

# **Merton Council**

## **Sustainable Communities Overview and Scrutiny Panel**

**11 November 2015**

### **Supplementary agenda**

7 Results of the Wheeled Bins Pilot

1 - 36

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## **Committee: Sustainable Communities Overview and Scrutiny**

**Date: 11 November 2015**

Wards: Lavender Fields / All

### **Subject: Wheelie Bin Pilot Waste and Street Cleansing Service**

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Councillor Judy Saunders, Cabinet Member for Environmental Cleanliness and Parking

Contact officer: Cormac Stokes, Head of Street Scene and Waste

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#### **Recommendations:**

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- A) To note the findings from the wheelie bin trial within the Lavender Fields ward.
  - B) To assess whether it offers opportunities to improve street cleanliness and ensure value for money for council tax payers
  - C) To identify any areas of further work for Cabinet consideration.
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## **1 BACKGROUND AND EXECUTIVE SUMMARY**

- 1.1. The wheelie bin trial for the collection of household waste and recycling started in April 2015 from 1035 properties located within the Lavender fields ward.
- 1.2. The trial was designed to assess the impact of issuing a 180ltr wheelie bin for general waste and a 240ltr wheelie bin for the co-mingled recycling waste stream.
- 1.3. Lavender Fields ward was chosen for the trial, primarily as this area consists of a range of different types of dwellings including terraced housing, flats and maisonettes. The area also reflects the need to consider levels of heavy footfall, outside of town centres and shopping areas which impacts on the level of street litter. Independent cleansing inspections and annual resident survey results also indicate that there is a need for interventions to improve standards and perceptions of cleanliness in this area. There are also opportunities to incentivise increased levels of recycling as current participation rates are relatively low.
- 1.4. The trial, which ran for 6 months, has now been completed and the findings evaluated. Prior to any cabinet report and supporting recommendations it was agreed that the findings would be considered by the Sustainable Communities Overview and Scrutiny Panel.
- 1.5. In the interim period, until any final recommendations are agreed and implemented the households within the trial area have been allowed to retain the wheelie bins. These households have been reintegrated into the existing scheduled rounds.

## **2 METHODOLOGY**

- 2.1. Each household in the pilot area received two wheelie bins, one for recycling and one for residual waste.
- 2.2. The introduction of a single 240ltr wheelie bin increased the capacity to recycle whilst maintaining the same footprint of required space.
- 2.3. To limit residual waste a 180 Litre wheeled bin for general waste was provided. This equated to approximately 2.5 standard sized dust bins.
- 2.4. Designated collection rounds were introduced 3 months prior to the trial commencing in order to capture accurate tonnage data. These dedicated rounds remained throughout the trial providing clear and accurate waste volumes for comparison.
- 2.5. The level of street litter was independently measured as part of a scheduled series of 8 inspections in advance of the trial and repeated again throughout the trial.
- 2.6. In order to assess the views of the residents M·E·L Research were commissioned to carry out a face to face consultation with residents to gain feedback on the trial. The fieldwork was carried out just before the trial ended at the end of September 2015. Overall 350 face to face surveys were completed and an additional 201 postal surveys returned . This equates to an overall response rate of 53% from the 1,035 households taking part in the trial. Full details can be found in appendix A.

## **3 SUMMARY OF FINDINGS**

- 3.1. There are a number of expected advantages associated with the use of wheelie bins but the rationale of the pilot was to test these expected benefits and to assess whether there are any disbenefits. The expected benefits the pilot sought to test include:
  - Cleaner streets through less wind-blown litter and reduced risk of animal attack and spillage from sacks
  - Positive environmental impact through increased recycling as a result of increased container capacity
  - Improved appearance: neater curtilage with single recycling bin rather than multiple boxes
  - Weather resistant and improved quality of recyclate
  - Improved working conditions for collection operatives
- 3.2. There are a number of factors that require consideration when using wheelie bins for waste collections that were also tested.
  - 3.2.1 Wheelie bins can be difficult to manoeuvre for some elderly and frail residents. The Service currently provides assisted collections for residents who need assistance in presenting their waste. Over the trial period only one additional assisted collection was required as a result of moving to wheelie bins.

- 3.2.2 There is potential for the level of contamination within a wheelie bin to increase when compared to the current open box container. However, quality control checks with our materials reprocessor, Viridor, suggested negligible levels of contamination.
- 3.3. Generally, it is expected that wheelie bins will have a longer life span than the recycling boxes currently used and distributed to residents. It is difficult to judge how long they would last as they are sometimes affected by damage rather than general wear and tear. Some wheelie bins are still being used that were distributed in some parts of the country over 15 years ago. Over the past three years the council has delivered on average over 7,300 additional or replacement boxes at an annual cost of approximately £20,000. General practice suggests that a replacement programme of 5% for a service using wheelie bins should be considered.
- 3.4. **Total Waste volumes** – prior to the introduction of wheelie bins the average daily tonnage (all waste streams) from the trial area was 14.40 tonnes. This increased to an average of 16.58 tonnes following the implementation of the new wheelie bin service. 70% of this increase can be attributed to an increase in recycling.
- 3.5. Residual waste increased by 0.7tonnes per week over the trial period. It is important to note that over the 6 month monitoring period the service saw a borough wide increase of 2% in the level of residual household waste. This increase has directly impacted on the level of residual waste collected per day and contributes to the average 0.7 tonnes of waste collected within the trial area. 2% equates to approx. 0.2 tonnes.
- 3.6. Table 1 below compares the average daily waste volumes pre and post-trial and measured in tonnes. Table 2 shows the comparison in ratios between the different waste streams and measured as a percentage for the base line data.

Table 1 Average weekly tonnage of waste collected

	Refuse	% increase	Recycling	% increase	Food	% decrease	Total	% variance
PRE Trial	9.95		3.21		1.24		14.4	
Post-Trial	10.64		4.74		1.2		16.58	
Variance	0.7	7%	1.53	48%	-0.04	-3%	2.18	15%

Table 2 Percentage of waste arisings

	Refuse	Recycling	Food	Total
PRE Trial	69.08%	22.30%	8.61%	100%
Post-Trial	64.18%	28.58%	7.24%	100%
Variance	-4.90%	6.28%	-1.37%	

- 3.7. The level of recycling, measured by weight has increased by 6% supporting a reduction in general waste of 4.9%
- 3.8. Over the 6 month period the level of residual waste across the borough has increased by 2%. In the trial area it increased by 7% From this it could be surmised that in the pilot area some waste that previously ended up on the streets was instead captured in the residual waste collection.
- 3.9. The level of food waste has remained constant in terms of volume (tonnage) but it is acknowledge that as a result of the overall increase in waste arisings this represents a reduction as a percentage. This contradicts findings in some other boroughs with wheeled bins, where food waste usage has increased, although this may be attributable to these boroughs offering a weekly food waste collection combined with alternate weekly residual and recycling collections.
- 3.10. **Street Cleansing** – The quality of the streets in terms of cleanliness (litter and detritus) has been greatly improved by c17% in absolute terms but a relative improvement of over 60%. An average of 11% of the area fell below the acceptable standard during the trial period, compared to an average of 29% below the acceptable level prior to the trial being implemented. (see Table 3 below) As part of the consultation process 81% of the residents indicated that they felt the streets were cleaner.
- 3.11. Research carried out by the Tidy Britain Group on behalf of the council in 2010 indicated that as much as 50% of all street waste arisings in residential roads can be attributed to the black sack and box collection schemes operated within Merton
- 3.12. This level of improvement can be directly attributed to the effective containerisation of waste, It is considered that the wheelie bins contained residual and recycling waste successfully preventing it from littering the streets as much as before.
- 3.13. All 23 roads within the trial area were inspected on 8 separate occasions over the 6 month trial period.

Table 3 Percentage of areas deemed unsatisfactory in terms of cleanliness.

