

Waste Consultation 2016 Analysis

Over a six week period between 4th August to 15th September 2016, Sheffield residents, landlords and managing agents were asked to have their say on potential changes to waste and recycling services.

There were two versions of the consultation, the main consultation which was aimed at residents with their own set of waste and recycling containers, the other being aimed at residents of flats and maisonettes who share their waste and recycling containers with other households.

In total, 1,657 responses were received to the main consultation, and 112 responses were received to the flats consultation.

The consultation was supported by an event at the Town Hall on 5th September, for landlords and managing agents. This provided an opportunity to discuss the proposed changes in more detail and highlight any thoughts/concerns.

The consultation was communicated to residents through:

- 2 press releases
- A message sent to all customers signed up to the Council's Gov Delivery service
- The Council's website, including homepage links on www.sheffield.gov.uk and the intranet.
- Twitter
- A news article was submitted for inclusion in the Equality Hub newsletter
- The consultation was principally online, with paper copies provided on request.
- Social and private landlords were contacted directly about the consultation, including an invitation to the landlord event. The list of invitees can be found in Appendix 5.

Main Consultation: Households with their own waste and recycling containers

- A copy of the consultation questions can be found in appendix 1.
- A copy of the consultation responses in full can be found in Appendix 3.
- A total of 1,657 respondents completed the consultation.

Question 1:

- More than 90% of all respondents indicated that the recycling of glass, cans, paper, card, plastics and 'other' plastics were either important or very important to them. The least importance was attributed to the one item not currently collected at the kerbside, 'other' plastics, at 93%.

Question 2:

- 61% of respondents would prefer to have a second bin for recycling instead of the blue box, even if this meant that the collection frequency would reduce to once every four weeks.

Question 3:

- 94% of respondents agreed that large households should be able to apply for extra recycling capacity in addition to extra waste capacity

Question 4:

- When considering changes to the current recycling service, respondents indicated the following were the most important considerations:

Issue to Consider	Most important
Maximising environmental Benefit	76%
A system that is easy to understand and use	71%
Providing a recycling container(s) that is easier to move for all customers including the elderly and people with reduced mobility	67%
Reducing wind-blown litter caused during collection	67%
Reducing cost and providing value for money	56%

Question 5:

- 76% of respondents agreed with or had a neutral opinion about starting collections at 6am rather than 7am Monday to Friday, including Bank Holidays.
- 75% of respondents agreed with or had a neutral opinion about ending collections at 9pm rather than the current 4pm, Monday to Friday, including Bank Holidays
- 57% of respondents disagreed that the length of time taken to return for missed collections should increase from one to up to five working days.
- 74% of respondents agreed or had a neutral opinion that collections could take place on different days e.g. a black bin emptied on a Monday and the recycling collection taking place on a Wednesday.

- 59% of respondents agreed that shared bins rather than individual bins be used for every household ONLY in areas where there is limited space at each property to store bins. This was on the basis that further local consultation be carried out prior to making any changes.

Question 6:

- 60% of respondents did not agree that a £20 charge should be introduced to provide all bins to a new property.
- 66% of respondents did not agree that a £20 charge should be introduced to provide replacement black bin containers.
- 69% of respondents did not agree that a £20 charge should be introduced to provide replacement recycling containers.
- 56% of respondents agree or have a neutral opinion that a £20 charge should be introduced to provide a new or replacement green bin for garden waste.
- All comments received can be seen in appendix 3.

Flats and Maisonettes Consultation (properties sharing their waste and recycling containers)

- A copy of the consultation questions can be found in appendix 2.
- A copy of the consultation results in full can be found in appendix 4.
- A total of 112 respondents completed the consultation, including 5 managing agents/landlords.

Question 1:

- More than 90% of all respondents indicated that the recycling of glass, cans, paper, card, plastics and 'other' plastics were either important or very important to them. The two items not currently recycled from flats, plastics and 'other plastics' received 93% and 91% importance respectively.

Question 2:

- 73% of respondents agreed with or had a neutral opinion about starting collections at 6am rather than 7am Monday to Friday, including Bank Holidays.
- 84% of respondents agreed with or had a neutral opinion about ending collections at 9pm rather than the current 4pm, Monday to Friday, including Bank Holidays.
- 79% of respondents agreed with or had a neutral opinion that collections can take place on any day of the week at flats.

Question 3:

- 65% of respondents agreed with or had a neutral opinion that managing agents/landlords should be charged for the provision of containers to new flats.
- 61% of respondents agreed with or had a neutral opinion that managing agents/landlords should be charged to replace lost/damaged black bins at existing flats.

Question 4:

- 66% of respondents agreed that an extra chargeable collection should be made available to the landlord/property manager for instances where scheduled collections do not take place due to the bins not being used correctly or where extra waste is left next to the bins.

Question 5:

- 93% of respondents agreed with or had a neutral opinion that the amount of waste and recycling capacity provided to flats should be based on the number of occupants.

Question 6:

- 75% of respondents agreed with or had a neutral opinion that the Council should be able to weigh the amount of waste and recycling collected at flats so that we can provide information to help residents get the most from their services.
- 66 comments were received and can be found in appendix 4. The main themes centred around:

- Wanting to recycle more at flats (22 comments), of which 16 specifically mentioned plastics.
- Communication and education being key to successful waste and recycling service (14 comments)
- Five responses related to not charging residents or landlords, and a further three comments stated that the landlord/managing agent would pass any charges onto their tenants.
- A question was asked as to who would be required to pay at flats without a managing agent/landlord.

Consultation Event:

Two landlords attended the event.

Appendix 1: Overview:

Sheffield residents, landlords and managing agents are being asked to have their say on potential changes to their waste and recycling services.

