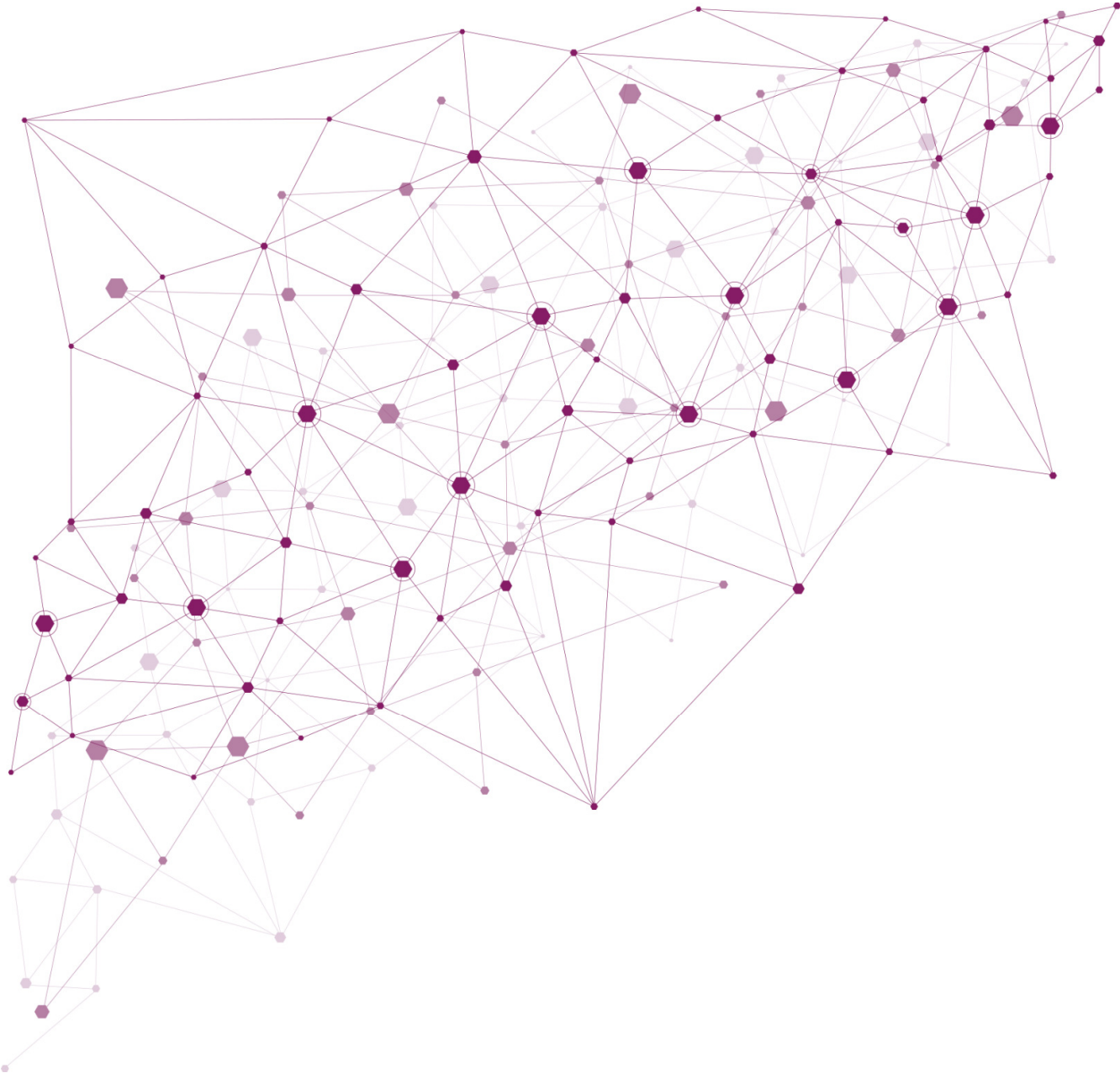


Pendle Borough Council

Refuse and Recycling Consultation



in:fusion



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1. Executive Summary

An open access public consultation was undertaken for a 7 week period in October and November 2017 on a range of proposals relating to refuse and recycling services.

A total of **2237 consultation responses** were received from the public through an online and paper-based survey.

There were varying levels of agreement across the different proposals within the consultation. Three proposals had more respondents agreeing than disagreeing. The strongest disagreement was for 3 weekly refuse collections and reducing the level of street cleansing activity across the borough.

Figure 1.1: Level of agreement with refuse and recycling proposals (ordered by agreement)

Proposals	Strongly agree or agree	Strongly disagree or disagree
Introducing a booking system for collections over the winter period (December to February)	65%	35%
Introducing 4 weekly collections for brown bins and paper/ card, retaining 2 weekly collections for grey bins	56%	44%
Introducing a £10 charge per bulky waste collection	51%	49%
Introducing a £15 charge per replacement bin delivery	34%	66%
Increasing the subscription charge for garden waste by £5 per bin per year	30%	70%
Reducing the level of manual street cleansing activity across Pendle by 10%	23%	77%
Reducing the level of cleaning of main roads and removal of flytipping, graffiti and flyposting by 14%	18%	82%
Introducing 3 weekly collections for grey bins, brown bins and paper/ card	12%	88%

Additional insight from analysis of the results includes:

- Usage of services has an impact on agreement levels, particularly charges for bulky waste but less so for proposals around garden waste
- Those residents who do not put out full bins were more likely to agree with the proposal to move to 4 weekly recycling collections

2. Background and Methodology

2.1. Background

Government funding reductions and the ending of a waste cost sharing agreement with Lancashire County Council, mean that Pendle Council needs to reduce its overall spending by around £4m over the next three years. Since 2010 funding has reduced by £7m.