	Pre-pilot	During pilot
Inspection 1	21.59%	8.11%
Inspection 2	28.57%	5.88%
Inspection 3	27.91%	10.00%
Inspection 4	25.00%	14.86%
Inspection 5	17.11%	12.20%
Inspection 6	32.93%	20.24%
Inspection 7	43.59%	10.26%
Inspection 8	37.88%	14.10%
Average	29.32%	11.96%

#### 4 FACTORS FOR CONSIDERATION

- 4.1. Given a successful track record of joint working the four South London Waste Partnership boroughs (Merton, Sutton, Kingston and Croydon) are currently undertaking a procurement exercise for a joint waste collection, street cleaning and parks' services. The principle of a shared procurement was agreed by Cabinet on Monday 10th November 2014. It is anticipated, based on current competitive dialogue that a joint procurement could generate savings of at least 15% on the costs of collection through economies of scale and measures to improve recycling.
- 4.2. The procurement is on schedule to be concluded in the summer 2016 with contract award in December 2016.
- 4.3. Black bin bags are regularly left on the street, in tree pits and around litter bins attracting further fly tips. This is often attributed to the lack of waste storage and has a negative impact on the image of the public realm. The forecast growth in the number of households over the next 15 years will place a greater emphasis on the way we manage our waste growth and ensure the right collection methodology is in place.
- 4.4. The current level of recycling has plateaued over the last 4 years at c38%. We will need to greatly improve on this level of performance if Merton is to be considered a high performing council and contributes towards the National target of 50% by 2020.
- 4.5. In some respects it is difficult to compare the findings of the pilot with other boroughs as Merton has a specific collection service that is not replicated in all boroughs. The 3 Neighbouring boroughs and members of the South London Waste Partnership provide a range of collection methods as set out below. Since introducing wheelie bins and alternate weekly collections both Kingston and Croydon have significantly increased their recycling rates. Sutton provides wheelie bins but collects recycling on a fortnightly basis with residual waste collected weekly. Sutton is achieving similar levels of recycling to Merton but without any separate food waste collection.

<b>LB CROYDON</b>	ALTERNATE WEEKLY REFUSE AND RECYCLING COLLECTIONS , WEEKLY FOOD WASTE	WHEELIE BIN	40% RECYCLING RATE
<b>RB KINGSTON</b>	ALTERNATE WEEKLY REFUSE AND RECYCLING COLLECTIONS, WEEKLY FOOD WASTE	WHEELIE BIN	47% RECYCLING RATE
<b>LB SUTTON</b>	WEEKLY REFUSE, RECYCLING EVERY OTHER WEEK COLLECTION, NO	WHEELIE BIN	38% RECYCLING RATE

	FOOD WASTE SERVICE		
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4.6. Merton currently provides an unlimited black sack weekly collection. It is acknowledged that there is a clear correlation between the available capacity provided for general waste and the level of recycling performance.

4.7. A recently report published by WRAP (Analysis of Recycling Performance and Waste Arisings in the UK 2012/13, July 2015) found that effective weekly residual waste containment capacity (limiting the size of the container or frequency of collection) and the presence of a food waste collection service has a significant impact on overall recycling rates.

4.8. Merton retains a weekly collection service for all three waste streams. This contrasts with some other boroughs where alternate weekly collections of residual waste are now provided by 76% of local authorities in the UK, as shown in the table below:

Country	Weekly	More Than Weekly	Alternate weekly
England	50%	4%	71%
Wales	18%	0%	100%
Scotland	56%	13%	88%
Northern Ireland	0%	0%	100%
<b>UK</b>	<b>45%</b>	<b>4%</b>	<b>76%</b>

NB. The reason for the figures adding up to more than 100% is because many local authorities operate multiple collection schemes in their areas. The weekly figures above often refer to the food waste stream, with recycling and residual more likely to be alternate weekly.

4.9. The 2013 National WYG 'Review of Kerbside Recycling Collection Schemes in the UK in 2011/12' report found that:

- 24 of the top 30 authorities collect recycling fortnightly and 26 collect refuse fortnightly, and;
- Of the bottom 30 authorities, 26 collect recycling fortnightly but only 7 collect refuse fortnightly.

4.10. The top 5 performing authorities all have the following schemes in common:

- Fortnightly residual waste collections;
- Restricted residual waste containment, and;
- Weekly food waste collections (three Councils operate separate collections and two co-collect food waste with garden waste).

4.11. The top five performing boroughs in London with respect to recycling in 2014/15 are set out below. Of these, the top four provide an alternate weekly collection and three provide wheelie bins.

Bexley	55%
Bromley	48%
Harrow	47%



RB Kingston 45%

Richmond 41%

## 5 CONSULTATION

- 5.1. MEL conducted the face to face consultation in Sept 2015. In summary the consultation results show that the majority of the respondents were happy with the wheelie bin collection and found the bins easier to use than the boxes and sacks. Respondents over the age of 55 raised a small number of issues with respect to replacement of containers and missed bins. These are similar to issues being addressed with the current collection method and are being dealt with through regular communications with collection crews.
- 5.2. Respondents were more satisfied with the size of the recycling wheelie bin when compared to the size of the general rubbish wheelie bin although both bins scored 80% or above. When comparing satisfaction by demographics, a small number of older respondents and smaller households expressed concern that the recycling bins are too big, whilst younger respondents and larger households were most likely to state the recycling bins are too small.
- 5.3. When assessing the impact the wheelie bins have had on waste disposal behaviours, around two thirds felt they recycle more since the introduction of the trial. When comparing this by age and household size, the 25-34 age group and larger household sizes were most likely to have positively changed their recycling behaviours. Just under half of respondents felt that they are also sending less to landfill.
- 5.4. Table 4 below shows a high level summary of the consultation. A detailed report can be seen in Appendix A (MEL Residents Feedback Consultation).

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Table 4

Survey	Net Satisfaction
Are you happy with the council's wheelie bin collection service,	89%
Have you found using the wheelie bins easier to use than the sacks and boxes,	95%
Is your street cleaner than before the wheelie bin trial started,	81%
Are you happy with the size of the wheelie bins for recycling	89%
Are you happy with the size of the wheelie bins for general rubbish	80%
The council kept me well informed about the wheelie bin trial	91%
The council wheelie bin leaflet was easy to understand and clearly	94%

informed me of what can go in each bin	
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## 6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The pilot scheme required a capital outlay of £35,000 for the procurement of bins and a further £67,000 from revenue to provide dedicated collection vehicles and associated crews. The use of dedicated collection crews for the trial ensured the integrity of the data collected.
- 6.2. The trial came in £13,000 below the approved budget as a result in a reduction in the unit price of the wheelie bins of £15 per unit compared to a budget cost of £20.

	Approved Budget	Actual Cost	Description	Funding Source
Revenue Cost	£67,000	£67,000	Additional Labour and vehicle hire	DCLG bid for Mega recycling
Capital cost (bins)	£48,000	£35,000	Procurement of 2,300 bins	Funded from underspend within Environment and Regeneration Capital programme
Net Total	£115,000	£102,000		Fully Funded

- 6.3. It is difficult to be precise about the costs of implementing a borough-wide scheme as this would rely on detailed modelling of waste streams, route optimisation work and a detailed understanding of waste diversion from landfill to cheaper forms of treatment and recycling. Furthermore there are likely to be opportunities to deliver more efficient street cleaning services as a result that have not been factored in at this stage. The detail set out below is purely indicative and focuses on the assumptions of a service that retains a weekly collection of all waste streams.
- 6.4. The implementation of a borough wide wheeled bin service would require the purchasing of an estimated 136,000 bins at a capital cost of c£2.1m, based on the continued weekly collection of all three waste streams. This figure is based on all street properties, a proportion of which may not be suitable for wheelie bins. Adding this scheme to the Capital Programme would require Council Approval. This scheme would be unfunded and the revenue cost associated with the scheme would be dependent on the useful life of the bins.
- 6.5. In addition to the capital cost of bins the service would be required to procure an estimated additional 7 compaction vehicles (based on the weekly collection of all three waste streams - residual, recycling, food) at an estimated cost of £155k per unit. The total capital cost of vehicle would be £1.1m.

6.6. It is important to note that the capital cost of the vehicles excludes any revenue costs from Fleet services which would be required to cover the scheduled maintenance and servicing.

