

# Former Nestlé Factory – Waste and Recycling Response Note

AECOM have produced this Waste and Recycling Response Note (hereafter referred to as 'the Note') in order to address the comments received from the London Borough of Hillingdon (LBH) (REF JR/MK/BB dated 13/10/2017) regarding the May 2017 Operational Waste and Recycling Management Strategy (hereafter referred to as the 'Strategy') submitted in support of the Former Nestlé Factory development (hereafter referred to as 'the Proposed Development') (REF 1331/APP/2017/1883). The responses to the comments received from the LBH are detailed below.

## *LBH Comment 1*

*'The residential element of the scheme makes provision for 192 x 1,100 litre Euro Bins. This is based on the standard of 100 litres of waste per studio/1 bed flat per week however, the Council's Waste Strategy Team advise that this is no longer correct and that they now work to a standard of 140 litres per studio/1 bed flat. To this end waste provision for the residential element of the scheme is short by 12 x 1,100 litre Euro Bins. A total of 204 Euro bins is required.'*

With regards to this comment, on 9 March 2016 Hillingdon's 'Guidance for waste collection and storage and collection' was provided to AECOM directly from a representative from Hillingdon Council (refer to Appendix A). This document can only be obtained through direct communication with the Council and is not available publicly online. As a result of the document not being publicly available, any updates or amendments to this document or Council standards can only be provided through direct communication from the Council.

Throughout the duration of the design project AECOM have been in communication with the Hillingdon Waste Development Manager in order to align the design of the development with Council requirements for waste and recycling. During this communication, no updates to the guidance have been provided by the Council, nor have any updates been provided on the Council website. AECOM have been in regular communication with the Waste Development Manager at Hillingdon to help comply with all standards and guidance, however, updates to account for an increased storage capacity for studio/one bed units were not communicated.

In addition, the guidance document notes that 100 litres of waste storage should be provided per studio/one bed unit. These requirements are consistent with the requirements of *Waste management in buildings – Code of practices BS5906:2005*. In email correspondence received from the Hillingdon Waste Development Manager, dated 11 March 2017 and 1 February 2017, it was stated that '*Hillingdon Council tries to align recommendations and conditions in the design of waste and recycling storage with current British Standards*' (refer to Appendix B). The waste storage and management of the site and Strategy complies with the requirements of both the requirements of BS 5906:2005 and the requirements of the Council.

In addition, from experience with working on a range of similar projects in and around London, many London Boroughs require waste storage provisions consistent with the requirements of BS 5906:2005, with waste storage provisions within these Boroughs deemed sufficient. Although it is recognised that Hillingdon do not collect food waste from apartment style developments, a community composting facility will be provided for the allotment waste, therefore, residents will also be encouraged to dispose of their food waste within this area which will reduce the overall food waste within the residual waste stream.

From communication with the Waste Development Manager, as noted within the Strategy, the use of bins will be monitored once the Proposed Development is operational, with the possibility of exchanging and providing additional bins to suit the needs of the Proposed Development. By reviewing the waste store plans, it can be seen that the Proposed Development currently has an over provision of 9 x 1,100L Euro Bins. In addition to this, once operational, should it be determined that the Proposed Development requires additional bins there is sufficient space in a number of

waste stores including those within B1, B2, B3, B5, B6, B7, B8, B9, C3, D2 and the bulky waste stores to accommodate additional bins.

As the Proposed Development currently meets and exceeds the requirements of BS 5906:2005, in line with advice provided by the Hillingdon Waste Development Manager, it is not envisioned that additional bins will be required at this stage. However, it can be confirmed that should additional bins be required during the operational phase, these can be sufficiently accommodated within the existing waste stores.

### **LBH Comment 2**

*'Furthermore the Operational Waste & Recycling Management Strategy, as detailed in the Design & Access Statement, makes reference to townhouses being proposed in Blocks C6 and D3. The scheme was amended prior to the submission to omit these townhouses, however it appears the Waste Strategy may have not been updated'*

This point is noted. The reference to 'townhouses' on page 12 of the Strategy is a small error and should refer to the units within Blocks C6 and D3 as 'duplexes' as opposed to 'townhouses'. All other information in this section is correct.

### **LBN Comment 3**

*'Another issue is with the 'Waste Presentation Areas', where bins will be moved to and from the bin storage areas by management on collection days. These are located in sensitive locations particularly the one in Wallis Gardens directly in front of the main façade of the factory building. The Council needs convincing that the locations of these Waste Presentation Areas will not impact on the character of the area or undermine the proposals in anyway. The capacity of the Waste Presentation Area is 89 Euro Bins in total, whereas the residential scheme currently proposed 192 Euro Bins (this will rise to 204 Euro Bins as per comments above). Can you please clarify how the rest of the bins will be collected and update the submission as required.'*

In terms of this comment, the waste presentation areas will be stringently managed by the internal management team. Once the Proposed Development is operational, an allocated time slot will be provided for collection. Prior to collection the bins will be hidden from view within the waste stores. On the day/time of collection, the internal management team will bring the bins for the appropriate waste stream out for collection through the use of vehicle tugs. Once emptied the internal management team will transfer the bins back to the appropriate stores using the vehicle tugs and as a result the bins will be on display for a short period of time only. The bins will not be placed within the presentation areas for longer periods than required, minimising the impact on the character of the area. In addition, it is envisaged that waste will be collected during anti-social hours such as early in the morning which will further limit the amount of people who will pass these areas and limit the impact upon local amenity.