Pendle Council will only be able to do this by making major changes to its services including bin collection, recycling and street cleansing services. They have identified proposed savings totalling around £400,000 in these services.

A public consultation was undertaken with residents of the borough to gather views on the proposals and to understand any impact they might have.

2.2. Methodology

An open-access public survey on the Council's proposals was available to complete from Monday 9 October to Sunday 26 November 2017.

An online survey was hosted on the Council's website and promoted via social media on both Facebook and Twitter.

In addition, paper copies were available in the Council's contact centre and every library and leisure centre in the borough to raise awareness of the survey and to enable access for those residents who do not use the internet.

Additionally, to ensure a proactive approach during the survey period staff handed out copies of the consultation survey in Pendle's town centres. This presented an opportunity to explain the purpose of the consultation and to encourage residents to respond.

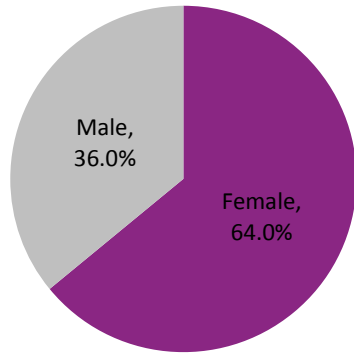
In total, **2,237 responses were received** to the consultation survey. This consists of 2,136 online responses and 101 paper returns.

The analysis within this report is on the 'base' for each question. That is, the number of people who actually answered the question, noting that some took the opportunity to express comments rather than respond to the statements.

3. Who responded?

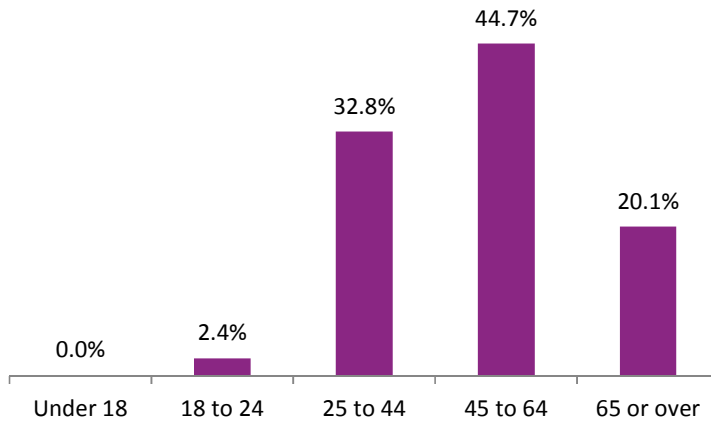
More females than males responded to the consultation.

Figure 3.1: Gender of respondents (base – 2138)



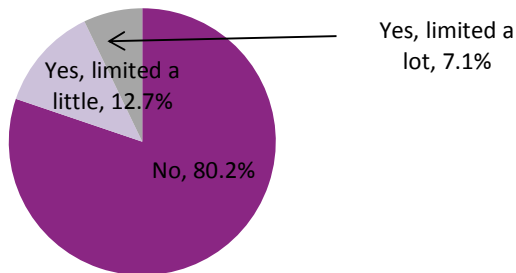
Around 45% of respondents were aged 45 to 64, whilst a further 33% were in the 25 to 44 age bracket. One in five respondents were over the age of 65.

Figure 3.2: Age of respondents (base – 2159)



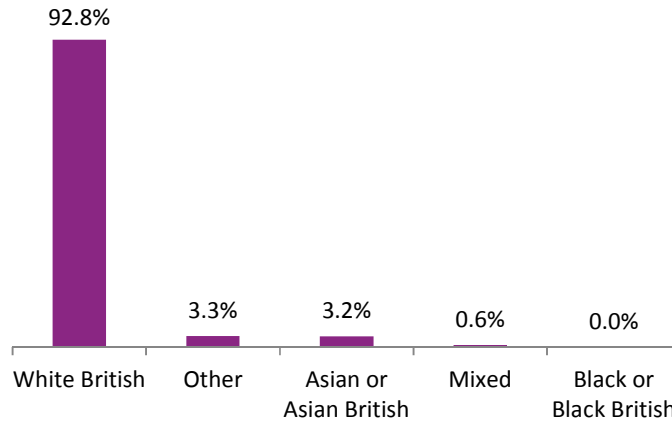
One in five respondents indicated that they have a disability which limits them a little or a lot.

Figure 3.3: Disability status of respondents (base – 2141)



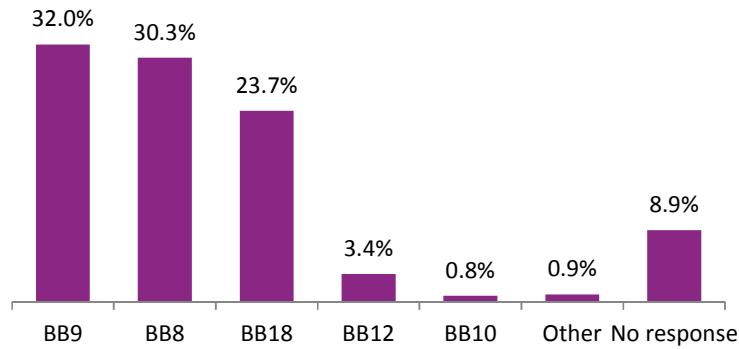
The majority of respondents are of White British ethnicity, whilst 6.5% indicated either 'other' or Asian/ Asian British.

