

Research into the issues, risks and prevention of people sleeping in waste containers

February 2014



CIWM



**Street
Link**

Connecting rough sleepers to local services:
www.streetlink.org.uk

Biffa

A word from the partner organisations



The issue of people sleeping rough is of critical importance not only to the waste collection sector but also to the organisations that generate waste in the first place. This piece of research is the first of its kind in the UK and will help us better understand the choices people make when they seek shelter in a bin. Only through understanding the experiences of the waste collection sector can we ensure that we are raising awareness in the most appropriate ways, and training our staff to be vigilant in their checks. Protecting the lives of rough sleepers is absolutely vital and this study will bring us one step closer to that goal.

Ian Wakelin
CEO Biffa



Rough sleeping is on the rise, putting the health and lives of many vulnerable people at risk. When faced with uncomfortable choices, many people still choose to take shelter in bins, but this can be a very dangerous choice to make. Waste collection crews, whilst trained to check bins for individuals sleeping rough, do not always identify people in time and this can have devastating consequences. This report has come about as a result of a partnership effort between the waste management sector and homeless charities to understand the scale of the problem and to raise awareness about the dangers and alternatives to seeking shelter in a bin.

Everyone can play their part: If you are concerned about someone sleeping rough in England, contact StreetLink on 0300 500 0914 and help connect them to local support.

Matt Harrison
Director of StreetLink



People seeking shelter in bins is an issue that affects the waste and resource management sector. The health and safety record of the industry has improved but we still have a long way to go. The protection of employees and the public, and in particular the most vulnerable members of society, is of critical importance and is clearly a priority for all concerned.

The Chartered Institution of Wastes Management, as the professional body representing waste and resource professionals, is committed to raising awareness of this issue and we are delighted to be a research partner in this report. Working with homeless charities is vital for developing the right guidance, and to helping those who are unfortunate enough to be sleeping rough make choices that do not pose an added risk to their wellbeing.

David Beadle
President of CIWM

Contents

Executive Summary	2
1. Introduction	3
2. Methodology	7
3. Results	8
4. Questions, Responses and Summaries	8
5. Conclusions	13
6. Recommendations	14
Key stakeholders in producing this report	15
Acknowledgements	15
APPENDIX 1	16

Executive Summary



When the Chartered Institution of Wastes Management partnered with waste and recycling company Biffa and the rough sleeping service StreetLink to carry out this piece of research, it was in response to a number of near misses and sadly one fatality. People who sleep rough have difficult choices to make, and sheltering in a bin can seem like a safe, dry place to spend the night. However, when the bin is emptied, all too often people are still inside and their lives become immediately at risk.

We are grateful to the 176 industry stakeholders who have responded to this questionnaire. With information about the incidences of people sleeping in bins, we have an improved chance of preventing injuries and fatalities of vulnerable members of society.

The outputs of this research will enable homeless charities to better communicate with rough sleepers about the dangers of sheltering in bins, whilst helping raise awareness of the issue amongst waste management crews and the public at large.

The study has shown that people are most likely, though not exclusively, to be found sleeping in unlocked bins stored at the rear or side of buildings; and largely in urban areas. People sleeping rough seek shelter in bins through the night and in particular in cold or wet weather.

Health and safety policies of waste management organisations do in some cases encourage staff to check bins for rough sleepers. However, this is not yet widespread enough to provide the consistent protection that these vulnerable people need. By raising awareness of the issue amongst the industry, and promoting best practice in training waste collection staff to be alert to such incidences, we hope to witness fewer injuries and eliminate the risk to rough sleepers from their choice of a bed for the night.

Dr Toni Gladding

Chair of the Chartered Institution of Wastes Management Health and Safety Special Interest Group

1. Introduction

Following the deaths of a number of rough sleepers who had sought shelter in waste containers and bins, three organisations conducted research into the extent of the issue in order to develop better guidance for the waste management industry and rough sleepers.

Waste and recycling company Biffa, StreetLink (a service run by the charities Homeless Link and Broadway and funded by the Department for Communities and Local Government and Greater London Authority) and the Chartered Institution of Wastes Management (CIWM) have worked closely together to conduct this study and report back to the relevant stakeholders.

The waste and resources industry has a historically poor track record with regard to health and safety and the issue has become a priority for CIWM. To this end the Institution set up a Special Interest Group six years ago dedicated to health and safety, with the objective and commitment of making a difference and improving the performance of the industry via influencing, educating and disseminating best practice. The Group has been keen to research the matter of people seeking shelter in waste containers for some time and played a part in the development of this piece of research.

The research was designed to establish the scale of this issue; where these incidents have been occurring; and in what type of containers people are most commonly found. The research also set out to determine the level of awareness of this important matter within the waste industry, and what engagement policies and campaigns have been delivered both internally with employees and externally with customers.

Often rough sleepers are out of sight, bedding down at different times of day or night, moving from place to place. That is why it is so important that people pay attention and notice those in their neighbourhoods who may be in danger, sleeping rough and at risk of coming to harm.

Many waste collection crews are trained to check the waste containers of their commercial customers, with

drivers last year reporting numerous incidents of finding individuals. Despite this there was one fatality and one is too many.

There have been other similar incidents across the industry and it is now hoped that by raising awareness further incidences like this can be avoided.

Through this research project, it is hoped that:

- The waste management industry will become more aware of the issue and thereby improve practices to help avoid injuries and death
- Waste management operatives will better understand how to connect rough sleepers to local advice and support
- Charities will raise awareness amongst potential rough sleepers about the dangers of seeking shelter in bins.

In recognition of this important issue and to publish new guidance on the topic, the Health & Safety Executive (HSE) published a press release in June 2010, stating the following:

"Homeless people are being warned about the dangers of sheltering in commercial bins, following the deaths of three people in the past year – two who were sleeping rough – whose bodies were discovered at waste depots. Anecdotal reports from the waste management and recycling industry also suggest there have been many occasions where people have been discovered alive in bins prior to, or during, them being emptied. This, along with the recent deaths, has prompted new guidance to be published for those who produce commercial waste, have responsibility for waste storage areas and collect it. Waste producers, those with responsibility for managing waste storage areas and waste collection organisations all have legal responsibilities to reduce the potential for injury and death to people in bins, and the guidance has been developed following industry calls for clearer ways of working..."