6.7. Impact on Collection Rounds based on a borough wide roll out – Revenue per annum

<i>Assumptions</i>	<i>Current</i>	<i>if rolled out borough wide</i>	<i>Diff</i>
<i>Vehicle</i>	19	26	7
<i>Loader</i>	48	49	1
<i>Driver</i>	19	26	7
<i>Cost</i>	<i>Unit</i>	<i>per unit</i>	<i>Total</i>
<i>Vehicle</i>	7	£9,400	£65,800
<i>Loader</i>	1	£21,000	£21,000
<i>Driver</i>	7	£22,500	£157,500
<b>Total</b>			<b>£244,300</b>

(Please note service cost of vehicle is annual SLA with Fleet services and excludes cost of capital)

**Summary of theoretical Borough wide Service if rolled out**

Revenue	£244,300	Net balance of increased labour cost and additional vehicle maintenance per annum
Cost		

Capital Cost	£2.1m	Purchase of 136,000 wheelie bins
	£1.085m	Purchase of 7 compaction vehicles
<b>Total</b>	<b>£3.185m</b>	

(The above cost excludes any annual replacement programme).

6.8. Given the current financial pressures a number of local authorities have implemented new collection methods and policies in order to reduce operating / disposal cost by realigning collection frequencies (operational savings) and limiting residual waste disposal capacity (waste disposal savings and potentially improved revenues for increasing recycling yield).

Authority	Summary	Hyperlink to report
Ealing Council -	(2016) - Move towards alternate weekly collection and implement wheelie	<a href="#">Recycling, rubbish and waste - Ealing Council</a>

	bins	
Swansea Council	(2015) - Introduction of a limit on household waste	<a href="http://www.letsrecycle.com/news/latest-news/swanseas-black-bag-limit-sees-residual-waste-fall/">http://www.letsrecycle.com/news/latest-news/swanseas-black-bag-limit-sees-residual-waste-fall/</a>
Hampshire County Council:	(2015) – Fortnightly waste collections offer higher recycling yields	<a href="http://www.letsrecycle.com/news/latest-news/hampshire-county-council-offers-higher-recycling-yields/">Fortnightly collections offer 'higher yield' for recycling - letsrecycle.com</a>
City of Edinburgh Council	(2015) – Wheelie bins for household waste:	<a href="http://www.edinburghnews.scotsman.com/news/edinburgh-recycling-rates-soar-85-per-cent-1-3650917">http://www.edinburghnews.scotsman.com/news/edinburgh-recycling-rates-soar-85-per-cent-1-3650917</a>
London Borough of Hounslow	(2014) – Trial of 140-litre wheeled bins for residual waste with a 'no excess' policy	<a href="http://www.hounslow.gov.uk/news/2014/07/new-bins-a-wheelie-big-success">New bins a wheelie big success</a>
London Borough of Lambeth:	(2014) – Wheelie bins for household waste	<a href="http://www.lambeth.gov.uk/news/2014/07/success-of-smaller-wheelie-bins-and-food-waste-service">Success of smaller wheelie bins and food waste service   Lambeth news</a>

## 7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. Section 45 of the Environmental Protection Act 1990 imposes a duty upon each waste Collection Authority (WCA) to arrange for the collection of household waste in its area. No charge can be made for performing that service. Section 46 allows the WCA by notice on the occupier to require occupiers to place household waste for collection in receptacles of a kind and number specified in the notice. The kind and number of these receptacles are to be 'reasonable' but may require separate receptacles for those parts of the household waste which are to be recycled from those parts which are not. The WCA can also determine whether the receptacles are to be provided free of charge by the WCA or to be provided by the WCA upon a single or periodical payment from the occupier, or are provided by the occupier. Once proper notice has been given to the occupier and the notice period of 21 days has expired without appeal the placing of household waste outside these receptacles without reasonable excuse constitutes an offence.

## 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. The service continues to provide an 'assisted collection' and following the implementation of the wheelie bin and the promotion of the assisted collection service one additional assisted collection was requested within the trial area.

## **9 CRIME AND DISORDER IMPLICATIONS**

- 9.1. None identified

## **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 10.1. The introduction of wheeled bins significantly reduces the level of manual handling required by the operatives, with less lifting involved. With the waste being contained there is less risk of glass and sharps related injuries. As a result there would be an anticipated improvement in levels of sickness across recycling collection services. The service currently runs with a sickness level of 16 days per staff member and has targets to reduce this down to 10 days per person. In achieving this the service has put forward savings in agency cost of c£100k.

## **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- MEL Resident Consultation – Appendix A
- Data analysis - Appendix B

## **12 BACKGROUND PAPERS**

Held by Cormac Stokes, Head of Street Scene and Waste

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## Wheelie Bin Trial Residents Feedback Consultation

**London Borough of Merton**

**October 2015**

**FINAL REPORT**

Wastes &  
resources  
management



Community  
safety &  
neighbourhood  
policing



Sure Start  
& Children's  
Centres



Affordable  
housing



Healthy  
communities



Local  
Authority  
research &  
evaluation

Active citizens  
& customer  
research



# Contents Page

- 1) Project details and acknowledgements ..... 1
- 2) Executive Summary ..... 2
- 3) Background ..... 3
  - Overview..... 3
  - Sampling Method..... 4
  - Reporting conventions ..... 4
- 4) Findings..... 5
  - Demographics ..... 5
  - Results..... 6
- 5) Conclusion..... 10
- Appendices ..... 11
  - Appendix A: Data tables (face to face survey)..... 12
  - Appendix B: Postal survey results..... 14
  - Appendix C: Questionnaire..... 18



## 1) Project details and acknowledgements

<b>Title</b>	Wheelie Bin Trial Residents Feedback Consultation
<b>Client</b>	London Borough of Merton
<b>Project number</b>	PR15120
<b>Author</b>	Sophi Dangerfield
<b>Contract Manager</b>	Sophi Dangerfield

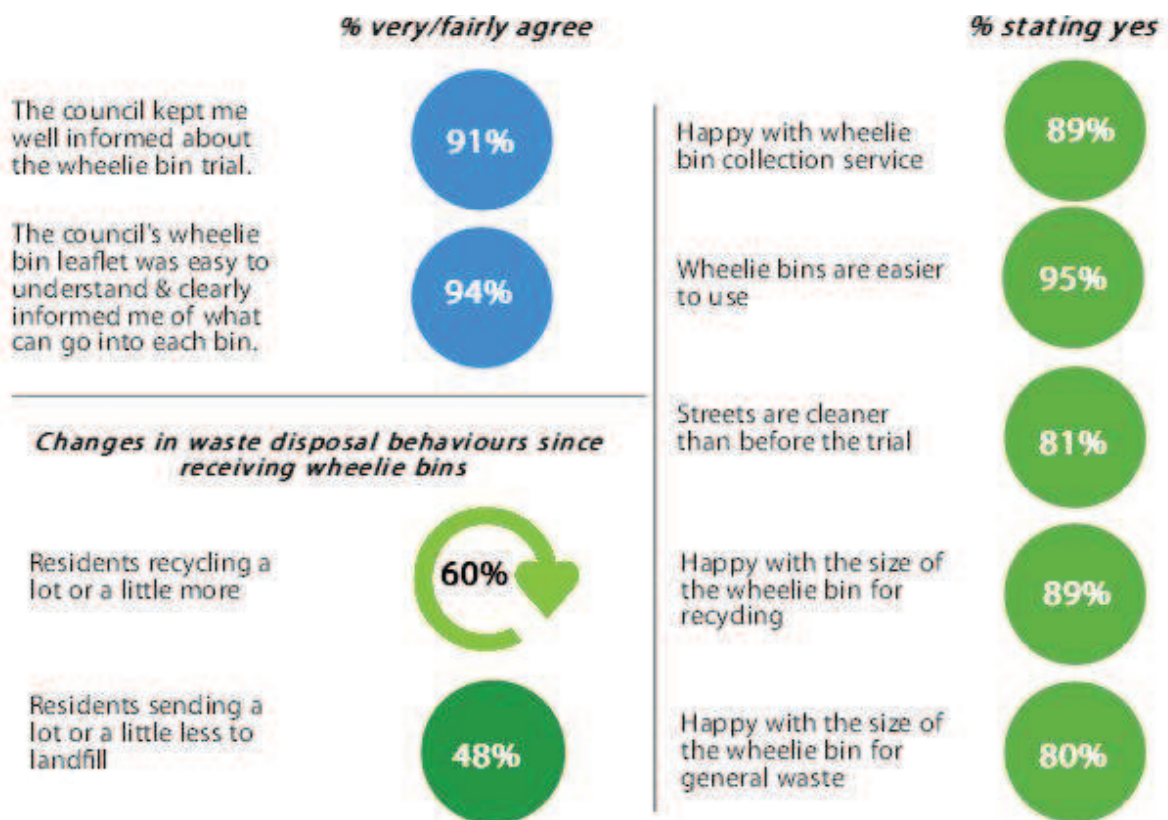
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## 2) Executive Summary

During April and September 2015 Merton Council provided residents in the Lavender Fields area with trial wheelie bins for general rubbish and commingled dry recycling which temporarily replaced the existing sack and box collection containers. The trial was funded by the Department of Communities and Local Government (DCLG). M·E·L Research were commissioned to carry out a face to face consultation with residents to gain feedback on the trial. The fieldwork was carried out just before the trial ended at the beginning of September 2015. Overall 350 face to face surveys were completed out of 1,035 households taking part in the trial. The key indicators of the consultation are presented below, further detail can be found in the main body of the report.