As a part of the design process, the waste presentation areas were reduced from two large presentation areas to five smaller presentation order in order to reduce the visual impact of these areas and protect the character of the Site. In addition, the bins will be placed onto the multiple-use hardscaped areas within the public realm. These have been designed to be non-intrusive as not to detract from the amenity value and useable space. The waste presentation areas will be cleaned after use as to allow this space to remain as a primarily usable space.

In terms of the size of the waste presentation areas, in a telephone conversation with the Waste Development Manager, it is understood that the mixed dry recyclable (MDR) and residual waste streams are collected separately. Therefore, within the waste presentation areas, sufficient space will need to be provided for half of the bins only i.e. 96 x 1,100L Euro Bins. The waste presentation areas have been updated on the plans to accommodate 96 x 1,100L Euro Bins, please refer to Appendix C.

AECOM and Barratt have worked with BRAM (Barratt Residential Asset Management), Barratt's management company who will take on management of bin stores and collection, to develop a sustainable waste management strategy. BRAM will ensure, as they do on all schemes, that the operations proposed are run in the best interest of the residential occupiers and will continue to monitor demand for further bin capacity.

# Appendix A

From: Lynn Lewis <llewis@hillingdon.gov.uk>  
Sent: 09 March 2016 11:18  
To: Thomas, Sioned  
Subject: LBH - Guidance for Waste and Recycling Storage and Collection  
Attachments: GUIDANCEFOR WASTE AND RECYCLING STORAGE AND COLLECTION.doc

Sioned  
Please see attached as requested.  
Regards  
Lynn

--  
Lynn Lewis  
Commercial Refuse and Recycling Officer  
Harlington Road Depot  
128 Harlington Road  
Hillingdon  
UB8 3EU

Resident Services  
Telephone : 01895 250815  
E Mail : [llewis@hillingdon.gov.uk](mailto:llewis@hillingdon.gov.uk)

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# Appendix B

From: Robert Williams <rwilliams2@hillington.gov.uk>  
Sent: 11 March 2016 15:20  
To: Thomas, Sioned  
Cc: Lynn Lewis; Lees, Katherine  
Subject: Re: LBH - Guidance for Waste and Recycling Storage and Collection

Dear Sioned,

As you are aware the plans for any development are submitted to the Planning Section for approval. The Planning Officer allocated to a development will treat each submission on a case by case basis, and usually liaise with the architect directly for the particular scheme.

Overall Hillingdon tries to align planning guidance with the national standard BS 5906. Additional points are included in our general guidance basis from observations made time. We have our own internal guidance notes which Lynn has sent you, and these are made readily available to any developer or architect who wants to know what our planning department is looking for in terms of satisfactory waste and recycling storage / collection points. I hope these are as clear and understandable as possible. None the less if you wish to precis them, this is your business.

With regard to your specific questions: -

- 1) You are correct. There is no food waste service for flats at present, however this is something that may be implemented in the future.
- 2) Our standard advice is to start with a high ratio of refuse containers owing to the issue of contamination in recycling bins during the first few weeks of occupancy. The ratio can be adjusted over time.
- 3) We could strongly advise any development to allow sufficient space to provide adequate capacity to store a weeks worth of waste and recycling. Additional collections can be provided. However, this increases vehicle movements which is poor practice in terms of sustainable transport. Furthermore a charge is made for a more frequent service, thereby costing the residents a fee that they would not otherwise incur.
- 4) You are correct. We do not collect compacted waste.
- 5) Yes - we would work to the national standard BS 5906 in calculating commercial waste arising.
- 6) Yes - those would be the vehicle dimensions.
- 7) Yes - we would look at a store for bulky waste on a case by case basis.
- 8) We would need the bins that require emptying to be presented at the agreed collection point. Internal arrangements for rotating bins would be part of a developments' facilities management system.
- 9) We would strongly recommend a 2 metre wide path. Even pulling bins length ways they are 990 mm across. So if you only have 1.5 metre path this leaves a margin of 26 cm either side of the centre line. Bins do not always wheel in a perfect line and can veer off to the side. A path 1.5 m would be the absolute minimum.

