

Notice of Meeting

Environment and Infrastructure Select Committee

**Date & time**

Thursday, 7
September 2017 at
2.00 pm

Place

Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact

Huma Younis or Sharmina
Ullah
Room 122, County Hall
Tel 020 8213 2725 or 020
8213 2838

Chief Executive

David McNulty



@SCCdemocracy

huma.younis@surreycc.gov.uk
sharmina.ullah@surreycc.gov.uk

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email huma.younis@surreycc.gov.uk or sharmina.ullah@surreycc.gov.uk

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Huma Younis, Scrutiny Officer - huma.younis@surreycc.gov.uk on 020 8213 2725 or 020 8213 2838.

Elected Members

Mr Bob Gardner (Chairman), Mr Wyatt Ramsdale (Vice-Chairman), Mrs Mary Angell, Mr Bill Chapman, Mr Stephen Cooksey, Mr Paul Deach, Mr Jonathan Essex, Mr Matt Furniss, Mr Eber A Kington, Mrs Bernie Muir, Mr John O'Reilly, Mr Stephen Spence, Mrs Lesley Steeds, Mr Richard Walsh and Mr Richard Wilson

TERMS OF REFERENCE

The Committee is responsible for the following areas:

Planning	Waste and Recycling
Transport Service Infrastructure	Flood Prevention and Infrastructure
Aviation	Public Transport – Bus and Rail
Highways Infrastructure	Highways Maintenance
Local Transport Plans and Strategies	Road Safety
Street Lighting	Parking Regulation and Enforcement
Rights of Way	Active Travel including Cycling and Walking Infrastructure, Promotion and Cycle Training
Concessionary Travel	Community Transport
Economic Development and the Rural Economy	Economic Prosperity, including Local Enterprise Partnerships
Housing	Countryside
Minerals	Air Quality
Climate Change	Gypsy and Traveller Sites
Biodiversity and Wildlife	Tourism
Europe	Broadband

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

The Chairman to report apologies for absence.

2 MINUTES OF THE PREVIOUS MEETING: 3 JULY 2017

(Pages 1
- 10)

To agree the minutes as a true record of the meeting.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- I. Any disclosable pecuniary interests and / or
- II. Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting Thursday 31 August 2017.
2. The deadline for public questions is seven days before the meeting Wednesday 30 August 2017.
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE

(Pages
11 - 14)

Recommendations from the Select Committee were submitted to the 18 July Cabinet meeting. Responses from the Cabinet Member for Highways are attached to the agenda.

6 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME (Pages 15 - 18)

The Committee is asked to note and review its recommendations and actions tracker & forward work programme.

7 PROPOSED CHANGES TO THE COMMUNITY RECYCLING CENTRES (Pages 19 - 64)

Purpose of the report: Scrutiny of Services and Budgets and Performance Management.

To consult the Environment & Infrastructure Select Committee on options to make changes to the Community Recycling Centre Service that would improve its value for money.

8 DATE OF THE NEXT MEETING: THURSDAY 5 OCTOBER 2017

The next public meeting of the committee will be held on Thursday 5 October 2017 at 10.30am in the Ashcombe Suite, County Hall, Kingston upon Thames.

David McNulty
Chief Executive

Published: Wednesday 30 August, 2017

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

Anyone is permitted to film, record or take photographs at council meetings with the Chairman's consent. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that the Chairman can grant permission and those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Thank you for your co-operation

This page is intentionally left blank

MINUTES of the meeting of the **ENVIRONMENT AND INFRASTRUCTURE SELECT COMMITTEE** held at 10.30 am on 3 July 2017 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 5 October 2017.

Elected Members:

- * Mr Bob Gardner (Chairman)
- * Mr Wyatt Ramsdale (Vice-Chairman)
- Mr Richard Walsh
- Mr Stephen Cooksey
- * Mrs Mary Angell
- * Mr Bill Chapman
- * Mr Paul Deach
- * Mr Jonathan Essex
- * Mr Matt Furniss
- * Mr Eber A Kington
- * Mrs Bernie Muir
- * Mr John O'Reilly
- * Mr Stephen Spence
- * Mrs Lesley Steeds
- Mr Richard Wilson

- * Present

In attendance

Mike Goodman, Cabinet Member for Environment and Transport
Colin Kemp, Cabinet Member for Highways

1/17 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Stephen Cooksey, Richard Walsh and Richard Wilson. David Goodwin substituted for Stephen Cooksey and Keith Witham substituted for Richard Wilson.

2/17 DECLARATIONS OF INTEREST [Item 2]

No declarations of interest were received.

3/17 QUESTIONS AND PETITIONS [Item 3]

There were no questions or petitions received.

4/17 FORWARD WORK PROGRAMME [Item 4]

Key points raised in the discussion:

1. Members suggested having an item on the forward work programme reviewing the service changes impacted by this years decisions made to the budget. The Chairman explained that budget and finance were no longer included within the remit of the Committee and that issues regarding financial matters were going to be scrutinised and determined by the newly formed Overview and Budget Select Committee (OBSC).
2. It was noted that the Committee should consider a report on the results of the Community Recycling Centres (CRCs) consultation and the implications of switching off street lights between 12.00am-05.00am as concerns were raised that there is a possible rise in statistics for car related crimes.
3. The Committee received apologies from the Cabinet Member for Environment and Transport for not including an item on the agenda covering the changes to CRCs. The Cabinet Member assured the committee that a further meeting would be organised to review the results of the consultation before it progressed to Cabinet in September.
4. The Chairman proposed items on flood recovery and income generation opportunities for inclusion on the Forward Work Programme and noted items raised by committee members.
5. The Cabinet Member for Environment and Transport suggested that going forward the Committee would be asked to consider speeding policies. The Committee was advised that speed policies were considered by the select committees and individual road speed limits would be considered by Local Committees.
6. The Cabinet Member for Environment and Transport explained to the Committee that the Quality Impact Assessments in relation to the CRCs consultation had not been carried out and advised that further information would be circulated at a later date to inform members of its publication.
7. The Chairman noted all the relevant suggestions for the forward work programme and assured these would be considered when put forward to OBSC.

5/17 PROPOSED WINTER SERVICE POLICY CHANGES REQUIRED TO REALISE COST SAVINGS [Item 5]

Witnesses:

Colin Kemp, Cabinet Member for Highways

Jason Russell, Deputy Director for Environment and Infrastructure

Amanda Richards, Networks and Asset Management Group Manager

Kristian Fields, Winter Operation Manager, Kier

Declarations of interest:

None

Key points raised in the discussion:

1. The Chairman advised the committee that the report proposed policy changes and process changes that will deliver Winter Service cost savings in 2017/18 and 2018/19. The report also identifies a number of one off compensating savings to help achieve savings in 2017/18. The Select Committee are asked to consider the proposals before they are taken to Cabinet.
2. Members were informed of an update to this report by email on 28 June. This was in reference to the table on page 4 of the agenda regarding (Policy Change 1: Reducing season length to 26 weeks) which had two errors. This was in relation to 'weeks on standby' for both Knowsley and Bristol City Council. In the original report the 'weeks on standby' for both these authorities was 26 weeks. This has now been corrected to 21 weeks on standby.
3. It was noted in the previous Council term, a Winter Maintenance Task Group was set up as part of the old Scrutiny Board. The task group was responsible for updating the Board on winter performance and scrutinising the winter policy for the Council.
4. It was explained three members made up the membership of the task group. Of these, only one member remains on the newly formed Environment & Infrastructure Select Committee, Cllr Stephen Cooksey.
5. Members noted that prior to this meeting, officers discussed report recommendations with Stephen Cooksey and feedback was noted.
6. It was explained a similar report on winter cost savings came to the previous Scrutiny Board in 2016 but the £340k savings pressure from the Winter Service budget could not be achieved and compensating savings from elsewhere in the budget had to be found.
7. The Committee were advised when considering officer recommendations in the report, members needed to take account of the current financial situation facing the council. £340K savings need to be found from the Winter Service budget.
8. Officers explained that the current report was reviewing different solutions which reduce the impacts on levels of service compared to

the previous report. Officers gave a summary of the proposed policy and process changes informing members that the proposed changes would enable the service to meet the £340K savings required with the potential to create additional savings.

9. The Chairman queried why the service did not review the option to remove a mini gritter at an earlier stage seeing as one of the mini gritters had not been used for the last 6 years. The Kier representative informed members that both mini gritters had been utilised previously however one mini gritter could meet the demand for the whole County and the other could be released under the contract.
10. Members queried the set up costs of the additional depots at Beare Green and Chertsey. The Cabinet Member for Highways explained that these depots belonged to the Council and would be refurbished to save costs. It was explained that these sites were currently owned by the Council and work was underway to improve these assets rather than acquiring new assets. Officers advised the Committee that a report on these two depots came previously to scrutiny and was approved by Cabinet last year.
11. Officers clarified that policy amendment 1 proposing to not survey or fill any non-members grit bins intended to stop the survey in 2017/18 only but not discontinue the filling or repairing of grit bins where highways are made aware filling is required, informing members that eleven orders had been currently placed to do so.
12. Members questioned whether farmers received guidelines on maintaining their ploughs and asked officers to consider this going forward. It was agreed by officers that forwarding guidelines to farmers would be considered going forward.
13. The Cabinet Member for Highways assured the Committee that grit bins would remain and the policy amendment was for one year only. Members noted grit bins would possibly be removed in certain places, for example where funding for member funded grit bins has expired and the location does not achieve sufficient points against the agreed criteria for a grit bin to be in that location.
14. Following the discussion on grit bins the Deputy Director for Environment and Infrastructure expressed the view that policy amendment 1 was sensible and pragmatic, assuring the Committee that the proposed saving would allow the Council to respond and maintain services.
15. Members suggested a revision to the wording of policy amendment 1 to ensure there would be no further confusion on what was proposed, which was to not survey grit bins for 2017/18 only but to continue the filling of grit bins where highways are informed of low salt levels by residents or members.

16. In relation to saving recommendation 3 officers were asked to clarify which routes would be removed and whether there was a fair system in place to determine this. The Cabinet Member for Highways explained that a system was in place and that routes would be assessed against a set criteria which is detailed within the approved Highways Cold Weather Plan.
17. It was noted that the in house solution to replace the Kaarbontech grit bin management software was capable of being delivered by local highways officers despite members raising concern with the changeover of managing the grit bin inventory information and survey.
18. It was explained that there was no dedicated budget for grit bins, if grit bins met the set criteria it would be funded, alternatively if the grit bin did not meet the criteria it would be removed, placing the unused funds in reserve.
19. The Cabinet Member for Highways clarified that the treatment time began from the point the salting vehicles left the depot and returned within the 3 hour treatment window.
20. Members raised the concern with the removal of grit bins, expressing the view that grit was essential for utilising in other areas other than the road, for example, gritting pavements.
21. There was a discussion around Policy Change 5 and members sought more clarification around the salting treatment, how this would be determined and what the implications would be going forward. Officers advised that the choice of salting treatment would be reviewed appropriately in line with best practice and explained how Thawrox+ was referenced as an example to show the benefits of moving to an alternative.
22. It was noted that the service was not proposing to change the gritting criteria however were reviewing whether current routes on the network met the set criteria. Members requested officers provide local committees with the criteria to allow them to assess how routes will be re-evaluated.
23. There was a discussion around Policy Amendment 1 and how it would be re-worded. Members suggested that it should be amended to encourage the public to contact the Council to report low levels of salt in grit bins on inspection. Officers advised the Committee that this information was available online for members of the public.
24. Members raised the importance of local committee involvement when reassessing lengths of network that did not meet criteria. Members agreed that saving recommendation 3 should be amended to read 'reassess lengths of network against the criteria in consultation with local committees'. The Cabinet Member for highways agreed with this amendment.

25. Members of the committee were given the opportunity to vote for each of the individual proposals put forward. Members voted in the majority to support the recommendations in the report.

Recommendations:

The Environment & Infrastructure Select Committee endorse the report recommendations, subject to the following amendments to Policy Amendment 1 and Saving Recommendation 3,

- a. Policy Amendment 1 to be amended to read: 'Do not survey any non-member funded grit bins',
- b. Saving Recommendation 3 to be amended to read: 'Reassess lengths of network against the criteria in consultation with Local Committees'.

Actions:

For the Cabinet Member for Highways to provide the E&I Select Committee with more details around the salt barn replacement.

6/17 LOCAL HIGHWAY FUNDING 2017/18 [Item 6]

Witnesses

Jason Russell, Deputy Director

Colin Kemp, Cabinet Member for Highways

Declarations of interest:

None

Key points raised in the discussion:

1. It was noted that on 12 June 2017, Democratic Services Support Officers received a request from Cllr Eber Kington asking for an item on Local Highway Funding for 2017/18 to be included on the next Environment and Infrastructure Select Committee agenda. As a result, an officer report has been prepared for the Committee's consideration.
2. Cllr Eber Kington introduced the report by informing members that the report was requested as there were concerns regarding the reductions with the local committee's highway budget, expressing the view that the impact of these reductions would affect the level of service to residents. Members agreed that the reduction to this budget would impact local decision making at the local committee level.
3. The Cabinet Member for Highways assured members that discussions with local committees was on the agenda going forward to address the situation and discuss what solutions could be reached. The Cabinet Member stated that although money had been reduced from the local committee highways budget more was being spent on the highways network overall.
4. It was noted that there were other resources available for local committees these included CIL funding and parking funds which could

be reassessed to maximise alternative funding for local choice and funding.

5. A member stated that the allocated £40K for Runnymede local committee would not allow members to deliver services at levels experienced in recent years and that there should be scope for fundamental re-assessment of the savings proposals.
6. Officers identified that further reductions were possible within the highways discretionary allocation which would endorse additional savings however members raised concerns this would diminish their role as a councillor further as discretionary funds were managed by the Local Committees and promoted local decision making.
7. Following the reduction in capital investment and on going revenue pressures, members noted that investment would be targeted in line with the available budget to minimise future liabilities and the deterioration of highway assets.
8. It was noted that there was currently a re-structure within the Environment and Infrastructure directorate. The Deputy Director of Environment and Infrastructure assured that this would not cause significant impact upon the delivery of service however would maximise efficiency by utilising officer skills more effectively.
9. Members sought clarification around the term 'reactive maintenance' and officers explained that works included in this category referred to grass cutting, safety defects, environmental maintenance, drainage winter service, traffic systems, sign and lines and structures. However members noted that there were delays in this area due to contractual constraints.
10. There was discussion in amending the recommendation to highlight the importance of reassessing the focus on local highways funding. Members supported the view that the report recommendation should be amended to note 'with concern' the reduction in the highways funding. The Select Committee requested that Cabinet review the highways funding for local committees.
11. The Cabinet Member for Highways emphasised that local members were empowered with influencing decisions despite concerns raised with the reduced level of involvement at local level and referred to capital schemes where local and joint committees play a significant role.
12. The Committee concluded proceedings by agreeing to support the recommendation to be put forward to Cabinet for consideration.
13. The Chairman commended Cllr Eber Kington for requesting the report and bringing this discussion to the forefront of scrutiny.