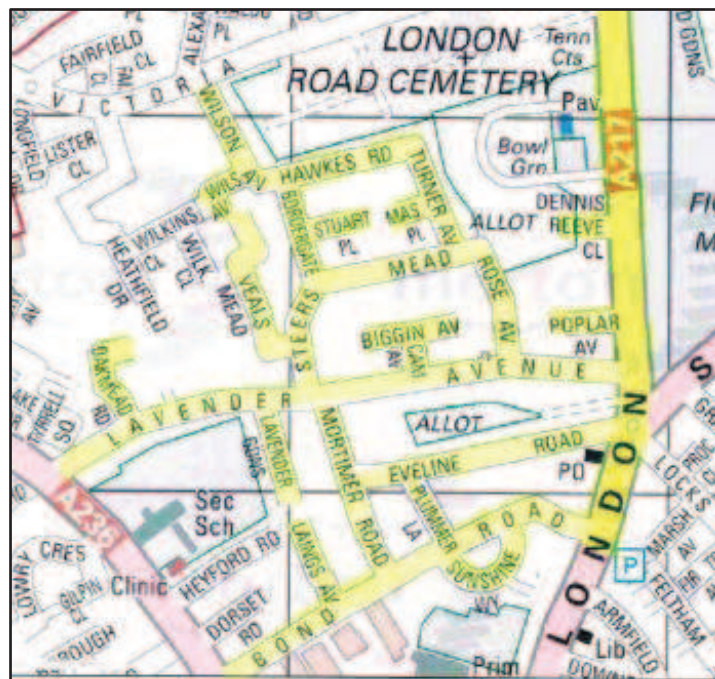
### 3) Background

#### Overview

During April and September 2015 the council provided residents in the Lavender Fields area with trial wheelie bins for general rubbish and commingled dry recycling which temporarily replaced the existing sack and box collection containers. Other than the containers provided no other aspect of the service changed during the trial period. The council's main aim of running the trial was to measure any changes in street cleanliness, the cost effectiveness of collecting waste in the wheeled bins rather than the sacks/boxes and to measure the environmental impact i.e. has recycling increased. The trial was funded by the Department of Communities and Local Government (DCLG). To gain feedback from residents in the trial area; during August 2015 M·E·L Research was commissioned to undertake a doorstep resident consultation. The main objectives of the project were to:

- ◆ Understanding residents perceptions of the wheelie bins opposed to the sacks/boxes i.e. ease of use, size of bins
- ◆ Perceived environmental improvements i.e. street cleanliness
- ◆ Perceived changes in residents waste disposal behaviour i.e. recycling more
- ◆ Satisfaction with the way the council communicated to residents about the trial

The trial area consisted of approximately 1,035 households (please see map of the trial area below). All households within the trial area received an introductory letter about the wheelie bin trial. Residents were then provided with a 240 litre green wheelie bin for commingled dry recycling and a 180 litre grey wheelie bin for non-recyclable waste as well as an informative leaflet about how to use the service.



## Sampling Method

During 8<sup>th</sup> and 12<sup>th</sup> of September 2015 experienced M·E·L Research surveyors were deployed to carry out the doorstep face to face consultation. The Surveyors called at different occasions spread over daytime and evenings to ensure maximum opportunity to contact residents. The Surveyors worked on a two-knock approach; if no one was home on the second approach then a postal version of the survey was left. The face to face questionnaire can be viewed in Appendix C. In total 350 face to face surveys were completed by M·E·L Research and 675 households were provided with a postal survey.

This report covers only the face to face results as the postal survey responses were collected and analysed by the Council. For information purposes, the postal survey results are presented in a tabulated format in Appendix B, overall 201 surveys were returned.

### Confidence intervals

It is necessary to take account of sampling errors when assessing the accuracy of any sample base. It is therefore possible to be more specific about how accurate each percentage value is from a survey. The confidence intervals shown in Table 3.1 below are reported to give an indication for the precision of the results and are not an absolute measure. With 350 completed surveys, this means that at a confidence level of 95% the results are within +/- 3.1% of the calculated response. For example, a figure where 50% of residents were satisfied with the collections could in reality lie within the range of 46.9% to 53.1%.

**Table 3.1: Confidence intervals at 95%**

Size of sample	Approximate sampling tolerances		
	10% or 90%	30% or 70%	50%
	±	±	±
350 surveys (Face to face sample)	3.14	4.79	5.23
201 surveys (Postal sample)	4.15	6.34	6.91

### Reporting conventions

The output from the survey is in the form of conventional cross-tabulations. These provide results for the total sample and various sub-groups of the resident profile (e.g. gender, age, household size and housing stock).

Within the main body of the report, where percentages do not sum to 100 per cent, this is due to computer rounding. The 'base' figure referred to in each chart and table is the total number of residents responding to the question with a valid response.

In addition, percentage levels for satisfaction are reported for valid responses only, meaning that this excludes respondents who were unable to rate their level of satisfaction i.e. 'don't know' or 'don't use service' were both deemed to be invalid responses. As an additional reference, the count of respondents citing an invalid response is highlighted for each indicator.

## 4) Findings

This section sets out the results for the face to face resident's consultation in both tabular and graphical form. Data tables for all of the results presented in graphical form can be viewed in Appendix A.

### Demographics

The tables below present the socio-demographic characteristics for the survey respondents and are compared with Merton as a whole. It should be noted that no demographic quotas were set by age, household size, gender or housing stock and are presented for information purposes only. Table 4.1, shows that the sample surveyed was broadly representative by age relative to the adult population of Merton, although the 25-34 age groups was under represented and the older age groups (65+) have been over represented. This is due to the nature of the activity, whereby older people are generally more likely to be at home and more willing to take part when Surveyors call.

**Table 4.1: Age group of respondents surveyed compared to Merton as a whole**

	Merton profile		Survey profile	
	Count	%	Count	%
18-24	16301	10%	26	7%
25-34	40781	26%	44	13%
35-44	32759	21%	78	22%
45-54	25333	16%	68	19%
55-64	18126	12%	48	14%
65-74	11880	8%	45	13%
75+	11242	7%	36	10%
Prefer not to say	0	0%	5	1%
<b>Total</b>	<b>156422</b>	<b>100%</b>	<b>350</b>	<b>100%</b>

Table 4.2 shows that one person households were under represented and the larger household sizes (4+) were over represented.

**Table 4.2: Household size of respondents surveyed compared to Merton as a whole**

	Merton profile		Survey profile	
	Count	%	Count	%
1 Person in Household	22294	28%	46	13%
2 People in Household	23958	30%	85	24%
3 People in Household	13311	17%	48	14%
4 People in Household	11747	15%	73	21%
5+ People in Household	7447	9%	97	28%
Prefer not to say	0	0%	1	0%
<b>Total</b>	<b>78757</b>	<b>100%</b>	<b>350</b>	<b>100%</b>

When comparing gender, females were slightly over represented.

**Table 4.3: Gender of respondents surveyed compared to Merton as a whole**

	Merton profile		Survey profile	
	Count	%	Count	%
Males	98515	49%	140	41%
Females	101178	51%	203	59%
<b>Total</b>	<b>199693</b>	<b>100%</b>	<b>343</b>	<b>100%</b>

Table 4.4 shows that the housing stock surveyed was fairly representative to Merton as a whole. The trial area was selected as it provided a good representation of housing types compared to the council area.