The guidance, *People in commercial waste containers* is available to download free of charge at

<http://www.hse.gov.uk/pubns/waste25.pdf>.

It was produced by the HSE in conjunction with the Waste Industry Safety and Health (WISH) Forum.

"The aim of the joint communications campaign with StreetLink is three-fold," explains Tim Standring, Biffa's Divisional Safety, Health, Environment and Quality Coach. "We are seeking to raise awareness of the issue; highlight the dangers amongst rough sleepers of seeking shelter in bins; and to encourage waste management workers and their customers to contact StreetLink if they are concerned about someone sleeping rough."

(Source: Biffa press release, Sept 2013)

2. Methodology

An online questionnaire was designed by CIWM (see Appendix 1 for all questions and full responses) to gauge the scale of the issue of homeless people sleeping in waste containers, the areas in which they are most commonly discovered and the types of containers involved.

The questionnaire was designed with both closed and open questions in order to understand the extent of the issue as well as common factors and environments in which such incidents might occur.

It was sent via email and an online newsletter to CIWM members to respond to as relevant.

All answers would remain anonymous unless contact details were given.

The questionnaire was placed online for four weeks.



3. Results

The online questionnaire received 176 responses from organisations operating predominantly in the UK and Ireland. Over the last 12 months, 28 respondents reported finding people sheltering in bins. Of those organisations, 70% had a policy on checking bins for rough sleepers, supported by a variety of awareness raising methods.

Note: The number of respondents to the questionnaire is not high enough to undertake full statistical analysis of the data. However, the study has been undertaken to provide a clearer picture of the issue of people sleeping in bins and as such the outputs should be taken as indicative of the bigger picture rather than statistically representative.

The main characteristics recorded for these incidents are summarised in Table 1. The most typical scenario for a recorded incident of finding someone sheltering in a bin was found to be:

- **A homeless person (58%)**
- **In an urban area (88%)**
- **At dawn, dusk or night (90%)**
- **In wet or cold weather conditions (73%)**
- **In a 1100 litre bin (65%) with no lock (50%)**
- **At the rear or side of the premises (73%)**

Interestingly, in nearly 40% of cases the bin had a working lock fitted. A third of people were discovered immediately, with 38% being discovered during the lifting operation and 16% when they were tipped out.

Category	Common Factors			
Container type %	1100 Litre 65	REL/FEL* 23	Other 4	Not recorded 8
Location %	Urban 88	Semi-urban 12	0	0
Time %	Dawn, dusk, night 90	Day 2	Other -	Not recorded 8
Weather %	Wet or dry, cold 73	Warm 11	Other 0	- 16
Working lock fitted %	No 50	Yes 38.5	Other 0	Not recorded 11.5
Bin location %	Rear, side premises 73	Open area 8	Other 12	Not recorded 7
Type person %	Homeless sleeper 58	Reveller 11	Other 0	Not recorded 31
How close to being tipped? %	Discovered during lifting operation 43	Discovered immediately 29	Tipped out 16	Not recorded 2

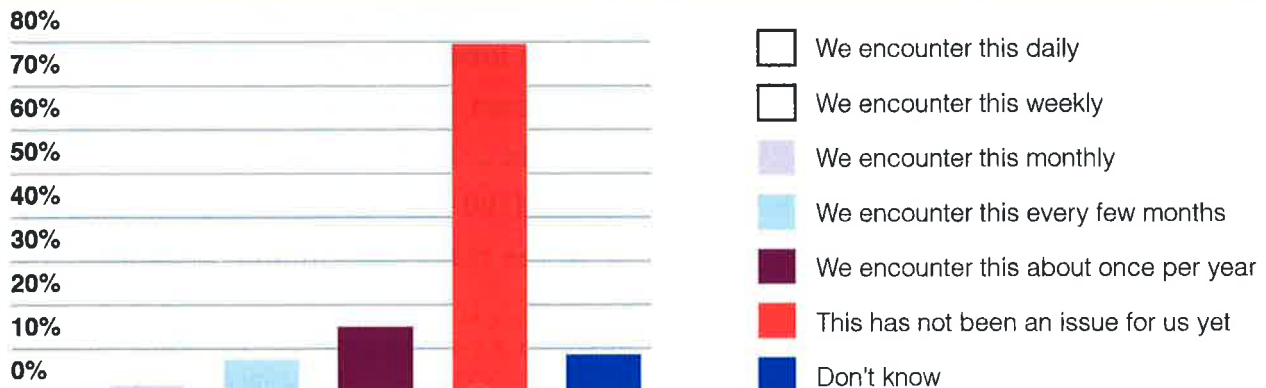
*REL/FEL Rear or Front End Loader

4. Questions, Responses & Summaries

This section covers each question and summarises the responses. Where appropriate a chart has been included to illustrate the findings. Full questions, response numbers and open replies are available in Appendix 1.

1. To what extent does your organisation encounter people sleeping in bins/containers?

70% of respondents had not encountered people sheltering in bins. However, 14% had experienced this about once per year and 7% every few months. The vast majority of respondents that had experienced an incident of this kind were organisations with more than 100 employees.