Recommendations:

- a) That the Environment and Infrastructure Select Committee notes with concern the report and background to the reductions in the Highways and Transport budget and asks the Cabinet to review the highways funding of local committees.

Actions:

None

7/17 DATE OF THE NEXT MEETING: THURSDAY 5 OCTOBER 2017 [Item 7]

The next meeting of the Environment and Infrastructure Select Committee will be held on Thursday 5 October 2017 at 10.30am in the Ashcombe Suite, County Hall, Kingston upon Thames.

Meeting ended at: 1.20 pm

Chairman

This page is intentionally left blank

CABINET RESPONSE TO ENVIRONMENT AND INFRASTRUCTURE SELECT COMMITTEE

Local Highway Funding 2017/18 [item 6]

(Considered by the Environment and Infrastructure Select Committee on 3 July 2017)

COMMITTEE RECOMMENDATIONS:

That the Environment and Infrastructure Select Committee notes with concern the report and background to the reductions in the Highways and Transport budget and asks the Cabinet to review the highways funding of local committees.

RESPONSE:

As Members of the Select Committee are aware, the County Council is facing significant budget pressures. This includes Highways and Transport.

The service has a responsibility to ensure available resources are used to manage our statutory responsibilities and investments compliment the adopted asset management strategy. Unfortunately with the level of savings required, this necessitated reducing the discretionary allocations to Local Committees. Budgets will be reviewed on an annual basis in line with the MTFP.

It should be recognised that much maintenance and improvement work will still be invested in Surrey's roads this financial year. The approximate revenue budget is £44m and capital budget is £49m. Works range from fixing potholes to significant improvement schemes such as the Runnymede Roundabout, which is under construction.

As Cabinet Member I wish to work with Local Committees to see how they can both increase and best use the funding opportunities available to them. For example by ensuring our parking service is as efficient as possible and that we secure the maximum amount of developer contributions.

**Mr Colin Kemp
Cabinet Member for Highways
18 July 2017**

This page is intentionally left blank

CABINET RESPONSE TO ENVIRONMENT AND INFRASTRUCTURE SELECT COMMITTEE

**Proposed Winter Service Policy changes required to realise cost savings [item 5]
(Considered by the Environment and Infrastructure Select Committee on 3 July 2017)**

COMMITTEE RECOMMENDATIONS:

The Environment & Infrastructure Select Committee endorse the report recommendations, subject to the following amendments to Policy Amendment 1 and Saving Recommendation 3,

- a. Policy Amendment 1 to be amended to read: 'Do not survey any non- member funded grit bins',
- b. Saving Recommendation 3 to be amended to read: 'Reassess lengths of network against the criteria in consultation with Local Committees'.

RESPONSE:

The Environment & Infrastructure Select Committee endorsement is welcomed and the amendments have been included in the cabinet report recommendations.

**Mr Colin Kemp
Cabinet Member for Highways
18 July 2017**

This page is intentionally left blank

**ENVIRONMENT AND INFRASTRUCTURE SELECT COMMITTEE
RECOMMENDATIONS AND ACTIONS TRACKER
(2017/18)**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed and reported to the board, it will be removed from the tracker.

Date of meeting	Item	Recommendations/ Actions	Update/Response	Responsible Officer/Member
03 July 2017	PROPOSED WINTER SERVICE POLICY CHANGES REQUIRED TO REALISE COST SAVINGS [Item 5]	<p>The Environment & Infrastructure Select Committee endorse the report recommendations, subject to the following amendments to Policy Amendment 1 and Saving Recommendation 3,</p> <ul style="list-style-type: none"> a. Policy Amendment 1 to be amended to read: 'Do not survey any non-member funded grit bins', b. Saving Recommendation 3 to be amended to read: 'Reassess lengths of network against the criteria in consultation with Local Committees'. 	The following recommendations were considered by Cabinet on 18 July 2017. A response from the Cabinet is attached to the 7 September Select Committee agenda.	Chairman/Scrutiny Officer
03 July 2017	LOCAL HIGHWAY FUNDING 2017/18 [Item 6]	That the Environment and Infrastructure Select Committee notes with concern the report and background to the reductions in the Highways and Transport budget and asks the Cabinet to review the highways funding of Local Committees.	The following recommendations were considered by Cabinet on 18 July 2017. A response from the Cabinet is attached to the 7 September Select Committee agenda.	Chairman/Scrutiny Officer

This page is intentionally left blank

Environment & Infrastructure Select Committee – Forward Work Programme 2017/18



Topic	Scrutiny method	Timescale	Involvement of other committees	Expected outcome
Proposed changes to Surrey's Community Recycling Centres (CRCs)	Formal report	7 September 2017.	N/A	For the Select Committee to consider the savings proposals to CRC's before formal consideration at Cabinet.
Preparation of the new Surrey Waste Local Plan- draft plan consultation	Formal report	5 October 2017	N/A	<p>As part of preparing the new SWLP, members' input is required as part of preparing the plan this includes making sure officers have E&I SC's views on the Draft Plan, and appropriate responses, before reporting to Cabinet. An MRG under the previous Scrutiny Board (EPEH) was also set up to help get member's views on the Equalities Impact Assessment and consultation process and to raise the profile of the new SWLP.</p> <p>The Issues and Options Consultation for the SWLP was brought to the Scrutiny Board in June 2016 for consideration and a summary of the responses was reported in January 2017.</p>
Smarter working for the environment: Policy Statement and Annual	Formal report	5 October 2017	N/A	<p>To inform members of progress in the delivery of the 'Smarter Working for the Environment' Action Plan, which sets out how the council is taking an integrated, informed and pragmatic approach to environmental sustainability</p> <p>To provide political oversight of the council's progress towards environmental sustainability, following through with the commitment for select committee scrutiny as stated in the</p>

Progress report				'Smarter Working for the Environment' policy approved by Cabinet in 2016. It is not anticipated that this item will be taken to Cabinet.
Basingstoke Canal Update	Formal report	5 October 2017	N/A	To make a recommendation to Cabinet on the sustainable future management solution for the Basingstoke Canal and make recommendations regarding the long term strategy and business objectives for the Canal.
Introduction of vehicle charging on the Countryside estate	Formal Report	29 November 2017	N/A	To scrutinise the potential introduction of parking charges across the Surrey Countryside estate.

Committee groups:

Basingstoke Canal Task Group:

To consider the most effective governance option for Surrey County Council in relation to the Basingstoke Canal of which the council is a joint owner. Recommendations of this Task Group will enable the county council to decide whether they continue their involvement with the Basingstoke Canal or make changes to the current joint ownership model.

Countryside Management Member Reference Group:

To report to the Select Committee with recommendations to advise the Cabinet Member on the changes required to the Surrey Wildlife Trust (SWT)/Surrey County Council (SCC) Agreement and its governance, to ensure that it is fit for purpose for the remainder of its term. *The MRG meets on an ad hoc basis as and when the service requires support.*



Environment & Infrastructure Select Committee
7 September 2017

Proposed Changes to the Community Recycling Centres

Purpose of the report: Scrutiny of Services and Budgets and Performance Management.

To consult the Environment & Infrastructure Select Committee on options to make changes to the Community Recycling Centre Service that would improve value for money and to also share the results of a consultation exercise on these proposals.

Introduction:

1. Surrey County Council (SCC) provides 15 community recycling centres (CRCs) across the county which are operated by our waste contractor, Suez Surrey. In 2016/17 these sites handled just over 113,000 tonnes of material delivered by Surrey residents. The vast majority of this material was either recycled, reused or sent for energy recovery.
2. At their meeting on 24 November 2015, SCC's Cabinet approved a number of changes to the CRC service aimed at reducing the cost of operating the service. These changes were necessary as a result of increased demand on essential services in the context of reduced government funding.
3. The changes were introduced in 2016/17 and an update on the implementation of these changes was given to the Economic Prosperity Environment & Highways Board on 2 March 2017. This report is included as **Annexe 1**.
4. The changes to the CRC service that were implemented during 2016/17 will achieve an estimated £1.4million of cost reductions in a full year. The council's Medium Term Financial Plan (MTFP) identifies that the waste service has the potential to save £12.4 million including £3.3 million from the operation of the Community Recycling Centre (CRC) service in the period 2016/17 to 2018/19
5. The requirement to achieve additional savings means that further changes to the CRC service need to be considered. A consultation on a number of further changes ran from 23 June 2017 to 7 August 2017 and

this report sets out the results from the consultation and the emerging options that will be presented to the council's Cabinet on 26 September 2017.

Proposals put forward in the consultation

6. The following proposals were put forward in the consultation which ran from 23 June 2017 until 7 August 2017:
- Permanent closure of four smaller CRCs – Bagshot, Cranleigh, Dorking and Warlingham
 - Ending the free daily allowance of non-household waste.
 - Closing CRCs on two weekdays so all sites are open for five days a week.
 - Restricting users of vans, trailers and pick-ups to larger CRCs only.
 - Ensuring CRCs in Camberley and Farnham are only used by Surrey residents.

Analysis of the consultation response

7. The consultation generated a total of 13,637 responses including 13,573 from residents and 64 responses from organisations/groups such as District & Borough and Parish & Town Councils. This is considered to be one of the largest ever responses SCC has received to any consultation that it has run. Proportionately more responses were received from residents who said they used one of the CRCs proposed for closure. Around half the respondents to the consultation (49%) said they used one of the site proposed for closure however these sites handle about 10% of the total amount of waste collected at CRCs,
8. The results of the consultation have been summarised in Table 1 below and the full consultation report is attached in **Annexe 2**.

Table 1 Headline results to the consultation

Consultation subject	Result
CRC visits in the last 12 months	<ul style="list-style-type: none"> • Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.
CRC sites used in the last 12 months	<ul style="list-style-type: none"> • Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.
Ending the free daily allowance of non-household waste (proposal)	<ul style="list-style-type: none"> • Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016. • Over three-quarters of all respondents (76%)

one)	disagreed or strongly disagreed with the proposal to stop the free daily allowance in the charging waste scheme. When looking at just the respondents who told us they have used the free allowance, the percentage that disagreed or strongly disagreed with this proposal increased to 89%.
Closing CRCs on two weekdays (proposal two)	<ul style="list-style-type: none"> • Respondents told us that they have visited CRCs most on Saturday and Sunday, and least on a Wednesday and Friday in the last 12 months. • Half of respondents (50%) told us they disagreed or strongly disagreed with the proposal to close all CRCs on two weekdays. More than a quarter of respondents (28%) told us they agreed or strongly agreed with the proposal to close all CRCs on two weekdays.
Ensuring CRCs are only used by Surrey residents (proposal three)	<ul style="list-style-type: none"> • Over two-thirds of respondents (67%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Camberley CRC. • Almost two-thirds of respondents (66%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Farnham CRC.
Permanent closure of four smaller CRCs (proposal four)	<ul style="list-style-type: none"> • More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Bagshot CRC. When looking at just the respondents who told us they use Bagshot CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. • More than half of all respondents to the consultation (53%) told us that they disagreed or strongly disagreed with the proposal to permanently close Cranleigh CRC. When looking at just the respondents who told us they use Cranleigh CRC the percentage that disagreed or strongly disagreed with this proposal increased to 97%. • More than half of all respondents to the consultation (56%) told us that they disagreed or strongly disagreed with the proposal to permanently close Dorking CRC. When looking at just the respondents who told us they use Dorking CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. • More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Warlingham CRC. When looking at just the respondents who told us they use Warlingham CRC the percentage that disagreed or

	strongly disagreed with this proposal increased to 95%.
Restricting users of vans, trailers and pick-ups to larger sites only (proposal five).	<ul style="list-style-type: none"> Nearly half of all respondents (45%) told us that they agreed or strongly agreed with the proposal to restrict users of vans, trailers and pick-ups to larger sites only. Precisely three-tenths of respondents (30%) told us that they disagreed or strongly disagreed with this proposal. When looking at just the respondents who told us they use van permit scheme the percentage that disagreed or strongly disagreed with this proposal increased to 65%.
Ranking of the proposals	<ul style="list-style-type: none"> The permanent closure of CRCs was ranked by respondents as the least preferred change. Ensuring CRCs are only used by Surrey residents was ranked as the most preferred change.
Other comments about the proposals.	<ul style="list-style-type: none"> Respondents in particular highlighted that any reduction to a CRC service especially permanently closing CRCs would increase fly-tipping.

Available options for service changes

Closure of four smaller CRCs

9. Our network of CRCs exhibits a wide variation in both visitor numbers and tonnages collected at each site. Waste tonnages handled at the CRC sites in 2016/17 range from just over 1,500 tonnes at the smallest site in Warlingham to over 15,000 tonnes at the largest CRC site in Shepperton. Similarly annual car visits to CRC sites in 2016/17 range from an average of 919 per week at Warlingham to roughly an average of 5,500 per week at Shepperton.
10. Over the past few years our contractor, Suez Surrey, has undertaken a programme of redevelopment at a number of our community recycling centres. Nine of the sites in the network are now modern split-level sites, where heavy goods vehicles and the public are separated, and stepped access to containers has been replaced by a vehicle ramp. This has greatly improved the access to and the capacity of the sites concerned. Unfortunately because of space constraints, it has not been possible to improve all of the sites, and six of the CRCs remain as single level sites where containers are accessed via steps and the sites have to be temporarily closed to the public whilst containers are exchanged or compacted
11. The four CRC sites at Bagshot, Cranleigh Dorking and Warlingham, that were proposed for potential closure in the consultation, handle only about 10% of the total amount of waste collected at all of Surrey's CRCs between them. They were identified as having the potential for closure on the basis of their relatively low tonnage, low car visitor numbers, suitability of the sites for customers and the proximity of alternative CRC sites.
12. It is also recognised that the introduction of changes to the service in 2016 has meant that all sites are now significantly less busy than they

were two years ago and therefore there is more capacity within the network to absorb waste from any of the sites that are proposed to be closed.