Figure 3.4: Ethnicity of respondents (base – 2082)



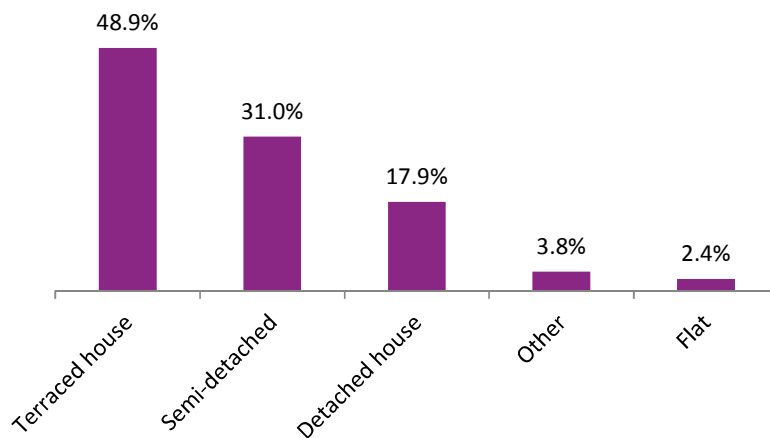
There is a fairly even split of respondents from the BB9 and BB8 postcode areas of Pendle. 24% of respondents are from the BB18 postcode area.

Figure 3.5: Postcode split of respondents (base – 2237)



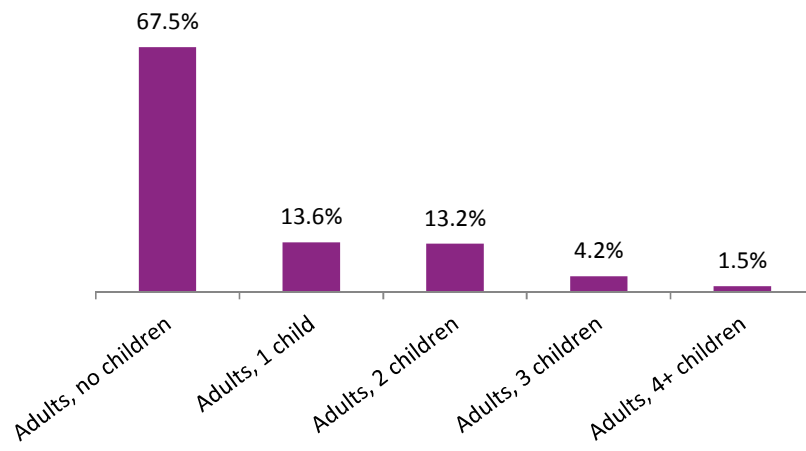
Nearly half of respondents live in a terraced house.

Figure 3.6: Property type (base – 2165)



Around two thirds of respondents live in adult-only households.

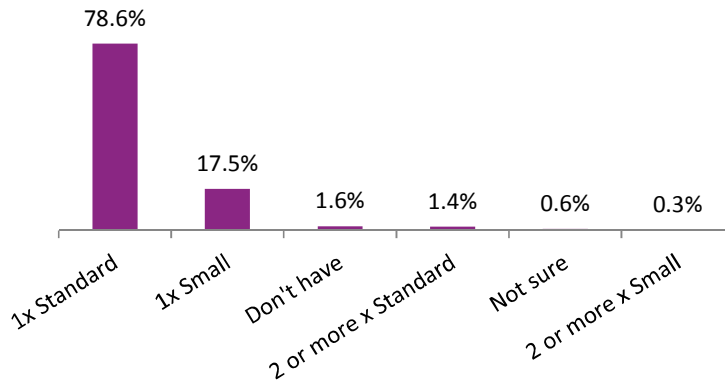
Figure 3.7: Household composition (base – 2120)



4. Use of Refuse and Recycling Services

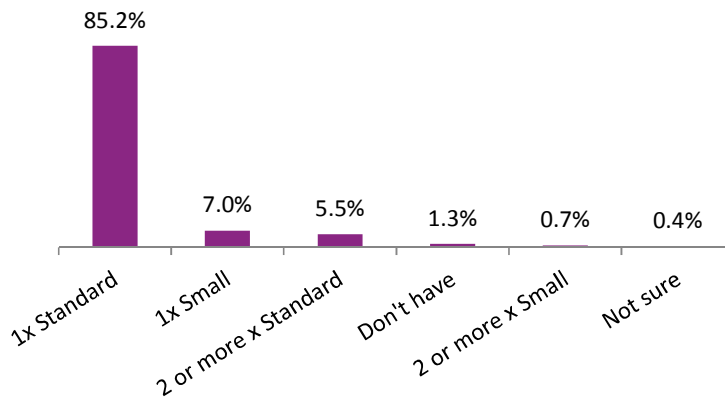
79% of respondents indicated that their household has one standard sized bin for glass bottles/ jars, cans and plastic bottles, whilst 18% have one small bin.