2. Do you have a formal written policy for tackling the issue of people sleeping in bins/waste containers?

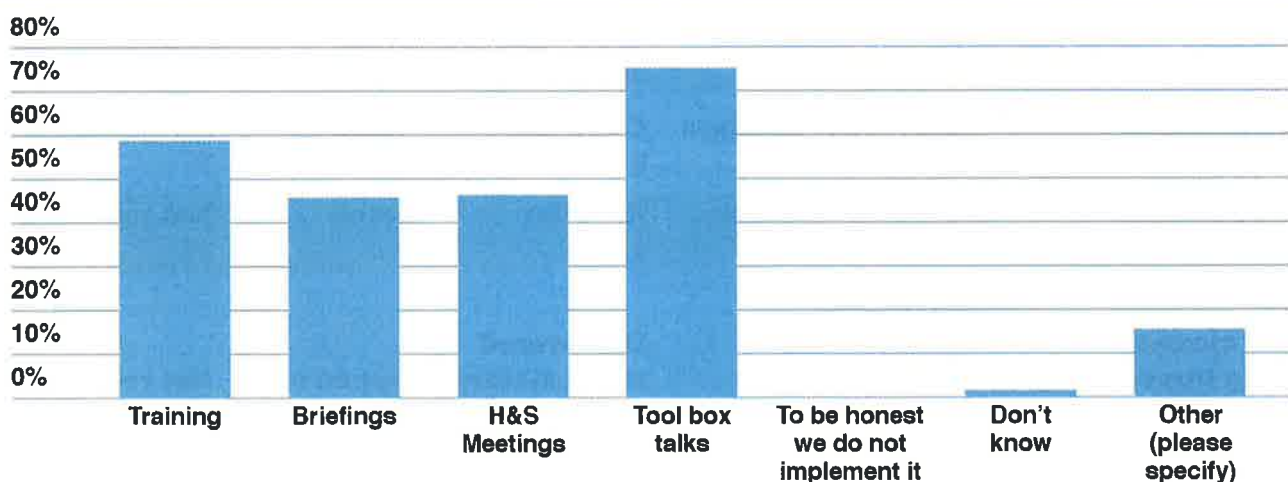
Only 24% stated that they had some kind of policy for tackling this issue, with 66% stating they had no policy in place and 11% who did not know.

3. How do you ensure that employees implement your policy? (please tick as many as relevant)

Those who stated that they had a policy in place used a variety of ways to implement it, the most popular being via Tool Box Talks with 75% adopting this method. This was followed by various forms of training, briefings and health and safety meetings.

Other methods used included covert crew monitoring, instructions in drivers' handbooks, supervisor visits and lockable containers.

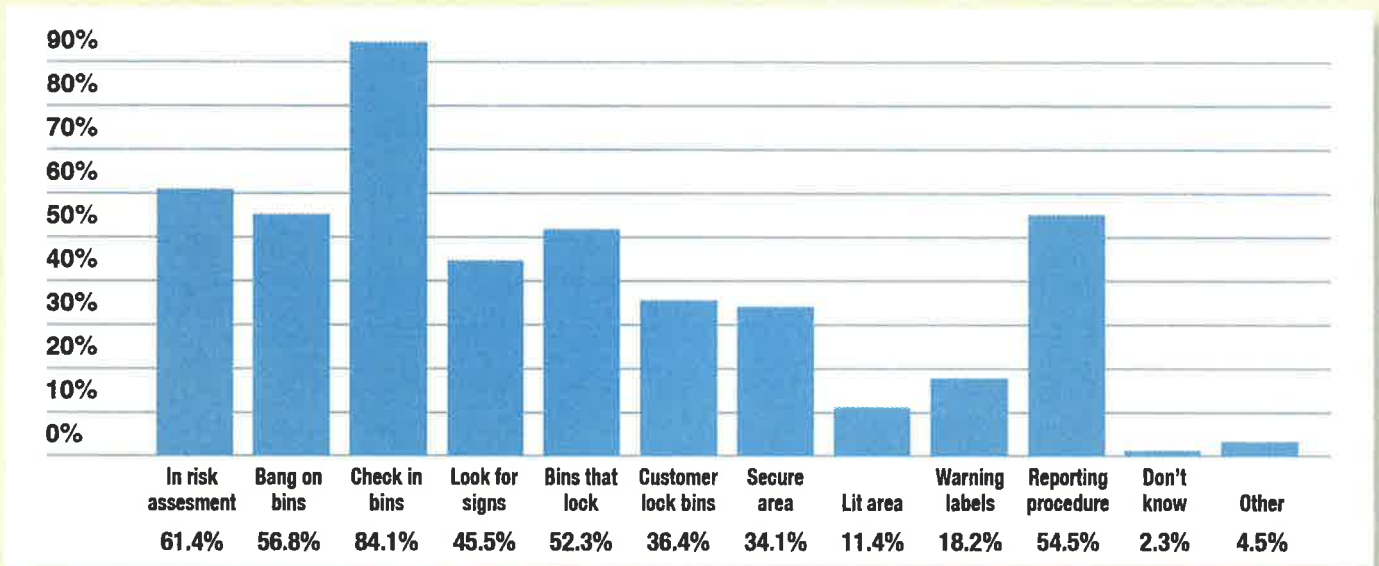
The responses showed that all those who stated they had a policy did follow up with the implementation of that policy. That said, it is possible that respondents chose not to admit that they did not implement a health and safety policy of any kind.



4. Which of the following measures does your policy include? (please tick as many as relevant)

Of those respondents that had a relevant policy, the following measures were adopted (most common first):

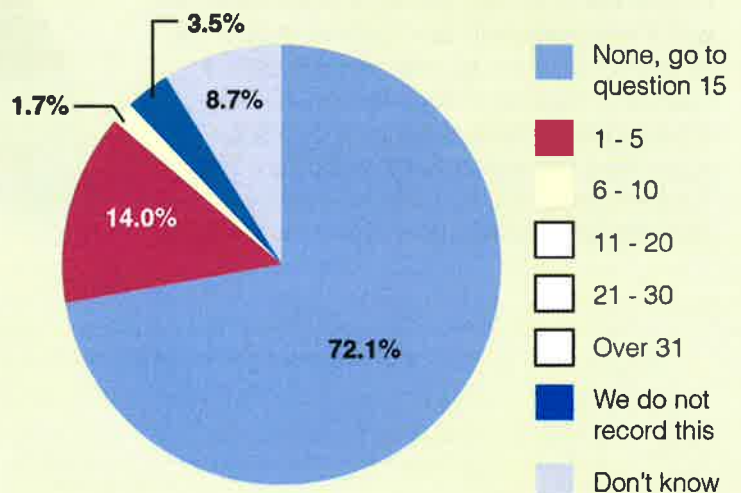
- Instruct crew to check inside bins (84%)*
- Include people sleeping in bins in risk assessment*
- Instruct crew to bang on bins*
- Reporting and recording procedure*
- Provide bins that lock*
- Instruct crew to look for signs of homeless sleepers in area*
- Instruct customer to lock bin*
- Locate bins in a secure area*
- Provide warning labels on bins and containers*
- Locate bins in a lit area (11.5%)*
- Don't know*
- Other (please specify)*



On average, of the 44 who responded to this question, each had at least four of the listed measures included in their policy.