13. Travel times have been mapped to all fifteen sites and then remapped after removing the four sites from the network. There are already small areas of the county, with low populations, that are not as well served as the rest and although the proposals to remove four sites would exacerbate that, 95% of residents would be still be within 6 miles of one of the eleven remaining sites.
14. Closing the four sites will result in annual savings of **£674K**, however the experience of other authorities that have closed sites suggests that not all the waste handled at the site which has been closed will reappear at an alternative site. If only half the waste reappeared at an alternative site, then there would be an additional annual saving in disposal and treatment costs of around **£355K**. Therefore giving a maximum total saving of just over **£1 million** in a full year.
15. However, it is clear from the results of the public consultation set out in paragraph 8 above that the four CRCs proposed for closure are highly valued by those who use them with over 95% of users of these sites opposed to their closure.
16. SCC owns the freehold of the CRCs at Warlingham and Bagshot but leases the sites at Bagshot and Caterham from the respective borough councils in those areas. If the sites were to be permanently closed then the freehold and leasehold interests would be disposed of, which would generate a one-off capital receipt for the council.

Options for day closures

17. There is a potential to make savings by reducing the number opening days at each of the sites, this is predominantly achieved through reducing the staffing costs. As an example, Suez have indicated that a saving of **£385K** per year could be achieved by closing all fifteen sites on two weekdays. It is likely that there would be additional savings if the amount of waste brought to the sites decreased as a result of the further day closures.
18. Half of the respondents to the consultation told us they disagreed or strongly disagreed with the proposal to close all sites two days per week but more than a quarter of respondents said they agreed or strongly agreed with the proposal.
19. Two broad options for day closures will be considered by Cabinet that would both achieve efficiency savings, whilst maintaining a comprehensive CRC network for residents. These will take into account how busy sites are and the proximity of alternative sites.

Option 1 –Permanent closure of four sites leaving a network of four or five strategic sites open seven days a week and further day closures at the remaining six or seven sites.

20. If the four smaller sites were to be permanently closed then the options for further day closures would be limited because of the need to ensure that sufficient capacity was maintained at the remaining sites. Consideration would also need to be given to keep a smaller network of strategic sites open seven days per week so as to provide a seven day service. Officers are currently working up costed options with our contractor but if it is assumed that of the eleven remaining sites, six were to be closed two days per week and a network of five were to remain open seven days per week then further day closure might deliver in the order of **£150K** per year. (To be confirmed with Suez). Further information coming from the discussions with Suez will be tabled at the meeting on 7 September.

Option 2 – Further day closures but no permanent closure of sites

21. There would be more scope for day closures if no sites were to be permanently closed. As described in paragraph 16 above, an illustrative saving of **£385K** per year could be achieved if all sites were to be closed two days per week. If this resulted in a permanent reduction in the amount of waste brought to the site then additional savings would be made.
22. Officers are currently working with Suez to find the optimum solution, for day closures, which would deliver the maximum amount of savings but still deliver a comprehensive service to residents. Various factors will need to be taken into account such as the need to ensure staff can be deployed efficiently and effectively, sites are secured from theft and vandalism, when they are closed and container movements can be optimised to ensure that the fleet of container lorries is fully utilised. This work is ongoing but officers believe that savings in the order of **£400K** per year could be secured from further day closures. (To be confirmed with Suez). Further information coming from the discussions with Suez will be tabled at the meeting on 7 September.

Removal of the free daily allowance for construction waste

23. Waste that arises from construction and demolition activities within the home, including preparatory works, is classed as industrial waste. Therefore SCC does not have to accept this type of waste free of charge at the CRCs. In September 2016, SCC introduced charges for construction waste comprising rubble, soil and plasterboard but allowed residents to bring one bag of these types of waste to the CRC's free of charge. Following the introduction of charges, the amount of rubble, soil and plasterboard delivered to the sites reduced 13,442 tonnes (55%). Three quarters of this tonnage was delivered by residents using their free daily allowance.
24. Removing the free daily allowance and recovering disposal and treatment costs for all soil, rubble and plasterboard would save an estimated **£200K - £350K** per annum depending on how much of this waste turns up at CRCs and is paid for.
25. 76% of respondents to the consultation said that they disagreed or strongly disagreed with the proposal to remove the free daily allowance

for construction waste and this increased to 90% for respondents who had used the free daily allowance.

Restrict vans and trailer use to larger split-level sites

26. In September 2016, we introduced charges for tyres and for certain types of construction waste at our CRCs. These changes were accompanied by a number of other measures to improve security at the sites such as a dedicated person to meet and greet the public, and barriers to allow greater control on the flow of vehicles into the site. The introduction of these measures has led to a significant reduction in the tonnages of waste being brought to the sites. Those reductions are not only in respect of the waste that we are charging for but other types of waste as well, which can be deposited free of charge by the public. Whilst it would have been desirable to introduce these security measures on our smaller sites, the tonnage throughputs and frequency of use do not make it cost effective to employ a dedicated member of staff for the hours that the site is open.
27. The rationale for excluding vans and trailers from our smaller sites is that these types of transport are more likely to be used by traders bringing unauthorised waste to the site, and they cannot be policed cost effectively at our smallest sites. In addition, because our smaller sites have less parking space and unloading is slower because of the need to climb steps, the use of vans and trailers can cause congestion.
28. It is estimated that an annual cost reduction of around **£60K - £120K** could be made if excluding vans and trailers resulted in a 5-10% reduction in the waste brought to these sites and this waste did not appear at one of our other CRCs.
29. 30% of respondents to the consultation said they disagreed or strongly disagreed with the proposal to restrict users of vans and trailers to using larger split level sites and this figure increased to 65% for respondents who had van permits. However overall 45% of respondents said they agreed or strongly agreed with this proposal.

Extend Surrey Resident Scheme to Camberley CRC

30. At present, use of our CRCs at Caterham, Epsom, Shepperton and Warlingham is restricted to Surrey residents only. It is proposed to extend the Surrey resident scheme to Camberley CRC, where a recent survey indicated that 10% of users come from outside Surrey. In the main these residents come from the Bracknell Forest council area. The only site for use by Bracknell Forest residents is within Bracknell itself and Surrey residents are not permitted to use this site. It is therefore considered reasonable to exclude Bracknell Forest Residents from using the Camberley CRC. The cost reduction from this proposal is estimated to be **£60K** per annum.
31. Whilst a recent survey showed that 15% of users of the Farnham site originate from outside Surrey, the majority of these users will be from Hampshire. Hampshire County Council (HCC) do not yet impose any restrictions on non-Hampshire residents using their sites and we are

aware from discussions with their officers that Surrey residents currently use their sites which are located close to the Surrey border in Aldershot and Farnborough.

32. HCC are considering introducing charges for Non- Hampshire residents at some point in the future, and therefore it makes sense to work with HCC to understand the effect of any cross border restrictions on both authorities' residents. It is therefore proposed that no restrictions on out of county use are introduced at the Farnham site, but that Cabinet delegates authority for the Strategic Director for Environment and Infrastructure in consultation with the Cabinet Member for Environment and Planning to work with Hampshire County Council to agree whether any restrictions on out of county use should be introduced at the Farnham CRC.
33. Windsor and Maidenhead Council make a financial contribution of £20K each year towards the costs of operating the Bagshot CRC site noting use by their residents.
34. Around two thirds of those who responded to the consultation agreed with the proposal to restrict the use of these sites to Surrey residents.

Further operational efficiencies

35. A reuse shop was established at the Leatherhead site in 2015 and three further reuse shops were added at Earlswood, Witley and Woking CRCs in 2017. These shops generate income from sale of reusable items brought to the sites, and reduce costs by diverting these materials from landfill. This new business initiative is projected to give the council about £100K in landfill cost diversion reductions and income per year. The waste service is working with Suez Surrey to develop the business model to grow income further, which will include the sale of electrical items, online trading, refurbishment of old bicycles, research on niche markets such as resale of books and potential sale of waste items. These additional services will start to come in from the autumn/winter of 2017/18. The council will also look to introduce where possible further reuse shops at other suitable split level CRC sites. SCC along with Suez Surrey are also looking at how the reuse scheme can develop links with local charities, particularly where we can develop complementary approaches that will benefit all parties.
36. Existing site staff where possible manually sort through black bags that come into the CRC sites to extract recyclables, which either have a lower disposal cost or a value attached to them. This manual approach has led to £500K in cost reductions during 2016/17 against the wider targets in waste. The waste service are currently working with Suez Surrey to decide the best way forward to generate further cost reductions with this. The options currently being explored are either more dedicated staff, a mechanical sorting operation or a resident behaviour change sorting scheme. The option that is most financially viable will developed and introduced later in 2017/18.
37. As described above, officers will be working with Suez to increase income from reuse and from further extraction of recyclable material

from black bags and will be targeting a saving of **£500 K** from both of these activities during 2018/19.

Cost reduction options that are not viable

38. In the consultation a number of respondents told us that they would be willing to pay a nominal charge to use a CRC. However, government on 23 April 2015 introduced The Local Authorities (Prohibition of Charging Residents to Deposit Household Waste) Order 2015. This law prohibits councils from charging residents for the use of CRCs, and therefore the SCC is unable to explore this at this time.
39. The waste service have looked into whether a trade waste service for small businesses can be introduced at the CRCs. A trade waste service would require initial investment and would increase the operational costs of running the site, as further infrastructure and resources would be required in the operation of the scheme. Also, from the experience of other local authorities that operate this type of scheme have so far generated very minimal income, which suggests that there isn't a demand for this and it's not a profitable service. The research that has been conducted on this hasn't returned any examples of where this is proving to be a success anywhere else in the UK.

Conclusions:

40. This report sets out progress with implementation of cost saving efficiency measures at Surrey's CRCs. The MTFP identifies the potential to reduce the cost of operating the CRC service by £3.3 million between 2016/17 and 2018/19. Changes that were introduced in 2016 are expected to achieve a full year saving of £1.4 million. The tables below summarises the potential further savings available for each particular change to the CRC service

Proposal 1 Permanent closure of four sites and limited day closures at remaining sites	Annual Saving £K
Permanent closure of four CRCs	674-1003
Closure of remaining CRCs on some weekdays	150
Removal of free daily allowance for construction waste	200-350
Restrict Van & trailer use to larger split-level sites	60-120
Extend Surrey resident scheme to Camberley CRC	60
Further Reuse and further black bag sorting	500
Total	1644-2183

Proposal 2 Day closures only	Annual Saving £K
Closure of CRCs on some weekdays*	400
Removal of free daily allowance for construction waste	200 - 350
Restrict Van & trailer use to larger split-level sites	60 - 120
Extend Surrey resident scheme to Camberley CRC	60
Further Reuse and further black bag sorting	500
Total	1220 – 1430

*Further savings would be obtained if quantities of waste were reduced as a result of day closures.

Recommendations:

- I. The Select Committee are asked to comment on the report so that their views can be taken into account by Cabinet when they meet on 26 September 2017.

Next steps:

A paper will be prepared for Surrey County Council's Cabinet for a decision at their meeting on 26 September 2017.

Report contact: Richard Parkinson, Waste Operations Group Manager, Environment Service, Surrey County Council

Contact details: 020 8541 9391, Richard.Parkinson@surreycc.gov.uk

Sources/background papers:

- Shaping Surrey's Community Recycling Centres, SCC Cabinet 24 November 2015.
- Update on Changes to the Community recycling centres EPEH board 2 March 2017



Economic Prosperity, Environment & Highways Board
2nd March 2017

Update on Changes to the Community Recycling Centres

Purpose of the report: Scrutiny of Services and Budgets and Performance Management.

To update the EPEH Board on the changes to the Community Recycling Centre service implemented as part of the council's cost saving measures

Introduction:

1. Surrey County Council (SCC) provides 15 community recycling centres (CRCs) across the county which are operated by our waste contractor, Suez Surrey. In 2015/16 these sites handled just over 140,000 tonnes of material delivered by Surrey residents. The vast majority of this material was either recycled, reused or sent for energy recovery.
2. At their meeting on 24 November 2015, SCC's Cabinet approved a number of changes to the CRC service aimed at reducing the cost of operating the service. These changes were necessary as a result of increased demand on essential services in the context of reduced government funding.
3. A presentation on the proposed cost saving measures was made to the EPEH Board at their meeting on 26 January 2016. This report sets out progress with the implementation of these changes.

Changes to service introduced during 2016

4. The following changes to the service were introduced on 1 April 2016:
 - Reduction in the opening hours at all sites.
 - Closure of 5 sites one day extra per week.
 - Removal of containers for rubble & soil, plasterboard and tyres at all six single level sites.
5. The following changes were introduced on 1 September 2016:

Annexe 1

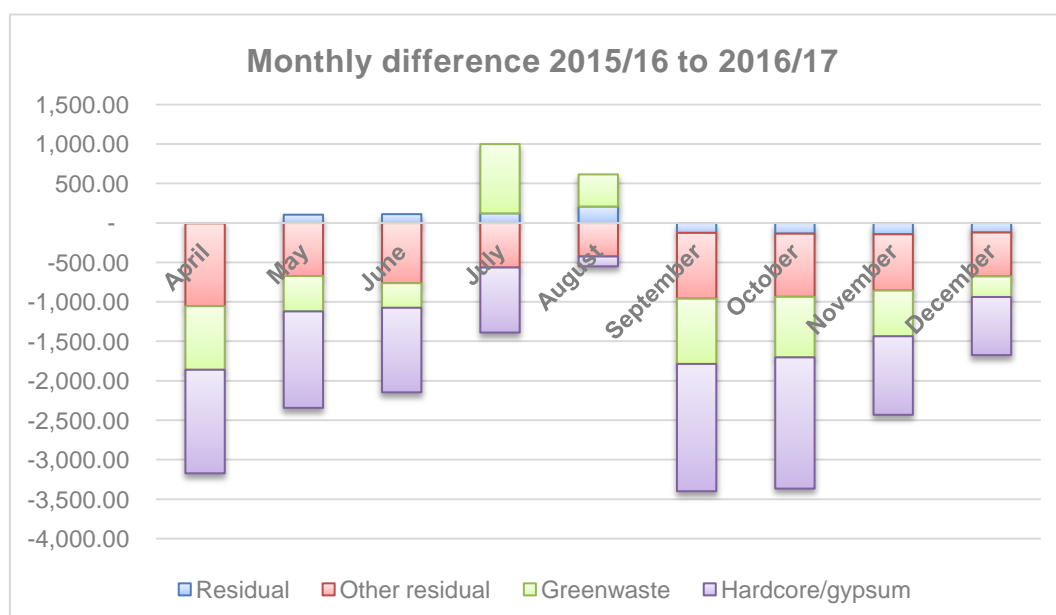
- Charges for rubble, soil, plasterboard and tyres at all nine split level sites.
6. Both of the changes were preceded by an extensive publicity programme, which included handing out leaflets to site users, banners on site, press adverts, leaflets and posters in libraries and council offices as well as the use of social media.
 7. During the implementation stage, it was necessary to make some small adjustments to the planned changes in response to feedback from our the public, and our contractor, This included temporarily extending the opening hours at Charlton Lane because of the effect of on-going building works. The introduction of a chargeable waste service at Lyne Lane to reduce the pressure at Charlton Lane. The inclusion of facilities for non- chargeable 'inert waste' such as crockery and flowerpots at the six single level sites.