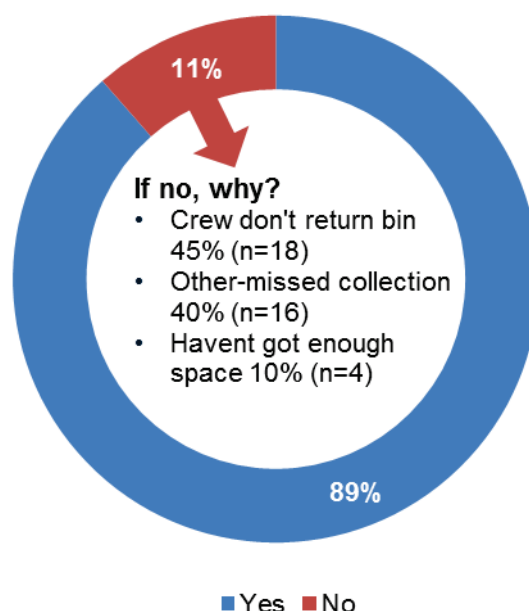
**Table 4.4: Housing stock of respondents surveyed compared to Merton as a whole**

	Merton profile		Survey profile	
	Count	%	Count	%
<b>House or Bungalow: Detached</b>	<b>4807</b>	<b>9%</b>	<b>12</b>	<b>4%</b>
Detached with front garden over 6ft in length			7	2%
Detached with front garden less than 6ft in length			5	1%
<b>House or Bungalow: Semi-detached</b>	<b>14661</b>	<b>28%</b>	<b>71</b>	<b>21%</b>
Semi-detached with front garden over 6ft in length			67	20%
Semi-detached with front garden less than 6ft in length			4	1%
<b>House or Bungalow: Terraced (including end-terrace)</b>	<b>32882</b>	<b>63%</b>	<b>251</b>	<b>71%</b>
Terraced with front garden over 6ft in length			226	62%
Terraced with front garden less than 6ft in length			25	9%
<b>Other</b>			<b>15</b>	<b>4%</b>
<b>Total</b>	<b>52350</b>	<b>100%</b>	<b>349</b>	<b>100%</b>

## Results

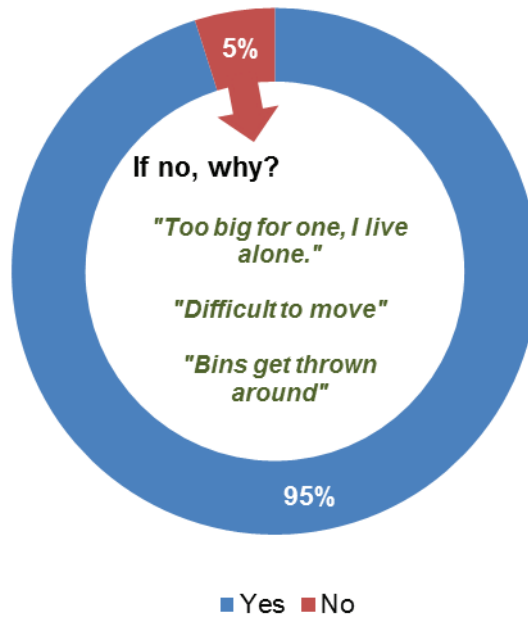
Respondents were first asked if they were happy with the council’s wheelie bin collection service. Almost nine out of ten (89%) said they were. The 11% who said that they weren’t were then asked why; most commonly cited reason was that the collection crew don’t return the bin to the place of origin. This was followed by ‘missed collections’ which was not on the pre-coded list of reasons. When comparing satisfaction with the wheelie bin collection by different age groups, the results showed that as age increased satisfaction with the service decreased.

**Figure 4.1: Are you happy with the council’s wheelie bin collection service, if not why? Base = 349**



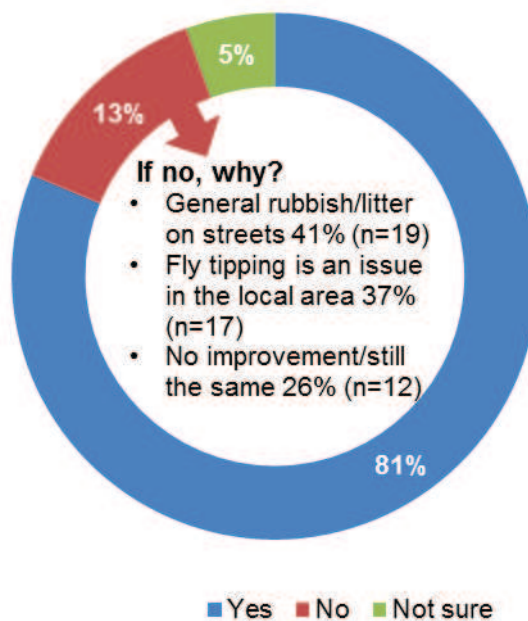
Respondents were then asked if they found using the wheelie bin easier when compared to the sacks and boxes. The vast majority (95%) of respondents agreed that it was the case. Of the 5% (n=17) who didn’t find the wheelie bins easier to use were then asked why, common responses were the bins are too big and are difficult to move, bins get thrown around and bins get in the way i.e. space issues.

**Figure 4.2: Have you found using the wheelie bins easier to use than the sacks and boxes, if not why? Base = 346**



To assess any changes in the local area respondents were asked if their street was cleaner than before the wheelie bin trial started. Around eight out of ten (81%) said yes, 13% said no and 5% were unsure. Respondents who said no were asked why, most commonly cited reasons were that there is still general rubbish and litter around the local area with some respondents commenting that the road sweeper didn't come or clean properly (n=19). This was followed by concerns with fly tipping (n=17) and 12 respondents felt there had been no change in the condition of the local area since the introduction.

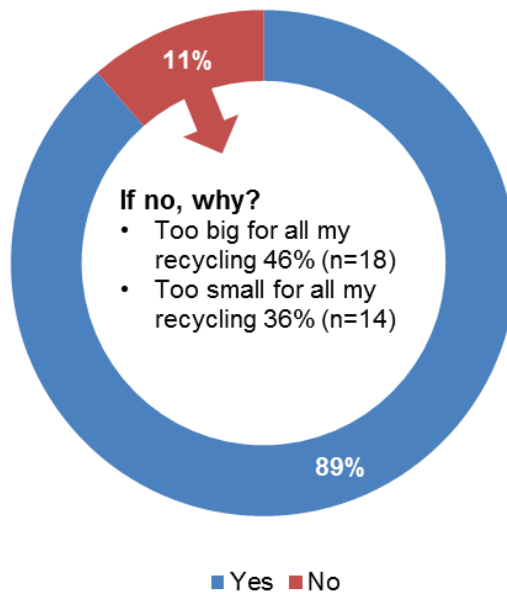
**Figure 4.3: Is your street cleaner than before the wheelie bin trial started, if not why? Base = 347**



Almost nine out of ten (89%) respondents were happy with the size of the recycling wheelie bin provided. Of those who weren't (11%) when asked why, 18 respondents said the bin is too big for all their recycling; this

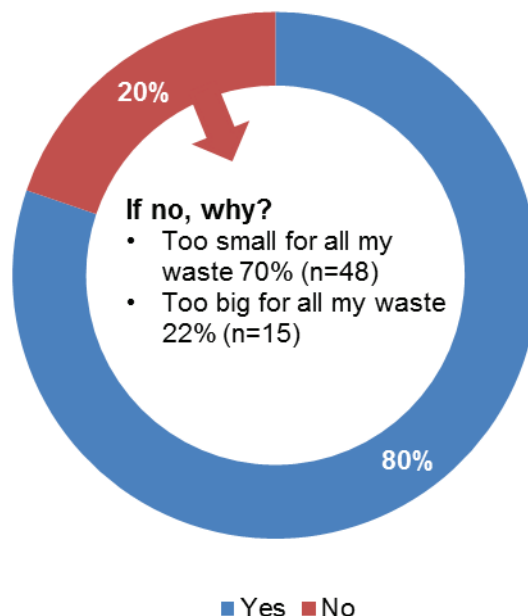
is more so with older residents and smaller households. This was followed by 14 respondents stating the recycling wheelie bin was too small for all the recycling.

**Figure 4.4: Are you happy with the size of the wheelie bins for recycling, if not why?** Base = 350



Respondents were then asked if they were happy with the size of the general rubbish wheelie bin provided. Slightly fewer respondents were satisfied with this aspect when compared with the results of the recycling wheelie bin, with eight out of ten (80%) stating yes, whilst a fifth (20%) stated no. Respondents who weren't happy were asked why; 70% (n=48) felt the wheelie bin was too small for all their waste and 22% (n=22) felt it was too big for all their waste.