Figure 4.1: Bins for glass bottles/ jars, cans and plastic bottles (base – 2221)



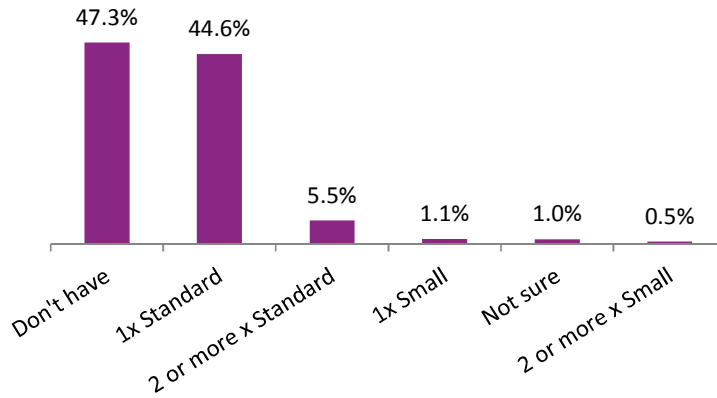
The majority (85%) of respondents indicated that they have one standard sized bin for non-recyclable refuse.

Figure 4.2: Bins for non-recyclable refuse (base – 2215)



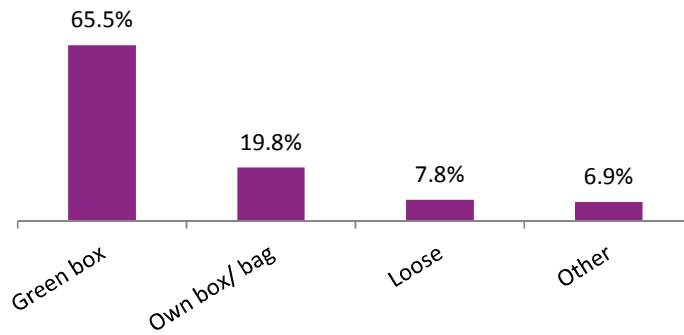
47% of respondents to the survey indicated that they do not subscribe to a green garden waste bin. 50% have at least one standard sized green bin.

Figure 4.3: Bins for garden waste (base – 1905)



Nearly two thirds (65.5%) of respondents put their paper and card out for collection in a green box, with one in five using their own box or bag.

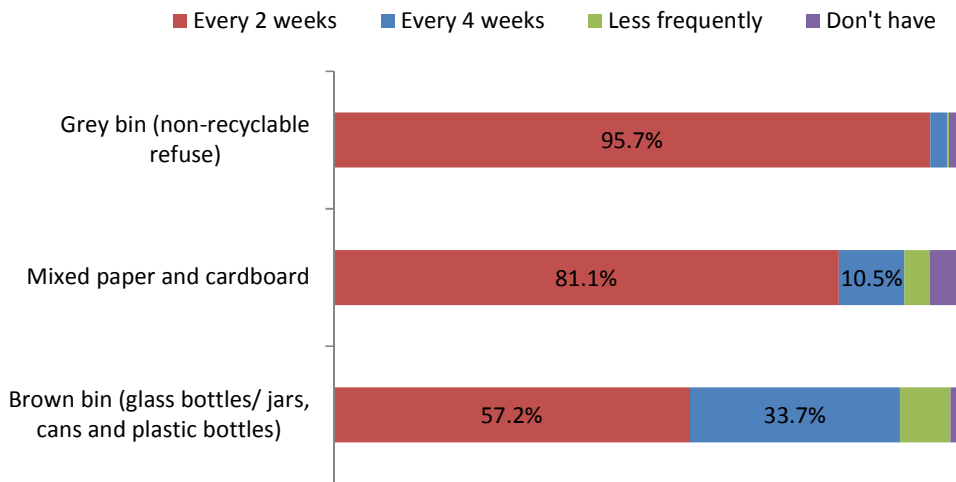
Figure 4.4: How paper and card is put out for collection (base – 2193)



The majority (96%) of respondents indicated that they put their grey bin out for collection every 2 weeks. Around four in five (81%) put mixed paper and card out for collection every 2 weeks.

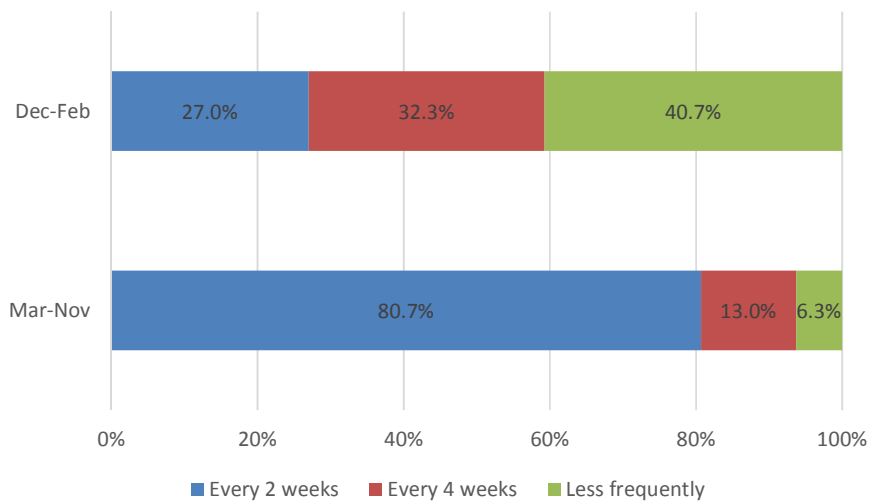
57% of respondents put their brown bin out for collection every 2 weeks, with 34% putting it out every 4 weeks.

