

South Seeds Waste and Active Travel Consultation

Supported by the Climate Challenge Fund



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1. Summary

- South Seeds carried out a consultation in October/November 2016 to find out community priorities for improving local waste and active travel issues.
- Litter, bulky waste on the street and in backcourts, and overflowing bins were the waste issues that residents identified as urgently needing attention.
- People feel frustrated, demoralised and embarrassed about these waste issues.
- Proposed solutions were education and better communications for residents on waste and increased bin emptying and street cleaning.
- When asked what items participants would like to get repaired to reduce waste, the most common were small electricals, PCs, laptops and mobiles, large electricals and clothing.
- A repair service that was affordable, trustworthy, safe, reliable and convenient (within walking distance or with a pick-up and delivery service) would encourage repair.
- Poor road safety, lack of cycle lanes, feeling unsafe on local streets, lack of secure bike storage and poor pavement condition were the active travel issues identified as most urgently requiring attention.
- Proposed solutions included segregated cycle lanes, improved street lighting, more street cleaning, improvements to pavement quality and better options for bike storage.

2. Introduction

Building on the successes of South Seeds' energy efficiency, fuel poverty, community gardening, composting and food waste projects, the charity was keen to explore project ideas continued to improve the local area. Two of the most pressing issues identified within the Govanhill, East Pollokshields and Strathbungo areas were that of waste and active travel

South Seeds received a Climate Challenge Fund development grant in September 2016. This enabled us to carry out a consultation with local people that aimed to find out the community's priorities for improving local waste and active travel issues. This report is the outcome of that consultation.

3. Consultation methods

Three ways of consulting with the local community were used to maximise the number of people reached and the degree of representation of local social demographics.

First, surveys were carried out on busy streets in the neighbourhood on three separate days and at different times of day. One of these sessions was dedicated to surveying people from the Roma community with the help of South Seeds' Romanian-speaking engagement officer Kenny Cloke.

Second, three drop-in sessions were held at South Seeds' new office on Victoria Road on different days and times, including a Saturday and weekday evening. Flip charts and post-it notes were used to gather residents' opinions and they were encouraged to use images as a way of enabling participation by those with lower literacy levels or those for whom English was not their first language. Sessions were advertised on the Facebook pages of several local organisations and posters were displayed in 18 community hubs and shops.

Third, research was carried out to gather opinions expressed within the last year on three key Facebook groups for local residents.

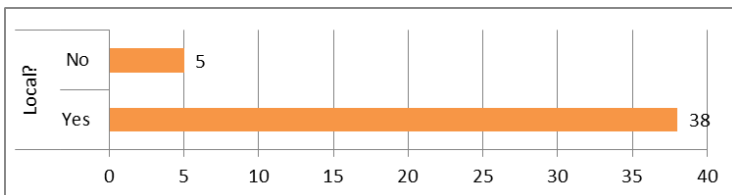
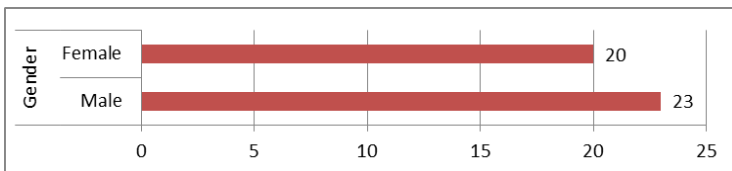
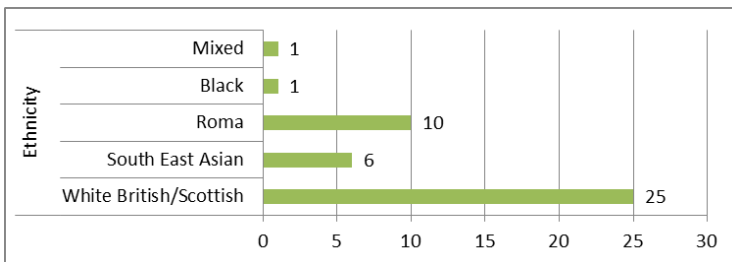
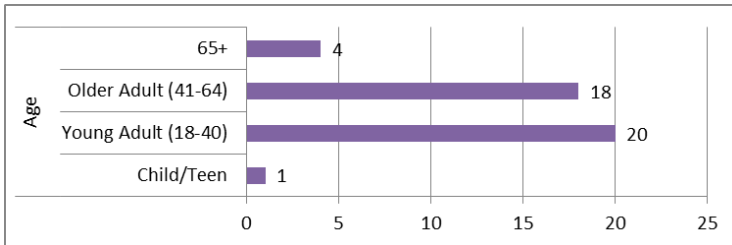