**Figure 4.5: Are you happy with the size of the wheelie bins for general rubbish, if not why?** Base = 349



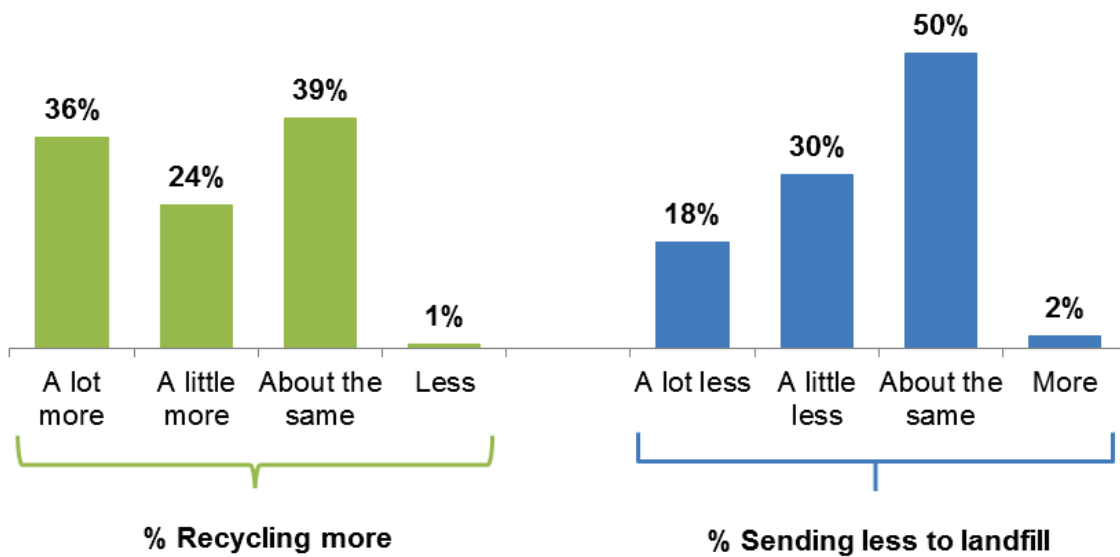
To assess any changes in residents perceived waste disposal behaviours, residents were firstly asked if since receiving the wheelie bins if they now recycle more. Almost two thirds (60%) said they now recycle a little (24%) or a lot (36%) more since receiving the bins. When analysing the result by age, respondents falling into the middle age group (25-34) were most likely to have positively changed their recycling



behaviours. When compared by household size, respondents recycling a little or a lot more increased as household size increased.

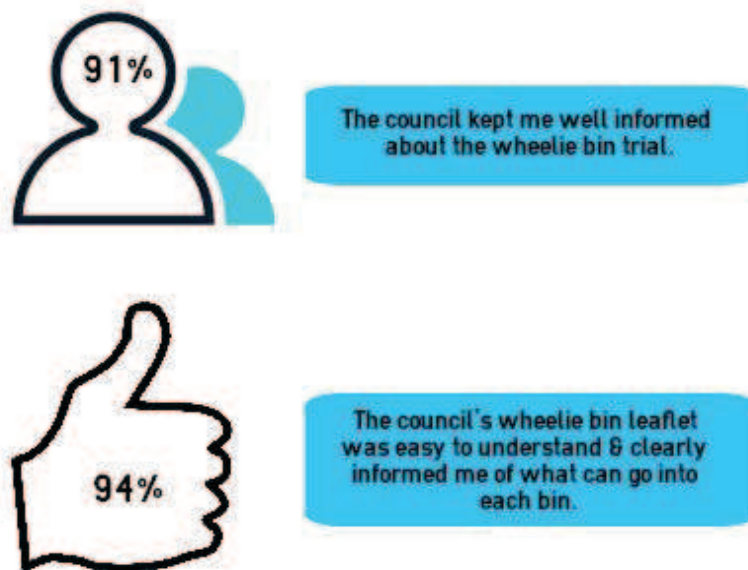
Respondents were then asked if they felt that since receiving the wheelie bins if they send less of their waste to landfill. Almost half (48%) said they now send a lot (18%) or a little (30%) less to landfill. When comparing the result by household size, those claiming to send less to landfill increased as households size increased.

**Figure 4.6: Changes in waste disposal behaviour since receiving the wheelie bins?** Base = 349



To assess how well the council communicated with residents about the trial, respondents were firstly asked how much they agree that the council kept them well informed about the wheelie bin trial. The majority (91%) either strongly (57%) or fairly (34%) agreed with this statement. Secondly, respondents were asked how much they agree that the council’s wheelie bin leaflet was easy to understand and clearly informed them of what can go in each bin. Again the majority (94%) either strongly (70%) or fairly (24%) agreed with this statement.

**Image 4.1: Respondents stating they strongly or fairly agree** Base = 321 (don't know responses removed)



## 5) Conclusion

In summary the consultation results show that the majority of the respondents were happy with the wheelie bin collection and found the bins easier to use than the boxes and sacks. Although happiness with the wheelie bin collection decreases as age increases, with crews not returning bins to the place of origin and missed collections being the most common issues cited by respondents aged 55+. These issues could possibly be overcome by communicating residents' grievances to the collections crews.

Respondents were more satisfied with the size of the recycling wheelie bin when compared to the size of the general rubbish wheelie bin although both bins scored 80% or above. When comparing satisfaction by demographics, older respondents and smaller households were most likely to cite that the recycling bins are too big, whilst younger respondents and larger households were most likely to state the recycling bins are too small. A possible suggestion for this would be to offer larger households bigger recycling wheelie bins if the service was rolled out and the opposite for smaller households.

In terms of street cleanliness eight out of ten respondents surveyed felt that there had been a positive change in the condition of their street since the introduction of the wheelie trial. This satisfaction decreased as age increased, although when asked why they felt this way fly tipping was most commonly cited. This could potentially be an existing neighbourhood problem or linked to the reduction in general rubbish bin capacity; these are both out of scope of this consultation but further research could be carried out, such as a street scene/cleanliness survey, to investigate the degree of the issues.

When assessing the impact the wheelie bins have had on waste disposal behaviours, around two thirds felt they recycle a lot or a little more since the introduction of the trial. When comparing this by age and household size, the 25-34 age group and larger household sizes were most likely to have positively changed their recycling behaviours. Just under half of respondents felt that they are also sending a lot or a little less to landfill.

Finally, the majority of respondents were satisfied with the way the council communicated with them about the wheelie bin trial and the information about how the service operates.

## Appendices

**Appendix A: Data tables (face to face survey)**

**Appendix B: Postal survey results**

**Appendix C: Questionnaire**

## Appendix A: Data tables (face to face survey)

Table A1: Are you happy with the council's wheelie bin collection service?

	Count	%
Yes	309	89%
No	40	11%
<b>Total</b>	<b>349</b>	<b>100%</b>

Table A2: If no, why aren't you happy with the council's wheelie bin collection service?

	Count	%
Looks less visually pleasing	1	3%
Hard to manoeuvre	3	8%
Crews do not return to property/where left	18	45%
Haven't got enough space to store bins	4	10%
Don't need such a big bin, box/bags were adequate	1	3%
Other	18	45%
<b>Total respondents</b>	<b>40</b>	<b>100%</b>

Table A3: Have you found using the wheelie bins easier to use than the sacks and boxes?

	Count	%
Yes	329	95%
No	17	5%
<b>Total</b>	<b>346</b>	<b>100%</b>

Table A6: Is your street cleaner than before the wheelie bin trial started?

	Count	%
Yes	282	81%
No	46	13%
Not sure	19	5%
<b>Total</b>	<b>347</b>	<b>100%</b>

Table A7: If no, why do you think that your street isn't cleaner than before the wheelie bin trial?

	Count	%
No improvement	12	26%
Still lots of fly tipping	17	37%
General rubbish on streets	19	41%
Other	4	9%
<b>Total respondents</b>	<b>46</b>	

Table A8: Are you happy with the size of the wheelie bins for recycling and general rubbish?

