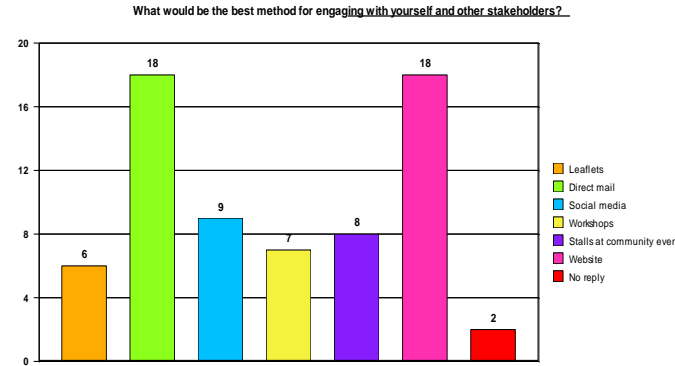


<p><b>Q I</b></p>	<p><b>We propose to undertake a lot of work with stakeholders to engage them about waste and recycling issues to help achieve our waste strategy objectives. What would be the best method for engaging with yourself and other stakeholders? a) Leaflets Direct mail b) Workshops c) Stalls at community events d) Social media e) Website f) Other, please state:</b></p>																	
<p><b>Responses summary</b></p>		<p><b>City of London responses</b></p>																
<p>The majority of respondents said engagement with stakeholders about waste and recycling issues would be effective through a combination of methods, rather than one single method. Of the 34 respondents that answered the question, 66 responses were given. Engagement through direct mail and the City of London’s website were the most popular methods of communication. Figure 1 shows the results of the responses. Email was an additional suggested method of communication and other individual suggestions included a stall outside the Guild and posters at relevant sites.</p>		<p>Based on this feedback we (The City of London) will ensure that our communications cover a variety of engagement methods in order to reach as many stakeholders as possible as suggested.</p> <p>We have already undertaken to update elements of the website in response to a survey carried out by The Society of Information Technology Management (SOCITM). To improve access to and quality of information provided.</p>																
<p><b>Figure 1 Best method of engagement responses</b></p>		<p>In addition to leaflets and direct mail, face-to-face communication is seen as an essential engagement tool which we currently the comments reinforce this approach and we will continue to do so.</p>																
 <p>What would be the best method for engaging with yourself and other stakeholders?</p> <table border="1"> <thead> <tr> <th>Method</th> <th>Number of Responses</th> </tr> </thead> <tbody> <tr> <td>Leaflets</td> <td>6</td> </tr> <tr> <td>Direct mail</td> <td>18</td> </tr> <tr> <td>Social media</td> <td>9</td> </tr> <tr> <td>Workshops</td> <td>7</td> </tr> <tr> <td>Stalls at community event</td> <td>8</td> </tr> <tr> <td>Website</td> <td>18</td> </tr> <tr> <td>No reply</td> <td>2</td> </tr> </tbody> </table>		Method	Number of Responses	Leaflets	6	Direct mail	18	Social media	9	Workshops	7	Stalls at community event	8	Website	18	No reply	2	<p>We also have a growing presence on social media, hosting our own twitter feed (@greensmile) and posting events and important information to the City of London’s corporate Facebook page.</p>
Method	Number of Responses																	
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<p><b>Q</b> <b>2</b></p>	<p><i>We propose to continue to operate the Clean City Awards Scheme and Considerate Contractors' Scheme. What more do you think we could do to help support local businesses manage their waste more sustainably?</i></p>	
<p><b>Responses summary</b></p>	<p><b>City of London responses</b></p>	
<p>32 stakeholders responded to this question and gave a range of suggestions focussed at increased communication, including face-to-face visits and events, and incentives including financial, obligatory rules and punishment. The responses have been split into key areas below:</p> <p><u>Information and guidance:</u> Respondents were keen to see clear and accessible <b>information</b> and <b>guidance</b>, including <b>best practice</b>. It was suggested this could include the provision of <b>strategies</b> for management and staff. Providing information on what happens to recycling at each stage of the recycling chain would influence decision making and reduce any reservations about the fate of recyclates. Providing <b>case studies</b> and improving <b>knowledge sharing</b> between those that are leading and those that are lagging in waste management and recycling practices was considered important. It was suggested a points system for businesses could be implemented. It was also suggested that a <b>list</b> of all acceptable waste recyclers for businesses to choose from should be provided, the form which this should take was not communicated by the stakeholder.</p> <p><u>Workshops and engagement with businesses:</u> Engaging both large and small businesses through <b>face-to-face visits</b> or through <b>workshops</b> were suggested as support tools. Other suggestions included, offering <b>tailored support</b> to SMEs and employing a 'waste champion' to regularly visit shops and businesses to advise on waste reduction, correct recycling practices, and benefits of recycling. The visits could be used to promote the Clean City Awards Scheme. Engaging landlords of business premises to offer better recycling service (i.e. more waste streams) could also support local businesses.</p> <p><u>Incentives/subsidies:</u> Eight respondents believed offering incentives would encourage local businesses to manage their waste more sustainably. Four of these same respondents did not suggest the type of incentive to implement. The other four respondents suggested these incentives should be <b>financial</b>:</p>	<p><u>Information and guidance -</u> The Clean City Awards is in the process of changing the way in which it is delivered. Part of this includes the application and inspection process is being streamlined so that our officers can spend more time on developing best practice advice, forums and meetings as suggested by the respondents. We are keen to develop and become a key resource for City businesses wanting to improve their waste management practices and the future development of the Clean City Awards Scheme will help to facilitate this.</p> <p><u>Workshops and engagement with businesses:</u> Our Clean City Awards team host four best practice events each year. These consist of a variety of speakers and are free for any City businesses to attend. These events are well attended but could be promoted more widely to non CCAS members.</p> <p>With a more streamlined inspection process we are hoping to carry out more ad-hoc site visits and inspections to smaller businesses in the square mile this would go some way to respond to the comments identified.</p> <p><u>Incentives/subsidies –</u> suggestions made will be considered for relevance and appropriateness, if there are any areas where incentives could be used we would be will explore the opportunities and assess the practicalities. We also see our role as highlighting the economic and environmental benefits which can be realised by responsibly managing waste. We will as</p>	