Above: Examples of the flip charts with post-it note ideas on

4. Outcomes

Who participated in the consultation?

The graphs below illustrate the range of people who took part in the consultation. In total, 43 people took part in the survey and drop-in sessions.



Responses to waste questions

Outcomes from street surveys and drop-in sessions

Two core questions (question 1 and 2) were asked during the street surveys and drop-in sessions. Three further questions (question 3, 4 and 5) were asked at the drop-in sessions only.

Question 1 - What local waste issues need to be addressed most?

Priorities for improving waste management in the area were litter on the streets (25% of responses), bulky waste (mattresses, furniture, carpets, etc) on the street (20% of responses), overflowing bins in the back courts (20% of responses) and bulky waste in back courts (10% of responses).

Several people commented that *"the council not picking up contaminated bins"* or infrequent bin emptying were cause of overflowing bins and excess bags of waste by the sides of bins. There was also an observation that *"as soon as someone cleans this up the bins are full again"*.

In relation to bulky waste in the streets and back courts, several people attributed this to landlords clearing out flats or people thinking they will be charged for an uplift.

Several people also responded that lack of knowledge of waste disposal processes such as collection days, correct items to recycle, bulky waste uplift request and location of glass recycling bins, was a cause of bulky waste on the streets and excess waste in back courts.

Question 2 - What should be done to address these issues?

The most common responses focused on communicating to people about the correct waste disposal procedures (50% of responses) such as when and where to put bulky waste, food waste recycling and not putting waste by the side of bins. There was a strong feeling that more frequent communications about waste would help to address a lot of the issues. Comments included *"People don't know what to do with it (waste) so they do the easiest thing"* and *"Where are the glass recycling bins?"*. Several people noted that some sort of collective action e.g. *"getting together, clearing lanes and litter picks"* would be effective in educating people to take responsibility for their waste.

Around 20% of responses focussed on improving how the waste systems worked such as increased uplifts, number of bins and street cleaners and having a dedicated and well-signed place to bring bulky waste as well as a dedicated bulky waste collection day.

Several people suggested a need for someone to take responsibility for cleanliness in back courts and communicating waste messages to residents, for example back court 'wardens'.

Question 3 - How do local waste issues make you feel?

The most common responses related to feelings of frustration and anger (one person commented that *"politicians need to do more"*) and to feeling disempowered, demoralised, demotivated and depressed, with a comment that *"many people don't seem to have pride in the shared space"* and another feeling that *"its a waste of back court space"*.

Another common response was feeling embarrassed about the look of the area and that it gives a bad first impression to visitors.

Question 4 - What items in your home would you like to get repaired?

Small electricals and tools was the category of items most frequently stated to require repair (25% of responses). This was followed by PCs, laptops and mobiles and large electrical items (washing machines, fridges, etc) at 20% of responses each. Clothing was the fourth most frequently reported category (15%).

Question 5 - What would encourage you to get these items repaired

The factors that would most encourage people to get household items repaired were low-cost or free repairs, confidence that repairs would be of a high, safe standard, and a pick-up and delivery service for items (20% of responses each). Reliability and *"less hassle than buying online or shopping for new items"* were also common responses, as was the existence of a repair service within walking distance of where a person lives.

One person commented however that *"low cost and high standards do not necessarily go together!"*.

"A repair service that is less hassle than buying online or shopping for new items would encourage me to get household items repaired." - Govanhill resident

Outcomes from social media research

There was evidence of confusion or lack of knowledge about the correct process for reporting waste issues or putting out waste for collection. For example, one person commented that *"I thought you phoned cleansing to pick up stuff like mattresses and you got a day to put them out the front so why do some people put their waste out the back?"*.

