channel of communication that the council utilises. This method of communication has a maximum average of only 200 hits per post out of a population of over 80,000 people (October 2023). This may be due to 20% of Bolsover residents being aged 65+ and not having use of/interest in social media, as well as 17% of Bolsover residents being aged 15 and below with little or no interest in council services and waste disposal.

InTouch

InTouch magazine is one of the most far-reaching channels of communication that the Council has at its disposal for waste disposal education. The residents' magazine is delivered to every household across Bolsover District four times a year usually in January, April, July, and October. It is delivered to approximately 40,000 households (the Communications Team estimates a 95% delivery success rate). Some residents may not have access/willingness to use the internet to access the Council website, BTV, and social media platforms. However, every household receives an issue of InTouch, therefore this is one of the Council's strongest methods of communication with residents and must be utilised as effectively as possible.

In 2023 InTouch cost a total of £30,161.28 (4 issues per year), compared to the bin calendar/guide booklets which cost approximately £4,500 per annum for design, production, and delivery (per household per year). Therefore, InTouch is considerably more expensive to produce on a yearly basis. However, the magazine is usually around 16 pages long and contains multiple local news stories and educational articles and so serves as a multi-purpose communication channel, whereas the bin calendars only serve one function.

Bolsover TV

BTV receives 1,500 to 2,000 views per episode/video across all the platforms currently used by Bolsover Council. BTV produced a useful video providing guidance on what waste should be put into burgundy bins and follows the journey of recyclable material from supermarket shelf to recycling plant. However, this video currently has less than 1000 views so has not made a significant impact to the District yet. Nevertheless, with the action of the Recycling Education Officer sharing the video to young people in schools and youth groups as well as through other community events and public opportunities, it will hopefully begin to have more of a net impact on the District as more people view it and receive the detailed information and guidance.

The Communications Team also manage digital adverts. Bolsover Council uses the town centre screens and screens in the contact centres to advertise recycling messages, however this is not frequent or utilised to full potential with regards to waste disposal education. There are four electronic bulletin boards in the main market towns across Bolsover District, these include: Clowne, Bolsover, South Normanton, and Shirebrook. These Bulletin boards can be used to promote recycling education to residents. As the bulletin boards have a fast rotation speed it would not be practical to try to promote detailed advice and guidance such as long paragraphs of text, however

the bulletin boards could feature educational images such as the burgundy bin diagram and encouraging recycling slogans.

E-Newsletters

The Council has an E-Newsletter service where residents can subscribe to weekly topics such as *News and Events* (3,948 subscribers), *Environment* (2,811 subscribers), and *Waste and Recycling* which has over 3000+ subscribers. There are also currently 1334 people signed up to the weekly bin reminder email service which sends residents electronic bin reminders for waste collection days. If residents subscribe to the *Waste and Recycling* E-Newsletter they should also receive updates, information, news, and recycling education relating to waste disposal. Ideally these should be sent weekly, but at a minimum they should be sent to residents monthly. However, this service is currently not being utilised at all – it is the responsibility of the Recycling Education Officer to provide the Communications Team with regular waste disposal advice, guidance, and education. There are currently over 3000 residents subscribed to this service who are not receiving any recycling information or waste disposal advice or guidance at all. This service must be utilised more effectively, and the Recycling Education must start sending the communications Team regular content for them to send out in the E-Newsletter subscription service.

Recycling guides and bin calendars

The bin calendars and waste disposal guides are delivered to every household in the District; 40,000 calendars are delivered once per year. There is a QR code at the bottom of the calendar which links directly to the educational waste disposal video. Some residents may not have access/willingness to use the internet to access the council website, BTV, and social media platforms, however, every household receives a recycling calendar/guidance leaflet therefore it is crucial the guide is clear, concise, accessible, and useful to residents. As previously mentioned, the bin calendar/guidance leaflet should be uploaded to the Council Website in PDF format so that residents can easily access a replacement copy. The bin calendar will need to be redesigned to meet Accessibility Regulations standards.

Potential Benchmarking: A Bolsover District Council 'App'

Why consider an 'app'?

Since 2020, Bolsover has been in the bottom 30% of local authorities in the national Recycling League Tables for the percentage of household waste sent to reuse, recycling, or composting. Nearly all of the higher-ranking authorities in England in the top 10 of these league tables have a council app to communicate to residents and educate them on key issues. This is potentially an extremely useful educational tool that Bolsover Council could utilise in multiple ways for numerous departments and strategies.

The Council should Consider the development of an app as a long-term investment for Bolsover District. This can be modelled on systems used by higher ranking authorities through benchmarking and comparing business processes and performance metrics such as East Devon District Council. East Devon's app also connects to an *Alexa* portal where customers are able to ask *Alexa* questions such as '...when is my next recycling collection?', '...how do I recycle my leftover food?' and '...what can I recycle?'. If Bolsover District had an app, all of the information that

the Council has relating to waste disposal across the various methods of communication (i.e., the website, the printed recycling guide/bin calendars, the information and articles issued in InTouch, educational videos made by the Communications Team, relevant features from Bolsover TV, social media posts etc.) could all be accessed in one place on an application on Bolsover residents' smart phones.

According to recent surveys on Statista.com: *“the number of smartphone users in the United Kingdom was forecast to continuously increase between 2024 and 2029 by in total 2.6 million users (+4.34 percent). After the ninth consecutive increasing year, the smartphone user base is estimated to reach 62.53 million users and therefore a new peak in 2029”*. Considering the UK population is currently approximately 67 million people, and the smartphone user base is estimated to reach approximately 62 million people in the UK within the next 5 years, it is safe to assume that the majority of residents in Bolsover will own a smart phone and know how to use it between now and 2030 (a key date to consider regarding the Council's Carbon Reduction Plan goals). Therefore, the consideration of the development of a council app to be used by residents is a relevant and important path to consider for the future of the Council.

Council app: uses and functions (waste disposal)

From a waste disposal education perspective, a council app could be used for multiple functions. For example, sending out bin reminders to residents for collection days; posting information about changes to bin collections e.g., changes to schedules during the Christmas period; providing advice and information on what items can and cannot be recycled; and providing advice and information on what items should go in each bin and why. An app could also be used to provide an image of the burgundy bin diagram, and to provide educational information on the recycling process, explaining how and why waste gets recycled and disposed of in Bolsover District and the importance of recycling waste correctly.

The Council could use an app as a streaming platform to view any educational videos made by BTV, located in one easy to find accessible place; the Council could use an app to promote recycling and local environmental campaigns. An app could include the *self-service* search tool that is featured on the Council website so that residents can search for their own postcode and find information specific to them (e.g., collection days etc.).

Furthermore, an app could feature a search tool where residents could search for a certain item to throw away and it tells them which bin they can put it in. For example, there is a common misunderstanding of items like soft plastics and crisp packets that people think cannot be recycled, a resident could search 'crisps' and the search tool would say a crisp packet can go in the burgundy bin but any food waste i.e., the crisps can be recycled in the food caddy or green bin. This could be a far-reaching platform to promote and achieve the Council's Net Zero targets set out in the *Council's Carbon Reduction Plan* through waste disposal education.

Council app: uses and functions (council wide perspective)

If the Council developed an app, it could be used for sharing and delivering a wide range of services, with multi departmental functions. The development of an app would go further than this customer services scrutiny review on waste disposal education. Future scrutiny reviews and council strategies could also benefit from the Council

having a public app as a communication channel and local news platform. Other departments and committees could use a public app to share information on their relevant work such as Housing, Revenues and Benefits, and Electoral Services.

Other council communications services could also benefit from a Bolsover Council app. Issues of InTouch could also be uploaded in a reading format to open in an app through a phone or a tablet. This would expand the reach of the magazine to younger people who don't typically read magazines that come through the mail, or teenagers who wouldn't typically read a magazine for their household that they assume is intended for their parents. PDFs of InTouch already exist on the BDC website so this would not be a difficult transition to also upload the magazine issues to an app. Issues of accessibility are already answered by the fact that the Council already features these issues on the website.

