

WEST OXFORDSHIRE DISTRICT COUNCIL
ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE
THURSDAY 28 JANUARY 2016

WASTE SERVICE DESIGN – SUMMARY OF CONSULTATION RESPONSES
REPORT OF THE HEAD OF ENVIRONMENT AND COMMERCIAL SERVICES

(Contact: Claire Locke, Tel: (01993) 861344)

(The report is for information)

1. PURPOSE

To receive an update on the responses received during the consultation on the Waste Service design for the new contract.

2. RECOMMENDATIONS

That the update be noted.

3. BACKGROUND

3.1. Members will recall that as part of the process for the new waste contract consultation events were held together with a public consultation to ascertain views on options for the new service.

3.2. Attached as an Appendix to this is a summary of consultation exercises held with Councillors and Town/Parish Councils together with responses received from the public.

4. ALTERNATIVES/OPTIONS

None applicable.

5. FINANCIAL IMPLICATIONS

None at this stage.

6. RISKS

None

7. REASONS

The provision of waste and recycling services in the district accords with the Council's priority to protect and enhance the environment of West Oxfordshire and maintain the district as a clean, beautiful place with low levels of crime and nuisance

Claire Locke - Head of Environment and Commercial Services

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Date: 18 January, 2016

Background Papers: None

Summary of Consultation on Waste Service Design 2015

This report provides a summary of the consultation on the West Oxfordshire waste service design. Consultation was carried out to obtain public views on the service and identify improvements that could be made.

Workshops were held for Members and Town and Parish Councils, during which attendees were asked to design the service they would like. Their choices are set out below. Where there was total agreement from all this is highlighted in the green box.

It should be noted that any consultation may be subject to some bias and may attract participation from those who strongly support the service or have strong complaints about it, however it does provide an indicator of public opinion.

Member Consultation (workshop 17th September)

Members were split into four random groups to discuss potential service changes, the following table summarises their responses:

	Group 1	Group 2	Group 3	Group 4	AGREEMENT
Refuse	180L fortnightly	180L fortnightly	140L Fortnightly	180L fortnightly	Fortnightly
Garden	Free fortnightly	Free fortnightly	Charged Fortnightly	Charged Fortnightly	Fortnightly
Recycling	Comingled Wheelie bin weekly	Comingled Wheelie bin weekly	Comingled Wheelie bin weekly	Comingled Wheelie bin fortnightly	Comingled Wheelie bin
Food	Weekly	Weekly	Weekly	Weekly	Weekly
Other			WEEE		

Summary of Town and Parish Council Consultations (Workshop 7th December 2015)

Eleven attendees representing ten Town and Parish Councils discussed potential service changes. Their views are summarised in the table below:

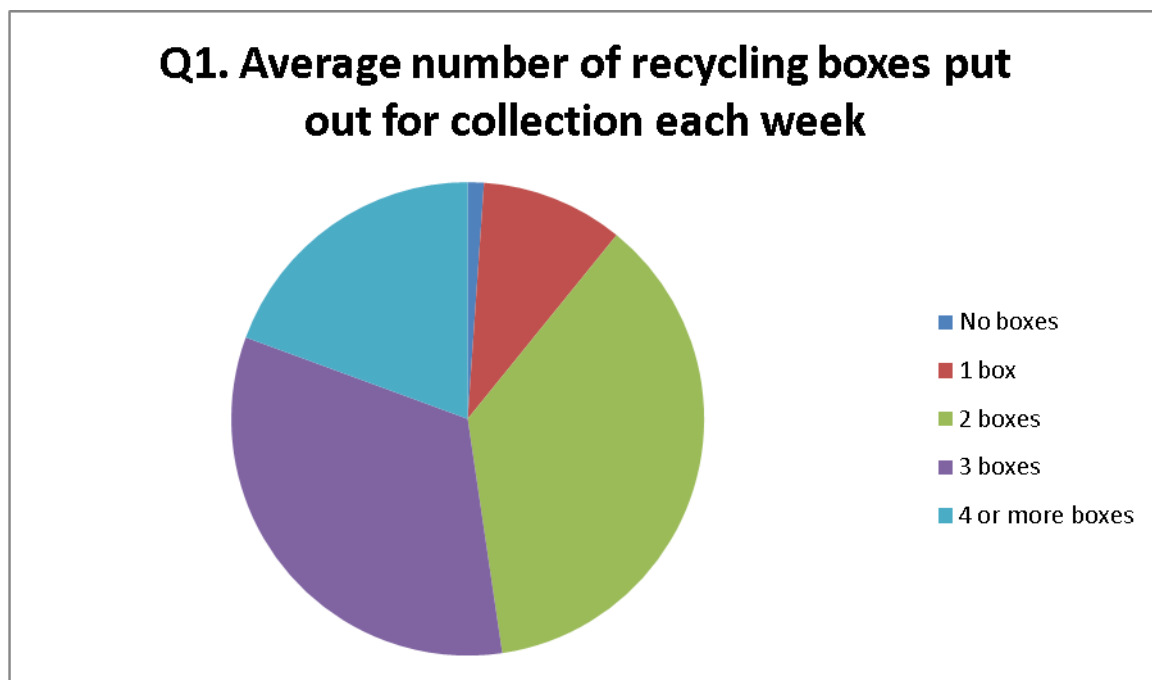
	Group 1	Group 2	AGREEMENT
Refuse	180L fortnightly	140L fortnightly	Fortnightly
Garden	Free monthly	Free fortnightly	Free
Recycling	Comingled Choice of wheelie bin or box weekly	Comingled/kerbside sort Box Weekly	weekly
Food	Weekly	Weekly	Weekly
Other	Light bulbs, electricals, clothing	Nappies	

