

## Communal Collections

The responses to questions are a composite of session responses and paraphrase from the discussions and available guidance.

Question	Answer
<b>How do we support our residents who do not use the waste or recycling facilities appropriately?</b>	It will depend on the reasons why they are not using the services. Engagement approaches like door knocking campaigns and attending resident's meeting can often identify the reasons. If they are service related like access improvements that are needed this feedback can be built into amendments or re-locating containers or even around improving signage.
<b>How does kerbside delivery cost compare to communal properties?</b>	It's not a straightforward comparison because it depends on the number of estates that can be serviced in one round and the dwellings per block. But on average costs are similar considering that containers are shared and services are usually operated with fewer crew.
<b>Are there any insights on what a good round size looks like?</b>	Again, it depends on the number and dispersal of blocks serviced around the estate. The WRAP LA Portal has indicative cost and yield estimates.
<b>What are the absolute priorities and essentials for your communal budget?</b>	Spending enough research on auditing your communal properties to understand where your containers and signage should be located is very important. Similarly, having a sufficient budget for engagement which takes longer than kerbside given the access challenges, is frequently raised as important. Allocating sufficient budget to monitoring is often mentioned as a key requirement.
<b>Any times of the year you would advise against rolling out containers to communal properties?</b>	As with kerbside properties, it's sensible to avoid holiday periods when it is more difficult to arrange drop offs of containers and to engage with residents to start the scheme.
<b>What is the value of doing site assessments? Does the data exist elsewhere?</b>	Site audits provide quality insights on where containers maybe optimally located to maximise participation and minimise nuisance. Site data and intel may be located with housing department and associations, planning team and with the residents' and tenants' associations.
<b>How early should we start the site surveys/engagement with key sites?</b>	Start very early. Experienced Local Authorities suggest undertaking the site survey several months to a year in advance. This is partly because of locating and engaging the key stakeholders for each site and seeking their views but also allowing enough time to examine the options for each area.

<b>Where are details of site managing agents/landlords available?</b>	Council Housing and Planning departments should be able to help. Residents' and tenants' associations can also help support new initiatives in their areas.
<b>Are there recommendations on crew sizes for communal collections?</b>	The crew size will vary according to the range of tasks that are designated within the day but on average crews dedicated to communal collections tend to be one driver and one loader.
<b>Are there recommended empty frequencies for food waste?</b>	The containers should be emptied at least once a week, as with kerbside, but more frequently if monitoring suggests there may be odour or capacity problems. The capacity of the bins needing emptying might also be restricted if space is limited and so a higher frequency of empty will be required.
<b>Are liners essential for food waste collections?</b>	If so, how do residents access them? For communal properties residents may need to walk to the shared container for collection. Residents tend to use liners to securely carry food waste for depositing into the external container and so provision of sacks is considered very important in making the service accessible. Councils will tend to communicate where the nearest pick-up point for liners is located typically via residents' associations or local public buildings.
<b>Bin housing units for food waste. Are they essential?</b>	Bin housing units are more robust and aesthetically designed to be located in public areas with high footfall. Local authorities report they are important in certain areas to encourage participation but not for all sites, particularly where containers are away from the public highway.
<b>Monitoring of sites seems important. Who should do it and what are the key indicators?</b>	Monitoring should be undertaken regularly and ideally use staff who visit the area routinely and have the local knowledge. These may be local authority officers or contractors but also enabling landlords, residents' associations and the public to report issues.
<b>Is there an optimum size of bin for food waste and for dry recyclables?</b>	The sector research shows that it's more important to focus on the capacity needed for each dwelling than a set container size. The number of dwellings, the space available and empty frequency will influence the container numbers and their size. Research suggests average capacity 40L of weekly equivalent capacity per dwelling is provided for paper and card and 40L of weekly capacity per dwelling is provided for dry metals, plastics and cans. Less capacity is needed for denser materials which suggests around 10L of weekly capacity per dwelling is provided for both food waste and glass.

<b>How important are paper-based communications in communal collections?</b>	Despite increases in digital messaging issuing leaflets are considered very important in notifying in advance that the new scheme is coming and where the containers will be situated. Instructional leaflets are important to be delivered within the new containers to remind citizens of how to use the service.
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Further questions were asked within the session and are available in the recording.

#### Key links for further information

Content	Link
<b>WRAP Good practice guidance on a range of service aspects</b>	<a href="#">Good Practice Guidance on Waste and Recycling Collections   WRAP - The Waste and Resources Action Programme</a>
<b>ReLondon resources for flats</b>	<a href="#">Resources Archive - ReLondon</a>
<b>WRAP research on recycling in urban areas</b>	<a href="#">Increasing recycling in urban areas   WRAP - The Waste and Resources Action Programme</a>
<b>Increasing recycling in flats webinars with WRAP and ReLondon</b>	<a href="#">Improving recycling in flats: Insights to drive innovation   WRAP - The Waste and Resources Action Programme</a>  <a href="#">Improving recycling in flats: Rolling out the flats recycling package   WRAP - The Waste and Resources Action Programme</a>
<b>WRAP research on understanding the profile of residents in flats to help design recycling services</b>	<a href="#">Sharing a house, sharing responsibility: Recycling in HMOs   WRAP - The Waste and Resources Action Programme</a>