<ul style="list-style-type: none"> <li>• Target big businesses to cooperate or <b>provide sponsorship</b></li> <li>• Introducing a noticeable <b>price difference</b> between recyclable and refuse waste collections</li> <li>• Reduced <b>business rates</b> if local cafes use limited packaging on take away food</li> <li>• Higher <b>subsidies</b> for those with better waste management</li> </ul> <p><u>Bylaws:</u> Introducing <b>bylaws</b> or <b>compulsory measures</b> was suggested by four respondents, including specific suggestions of requiring greater recycling rates from businesses and to enforce <b>material stream separation</b> including compostable waste. Encouraging businesses within the City to implement a <b>tax or ban on plastic bags</b> was suggested by two respondents.</p> <p><u>Fines/penalties:</u> Implementing <b>‘hefty’ fines</b> and <b>penalties</b> for non-compliance of adhering to correct recycling practices was suggested by three respondents. A further suggestion to make <b>free newspaper distributors</b> more responsible for their discarded newspapers was made.</p> <p><u>Service:</u> Two suggestions were made regarding <b>sorting</b>, however differing opinions arose. One respondent suggested supporting businesses through providing more sorting after collection so businesses do not have to sort the waste themselves, whereas another respondent suggested providing increased services to make it easier for businesses themselves to sort recycling. As part of the Clean City Awards scheme, one respondent suggested involving the City of London Access Group<sup>1</sup> as it is a really good scheme that is viewed positively by disabled people.</p>	<p>far as is reasonable provide this advice to businesses for free.</p> <p><u>Bylaws –</u> We will investigate the possibility of these suggestions.</p> <p><u>Fines/Penalties –</u> The City has a clear education and information approach in the first instance to support businesses and resident, enforcement powers can be used when appropriate.. The CoL work closely with the distributors of free newspapers to ensure they are distributed and disposed of responsibly. We will review the effectiveness of this moving forward with the strategy.</p> <p><u>Service –</u>Our commingled collection is currently the most technically, environmentally and economically practical (TEEP) method of collecting recyclables from residential properties. We are however monitoring legislation changes and best practice guidance and will consider other collection methods should they become feasible. The City does not directly provide a commercial waste collection at present, and businesses within the square mile have the option of choosing any collection contractor who may or may not collect materials separately.</p>
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<sup>1</sup> The City of London Access Group is made up of volunteers, most of whom have varying degrees of disability and live, work or have an interest in the City of London. They give their time freely to provide personal input on access to the built environment including consultation and advice. The Group meets bi-monthly to discuss national and local issues involving disabled people such as new and updated legislation, publications or events. More information can be found at <http://www.cityoflondon.gov.uk/about-the-city/how-we-work/access-disability/Pages/city-of-london-access-group.aspx>

