

PART I - DELEGATED

**5. CHARGING FOR GARDEN WASTE
(DCES)**

1. Summary

1.1 To consider the results of the Green Waste consultation and Officers recommendations.

2. Details

2.1 A report to General Public Services and Community Safety Committee on 10 September 2015 advised that garden waste collection was a non-statutory service and that a charge could be made for its collection and disposal. This was similar to the service offered before the introduction of the brown bins in 2006, in which residents paid 50p per sack for 80 litre green garden waste sacks which were collected with their refuse. The Committee requested that a residents' survey and consultation be undertaken to provide information on the views of residents on possible service changes, designed to further minimise waste, improve recycling performance and limit the financial burden on Council Tax payers, whilst maintaining the existing weekly collection service for household recycling and food waste (minute GPS15/16 refers).

2.2 At the meeting of the Policy and Resources Committee on 21 September 2015 the Policy and Resources Committee received the recommendations of General Public Services and Community Safety Committee outlined above and resolved (PR40/15 refers):

1) that the consultation survey only focus on garden waste, the questions to be in plain English language with background information / explanations to be provided to each question.

2) that the consultation survey be agreed by the Lead Member for Public Services.

2.3 Following agreement of the survey content, the consultation was carried out between 30 September 2015 and 21 October 2015. The final report on the consultation is attached at Appendix A. An interim report summarising the quantitative results of the consultation was presented to the General Public Services and Community Safety Committee at its meeting on 12 November 2015 which resolved that the results of the Green Waste Charging Consultation be noted; that the Committee reaffirms its commitment to the continuation of fortnightly green waste collections; and that the views of the Committee be reported to the Policy and Resources Committee (Minute GPS27/15 refers) together with the comments made by the member of the public and the petition detailed in Minute GPS26/15.

2.4 Over 4,000 residents responded to the survey. The key finds can be found on page 5 of the report, but are summarised below:

- Current satisfaction levels with the garden waste collection service are high, with 90% of respondents stating the service is very good or good.
- The majority of respondents put their garden waste bin out every fortnight (82%).
- Just over half (57%) of respondents currently used a garden or allotment compost bin to dispose of some/all of their garden waste, with a further 45% taking it to the local household waste recycling centre. A minority also have bonfires.

- Three quarters (78%) of respondents stated that they would prefer a charge for the collection of garden waste, as opposed to a discontinuation of the service.
- Three quarters (76%) of respondents would be prepared to pay up to £35 a year for garden waste removal. This drops to just under half (47%) who would be prepared to pay up to £50 and a quarter (26%) that would be prepared to pay up to £70 a year.
- The majority of respondents (91%) would not pay for a second bin at a rate of £70, should a 'paid for' service be brought in for the first bin.
- For those who believe they would not use a chargeable garden waste service, 54% stated they would take their waste to a local Household Waste Recycling Centre, 29% would use a garden or allotment compost bin, 11% would use bonfires, 4% would put in the residual waste and 3% would fly-tip.

2.5 In view of the findings outlined above, officers consider there would be sufficient support for a paid-for service, and therefore recommend that a charge be introduced for the collection and disposal of garden waste. This will enable the cost to be borne by those wishing to use the service, rather than it being a general charge on Council Tax payers. The average annual cost of collection and disposal of garden waste has been assessed at £32.68 per household, (A previously quoted figure of £95 per household was based upon a bin filled to maximum capacity every fortnight throughout the year but it is accepted that this is very much a "worst case" and is not realistic.)

2.6 Since 76% of respondents expressed a willingness to pay £35 for the service, officers recommend that the annual charge be set at £35 per household for a single bin. This is slightly higher than the assessed cost of collection and disposal, but the cost of administering the scheme must also be taken into account. It should be noted that although Hertfordshire County Council pays the disposal charge (gate fee) to the garden waste processor, the cost is recharged back to TRDC via the Alternative Financial Model (AFM) and is therefore ultimately paid by the district council.

2.7 Notwithstanding the fact that 76% of respondents expressed a willingness to pay a charge of £35, officers are concerned that the actual take-up is likely to be less. A worst-case estimate is that 50% of residents with homes with gardens will pay the charge. A table showing projected income compared to participation is attached as Appendix B. Members will note that a 50% participation rate at a fee of £35 will generate income in excess of £500,000 to the Authority. However this does not take into account the cost of administering the scheme, and it is for this reason that officers do not recommend a lower charge.

2.8 Residents with a second brown bin currently pay £70 per year, and there are at present 514 households paying this charge. The consultation showed that 26% of respondents would be prepared to pay this amount for their first bin, but only 8% were likely or very likely to pay £70 for a second bin, assuming the charge remains unchanged. Officers recommend that the charge for a second bin is maintained at £70 to discourage excessive take-up. This will help the Council to limit the overall amount of waste collected per household, which benefits the payments received from the County Council via the AFM. It will also assist in the management of collection rounds within existing resources, since an increase in the amount of garden waste collected could require an additional round, thereby increasing costs.

2.9 The full details of how to implement the scheme have yet to be determined, but if the Committee approves the recommendations contained in this report a detailed implementation plan will be brought to the next meeting of the General Public Services and Community Safety Committee on 3 March 2016. A meeting

has been held with CSC staff and, in order for call volumes to be managed, it is recommended that the letters asking people to sign up for the paid-for service be phased over a period of time. In order to minimise the number of telephone calls it is envisaged that residents will be requested to sign up on line. Those without internet access or with queries will call direct and in these instances their details will be taken by a CSC representative. To minimise paperwork, residents will be asked to sign up for payment by direct debit only, which would be taken annually on 1 March each year. If a new resident moves into the District during the year they would be asked to pay via debit or credit card, and an annual direct debit would be set up to take effect from 1 March. It should be noted that the setting up of both a direct debit and an online registration form are dependent upon IT capabilities, as the Council's debtor system does not currently allow payment by this method. The setting up of a direct debit is more labour intensive than simply taking card details, but it will have long-term advantages in avoiding many renewals. For this reason it is anticipated that this work cannot be carried out within existing staff resources and additional staff will therefore be required to set up the system and monitor it on an ongoing basis.

2.10 In addition to the setting up of accounts, Livetrack will have to be updated so that the collection crews know which premises have paid for their bin, and which have not. In the first few weeks after the Scheme starts, alternative crews will be taking in those bins which have not been paid for. To assist with ensuring that only the correct bins are taken, those residents who have paid will be sent stickers which they will be asked to attach to their bin. All literature concerning the scheme will make it clear that only stickered bins will be emptied. At least one additional temporary staff member will be required during the implementation period to update Livetrack and send out the stickers. Several additional agency staff will be required at the start of the scheme, to collect in those bins for which no payment has been made.

2.11 In view of the work involved in putting the scheme in place, officers recommend that it does not commence before 1 April 2017 in order to ensure a seamless service transition. They are also concerned that, if the scheme were to be introduced during the preceding winter period, some residents would have their bins collected in and then ask for them back at the start of the growing season in the spring, which would further increase the workload and costs involved. It is also recommended that, to reduce administration and other associated costs, the charge be an annual one, with no refunds to anyone moving out of the district. People moving into the district and requesting the service would be charged the full £35 if they sign up between April and September or at half-rate (£17.50) if they sign up between October and March.

2.12 In addition to temporary staff, there will be additional start up costs. Promotion and publicity, including letters / leaflets to all households and stickers for those who have paid are estimated to be an additional £10,000, with IT costs of approximately £20,000, for the setting up of the direct debit system and also the integration of this with the Council's new CRM. Following the scheme's implementation there may be a need for at least one temporary position to be made permanent, in addition to additional agency staff employed to collect in the bins and possible a temporary enforcement officer to monitor and enforce any flytipping of garden waste (which was a concern raised by respondents to the consultation) and also to ensure that garden waste is not being placed into the residual bin, which would raise this tonnage, thereby reducing the amount paid to the Council via AFM

3. Options/Reasons for Recommendation

3.1 The collection of garden waste is a non-statutory function and within Environmental Protection Act 1990 is listed as a service for which waste collection authorities may make a charge.