Another common opinion was that insufficient numbers of back court bins or frequency of emptying was causing excess waste to build up. Some people felt that more communication with residents about how waste should be dealt with was needed. One person said *"great news we're getting 1,000 new green bins, but they need to get emptied and people need to get educated on how to use them!"*.

Responses to active travel questions

Two questions were asked in the surveys and drop-in sessions.

Question 1 - What issues are preventing more people from cycling and walking in the area?

Issues that made cycling on roads feel unsafe formed the largest proportion of responses (35%). These included too much traffic, bad driving and speeding vehicles, with comments such as *"buses drive too close"* and *"drivers don't look out for cyclists"*. Relating to this, a further 15% of responses referred to a lack of convenient and safe cycle routes.

A big issue for people (25% of responses) that discouraged walking was said to be a feeling that local streets were unsafe, particularly after dark and for women. People commented that they were concerned about *"the history of attacks on women"* but that *"life on the street"* - a sense of bustle on certain streets - helps to alleviate this. There were also comments that litter and rubbish on the streets contributed to the feeling of a lack of safety as did poor street lighting.

Lack of secure cycle storage for people living in tenements and poor condition of pavements for walking were also common responses (10% of responses each).

Question 2 - What should be done to encourage more people to cycle and walk?

More cycle lanes separated from traffic was the most common response (30% of responses) with people commenting that *"cycling needs to be prioritised over cars in developing road infrastructure"* and *"cyclists feel like second class citizens without dedicated space"*.

This was followed by improvements to safety for walking (25% of responses). Suggestions included reducing litter and rubbish on the street, brighter street lighting, visible presence of community 'wardens' and projects that improve areas of land such as community gardens and planters. One person commented that this would encourage *"more people to look out for each other"* and create a sense of *"connectedness to the area"* which was felt to link to the perception of how safe the area is.

Provision of secure cycle storage on the street or in back courts was also a frequent response (20% of responses) and better pavement quality and safer roads (encompassing education for drivers, speed limits and traffic reduction measures) received 10% of responses each.

Outcomes from Social media research

Some people indicated that local streets felt unsafe, particularly after dark, and that this was in part due to groups of people congregating on street corners as well as litter and rubbish in the streets.

There were several instances of people reporting bikes that had been stolen from tenement closes and discussions about a need for secure bike storage solutions for people living in tenements.

5. Conclusion

Through this consultation, it is evident that people living in the area are significantly affected by the appearance of waste on the streets and in their backcourts, reporting feelings of frustration and disempowerment, for example. Many people also feel limited in how they can safely travel around the local area, with perceptions that the area is unsafe to walk around particularly after dark and with concerns about road safety and lack of secure bike storage.

These feelings and perceptions have worrying implications for the mental and physical wellbeing of people living in the area as well as the environmental impacts of private car use and poor waste management.

It is clear that people want to see solutions and South Seeds is well-placed to deliver many of them. These potential solutions would have a positive impact on people's feelings about where they live. Projects could include communications around how and why people should manage waste better, actively helping people and organisations to manage waste more effectively and helping to transform people's perceptions of waste from being just a 'problem' to becoming something useful through reuse and repair.

Active travel projects could include promotion of routes and facilities already available in the area to encourage more people to use them confidently, particularly with the South City Cycle Way expected in 2018, as well as introducing and managing secure cycle storage solutions and transforming more public spaces into gardening areas that contribute to making the place feel safer.

This consultation has identified a number of insights into what barriers there are to local residents adopting new waste and active travel behaviours. These insights can then be used with the Scottish

Government's ['Shifting Normal'](#) framework to ensure that new projects will address barriers to behaviour change, resulting in more people participating and, consequently, greater carbon savings.

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For more information about what we do, or if you have any questions, please telephone South Seeds on 0141 636 3959, email info@southseeds.org, visit www.southseeds.org, or check us out on [Facebook.com/SouthSeeds](https://www.facebook.com/SouthSeeds) or [@SouthSeeds](https://twitter.com/SouthSeeds) on Twitter.

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