		Our Recycling and CCAS team will engage with the City of London Access Group to assess the provision of services and to see if any improvements can be made.
Q 3	<i>We will provide services and run campaigns in response to the waste hierarchy and national and Mayoral waste strategies, in order to meet our objectives. What services or campaigns would you like to see us run to meet our challenging waste reduction, reuse, recycling and composting targets?</i>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>33 stakeholders responded to this question. One respondent suggested that any campaigns run by the City of London must be well communicated and given sufficient exposure. Suggestions from respondents have been grouped under key headings below:</p> <p><u>Public Education Campaigns:</u> <b>Educating</b> and <b>raising awareness</b> were common themes amongst respondents, including an emphasis on collective and individual <b>responsibility</b>. A repeated suggestion was the provision of <b>advice</b> on the different types of recyclates, <b>what items can and cannot be recycled</b>, including advice on the different <b>recycling symbols</b>, and what to do with <b>hazardous waste</b>. Educating the public on <b>what happens to waste and recycling</b>, including the cost implications of landfill tax for the City of London and how this impacts Council Tax. There were mixed opinions on the impact of the recycling service, one respondent believed a campaign emphasising the <b>ease of recycling</b> would help the City of London meet their objectives, whilst another respondent suggested making it easier to reuse, recycle or compost but did not suggest how.</p> <p><u>Work with businesses:</u> Three suggestions were aimed at businesses, including communicating at the <b>right level</b> to get the message across; it was suggested office managers will have greater influence over waste practices. A suggestion was made to provide a service to <b>weigh</b> businesses' waste and offer <b>rebates</b> to businesses that can demonstrate a significant reduction in their waste. It was also suggested that the City of London should work with <b>large corporations</b>, such as Tesco, to <b>reduce packaging</b> on their products.</p>	<p style="text-align: center;"><b>City of London responses</b></p> <p><u>Public Education Campaigns</u> – Excellent suggestions received and we will take all of these into consideration when developing future campaigns and will design all communications with this in mind.</p> <p><u>Work with businesses</u> – Through this strategy the CCAS aims to communicate with as many businesses as possible. The majority of the contacts the CCAS has with businesses are via facilities managers. This has proven to be a good method way of affecting change and is also a route into senior executives. We will seek to engage the best possible contact within the organisations including office managers.</p> <p>We are members of a number of London wide and national bodies who represent our views to government and producers of packaging to reduce the amount of unnecessary material entering the waste stream, comments</p>

Working with residents and estate managers: Direct contact with **estate managers** and with boards and **housing committees** was suggested by two respondents as a means of ensuring good waste and recycling management practices were administered by residents. One problem highlighted was the **high turnover of residents** in rented accommodation, namely the Barbican, and how this impacts misuse of recycling facilities. One respondent suggested targeting small developments and individual homes through **door-to-door visits** by knowledgeable persons.

Service provision: Increasing the number of **on-street recycling bins**, including food waste recycling bins, and better **access** to recycling. It was suggested these should be installed in public areas, such as the Podium of the Barbican Estate, and emptied after lunch periods.

Working with schools and children: One respondent suggested encouraging children to think about ways to **re-use items** and make items out of waste, as well as encouraging **schools** to support the collection of old shoes and clothes and export to third world countries.

Specific schemes: Some respondents outlined specific schemes targeted at specific waste streams or individual items that they believe will help the City of London meet their challenging waste targets:

- **Plastic bags:** encourage businesses in the City to provide a bag recycling facility or make their customers pay for plastic bags
- **Bulky waste:** a bi-monthly campaign to remove bigger items
- **City coffee cup':** provide coffee shops and restaurants with

received through this consultation can be fed back to these groups.

Working with residents and estate managers: These comments are extremely valuable and align with some of our current work. Our recycling team have a good working relationship with the managers of all of the estates within the City. Whilst landlords and managing agents of private blocks are more challenging to engage we will continue our efforts to establish as many contacts with them as possible and we will develop these links going forward.

Door to door visits are a regularly carried out by our recycling team, this form of communication has been very well received.

Service Provision – Last year (2012) The City recently introduced 100 additional on street recycling units which have proved successful in capturing on average 12 tonnes per month of recyclables. We are also trialling additional units in parks and are constantly seeking ways to improve our on-street recycling provision. Through this strategy we will work closely with the Barbican Management Team to develop and explore possibilities.

Working with Schools and children –from the feedback this will form a key part of the work which our recycling team and will be incorporated into the action plan to be developed as a result of the objectives in the strategy.

Specific Schemes –

**Plastic Bags –** this will be picked up through the CCAS scheme and the advice given to businesses on an individual basis

**Bulky Waste –** We provide a weekly bulky waste and bulky reuse service for all residents as well as opportunities to attend bi-monthly “give and take” days on the four City Estates.

**City coffee cup –** there are several large companies who offer this service already. This has been encouraged and promoted through the CCAS best

- reusable cups and encourage them to offer discounts if they are used rather than takeaway cups
- **Cigarettes:** administer a campaign in partnership with a health campaign to reduce both health risks and cigarette litter. Plus engagement with businesses and increased on-street enforcement
  - **Littering:** identifying and addressing the root causes of littering, including putting up signage to encourage pedestrians to take responsibility for their litter

practice meetings.

**Cigarettes** – We are currently working with the NHS in order to promote and encourage smoking cessation clinics. This year this has been included as a specific section in the CCAS application pack and companies will be rewarded for taking up this service.

**Littering** – We are working hard to discourage all forms of littering, this includes issuing fixed penalty notices to perpetrators and the erection of gum and butt bins wherever feasible. This will continue to be a strong focus for the cleansing department.