- 3.2 Some households (those with small gardens, or those living in flats) do not make use of the existing service. The introduction of a charge will ensure that it is only those who wish to use the service who pay for it. 33% of local authorities now charge for garden waste and this figure is expected to increase over the next few years.
- 3.2 The average cost of collection and disposal per household per annum is assessed at £32.68. A charge of £35 will therefore cover these costs, but not the cost of introducing and administering the scheme. Although the implementation costs of such a scheme can be estimated at this time, the long-term administration costs cannot. It is however anticipated that by requesting that residents pay by direct debit, any ongoing administrative costs will be minimised.
- 3.3 The sum of £35 is very similar to the amount residents used to pay. There will be 24 collections per year which equates to £1.45 for each 240L bin collection. Prior to the introduction of the brown bins in 2006, residents paid 50p for each 80L sack collected, i.e. £1.50 for 240 litres.
- 3.4 207 residents who responded to the survey said that the Council could consider not collecting garden waste in the winter months in order to make savings. This has been previously considered by Members, but rejected as it would only make marginal savings of £15,000. A small number of respondents and a member of the public who addressed the General Public Services and Community Safety Committee suggested moving the recycling collections to fortnightly, in order to make savings. Such a change would reduce the number of recycling rounds by one, yielding an annual saving of £150,000, but both food waste and recycling collections would be affected since the same vehicles collect both. A reduction to fortnightly recycling and food waste collections would be contrary to Council policy, and it would impact upon the AFM payments and recycling credits received from the County Council, as the quantity of recycling and food waste collected would fall, and residual waste would increase.

4. **Policy/Budget Reference and Implications**

- 4.1 The recommendations within this report constitute a change from the current policy of collecting garden waste free of charge. They also include financial implications which are not within agreed budgets.

5. **Financial Implications**

5.1

CASH IMPLICATION	2016/17 £	2017/18 £	2018/19 £	Future Years per annum £
Expenditure				
Temporary Staffing	70,000	76,000	28,000	28,000
Publicity and Promotion	10,000	0	0	0
Miscellaneous IT costs	20,000	0	0	0
TOTAL COSTS	100,000	76,000	28,000	28,000
Projected Income	0	(507,500)	(507,500)	(507,500)
Total Income	0	(507,500)	(507,500)	(507,500)
Net Expenditure /Income	100,000	(431,500)	(479,500)	(479,500)

- 5.2 The above table assumes that 14,500 households pay for the service. This is equivalent to 50% of those households with gardens participating. The income will vary, as shown in Appendix B, dependent upon participation levels.

- 5.3 It should be noted that under HMRC guidance, any charge for collection from private domestic dwellings is classified as non-business and therefore VAT is not charged.
- 5.4 The ICT and other implementation costs are estimates at this stage and the costs may change as the requirements are firmed up and discussions with the suppliers have taken place. This may also impact on the net expenditure/income of the scheme.
- 6. Staffing Implications**
- 6.1 The final implementation programme has not yet been determined, however it is estimated that in order to set up the scheme, a maximum of 3 temporary members of staff will be required for a 9-month period, from June 2016 to March 2017. It is not yet known whether these staff members will be placed in CSC, Environmental Protection, or Revenues and Benefits, as all 3 departments will require some additional resource.
- 6.2 In 2017 there may be a need to extend one contract in order to manage the direct debits and associated administration. There would be the need for additional operational staff over a two-month period to collect the bins in and potentially an additional enforcement officer for a period of time to deal with any increased flytipping and also ensure that garden waste is not being placed in the residual bin, which would decrease payments to the Authority.
- 7. Customer Service Implications**
- 7.1 The impact on CSC could be considerable if unable to facilitate online sign ups. It is likely that the number of potential telephone calls would impact on CSC service levels through increased customer waiting times and abandoned calls.
- 7.2 The CSC will also be involved in reviewing scripting and any collection route changes. Time will need to be allocated to ensure that staff members are fully trained to be able to answer a variety of questions about the new service.
- 8. Website Implications**
- 8.1 Any service changes will need to be promoted on the Council's website, which will be updated by Environmental Protection staff.
- 9. Legal Implications**
- 9.1 As detailed within the report, the Environmental Protection Act 1990 allows for the charging of the collection and disposal of garden waste.
- 10. Environmental, Equal Opportunities and Community Safety Implications**
- 10.1 None specific at this stage.
- 11. Risk Management Implications**
- 11.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk>. The risk management implications of this report are detailed below.
- 11.3 The subject of this report is covered by the Environmental Protection service plan. Any risks resulting from this report will be included in the risk register and, if necessary, managed within this plan.
- 11.4 The following table gives the risks that would exist if the recommendations are agreed:

Description of Risk	Impact	Likelihood
1. Flytipping Increases	I	C
2. Recycling rate drops	I	C
3. Resident satisfaction decreases	I	D
4. Residual waste increases	II	D
5. Not enough households participate	III	D
6. AFM reviewed and income not received	II	D

11.5 The following table gives the risks that would exist if the recommendation is rejected, together with a scored assessment of their impact and likelihood:

Description of Risk	Impact	Likelihood
7. Service costs remain too high	IV	A

11.6 Of the risks above 1, 2, 3, 4, 5 and 6 are already included in Environmental Protection Service Plan.:

11.7 The above risks are plotted on the matrix below depending on the scored assessments of impact and likelihood, detailed definitions of which are included in the risk management strategy. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood are plotted in the shaded area of the matrix. The remaining risks require a treatment plan.

Likelihood ↑	A				7		Impact	Likelihood
	B						V = Catastrophic	A = >98%
	C	1,2					IV = Critical	B = 75% - 98%
	D	3	4,6	5			III = Significant	C = 50% - 75%
	E						II = Marginal	D = 25% - 50%
	F						I = Negligible	E = 2% - 25%
		I	II	III	IV	V		F = <2%
	Impact →							

11.8 In the officers' opinion risk 7, if it were to come about, would seriously prejudice the achievement of the Strategic Plan, and are therefore operational risks.

12. Recommendations

That Policy and Resources Committee agree that:

12.1 An annual charge of £35 per household be introduced from April 2017 for the collection of one garden waste bin;

12.2 The charge of £70 be maintained for the collection of a second bin;

12.3 Both charges be an annual payment by direct debit only and non-refundable;

12.4 Residents requesting to join the service between April and September each year be charged the full amount and those signing up between October and March be charged the reduced sum of £17.50;

12.5 A detailed implementation plan be brought to a later meeting of the General Public Services and Community Safety Committee.

Report prepared by: Alison Page, Chief Environmental Services Manager

Background Papers

Minutes to General Public Services and Community Safety Committee – 10th
September 2015
Minutes to Policy and Resources Committee – 21 September 2015

Appendices

Appendix A – Three Rivers District Council Garden Waste Consultation (Full Report)

Appendix B – Table Showing Projected Income against participation

Consultation
Three Rivers District Council

Three Rivers District Council Garden Waste Consultation

**FULL REPORT – incorporating qualitative
analysis from respondents' free comments**

November 2015

Background

Cuts in central government grant and restrictions on Council Tax increases necessitate a review by Three Rivers District Council on potential cuts to services or an exploration of new sources of income through additional charges.

All aspects of the Council's services are being looked at, including the Council's refuse and recycling services. The Council has a statutory duty to collect domestic refuse and recycling free of charge and are committed to providing a weekly collection for household recycling and food waste. However, councils are not *obliged* to collect garden waste. Three Rivers (and many other authorities) provide a free service, and are aware that it is well used and popular with residents. However, councils are increasingly making a charge for collecting garden waste – around a third of councils in England charge residents for the service - and some authorities do not offer a garden waste collection at all.

The Council is faced with a difficult decision about the future of garden waste collections. The options are limited: if it is to balance the budget it may be forced to either stop collecting garden waste altogether, or start charging for the service. Other possibilities, such as stopping winter collections only, would not make sufficient savings to cover the shortfall.

A consultation was devised and launched in order to inform the proposals put forward.

This report was finalised for the **Policy and Resources Committee on 7th December 2015**. The **previous report**, entitled '**Summary Report, October 2015**', was presented at **General Public Services and Community Safety Committee on 12th November 2015**. The first report contained the quantitative data analysis only, but none of the qualitative 'comment analysis' now present in this final report.

Objectives

The key objective of the consultation was as follows:

- to gauge whether a sufficient number of residents would be prepared to pay a small charge for the collection of their garden waste

Methodology

A 'Survey Monkey' on-line survey was launched on Wednesday 30th September 2015 and closed at noon on Wednesday 21st October 2015. In total, **4168 survey entries** were recorded, of which **184 were paper survey returns**. The comment analysis also incorporated **31 received letters and emails**. A **petition of 30 signatures** has been received, opposing the garden waste service being closed. The Committee team are processing and acknowledging this accordingly.