	Recycling wheelie bins		General rubbish wheelie bins	
	Count	%	Count	%
Yes	310	89%	280	80%
No	40	11%	69	20%
<b>Total</b>	<b>350</b>	<b>100%</b>	<b>349</b>	<b>100%</b>

**Table A9: If no, why aren't you happy with the size of the wheelie bins for recycling and general rubbish?**

	Recycling wheelie bin		General rubbish wheelie bin	
	Count	%	Count	%
Find it hard to manoeuvre	2	5%	2	3%
Too big for all my recycling/waste	18	46%	15	22%
Too small for all my recycling/waste	14	36%	48	70%
Too big, I don't have adequate storage space	3	8%	2	3%
Other	3	8%	6	9%
<b>Total</b>	<b>39</b>	<b>100%</b>	<b>69</b>	<b>100%</b>

**Table A10: Do you recycle more or less since receiving the wheelie bins?**

	Count	%
A lot more	125	36%
A little more	85	24%
About the same	137	39%
Less	2	1%
<b>Total</b>	<b>349</b>	<b>100%</b>

**Table A11: Do you have less waste going to landfill since receiving the wheelie bins?**

	Count	%
A lot less	63	18%
A little less	103	30%
About the same	175	50%
More	7	2%
<b>Total</b>	<b>348</b>	<b>100%</b>

**Table A12: Overall, on a scale of 1 to 4 where 1 is strongly agree and 4 is strongly disagree, how much to you agree with the following statements (excluding don't knows)**

	The council kept me well informed about the wheelie bin trial.		The council's wheelie bin leaflet was easy to understand and clearly informed me of what can go into each bin.	
	Count	%	Count	%
Strongly agree	182	57%	212	70%
Fairly agree	111	35%	72	24%
Disagree	20	6%	11	4%
Strongly disagree	8	2%	7	2%
<b>Total</b>	<b>321</b>	<b>100%</b>	<b>302</b>	<b>100%</b>

## Appendix B: Postal survey results

The tables below present the results from the postal survey. All data was processed by Merton Council.

**Table B1: Are you happy with the council's wheelie bin collection service?**

	Count	%
Yes	183	91.0%
No	13	6.5%
blank	5	2.5%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B2: Have you found using wheelie bins easier than sacks and boxes?**

	Count	%
Yes	187	93%
No	12	6.0%
Blank	2	1.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B3: Is your street cleaner than before the wheelie bin trial started?**

	Count	%
Yes	161	80.1%
No	35	17.4%
Not Sure	5	2.5%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B4: Are you happy with the size of the bins**

	Count	%
Yes	172	85.6%
No	24	11.9%
No response	5	2.5%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B5: How well did the council tell you about the trial?**

	Count	%
Very well	132	65.7%
Satisfactory	57	28.4%
Not well	6	3.0%
No response	6	3.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B6: In the council's wheelie bin leaflet, how easy was it to understand what to put in each wheelie bin?**

	Count	%
Very easy	161	80.1%
Satisfactory	34	16.9%
Not easy	4	2.0%
no response	2	1.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B7: Is it easier to recycle using a wheelie bin?**

	Count	%
Yes	187	93.0%
No	12	6.0%
Blank	2	1.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B8: Are you recycling more of your waste using wheelie bins?**

	Count	%
A lot more	110	54.7%
A little more	43	21.4%
The same	44	21.9%
Less	2	1.0%
Blank	2	1.0%
<b>Total</b>	<b>201</b>	<b>100.00%</b>

**Table B9: Do you have less waste going to landfill using wheelie bins?**

	Count	%
A lot less	96	47.8%
A little less	42	20.9%
The same	55	27.4%
More	4	2.0%
Not sure	4	2.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B10: Gender**

	Count	%
Male	124	61.7%
Female	66	32.8%
No response	11	5.5%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B11: What is your age group?**

	Count	%
Under 16	0	0.0%
16-24	0	0.0%
25-34	15	7.5%
35-44	44	21.9%
45-54	47	23.4%
55-64	37	18.4%
65-74	25	12.4%
75 or over	22	10.9%
No response	11	5.5%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B12: Do you consider that you have a disability?**

	Count	%
Yes	21	10.4%
No	164	81.6%
No Response	16	8.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B13: How many people live in your house?**

	Count	%
1	45	22.4%
2	47	23.4%
3	26	12.9%
4	39	19.4%
5	23	11.4%
6	0	0.0%
7	1	0.5%
No Response	20	10.0%
<b>Total</b>	<b>201</b>	<b>100.0%</b>



**Table B14: Please tick which property type best describes your house.**

	count	%
Detached with front garden over 6 foot in length	10	5.0%
Detached with front garden less than 6 foot in length	6	3.0%
Semi-detached with front garden over 6 foot in length	48	23.9%
Semi-detached with front garden less than 6 foot in length	20	10.0%
Terraced with front garden over 6 foot in length	51	25.4%
Terraced with front garden less than 6 foot in length	29	14.4%
Other, please specify	16	8.0%
blank	21	10.4%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

**Table B15: Other specified to be as follows:**

	Count
end of terrace	8
block of flats	4
maisonette	2
terraced with no front garden	1
terraced with rear garden over 6 foot	1

## Appendix C: Questionnaire



### 15120 Merton Wheelie Bin Trial survey

Good morning/afternoon, my name is \_\_\_\_\_ and I am working for M·E·L Research on behalf of Merton Council to carry out a survey to gain residents feedback on the wheelie bin trial. Do you have 5 minutes to spare to answer a few quick questions?

#### Interviewer details:

Interviewer Name \_\_\_\_\_

Date of Interview \_\_\_\_\_

ID number \_\_\_\_\_

#### Q1. Are you happy with the council's wheelie bin collection service? [SINGLE CODE]

<input type="checkbox"/> 1	Yes [GO TO Q3]	<input type="checkbox"/> 2	No [GO TO Q2]
----------------------------	----------------	----------------------------	---------------

#### Q2. If no, why is this? [TICK ALL THAT APPLY / DO NOT READ OUT]

<input type="checkbox"/> 1	Looks less visually pleasing	<input type="checkbox"/> 4	Haven't got enough space to store bins
<input type="checkbox"/> 2	Hard to manoeuvre	<input type="checkbox"/> 5	Don't need such a big bin, box/bags were adequate
<input type="checkbox"/> 3	Crews do not return to property/where left	<input type="checkbox"/> 6	Other (specify)

#### Q3. Have you found using the wheelie bins easier to use than the sacks and boxes? [SINGLE CODE]

<input type="checkbox"/> 1	Yes [GO TO Q5]	<input type="checkbox"/> 2	No [GO TO Q4]
----------------------------	----------------	----------------------------	---------------

#### Q4. If no, why is this? [OPEN ENDED]

--

#### Q5. Is your street cleaner than before the wheelie bin trial started? [SINGLE CODE]

<input type="checkbox"/> 1	Yes [GO TO Q7]	<input type="checkbox"/> 2	No [GO TO Q6]	<input type="checkbox"/> 3	Not sure [GO TO Q7]
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#### Q6. If no, why is this? [OPEN ENDED]

--

#### Q7. Are you happy with the size of the wheelie bins for recycling and general rubbish? [SINGLE CODE FOR EACH OPTION]

	Yes	No
Recycling bins	<input type="checkbox"/> 1 (GO TO Q9)	<input type="checkbox"/> 2 (GO TO Q8a)
General rubbish bins	<input type="checkbox"/> 1 (GO TO Q9)	<input type="checkbox"/> 2 (GO TO Q8b)

#### Q8. If no, why is this? [TICK ALL THAT APPLY FOR EACH WASTE TYPE]

Q8a. Recycling wheelie bin		Q8b. General waste wheelie bin	
<input type="checkbox"/> 1	Find it hard to manoeuvre	<input type="checkbox"/> 1	Find it hard to manoeuvre
<input type="checkbox"/> 2	Too big for all my recycling	<input type="checkbox"/> 2	Too big for all my waste
<input type="checkbox"/> 3	Too small for all my recycling	<input type="checkbox"/> 3	Too small for all my waste
<input type="checkbox"/> 4	Too big, I don't have adequate storage space	<input type="checkbox"/> 4	Too big, I don't have adequate storage space
<input type="checkbox"/> 5	Other (specify below)	<input type="checkbox"/> 5	Other (specify below)

#### Q9. Do you recycle more or less since receiving the wheelie bins [SINGLE CODE]

<input type="checkbox"/> 1	A lot more	<input type="checkbox"/> 3	About the same
<input type="checkbox"/> 2	A little more	<input type="checkbox"/> 4	Less

