**Flats Site Assessment Template**

In order to fully evaluate your flats to understand improvements that need to be made, we advise you meet with key stakeholders at each site to:

* review the existing rubbish and dry and food recycling services;
* identify any operational issues; and
* agree improvements to be made in line with the Flats Recycling Package.

You may need to visit your site(s) first to start populating this template, before arranging to meet your key stakeholders at another date to confirm anything you weren’t sure of and ask questions and agree any changes to be made. Ensure you have a risk assessment in place for lone working.

This template is designed to help capture relevant information to help identify factors that may be affecting residents’ participation in recycling and prompts you to consider each element of the Flats Recycling Package. Prior to visiting your sites, please read the Flats Recycling Package Toolkit at <https://relondon.gov.uk/resources/toolkit-flats-recycling-package>.

Please familiarise yourself with this template and consider the sites you are visiting. If it is a site with many blocks of flats, you may want to take multiple copies of the tables in sections 6, 7, 8 and 9. You are likely to need to go back and forth within this document, and will need to adjust the order depending on the site you are visiting i.e. number of blocks, number of bin locations etc.

Checklist of items to take on the site assessment visit

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Check** | **Item** | **Check** |
| Fully charged phone and portable charger |  | Clipboard – for ease of completing this form |  |
| Camera (if your phone does not have one) |  | A copy of the toolkit[[1]](#footnote-2) |  |
| Tape measure |  | Two large (A3 preferable) copies of the site block plan |  |
| Copies of this template, including extra tables if required |  | Contact details for who you are meeting |  |
| Pen/pencil |  | PPE |  |

# Visit Details

|  |  |
| --- | --- |
| Date of visit |  |
| Time spent on site |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Who was present?** | **Name** | **Organisation** | **Phone number** | **Email address** |
| Main assessor |  |  |  |  |
|  |  |  |  |  |
| Add rows as required |
| General Information |
| **Physical** |  |
| Site name i.e. estate  |  |
| Site street name  |  |
| Postcode  |  |
| Numbers of households and if known types of flats i.e. 10 x 1 bed, 5 x 2 bed |  |
| Numbers of blocks at site |  |
| Site contact (housing provider)  |  |
| Caretaker present? Name and contact details |  |
| **Operational** |  |
| Frequency of recycling collection | Material |  |  |  |  |  |
| Frequency |  |  |  |  |  |
| Recycling materials – are the 6 key materials accepted? |  |
| Are residents provided with an in-home storage container for dry recycling? |  |
| Frequency of rubbish collection |  |
| Frequency of food waste collection (if applicable) |  |
| Are residents provided with an on-going supply of free food waste liners? |  |
| Bank holiday collection arrangements |  |
| Bulky waste arrangements |  |
| Who owns the bins on site? Who is responsible for maintenance of bins? |  |

|  |
| --- |
| Cleansing arrangements for site (speak to caretaker/housing provider/local authority) |
| * Who cleans around the bins or in the bin store(s)? Including in the chute rooms.
* How regularly are they cleaned?
 |  |
| * Are all the bins lids and apertures on a cleansing schedule?
* Who does this?
* How regularly?
 |  |

|  |
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| Site photographs – we recommend you take photos of the following eights things during your site visit: |
| General site – to get a good understanding of the layout of the site, particularly for large estates. | Any issues identified or fly tip/dumping hot spots. Useful for choosing locations for signage. |
| Building(s) –photograph each one | Any improvements needed |
| Bins, chutes and bin areas – photograph each one. Useful for identifying changes to be made. | Any suggestions for new locations of bins and signage  |
| All waste information signage – photograph information displayed for residents or space available for signage. | Main entrance/exit points |