Despite saving more than £6million from the annual waste services budget over the past three years, Government cuts mean we need to save a further £3.4million by 2017.

We want to increase the amount of waste recycled across the city and provide a more efficient service, without changing the collection frequency of black bins.

Residents are being asked for their views on a range of potential changes including changes to the blue box recycling service, collection times as well as the introduction of charges for replacing lost and damaged containers.

Your feedback will help us to make sure we get the right balance between keeping council tax bills low, making it easier for more people to recycle more and tackle the funding cuts from Government. Your feedback will help inform recommendations that will be put to the Council's Cabinet in the Autumn.

For further information please call Waste Management on 0114 2037621.

Please send your completed form to the address below **before 15th September 2016:**

Waste Management
5th Floor North
Howden House
Union Street
Sheffield
S1 2SH

Citywide consultation:

Recycling Services

Q1. How important is it to you that we collect the following materials for recycling? (please tick)

	Very important	Important	Not important	No opinion
Glass				
Metal cans				
Paper				
Card				
Plastic Bottles				
Other plastics (yogurt pots, margarine tubs etc)				

Q2. Would you prefer a second bin for recycling instead of your blue box, if this means we collect your recycling every 4 weeks? (Your black bin collection would remain every 2 weeks)

Yes / No

Q3. Currently large households can apply for additional black bin capacity but not recycling. Do you think that large households should also be able to apply for extra recycling capacity?

Yes / No

Q4. When considering changes to our recycling collection service, what is important to you? Tick all that apply

Maximising environmental benefits	
Reducing costs and providing value for money	
Reducing wind-blown litter caused during collection	
A system that is easy to understand and use	
Providing a recycling container(s) that is easier to move for all customers including the elderly and people with reduced mobility	

Waste and recycling collections

Q5. How strongly do you agree/ disagree with the following proposals which would reduce the cost of providing the waste and recycling collection service:

- a. Start collections at 6am rather than 7am Monday to Friday, including Bank Holidays?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree
- b. End collections at 9pm rather than 4pm Monday to Friday, including Bank Holidays?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree
- c. We will return for any missed collections (where bins were placed at the kerbside for collection) within 5 working days?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

- d. Collections taking place on different days, e.g. your black bin may emptied on a Monday and your recycling collection may move to a Wednesday?

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

- e. Introducing shared bins rather than individual bins for every household ONLY in areas where there is limited space at each property to store bins? NOTE: further local consultation would take place before introducing any changes.

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

Waste and recycling containers

The cost of providing bins to new properties, and for replacing lost and damaged containers at existing properties is currently paid by the Council. We are considering changing this policy, and would welcome your views on the options set out below. Please note that for all options, no charges would be made to low income households, or where containers are damaged during emptying.

Q6. How strongly do you agree/ disagree with a charge of £20 for the following:

- a. to provide all bins required to a new property?

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

- b. to replace lost/damaged black bins at existing properties?

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

- c. to replace lost/damaged recycling containers at existing properties?

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

- d. to provide a new or replacement bin to customers using the garden waste collection service

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

Q7. Please provide any comments you have here (open text box)

Appendix 2: Waste Management Consultation: Flats

Sheffield residents, landlords and managing agents are being asked to have their say on potential changes to their waste and recycling services.

Despite saving more than £6million from the annual waste services budget over the past three years, Government cuts mean we need to save a further £3.4million by 2017.

We want to increase the amount of waste recycled across the city and provide a more efficient service, without changing the collection frequency of black bins.

Residents are being asked for their views on a range of potential changes including changes to the recycling service, collection times as well as the introduction of charges for replacing lost and damaged containers.

Your feedback will help us to make sure we get the right balance between keeping council tax bills low, making it easier for more people to recycle more and tackle the funding cuts from Government. Your feedback will help inform recommendations that will be put to the Council's Cabinet in the Autumn.

For further information please call Waste Management on 0114 2037621.

Please send your completed form to the address below **before 15th September 2016**:

Waste Management
5th Floor North
Howden House
Union Street
Sheffield
S1 2SH

Targeted consultation to residents living in Flats

Recycling Services

Q1. How important is it to you that we collect the following materials for recycling? (please tick)

	Very important	Important	Not important	No opinion
Glass				
Metal cans				
Paper				
Card				
Plastic Bottles				
Other plastics (yogurt pots, margarine tubs etc)				

Waste and recycling collections

Q2. How strongly do you agree/ disagree with the following proposals which would reduce the cost of providing the waste and recycling collection service:

- a. Start collections at 6am rather than 7am Monday to Friday, including Bank Holidays?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree
- b. End collections at 9pm rather than 4pm Monday to Friday, including Bank Holidays?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree
- c. Collect waste and recycling any day of the week at flats?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

Waste and recycling containers

The cost of providing bins to new properties, and for replacing lost and damaged containers at existing properties is currently paid by the Council.

Q3. How strongly do you agree/disagree that charges should be made to managing agents/landlords:

- a. to provide all bins required to a new development of flats?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree
- e. to replace lost/damaged black bins at existing flats?
Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

Waste and recycling collections

Q4. Currently where bins are not used correctly and/ or there is extra waste left next to the bins, the waste is not removed until the next collection day and only if the issue has been resolved. The Council could offer an extra collection service to remove this waste for a charge to the landlord/ property manager. Do you think that this extra service should be made available?

Y / N

Q5. Like houses, do you think that the amount of waste and recycling capacity provided to flats should be based on the number of occupants?

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

Q6. How strongly do you agree/disagree that we should be able to weigh the amount of waste and recycling collected at flats so that we can provide information to help residents get the most from their services?

Strongly agree/ Agree/ Neutral/ Disagree/ Strongly disagree

Q7. Please provide any comments you have here :

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