Public Consultation

A public survey was provided online 6th November – 7th December, using survey monkey and paper copies were available at the Councils Offices, Carterton Town Council, Woodstock Town Council and The Town Centre Shop. The survey was promoted through the Council website, social media, paid-for advertising, press releases, local community newsletters and other briefings and reminders to parishes.

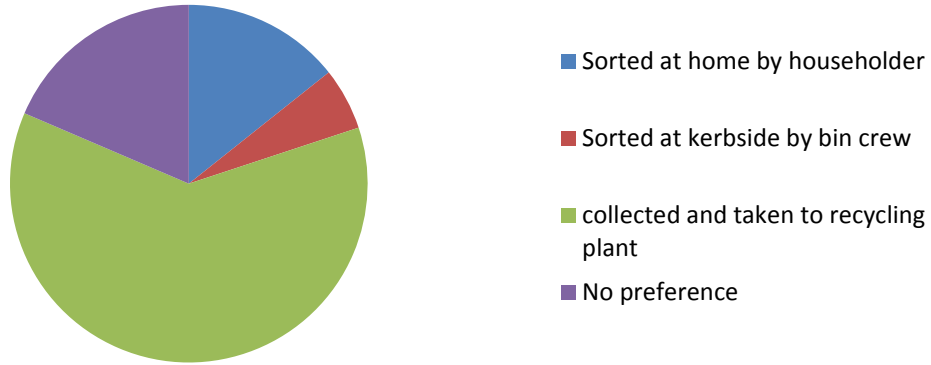
- 3550 responses were received, 98% of residents responded using the online form (If we assume each household would only submit one response, this equates to 8% of households).
- The focus was on designing the future waste service and response to those key questions is described in this report. In addition responses to Questions 1a (why don't you put out recycling boxes?), Q4a (Why don't you use a food waste bin?), and Q10(Do you find email reminders useful?) will be used in the future for targeted communications to try and encourage recycling and composting.

Recycling



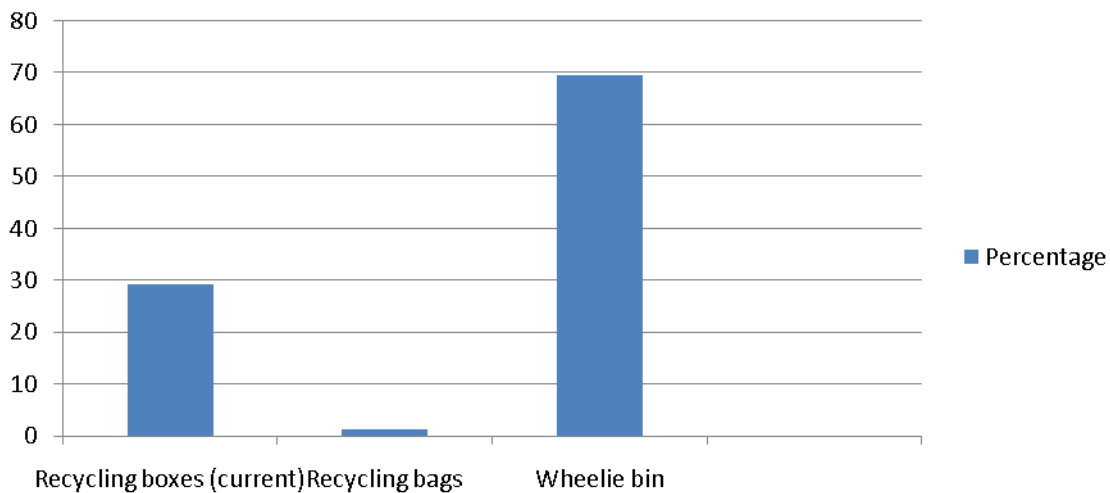
The high number of households putting out 3 boxes (32.93%) and even 4 or more boxes (19.41%) highlights that the provision of a wheeled bin with a greater capacity for a large volume of recyclates may be more suitable. When asked how residents would like their materials to be sorted, of the 3508 who responded, a total of 61.52% stated they would like the materials to be collected and taken away to be sorted at a recycling plant, only 14.31% wanted to sort materials themselves and 18% of residents have no preference