**Note details of photos taken and reference numbers**

|  |
| --- |
| Site block plan - annotate the site block plan with the following: (take several large, preferably A3 copies)[[2]](#footnote-3)  |
| * Buildings including names (or the property number range)
* Existing locations of recycling, rubbish (inc chutes) and food waste bins (using a code may help if there is more than one)
* Where bins are presented for collection
* Internal dimensions (in mm) of bin stores
* Contractors and resident’s access
* Site office and washroom facilities
 | * Notice boards
* Natural walking paths around estate, including designated pavements or paths and shortcuts – observe and add to plan, including observed frequency of use
* Any businesses or transport within the estate
* Designated bulky waste areas and areas commonly used for dumping.
 |
| The second block plan can be used to annotate proposed new location(s) of bins, extra bins, new signage locations etc. This will then be signed off by all stakeholders, as well as provided to the installation contractor. |
| Blocks: repeat this step as required – log details for every block[[3]](#footnote-4) within the site. |
| Block ID: Name. Known as?  |  |
| Number of floors  |  |
| Are there walkways? How many? |  |
| Is there a courtyard? |  |
| How many households are in the building? How many per floor? What type of flats i.e. 5 x 1 bed etc. |  |
| Where are the closest disposal points for rubbish, recycling and food? |  |
| Are there rubbish chutes in the building? If so, which floors are they on and how many chutes per floor?  |  |
| Is there a noticeboard in the building? Where? Is the noticeboard locked? Note down the key holder. |  |
| Is there space on the noticeboard for two A4 posters? Who do you need to get permission from to display the posters? |  |
| What is the natural entrance/exit point to this building? |  |
| Other relevant details? |  |