BTV would greatly benefit from a Council app which could be an easily accessible platform to expand the viewership of the Council's most consistent and regular communications service. Each episode only receives approximately 1500-2000 views, which compared to Bolsover District's population of over 80,000 people, is only around 0.025% of residents. However, a public app could be an easily accessible place that residents (especially younger residents) can watch BTV on their tablet or smart phone. Residents could receive an update on their phone that a new episode is available, and they can watch it immediately in their hand whether they are on the bus, out at the gym, or sat in the park, rather than having to put the effort into typing Bolsover TV into a search engine on a computer, find the correct page, open it up and then sit and watch it. This would exponentially increase the reach of BTV's viewership and could improve the performance of the Council's communications and public education towards important local news and issues.

The development of an app by the Council would be a long-term investment in the modernisation and general development of Bolsover District from a 'bigger picture' perspective. For reference consider the transition from paper systems to computer systems during the 1990s, where there may have been resistance and opposition at first to the world becoming digital however society has proven that it is able to adapt and move forward with technological competency. A Bolsover District app could benefit the Council in numerous ways across multiple departments and committees. Investigation into the possibility of an app is a way that the Customer Services Scrutiny Committee can look towards the future of the Council. The fact that the top-ranking authorities already use apps as a channel and platform for district wide communication and education is evidence that Bolsover may soon have to do the same to avoid getting left behind. This could be an opportunity for Bolsover Council to become an exemplar local authority in communications and customer service.

Council app: potential opposing questions and answers

A technological step forward as radical as an app will receive concerns. It is important to recognise that an app would not replace the paper methods of communication (InTouch, Bin calendars etc) which could lead to excluding certain age groups that may not wish to engage with an app or residents who do not have access to the internet or a smartphone/tablet. Instead, an app would ideally expand the attention of interest to include and consider the younger generation. With regards to budget, the Section 151 Officer briefly considered the potential cost and scope of a project on this scale and acknowledged that after deeper and more thorough research and with the

approval and support of Council Members and the Executive, the Council could potentially afford the investment of a council app in the next municipal year. This would however be considered over a longer time scale of approximately 5 years.

Council app: reality, logistics and conclusions

Bolsover District Council does not currently have the capacity to build and run a successful app right now based on the ICT systems the Council is currently running. There are currently multiple systems the Council uses that will not work if channelled through one application. This will mean that for certain services an app will only be able to provide a link to the website, which will make an app redundant. For example, the Customer Services team uses Granicus CRM and integrates with another department for forms relating to waste collection and bin disposal, therefore this system does not have an interface to an app right now. Council tax is also operated by a different company/system so this would also need a separate app system or link to the website, making the app redundant.

Customers will need a reward to download an app, therefore it must feature multiple services and functions, not just for waste disposal but for all aspects of the council. Currently the Council does not have the capacity to provide users with this service/reward. However, the consideration of an app could still be a possibility for the Council in the future as a long-term goal when there are more capable system updates available; the Council should research how other councils run their app systems. One approach could be to ask residents in a survey or a focus group: 'If there was an app, would you download and use it?'. A recommendation for an app relating to this scrutiny review will not be for the Council to start developing an app, but for the Council to consider the possibility of an app over the course of the next several years.

The importance of improving waste disposal advice and education

The knock-on effect to the improvement of waste disposal education will lead to improved knowledge of waste disposal and recycling among residents, which will bring down contamination levels, improve rates of recycling between individual households, and will ultimately improve Bolsover's net rate of recycling. Furthermore, this will contribute towards the Council's Net Zero Target of "Reducing [Bolsover's] carbon footprint whilst supporting and encouraging residents and businesses to do the same" by reducing the Districts carbon emissions through less waste sent to land fill.

Recommendations:

That the Council uploads an accessible image of the burgundy bin diagram (as featured in the October 2023 Issue 62 of InTouch) to the Council's website and makes better use of the diagram in public spaces and across the Council's channels of communication as well as through parish council communication channels (i.e., parish notice boards and magazines).

That the Council publishes educational recycling information, e.g., the accessible burgundy bin poster, across the District on the electronic bulletin boards in the four main market towns.

That the Council publishes regular waste disposal education through the weekly E-Newsletter service for residents.

That the Council redesigns the bin calendar/recycling guide booklet and uploads an accessible PDF of the calendar on the Council's website.

That the Council considers the development of an 'app' as a long-term investment, modelled on systems used by the top performing waste authorities (detailed in Appendix 3 of the report) through benchmarking and comparing business processes and performance metrics.

5.3 Assess current levels of performance and action taken to ensure this is controlled within expected limits

Current waste disposal system

The Council currently operates a three-bin system. Residual waste is predominantly sent for incineration, the green bin can be used for food waste (which has proved unpopular with residents due to perception of increased risk of flies) and the burgundy bin can be used for an extensive range of recyclable material which goes beyond the minimum core material requirement placed on councils. On a typical collection day there are 12 wagons and 36 refuse operatives at work. The Council collects over 2.9 million bins every year.

Rates of recycling in Bolsover District

In 2020/21 Bolsover District Council ranked 241 out of 338 authorities nationally on the Recycling League Tables, for the Percentage of household waste sent for reuse, recycling or composting across the District. This put Bolsover in the bottom 28.7% of local authorities with only 36% of household waste being sent for reuse, recycling, or composting. In 2021/22 Bolsover District Council ranked 215 out of 333 authorities putting Bolsover in the bottom 35.44% of authorities, and recycling rates in Bolsover increased by 2.5%, with a total of 38.5% of Household waste sent for reuse, recycling, or composting. However, this progress was lost in 2022\23 with recycling rates decreasing by 2.5%; 1,969 tonnes of recyclable and compostable materials were collected, therefore, Bolsover District Council is now back to a recycling and composting rate of 36%, the same rate as 2020/21. Bolsover has therefore made no progress in recycling and composting rates in the last 4 years.

There are several reasons behind the lack of improvement in contamination rates in Bolsover. Pre-COVID recycling rates in Bolsover were approximately 41%, however, during the COVID-19 Pandemic the Burgundy bin service suffered from issues with the refuse contractor which resulted in the service being brought back under the control of the Council. Other social side effects of the pandemic affected recycling rates such as people spending more time at home and producing more household waste on a regular basis. This is why rates dropped to around 36% during this time. Though performance picked up in the 2021\22 period to 38.5%, rates the following summer were affected by the extended drought period which saw garden waste collection drop significantly. This caused the overall rate to drop back to 36%. This is an ongoing issue as the weather will impact levels of growth and therefore green waste is created. Furthermore, performance was negatively affected by Ward Recycling going bankrupt, however since the Council has moved waste collections in-house performance has raised back to 40.30%.

Several environmental and economic factors affect the combined recycling rate. For example, hot summers or cold springs lead to extended periods impacting the levels of garden waste that is collected. Other factors include periods of economic downturn (i.e., cost of living crisis), the impact on household disposable income which then has an impact on produce purchases and recyclable packaging waste.

The Council’s recycling performance is achieved by two key areas. Firstly, through mixed dry recycling (MDR) from burgundy bin collections which (excluding the COVID-19 period) has remained relatively static over the past several years contributing approximately 21% performance. Secondly, through organic (garden/food) waste from green bin collections which contributes between 20% to 23%. However, this can fluctuate depending on seasonal conditions such as extended cold periods and/or hot drought periods throughout summer which reduces vegetative growth, impacting the combined recycling performance.