Q2. Recycling has to be sorted into different types of materials. Would you prefer this to be:



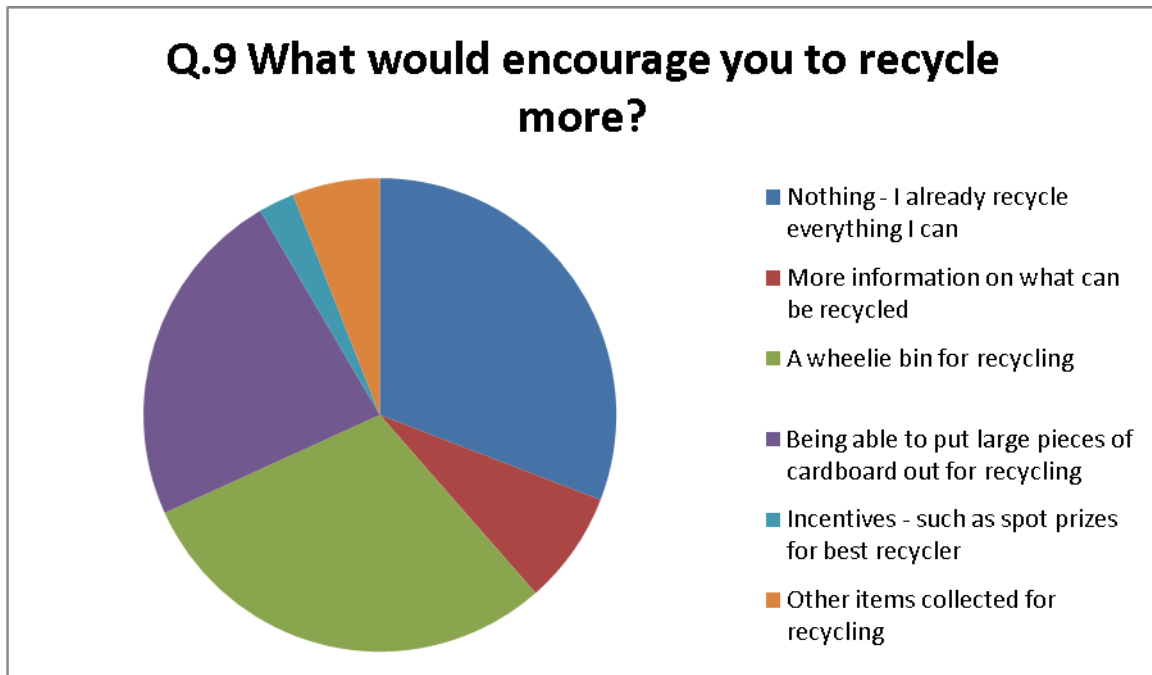
Of the 3508 who answered this question, over two thirds of households expressed a preference for a wheelie bin for their recycling.

Q3. What container would you prefer for your recycling?



There were 30.62% who stated they would prefer a bag or box and when asked why this was 36.47% (8.4% of the original respondents to Q3) stated they would have problems storing a wheeled bin, so this will relate to property type in most cases, affecting terraced houses and those with little or no outdoor space. (Note. Flats receive a comingled service which currently works well and would complement a change to a comingled recycling service to all households). A further 75.37% (25% of the original respondents to Q3) stated they preferred the smaller size of a box or bag, which may be as a result of smaller households producing less recycling or because containers are perceived to be easier to handle. It should be noted that some respondents gave both storage and size as reasons for wanting bags or boxes.