Impact of the Changes

Reduction in tonnage of materials collected

8. As expected there has been a significant reduction in the amounts of rubble, soil, plasterboard and tyres delivered to the site including:
 - The amount of rubble and soil collected has reduced from an average of around 2000 tonnes per month to around 500 tonnes per month.
 - The amount of plasterboard collected has reduced from 125 tonnes per month to 43 tonnes per month.
 - The tonnage of tyres has reduced from 25 to 5 tonnes per month.
 - There has also been a significant reduction in other 'non-chargeable' waste types brought to the site. The reductions in tonnages are shown in **Figure 1** below.

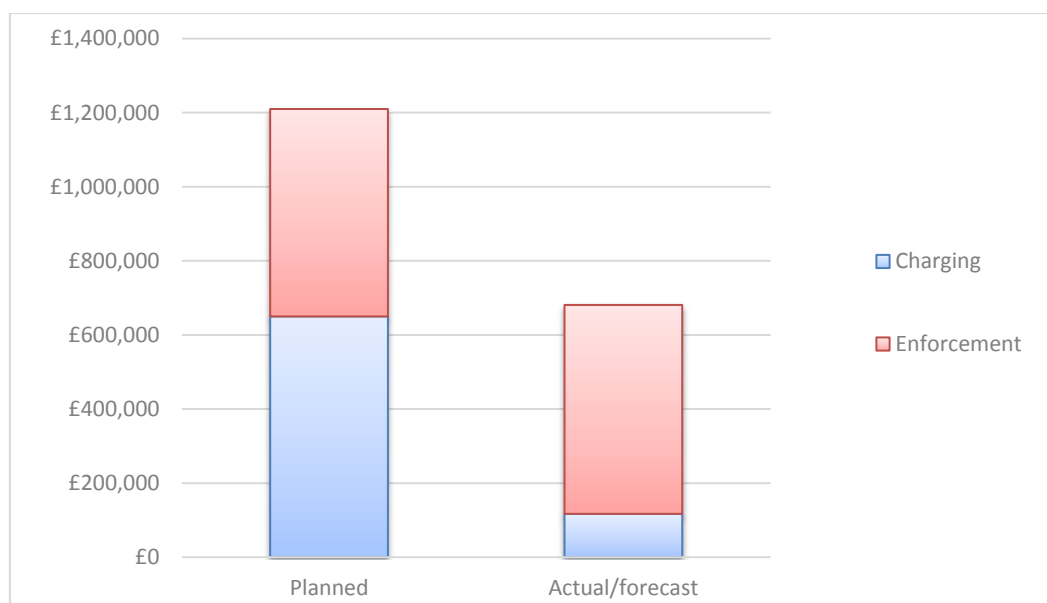
Figure 1 – Net difference in tonnage of material collected in Apr – Dec 2016 compared with April – Dec 2015



Savings effect

9. Savings come from both the reduction in waste material requiring treatment and cost recovery through the application of charges. **Figure 2** shows the cost savings projections for 2016/17 compared with the projected out-turn for 2016/17. Whilst the savings come from both enforcement activity and cost recovery, they should be looked at as a whole because the cost recovery staff are also used to prevent traders from bringing their waste to the site.

Figure 2 Net Savings from enforcement and charging activities



10. As can be seen from Figure 2, the enforcement activity is expected to deliver £564,000 savings in 2016/17 compared with a planned saving of £560,000. However the charging activity is projected to deliver a net saving of £117,000 compared to a target of £650,000.
11. There are a number of reasons why charging has not generated the expected savings.
- Firstly the projections were based on a full year effect of the charging scheme. The scheme will have only have been in effect for 6 months of 2016/17.
 - Secondly the actual recovery of charges has been very low (Approx £10,000 per month) because 75% of the rubble, soil and plaster board that is delivered by residents using their free 'one bag per day' allowance. In this respect it is interesting to note that if the free bag allowance were removed, it could generate an estimated £600,000 per year in additional savings.
 - Thirdly all the staffing costs for the charging/enforcement officers are included in the net calculation for charging.

Annexe 1

12. In addition to the above a £263,000 annual saving was made through the reduction in opening hours and days.

Public feedback

13. The changes on 1 April and 1 September 2016 were preceded with significant publicity, and whilst we did receive a number of complaints regarding the changes, these were relatively small in number (less than 100) compared with the numbers of users of the site. There was a notable increased use of the service in August as residents took advantage of disposing of rubble, soil and plasterboard in particular and this increased tonnage, as shown in Fig 1 above. At the request of the Surrey waste Partnership, further publicity was undertaken in November 2016 to advertise the range of waste that could be brought to the CRCs free of charge. This was in response to concerns that residents were unsure of what waste the charges applied to.

Concerns regarding fly-tipping

14. The results of the public consultation undertaken in the summer of 2015 identified residents' concerns that the changes to the CRC service would result in increased fly-tipping.
15. Fly-tipping is an existing problem, and the Cabinet Member for Environment and Planning had already identified this as a priority area to address. In June 2016, The Surrey Waste Partnership launched a fly - tipping prevention strategy, and between July and November 2016, the partnership ran a fly-tipping prevention publicity campaign.
16. In November 2016, a fly-tipping Partnership and Intelligence Officer was appointed to assist District and Borough Council officers with investigations and prosecutions, and to provide a resource to co-ordinate enforcement activities across Surrey and neighbouring authorities.
17. Officers have been monitoring the volumes of fly-tipping collected by District and Borough Councils, and delivered to SCC's Waste Transfer Stations for disposal. This data shows that 2,749 tonnes of fly-tipped was collected by District and Borough Councils between April last year and this January. This represents a fall of 30 per cent on the previous 10-month period. This is illustrated in **Figure 3** below. The reduction in fly-tipping disposed of this period means the Council has saved £125,000 in disposal costs. This latest position in Surrey is contrasting to recent reports of high levels of fly-tipping in some other parts of the country.

Figure 3 Fly-tipping tonnages collected by District and Borough Councils for disposal at Surrey's Waste Transfer Stations

Month	2015/16	2016/17	Difference
Apr	414	279	135
May	327	292	35
Jun	439	278	161
Jul	413	354	59
Aug	398	261	137
Sep	500	283	217
Oct	469	206	263
Nov	327	317	10
Dec	280	239	41
Jan	335	240	95
Total	3,902	2,749	1153

18. There have been some inconsistencies with local reports of fly-tipping with some areas reporting increases and decreases in incidents following the introduction of charges. Our initial review of the locally reported increases indicate that they're not related to the introduction of the charging scheme. However further work will be carried out to understand more about these reported increases. We'll also continue to step up coordinated efforts to tackle and reduce fly-tipping through the Partnership and Intelligence Officer and the delivery of the actions in the joint fly-tipping strategy. This work will include an approach to increase successful prosecutions and the development of a countywide enforcement plan.

Further changes to the Service

19. The Council's Medium Term Financial Plan (MTFP) assumes that income of £300k will be made in 2017/18 through the operation of reuse shops. A reuse shop has been operating at Leatherhead since October 2015, and subject to successful grant of planning consent, it is planned to open three further reuse shops at Witley, Woking and Earlswood in the spring of 2017.
20. In addition the council's MTFP requires additional savings of £1 million from the CRC service in 2017/18 and an additional £0.5 million in 2018/19. Officers are considering a strategy to deliver these savings, which is likely to involve all or a combination of the following options.
- Removal of free bag allowance for rubble and soil.
 - Closures of some CRCs.
 - Further reduction in operating days.
 - Introduction of further charges for other construction waste.
 - Additional reuse shops.
 - Trade waste acceptance at CRCs for a charge.

Annexe 1

- Non-Surrey resident enforcement.
- Further changes to the van permit scheme.

Future of Waste Collection and Disposal

21. In December 2016, SCC's Cabinet confirmed its support for a co-ownership approach to managing waste in Surrey. This would involve Surrey's authorities creating a single entity to manage the collection, recycling and disposal of all of Surrey's waste and would mean the integration of all waste services across the two tiers of local government. The barriers to unlocking savings would be removed and the greater benefits gained by working together would then be shared across all authorities.
22. Work to deliver this new approach is well underway. At the end of last year, Elmbridge, Mole Valley, Surrey Heath and Woking Councils completed the procurement of a joint collection contract and have agreed an Inter Authority Agreement (IAA), to create a shared waste function that is governed by a Joint Committee. In addition, those authorities and SCC have agreed to add the County Council partnership functions to this arrangement. This will demonstrate the early benefits of single tier working by concentrating combined effort on the delivery of savings, will reduce the duplication of effort inherent in the current system, and will improve the service offered to Surrey residents.
23. Whilst this work will deliver savings in the medium to long term, current financial pressures mean that SCC needs to make savings from its waste budget in the short term. In order to address this, SCC has a comprehensive range of activity aimed at both reducing the cost base of its functions and controlling the rate of cost increases. This paper focuses on the progress made with delivering savings at CRCs, and further changes that may be required with the service, as part of the programme of change to a new partnership arrangement.

Conclusions:

24. This report sets out progress with implementation of cost saving measures at Surrey's CRCs.

Recommendations:

25. The Board are asked to comment on the report.

Next steps:

Identify future actions and dates.

Annexe 1

Report contact: Richard Parkinson, Waste Operations Group Manager,
Environment Service, Surrey County Council

Contact details: 020 8541 9391, Richard.Parkinson@Surreycc.gov.uk

Sources/background papers:

Shaping Surrey's Community Recycling Centres, 24 November 2015.

Developing a Single Waste Approach, 13 December 2016.

This page is intentionally left blank

Shaping Surrey's Community Recycling Centres

Consultation results -
Summary report
August 2017



Contents

1. Purpose of the report..... 3

2. Executive summary..... 3

3. Introduction..... 5

4. Consultation approach and overview..... 6

Appendix A: Responses to the consultation questionnaire..... 8

Appendix B: Responses received by organisations/groups/ residents outside of the
consultation questionnaire..... 27

DRAFT

1. Purpose of the report

- 1.1. The purpose of this report is to provide a summary of the feedback submitted to the consultation, but not to make any recommendations as to how the council should make use of the reported results. Whilst this report brings together a wide range of information for the Council to consider, the report does not provide a single, public point of view on the proposed changes.
- 1.2. It is important to note that the responses to this consultation do not represent a statistically representative sample of the population of Surrey and consequently, findings should not be extrapolated and used to represent the wider population. Typically, consultations are not intended to be statistically representative of a population. Instead, they are a vehicle for those with a desire to contribute and voice their opinion to influence findings and contribute to the future direction of policy.
- 1.3. A consultation should be used to assist decision making so that the council can be informed of any issues, viewpoints, implications or options that might have been overlooked; re-evaluate matters already known; and review priorities. Nevertheless, a consultation is not a vote.

2. Executive summary

- 2.1. Surrey County Council (SCC) needs to make cost reductions of £104 million in 2017/18, and further cost reductions of £137 million in 2018/19 and 2019/20. The council's Medium Term Financial Plan (MTFP) identifies that the waste service will need to save £12.4 million including £3.3 million from the operation of the Community Recycling Centre (CRC) service in the period 2016/17 to 2018/19.
- 2.2. Changes to the CRC service that were implemented during 2016/17 including changing opening days and hours, opening reuse shops at larger sites and introducing charges for larger amounts of non-household waste will achieve an estimated £1.4million of cost reductions in a full year. This means further cost reductions need to be found to meet the MTFP target.
- 2.3. With this in mind, SCC sought the views of residents and stakeholders via a consultation that ran from Friday 23 June to Monday 7 August 2017. Consultation respondents were asked for their views on the following five proposals:
 - Proposal one: Ending the free daily allowance of non-household waste.
 - Proposal two: Closing CRCs on two weekdays.
 - Proposal three: Ensuring CRCs are only used by Surrey residents.
 - Proposal four: Permanent closure of four smaller CRCs.
 - Proposal five: Restricting users of vans, trailers and pick-ups to larger sites only.
- 2.4. The consultation received a total of 13,637 responses including 13,573 from residents and 64 responses from organisations/groups such as district/borough and parish/town Councils. This is considered to be one of the largest ever responses SCC has received to any consultation.
- 2.5. One petition of 525 signatures was received concerning the proposed closure of Warlingham CRC.
- 2.6. The results of the consultation can be found in sections 4, Appendix A and B of this report. The headline results can be found in **Table 1** below:

Table 1 Headline results to the consultation

Consultation subject	Result
CRC visits in the last 12 months	<ul style="list-style-type: none"> Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.
CRC sites used in the last 12 months	<ul style="list-style-type: none"> Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.
Ending the free daily allowance of non-household waste (proposal one)	<ul style="list-style-type: none"> Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016. Over three-quarters of all respondents (76%) disagreed or strongly disagreed with the proposal to stop the free daily allowance in the charging waste scheme. When looking at just the respondents who told us they have used the free allowance, the percentage that disagreed or strongly disagreed with this proposal increased to 89%.
Closing CRCs on two weekdays (proposal two)	<ul style="list-style-type: none"> Respondents told us that they have visited CRCs most on Saturday and Sunday, and least on a Wednesday and Friday in the last 12 months. Half of respondents (50%) told us they disagreed or strongly disagreed with the proposal to close all CRCs on two weekdays. More than a quarter of respondents (28%) told us they agreed or strongly agreed with the proposal to close all CRCs on two weekdays.
Ensuring CRCs are only used by Surrey residents (proposal three)	<ul style="list-style-type: none"> Over two-thirds of respondents (67%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Camberley CRC. Almost two-thirds of respondents (66%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Farnham CRC.
Permanent closure of four smaller CRCs (proposal four)	<ul style="list-style-type: none"> More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Bagshot CRC. When looking at just the respondents who told us they use Bagshot CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. More than half of all respondents to the consultation (53%) told us that they disagreed or strongly disagreed with the proposal to permanently close Cranleigh CRC. When looking at just the respondents who told us they use Cranleigh CRC the percentage that disagreed or strongly disagreed with this proposal increased to 97%. More than half of all respondents to the consultation (56%) told us that they disagreed or strongly disagreed with the proposal to permanently close Dorking CRC. When looking at just the respondents who told us they use Dorking CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Warlingham CRC. When looking at just the respondents who told us they use

	Warlingham CRC the percentage that disagreed or strongly disagreed with this proposal increased to 95%.
Restricting users of vans, trailers and pick-ups to larger sites only (proposal five).	<ul style="list-style-type: none"> Nearly half of all respondents (45%) told us that they agreed or strongly agreed with the proposal to restrict users of vans, trailers and pick-ups to larger sites only. Precisely three-tenths of respondents (30%) told us that they disagreed or strongly disagreed with this proposal. When looking at just the respondents who told us they use van permit scheme the percentage that disagreed or strongly disagreed with this proposal increased to 65%.
Ranking of the proposals	<ul style="list-style-type: none"> The permanent closure of CRCs was ranked by respondents as the least preferred change. Ensuring CRCs are only used by Surrey residents was ranked as the most preferred change.
Other comments about the proposals.	<ul style="list-style-type: none"> Respondents in particular highlighted that any reduction to a CRC service especially permanently closing CRCs would increase fly-tipping.