Figure 4.5: How often people put bins out for collection (base – 2218)



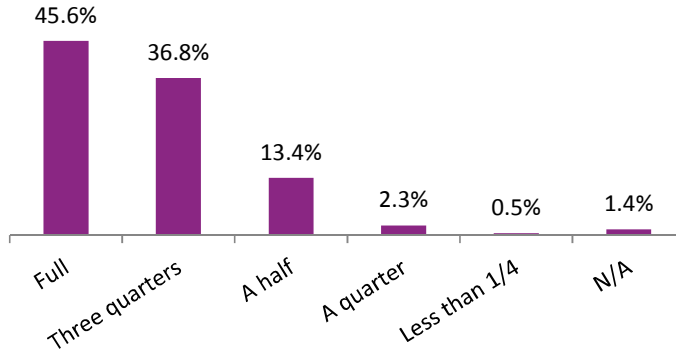
Of those respondents who have a green garden waste bin, four in five (81%) put out their bin for collection every 2 weeks between March and November, dropping to 27% between December and February.

Figure 4.6: How often green waste bins put out (base – 902)



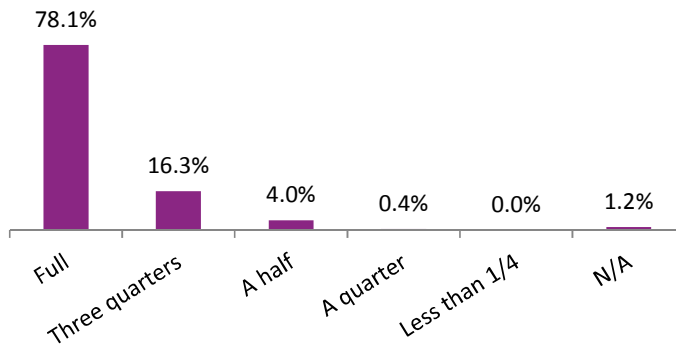
46% of respondents indicated that their brown bin is usually full when they put it out for collection, with 37% putting out a brown bin that is around three quarters full.

Figure 4.7: How full brown bin is when put out for collection (base – 2218)



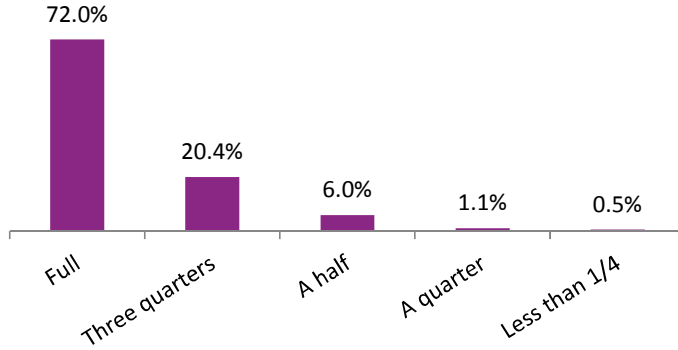
78% of respondents indicated that their grey bin is usually full when they put it out for collection.

Figure 4.8: How full grey bin is when put out for collection (base – 2208)



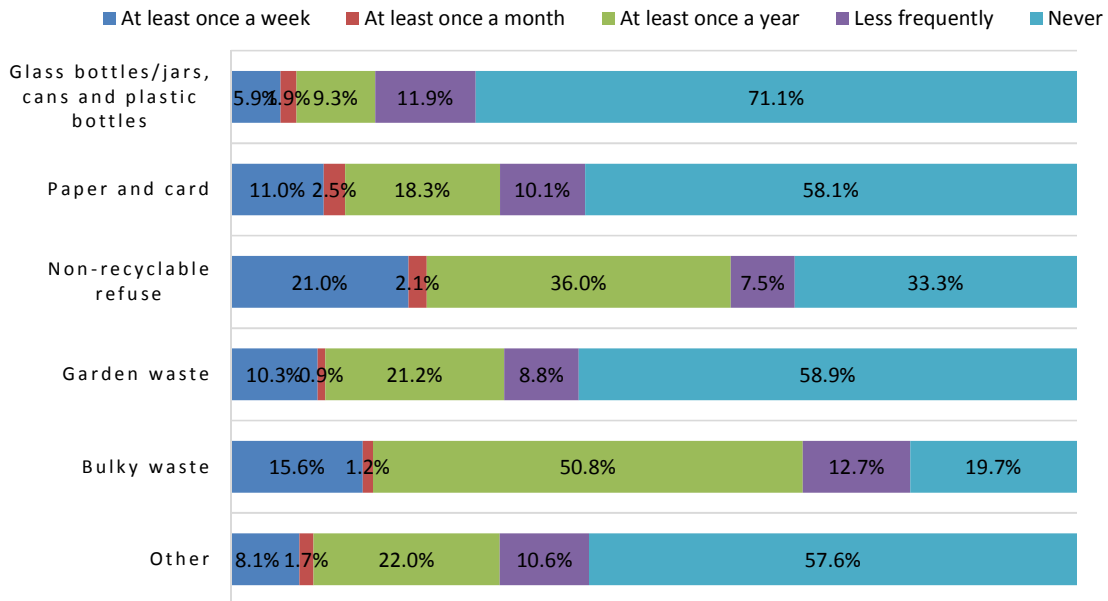
Of those respondents who have a green bin, 72% indicated that they put out their bin when it is full with a further 20% putting out their bin when it is generally three quarters full.

Figure 4.9: How full green bin is when put out for collection (base – 914)



Respondents appear most likely to use local recycling centres for bulky waste and non-recyclable refuse. 68% have taken bulky waste to a recycling centre at least once in the last year.