The survey was **marketed** throughout the district via the following channels:

- Press release, which featured in publications with high distribution (e.g. Watford Observer, Watford Free, local magazines) and associations (e.g. Residents Associations Thrive Homes, Parish Councils)
- E-newsletters (Environmental news: 352 contacts; Have Your Say: 583 contacts)
- Twitter (4,342 followers)
- Facebook
 - Abbots Langley: 252 followers
 - Maple Cross: 156 followers
 - South Oxhey: 192 followers
 - Rickmansworth: 304 followers
 - Croxley: 360 followers
 - Sarratt: 36 followers
- The survey appeared on Three Rivers District Council website – for the first week this appeared on the front page and then moved to the News section.
- Neighbourhood Watch, which has a very extensive following, emailed all its contacts
- An 'all council' email was sent to staff to respond and disseminate
- Paper surveys were sent to the following establishments (in order to target residents less likely to have access to the internet):
 - All the Parish Councils
 - Thrive Homes, Watford and Three Rivers Trust, Roundabout Transport, Watford Community Housing Trust, WRVS, Age UK, Ascend, Mill End Community Centre and Maple Cross Club
 - Customer Services Centre distributed paper questions on-site and on request from telephone/letter/email communication.
 - 10 copies were sent to each Three Rivers District Councillor (and the survey link was sent to their email address)

Respondent Profile

Profile information is recorded at the end of the report, but in summary:

- Respondents naturally fell in to the Three Rivers profile on **gender** (54% female) and **ethnicity** (83% White British).
- Interestingly there was an **older profile mix** on the survey profile versus the Three Rivers population overall – with **39%** of respondents being **65+ years or older**, in comparison to the **2011 census for Three Rivers**, which confirms a figure of **17% for 65+years** and older. In addition, respondents who are **retired** make up **39% of the survey profile**, in comparison to the **Three Rivers 2011 census figure of 22%**. This **dispels the concern that more mature residents would not have a voice on the consultation**, due the lower rates of access to the internet, and thus the on-line survey.

Key findings

- Current **satisfaction levels** with the garden waste collection service are **high**, with 90% of respondents stating the service is very good or good.
- The **majority** of respondents put their garden waste bin out **every fortnight** (82%).
- Just **over half** (57%) of respondents currently used a **garden or allotment compost bin** to dispose of some/all of their garden waste, with a further **45%** taking it to the **local household waste recycling centre**. A minority also have bonfires.
- **Three quarters (78%)** of residents stated that they would **prefer a charge for the collection of garden waste**, as opposed to a **discontinuation of the service**. With the 'full respondent base' used it can be seen that there is **still a majority (64%)** of people **who would opt for a charge for the collection of garden waste** (see page 10 for statistical explanation)
- **Three quarters (76%)** of respondents would be prepared to **pay up to £35** a year for **garden waste removal**. This drops to **just under half (47%)** who would be prepared to pay **up to £50** and a **quarter (26%)** who would be prepared to **pay up to £70** a year.
- **The majority of respondents** (91%) would **not pay for a second bin** at a rate of **£70**, should a 'paid for' service be brought in for the first bin.
- For those believe they would not use a chargeable Council garden waste service, just over **half (54%)**, stated they would take their waste to a **local Household Waste Recycling Centre**, a **quarter (29%)** would put it on a **garden/allotment compost bin**. A **tenth (11%)** would use **bonfires**, **4%** would put in **residual waste** and **3%** would fly tip.
- Please refer to **page 14 for full open comment analysis**

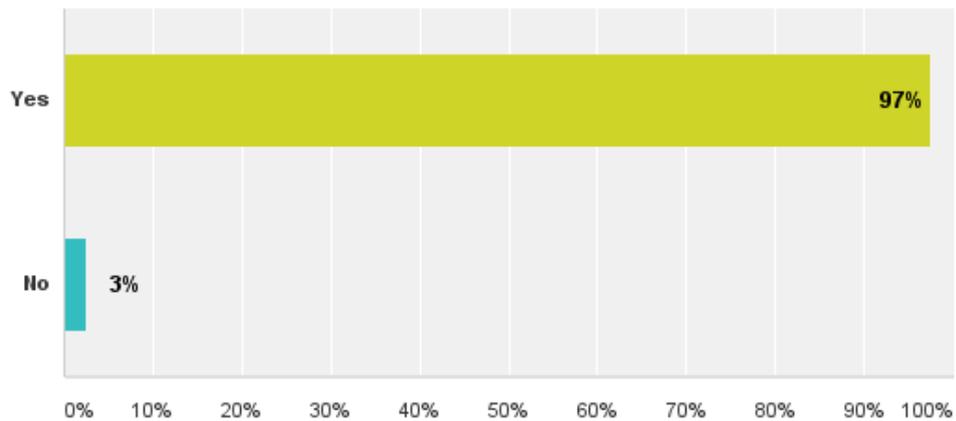
Results

Use of Brown Bins

The majority of respondents do use a brown bin (97%).

Q1 Do you currently use the Council's garden waste (brown bin) collection service?(If your answer is 'no', please move to Q5)

Answered: 4,138 Skipped: 31

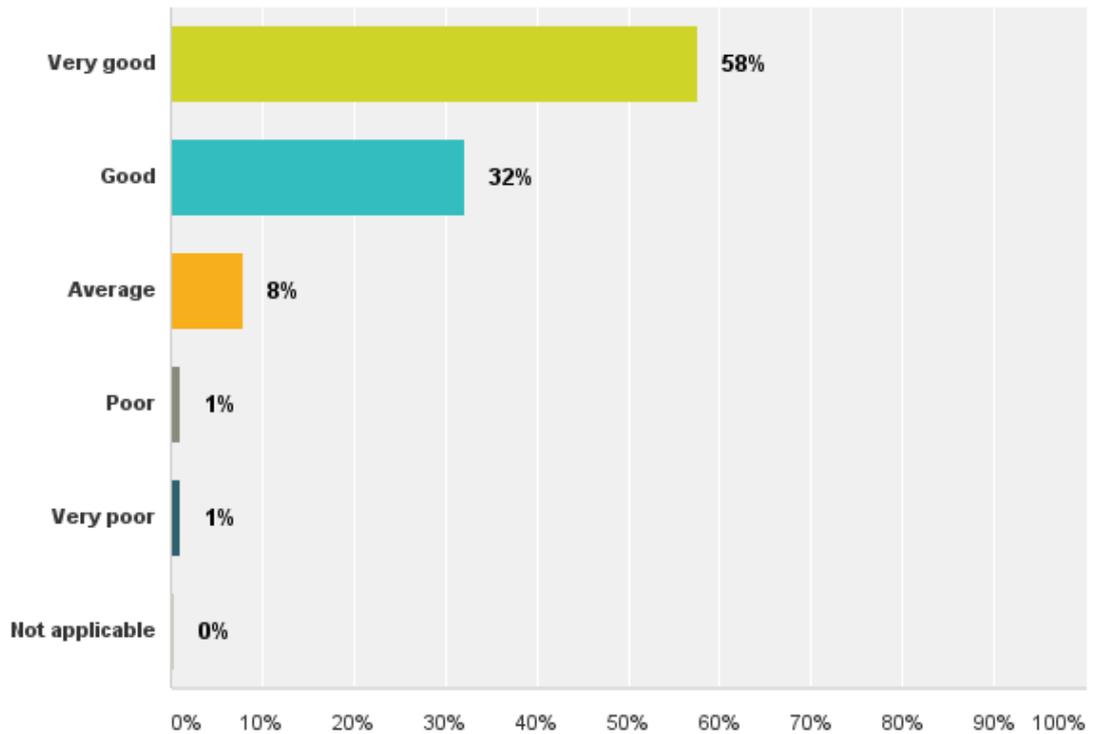


Current Garden Waste Collection Satisfaction

Current **satisfaction levels** with the garden waste collection service are **high**, with 90% of respondents stating the service is very good or good.

Q2 How would you rate the current garden waste collection service?

Answered: 3,866 Skipped: 303

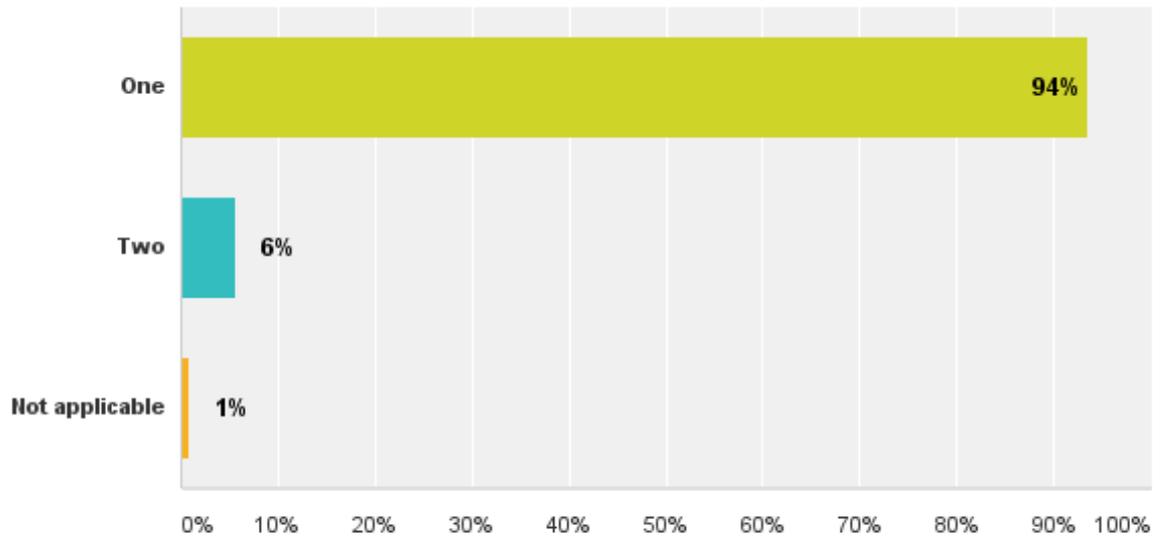


Number of bins at the household

The **majority** of respondents have **one brown bin** at their property (94%).