3. Introduction

- 3.1. In 2014/15, SCC identified a number of efficiency measures in the operation of CRCs in Surrey. These measures were finalised following a public consultation that was conducted from 15 July to 30 September 2015 in which 4,581 people responded to give their views. The council's Cabinet on 24 November 2015 agreed to a number of efficiency measures at CRCs, but decided to retain all 15 CRCs in Surrey and allow residents to deposit small amounts of inert building material and plasterboard free of charge.
- 3.2. Following the Cabinet decision, the waste service during 2016/17 introduced changes to opening days and hours CRCs, opened reuse shops at larger CRC sites, introduced charges for larger amounts of non-household waste and launched a revised van permit scheme. These changes in a full year are expected to generate £1.4m in cost reductions to SCC.
- 3.3. However, continued cuts to funding, rising costs and increasing demand for key services means the need for SCC to reduce its costs has reached unprecedented levels. Noting the cost reductions that have been achieved/due to be realised, a target of a further £1.9m in cost reductions from CRCs is required to meet the Council's MTFP target.
- 3.4. The waste service has consulted with Suez Surrey, the contractor which manages the CRCs to develop proposals to reduce costs further. Given the efficiency measures that have already been introduced, the service has had to regrettably put forward further proposals to reduce the CRC service due to the financial challenges being faced.
- 3.5. Noting the consultation that has already taken place on proposed changes to the CRC service and the decisions of Cabinet on 24 November 2015, legal advice recommended that a much shorter consultation of six weeks could be held. With this in mind, SCC sought the views of residents and stakeholders via a consultation that ran from **Friday 23 June to Monday 7 August 2017**. Consultation respondents were asked for their views on the following five proposals:
- Ending the free daily allowance of non-household waste.
 - Closing CRCs on two weekdays.
 - Ensuring CRCs are only used by Surrey residents.
 - Permanent closure of four smaller CRCs.
 - Restricting users of vans, trailers and pick-ups to larger sites only.

- 3.6. The views submitted in the consultation will help inform the final recommendations that are put forward to the County Council's Cabinet for agreement in the autumn of 2017. Advance notice will be given to residents and stakeholders if there are any changes as a result of decisions made by the Council.

4. Consultation approach and overview

- 4.1. A project team consisting of officers in the waste service, corporate communications and the intelligence and research team helped design and manage the consultation process. The main output of this process was the design of a consultation questionnaire. The questionnaire contained an overview of the process, and asked respondents to give their view on the proposed changes as referred to in paragraph 2.3. The questionnaire also contained additional sections including free box section where respondents could give further comments, and monitoring data on respondents' demographic information.
- 4.2. A dedicated webpage was setup for the review (surreycc.gov.uk/recyclingcentres) where consultation participants could find out more information and complete the online questionnaire. Paper copies of the questionnaire were also made available at CRCs, libraries, council offices and by calling SCC's contact centre for one to be sent out direct to a resident's address. The questionnaire was also made available in large and giant print. The contact centre also offered mediated access to complete the questionnaire on someone's behalf for those respondents that might require it, and if the questionnaire was required in any other format such as braille, a request could be put into the contact centre for consideration.
- 4.3. Residents and stakeholders could also respond to the consultation by emailing wasteconsultation@surreycc.gov.uk or writing to the County Council.
- 4.4. Advance warning of the consultation was given to Suez staff and key stakeholders (organisations/groups/individual who represent the interests of Surrey residents) such as Surrey members of parliament, county councillors, Surrey Waste Partnership (SWP), Joint Waste Solutions, district and borough councils, parish and town Councils, residents' associations, central government departments such as DEFRA, neighbouring local authorities and the local press in Surrey via a press release from SCC.
- 4.5. The consultation was also promoted with banners or posters and leaflets at CRC sites, libraries and local council offices, on the SCC website, via social media posts from SCC accounts, other digital advertising, e-newsletters (Communicate, Issues Monitor and Surrey Matters) and via editorial copy which could be used in district and borough/parish newsletters. Local media such as Get Surrey, Surrey Mirror and Eagle Radio ran stories on the consultation following the press release.
- 4.6. Before, during and after the consultation a series of stakeholders meetings were held with including:
- SCC Environment and Infrastructure Select Committee - 1 June and 25 July
 - Surrey Waste Partnership Officers Group - 19 June
 - Surrey Waste Partnership Members Group - 12 July
 - Mole Valley District Council - 24 July
 - Tandridge District Council - 28 July
 - Spelthorne Overview and Scrutiny Committee – 31 July
 - Waverley Borough Council - 2 August
 - Joint Parish Council group meeting with Bramley, Busbridge, Cranleigh, Dunsfold, Ewhurst and Witley – 10 August
 - Surrey Heath Borough Council – 11 August
- 4.7. The consultation launched on Friday 23 June, and closed at 11:59pm on Monday 7 August. The consultation project team allowed late responses up to the close of business on

Wednesday 9 August to those who had contacted the team direct, and to take account of those that had posted letters/paper questionnaires shortly before the deadline.

- 4.8. The consultation received a total of 13,637 responses, which is considered to be one of the largest ever responses SCC has received to any consultation. **Table 3** below shows a breakdown of how responses were received.

Table 3: Responses to the consultation by format

Format	Number received	Percentage of response
Online questionnaire responses	13,068	95.83%
Paper questionnaire responses (all types)	278	2.04%
Emails/letters from residents	227	1.66%
Emails/letters from stakeholders (organisations/groups)	64	0.47%
Total	13,637	100.00%

- 4.9. The responses to consultation questionnaire can be found in **Appendix A**. The emails/letters from residents and stakeholders have been analysed together can be found in **Appendix B** including the type of organisations/groups that have responded.
- 4.10. One petition of 525 signatures was received. The petition states “We the undersigned residents of Surrey, call on Surrey County Council not to close the Community Recycling Centre in Bond Road, Warlingham, which is a vital local amenity. We believe its closure would be a major withdrawal of services and lead to increased fly tipping and congestion at the Caterham Hill recycling centre”. This petition will be considered alongside the final plan at Cabinet in the autumn of 2017.
- 4.11. During the consultation the contact centre fielded 274 telephone calls from residents. **Table 4** below shows how those calls were handled.

Table 4: Calls to contact centre and how they were resolved

Resolution	Number
Send literature	144
Refer to web	61
Information provided	54
Refer to service	10
Mediated	3
No further action required	2
Total	274

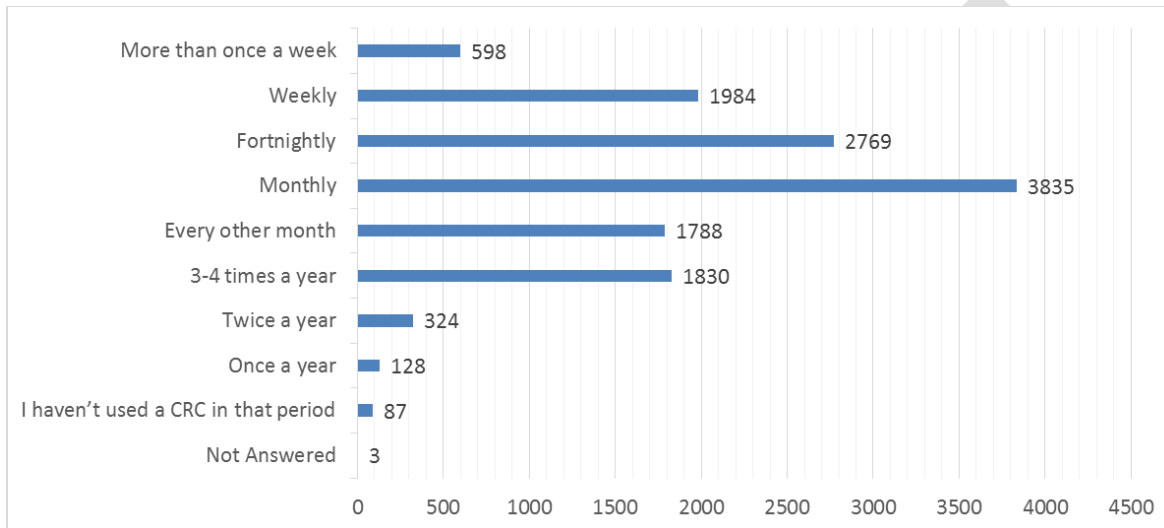
- 4.12. As explained in paragraph 4.5, the consultation was promoted through social media. This included the Surrey Matters and Recycle for Surrey accounts, and they were shared by many district/borough councils. The outputs of this activity is summarised below:
- Facebook: Surrey Matters - 14 posts, 116,020 reach, 162 likes, 62 comments, 141 shares, 1,385 link clicks.
 - Twitter: Recycle for Surrey and Surrey Matters - 25 posts, 35,910 reach, 69 retweets, 2 replies, 20 likes, 130 link clicks.
 - From tweet reach (all contributors) - 261 tweets, 549,345 reach, 1,628,841 exposure, 163 contributors.

Appendix A: Responses to the consultation questionnaire

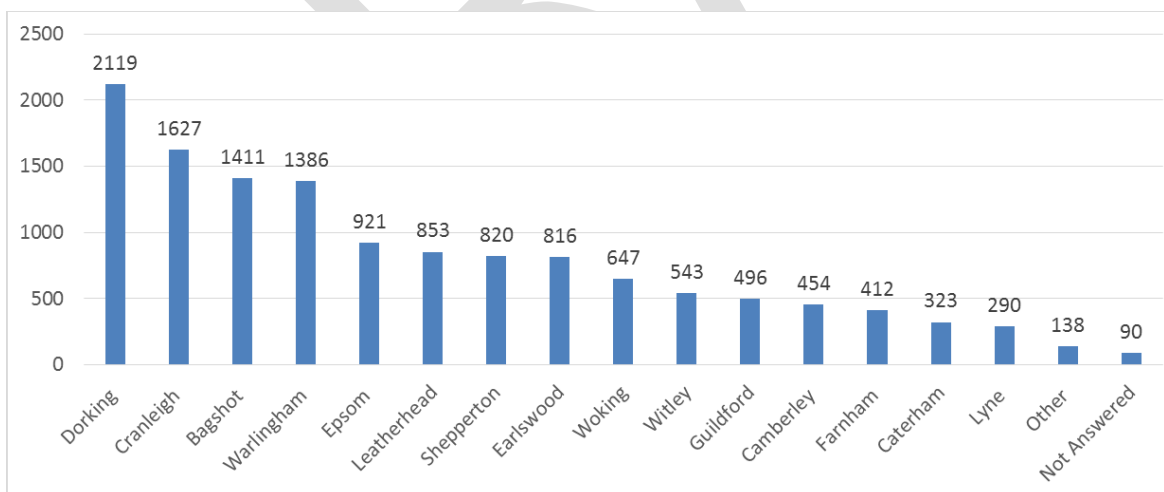
This section of the report gives a graphical analysis of the responses submitted to questions 1 – 9 of the questionnaire.

The number of responses recorded for each question is reported throughout. As not all respondents answered every question, and some of the questions allow more than one answer, the numbers of responses to each question varies.

Question 1a: How often have you visited a CRC in the last 12 months?

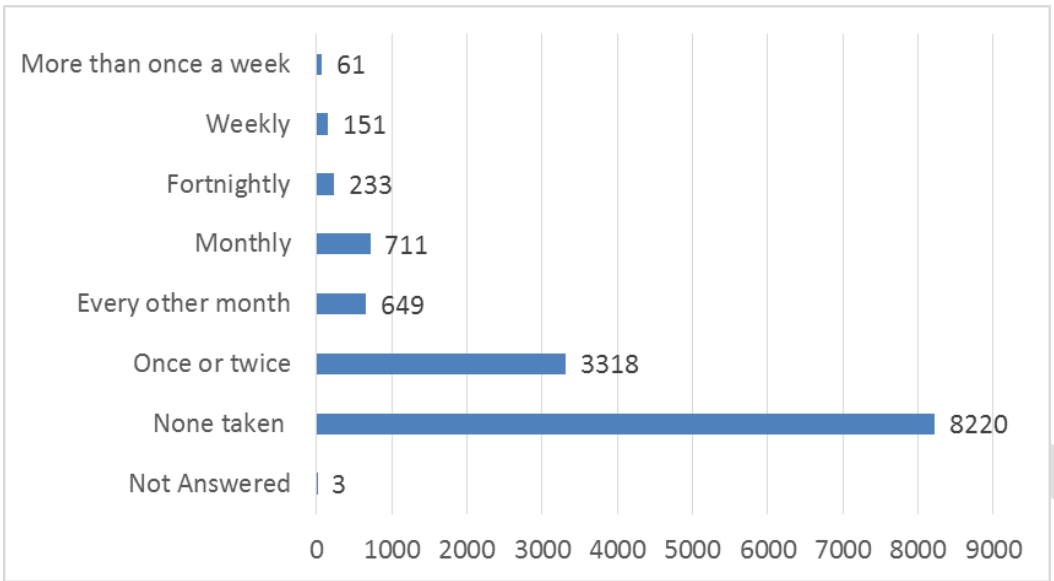


Question 1b: Which CRC have you used the most in the last 12 months?