Residual waste composition and national food waste collections by 2026

Some initial preparatory work has been undertaken to understand the Council’s residual waste composition which consists of 26.42% putrescible (organic) waste and 18.40% mixed dry recyclables. Together this represents a combined 44.86% potential diversion for composting/recycling equivalent to 9,462 tonnes. This provides a stepped change opportunity to increase Bolsover’s combined recycling rate from 38.53% (2021/22 baseline) to 66% (approximately). This is illustrated in the table below:

Waste Diversion Potential (tonnes)	Baseline	9,462 tonnes					
	2021/ 22	50%	60%	70%	80%	90%	100%
Waste sent for recycling/composting	13,235	17,966	18,912	19,859	20,804	21,751	22,697
Total Waste Collected	34,347	34,347	34,347	34,347	34,347	34,347	34,347
Potential % Combined recycling rate increase	38.53	52.31	55.06	57.82	60.57	63.33	66.08

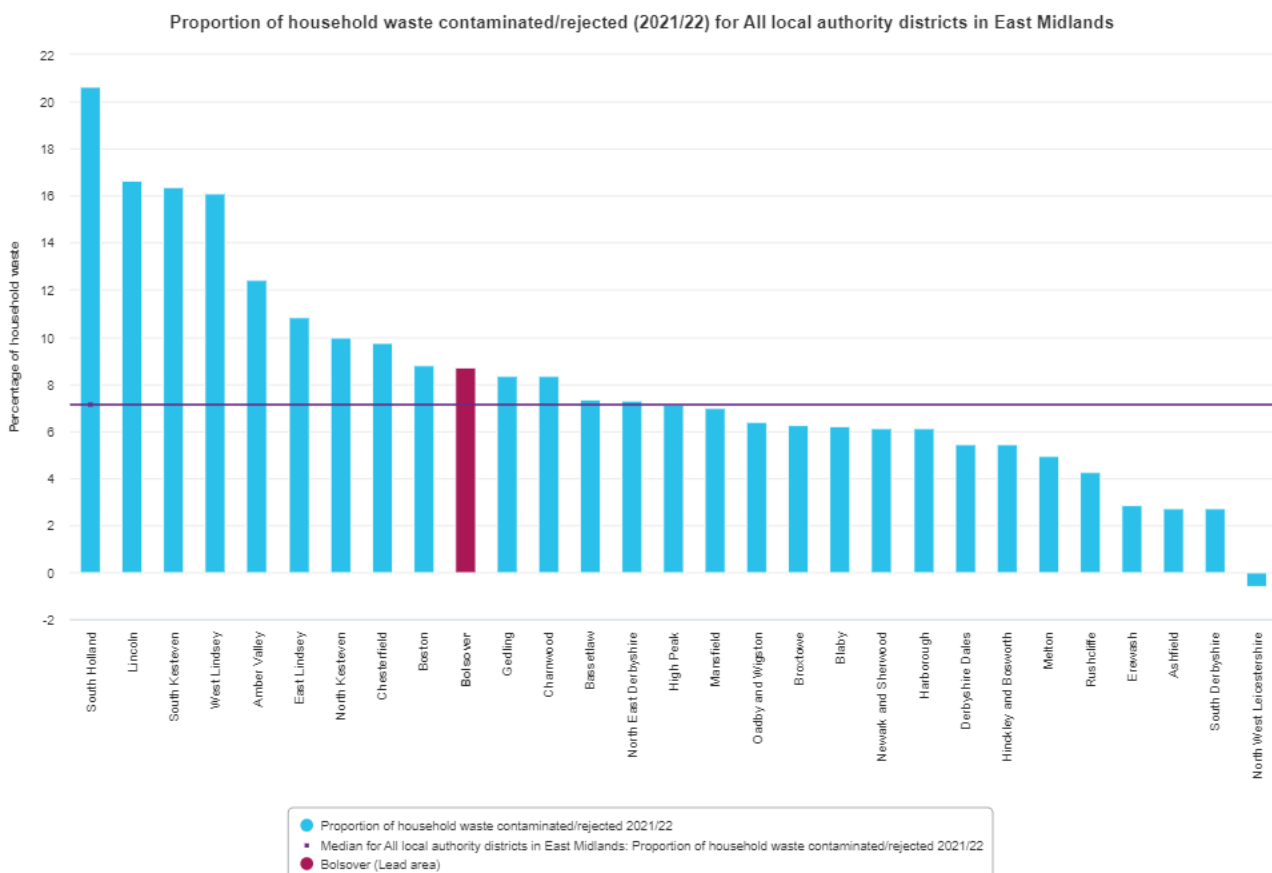
Following Brexit, the Government decided to repeal the EU-derived waste collection requirements and introduce improved and simplified requirements through the *Environment Act* (2021). As a part of this act waste collection authorities will be required to introduce weekly food waste collections to all households in England, including flats, by 31 March 2026. Councils will have to collect food waste separately. The government will provide local authorities with New Burdens funding to meet agreed reasonable new burdens arising from this policy, including up-front transition costs and ongoing operational costs. Central government will be working with waste collection authorities to allocate funding to local authorities to implement separate food waste collections. However, at the time of writing this report, capital New Burden funding has fallen short of the Council’s expectations.

From analysis of residual waste, around 48% is either organic food waste or dry recyclables that could be put in the red or green bins. If all of this waste could be diverted, it would drive Bolsover’s combined recycling rate to 66% which will greatly assist the Council in meeting the government target of target of 65% combined recycling rate by 2035. This is a key issue that the council will have to consider moving forward with waste management. This also coincides with the Council’s ambition for 2024-2028 to plan for the future.

Residents will be informed in the months before the new statutory duty is introduced via the Council’s usual media channels. As the requirements have been pushed back from 2025 to 2026 there is not yet an implementation plan in place. However, the Strategic Director of Services has suggested that the Council will begin promoting the new regulations around autumn 2025 across the various communication channels such as leaflets, the website, electronic bulletin boards, social media, and E-Letters, and more detailed information about the new regulations will be distributed circa January 2026. This information will be delivered alongside the bin calendars inside the new food waste bins by the refuse workers on a separate information pack. Similar information will also likely feature in InTouch magazine and Bolsover TV.

Household recycling waste contamination

Contamination is the action of polluting a waste stream with anything that shouldn't be there. This includes general waste items going into a recycling bin (placing a glass bottle into a mixed paper recycling bin for example), or when materials are not properly cleaned, such as when food residue remains on a plastic yogurt container. The chart below shows the estimated amount of household recycling that is rejected, as a percentage of all waste intended to be recycled. Waste intended to be recycled is the sum of household waste sent for recycling plus estimated rejects. Household estimated rejects is calculated from total household waste not sent for recycling minus household waste collected not with the intention for recycling (the difference between total unrecycled waste and waste that was



not intended to be recycled). In 2021/22, the proportion of household waste contaminated/rejected for Bolsover was 8.71%, which was above the median for local authorities in the East Midlands (7.12%).

Furthermore, it is important to acknowledge that contamination comes from more than just food waste and nappies; within the contaminants is small glass fines (like dust) that cannot be separated, as well as fibres from bottles/containers (i.e., labels etc.). Following the Council's decision in March 2021 to start in-sourcing kerbside recycling services for burgundy bins, contamination levels have remained between approximately 15% and 16.5%. This is considered low in comparison to more densely urbanised councils, such as City, Metropolitan, and Borough Councils which can range between 25% and 40% due to the impact of other types of properties and transient communities such as students.

The Council's Waste Collection Policy

To address contamination levels, the Council employs a Recycling Education Officer to undertake education and awareness work in areas of environmental despoilment (littering, dog fouling, fly-tipping) and waste reduction and recycling. The Recycling Education Officer's work involves delivering face to face, doorstep education to raise awareness to residents whose waste collections may have been delayed due to issues of contamination (i.e., incorrect waste in burgundy/green bins). The Recycling Education Officer should also deliver presentations to groups, public events, and Parish Councils (see page 12 for further details). The Recycling Education Officer must continue to deliver these services to continue to educate residents and bring down rates of contamination. These Council services are detailed in the Council's Waste Collection Policy, which also provides the Council's approach towards addressing contamination levels and delivering waste disposal education to households that are causing contamination.

The Waste Collection Policy is a 22-page document which contains detailed information on the Council's waste collection and recycling policies including the Council's service functions, principles, statements of waste classifications and delivery/implementation of policies. These policies cover the Council's approach to advice, guidance, education, and communication towards waste disposal. Section 3.5 (i), 3.17, and 4 (a) of the policy quoted below are critical for the recycling education and awareness of residents to successfully reduce rates of contamination.

Section 3.5 (i)

"The Council will provide advice to householders on reducing/recycling their waste upon request or where issues arise from collection difficulties, e.g. reports of overloaded bins, raised lids or contamination (incorrect placement of waste in 3 coloured bin system) reported by collections teams. Should a householder continue to present residual side waste, the Council may undertake a waste analysis of their presented waste and provide educational advice and guidance."

Section 3.17

“Education, Awareness Raising and Enforcement:

The Council provides a wide range of information to inform residents and households of arrangements for the collection of their waste...The Council believes that building awareness and having an educational approach is important to help residents understand their role in reducing the amount of waste they produce and increase recycling”.