5. Thinking back over the last 12 months, how many incidents of finding a person in a bin has your organisation encountered?

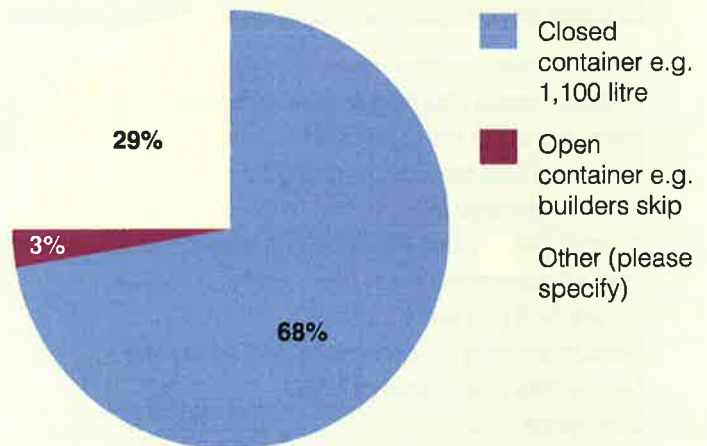
There were 173 responses to this question, 72% had not experienced any incidents of finding people in bins in the last 12 months. However 16% had experienced between 1-10 incidents in the last 12 months.



The next questions ask you to provide some more detail about the most recent incident on which you have information.

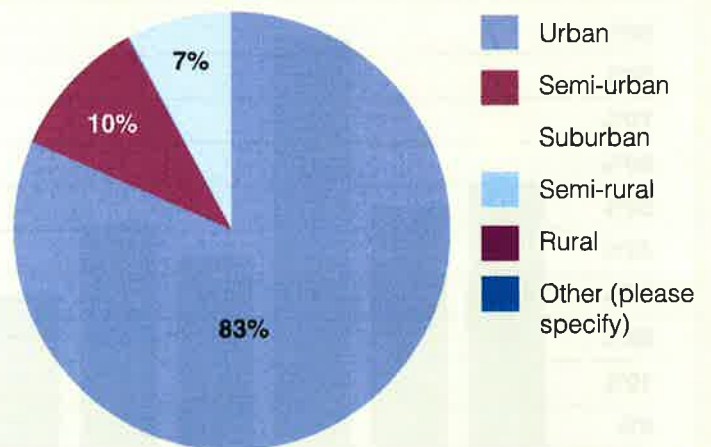
6. What type of bin/waste container was involved?

More than two thirds of the bins involved in an incident were 1100litre containers with a lid. The majority of the remaining 29% were front end loader containers or enclosed skips.



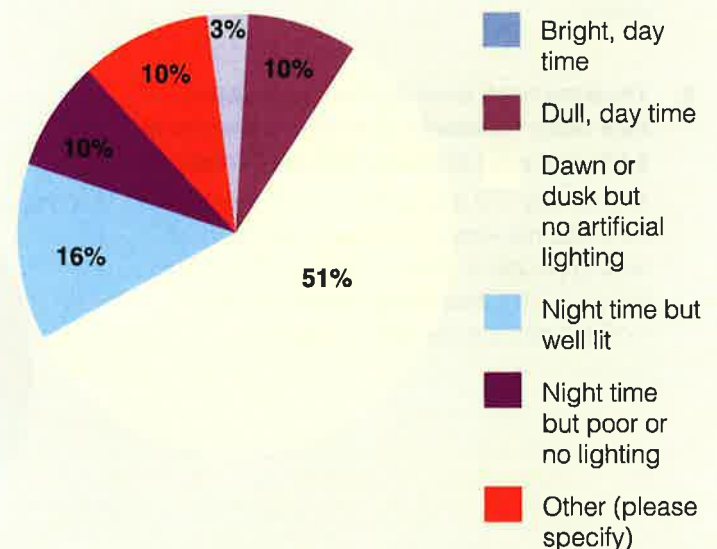
7. Was the location urban or rural?

As perhaps expected the majority of the containers (83%) involved in an incident in the last 12 months were in an urban location with a further 10% in semi-urban locations.



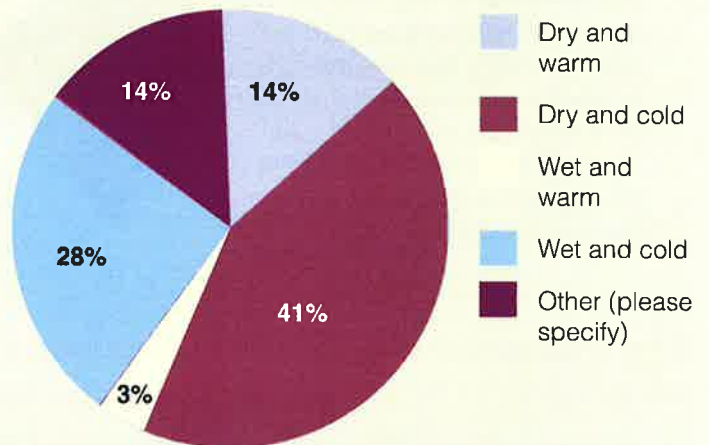
8. Was it dark or light?

The most commonly recorded option was dawn or dusk but no lighting with 52% of the responses, which was perhaps to be expected. Most of the remaining options were fairly equal in spread indicating that time of day and lighting is not a defining factor 50% of the time. Only one respondent had experienced an incident in bright daytime, though the person in question was identified as a reveller rather than a rough sleeper.