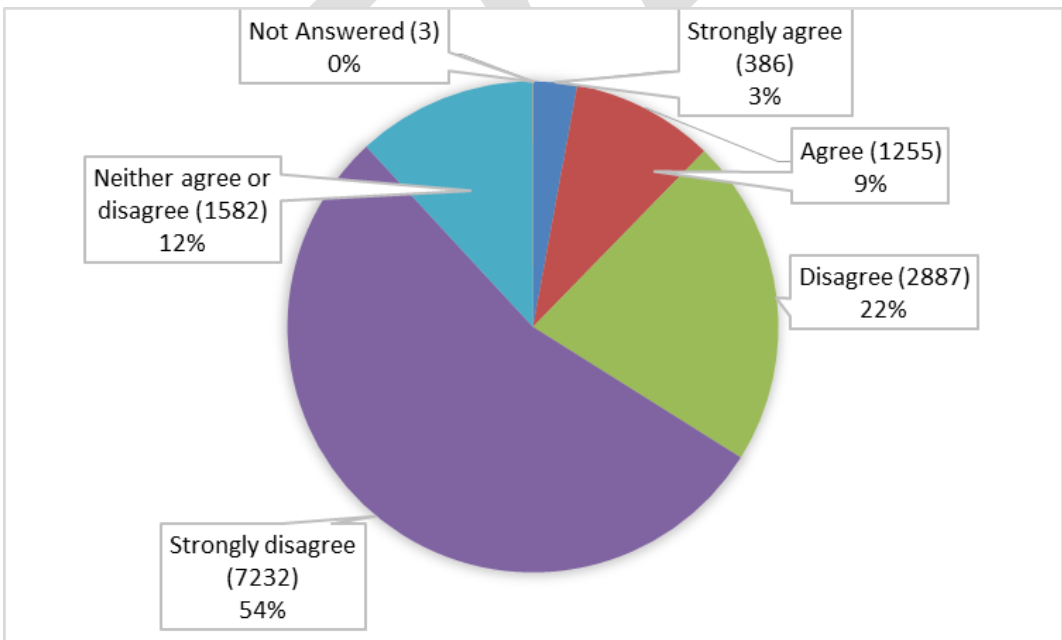


Respondents said they use other CRCs outside of Surrey including Aldershot, Billingham, Bordon, Brentford, Crawley, East Grinstead, Farnborough, Horsham, Kingston-upon-Thames, Richmond-upon-Thames, Sevenoaks and Sutton.

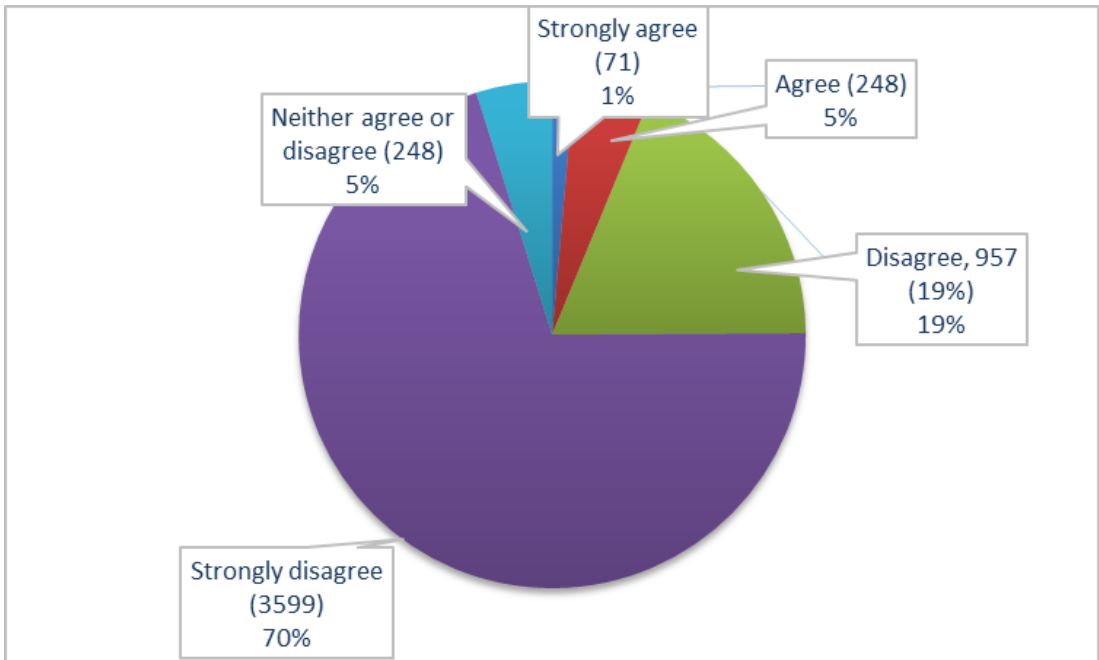
Question 2a: How often have you taken chargeable waste to a CRC for free since September 2016?



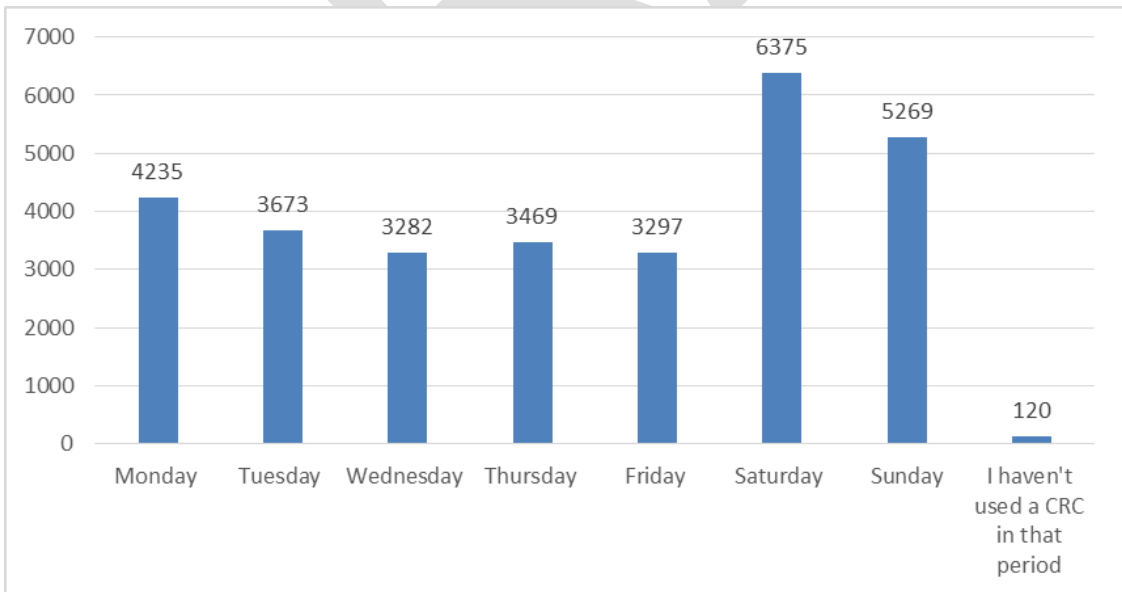
Question 2b: What do you think of the proposal to stop the free daily allowance? (All respondents)



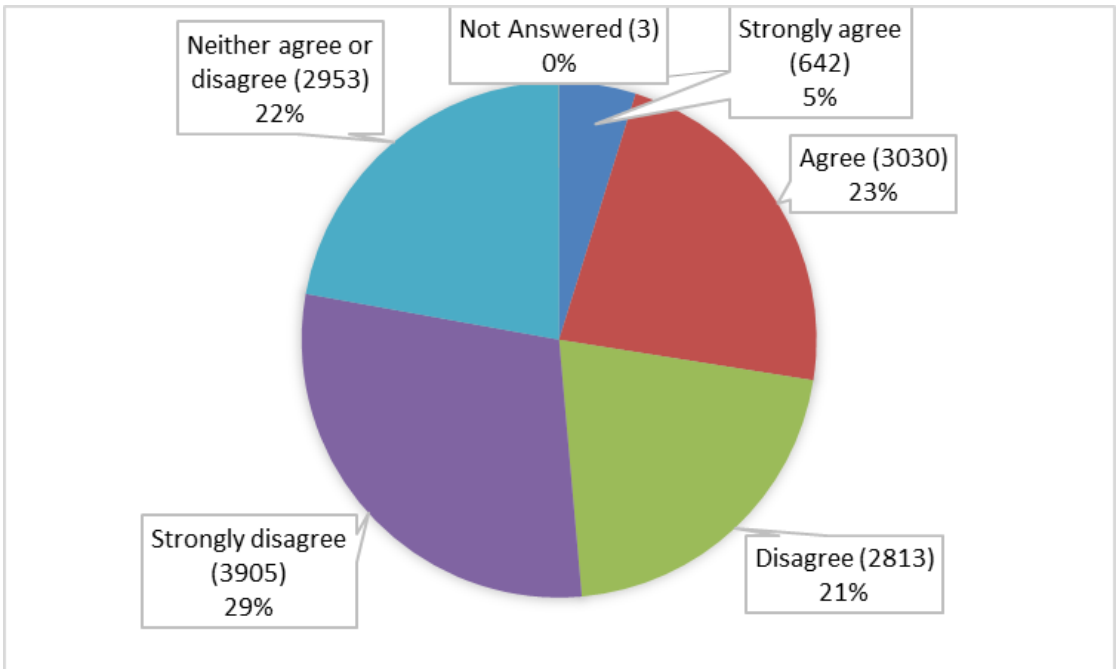
Question 2b: What do you think of the proposal to stop the free daily allowance? (Only respondents that have told us that they used the charging waste scheme since it was introduced in September 2016)



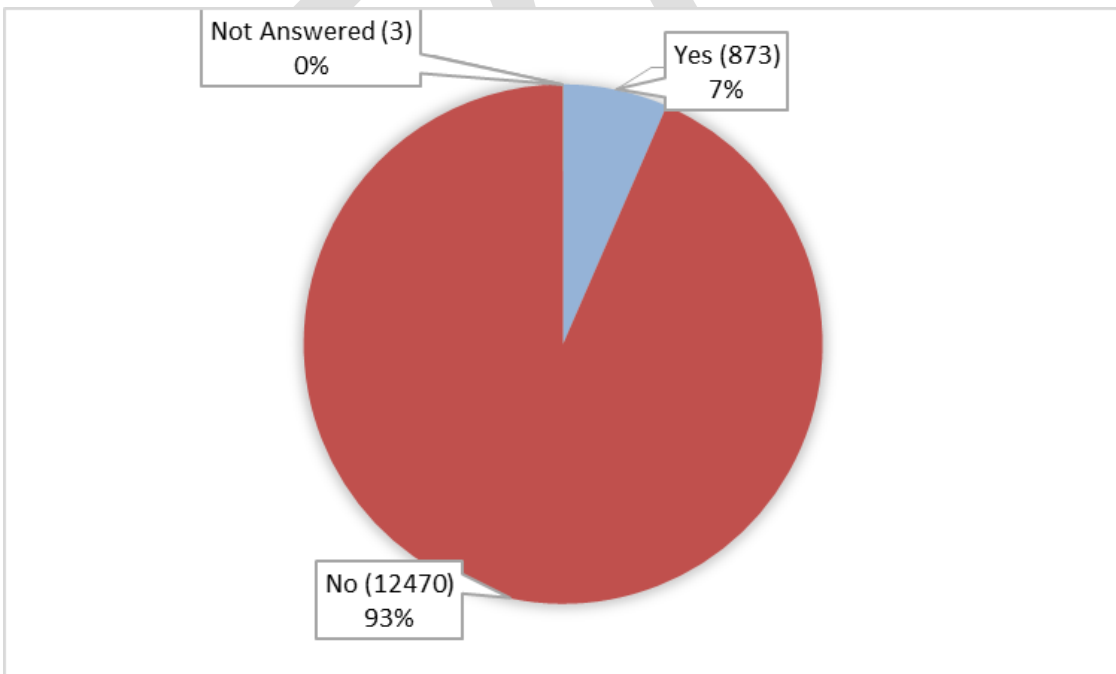
Question 3a: On which days have you tended to visit CRCs in the last 12 months? (Respondents could select up to two responses)



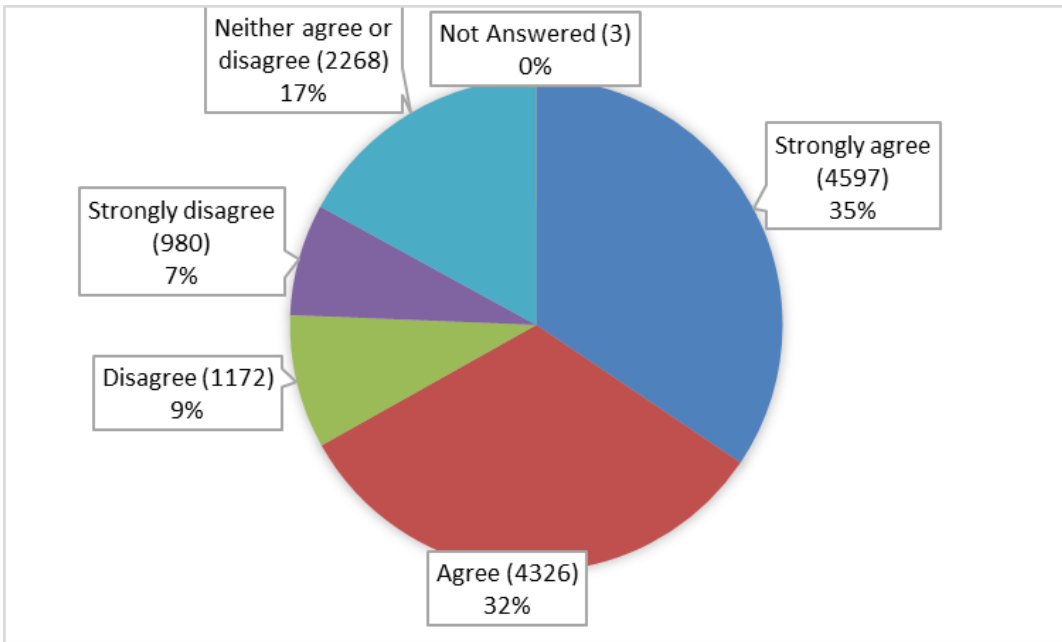
Question 3b: What do you think of the idea of closing CRCs on two weekdays?