**Q  
4**

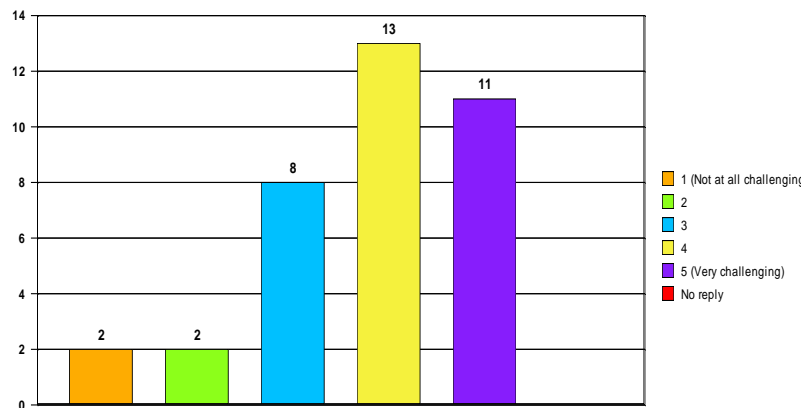
**Overall, how challenging do you think our objective to reduce our negative impact on climate change is?**

**Responses summary**

All 36 respondents provided a response to this question. 66% (24) believed that ‘Objective 7: Responding to Climate Change’ was challenging or very challenging, 11% (4) of respondents stated the objective was either not at all challenging or not very challenging and 22% (8) of respondents believed it was in between not at all challenging and very challenging. Figure 2 illustrates the responses.

**Figure 2 Climate change objective**

Overall, how challenging do you think our objective to reduce our negative impact on climate change is?  
(Please rate on a scale of 1-5 where 1=Not at all challenging and 5=Very challenging)



**City of London responses**

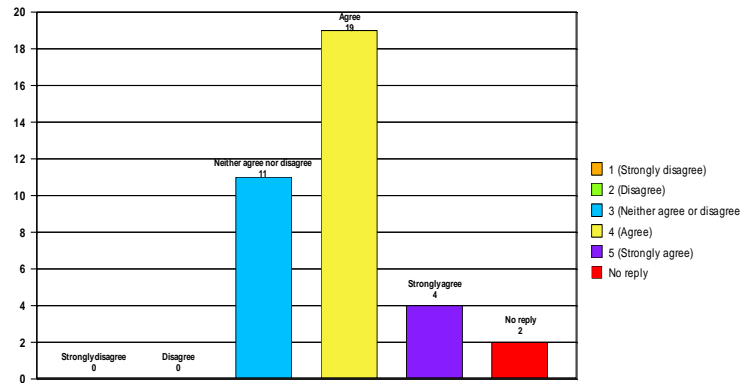
In response to the consultation feedback the climate change targets already within the Strategy we will be slightly amended the title of the objective will include Air Quality. As a result of some specific feedback we will also baseline our current service using the Mayor of London’s Greenhouse Gas Calculator for Municipal Waste.

Q 5	<i>How do you think we could provide better waste and recycling services and/or achieve better value for money?</i>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>30 stakeholders responded to this question. 13% (4) respondents expressed their satisfaction with the current waste and recycling service provided by the City of London. One respondent suggested that waste management will always be expensive and that City managers, residents and business owners must accept more <b>responsibility</b>. The consultation results largely fell under four categories: service provision, incentives, collection and reprocessing.</p> <p><u>Service provision:</u> Increased on-street waste and recycling bins, one respondent suggested a ‘recycling venue’ by the Barbican. Increased <b>separation at source</b> by providing more bins, including <b>composting</b>, was suggested by four respondents. There was also an emphasis on providing <b>greater information</b> on what can and cannot be recycled, as well as the <b>high value of recyclates</b>, such as HDPE. Suggestions include <b>photocards</b> or photographs on the website, this will help identify what should happen to non-obvious items such as toothpaste tubes, empty glass make-up bottles and worn-out reusable plastic bags. Providing <b>storage facilities</b> within City of London owned estates and properties for the reuse of packaging was also suggested by one stakeholder.</p> <p><u>Incentives:</u> It was suggested that better value for money could be achieved through financial means including reductions in <b>council tax charges</b> to change behaviour, charging for a waste and recycling service with <b>tiered rates</b> with a lower cost for recycling and composting, <b>fin</b>es and penalties for those that do not separate their recyclates from their refuse.</p>	<p style="text-align: center;"><b>City of London responses</b></p> <p><u>Service provision</u> - Last year (2012) we introduced 100 additional on street recycling units which have proved successful in capturing on average 12 tonnes per month of recyclables. We are also trialling additional units in parks and are constantly seeking ways to improve our on-street recycling provision. We have investigated the possibility of on-street food waste units but feedback from other Local Authorities and best practice guidance indicate that such units are impractical, costly and result in high levels of contamination.</p> <p>We recently included an AtoZ of recycling on the website and will continue adding to this as queries are received and avenues for recyclables found. Suggestions for better provision of information will be included in future communications and the outline action plan which will be a result of the strategy.</p> <p>Whilst fines etc. can be considered further, the CoL would rather encourage recycling through support and education. We will consider any incentives schemes and relative benefits of them. Should a system become practicable and financially viable and show significant benefits then it would certainly be considered.</p>

