

Cabinet Member Response to Review of Recycling in Flat Blocks

Date Recommendations agreed by Environment & Economy Select Committee:

The draft report and recommendations were considered at Environment & Economy Select Committee, Monday 24 November 2025, where the Committee made amendments to the recommendations (circulated to E&E Committees Members on Wednesday 24 December 2025, following agreement by the Committee on Friday 9 January 2026, with no further changes made by the Committee)

(For noting the Final Report and Recommendations are being published at the E&E Select Committee meeting on 28 January 2026 in order that a final version is published on the website)

Date responses should be made by:

Executive responses on behalf of the Cabinet Portfolio Holders for Environment, should be received by Friday 6 March 2026

Recommendations:

Executive Response:

RECOMMENDATION 1 - (i) Recycling Champions - It is recommended that regarding recycling champions officers would be asked to consider encouraging recycling with awards and recognition for the areas with the most recycling, promote with young residents, consider smiley stickers on bins etc.

Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment & Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.

The initiative of recycling champions and the potential benefits this

<p>Action: Director Environment & Leisure, Steve Dupoy</p>	<p>approach could deliver is strongly supported. Providing recognition / modest awards, is regarded as an effective way to encourage and reinforce improved recycling behaviour; however, the approach to measuring performance will require further consideration.</p> <p>Currently, kerbside collections from multiple areas are combined within the same vehicle, making it operationally challenging to assess performance by tonnage.</p> <p>Although daily collection rounds do not align with ward boundaries, it would still be possible to highlight the highest-performing rounds based on materials collected and present this information visually, for example through a mapped display on our website.</p> <p>As part of this work, the potential introduction of a recycling-champion system, including associated rewards / acknowledgements and appropriate performance-measurement methods, will also be explored, and officers will seek insight and support from other authorities and the Association of Public Service Excellence (APSE) to support and inform this approach.</p>
<p><u>RECOMMENDATION 2 –Infographic stickers on the bins</u> - It is recommended that SDS Officers consider using large infographic stickers on the bins to differentiate different recycling bins, this would be a cheaper and easier option than multiple-coloured bins.</p> <p>Action: Director Environment & Leisure, Steve Dupoy</p>	<p><i>Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment & Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.</i></p> <p>With the rollout of the new food-waste collection bins at flat blocks, this recommendation has been implemented.</p> <p>Officers will now begin a review of bin provision across all flat blocks and extend this approach to all collection streams.</p> <p>This is a project that will take a number of years to complete, with funding potentially coming from future Extended Producer</p>

	Responsibility (EPR) grants.
<p><u>RECOMMENDATION 3 - Mobile CCTV at Bring Bank Sites</u> -</p> <p>(i) Regarding Bring Bank sites, Officers consider using mobile CCTV of sites with signage saying CCTV in operation and where fly tipping can be evidenced follow up with education and civil prosecution and (ii) Regarding any future plans to rationalise the Bring Bank Sites Members asked to see the plans for early consideration ahead of any public consultation as there were concerns over reducing the capacity.</p> <p>Action: Director Environment & Leisure, Steve Dupoy</p>	<p><i>Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment & Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.</i></p> <p>As a deterrent, CCTV, along with other enforcement measures, can play an important role in preventing illegal fly-tipping. Work will commence this year in reviewing all bring-bank sites within Stevenage, to identify potential options / draft recommendations for the Environment & Economy Committee to consider. In the interim, officers will assess locations identified as hot-spots and liaise with colleagues in the ASB team regarding the installation of temporary CCTV.</p>
<p><u>RECOMMENDATION 4 – Use of Signage in bin stores</u> –That any signage used should not be overly descriptive, the primary focus should be on encouraging positive behaviour and educating the public, rather than enforcing rules or regulations.</p> <p>Action: Director Environment & Leisure, Steve Dupoy</p>	<p><i>Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment & Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.</i></p> <p>New signage featuring clear pictorial instructions has been designed, and A1-sized boards have now been produced and are being installed across all flat-block bin stores. As with Recommendation 2, this will be delivered as a phased project over the coming months.</p>
<p><u>RECOMMENDATION 5 - Use of easy to understand and easy to do recycling methods at flat blocks</u> - Members recognise</p>	<p><i>Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment &</i></p>

the challenges of implementing recycling provision across such a diverse range of flat blocks and that there is not one single solution that can be rolled out across the flat blocks. (i) It is recommended that whatever offer officers consult on they will need to be simple and accessible to residents to encourage them to take part in any new recycling schemes and (ii) ensure that the literature is available in different formats including other languages, on request (noting however that the literature is mostly pictorial) and in braille.

Action: Director Environment & Leisure, Steve Dupoy

Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.

Following the introduction of Simpler Recycling legislation, officers have implemented a collection service that meets the new standards, is straightforward for residents to understand, and provides a cost-effective solution for the Council. New signage and leaflets have been produced to support residents' understanding of how to recycle correctly, incorporating pictorial guidance to help address potential language barriers. In addition, a narrated instructional video has been created for the food-waste service, and this approach could be expanded across all waste and recycling collection streams. Braille signage would be provided on a bespoke basis; with colleagues in Residents & Estates advising us of any specific accessibility needs within individual properties.

RECOMMENDATION 6 – A possible solutions to collection of recycling at Vardon Road Flats and similar flat blocks - It is recommended that in areas similar to the Vardon Road flats, where there are currently no recycling bins, an option could be to provide large plastic bins or large strong flexible sacks that residents would put their recycling into and then the refuse operatives could move up to the exit/ car park area to the freighters using light fabric sacks (the SDS refuse operatives currently manually lift general waste plastic sacks up a set of steps to the refuse freighters)

Action: Director Environment & Leisure, Steve Dupoy

Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment & Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.

This will be reviewed as we progress to these locations within the flat-block improvement programme, which is currently underway. Consultation with residents will take place to determine the most effective approach for improving recycling for both residents and collection teams. The use of household recycling bags, black and blue for plastics/cans and paper/card respectively, could certainly be

	considered to meet any specific requirements.
<p><u>RECOMMENDATION 7 – Measures to counter fly tipping around bin stores by non-residents</u> – It is recommended that Officers ensure that all new bin stores have locks of some sort and existing ones are also made secure to stop incidents of fly tipping from non-residents.</p> <p>Action: Director Environment & Leisure, Steve Dupoy</p>	<p><i>Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White and Director Environment & Leisure, Steve Dupoy and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.</i></p> <p>For bin stores located on publicly accessible land, locks will be installed, with access restricted to residents and collection crews only.</p>
<p><u>RECOMMENDATION 8 – Use of innovative 3 wheeled bin.</u> Members commend Stevenage Direct Services Officers for the innovation of their own designed 3 wheeled bin. (i) Members recommend that a survey of flat block sites be carried out to see where this bin can be utilised in recycling collections around the town and (ii) That SDS work with the Director, Business Change and Digital regarding the business opportunity for protecting the design.</p> <p>Action: Director Environment & Leisure, Steve Dupoy & Director, Business Change and Digital, Nadia Capuano</p>	<p><i>Response supported by Head of Service, Environmental Operations, Stevenage Direct Services Kris White, Director Environment & Leisure, Steve Dupoy, Director, Business Change and Digital, Nadia Capuano and the Cabinet Portfolio Holder for Environment, Cllr Rob Broom.</i></p> <p>These bins have been installed at several locations where their use is practical. However, there are limitations due to weight as the bins can only be safely manoeuvred over a maximum of five steps at entrances or exits, in order to remain compliant with manual handling and health and safety guidance. Officers are currently working on documentation to register the design.</p>