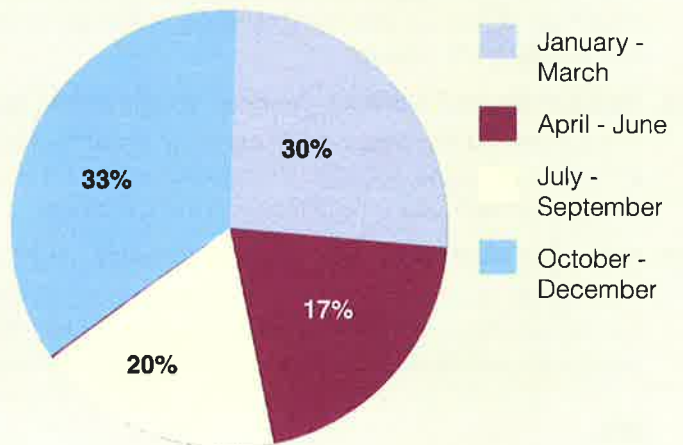
9. What were the weather conditions at the time?

The answers given with respect to weather conditions were variable but by far the most common factor was "cold" (the most common category was "dry and cold" at 41% of recorded incidences). However, weather conditions were not always recorded when an incident occurred.



10. In what month did the incident occur?

From the results it appears that incidents recorded in the last 12 months occurred more commonly from October to March, although 37% occurred in the other six months of the year. This suggests that it is twice as likely that someone will be sheltering in a bin in the winter months (October to March) than in the summer months (April to September).

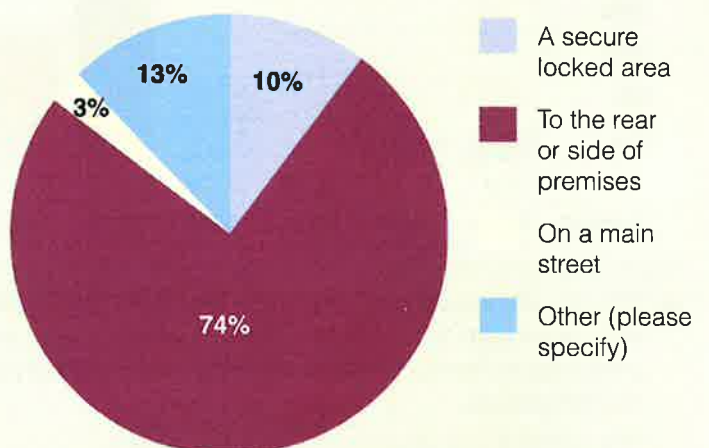


11. Was the bin fitted with a working lock?

Interestingly, of those incidents that took place in the last 12 months, the presence of a working lock had little impact on whether someone was found in the bin. This evidence suggests that the presence of the lock is not a deterrent – the lock must actually be used to prevent people sheltering in the bins.

12. Where was the bin located?

In 87% of the incidents recorded in the last 12 months the bins were located to the rear or side of premises, often in unlocked, multi-occupancy storage areas.

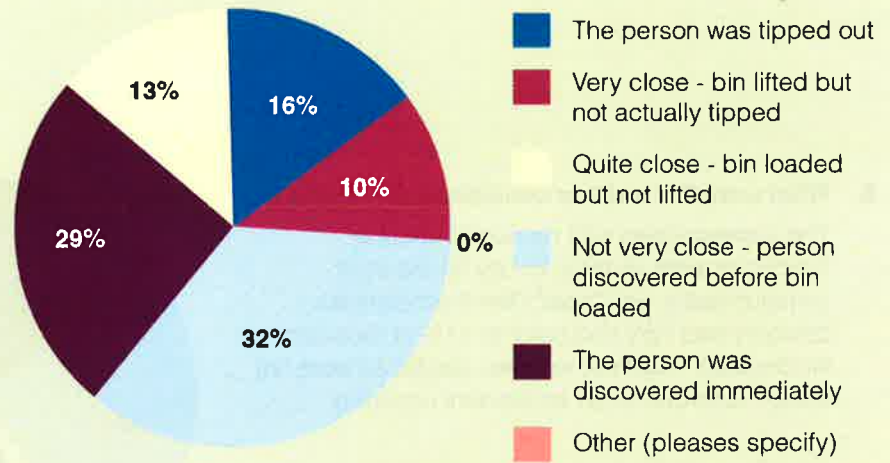


13. What type of person was discovered?

Most of the incidents recorded in the last 12 months had involved a person identified as rough sleeper. However, in 22% of occurrences, collection crews were unable to identify whether the person was a rough sleeper or reveller, often because the person ran away upon being found.

14. How close did the crew come to tipping the sleeper?

In the majority of cases (61%), the person in the bin was discovered immediately or at least before the bin was lifted. Unfortunately, in 10% of cases, the crew had lifted the bins before the person was discovered. On five occasions the person was discovered when tipped out of the bin and very sadly one person was tipped out and killed.



The next questions are about your business. This will help us characterise what kinds of business are most affected by the issue of sleepers in bins.

15. What type of waste does your organisation collect? Please tick all that are relevant?

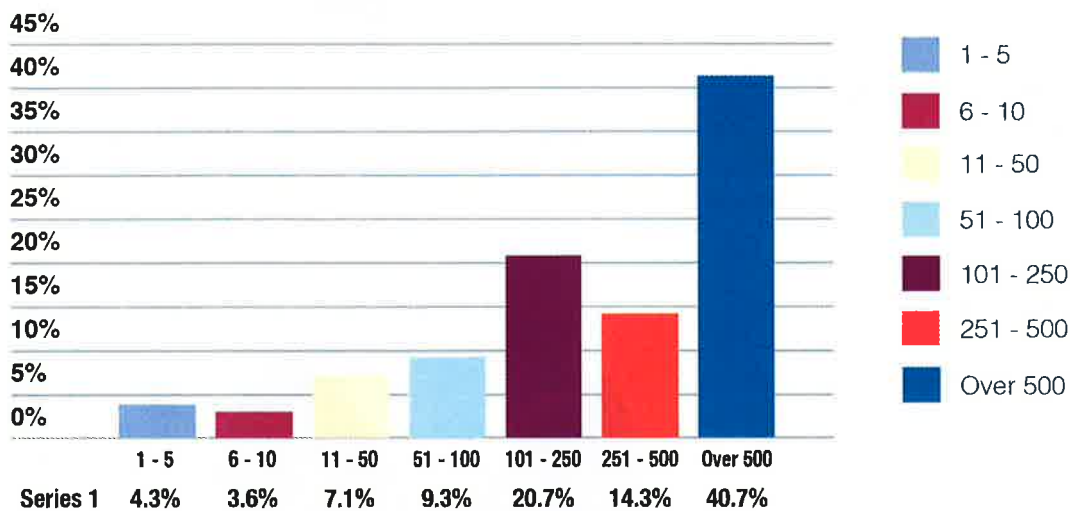
The most common types of waste collected by the organisations that responded were commercial and municipal/household. It may be assumed that a rough sleeper would choose a bin containing paper or card type wastes rather than food/organic wastes.