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| Dry recycling information |
| 6.1 Capacity of dry recycling (for whole site) |
| Is the capacity for recycling per household per week correct? The minimum capacity we recommend is 60 litres per household, per week.Calculate this using: (Number of recycling bins x litre capacity) x number of collections per week  = litres per household per week of current capacity Number of households |
| 6.2 Location of dry recycling area and access – repeat for each location as required |
| Location ID (to match up with site plan):  |
| Location of recycling (tick all that apply) | Bin store[[4]](#footnote-5) | External | Internal (chute or bin) | Frame | Free standing | Against a wall? |
|  |  |  |  |  |  |
| Comments: |
| Contractor access | Open | Locked access[[5]](#footnote-6)? | Gate height/ Width | Key/ Code | Distance to collection point (m) | Bins presented for collection? | Who presents bins for collection? |
|  |  |  |  |  |  |  |
| Comments: |
| Residents access (tick all that apply) | Open | Locked | Key/ Code | Chutes | Distance to flats (metres) | Journey type from flats to bins – lifts, stairs internal/ external |
|  |  |  |  |  |  |  |
| Comments: |
| **6.3 Dry recycling bin types and condition** (at this location only) |
| Bin number | 1 | 2 | 3 | 4 | 5 | 6 |
| Material (DMR, paper, glass etc) |  |  |  |  |  |  |
| Size: litres |  |  |  |  |  |  |
| Lock fitted Y/N |  |  |  |  |  |  |
| Lock type (slam, padlock etc) |  |  |  |  |  |  |
| Lock working Y/N |  |  |  |  |  |  |
| Bin locked Y/N |  |  |  |  |  |  |
| Condition of wheels/brakes |  |  |  |  |  |  |
| Aperture on bin – description and measurement (mm) |  |  |  |  |  |  |
| Are these reverse lid bins? |  |  |  |  |  |  |
| Condition of bin stickers (see pointers below) or chute signage |  |  |  |  |  |  |
| Measure the space for four recycling stickers on bins (mm)[[6]](#footnote-7); 1. Recycle here, 2. Material icons, 3. No thanks and 4. No black sacks or rubbish (see Toolkit page 24).  | 1.2.3.4. | 1.2.3.4. | 1.2.3.4. | 1.2.3.4. | 1.2.3.4. | 1.2.3.4. |
| Is there any signage above the bins i.e. on wall or behind bins? |  |
| Condition of signage (see pointers below) |  |
| Measure the space for signage above the bins (mm) [[7]](#footnote-8) |  |
| Are there any issues with overflowing recycling bins? Speak to key stakeholders[[8]](#footnote-9) |  |
| Are the dry recycling bins co-located with the rubbish and food bins? |  |
| What is the current condition of the recycling location? Think about dumping, litter, rodents, lighting, general cleanliness  |  |
| Dry recycling signage – things to consider. See Toolkit for example of good clear signage(at this location) |
| Bin stickers* Are all recycling bins/chutes clearly labelled?
* Are the bin stickers/chute signage in good condition?
* Are the bin stickers/chute signage up to date?
* Are bins easily differentiated by colour and/or signage? Is it consistent?
 | Recycling area signage[[9]](#footnote-10)* Is signage at eye level?
* Is signage easy to read?
* Does it include pictures/examples?
* Is signage in a good condition?
* Is signage up to date?
 |
| **6.4 How could this location be improved? Remember to consider the Flats Recycling Package**  |
| Are the dry recycling bins co-located with rubbish and food waste?If yes, are the bins in a convenient and accessible location for residents? Do they need to be relocated? Consider the user journey on and off the site. Remember to mark this on the site block plan.If no, consider how the bins can be co-located to ensure residents have equal access to all materials and if any ground works are required to create extra space..[[10]](#footnote-11) |  |
| Do any of the existing recycling bins need repair or replacing? If so, which ones. Provide a summary of what changes could be possible? Use the coding from your site block plan. |  |
| Are the existing apertures a suitable size to fit multiple recyclables items in at once? You may consider replacing lids, rather than entire containers. |  |
| Are additional recycling bins required? Or changes to frequency of collection to avoid overflows? |  |
| Do the recycling bin/chute stickers need replacing? How many are required? What type and size? How many aperture stickers and size? |  |
| How many recycling bin area signs are required? What size? Where? |  |
| How many bin store door signs are required and size? |  |
| Any other comments on condition of recycling bins including contamination  |  |
| Are any ‘no dumping rubbish’ signs required? What size and quantity? Remember to note location on site block plan. |  |
| What repairs may be required to the location i.e .lighting, painting, doors, rodent treatment  |  |
| Could in-home storage containers could be provided (if not already) |  |
| Any other comments |  |
| **Check number of locations - Repeat as required for each location** |
|  |
| Food waste  |
| 7.1 Capacity of food recycling (for whole site) |
| Is the capacity for recycling per household per week correct? The minimum capacity we recommend is 10 litres per household, per week.Calculate this using: (Number of food bins x litre capacity) x number of collections per week  = litres per household per week of current capacity Number of households |
| 7.2 Food waste bin location and access repeat for each location as required – complete if food waste is provided |
| Check that the service is still active and comment here if not. |
| Location ID (to match up with site plan):  |
| Location of current food waste bins | Bin store | Hard Standing | Internal/ external | By recycling | By waste bins |
|  |  |  |  |  |  |
| Comments: |
| Are the food bins co-located with the rubbish and dry recycling bins? |
|  |
| Contractors access | Open | Locked | Key/ Code | Distance to collection | Height/ Width | Bins presented for collection? |
|  |  |  |  |  |  |
| Comments: |