Regards,  
Robert

On 10 March 2016 at 15:55, Thomas, Sioned <[sioned.thomas@accom.com](mailto:sioned.thomas@accom.com)> wrote:  
Hi Lynn and Robert,

Thank you for your time and call with regards to waste and recycling storage and collection guidance for new developments. In order for us to provide design advice to architects regarding the appropriate storage and management of waste within potential new developments in the London Borough of Hillingdon (LBH) can you please confirm that you are happy with the points outlined below:

1. Food waste from flats – As the LBH do not collect food waste from flats and are not proposing to provide this service in the near future, the LBH do not require that proposed developments incorporate storage requirements for the potential of future food waste collection into the design of new apartment style developments.
2. Waste stream splits – As the LBH guidance do not outline specific guidance for the split of storage allocation between recyclable and residual waste streams, we would advise architects that new developments should be designed to accommodate a 50:50 split between recyclable and residual waste. Once operational this should be monitored with the possibility of swapping bins to suit the needs of the development.
3. Collection Frequency – The LBH offer a weekly frequency, however, developers can pay for an additional refuse collections to allow for more frequent collections from developments.
4. Compaction – The LBH do not collect compacted waste.
5. Commercial waste arisings – With regards to the calculation of waste arisings and storage requirements for commercial land uses, for those commercial land use classes that are not outlined with in the *Guidance for Waste and Recycling Storage and Collection* document, the methodologies outlined within *BS 5906 2005 Waste Management In Buildings Code of Practice* should be used.
6. Refuse vehicles – All new developments should be able to accommodate LBH's largest collection vehicle (dimensions outlined below)  
Height : 3.75  
Length : 10.5m  
Width - inc. mirrors : 3.5m  
Turning circle : 12m
7. Bulky waste – As the LBH does not have specific guidance for the size of bulky waste stores within new developments, allocation of bulky waste storage will be determined on a case-by-case basis.
8. Collection – With regards to the collection of bins, all refuse bins do not have to be presented at the collection point at the time of collection. Once bins have been emptied, those empty bins can be returned to the waste store and rotated with full bins for emptying. This is on the understanding that the internal management team will be on hand to facilitate this process with the waste collection operatives on the day of collection.
9. Width of paths – The LBH guidance states that 'the gradient of any path that the bulk bins have to be on should ideally be no more than 1:20, with a width of at least 2 metres'. However, as discussed in a telephone conversation (dated 10/03/16), a width of 1.5m would be sufficient.

If you have any questions, or would like to discuss any of the above points please do not hesitate to contact me. Could you please confirm that you are happy with the points outlined above. Thank you again for all of your help.

Kind regards,

Sioned

**Sioned Thomas BSc (Hons) MSc**  
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From: Lynn Lewis [mailto:[llewis@hillingdon.gov.uk](mailto:llewis@hillingdon.gov.uk)]  
Sent: 10 March 2016 10:59  
To: Thomas, Sioned  
Subject: Re: LBH - Guidance for Waste and Recycling Storage and Collection

Sioned

With reference to our conversation please see below the measurements of our refuse vehicle :

height : 3.75m  
length : 10.5m  
width - inc. mirrors : 3.5m  
Turning circle :12m

The name of the manager in charge of our 'special collections' is Robert Williams. His number is 01895 556116 and e mail address [rwilliams2@hillingdon.gov.uk](mailto:rwilliams2@hillingdon.gov.uk)

Kind regards  
Lynn

On 9 March 2016 at 11:18, Lynn Lewis <[llewis@hillingdon.gov.uk](mailto:llewis@hillingdon.gov.uk)> wrote:  
Sioned  
Please see attached as requested.  
Regards  
Lynn

--  
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Robert Williams  
Waste Development Manager  
Residents Services  
London Borough of Hillingdon  
Telephone Number: 01895 556116

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From: Robert Williams <rwilliams2@hillington.gov.uk>  
Sent: 01 February 2017 10:27  
To: Thomas, Sioned  
Subject: Re: Waste Chutes in New Developments

Hello Sioned,

Hillingdon Council tries to align recommendations and conditions in the design of waste and recycling storage with current British Standards.

If an application were made for a waste system based around chuted transfer of waste into storage receptacles then the British Standard BS 1703: 2005 would be used as a benchmark.

Any application is assessed on it's own merit.

The use of a twin chuted system for separating waste and recycling would have the advantage of diverting recyclable items at the point where residents deposit items into the waste waste. Obviously the success of this is heavily dependent on residents placing the correct materials / waste types into the allocated chutes.

Thank you for your inquiry.

Regards,  
Robert Williams  
Waste Development Manager  
Residents Services  
London Borough of Hillingdon  
Telephone Number: 01895 556116

On 30 January 2017 at 17:05, Thomas, Sioned <[sioned.thomas@aecom.com](mailto:sioned.thomas@aecom.com)> wrote:  
Good afternoon Robert,

Thank you for your time and call earlier with regards to the use of waste chutes within new developments. Could you please confirm that Hillingdon accept the use of bi-separator waste chutes within new flatted accommodation as long as chute and hopper systems are compliant with the specifications of British Standards 1703:2005.

Kind regards,

Sioned

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# Appendix C