Section 4 (a):

“Communication:

Central to our policy will be the need to change attitudes and behaviour in some members of our community, both residents and businesses. Whilst many people are already committed to recycling and waste reduction, there are still some that see waste as “someone else’s” problem and that their responsibility ends with depositing waste in the bin. The Council will look to engage with the wider community and, in particular, hard to reach members of the community, through education and awareness campaigns to encourage them to improve how they manage and recycle their own waste arisings”.

The Council must follow through with the policies it has published to ensure that public services are being delivered successfully, effectively, and efficiently. If residents continue to contaminate their recycling waste and have already been visited by the Recycling Education Officer, then the Council can refuse to collect the bin. Where wheeled bins are rejected for collection, the Council’s collection operatives will place a ‘bin hanger’ on the residents wheeled bin advising of the reason, explained in section 3.6 of the policy:

Section 3.6

“Bin hangers with tick boxes are used by collection teams to advise residents of a variety of things, including ajar/raised lids which are incorrectly presented. These are only used in cases where residents have not presented bins in line with the Council requirements”.

Where bin hangers still have not worked, section 3.17 of the policy states that the Council can refuse to take a household’s bins:

Section 3.17

“Bin hangers may be used as educational prompts to advise residents of incorrect placement of waste in wheeled bins; rather, than reject a bin for collection. However, after repeated prompts (bin hanger placement) collection teams may reject bins for collection where advice has been ignored.

The Council’s waste collection operatives are empowered to reject collection of residual and recyclable waste wheeled bins if they do not meet the standards, including: ... contamination of recyclable materials (incorrect waste types placed in burgundy or green bins)”.

Cross contamination in recycling bins may result in the whole vehicle’s load being rejected at the material delivery point and the Council incurring costs of up to £200 per tonne. Therefore, the Council may withdraw on a permanent or temporary basis

recycling bins (burgundy\green) from households who fail to meet the Council's requirements to segregate waste into the correct coloured bin. The Council further recognises that when education and awareness initiatives have not achieved their desired outcomes to encourage residents to participate correctly in the Council's waste collection arrangements (in particular, where a residents actions result in environmental despoilment or anti-social behaviour), then the Council may, as a last resort, undertake enforcement activities in accordance with the Council Enforcement Policy.

It is essential that the Council enforces these policies to ensure that contamination rates are reduced, which will save the Council money in decontamination charges and will increase the rate of recycling as residents will be recycling the correct materials. Therefore, the Committee recommends that that the Council reinforces the established policy on refusing the collection of bins from section 3.17 of the Waste Collection Policy and undertakes doorstep education to influence the reduction of contamination in burgundy bins.

The Council's engagement with national campaigns

There are various national campaigns that Bolsover occasionally engages with such as WRAP campaigns. WRAP (Waste & Resources Action Programme) is a British registered charity and NGO that works with businesses, individuals and communities to achieve a circular economy, by helping them reduce waste, develop sustainable products and use resources in an efficient way. The Council engages with some national programmes depending on each campaign and how it is run as it can be difficult to join every campaign as each authority runs processes and waste collection systems differently. Bolsover Council engages with campaigns where and when it can, depending on costs and logistics. For example, The *Food Waste Action Week 2024* took place in March (2024), and the Strategic Director of Services worked with the Communications Team to run publicity to promote the campaign across the District. The Council promoted the campaign on the website and through social media. The campaign aimed to encourage citizens to 'Choose What You'll Use', highlighting the benefits of buying loose fruit and vegetables and inspiring people to do this wherever they can.

Furthermore, during March (2024) several officers at the Council attended a litter pick at Pleasley Vale Business Park on 23 March 2024. The litter pick was part of the *Keep Britain Tidy* initiative: 'The Great British Spring Clean 2024'. 25 people turned up to help out and the team collected around 100 bags of rubbish in just 2.5 hours.

Current waste collection satisfaction levels

According to the Citizens' Panel summary report in May 2023, bin satisfaction rates are very high in Bolsover district:

- Burgundy Bin Satisfaction: Remains high at 93%.
- Green Bin Satisfaction: Remains high at 90%.
- Black Bin Satisfaction: Remains high at 93%.

Regarding rapport with residents and satisfaction levels, InTouch magazine Issue 62 (October 2023) included a short article on bin satisfaction levels and their increase. The article detailed that 92% of those surveyed are satisfied with Bolsover's bin

service – in comparison to the national LGA UK resident satisfaction survey for waste collection which was 81% (11% lower than Bolsover's). According to this article, since Bolsover took over management and collection of the Burgundy bin scheme after the contractor went into administration in 2021, satisfaction levels with the service have increased considerably. Bolsover have received comments such as *“less items falling off the lorry and landing in the street”*, *“earlier and more friendly”*, and *“better staff and no broken glass on the road”*. Therefore, despite contamination levels and recycling rates not being at their ideal targets, customer satisfaction levels in Bolsover district are at the moment very high. It is important customers are satisfied with the waste collection and disposal services that the Council has to offer; if customers believe that the Council are doing a good job, it will encourage residents to put in the extra effort and cooperate with the Council and hopefully recycle properly, which will improve recycling rates, bring down rates of contamination across the District and ultimately reduce the amount of residual waste placed in black bins

Recommendation:

That the Council reinforces the established policy on refusing the collection of bins as detailed in section 3.17 of the Council's Waste Collection Policy, and undertakes doorstep education to influence the reduction of contamination in burgundy bins.

6. Conclusions

The Committee have put together 11 recommendations which will hopefully assist the Council in improving the effectiveness of the Council's approach to waste disposal education.

The key findings arising from the review are:

- That there is most confusion over the burgundy bin and which items are supposed to be recycled and which items cannot be recycled.
- That since the COVID-19 Pandemic, the Council has struggled to regenerate school programmes and has not yet returned to the pre-COVID standards of recycling education for young people.
- That the Council acknowledges the introduction of separate weekly food waste collections from 1st April 2026 will influence the next major stepped change in Bolsover's combined recycling performance, by breaking the 50% barrier to head towards the 2035 target of 65%.
- That it is crucial that the Council considers accessibility of communication services and the statutory requirements with regards to education on Council services that affect all residents so that every service user can benefit from the waste collection services that the Council provides.
- That the Council should look towards the future of Bolsover by considering innovative modern methods of communication to consider ways to engage young people and the future residents of the District.
- That some of the Council's communication services are not being fully utilised due to a lack of educational content being received from the relevant specialist officers.
- That the Council must effectively utilise their current methods of communication to the highest standard with efficiency and coherence to frequently remind residents on the importance of recycling, the correct methods of recycling, and the best practice of how to engage with the Council's waste collection services.

Appendix 1: Stakeholders

Stakeholders engaged during the Review:

- Cllr Anne Clarke – Environment
- Strategic Director of Services
- Director of Governance and Legal Services (Monitoring Officer)
- Communications, Marketing and Design Manager
- Improvement Officer
- Partnership Policy Officer
- Service Director Executive

Stakeholders impacted by the Review:

- Bolsover DC tenants
- Recycling Promoter
- Strategic Director of Services
- Chief Executive Officer
- Partnership Policy Officer

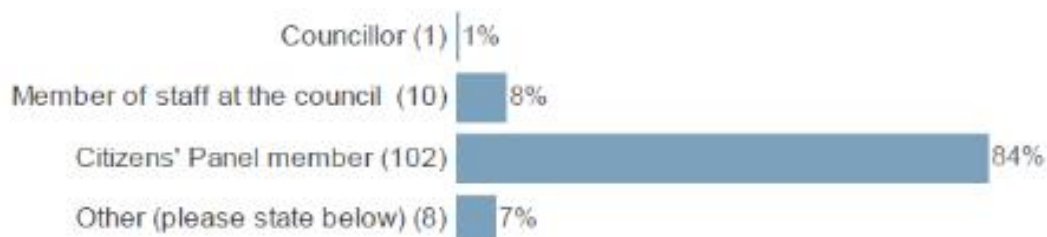
Appendix 2: Citizens' Panel survey on waste disposal education and recycling knowledge - Results

BDC Waste Disposal

This report was generated on 07/03/24. Overall 121 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

