

Report of the Director of Communities and Neighbourhoods

## **Petition regarding front of house collection of refuse in the Holgate ward**

### **Summary**

1. This report advises the Executive Member for Neighbourhoods and Housing of the receipt of petitions from the residents of the Holgate ward regarding the presentation of waste at the front of houses. It sets out recommended actions in response to these petitions.

### **Background**

2. On 15<sup>th</sup> July 2010 Councillor Crisp presented four slightly different petitions on behalf the residents of Holgate ward, plus a questionnaire collected on behalf of York Labour. The petitions and questionnaire request the following:
  - Residents opposed to rubbish and recycling to front of houses on Salisbury Terrace one way system and all gated streets (56 properties)
  - Residents disagree to the proposals regarding carrying waste bags once a fortnight through the house (\*46 properties)
  - Residents in Barlow Street regarding carrying bags of refuse from the rear of the building to the front of the building on a fortnightly basis with no consideration for the one hundred plus houses that flank each side of the terraced street (\*39 properties including Poplar Street and Murray Street)
  - Residents objecting to the change in refuse/recycling collections in Holgate (\*17 properties)
  - The questionnaire on behalf of the York Labour asking if they were happy with having to bring refuse through their home to present at front of property (\*124 residents)
  - *There is evidence that the same properties and resident appear in more than one petition/questionnaire.*

## Consultation with Residents

3. Prior to the Council meeting on 15<sup>th</sup> July 2010, officers had attended a ward meeting and held three day long drop-in sessions within the ward to advise residents as to the reasons for the change, listen to their concerns, gather information on options and to give general advice. Residents were asked to complete a response form, which could be used to fully assess the concerns and options.
4. To gain a better understanding of why refuse arrangements are working in some streets in the Leeman Road area, but not in others, there was a need to carry out further consultation with residents. This would provide an opportunity to establish what options are available for residents to improve refuse arrangements in the area. The Neighbourhood Management Unit set up two meetings on Wednesday 25th August in order to gather the final information.

## Outcome

5. For streets in the Poppleton Road and Acomb areas, residents were invited, through a return questionnaire, to nominate how they would prefer to have their refused collected every fortnight. The three options provided were:
  - Option 1 - Continue with front door collection of black bags (with option of having a storage bin for keeping black bags safe and dry between collections)
  - Option 2 - Front door collection of wheeled bins
  - Option 3 - Central collection point for wheeled bin
6. The appropriate bins and central collection points were put in place and these areas are now being collected based on the individual house preference.
7. The response rate were:

Street Name	Option 1	Option 2	Option 3	Residences Leafleted	Return %
Barlow Street	6	1	13	73	27.40
Dodgson Terrace	1	0	1	12	16.67
School Street	1	0	3	9	44.44
Severus Street	2	0	3	11	45.45
Amberley Street	4	3	12	63	30.16
Beech Avenue	2	3	5	25	40.00
Carrington Avenue	1	0	2	13	23.08
Falconer Street	4	1	2	18	38.89
Lindley Street	9	7	6	99	22.22
Linton Street	4	0	4	42	19.05
Murray Street	6	6	4	86	18.60
Park Lane	4	3	1	14	57.14
Poppleton Road	6	8	15	84	34.52
Carr Lane	17	7	3	38	71.05

8. For the Leeman Road area, residents were sent a questionnaire asking them to identify their preference for how refuse should be collected every fortnight. The two options given were:

- Option 1 - Black bags collected at the front of property (with option of having a storage bin for keeping black bags safe and dry between collections)
- Option 2 - Wheeled bin collected from a central collection point located at the end of each street

If residents did not respond to the questionnaire it has been assumed that they want to use black bags with front of property collection.

9. Following further consultation with residents, Option 2 was extended to include the collection of black bags from a central collection point.
10. On collection day, residents using black bags can therefore choose to have these collected at the front of their property or from a central collection point. Those residents choosing to use wheeled bins must take these to the nearest central collection point to be emptied on collection day.
11. Information leaflets confirming the new collection arrangements will be circulated to residents. These leaflets will let residents know about the council's commitment to provide an effective and efficient waste collection service. The leaflets will also explain how residents can help keep their area clean and tidy by following the service guidelines detailed below:
- Black bags - These should be left at the front of property, or at a central collection point, no earlier than 7pm the evening before collection day, and no later than 7am on collection day.
  - Wheeled bins - These should be left at the central collection point no earlier than 7pm the evening before collection day, and no later than 7am on collection day. Wheeled bins must be left outside alleygates, where applicable, as any left inside will not be emptied. Once wheeled bins have been emptied, residents must return them to their property as soon as possible or they could be removed if left out 24 hours after collection. Between collections residents should store their wheeled bin in the back yard or next to the back gate.
12. Households with gardens in the Poppleton Road, Acomb and Leeman Road areas will be provided with a garden waste collection service. Information leaflets will be circulated to residents to inform them about the new service collection arrangements.

## **Consultation**

13. There has been an extensive consultation exercise to canvas resident's opinions about waste collection and to give them the opportunity to help shape service delivery in their area. The consultation process has included drop in sessions, ward committee meetings, surveys and questionnaires.

## **Corporate Priorities**

14. By working with the residents to deliver a service which best fits the area contributes to the council's strategic ambitions of creating a Safer City, Sustainable City, Healthy City and Inclusive City.

## **Financial Implications**

15. Any financial implications arising from this report will be managed within the existing resources of the services.

## **Human Resources**

16. There are no human resources implications.

## **Equalities**

17. The Equality Impact Assessment carried out for the provision of recycling cover the detail set out in this report.

## **Legal Implications**

18. There are no legal implications.

## **Crime and Disorder**

19. There are no crime and disorder implications.

## **Information Technology (IT)**

20. There are no IT implications.

## **Risk Management**

21. In compliance with the council's risk management strategy, there are no risks associated with the information in this report.

## **Recommendations**

22. That the Executive Member is asked to note the work done during the development of the recycling roll-out programme and the response to the petitions.

Reason: To address the issue raised by the petition through the implementation of a comprehensive and partnership approach to tackle the problem of waste presentation in the areas.

## Contact Details

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**Report Approved**



**Date** *1 November 2010*

**Wards Affected:** Holgate

**For further information please contact the author of the report**