	<p><u>Collection</u>: Collection rounds were highlighted as a way to achieve better value for money; it was suggested that the City of London could add more resources to rounds such as a member of staff accompanying the contractor on the round to <b>visit businesses</b> and by implementing <b>spot checks</b> for separation of waste and recycling. Using <b>electric vehicles</b> for RCVs was also suggested. Furthermore, it was suggested that <b>measuring and monitoring</b> will help improve the service.</p> <p><u>Reprocessing</u>: four suggestions were made in relation to reprocessing including ensuring the full <b>lifecycle impact</b> is taken into consideration when selection contractors. One respondent suggested <b>EfW</b> should be used rather than landfill, another emphasised that green and food waste should be sent for <b>Anaerobic Digestion</b>, and another suggested <b>cigarette butt recycling equipment</b> should be used which cleans the filters and recycles them into insulating material.</p>	<p><u>Collection</u> We only operate one round each for the collection of household refuse, recycling and food waste. We will review the operation and look to maximise any efficiencies.</p> <p>We have a clear policy in place to reduce vehicle emissions and any new vehicles which are purchased are assessed on fuel consumption and efficiency.</p> <p><u>Reprocessing</u> Environmental impacts formed a key part of the evaluation process undertaken when selecting our current collection contractor. In addition to this a full lifecycle analysis was undertaken (using the Environment Agencies WRATE tool) when selecting the destination for our residual waste which is sent to an Energy from Waste facility.</p> <p>We will investigate the possibility of cigarette recycling and will apply the TEEP principals when assessing its viability.</p>
Q 6	<i>Overall, how much do you agree that the objectives laid out meet the overall aims of the waste strategy?</i>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>Of the 34 individuals that responded to the question, 68% either agreed or strongly agreed that the objectives laid out meet the overall aims of the waste strategy, 32% neither agreed nor disagreed and no respondents disagreed. Figure 3 illustrates the results from the consultation.</p> <p><b>Figure 3 Objectives and aims of the waste strategy</b></p>	<p style="text-align: center;"><b>City of London responses</b></p> <p>No response required</p>



How much do you agree that the objectives laid out meet the overall aims of the waste strategy?



**Q 7** Please rank our waste strategy's objectives in order of importance to you:

**Responses summary**

The respondents were asked to rank the 9 objectives in order of importance, giving the most important a 1 and the least important a 9.

The objectives were then scored in relation to the rankings assigned by stakeholders, where an objective ranked as the most important it would receive a score of 9 (for example 5 people believed becoming more resource efficient was the most important, so it was attributed 5 x 9 points - 45) and an objective ranked as the least important would receive a score of 1. Table 1 shows the frequency of each ranking in relation to the objectives and the total attributed scores. 36 stakeholders responded to this question in total. Figure 4 illustrates the results of the total scores.

**Table 1** Frequency of rankings per objective

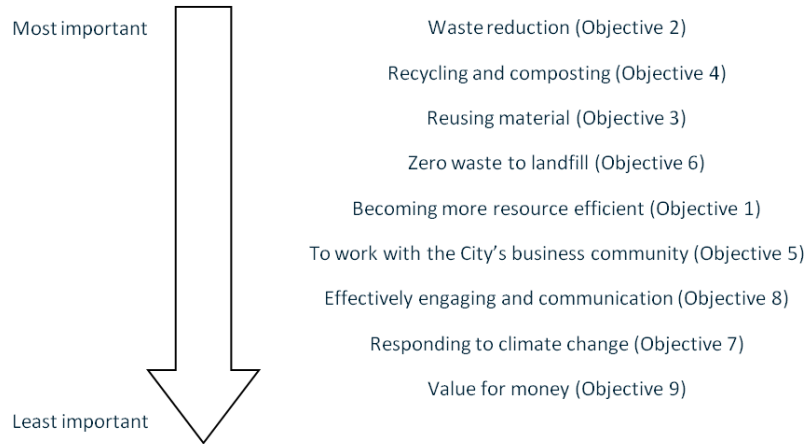
Obj	Objective	Scored Ranking									Total
		9	8	7	6	5	4	3	2	1	
	<b>Becoming more resource efficient</b>	5	5	3	3	7	4	3	3	3	193
	<b>Example Scoring</b>	45	40	21	18	35	16	9	6	3	193

**City of London responses**

The ranking of importance of the nine waste strategy objectives is very interesting and will feed into the development of the action plan.