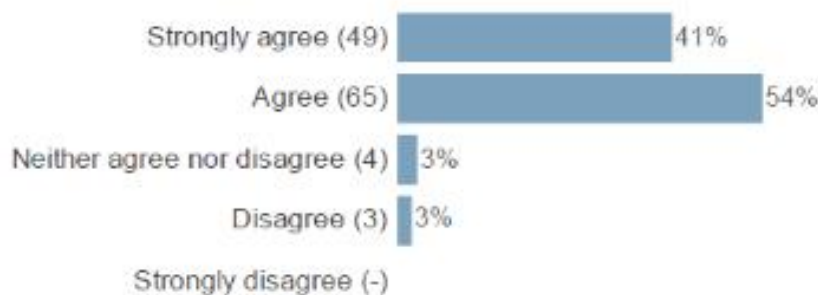
Which of the following best describes your interest in responding to this survey:



Box 1

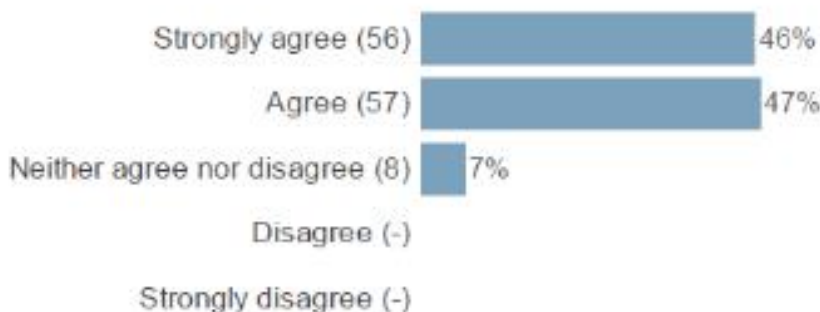
Can't remember	Tibshelf resident
Resident	Member of the public
Council house tenant	Recycling info
PARISH COUNCILLOR	Resident

How strongly do you agree or disagree with the below points... (1. I know what goes in which bin)



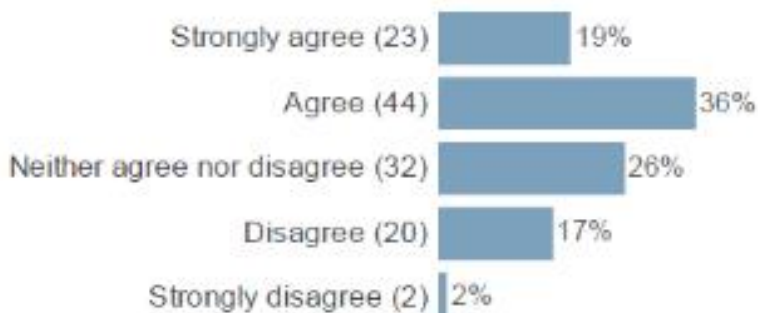
How strongly do you agree or disagree with the below points...
items go in different bins)

(2. I know why different



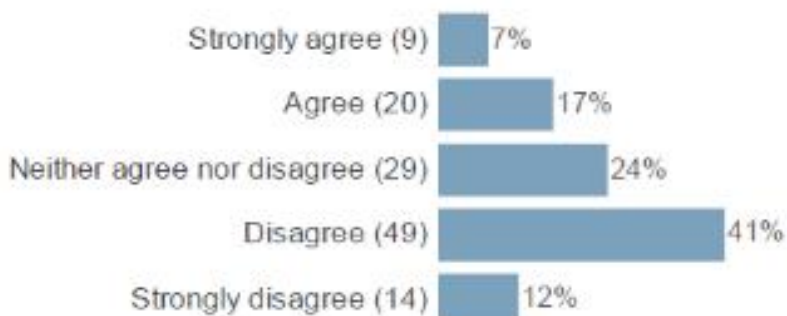
How strongly do you agree or disagree with the below points...
waste recycling process works)

(3. I know how the general

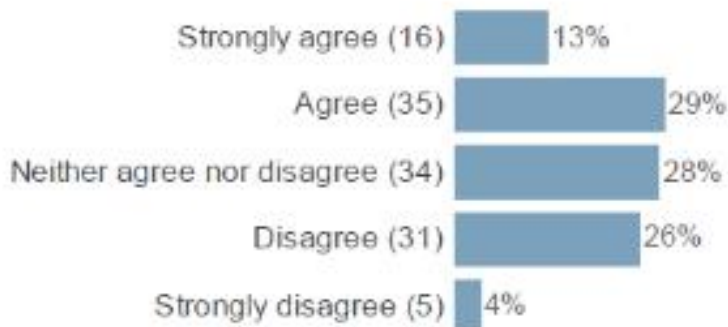


How strongly do you agree or disagree with the below points...
happens to the district's recycled waste)

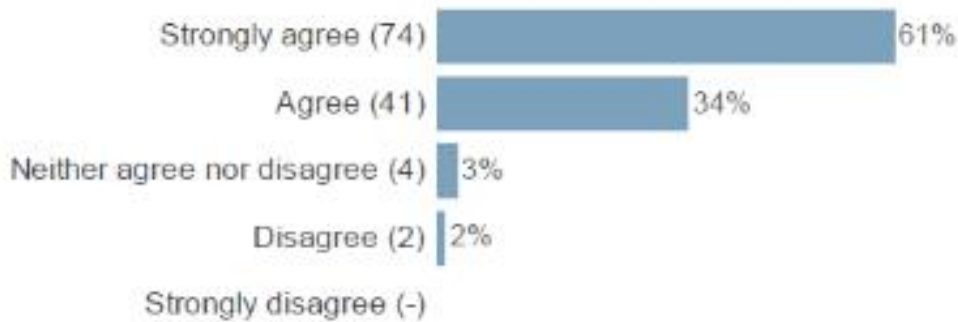
(4. I am aware of what



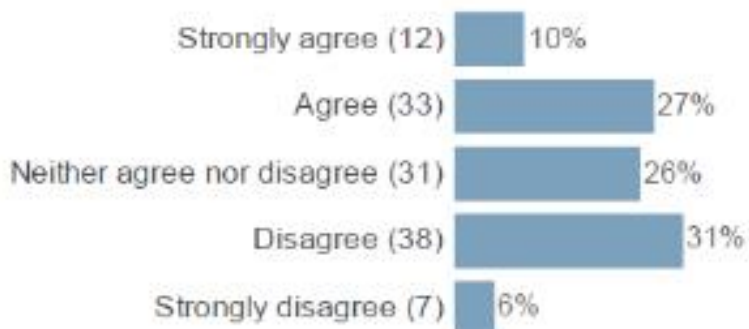
How strongly do you agree or disagree with the below points... (5. I understand what happens to waste that is not recycled)



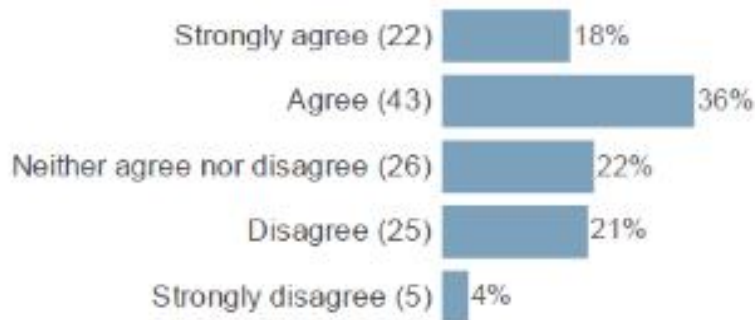
How strongly do you agree or disagree with the below points... (6. I understand why recycling needs to be done)



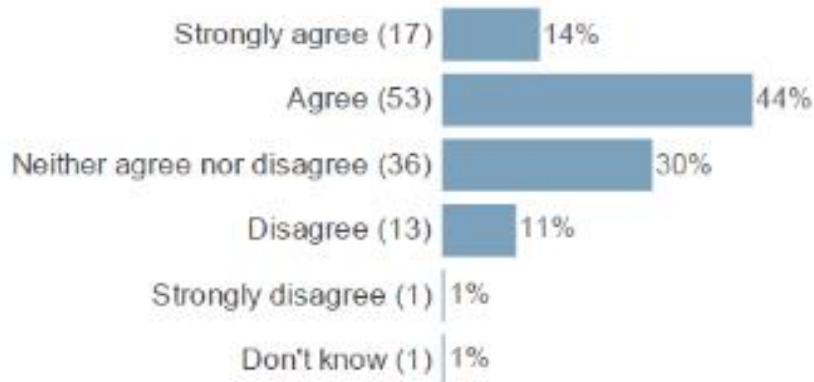
How strongly do you agree or disagree with the below points... (7. I know how food waste is recycled)