#### Q10. Do you have less waste going to landfill since receiving the wheelie bins? [SINGLE CODE]

<input type="checkbox"/> 1	A lot less	<input type="checkbox"/> 3	About the same
<input type="checkbox"/> 2	A little less	<input type="checkbox"/> 4	More

**Q11. [SHOW CARD A] Overall, on a scale of 1 to 4 where 1 is strongly agree and 4 is strongly disagree, how much do you agree with the following statements? [TICK ONE FOR EACH OPTION]**

	1 – Strongly agree	2 – Fairly agree	3 – Disagree	4 – Strongly disagree	[DON'T PROMPT] Don't know
The council kept me well informed about the wheelie bin trial.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The council's wheelie bin leaflet was easy to understand and clearly informed me of what can go into each bin.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**And now I'd just like to ask some questions about you and your household**

**Q12. [SHOWCARD B] What age group do you fall into? [SINGLE CODE ONLY]**

<input type="checkbox"/> 1	18-24	<input type="checkbox"/> 4	45-54	<input type="checkbox"/> 7	75+
<input type="checkbox"/> 2	25-34	<input type="checkbox"/> 5	55-64	<input type="checkbox"/> 8	Prefer not to say
<input type="checkbox"/> 3	35-44	<input type="checkbox"/> 6	65-74		

**Q13. 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? [SINGLE CODE ONLY]**

<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No	<input type="checkbox"/> 3	Prefer not to say
----------------------------	-----	----------------------------	----	----------------------------	-------------------

**Q14. How many people live in your household including yourself?**

Adults  Children 18 and under   1 Prefer not to say

**Q15. INTERVIEWER TO CODE GENDER [SINGLE CODE ONLY]**

<input type="checkbox"/> 1	Male	<input type="checkbox"/> 2	Female
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**Q16. INTERVIEWER TO RECORD HOUSETYPE [SINGLE CODE ONLY]**

<input type="checkbox"/> 1	Detached with front garden over 6 foot in length	<input type="checkbox"/> 5	Terraced with front garden over 6 foot in length
<input type="checkbox"/> 2	Detached with front garden less than 6 foot in length	<input type="checkbox"/> 6	Terraced with front garden less than 6 foot in length
<input type="checkbox"/> 3	Semi-detached with front garden over 6 foot in length	<input type="checkbox"/> 7	Other (specify below)
<input type="checkbox"/> 4	Semi-detached with front garden less than 6 foot in length		

**Q17. INTERVIEWER: Do you think English is respondent's first language [DO NOT DIRECTLY ASK RESIDENT]**

<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No
----------------------------	-----	----------------------------	----

**Q18. As part of our quality checking process, some of the people who answered the survey will be selected at random to check that they really were interviewed. Could I please take your name and telephone number so that you can be called if necessary? This will not be passed to anyone else.**

Respondent name:	<input type="text"/>
Telephone no:	<input type="text"/>

**Q19. Thank you, that is all the questions I have. The answers you have provided, including your number, street and postcode, will be passed back to Merton Council so that they can improve services. This does not include your name or contact details. Are you happy for us to do this?**

<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No
----------------------------	-----	----------------------------	----

<input type="checkbox"/> 1	Interviewer: Please tick if resident asked what was going to happen to the wheelie bin once trial ends
----------------------------	--

**That's all the questions, thank you for participating!**

**Using evidence to shape better services**



**Wheeled Bin Pilot Sack & Box**

Date	Refuse		Recycling		Food		Total
	TNG	Time	TNG	Time	TNG	Time	
29/01/15	8.92	9.31	2.94	14.37	0.70	8.10	12.56
05/02/15	10.92	12.23	3.18	10.48	1.48	9.08	15.58
12/02/15	12.06	10.17	2.92	10.55	0.86	8.30	15.84
19/02/15	10.96	9.30	3.52	10.37	0.96	8.13	15.44
26/02/15	6.50	13.35	3.50	10.26	0.98	8.11	10.98
05/03/15	9.84	9.13	2.96	11.43	2.54	11.42	15.34
12/03/15	9.72	10.30	3.20	10.51	1.66	12.05	14.58
19/03/15	10.72	9.29	2.86	10.53	1.00	8.13	14.58
26/03/15	9.88	9.39	3.82	10.53	0.98	8.16	14.68

	Refuse	Recycling	Food	Total
week 1	8.92	2.94	0.70	12.56
week 2	10.92	3.18	1.48	15.58
week 3	12.06	2.92	0.86	15.84
week 4	10.96	3.52	0.96	15.44
week 5	6.50	3.50	0.98	10.98
week 6	9.84	2.96	2.54	15.34
week 7	9.72	3.20	1.66	14.58
week 8	10.72	2.86	1.00	14.58
week 9	9.88	3.82	0.98	14.68
<b>Total</b>	<b>89.52</b>	<b>28.90</b>	<b>11.16</b>	<b>129.58</b>
Ratio	69%	22%	9%	
average (TNG)	9.95	3.21	1.24	14.40

**wheeled Bin Pilot - wheelie bins**

	Refuse		Recycling		Food		Total
	TNG	Time	TNG	Time	TNG	Time	
02/04/15	9.10	13.04	4.00	12.34	1.24	8.55	14.34
09/04/15	11.72	12.17	5.36	13.10	1.22	8.17	18.30
16/04/15	11.46	12.51	5.14	13.00	1.30	8.30	17.90
23/04/15	10.74	12.43	4.82	13.53	1.14	8.14	16.70
30/04/15	10.74		4.56	12.52	1.18	8.04	16.48
07/05/15	10.84	12.39	4.82	12.53	1.04	7.59	16.70
14/05/15	10.66	12.32	4.90	12.33	1.11		16.67
21/05/15	10.82	12.19	4.74	12.33	1.20		16.76
28/05/15	11.64	12.54	5.06	12.52	1.12		17.82
04/06/15	11.02	12.41	4.96	12.42	1.12		17.10
11/06/15	11.36	12.11	4.96	12.50	1.70		18.02
18/06/15	11.52	12.57	5.04	12.52	1.14		17.70
25/06/15	11.26	12.42	5.14	12.45	1.21		17.61
02/07/15	11.72	11.50	4.96	17.06	1.12		17.80
09/07/15	10.76	12.34	4.30	13.56	1.30		16.36
16/07/15	9.26	10.27	4.04	16.43	1.22		14.52
23/07/15	10.30	12.02	3.82	16.26	1.21		15.33
30/07/15	8.74	13.00	4.16	17.07	1.11		14.01
06/08/15	11.26	12.39	4.68	12.35	1.15		17.09
13/08/15	10.34	12.29	5.48	12.33	1.20		17.02
20/08/15	9.06	11.25	4.12	16.18	1.22		14.40
27/08/15	10.06	11.41	4.14	18.05	1.22		15.42
03/09/15	10.34	11.48	5.46	12.34	1.21		17.01
10/09/15	10.68	12.04	5.06	12.44	1.13		16.87
17/09/15							
24/09/15							

WEEK	Refuse	Recycling	Food	Total
1	9.10	4.00	1.24	14.34
2	11.72	5.36	1.22	18.30
3	11.46	5.14	1.30	17.90
4	10.74	4.82	1.14	16.70
5	10.74	4.56	1.18	16.48
6	10.84	4.82	1.04	16.70
7	10.66	4.90	1.11	16.67
8	10.82	4.74	1.20	16.76
9	11.64	5.06	1.12	17.82
10	11.02	4.96	1.12	17.10
11	11.36	4.96	1.70	18.02
12	11.52	5.04	1.14	17.70
13	11.26	5.14	1.21	17.61
14	11.72	4.96	1.12	17.80
15	10.76	4.30	1.30	16.36
16	9.26	4.04	1.22	14.52
17	10.30	3.82	1.21	15.33
18	8.74	4.16	1.11	14.01
19	11.26	4.68	1.15	17.09
20	10.34	5.48	1.20	17.02
21	9.06	4.12	1.22	14.40
22	10.06	4.14	1.22	15.42
23	10.34	5.46	1.21	17.01
24	10.68	5.06	1.13	16.87
<b>Total</b>	<b>255.40</b>	<b>113.72</b>	<b>28.81</b>	<b>397.93</b>
Ratio	64.18%	28.58%	7.24%	
Average	10.64167	4.738333	1.200583	16.58058

(No Date trial of new increased round)  
(No Date trial of new increased round)

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