| Residents access | Open | Locked | Key/ Code | Journey Type | Distance- food bins to flats |
|  |  |  |  |  |  |
| Comments: |
| Site roofed/ enclosed/ in bin housing unit |  | Water tap on site or nearby?  |  |
| Caddy liner distribution |  |
| Comments: |
| 7.3 Food waste bin types and condition |
|  | Bin 1 | Bin 2 | Bin 3 | Bin 4 | Bin 5 |
| Bin number |  |  |  |  |  |
| Size: litres |  |  |  |  |  |
| Lock fitted Y/N |  |  |  |  |  |
| Lock type (slam, padlock etc) |  |  |  |  |  |
| Lock working Y/N |  |  |  |  |  |
| Bin locked Y/N |  |  |  |  |  |
| Condition of wheels/brakes |  |  |  |  |  |
| Aperture on bin – description and measurement (mm) |  |  |  |  |  |
| Is the bin in a housing unit? |  |  |  |  |  |
| Condition of bin/housing unit stickers (see pointers below)  |  |  |  |  |  |
| Measure the space for three stickers on bins/housing units (mm).1. Food waste sticker,2. Push pedal, 3. No plastic bag (see toolkit page 25) | 1.2.3. | 1.2.3. | 1.2.3. | 1.2.3. | 1.2.3. |
| Is there any signage above the bins i.e. on wall or behind bins? |  |  |  |  |  |
| Condition of signage (see pointers below) |  |  |  |  |  |
| Measure the space for signage above the bin (mm)[[11]](#footnote-12) |  |  |  |  |  |
| Are there any issues with overflowing food waste bins or smells/flies/maggots? Speak to key stakeholders[[12]](#footnote-13) |  |  |  |  |  |
| Any other comments on condition of food waste bins including contamination |  |  |  |  |  |
| What is the current condition of the bin location? Think about dumping, litter, rodents, lighting, general cleanliness  |  |  |  |  |  |
| Food waste signage - things to consider |
| * Are all food waste bins clearly labelled?
* Are the bin stickers in good condition?
* Are the bin stickers up to date?
* Are bins easily differentiated by colour and/or signage? Is it consistent?
 | * Is signage at eye level?
* Is signage easy to read?
* Does it include pictures/examples?
* Is signage in a good state of repair?
* Is signage up to date?
 |
| 7.4 How could this location be improved? Remember to consider the Flats Recycling Package  |
| Are the food bins co-located with rubbish and dry recycling waste?If yes, are the bins in a convenient and accessible location for residents? Do they need to be relocated? Consider the user journey on and off the site. Remember to mark this on the site block plan.If no, consider how the bins can be co-located to ensure residents have equal access to all materials and if any ground works are required to create extra space..[[13]](#footnote-14) |  |
| Do any of the existing recycling bins need repair or replacing? If so, which ones. Use the coding from your site block plan. |  |
| Are residents provided with a free on-going supply of liners? If yes, details of how residents access them? If not, consider how they could be provided. |  |
| Are additional food bins required? Or changes to frequency of collection to avoid overflows? |  |
| **Check number of locations - Repeat as required for each location** |
| Rubbish bins information |
| **8.1 Location and access – repeat for each location as required** |
| **Location ID (to match up with site plan):**  |
| Location of rubbish bins | Bin store[[14]](#footnote-15) | External | Internal (chute or bin) | Frame | Free standing | Against a wall? | Next to recycling? |
|  |  |  |  |  |  |  |
| Comments: |
| **Are the rubbish bins co-located with the dry recycling and food recycling bins?** |
|  |
| Contractors access | Open | Locked access | Gate Height/ Width | Key/ Code | Distance to collection (m) | Bins presented kerbside for collection? |
|  |  |  |  |  |  |
| Comments: |
| Residents access | Open | Locked | Key / Code | Distance to flats | Chutes | Journey type from flats to bins – lifts, stairs internal/external |
|  |  |  |  |  |  |  |
| Comments: |
| 8.2 Rubbish bin (or chute) sizes and condition at this location NB if chutes are in use, visit each chute location to inspect and measure for signage. No need to comment on the bins if they are not accessible to residents. |
| Bin (or chute) number | Bin 1 | Bin 2 | Bin 3 | Bin 4 | Bin 5 | Bin 6 | Bin 7 | Bin 8 | Bin 9 | Bin 10 |
| Size: litres |  |  |  |  |  |  |  |  |  |  |
| Lock fitted Y/N |  |  |  |  |  |  |  |  |  |  |
| Type of lock (i.e. slam, padlock) |  |  |  |  |  |  |  |  |  |  |
| Lock working Y/N |  |  |  |  |  |  |  |  |  |  |
| Bin locked Y/N |  |  |  |  |  |  |  |  |  |  |
| Condition of stickers on bins (see below for pointers) |  |  |  |  |  |  |  |  |  |  |
| Measure space on rubbish bin for stickers / chute hopper door for signage (mm) |  |  |  |  |  |  |  |  |  |  |
| Is there any signage at the bin area / chute room i.e. on wall or behind bins? |  |  |  |  |  |  |  |  |  |  |
| Condition of signage on chutes (if any) |  |  |  |  |  |  |  |  |  |  |
| Condition of signage in bin area / chute room (see below for pointers) |  |
| Measure (mm) space in bin area/chute room for signage[[15]](#footnote-16) |  |
| Are there any issues with overflowing rubbish bins? Speak to key stakeholders |  |  |  |  |  |  |  |  |  |  |
| Any other comments on condition of rubbish bins |  |  |  |  |  |  |  |  |  |  |
| What is the current condition of the recycling area? Think about dumping, litter, rodents, lighting, general cleanliness.  |  |
| **Check number of locations - Repeat as required for each location** |
| Signage for rubbish – things to consider |
| Rubbish bin stickers* Are all rubbish bins clearly labelled?
* Are the bin/chute stickers in good condition?
* Are the bin/chute stickers up to date?
* Are bins easily differentiated by colour and/or signage? Is it consistent?
 | Rubbish area signage* Is signage at eye level?
* Is signage easy to read?
* Is signage in a good condition?
* Is signage up to date?
* Does it say “no recycling” or “no food waste” on any of the signage?
 |
| 8.3 How could this location be improved? Remember to consider the Flats Recycling Package  |
|