Q3 How many garden waste (brown) bins do you have?

Answered: 3,849 Skipped: 320

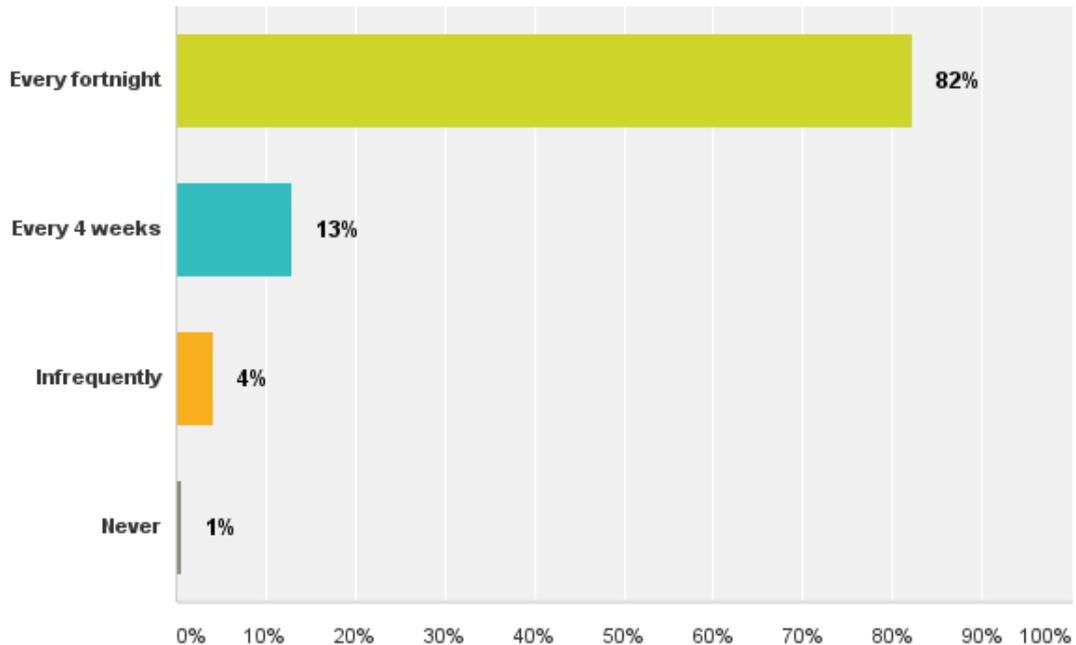


Frequency of use of the current garden waste collection service

The **majority** of respondents put their garden waste bin out **every fortnight** (82%).

Q4 Garden waste is currently collected fortnightly. How often would you say, on average, your garden waste bin is put out for collection? (You can exclude the winter months from your answer, as less garden waste is collected between November and March)

Answered: 3,860 Skipped: 309



Other methods currently used to dispose of garden waste

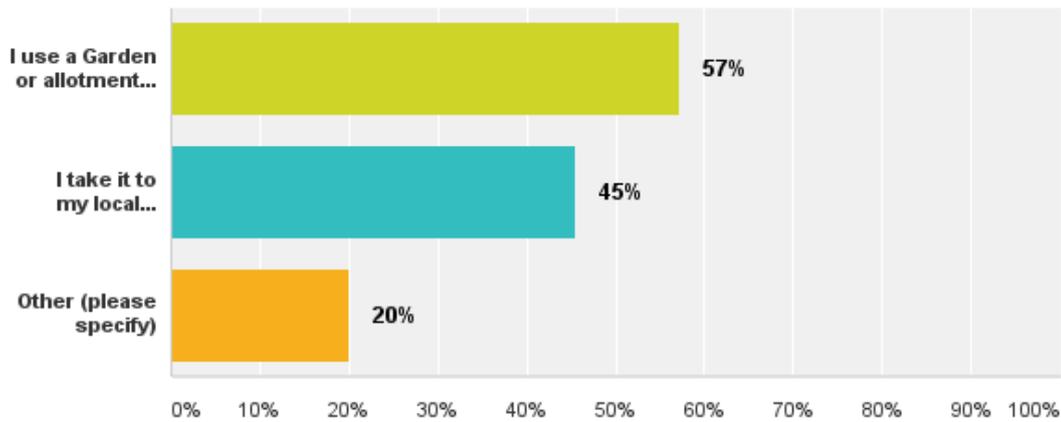
Just **over half** (57%) of respondents currently used a **garden/allotment compost bin** to dispose of some/all of their garden waste, with a further **45% taking it to the local household waste recycling centre.**

Other comments were analysed and the absolute numbers of responses per theme are categorised below:

- Bonfires: 122
- Composting: 69
- Gardener removes: 11

Q5 Do you use any of the following ways to dispose of garden waste instead of, or in addition to, using your brown bin? (tick ALL that apply)

Answered: 2,349 Skipped: 1,820



Likelihood of respondents using a 'paid for' garden waste collection service

Three quarters (78%) of residents stated that they would **prefer a charge for the collection of garden waste**, as opposed to a **discontinuation of the service**.

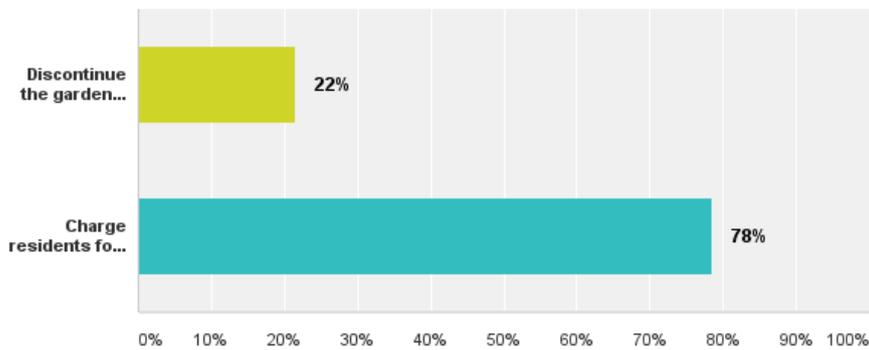
NB: It should be pointed out that **more respondents opted out of this question** than other questions within the survey. Analysis of the comments revealed the fact that some respondents felt there was an issue with the detail on Question 6 due to the fact that there **was not an option to request 'no change' to the system** ie 'no charge for brown bin collections'. There were 49 comment responses stating that Question 6 was a 'loaded question'. This question was devised in order to ensure that the options to respondents were clear and achievable. Comments were analysed thoroughly to ensure that charging concerns were effectively addressed, as will be demonstrated later on in this report.

In order to take in to consideration those abstaining from Question 6, the percentages have been re-worked and the full base of **4168** has been used to ensure that the strength of feeling for all respondents can be reflected. This figure of 4168 is generous, as by Question 2 it can be seen that 320 respondents have already dropped off the survey. However, it is deemed that the only transparent way of looking at these figures is to include all respondents who commenced the survey.

With the 'full base' used it can be seen that there is **still a majority (64%)** of people **who would opt for a charge for the collection of garden waste** (absolutes: 2652/4168).

Q6 Depending on the financial situation in the coming year, the Council may be faced with the difficult decision of whether to stop collecting garden waste altogether, or to continue with the service on a 'paid for' basis. Ignoring for a moment the amount charged (see next question) which option would you favour?