Figure 4.10: Usage of recycling centres (base – 2069)



5. Views on Proposals

5.1. Frequency of collections

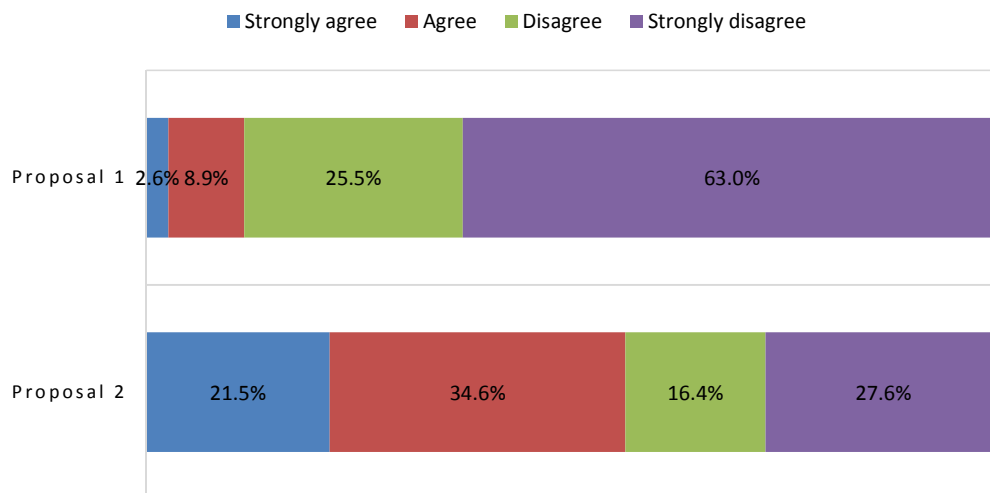
Two proposals were identified for how often the Council collects refuse and recycling:

- Proposal 1 – 3 weekly collections for grey and brown bins and paper/ card
- Proposal 2 – 4 weekly brown bin and paper/ card collections, retaining 2 weekly collections for grey bins

Proposal 2 has higher levels of agreement from respondents than Proposal 1. 56% of respondents strongly agree or agree with Proposal 2 compared to 12% of respondents who agree with Proposal 1.

Agreement with proposal 2 is highest amongst those who generally put out a half full brown bin (71%) or put out a brown bin which is a quarter full (80%). Additionally, 80% of respondents who currently put their brown bin out every 4 weeks strongly agree or agree with proposal 2.

Figure 5.1: Agreement with proposals around frequency of collections (base – 2191)



1672 comments were made about Proposal 1. Half commented that they would struggle to cope with a 3 weekly collection cycle for non-recyclable refuse. Other common themes amongst the comments included the impact on smells and attracting vermin.

Figure 5.2: Coding of comments about proposal one (base – 1672)

Coding theme	%
Will struggle to fit 3 weeks of waste in bin	50.7%
Could create bad smell / unhygienic	29.1%
Could attract vermin	20.1%
Don't change / make savings elsewhere	18.2%
Could increase fly-tipping	15.6%
Recycling OK, grey bin not OK.	14.8%
Would be fine for me	4.7%
Other	3.6%
More difficult if collection is missed (eg. holiday)	1.3%
Misc	0.7%

1484 comments were made about Proposal 2. Half of the comments referenced how they thought it would be difficult to cope with a 4 weekly recycling collection based on their current household usage. Around three in ten of all comments indicated agreement or noted that the proposal would be fine with them. Other comments suggested it is better than proposal 1.

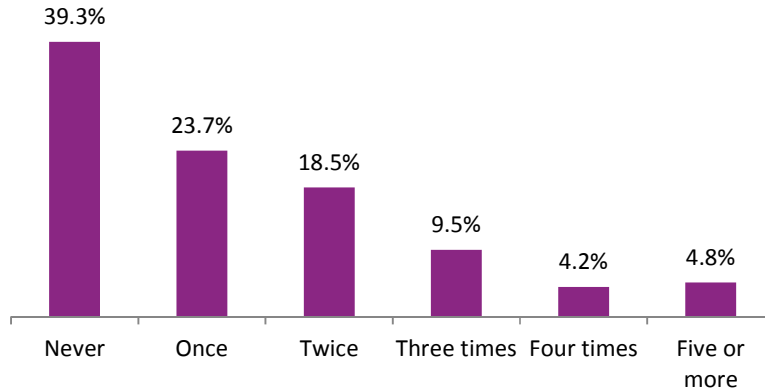
Figure 5.3: Coding of comments about proposal two (base – 1484)

Coding theme	%
Will struggle to fit 4 weeks of recycling in bin/ would need extra bin	50.3%
Would be fine for me / agree	29.6%
Better than/ prefer this to proposal 1	12.9%
Don't change / make savings elsewhere	11.9%
Could increase fly-tipping	8.9%
Could create bad smell / unhygienic	6.5%
Could attract vermin	4.6%
Other	3.2%
Misc	1.5%
More difficult if collection is missed (holiday)	1.3%

5.2. Proposals around charging for other services

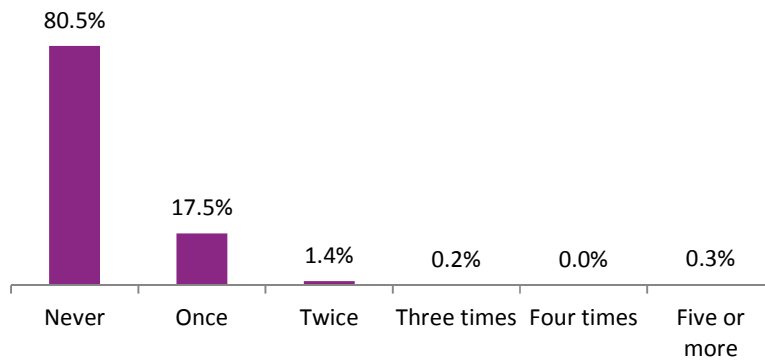
Around two in five (39.3%) of respondents have not used the bulky waste collection service in the last 3 years. Close to one in four (23.7%) have used the service once, whilst 19% have used it 3 time or more.