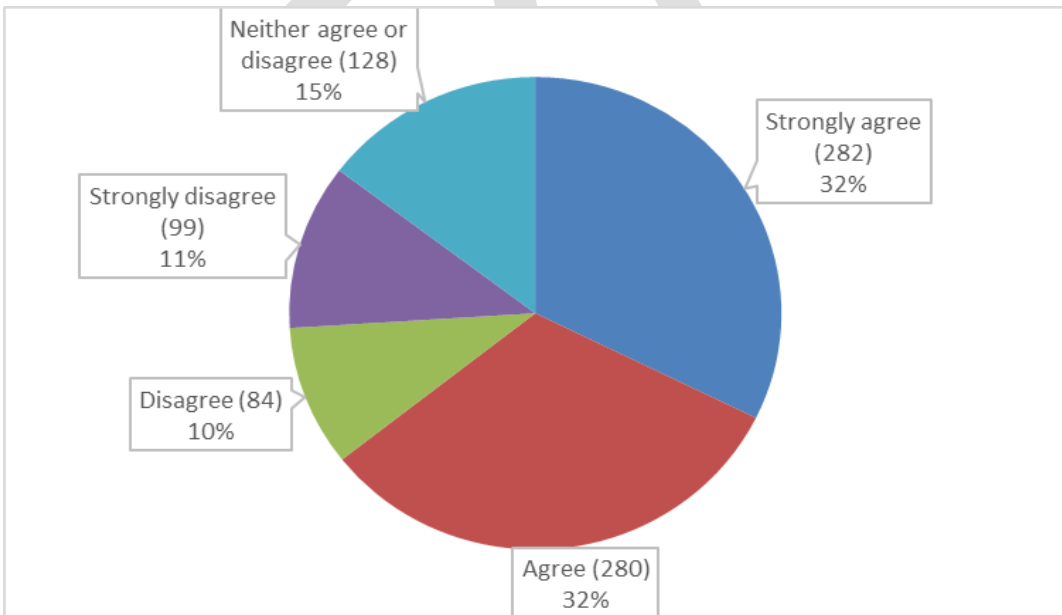
Question 4a: Have you used Camberley CRC in the past 12 months?



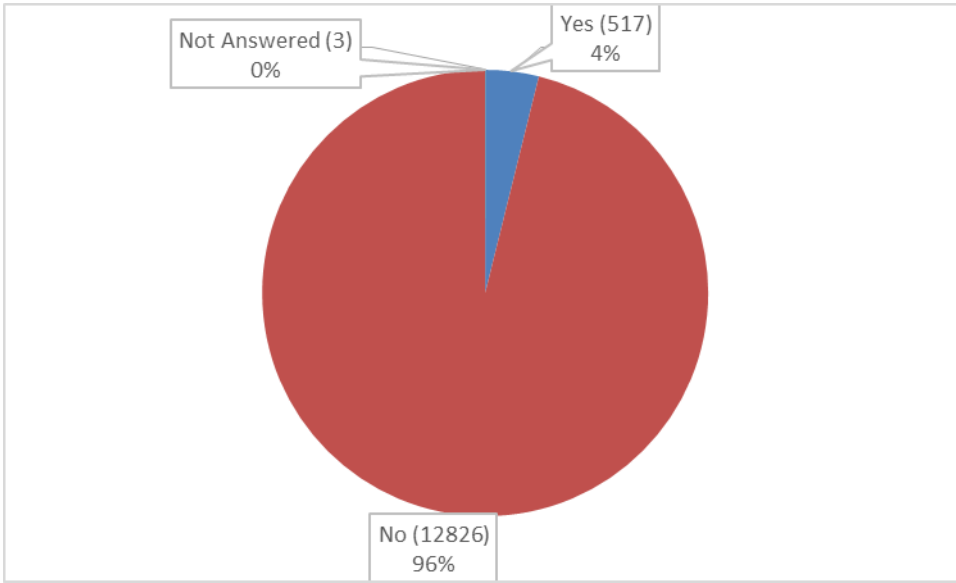
Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (all respondents)



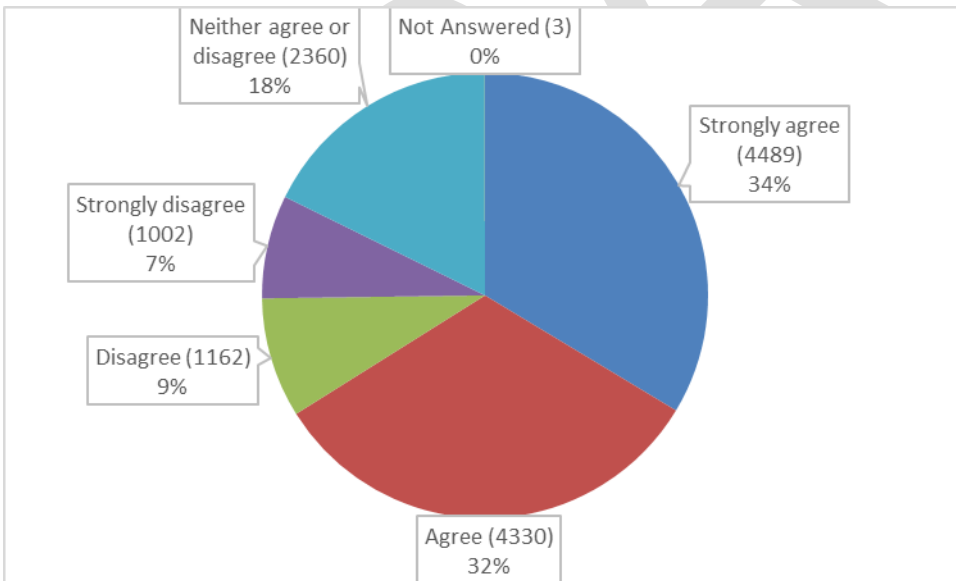
Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (Only respondents that told us they have used Camberley CRC in the past 12 months)



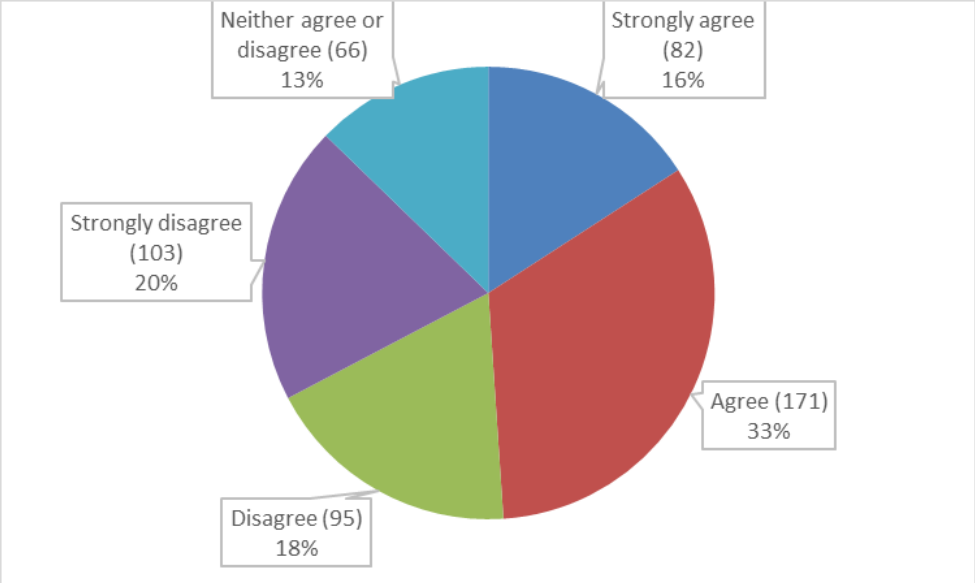
Question 4c: Have you used Farnham CRC in the past 12 months?



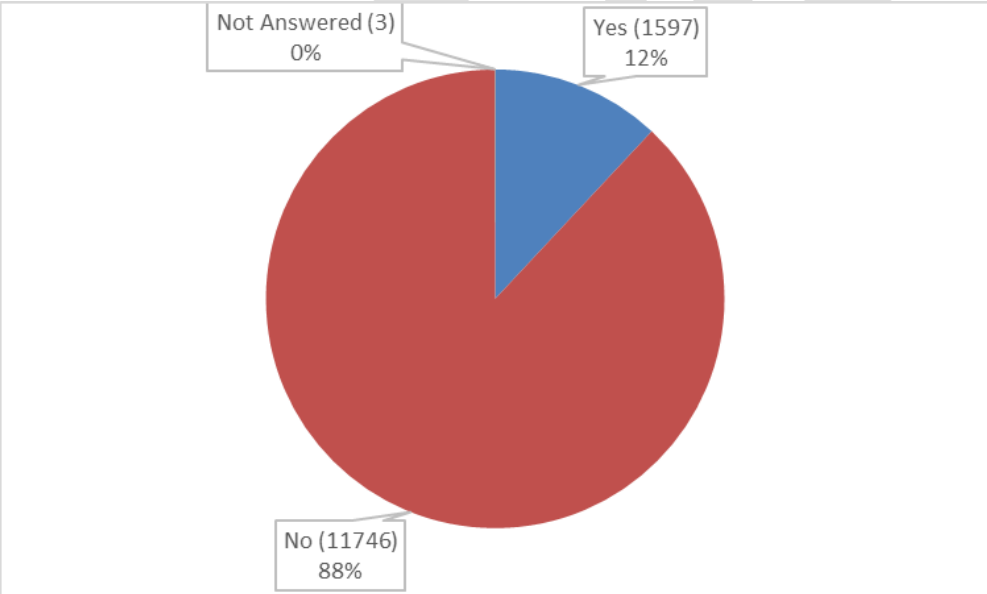
Question 4d: Do you think residents should be asked to prove they are Surrey residents before they can use Farnham CRC? (all respondents)



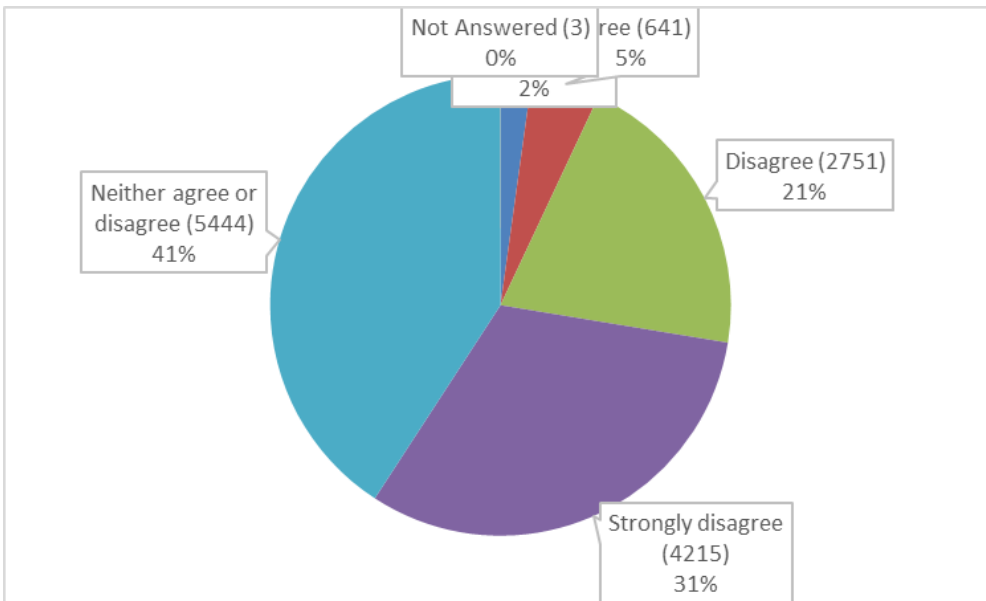
Question 4d: Do you think residents should be asked to prove they are Surrey residents before they can use Farnham CRC? (Only respondents that told us they have used Camberley CRC in the past 12 months)



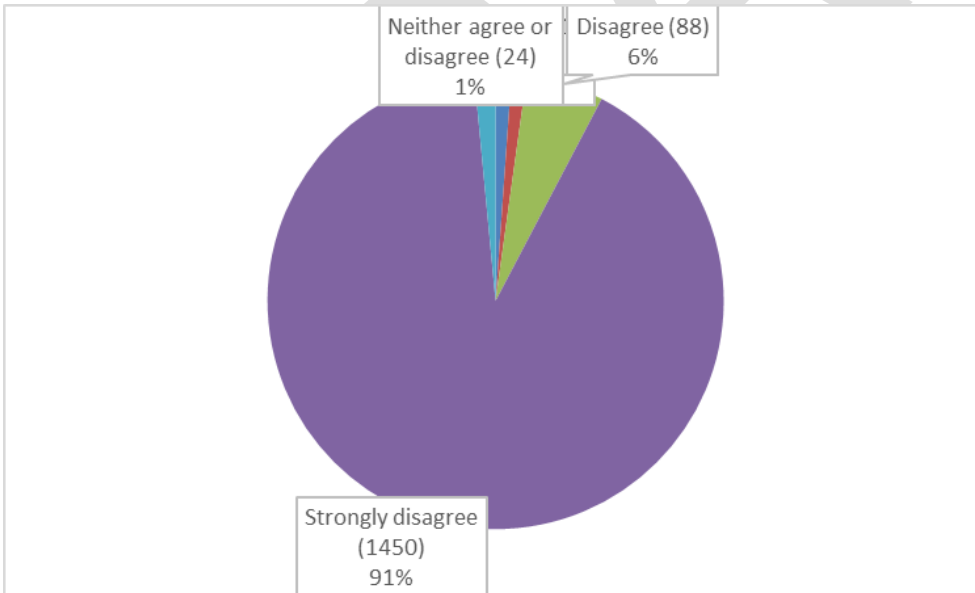
Question 5a: Have you used Bagshot CRC in the last 12 months?