The Council is continually trying to increase the recycling rate achieved, one of the most significant questions was therefore what would encourage people to recycle more.



The detailed percentages and number of respondents are shown below:

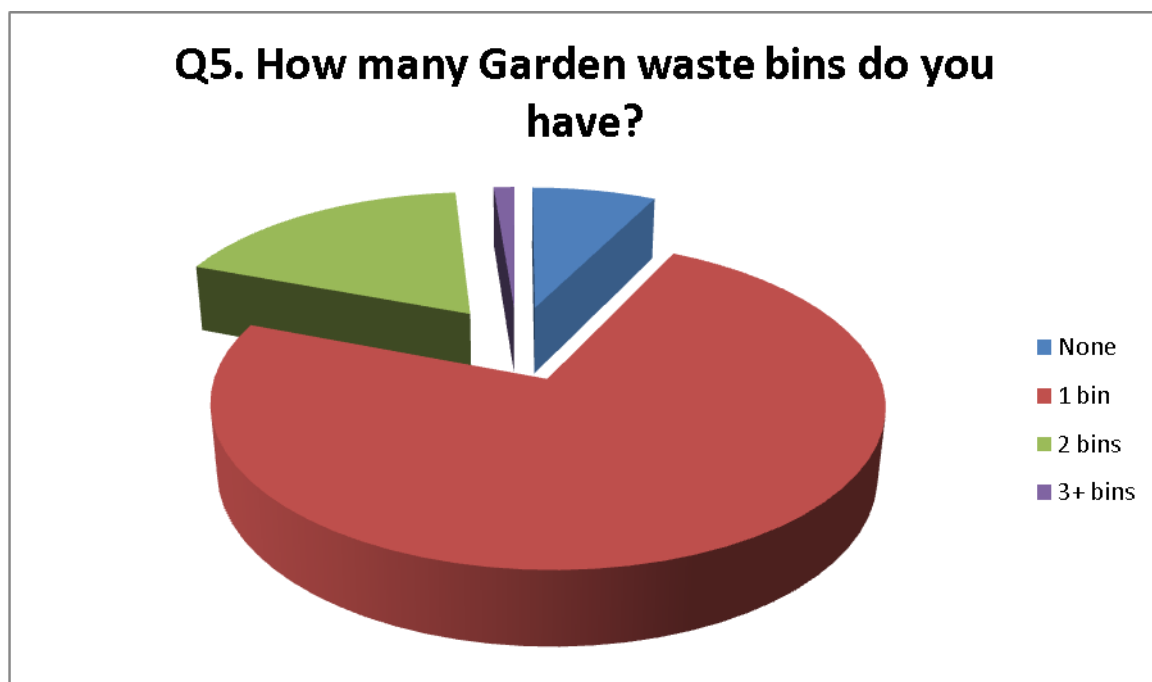
Nothing - I already recycle everything I can	49.63%	1,628
More information on what can be recycled	12.41%	407
A wheelie bin for recycling	47.71%	1,565
Being able to put large pieces of cardboard out for recycling	37.56%	1,232
Incentives - such as spot prizes for best recycler	3.96%	130
Other items collected for recycling. Please specify:	9.63%	316

There were 3280 responses to this question and a total of 5278 answers given. The respondents who ticked "Nothing..." are unlikely to have ticked a second box which means of the 1652 remaining respondents, there were 3650 answers given, its therefore quite likely that virtually all that ticked "wheelie bin" also ticked "cardboard".

These results clearly indicate that respondents consider that they would recycle more if provided with a wheeled bin. A wheelie bin would also enable people to put out larger pieces of cardboard.