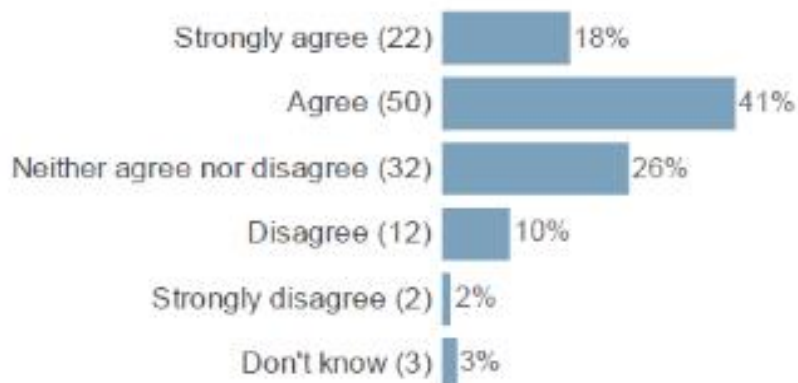
How strongly do you agree or disagree with the below points... (8. I know why food waste is recycled)



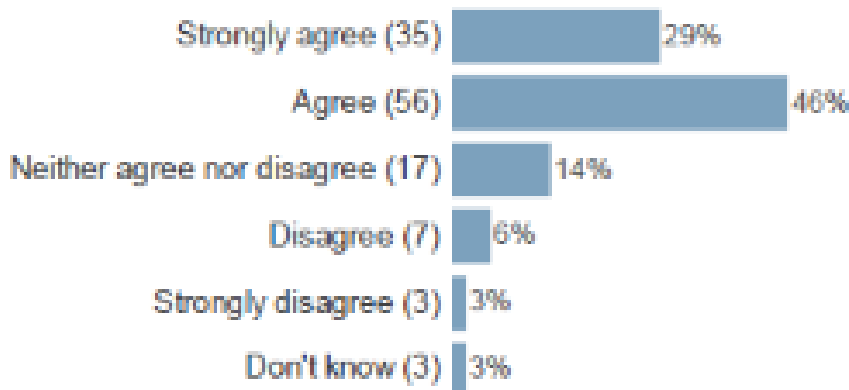
How strongly do you agree or disagree with the following points... (1. I find it easy to access information I need about waste disposal/recycling)



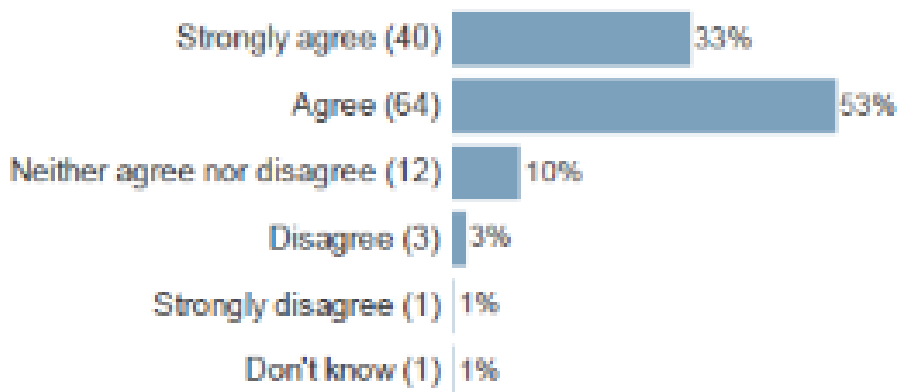
How strongly do you agree or disagree with the following points... (2. The information available to me is clear and easy to understand)



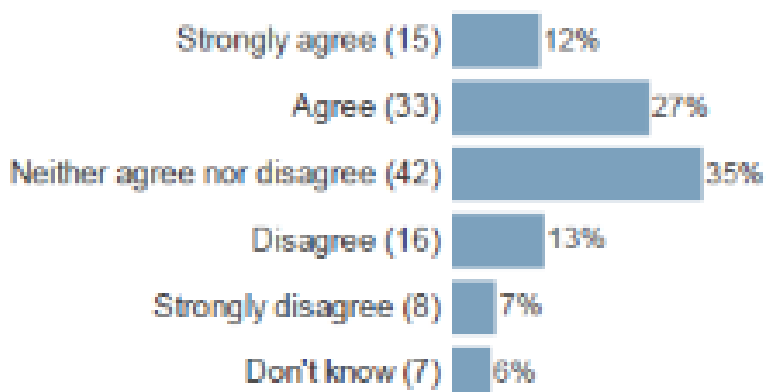
How strongly do you agree or disagree with the following points... (3. It's easy for me to obtain a bin calendar)



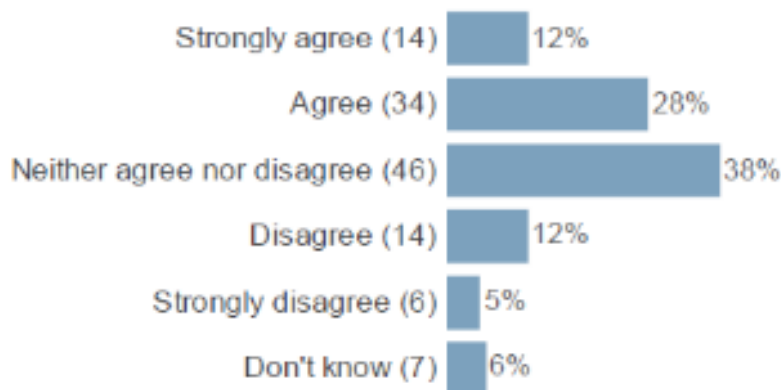
How strongly do you agree or disagree with the following points... (4. It's easy for me to find out about bin collection days)



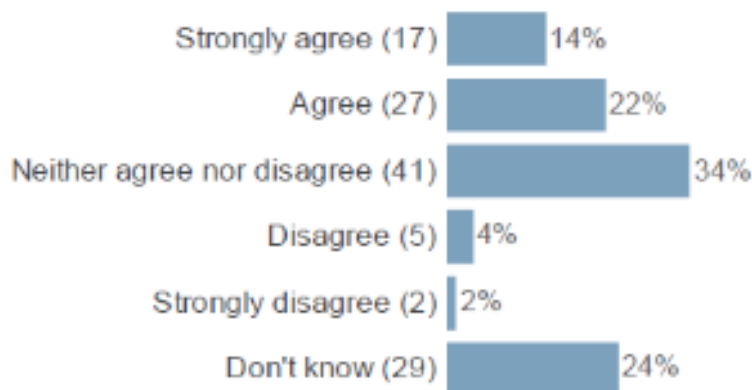
How strongly do you agree or disagree with the following points... (5. The council's website is easy to use when looking for information)



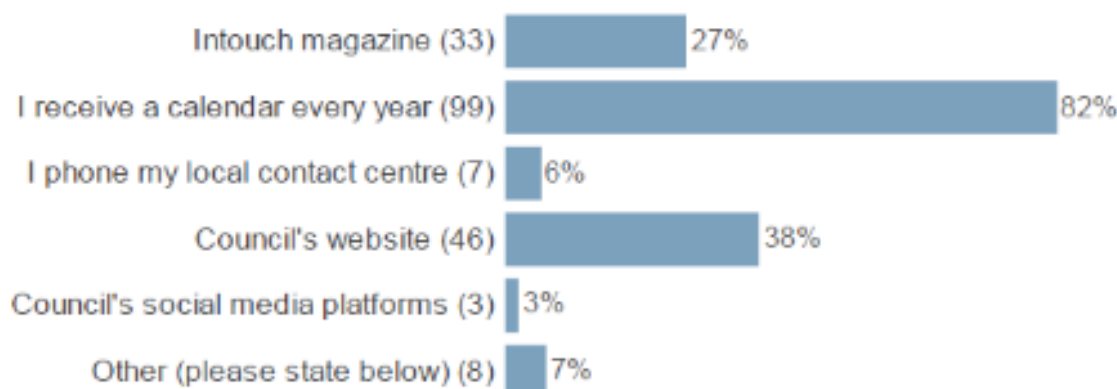
How strongly do you agree or disagree with the following points... (6. The council's communications channels are clear and easy to follow)