Answered: 3,380 Skipped: 789



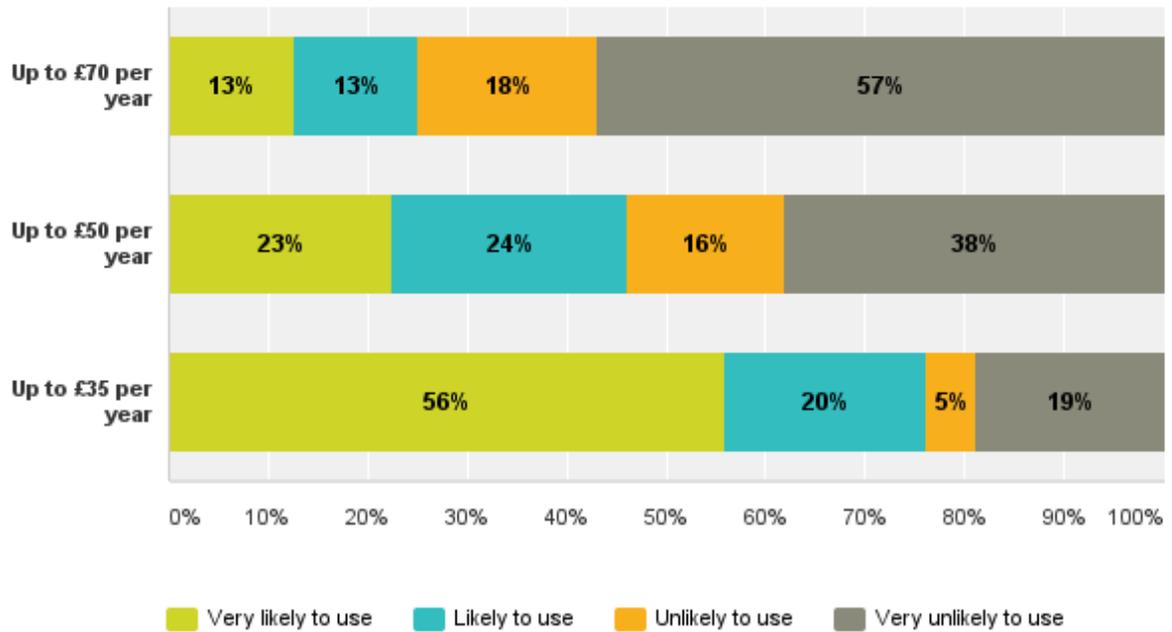
Acceptable Charge for Garden Waste Collection

Three quarters (76%) of respondents would be prepared to **pay up to £35** a year for **garden waste removal**. This drops to **just under half (47%)** who would be prepared to pay **up to £50** and a **quarter (26%)** who would be prepared to **pay up to £70** a year.

It should be noted that the £35 figure being presented initially *could* influence respondents' likelihood of accepting the higher chargers.

Q7 If fortnightly garden waste collections are to continue on a 'paid for' basis, how likely would you be to use the service if the following annual charges for one bin were applied?

Answered: 3,792 Skipped: 377

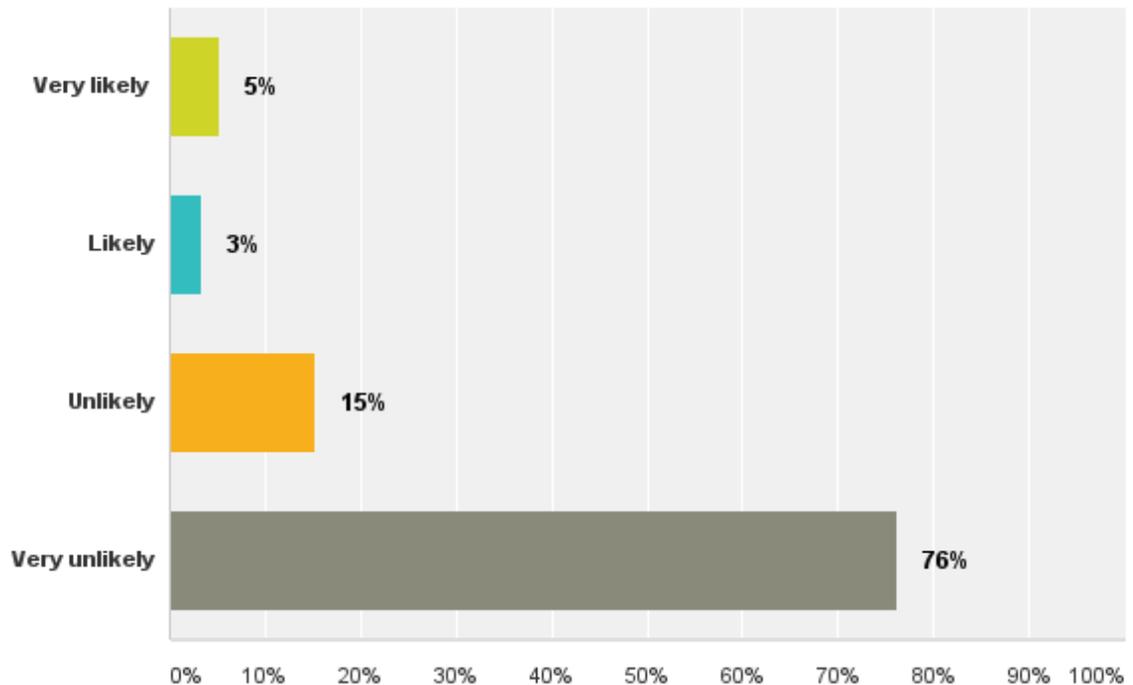


Second brown bin

The majority of respondents (91%) would **not pay** for a second bin at a rate of **£70**, should a 'paid for' service be brought in for the first bin.

Q8 Households wanting a second brown bin are currently charged £70 per year. If fortnightly garden waste collections are to continue on a 'paid for' basis how likely is it that you would want a second brown bin, assuming the £70 additional charge remains unchanged?

Answered: 3,719 Skipped: 450



Other methods on green waste removal

For those who believe they would not use a chargeable Council garden waste service, just over **half (54%)**, stated they would take their waste to a **local Household Waste Recycling Centre**, a **quarter (29%)** would put it on a **garden/allotment compost bin**.

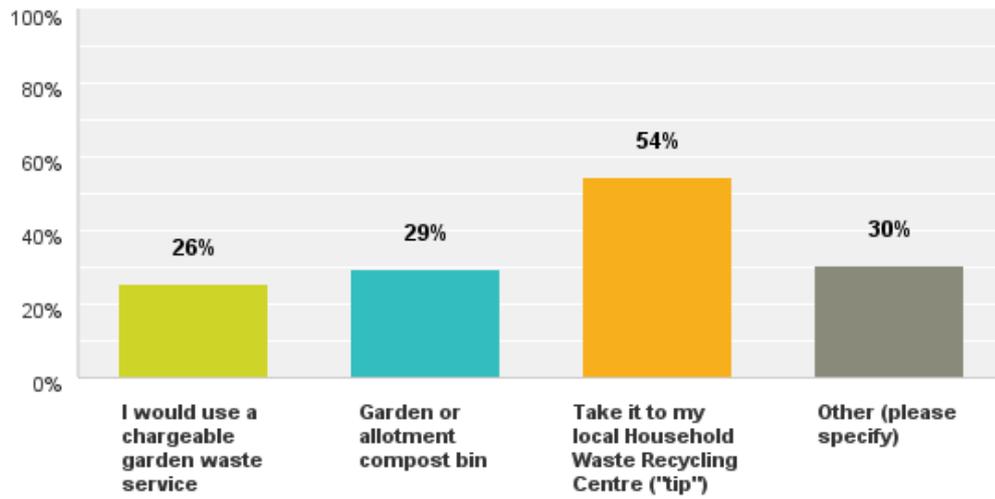
The other responses were analysed and the following themes emerged. The detail below is absolute numbers of respondents.

- Bonfires: 388
- Put in residual waste: 129
- Fly-tipping: 94
- Compost: 26
- Leave it in garden: 19

- No idea what they would do: 159

Q9 If you would not use a chargeable Council garden waste service, how would you remove your garden waste (tick ALL that apply)?

Answered: 3,597 Skipped: 572



Open ended comment analysis

A total of 2304 respondents provided open ended comments (Question 10). The comments provided a rich understanding of the viewpoints of those who had taken the survey and feedback was thoroughly reviewed and analysed. With the volume of responses it was possible to quantify the themes by applying 'codes' to the feedback, with many responses receiving more than one code.