<b>Waste reduction</b>	12	7	3	2	2	4	2	2	2	235
<b>Reusing material</b>	4	5	9	2	3	7	4	1	1	209
<b>Recycling and composting</b>	5	2	7	10	4	2	2	2	2	210
<b>To work with the City's business community</b>	6	3	4	3	3	4	6	1	6	181
<b>Zero waste to landfill</b>	9	4	3	2	4	1	6	3	4	198
<b>Responding to climate change</b>	6	2	1	1	3	8	2	7	6	156
<b>Effectively engaging and communicating</b>	4	4	1	5	5	1	4	9	3	167
<b>Value for money</b>	3	3	4	1	3	2	4	3	13	139

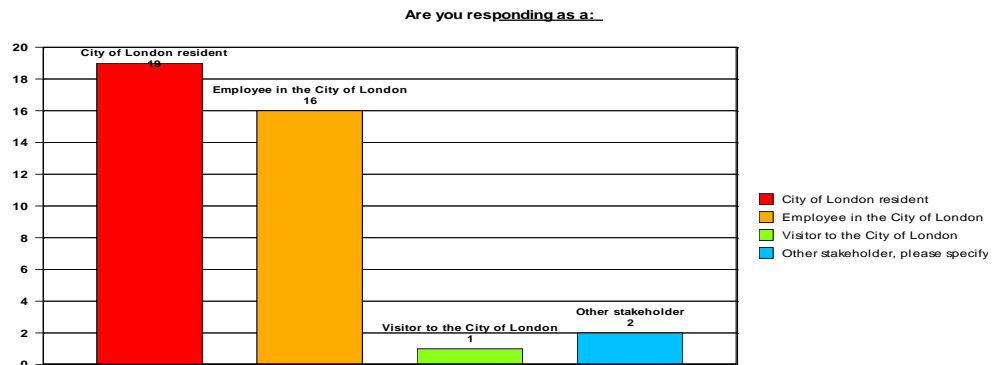
**Figure 4 Ranking of the nine waste strategy objectives**



Q 8	<i>Do you think all of the objectives listed are necessary, and do you have suggestions for any additional objectives that you think we should consider?</i>	
	<b>Responses summary</b>	<b>City of London responses</b>
	<p>The results of question eight provide greater insight into respondents' opinions about the objectives. 28 stakeholders responded to this question, 10 (36%) of which were happy with all nine objectives, many of which commented on the interrelated nature of the objectives that were all necessary and important to achieve waste reduction. Responses were either related to objectives that were not required, amendments to objectives and additional objectives. Responses are summarised below in relation to specific objectives that were mentioned and additional objectives that should be considered.</p> <ul style="list-style-type: none"> <li>• <b>Objective 2: Waste Reduction:</b> One respondent believed this objective should include businesses and not just residents. Another respondent believed setting this target would encourage dumping.</li> <li>• <b>Objective 5: To work with the City's business community:</b> Two respondents highlighted that businesses will have their own waste strategies and therefore this is perhaps not necessary.</li> <li>• <b>Objective 6: Zero waste to landfill:</b> One respondent believed this objective was unrealistic.</li> <li>• <b>Objective 7: Responding to Climate Change:</b> three respondents did not believe this objective was appropriate, reasons included believing it was not something to be worried about and it being out of place in a waste strategy as it is a much larger problem. One stakeholder suggested assessing the carbon impact of all waste management activities to strive to meet the Mayor's CO<sub>2</sub> equivalent emission performance (EPS) as set out in Policy 2 of his Municipal Waste Management Strategy, not just the carbon impact of the fleet and depot.</li> <li>• <b>Objective 8: Effectively engaging and communicating:</b> This objective was deemed unnecessary by one respondent who believed it was self-evident and not specific.</li> <li>• <b>Objective 9: Value for money:</b> One respondent believed that</li> </ul>	<p><b>Objective 2</b> – the main scope of the Strategy is residential waste as this is the only portion of waste which we have direct responsibility for. However we realise that we are in a position to influence businesses and construction companies and aim to deliver the message of Waste minimisation through the CCAS.</p> <p>•<b>Objective 5:</b> We believe that we have a responsibility to offer assistance and advice to City businesses to help them manage their waste as sustainably as possible.</p> <p><b>Objective 6:</b> We are currently achieving Zero waste directly to landfill and are investigating contingency plans to cover all eventualities.</p> <p><b>Objective 7:</b> The way in which we manage our waste has a significant impact on Climate Change. As part of the action plan we will develop a baseline using the Mayor of London's Greenhouse Gas Calculator for Municipal Waste.</p> <p><b>Objective 8:</b> We believe it is key to engage effectively with all key stakeholders within the City.</p> <p><b>Objective 9:</b> Value for money is a key consideration for us as a Local Authority, services and contracts will always be evaluated in a balanced way taking into consideration a number of factors including value for money and the environment.</p> <p><b>Composting and Green solutions:</b> We provide a doorstep food waste collection from all properties where possible, and will investigate the possibility of community composting and urban gardening schemes.</p>