Garden Waste

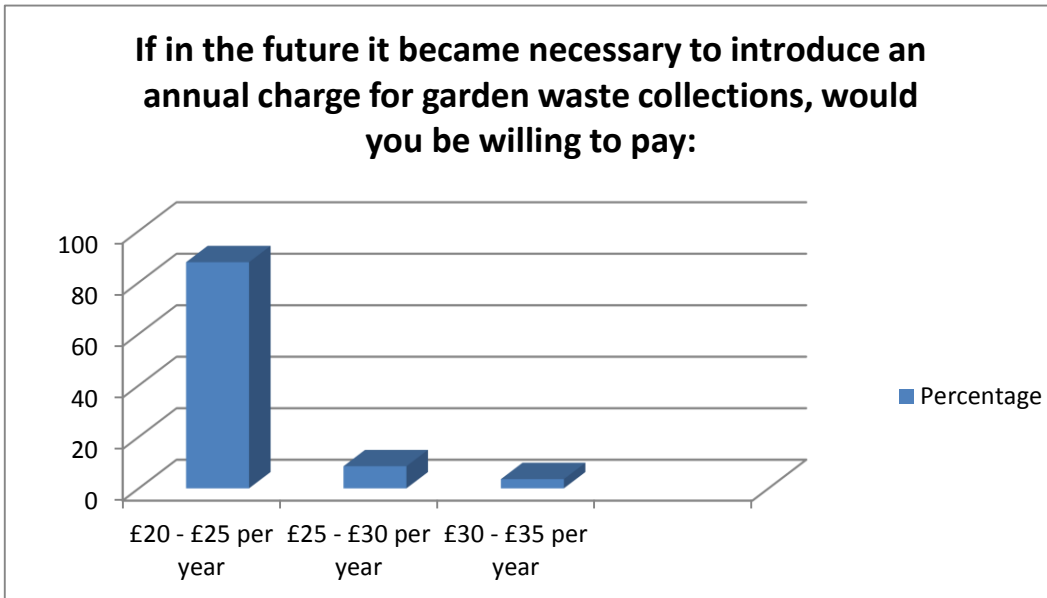
Only 7.2 % of respondents stated they did not have a garden bin, 71.69% had one bin and a surprising 3.54% had 3 or more. If the survey provides a representative sample this equates to 1537 households with 3 or more garden waste bins. 65.79% of people stated that they placed their garden bin out fortnightly which indicated there is a strong demand for a fortnightly service. 14.95% stated they only used it a few times a year and 0.84% stated they didn't use it. It is these households that use the service infrequently that are likely to cease using the kerbside collection if a charge is introduced, this equates to an estimated 5644 households of the 35,000 that currently use the service.



When asked how households dispose of their garden waste 89.60% use the garden waste recycling bin, with 7.65% using the nearest household recycling centre. If charges are introduced it is expected the number using the HWRC will increase although this will be impacted by the availability of a local HWRC.

A total of 87.86% of the 3452 respondents stated that they valued the garden waste service.

The question on charging for garden waste did not provide an option for indicating you were not prepared to pay. This question had the lowest number of respondents of all the questions, with 2317 responding. If we assume that those who did not respond skipped this question because they were not prepared to pay it indicates 65% are prepared to pay and 35% are not prepared to pay.