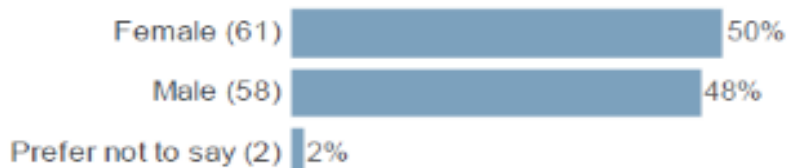
How strongly do you agree or disagree with the following points... (7. I find it easy to book a bulky waste collection)



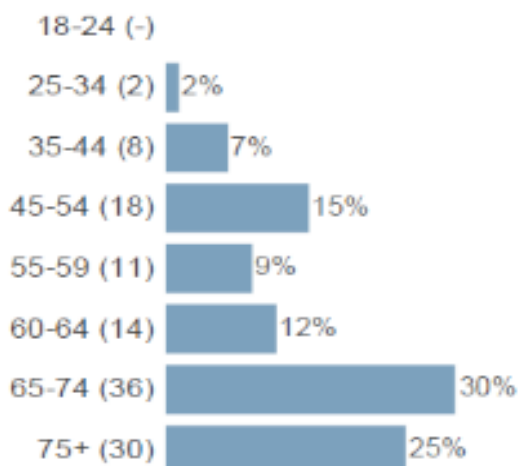
Where do you usually obtain your information on recycling? (More than one option can be selected)



Are you:

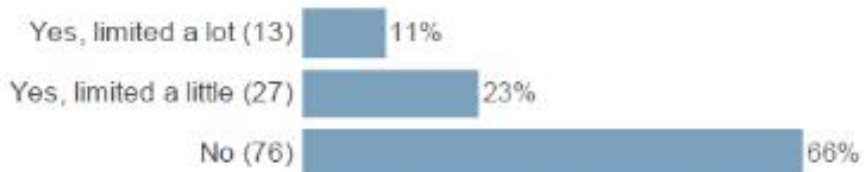


What is your age group?

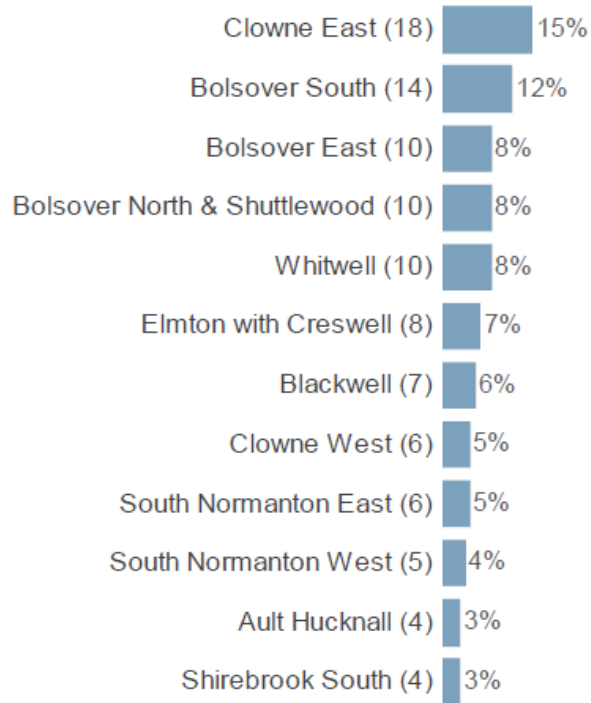


Banana

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?



Please select which ward you live in:



Carr Vale
pleasley

Appendix 3: Top performing Waste Authorities

Top 10 performing Waste Authorities 2020-21 in comparison to Derbyshire Authorities

2020_21 Recycling League Table		
Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)
1	St Albans City and District Council	64.20%
2	South Oxfordshire District Council	63.60%
3	Three Rivers District Council	63.10%
4	Vale of White Horse District Council	62.60%
5	Surrey Heath Borough Council	61.30%
6	East Riding of Yorkshire Council	60.80%
7	North Somerset Council	60.40%
8	Dorset Council	60.10%
9	East Devon District Council	60.00%
10	Tandridge District Council	59.90%
31	Derbyshire Dales District Council	55.60%
67	High Peak Borough Council	50.80%
116	South Derbyshire District Council	46.10%
125	Derbyshire County Council	45.10%
169	Erewash Borough Council	41.80%
195	Chesterfield Borough Council	40.20%
203	North East Derbyshire District Council	39.80%
241	Bolsover District Council	36.00%

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
1	St Albans City and District Council	64.20%	6 (7 if pay for garden waste)	<ul style="list-style-type: none"> • Textiles – weekly in clear bags • Small electricals – weekly in clear bags • Black bin – dry recyclables – fortnightly • Green/Black box – paper and card fortnightly • Kerbside green caddy/communal bin for food waste (also smaller in-house caddy) – weekly • Green bin for garden waste (optional) – fortnightly 12mth collection period • GARDEN WASTE CANNOT GO IN RESIDUAL BIN • Brown bin/ purple sacks (up to 3 sacks per 	https://www.stalbans.gov.uk/recycling-and-rubbish

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				fortnight)– residual waste – fortnightly Flats have more weekly collections than houses.	
2	South Oxfordshire District Council	63.60%	3 (4 if pay for garden waste)	<ul style="list-style-type: none"> • Green bin for dry recyclables/textiles/batteries – fortnightly • Brown bin for garden waste (optional) - fortnightly (9mth with extra waste taken at beginning and end of period) • Black bin for residual waste/ small electricals - fortnightly) • Green food bin for food recycling- weekly 	BINZONE app created. https://www.southoxon.gov.uk/south-oxfordshire-district-council/recycling-rubbish-and-waste/
3	Three Rivers	63.10%	3 (4 if pay for garden waste)	<ul style="list-style-type: none"> • Green Bin – residual waste fortnightly 	https://www.threerivers.gov.uk/services/waste-and-recycling

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
	District Council			<ul style="list-style-type: none"> • Black bin/green lid – recycling bin weekly • Food waste (silver pod) weekly • Chargeable Garden Waste Brown Bin fortnightly (full year collection) • Free Home textile collection service 	
4	Vale of White Horse District Council	62.60%	3 (4 if pay for garden waste)	<ul style="list-style-type: none"> • Green bin for dry recyclables/textiles/batteries – fortnightly • Brown bin for garden waste (optional) - fortnightly (9mth with extra waste taken at beginning and end of period) 	BINZONE app created. https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/recycling-rubbish-and-waste/

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Black bin for residual waste/ small electricals - fortnightly) • Green food bin for food recycling- weekly 	
5	Surrey Heath Borough Council	61.30%	6 (7 if pay for garden waste)	<ul style="list-style-type: none"> • Recycling (changing bin colour) Blue lid/black body or green bin - fortnightly. • Garden waste in brown lid/black body or brown bin – subscription service fortnightly. GARDEN WASTE MUST GO TO HWRC IF NOT IN SCHEME. • Residual waste in Black bin - fortnightly • Green outdoor food waste bin/smaller silver kitchen caddy – weekly 	https://www.surreyheath.gov.uk/bins-recycling-and-waste https://www.jointwastesolutions.org/bin-collections/your-bins/which-bin-is-which/which-bin-is-which-surrey-heath/

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Textile – 1 standard size plastic bag – weekly • Small electricals/batteries – 1 standard size plastic bag - weekly 	
6	East Riding of Yorkshire Council	60.80%	3	<ul style="list-style-type: none"> • Green bin residual waste - fortnightly • Blue bin dry recyclables - fortnightly • Brown bin – food and garden waste inc. small brown kitchen caddy (transfer to brown bin) - fortnightly <p>Waste sacks for sack collection properties</p>	<p>https://www.eastriding.gov.uk/environment/bins-rubbish-recycling/</p> <p>Waste app created for Apple and Google</p> <p>Lots of videos on website explaining what can/cannot be recycled.</p> <p>Council provides caddy liners.</p>
7	North Somerset Council	60.40%	5 (6 if pay for garden waste)	<ul style="list-style-type: none"> • Garden waste (subscription) – 12mth service - fortnightly 	<p>https://n-somerset.gov.uk/my-services/bins-recycling</p>

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Black bin/grey sacks residual waste – fortnightly • Small kitchen caddy/lockable larger kerbside container for food waste – weekly • Recycling boxes (green and black) (inc. small electricals/batteries/textiles) - weekly 	Recycling box nets available to buy to help with separation/containment
8	Dorset Council	60.10%	5 (6 if pay for garden waste)	<ul style="list-style-type: none"> • Kitchen caddy and larger kerbside caddy for food waste – weekly • Black bin residual waste or 2 blue sacks – fortnightly • Green bin dry recyclables or 2 green boxes – fortnightly • Green box for glass – fortnightly 	https://www.dorsetcouncil.gov.uk/bins-recycling-and-litter/bins-recycling-and-litter Tags and stickers to flag contamination issues Garden waste must go to HWRC if not subscribed – not residual waste.