	<p>value for money should not be considered where the environment is concerned. Another respondent believed this objective was not a specific objective</p> <p><u>Additional objectives:</u> A number of additional objectives were suggested for the City of London to consider.</p> <ul style="list-style-type: none"> <li>• <b>Composting and Green solutions:</b> prioritising disposing of food waste in this way and set up visible schemes e.g. urban garden</li> <li>• <b>Emphasis on people:</b> the City should engage with people not legal entities, including a meaningful analysis of the categories of people concerned e.g. pedestrians; drivers; residents; tourists.</li> <li>• <b>Supply chain management:</b> to ensure waste does not end up exported to Third World countries</li> <li>• <b>Constructors policy:</b> emphasising the disposal of demolition materials</li> <li>• <b>Air quality:</b> Two stakeholders were keen to see air quality incorporated into the strategy, either as a separate objective or through combining air quality with climate change. It was suggested that nitrogen oxide and particle emissions from Refuse Collection Vehicles (RCV) should be considered when awarding contracts for waste collection and street cleansing.</li> </ul>	<p><b>Emphasis on people:</b> the City attempts to engage with all of its stakeholders as fully as possible.</p> <p><b>Supply chain management:</b> the City regularly requests end destinations of its materials to ensure that they are being managed responsibly.</p> <p><b>Constructors policy:</b> The recycling team will work in partnership with the Considerate contractors scheme to ensure that as far as possible construction waste within the City is being managed as responsibly as possible.</p> <p><b>Air quality:</b> The City will be including air quality in its climate change objective. This will be monitored through the management of the collection contract.</p>
Q 9	<p><i>If there are any other views you would like to offer us to help improve the waste strategy, please let us know.</i></p>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>The majority of other views were re-emphasising points that respondents had already made throughout the responses to the other online consultation questions. One stakeholder would like to see the City of London commit to continuous improvement and lessening of environmental impact. The majority of responses were related to information provision and service provision.</p> <ul style="list-style-type: none"> <li>• <b>Information and education:</b> emphasis was placed on the sharing of information and the provision of information including identifying and categorising plastics, educating stakeholders on the end to end value chain of waste, and providing clear signage and labelling including pictures for international visitor.</li> </ul>	<p style="text-align: center;"><b>City of London responses</b></p> <p>We will take into consideration all of these points when developing the action plan which will be a result of this strategy.</p>

	<ul style="list-style-type: none"> <li>• <b>Service provision:</b> more bins in the streetscape, including better disabled access, working with chain café establishments, such as Eat and Pret, to reduce their packaging, ensuring bulky waste is catered for, keeping storage areas clean and tidy and placing locks on WEEE bins in Barbican. Redesigning food waste bins in order to limit the access of foxes was also suggested.</li> </ul>	
Q 10	<p><i>Are you responding as a:</i></p> <p><i>City of London resident</i>                      <i>Employee in the City of London</i></p> <p><i>Visitor to the City of London</i>              <i>Other Stakeholder (please specify)</i></p>	
	<p style="text-align: center;"><b>Responses summary</b></p> <p>38 responses were given to this question as three of the responding stakeholders both worked and lived in the City of London and thus provided two responses. 50% of respondents were residents of the City, 42% worked in the City, only one respondent (2.5%) was responding as a visitor and two respondents (5%) classed themselves as ‘other stakeholder’. These stakeholders consisted of a commercial retail tenant and a ‘waste service customer’. Figure 5 illustrates the results of the categories of the respondents.</p> <p><b>Figure 5 Respondents Role in the City</b></p>	<p style="text-align: center;"><b>City of London responses</b></p> <p>No response required</p>