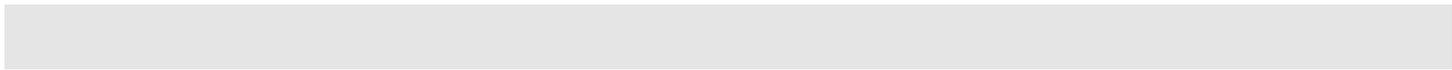
The following figures represent the **absolute numbers** of people providing the following themed comments:

Themes	Number of responses	Supportive quote(s)
Concern that fly-tipping would increase for those that didn't pay for the garden waste service	508	<i>To charge is likely to lead to increased fly tipping which leads to additional council costs.</i>
Assumption and belief that garden waste removal is or at least should be covered by council tax	330	<i>I would not expect to pay for this service at all. This seems like an attempt to show the council in a good light by not putting up the Council Tax. In effect this is just what you would be doing.</i>
Issues surrounding ' no alternatives ' for garden waste removal eg practical challenges	252	<i>Being a non-driver I can't take garden waste to a tip. Fly-tipping will inevitably result and more car trips to the tip will increase congestion and make air pollution worse</i>
Proposals to reduce the garden waste collection frequency or reduce in winter months	207	<i>To avoid charging residents could you save money by garden waste being collected every month instead of fortnightly? Perhaps have no collections in the winter months?</i>
Concern that bonfires would increase for those that didn't pay for the garden waste service	139	<i>It would also result in an increase in garden fires to dispose of the waste with an increase in the accompanying pollution and irritation to neighbours.□</i>
Inadequate and insufficient recycling centre options	127	<i>Currently local waste site closed 2 days a week. More people using waste sites would probably have an impact on demand so would need to reconsider current operating hours. In other councils where waste is chargeable tips open 7 days</i>
Suggestions to find other savings (eg through a budget consultation)	115	<i>I would prefer to complete a survey asking me to prioritise all Council Services, rather than this in isolation. Recycling is more important to me than many of the services provided.</i>
Concerns regarding the environmental impact of de-incentivising garden	102	<i>Charging for garden waste collection will create increased pollution, road congestion, health risks from engine emissions, garden</i>

waste recycling (eg pollution, individual car journeys to recycle centres etc)		<i>bonfire problems.</i> □
Issue with inability to afford the garden waste fee	87	<i>The current free service is much loved and well used. There are some residents who would find it difficult to dispose of their garden waste, and they may not be able to afford the paid for collection.</i>
Queries regarding the revenue generated through selling the compost generated from garden waste	71	<i>The Council makes no mention of what income they derive from re-cycling garden waste (the contractors at central waste disposal sites SELL their bags of recycled garden waste to gardeners). Perhaps this avenue could provide a reasonable income stream?</i>
Proposals to reduce the dry recycling waste collection frequency	52	<i>Perhaps collecting the recycling waste once every 2 weeks would save something towards the cost of emptying the brown bins. Our recycling bin is rarely more than half full in a week.</i>
Concern for those who are disabled/pensioners regarding garden waste options available and ability to pay	37	<i>Being an pensioner it would hit us hard but we are so used to the brown bin - I am not sure what we would do</i>
Queries regarding public garden waste removal within resident's own 'paid for' bin	35	<i>Most of the garden waste I put in the bin are the leaves, acorns and branches which fall from the council owned trees which back on to my property. It doesn't feel right that I should be charged for that.</i>
Proposals to increase council tax	24	<i>It should be a minimal increase if really necessary and be included in the amount of Council Tax we pay.</i>
Praise for the current garden waste service	19	<i>Excellent service we would be loathe to lose.</i>
Assumptions that residents will put waste in their general waste bin	18	<i>There would always be the likelihood of some residents using the non-recyclable bins for some garden waste if either of these changes were introduced, leading to more land fill.</i>
Proposals to incentivise composting	13	<i>It may be more sensible to stop the collection services and provide a one off free of charge household compost bin for those that may want it in replacement of the brown bin. This in effect will get rid of the garden</i>

		<i>rubbish, and give residents compost to put on their gardens.</i>
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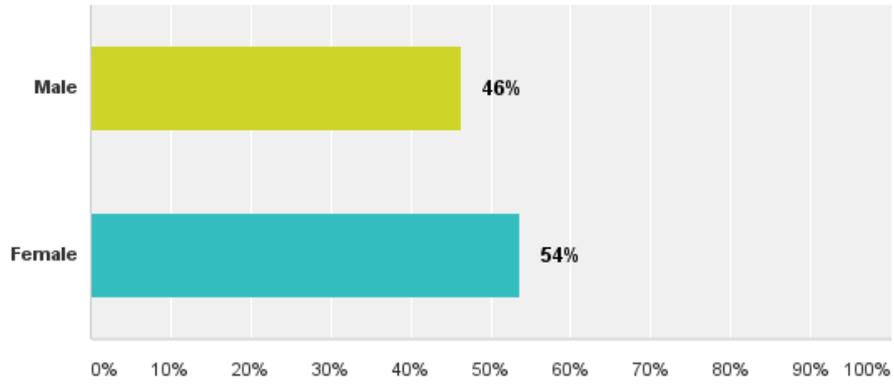
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THE PROFILE OF THE RESPONDENTS

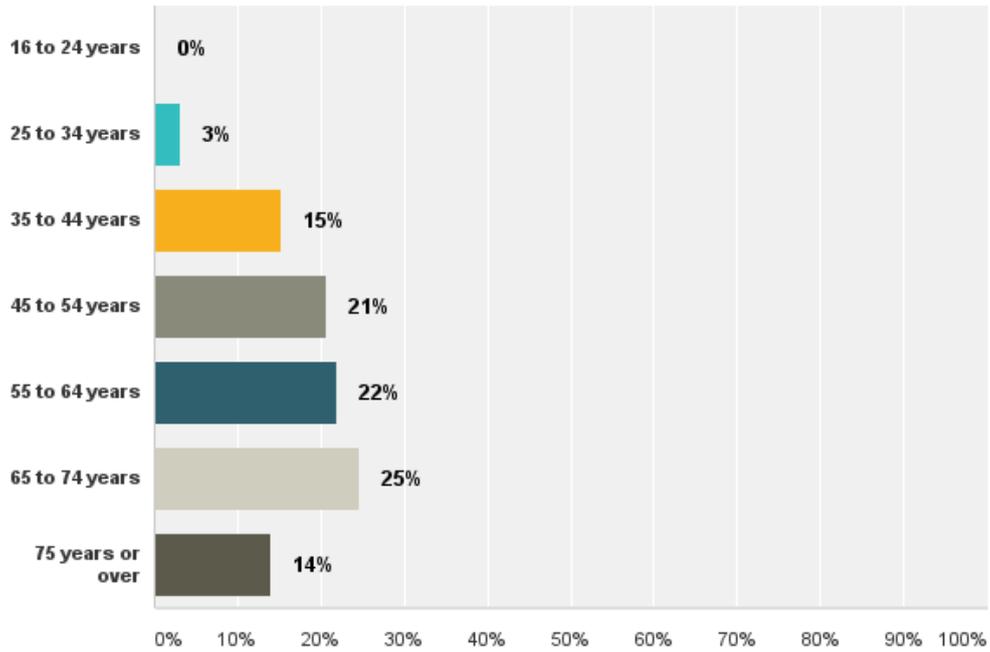
Q11 Are you...?

Answered: 3,701 Skipped: 468



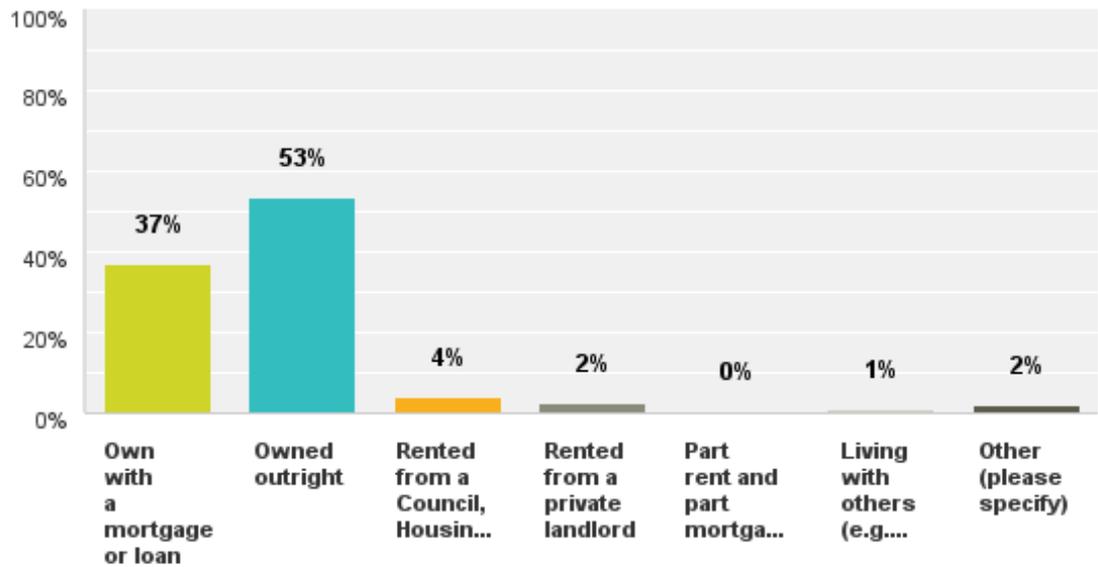
Q12 How old are you?