Figure 5.3: Usage of bulky waste collection service in last 3 years (base – 2211)



Four in five respondents have not used the replacement bin service in the last 3 years. Just 2% have used it more than once.

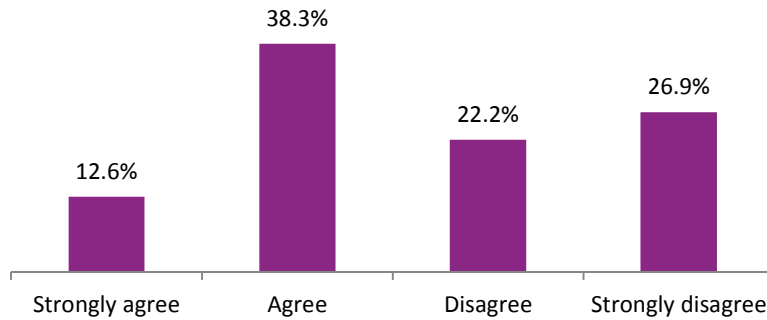
Figure 5.4: Usage of replacement bin service in last 3 years (base – 2098)



51% of respondents strongly agree or agree with the proposal to charge £10 per bulky waste collection.

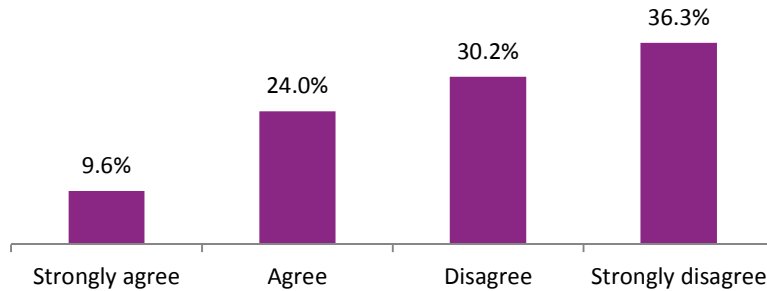
Agreement with this proposal rises to 62% amongst those respondents who have not used the collection service in the last three years. Generally, as might be expected, the more a respondent has used the service the more likely they are to disagree.

Figure 5.5: Agreement with bulky waste collection charge proposal (base – 2208)



Two thirds (67%) of respondents disagree or strongly disagree with the proposal to charge for replacement bins. 37% of respondents who have never requested a replacement bin strongly agree or agree with the proposal, compared to 24% who have requested a bin in the last three years.

Figure 5.6: Agreement with replacement bin charge (base – 2175)



Of the comments made about these charging proposals, more than a third suggested it is not fair to charge for replacement bins if it is not the individual’s fault, for example if it is missing or stolen. A further third suggest the charges could lead to increased fly-tipping.

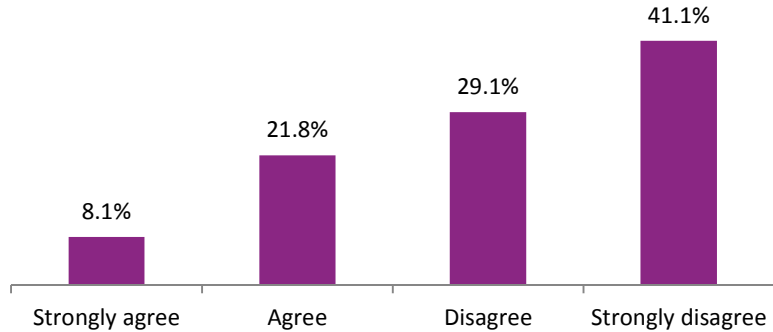
Figure 5.7: Coding of comments about proposed charges (base – 1438)

Coding theme	%
Not fair to charge for missing / damaged / stolen bins through no fault of my own	34.8%
Could cause fly-tipping/ dumping	34.7%
Could encourage bin theft	10.8%
Other	10.8%
Good idea / acceptable	7.1%
Specific alternative suggestion	6.4%
Fair to charge for bulky collections	4.5%
People can't afford this	3.8%
Fair to charge for replacement	1.4%
Don't charge for collections	0.7%
Misc	0.5%

5.3. Proposals around green waste collections

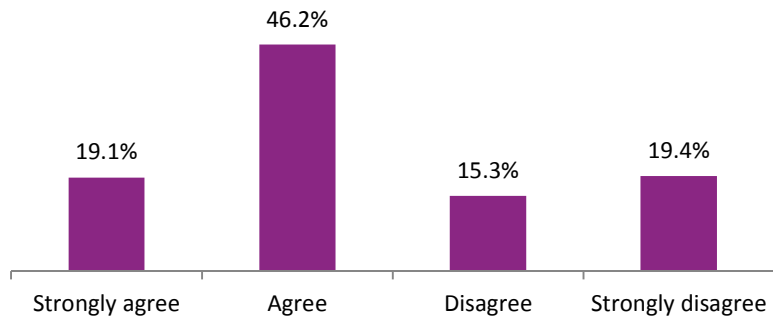
30% of all respondents to the survey strongly agree or agree with the proposal to increase the garden waste subscription by £5 per bin per year. 43% of respondents who do not have a green bin agree with the proposal compared to 22% who do have a green bin.