|  |  |
| --- | --- |
| For chutes only. Consider if the chutes can be closed and rubbish bins be co-located with dry and food recycling bins. |  |
| Are the rubbish bins co-located with dry recycling and food waste?If yes, are the bins in a convenient and accessible location for residents? Do they need to be relocated? Consider the user journey on and off the site. Remember to mark this on the site block plan.If no, consider how the bins can be co-located to ensure residents have equal access to all materials and if any ground works are required to create extra space.[[16]](#footnote-17) |  |
| Do any of the existing rubbish bins need repair or replacing? If so, which ones. Use the coding from your site map. |  |
| Are additional rubbish bins required? Or changes to frequency of collection to avoid overflows? |  |
| Do the rubbish bin stickers need replacing? How many are required? What type and size?  |  |
| Do the rubbish chutes need signage? How many are required and what size? |  |
| How many rubbish bin area signs are required? What size? (mm) |  |
| How many bin store door signs are required and size? (mm) |  |
| How many large items signs are required and what size? Consider installing one at every rubbish bin location and where there are chutes. |  |
| What repairs may be required to the location i.e .lighting, painting, doors, rodent treatment  |  |
| Are any no dumping waste signs required? What size and quantity? Remember to note location on site maps. |  |
| Any other comments |  |

 |
| Other bins (if applicable, e.g.: bulky waste store, textile bank) |
| Material?  |
| Location of bins | Bin store | Hard Standing | Internal/ external | By recycling |
|  |  |  |  |
| Comments: |
| Contractors access | Open | Locked | Key/ Code | Distance to collection | Height/ Width | Bins presented for collection? |
|  |  |  |  |  |  |
| Comments: |
| Residents access | Open | Locked | Key/ Code | Distance to flats | Chute | Journey Type |
|  |  |  |  |  |  |
| Comments: |
|  | Bin 1 | Bin 2 | Bin 3 | Bin 4 |
| Size: litres |  |  |  |  |
| Condition & action needed |  |  |  |  |
| **Check number of locations - Repeat as required for each location** |
| Look and feel of the whole site – this information is useful when considering new locations for bins |