16. Where does your business operate? Please tick all that are relevant places.

There were 140 responses to this question and all four UK countries and Ireland were ticked indicating that this is an issue that companies take seriously across the UK and Ireland. There were also four respondents from overseas, namely France, Dubai, Isle of Man and the Caribbean.

17. How many employees does your organisation have? (please include part-time and agency staff)

The majority of organisations who responded to this questionnaire have over 100 employees. However it was heartening to see that a number of respondents (21) that had only 1- 50 employees showed that smaller organisations were also considering and dealing with this important subject.



18. This questionnaire is anonymous. However, CIWM may wish to contact you for further research in support of its work with Biffa and Streetlink to work to raise awareness of this issue. This may take the form of anecdotal evidence or case studies. If you are happy to be contacted for this research please leave your contact details.

Fifty respondents recorded their contact details.

- 32 Local Authorities
- 15 Waste Management Companies
- 1 Law Firm
- 1 Consultant
- 1 University

5. Conclusions

It may be concluded from the results presented in this report that there appears to be a common set of factors arising when rough sleepers are involved in an incident.

The types of waste containers, location of the container both physically and geographically, whether locked or not, the weather and to some extent the time of year can be defined to some extent, Table 1 showing these factors in detail.

However the more worrying trend was the time at which the person in the bin was discovered, almost 40% did not discover the person until the loading operation had begun and that 16% actually tipped the person out. It should be noted that this does perhaps show that the procedures for checking for a person during collection and lifting operations are not always strictly adhered to. The research did not ask about reporting procedures in detail and therefore is not able to judge whether "Near Miss" reporting is in place or if it actually makes any difference.

Whilst 176 organisations responded only 36 stated that this has been an issue for them and only 26 of those organisations had experienced an incident in the last 12 months. The results of this research are only an indication of what the real situation might be throughout the UK and Ireland.

It may be prudent to contact the organisations who left their contact details when deciding upon the next part of the campaign. It would be useful to get some firsthand experience of how these organisations deal with the issue of sleepers in their bins/containers. They may well also assist with the dissemination of any best practice guidance for the waste industry as well as raising awareness amongst their customers, the general public and those sleeping rough.

The local authorities may have strong links with homeless people in their areas through their social housing and services department.

The existing HSE Guidance document, *People in commercial waste containers*, provides fit-for-purpose advice on this issue and, as such, waste management organisations would be well-advised to incorporate the guidance into their own health and safety policies and training.

The Chartered Institution of Wastes Management will review its position on the matter with a view to further raising awareness amongst the industry, in particular waste collection organisations in the public and private sectors throughout the UK and Ireland.

Awareness raising and training within waste management organisations appears to be patchy at best, and the findings of this study have highlighted the benefit of undertaking the following precautions:

- **Instruct crew to check inside bins**
- **Include people sleeping in bins in risk assessment**
- **Instruct crew to bang on bins**
- **Update reporting and recording procedure**
- **Provide bins that lock**
- **Instruct customer to lock bin**
- **Instruct crew to look for signs of homeless sleepers in area**
- **Locate bins in a secure area**
- **Provide warning labels on bins and containers**
- **Locate bins in a lit area**
- **Alert homeless services if they find someone sleeping rough**

Of these measures, it would appear that instructing customers to lock their waste containers would be the most effective approach in preventing people from taking shelter in bins. This measure, whilst dependent upon the participation of a large number of customers, would potentially eliminate the problem altogether.

As such, a key conclusion of this study is that a communication campaign to commercial waste producers (customers), which could be delivered on a national scale, would have distinct benefits. If the communication campaign was delivered using waste management organisations as a local channel, the problem could be tackled on a more local level but with a national voice.

Further to this, a national campaign delivered through national and local homeless charities drawing the attention of rough sleepers to the dangers of sleeping in waste containers would be of significant value in protecting those vulnerable people from the clear risks discussed within this report.

It has been noted that a UK waste container company has developed a commercial waste container with transparent panels. This has primarily been marketed as a tool for reducing contamination, but would also serve well in enabling waste collection crews to identify people sleeping in bins prior to tipping.



6. Recommendations

The waste management sector:

Ensure HSE guidance, People in commercial waste containers (<http://www.hse.gov.uk/pubns/waste25.pdf>) is incorporated in health and safety training for waste collection crews;

Ensure that each organisation has a health and safety policy in place that deals with this issue;

Ensure best practice is followed when checking bins prior to tipping;

Ensure waste collection crews are vigilant and know who to contact if they find someone sleeping rough in or nearby waste containers;

Ensure waste collection crews know what advice to give to their customers (waste producers) regarding the need to lock bins.

Waste producers:

Develop a communications campaign that can be delivered on a local level through waste management organisations that alerts waste producers to the risks of leaving bins unlocked;

Ensure waste producers are alert to the issue and know who to contact if they find someone sleeping rough in or nearby waste containers.

Homeless charities/people sleeping rough:

Develop a communications campaign that can be delivered on a national and local level that raises awareness of the risks of sheltering in waste containers, and providing advice about the alternatives (local charities and support organisations).

Key stakeholders in producing this report...



Biffa

Biffa is a leading nationwide integrated waste management business providing collection, treatment, recycling and technologically-driven energy generation services.