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> Household Battery bag – fortnightly Brown bin garden waste (subscription 12mth) – fortnightly 	
9	East Devon District Council	60.00%	4 (5 if pay for garden waste)	<ul style="list-style-type: none"> Recycling Box and Recycling sack (small electricals/textiles in separate clear bags) - weekly Food waste caddy – weekly Green bin - Green waste subscription service – fortnightly (11mth collection) Black bin residual waste – NOT GARDEN WASTE – every 3 weeks 	https://eastdevon.gov.uk/recycling-and-waste/
10	Tandridge District Council	59.90%	4 (5 if pay for garden waste)	<ul style="list-style-type: none"> Black residual bin or green rubbish sacks fortnightly. 	Recycling and rubbish - Tandridge District Council

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Blue lidded recycling bin (or Clear recycling sacks where access restricts bin use) – fortnightly. • Food Waste – 2 caddies for weekly collection. Small Silver caddy for in house, larger green lockable caddy for outside. • Garden Waste Club – limited capacity, currently a waiting list. • Offer home compost bin at reduced price. Must take to community site if not in the Club. 	
31	Derbyshire Dales	55.60%	4 (5 if pay for garden waste)	<ul style="list-style-type: none"> • Blue lid bin or Blue box/2 blue bags (inc. 	https://www.derbyshiredales.gov.uk/bins-and-recycling

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
	District Council		More if no wheeled access	<p>household batteries in clear bag) - fortnightly</p> <ul style="list-style-type: none"> • Black sack/grey bin for residual waste - fortnightly - MUST NOT INCLUDE GARDEN WASTE - HWRC • Green lid bin (subscription – 12mth service) for garden waste - fortnightly • Food caddies (internal kitchen and larger lockable kerbside) – weekly collection with a free kitchen liner per week <p>NOT textiles at kerbside All Electricals at Bulky waste or HWRC</p>	

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
67	High Peak Borough Council	50.80%	5	<ul style="list-style-type: none"> • Brown bin dry recyclables - fortnightly • Green lidded bin– Food and garden waste - fortnightly • Black bin residual waste - fortnightly • Red textile sack – fortnightly • Small electrical items – free bookable collection fortnightly <p>Sacks provided where wheeled access not possible</p>	https://www.highpeak.gov.uk/hp/bins
116	South Derbyshire District Council	46.10%	6 (7 if red sack exists)	<ul style="list-style-type: none"> • Green bin dry recyclables (paper/card in Black inner caddy) - fortnightly • Brown compost bin for garden and food waste. Green kitchen caddy for food – fortnightly 	https://www.southderbyshire.gov.uk/our-services/recycling-bins-and-waste

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Black residual waste bin – fortnightly • Podback recycling bags - weekly 	
125	Derbyshire County Council	45.10%		Provide 9 Household Waste Recycling Centres	https://www.derbyshire.gov.uk/environment/rubbish-waste/recycling-centres/centre-locations/recycling-centre-locations.aspx
169	Erewash Borough Council	41.80%	3 or 4 depending if Blue bin used alongside green bags	<ul style="list-style-type: none"> • Black bin residual waste – fortnightly • Green recycling bags (provided free) – fortnightly. • Blue recycling bin (chargeable but free to those with assisted collections) - fortnightly • Brown bin for garden waste fortnightly <p>No separate food waste – part of residual collection</p>	https://www.erewash.gov.uk/pages-within-bins-and-recycling/bins-and-recycling.html

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				Textiles and small electricals at main HWRC.	
195	Chesterfield Borough Council	40.20%	3	<ul style="list-style-type: none"> • Blue bin dry recyclable waste – fortnightly (inc. small electricals) • Black bin residual waste – fortnightly • Green bin – food and garden waste – fortnightly (inc. small grey kitchen caddy) 12mth collection 	https://www.chesterfield.gov.uk/bins-and-recycling.aspx
203	North East Derbyshire District Council	39.80%	3	<ul style="list-style-type: none"> • Black Bin – residual waste fortnightly • Burgundy Bin – Dry Recyclable waste fortnightly • Green Bin – Garden and food waste fortnightly for 9mth period 	https://www.ne-derbyshire.gov.uk/bins-and-recycling
241	Bolsover District Council	36.00%	3	<ul style="list-style-type: none"> • Black Bin – residual waste fortnightly 	Waste and Recycling

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Burgundy Bin – Dry Recyclable waste fortnightly • Green Bin – Garden and food waste fortnightly for 9mth period 	

Top 10 performing Waste Authorities 2021-22 in comparison to Derbyshire Authorities

2021_22 Recycling League Table			
Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Collected household waste per person (kg) (Ex BVPI 84a)
1	Three Rivers District Council	63.50%	359.6
2	South Oxfordshire District Council	62.70%	360
3	St Albans City and District Council	62.40%	356.8
4	Vale of White Horse District Council	61.90%	347.2
5	East Devon District Council	61.00%	324.7
6	Stockport MBC	60.30%	352.7
7	East Riding of Yorkshire Council	60.10%	518.6
8	Rochford District Council	59.90%	407.3
9	South Gloucestershire Council	59.90%	420.8
10	Tandridge District Council	59.90%	383.7
62	Derbyshire Dales District Council	51.50%	368
97	High Peak Borough Council	47.70%	387.5
104	Derbyshire County Council	47.30%	484.2
108	South Derbyshire District Council	46.70%	406.8
124	North East Derbyshire District Council	45.30%	402.7
156	Chesterfield Borough Council	43.00%	400.2
177	Erewash Borough Council	41.80%	414.8
215	Bolsover District Council	38.50%	426.8
225	Derby City Council	37.30%	394.4

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
6	Stockport MBC	60.30%	4	<ul style="list-style-type: none"> • Black bin for residual waste - fortnightly • Blue bin or bag for paper/card - fortnightly • Brown bin/Black box for glass/tins/some plastics – every 4wks • Green bin and food waste caddies for garden and food waste – weekly <p>NOT TEXTILES</p>	https://www.stockport.gov.uk/topic/bins-and-recycling https://www.stockport.gov.uk/what-you-can-put-in-your-bins
8	Rochford District Council	59.90%	3 (4 if using the Textile bags regularly)	<p>Green bin/yellow lid for Compostables garden and food – weekly Grey dry recyclables bin – fortnightly. Extra side waste in blue box from previous scheme. Textiles in Blue sacks</p>	https://www.rochford.gov.uk/bins-and-collections

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<p>Grey bin/purple lid for residual waste – fortnightly</p> <p>No longer accept carrier bags in residual bin – encourage use of supermarket schemes.</p> <p>Batteries to supermarkets and small electricals to designated bins at libraries.</p>	
9	South Gloucestershire Council	59.90%	5 (6 if pay for garden waste)	<ul style="list-style-type: none"> • Green recycling boxes x2 for dry recyclables (or old bag and box system) - weekly • Food recycling bin and kitchen caddy - weekly 	https://beta.southglos.gov.uk/environment-and-waste/waste-and-recycling

Rank	Authority	Percentage of household waste sent for reuse, recycling or composting (Ex NI192)	Number of bins/containers	Types of collection	Links
				<ul style="list-style-type: none"> • Black residual waste bin - fortnightly • Green bin /garden waste sack collection. Subscription for green bin – fortnightly, or one-off collections via waste sacks. 	

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