Answered: 3,715 Skipped: 454



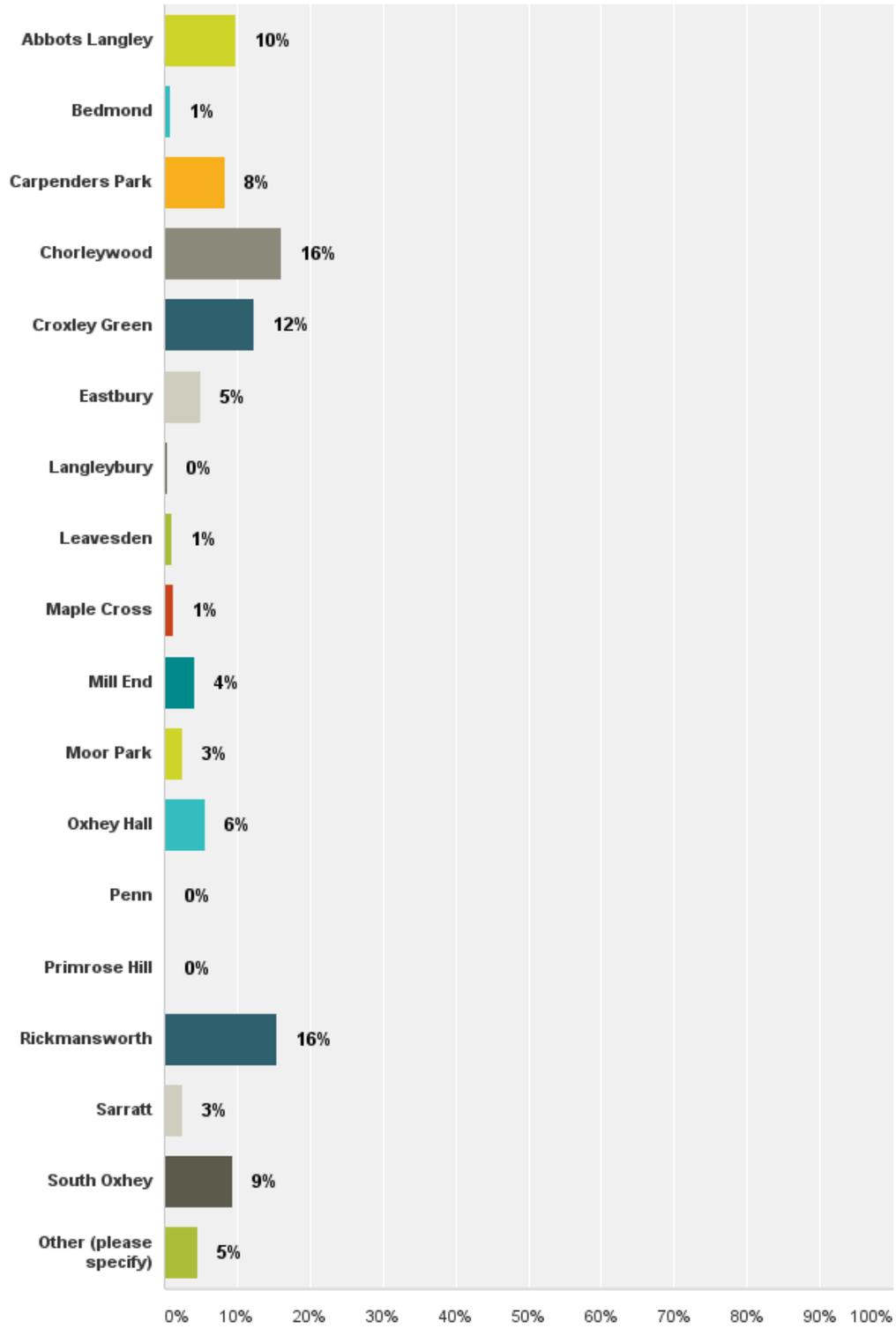
Q13 Do you own or rent your current home?

Answered: 3,693 Skipped: 476



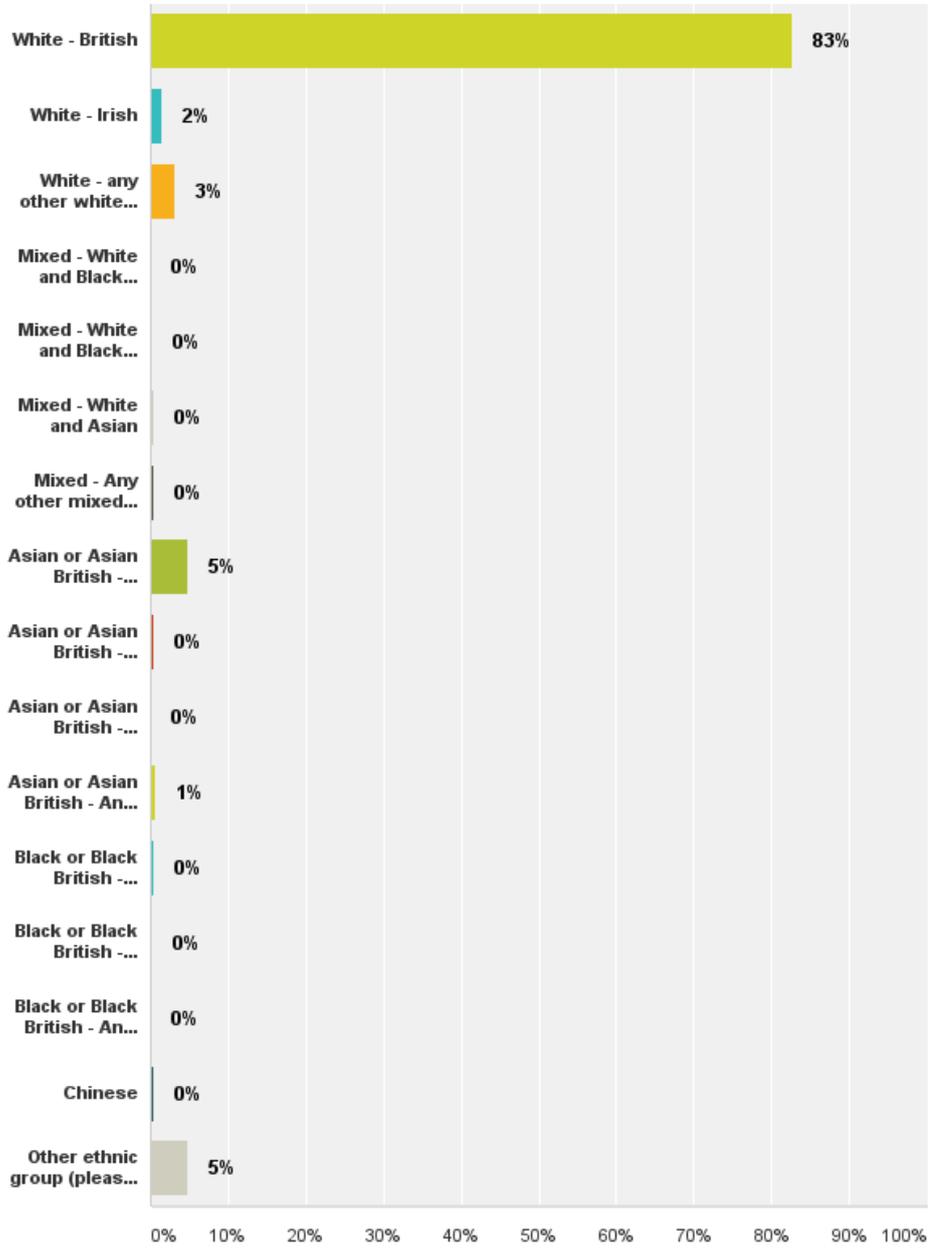
Q14 Where do you live?