|  |  |  |
| --- | --- | --- |
| **Issue** | **Observations**  | **Comments** |
| Fly tipping  | Does it occur within the estate? Speak to the caretaker or managing agentHow frequently?Where are the hotspots? Consider locations for no dumping signage. Is there any existing signage?What is fly tipped? Bulky waste?At which locations? Who is responsible for clearing it?Are there any contributing factors?Is any action taken?Any other comments |  |
| Rodents  | Is there reported rodent activity within the estate? How frequently? At which locations? Are there any contributing factors? Is any action taken?Any other comments |  |
| Litter | Is littering an issue within the estate? Speak to the caretaker or managing agentHow frequently? At which locations? Are there any contributing factors?Is any action is taken?Any other comments |  |
| Graffiti/Flyposting | Is graffiti or flyposting an issue within the estate? How frequently? At which locations? Are there any contributing factors?Is any action taken?Any other comments |  |
| General repair of buildings | Is the site well maintained?Are the buildings in good repair?Are walkways in good order and repair: even surfaces, step edges highlighted?Are landscaped areas safe and in good order?Any drainage issues?Does anything need attention/maintenance? |  |
| Fire hazards | Are Bins clear of evacuation paths and fire exits?Are bins away from buildings?Are fire Evacuation Plan and Procedures displayed? Are there any visible fire hazards?Who is responsible for risk assessment at the site? You should liaise with them about any new bin locations.Any other comments |  |
| **Please add details of any issues requiring immediate attention below and take photo of the issue**  |
| Existing communications |
| Are any communications to residents visible? Where? What? |  |
| Are there external notice boards around the estate, not captured above? How many and where? Plot these on the site plan. |  |
| Any evidence of resident meetings such as coffee mornings or road shows? |  |
| Does the site office give anything out? Leaflets? In-home storage containers? |  |
| Does the local authority or housing provider send out regular (at least yearly) recycling information to each household i.e. leaflets?  |  |
| **It is important to speak to the relevant stakeholders about maintain the Flats Recycling Package, once it has been installed. Clean and well-maintained bins and bin areas for all waste streams are an essential part of the service. This should include ensuring the bins areas are well-lit, at least a weekly clean of the bin lids/apertures as well as regular cleaning of bins and floors around the bins and ensuring any issues, i.e. broken wheels, are promptly rectified. Bulky waste should be cleared regularly.**Using information gathered from section three, discuss with key stakeholders who will be responsible for:* Weekly cleansing of apertures and lids
* Weekly cleansing of all signage
* Regular cleaning around all bins
* Regular cleansing of bin rooms and chute rooms
* Regular removal of bulky waste
* Regular visits to each site (recommended monthly)
 |

Use the information gathered in this assessment template to complete the improvement plan. The improvement plan should then be signed off by all stakeholders to ensure you have all agreed improvements to the site; any groundworks required; extra collections required; responsibilities for cleansing etc.

1. This contains a useful description of all communications requirements as well as recommended measurements [↑](#footnote-ref-2)
2. Annotate block plan whilst completing section 6 – 11. An example of a completed block plan can be found in the toolkit. [↑](#footnote-ref-3)
3. i.e. for every block of flats on the site [↑](#footnote-ref-4)
4. Does the bin store have a door? Measure space on door for bin store door signage [↑](#footnote-ref-5)
5. Detail type of access i.e. gate, door [↑](#footnote-ref-6)
6. Note if the bins are 1100 or 1280 steel bins then sizes not required as these standard sizes are in the toolkit [↑](#footnote-ref-7)
7. Please see the Toolkit for guidance on what to measure and standard sizing [↑](#footnote-ref-8)
8. Include more detailed information here about what days tend to experience overflows, is it specific bins etc? [↑](#footnote-ref-9)
9. Signage is any signs above the bins (could be attached to a wall or on posts) that shows what can and can’t be recycled along with contact details for the local authority/housing provider [↑](#footnote-ref-10)
10. Bins must be clear of evacuation paths and fire exits [↑](#footnote-ref-11)
11. Please see the Toolkit for guidance on what to measure and standard sizing [↑](#footnote-ref-12)
12. Include more detailed information here about what days tend to experience overflows, is it specific bins etc? [↑](#footnote-ref-13)
13. Bins must be clear of evacuation paths and fire exits [↑](#footnote-ref-14)
14. Does the bin store have a door? Measure space on door for bin store door signage [↑](#footnote-ref-15)
15. Please refer to toolkit for guidance on what to measure and standard sizes of signage [↑](#footnote-ref-16)
16. Bins must be clear of evacuation paths and fire exits [↑](#footnote-ref-17)