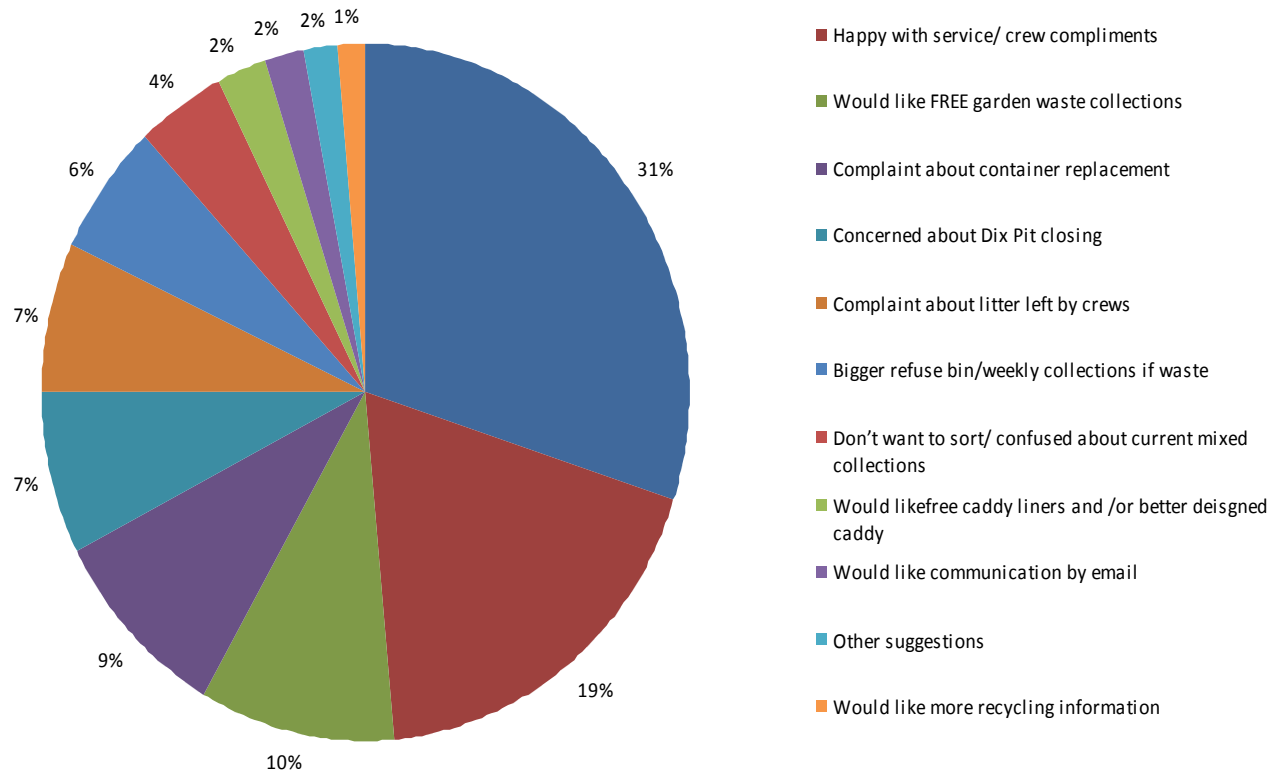
Refuse Collection

24.66% of respondents said their waste bin was three quarters full and 47.65% said it was full on collection day. This indicates current bin sizes are appropriate and are meeting needs and there would be an impact on the majority of households if we decreased collection frequency or bin size. However with 27.68% stating that their bin was only half full and of those 41.79% (397 people) stating they would like a smaller bin, there may be scope to offer a smaller bin for some households on request. This could result in around 5000 households volunteering to have a 140L bin as an option instead of the standard 180L bin.

General Comments

A free text box was provided on the survey for further comments. These have been categorised and are shown below. Comments that refer to Kiers operation or services such as the Household Waste Recycling Centre provided by OCC will be passed to the appropriate organisations.

Q20. Additional comments



Subject

Prefer wheelie bin / recycling boxes unsuitable
Happy with service/ crew compliments
Would like FREE garden waste collections
Complaint about container replacement
Concerned about Dix Pit closing
Complaint about litter left by crews
Bigger refuse bin/weekly collections if waste
Don't want to sort/ confused about current mixed collections
Would like free caddy liners and /or better designed caddy
Would like communication by email
Other suggestions
Would like more recycling information
Total number of comments

Q20. Additional comments

484
295
160
146
118
112
98
72
40
32
25
24
1606

Conclusions from Consultation & Modelling options

Refuse

Customers are happy with the current fortnightly refuse service using a 180L wheeled bin however some customers would like a smaller bin, so a 140L could be offered as an option.

Potential Service change – none except possibility of option for 140L bin on request (not imposed).

Food waste

Customers are happy with the weekly caddy service. As over 20% of residents indicated they would recycle food if they had free caddy liners, consideration could be given to providing one free roll per year to encourage more food recycling.

Potential Service change – none, however the option to provide some free caddy liners will be costed.

Recycling

There is a strong desire for a comingled service using a wheeled bin. The capacity this would provide (equivalent to 4 boxes) would give the option of going to a fortnightly collection using a 240 litre recycling bin the same size as the current garden waste bins.

Potential Service change – model option of switching to a comingled service with a wheelie bin, with option of boxes for certain households. Model this based on both a weekly and fortnightly collection.

Garden waste

Customers are happy with the service and a significant percentage would be willing to pay for the service.

Potential Service change – model options of free or charged for service based on charge of £20 – 25 per household. Assume a maximum of 65% (22,750) of existing garden waste customers would take up a charged for service initially.

Options:

All will include 180L fortnightly refuse service & weekly caddy food service as existing:

1. Current service – no change
2. Free fortnightly garden, comingled weekly recycling
3. Charged fortnightly garden, comingled weekly recycling
4. Free fortnightly garden, comingled fortnightly recycling
5. Charged fortnightly garden, comingled fortnightly recycling

Option 1 is a continuation of the existing service model with no changes.

Options	Garden	Comingled Recycling
2	Free	Weekly
3	Charged	Weekly
4	Free	Fortnightly
5	Charged	Fortnightly

In addition kerbside collection of WEEE will be costed, as well as any other materials which are considered practical and financially viable.

*Prepared by Claire Locke
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18th January 2016*