Answered: 3,756 Skipped: 413



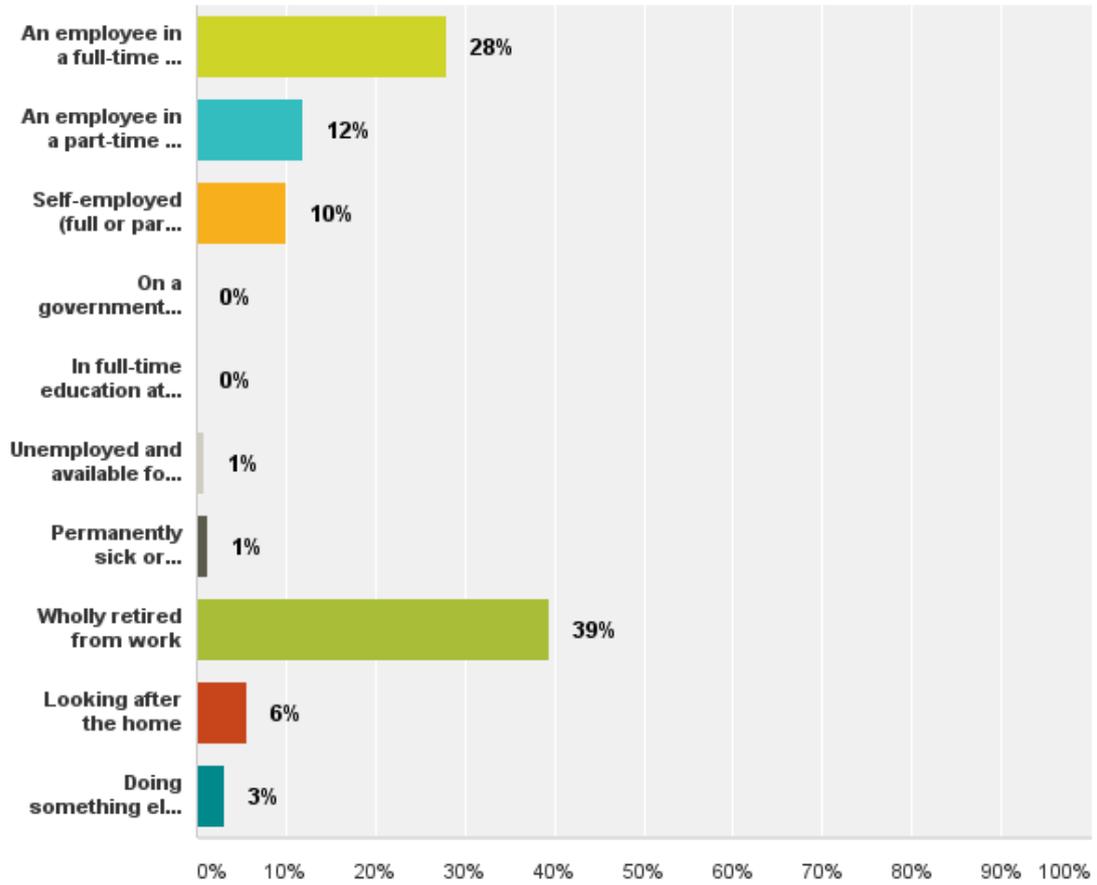
Q15 What is your ethnic group?

Answered: 3,575 Skipped: 594



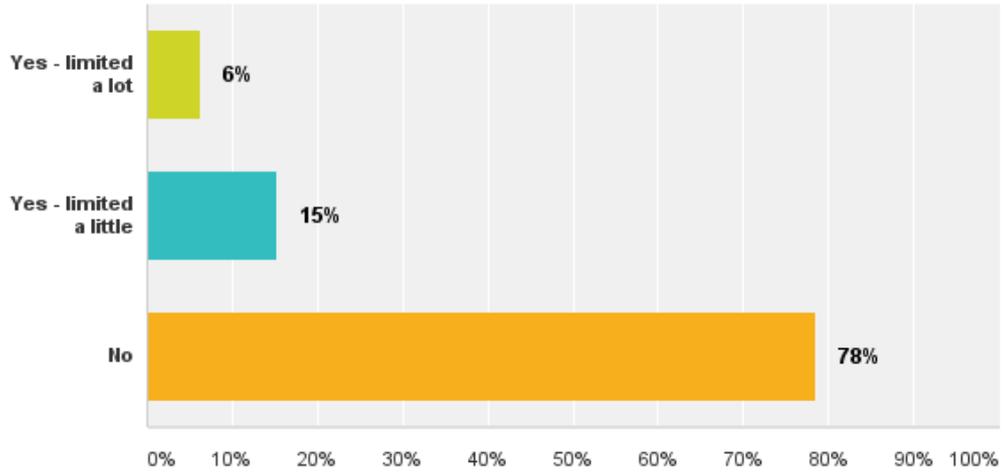
Q16 Are you currently employed, self employed, retired or otherwise not in paid work?

Answered: 3,627 Skipped: 542



Q17 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Answered: 3,592 Skipped: 577



Q18 What is your total yearly household gross income (i.e. before tax deductions?)

Answered: 3,538 Skipped: 631

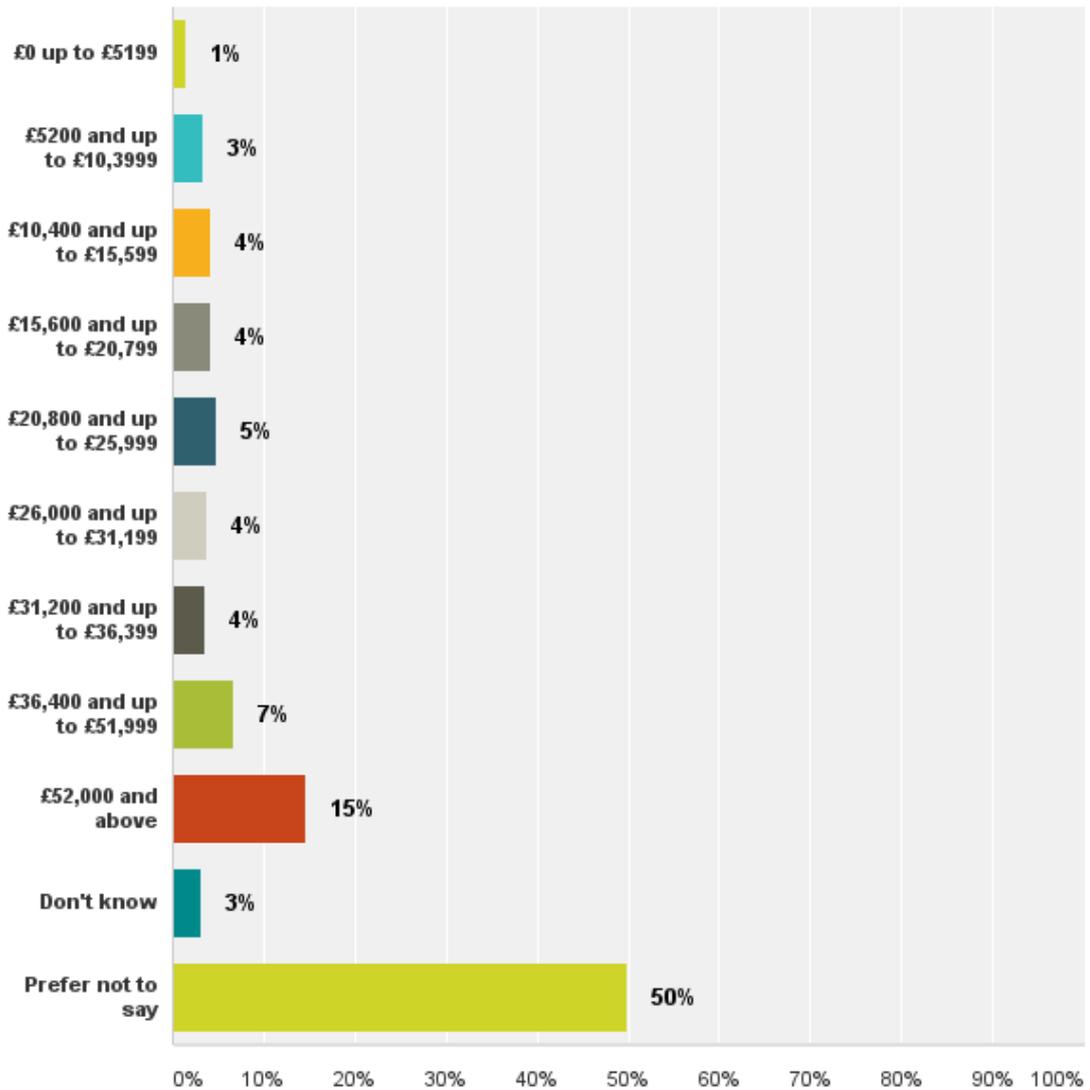


Table Showing Projected Income Against Percentage Participation

	INCOME GENERATED IF CHARGED		
	£35	£50	£70
0	0	0	0
5	£50,750	£72,500	£101,500
10	£101,500	£145,000	£203,000
15	£152,250	£217,500	£304,500
20	£203,000	£290,000	£406,000
25	£253,750	£362,500	£507,500
30	£304,500	£435,000	£609,000
35	£355,250	£507,500	£710,500
40	£406,000	£580,000	£812,000
45	£456,750	£652,500	£913,500
50	£507,500	£725,000	£1,015,000
55	£558,250	£797,500	£1,116,500
60	£609,000	£870,000	£1,218,000
65	£659,750	£942,500	£1,319,500
70	£710,500	£1,015,000	£1,421,000
75	£761,250	£1,087,500	£1,522,500
80	£812,000	£1,160,000	£1,624,000
85	£862,750	£1,232,500	£1,725,500
90	£913,500	£1,305,000	£1,827,000
95	£964,250	£1,377,500	£1,928,500
100	£1,015,000	£1,450,000	£2,030,000

Please note - Participation is based upon 29,000 properties, which is the approximate number of those with gardens