Figure 5.8: Agreement with proposal to increase garden waste charge (base – 2051)



65% of respondents to the survey strongly agree or agree with the proposal to introduce a booking system for garden waste between November and February. This rises to 73% for respondents who do not have a green bin.

Figure 5.9: Agreement with proposal to introduce booking system for garden waste over the winter (base – 2004)



The main comments made about the garden waste proposals were general points about not increasing charges, supporting the proposed booking system and some people pointing out that they do not use the garden waste service.

Figure 5.10: Coding of comments about garden waste proposals (base – 889)

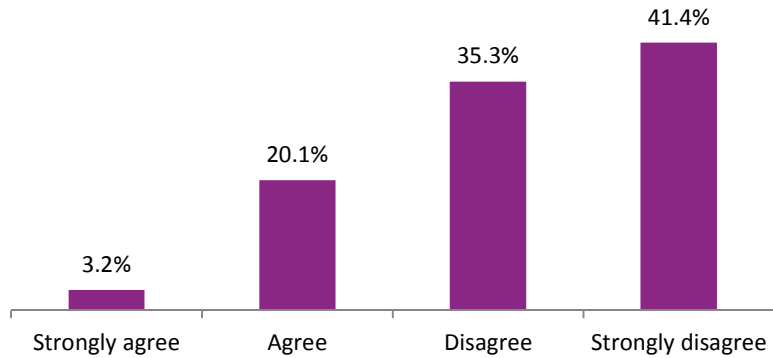
Coding theme	%
Don't increase / stay the same / find savings elsewhere	36.6%
Agree with booking system	20.6%
Don't use garden waste service	17.9%
Should be included in Council tax	16.2%
More dumped garden waste / put in wrong bin	12.6%
Other	8.8%
Agree with extra charge	7.4%
Unfair on people with gardens	6.2%
Misc	4.4%

5.4. Proposals around street cleansing

The final proposals in the consultation related to street cleansing.

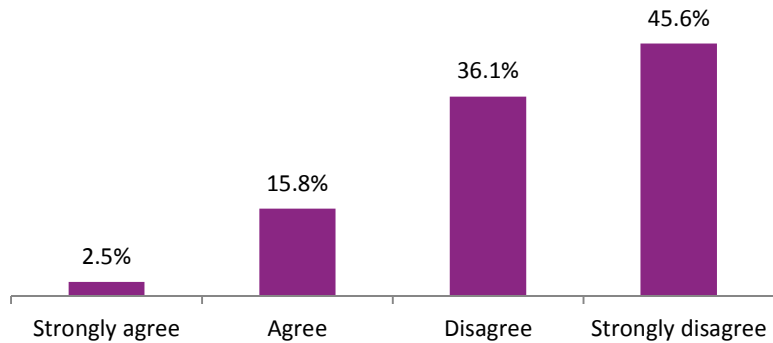
77% of respondents disagree or strongly disagree with the proposal to reduce the level of manual street cleansing activity in terms of route frequency and response times across Pendle by 10%.

Figure 5.11: Agreement with a 10% reduction in street cleansing activity (base – 2176)



82% of survey respondents disagree or strongly disagree with the proposal to reduce the level of cleaning along main roads and removal of flytipping, graffiti and flyposting by 14%.

Figure 5.12: Agreement with reducing cleaning along main roads and removal of flytipping by 14% (base – 2179)



The main comments made about the street cleaning proposals were around keeping activity levels the same to reduce litter and that any reductions would result in more litter.

Figure 5.13: Coding of comments about street cleansing proposals (base – 1079)

Coding theme	%
Support must remain the same/ needs increasing/ litter situation is already bad	26.5%
Could cause high standards to fall/ bad for local economy/ visitors	16.3%
May result in an increase of graffiti/ fly-tipping alongside other proposals	12.4%
More education/ fines/ prosecutions	8.3%
Other	7.6%
Specific idea/ question	7.0%
Dog/ litter bins already full/ need more	5.8%
Could attract vermin/ unhygienic conditions	4.7%
Hardly see a cleaner in my area	4.2%
Agreement/ acceptable	3.8%
Put focus on worst areas/ worst problems	3.3%
Recruit more volunteers to meet demand	2.5%
Misc	0.7%

Finally, the survey gave respondents a final opportunity to make any other comments or suggest alternative ways to achieve savings. A range of comments were made with the main themes being:

- General comments about council cuts to services/ wages/ staff
- Suggestions around other strategies to deal with less bin collections including different frequencies, heavy fines for fly-tipping littering and dog fouling, opening recycling centres, more bins, pay more for extra collections, create efficient recycling system so council profits from re-usable materials
- Schemes such as litter picking for people in unemployment, offenders and volunteers
- Increasing or creating fines for other offences such as illegal parking, litter outside takeaways, speed cameras
- Stronger enforcement against people not paying council tax
- Devolving some services to parish councils
- Schemes to attract businesses/ encourage businesses to pay for local services
- Educating people, particularly young people, into not littering and to recycle more