Biffa is committed to operating without causing harm to any employees, partners or members of the public. This commitment extends to working with other parties and stakeholders for the overall protection of people and towards achieving continuous improvement within Biffa and our industry.

Our current Strategy incorporates key Objectives & Targets, a Balanced Business Plan & Annual Improvement Plans to achieve this.

The Board has set an improvement target on our Accident Frequency Rate (AFR) which it expects all Divisions of the business to help attain. The target has been set with continuous improvement in mind and supports the work of central Government and industry drive for continuous improvement. The Board expects all Divisions to be operating below the target by the end of 2014 and hopes many areas will achieve this sooner having an AFR near zero as soon as possible since our overall goal is naturally to have an accident and injury free workplace.

www.biffa.co.uk



**Street
Link**

StreetLink is a website and telephone service which enables individuals to alert local authorities in England when they are concerned about someone sleeping rough. StreetLink aims to

offer the public a means to act when they see someone sleeping rough and is the first step someone can take to ensure rough sleepers are connected to the local services and support available to them.

StreetLink is funded by grants from the Department for Communities and Local Government and the Greater London Authority. The service is delivered by the charities Homeless Link and Broadway.

www.streetlink.org.uk



CIWM

The Chartered Institution of Wastes Management (CIWM), is the principle professional body which

represents waste and resource professionals working in the sustainable waste and resource management sectors worldwide. CIWM sets the professional standards for individuals working in the industry and has various grades of membership determined by education, qualification and experience.

To further the "objects" of its Royal Charter, CIWM continues to develop and use its body of knowledge to:

- Inform
- Develop skills
- Identify and spread best practice.

CIWM will also uses its body of knowledge to help develop and support professionalism in all people engaged in waste and resource management in all sectors and to influence the business, policy and legal environment of the sector and the resource use/waste production behaviours of people at work and at home.

www.ciwm.co.uk

Acknowledgements

Lisa Ellams, Biffa

Tim Standring, Biffa

Ben Knox, Homeless Link

Dr B Leach, WRAP

Dr T Gladding, Open University

Tracy Moffatt, CIWM

Julie Fourcade, Fourcade Communications

Zoë Lenkiewicz, Fourcade Communications

Thank you to the respondents of the questionnaire.

Appendix 1

Questionnaire and full responses

1 To what extent does your organisation encounter people sleeping in bins/waste containers?

Answer Options	Response Percent	Response Count
We encounter this daily	0.0%	0
We encounter this weekly	0.0%	0
We encounter this monthly	0.0%	1
We encounter this every few months	6.9%	12
We encounter this about once per year	14.3%	25
This has not been an issue for us yet	69.7%	122
Don't know	9.1%	16
Answered question		176
Skipped question		1

2 Do you have a formal written policy for tackling the issue of people sleeping in bins/waste containers?

Answer Options	Response Percent	Response Count
YES	23.8%	41
NO go to question 5	65.7%	113
Don't know go to question 5	10.5%	18
Answered question		171
Skipped question		4

3 How do you ensure that employees implement your policy? Tick as many as relevant.

Answer Options	Response Percent	Response Count
Training	56.8%	25
Briefings	0.9%	18
H&S Meetings	45.5%	20
Tool Box Talks	75.0%	33
To be honest we do not implement it	0.0%	0
Don't know	2.3%	1
Other (please specify)	15.9%	7
Answered question		44
Skipped question		133
<i>Other (please specify)</i>		
<i>Covertly monitor working and verify checks being made</i>		
<i>Copy of document displayed on site H&S notice board</i>		
<i>Crew Monitoring</i>		
<i>We lock all compactor skip hopper doors at closing time instructions in drivers handbooks</i>		
<i>Annual campaigns in autumn with a combination of TBT and supervisor follow visits</i>		

4 Which of the following measures does your policy include? Tick as many as relevant.

Answer Options	Response Percent	Response Count
Include people sleeping in bins in risk assessment	61.4%	27
Instruct crew to bang on bins	56.8%	25
Instruct crew to check inside bins	84.1%	37
Instruct crew to look for signs of homeless sleepers in area	45.5%	20
Provide bins that lock	52.3%	23
Instruct customer to lock bins	36.4%	16
Locate bins in a secure area	34.1%	15
Locate bins in a lit area	11.4%	5
Provide warning labels on bins and containers	18.2%	8
Reporting and recording procedure	54.5%	24
Don't know	2.3%	1
Answer Options	4.5%	2
Answered question		44
Skipped question		132
<i>Other (please specify)</i>		
<i>all these make good preventative sense</i>		
<i>We have only addresses the issue in relation to compactors at CA sites, we have nothing on this for the bin service</i>		

5 Thinking back over the last 12 months, how many incidents of finding a person in a bin has your organisation encountered?

Answer Options	Response Percent	Response Count
None, go to Question 15	72.1%	124
1-5	14.0%	24
6-10	1.7%	3
11-20	0.0%	0
21-30	0.0%	0
Over 31	0.0%	0
We do not record this	3.5%	6
Don't know	8.7%	15
Answered question		31
Skipped question		145
<i>FEL</i>		
<i>12 yd fully enclosed skip,</i>		
<i>Front end loaders</i>		
<i>We are a bin manufacturer</i>		
<i>8yd FEL</i>		
<i>Rear end loader (Enclosed) recycle (card)</i>		
<i>All types of waste collection</i>		
<i>Front End Loader bins</i>		
<i>Closed skip - this is the most attractive as out of the weather</i>		

6 What type of bin/waste container was involved?

Answer Options	Response Percent	Response Count
Closed container eg. 1100 litre	67.7%	21
Open container eg builders skip	3.2%	1
Other (please specify)	29.0%	9
Answered question		31
Skipped question		132
<i>FEL145</i>		
<i>12 yd fully enclosed skip,</i>		
<i>Front end loaders</i>		
<i>We are a bin manufacturer</i>		
<i>8yd FEL</i>		
<i>Rear end loader (Enclosed) recyclate (card)</i>		
<i>All types of waste collection</i>		
<i>Front End Loader bins</i>		
<i>Closed skip - this is the most attractive as out of the weather</i>		