**Q  
11**

*If you live or work in City of London, what is your postcode?*

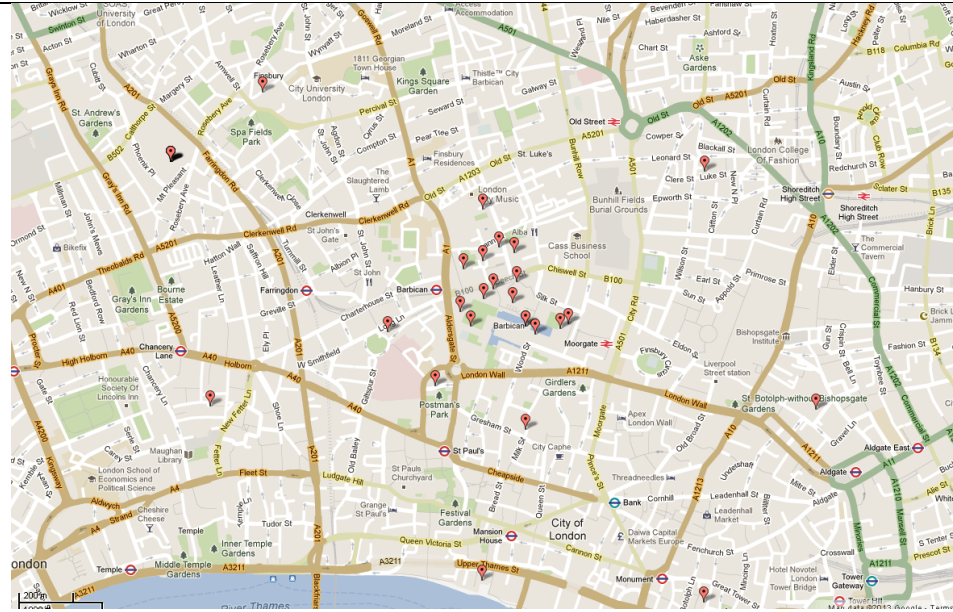
**Responses summary**

Where postcodes were provided (34 in total), it is possible to see the areas from which respondents live and work, with a large majority coming from in and around the Barbican, shown in Figure 6 below.

**Figure 6 Map of Respondents in the City that provided postcodes**

**City of London responses**

No response required



**Q  
12**

*If responding on behalf of a business, how many persons does it employ within the City of London?*

**Responses summary**

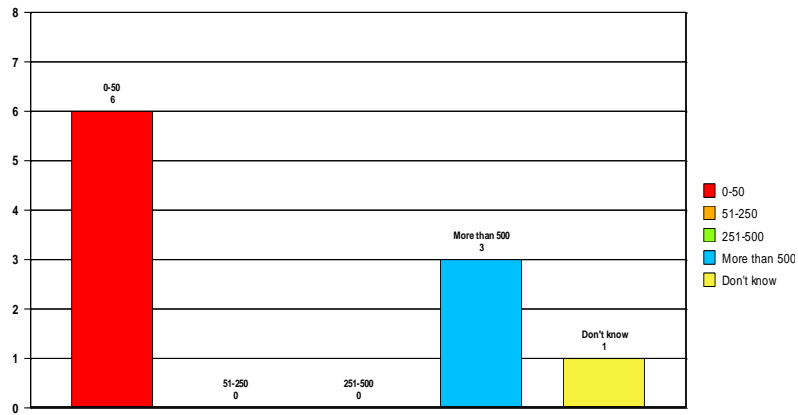
Of the 16 responding stakeholders that worked in the City, 10 respondents provided the number of employees the business they were responding on behalf of employed. 60% employed 0-60 and 30% employed more than 500, one (10%) did not know. Figure 7 illustrates the results.

**Figure 7 Employee size of business**

**City of London responses**

No response required

If responding on behalf of a business, how many persons does it employ within the City of London?





Appendix E – Text to be included as Section 2.3 in the main strategy document, summarising the consultation process.

### 2.3 Consultation outcome

As part of the development of the new waste strategy, we consulted with all key stakeholders listed in 2.2, between 27 February and 26 May 2013. The consultation consisted of a session with Members, an online survey open to all stakeholders, roadshows, social media, information on the front page of the City's website, articles in newsletters and a workshop held for interested businesses. City residents were also notified of the consultation via information contained in their annual council tax bill. We also wrote to key stakeholders in relevant government departments and all of London's local authorities, to provide them the opportunity to provide feedback and comment on our draft strategy.

The online questionnaire, completed by 36 stakeholders, focused on the nine objectives which were developed to influence how we manage waste for the next seven year period (2013-2020). The results of the consultation are provided in detail in Appendix 8 and the key outcomes are provided in this section.

Overall, the consultation provided a very positive response from key stakeholders, City of London staff, businesses and the general public. The feedback from the consultation consists of a multitude of suggestions, including ideas surrounding service provision, difficult waste streams, littering and communication. As part of delivering this strategy, we will develop an action plan that addresses the key suggestions. One main outcome of the consultation was the desire for more effective communication with residents, businesses and visitors to the City, which includes greater transparency and information provision.

Businesses were particularly keen to see better guidance on how to manage their waste and recycling, including best practice, successful case studies and increased engagement through workshops and face-to-face visits. Residents emphasised the need for information to increase understanding of what can and cannot be recycled, the value of recyclates and what happens to their recycling once it is collected.

From the online survey, it was clear that waste reduction (Objective 2), followed by recycling and composting (Objective 4) were of the highest perceived level of importance for respondents. This was followed by reusing materials (Objective 3) and zero waste to landfill (Objective 6). The results of this will be taken on board during the development of our action plan.

As part of the consultation, respondents were given the opportunity to comment on the proposed objectives. Most responses focused on 'Objective 7: Responding to Climate Change', suggesting it required reviewing in order to address broader carbon impacts of waste management, to reflect this we will ensure it is aligned with the Mayor's Municipal Waste Management Strategy, and linked to air quality.

The Clean City Awards Scheme was a priority area for consultation and was directly addressed through a facilitated workshop with businesses operating in the City of London. This engagement resulted in the identification of some key suggestions which would require us to reassess the way in which we act as a facilitator to support businesses to 'do the right thing', through providing more information, best practice as well as a way that businesses can monitor and record what they are doing.