7 Was the location urban or rural?

Answer Options	Response Percent	Response Count
Urban	83.3%	25
Semi-urban	10.0%	3
Suburban	0.0%	0
Semi-rural	6.7%	2
Rural	0.0%	0
Other (please specify)	0.0%	0
Answered question		30
Skipped question		146

8 Was it dark or light?

Answer Options	Response Percent	Response Count
Bright, day time	3.2%	1
Dull, day time	9.7%	3
Dawn or dusk but no artificial lighting	51.6%	16
Night time but well lit	16.1%	5
Night time but poor or no lighting	9.7%	3
Other (please specify)	9.7%	3
Answered question		31
Skipped question		145
<i>Other (please specify)</i>		
<i>N/A</i>		
<i>Lighting etc conditions not specified, but during day time</i>		
<i>All daytime, lighting conditions vary</i>		

9 What were the weather conditions at the time?

Answer Options	Response Percent	Response Count
Dry and warm	13.8%	4
Dry and cold	41.4%	12
Wet and warm	3.4%	1
Wet and cold	27.6%	8
Other (please specify)	13.8%	4
Answered question		29
Skipped question		147
<i>Other (please specify)</i>		
<i>N/A</i>		
<i>didn't note this</i>		
<i>Weather conditions not specified, but during the day time</i>		
<i>More than one incident with no obvious pattern between wet/dry, but a noticeable link to cold weather</i>		

10 In what month did the incident occur?

Answer Options	Response Percent	Response Count
January - March	30.0%	9
April - June	16.7%	5
July - September	20.0%	6
October - December	33.3%	10
Answered question		30
Skipped question		146

11 Was the bin fitted with a working lock?

Answer Options	Response Percent	Response Count
YES	40.0%	12
NO	46.7%	14
Don't know	13.3%	4
Answered question		30
Skipped question		146

12 Where was the bin located?

Answer Options	Response Percent	Response Count
A secure locked area	10.0%	3
To the rear or side of the premises	73.3%	22
On a main street	3.3%	1
Other (please specify)	13.3%	4
Answered question		30
Skipped question		146
<i>Other (please specify)</i>		
<i>In an unlocked bin store</i>		
<i>Multi-occupancy bin chamber</i>		
<i>N/A</i>		
<i>open parking area</i>		

Appendix 1 continued...

Questionnaire and full responses continued...

13 What type of person was discovered?

Answer Options	Response Percent	Response Count
A rough sleeper	58.1%	18
A reveller	9.7%	3
Don't know	22.6%	7
Other (please specify)	9.7%	3
Answered question		31
Skipped question		145
<i>Other (please specify)</i>		
N/A		
<i>Not known - they ran away</i>		
<i>Predominantly these are rough sleepers (which includes those abusing substances) we have had one case of a reveller</i>		

14 How close did the crew come to tipping the sleeper?

Answer Options	Response Percent	Response Count
The person was tipped out	16.1%	5
Very close - bin lifted but not actually tipped	9.7%	3
Quite close - bin loaded but not lifted	0.0%	0
Not very close - person discovered before bin was loaded	32.3%	10
The person was discovered immediately	29.0%	9
Other (please specify)	12.9%	4
Answered question		31
Skipped question		145
<i>Other (please specify)</i>		
<i>The person was tipped into vehicle and killed</i>		
<i>Waste left on floor by rough sleeper</i>		
N/A		
<i>Sleeper had left the area but notified by customer</i>		

15 What type of waste does your organisation collect? Please tick all relevant types.

Answer Options	Response Count
Commercial	89
Industrial	41
Municipal/household	90
Other (please specify)	15
Answered question	133
Skipped question	44
<i>Other (please specify)</i>	
<i>Healthcare</i>	
<i>Glass, Textiles, Compostable</i>	
<i>Mostly confidential paper, some card</i>	
<i>Local authority responding from perspective of contractor.</i>	
<i>Construction</i>	
<i>Note: We as a Local authority do not collect waste as the service has been privatised but we do</i>	
None	
<i>Clinical</i>	
<i>Chemical</i>	

Clinical

<i>Community Recycling sites</i>
<i>My organisation is a waste producer</i>
<i>Clinical waste</i>
<i>All our bins are on a secure private site.</i>
<i>Clinical waste</i>
<i>Permit waste contractors.</i>

16 Where does your business operate? Please tick all relevant places.

Answer Options	Response Percent	Response Count
England	76.4%	107
Wales	17.9%	25
Northern Ireland	8.6%	12
Scotland	25.0%	35
Republic of Ireland	5.7%	8
Other (please specify)	2.9%	4
Answered question		149
Skipped question		36
<i>Other (please specify)</i>		
<i>Dubai, UAE</i>		
<i>Caribbean</i>		
<i>Isle of man</i>		
<i>France</i>		

17 How many employees does your organisation have? Please include part time and agency staff.

Answer Options	Response Percent	Response Count
1 - 5	4.3%	6
6 - 10	3.6%	5
11 - 50	7.1%	10
51 - 100	9.3%	13
101 - 250	20.7%	29
251 - 500	14.3%	20
Over 500	40.7%	57
Answered question		140
Skipped question		36

18 This survey is anonymous. However if you are happy for CIWM to contact you about these issues to gather case studies or anecdotal evidence please leave your contact details.

Answer Options	Response Percent	Response Count
Name:	96.1%	49
Company:	94.1%	48
City/ Town:	90.2%	46
Email Address:	96.1%	49
Phone Number:	76.5%	39
Answered question		51
Skipped question		126



Street Link

StreetLink is an England-wide telephone line 0300 500 0914 and website (streetlink.org.uk) which enables the public to help link people sleeping on the streets with local advice and services.

Please take the first step to help rough sleepers by saving the StreetLink number to your phone – and next time you see someone rough sleeping call StreetLink.



Printed on Cocoon, comprising of 100% FSC recycled fibres sourced entirely from post consumer waste.

To find out more information about Biffa visit our website www.biffa.co.uk

Delivering more