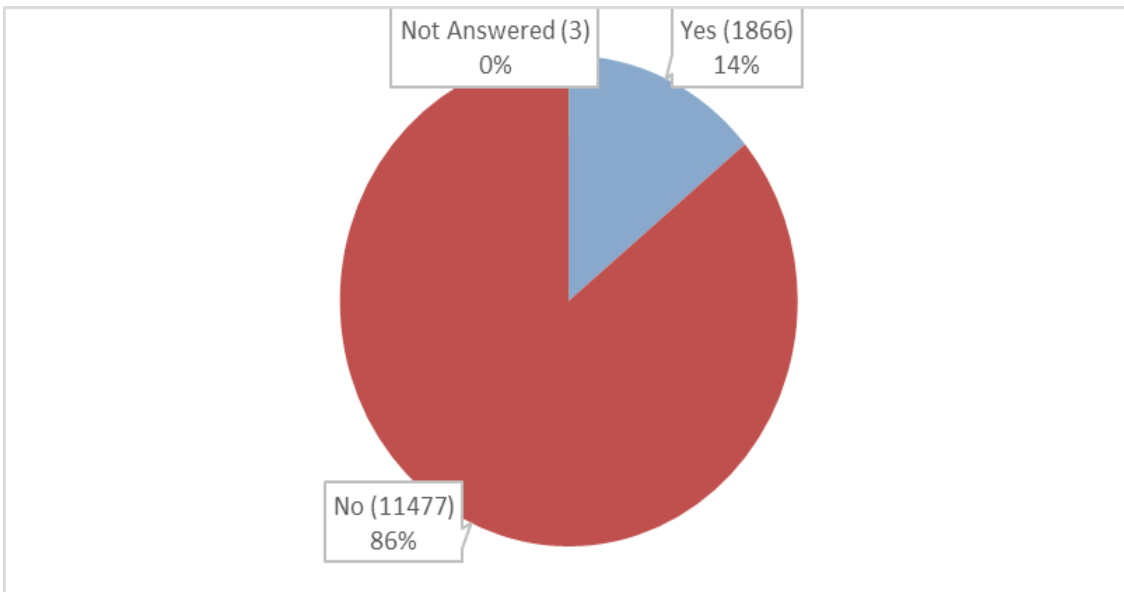
Question 5b: What do you think of the proposal to close Bagshot CRC? (all respondents)



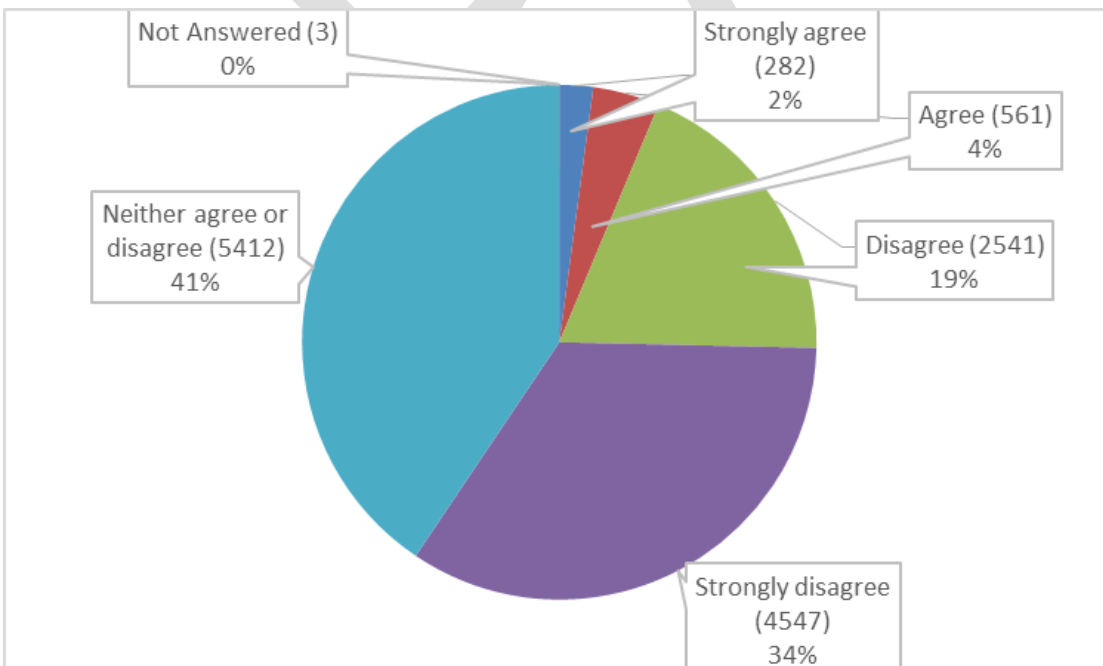
Question 5b: What do you think of the proposal to close Bagshot CRC? (Only respondents that told us they have used Bagshot CRC in the past 12 months)



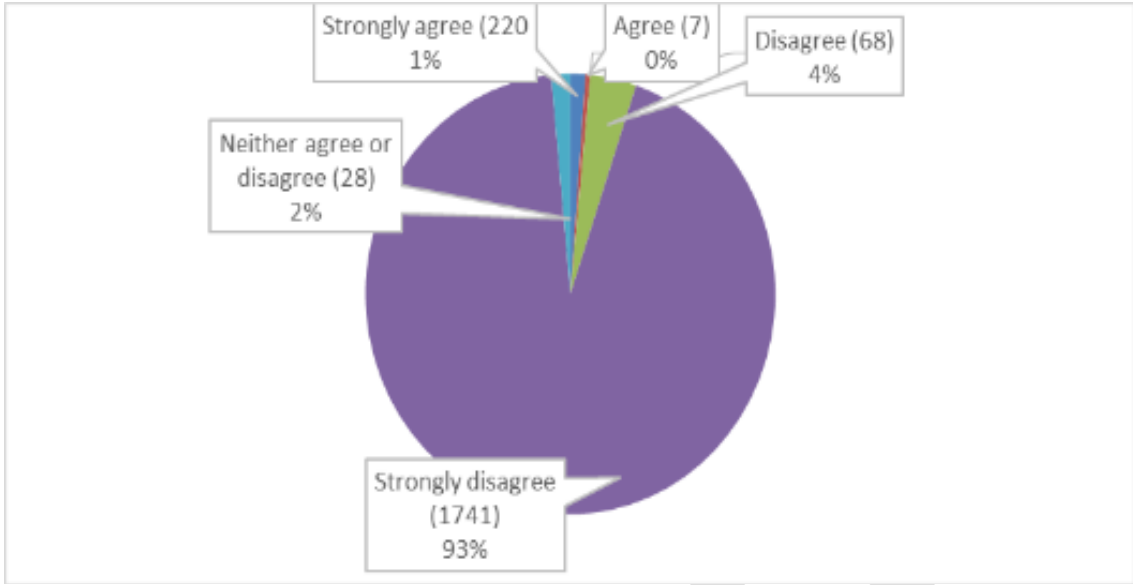
Question 5c: Have you used Cranleigh CRC in the last 12 months?



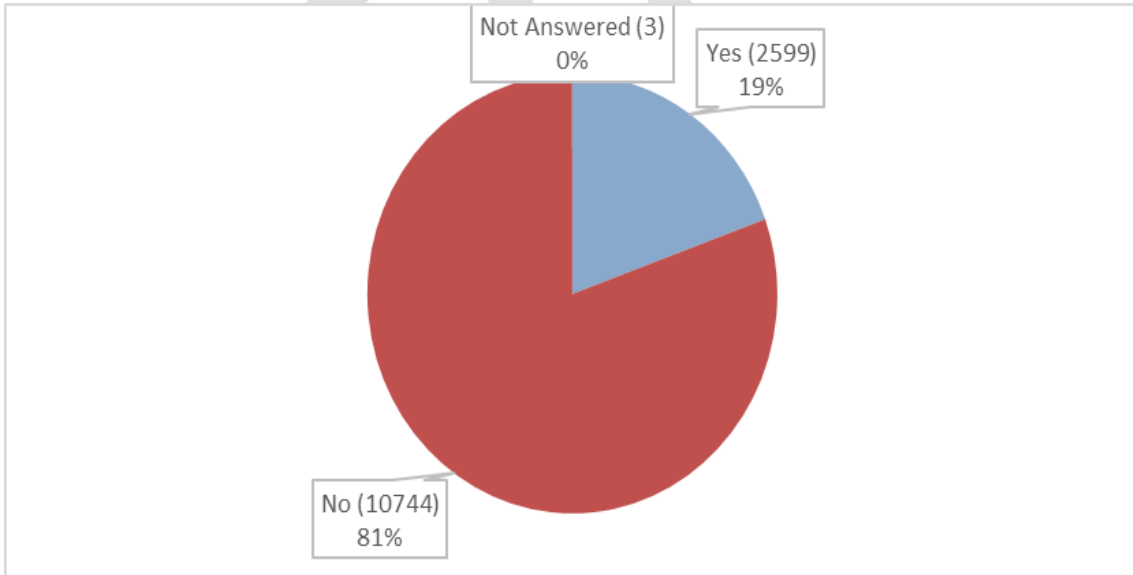
Question 5d: What do you think of the proposal to close Cranleigh CRC? (all respondents)



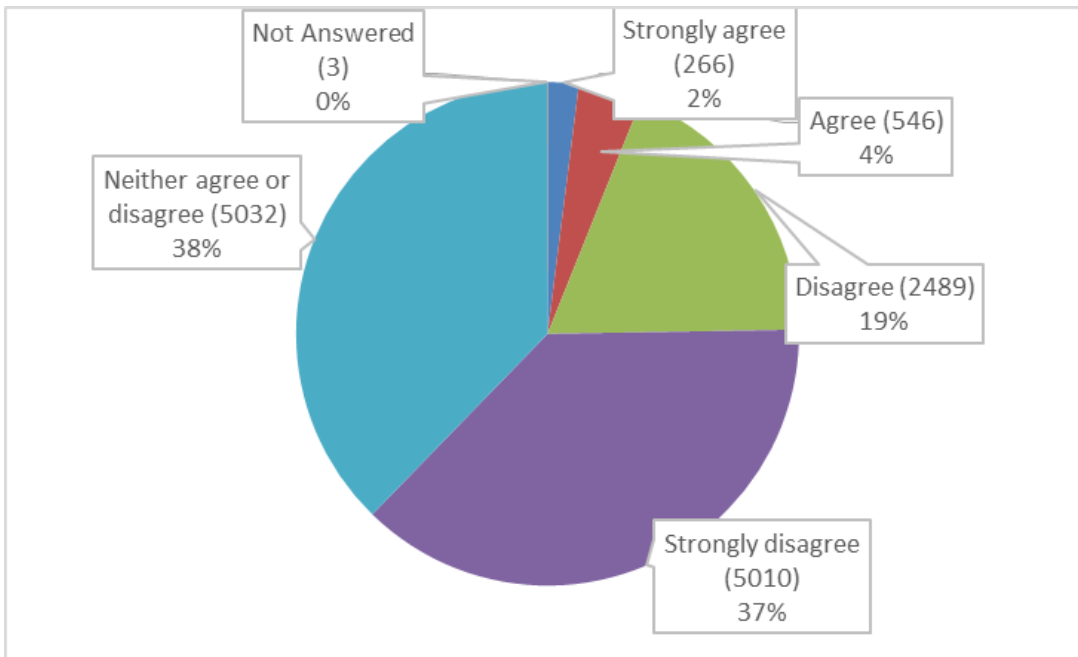
Question 5d: What do you think of the proposal to close Cranleigh CRC? (Only respondents that told us they have used Cranleigh CRC in the past 12 months)



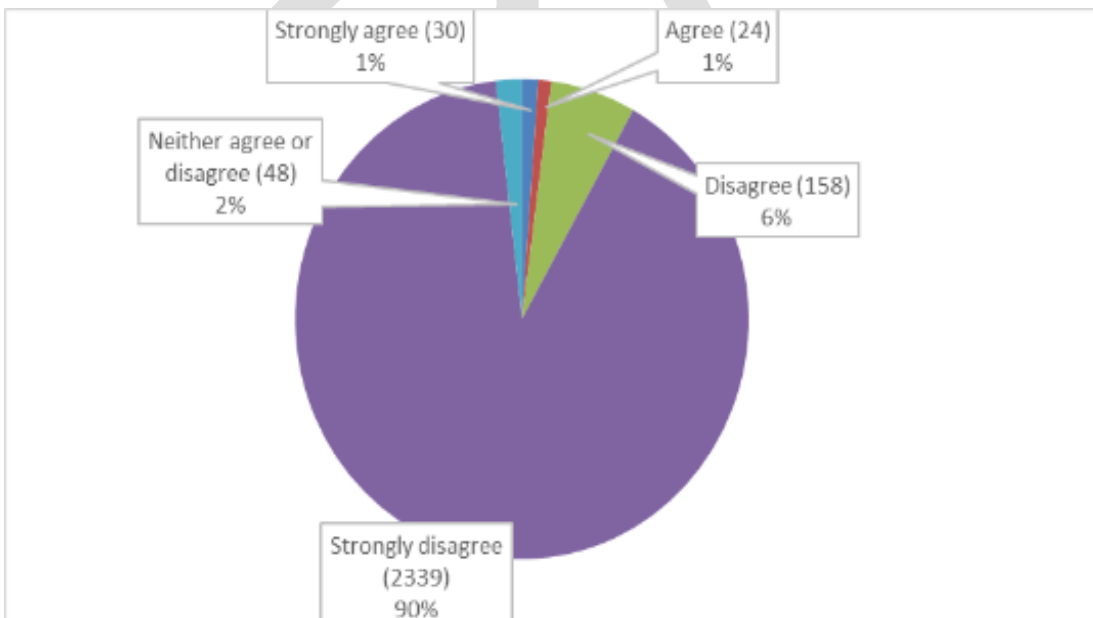
Question 5e: Have you used Dorking CRC in the last 12 months?



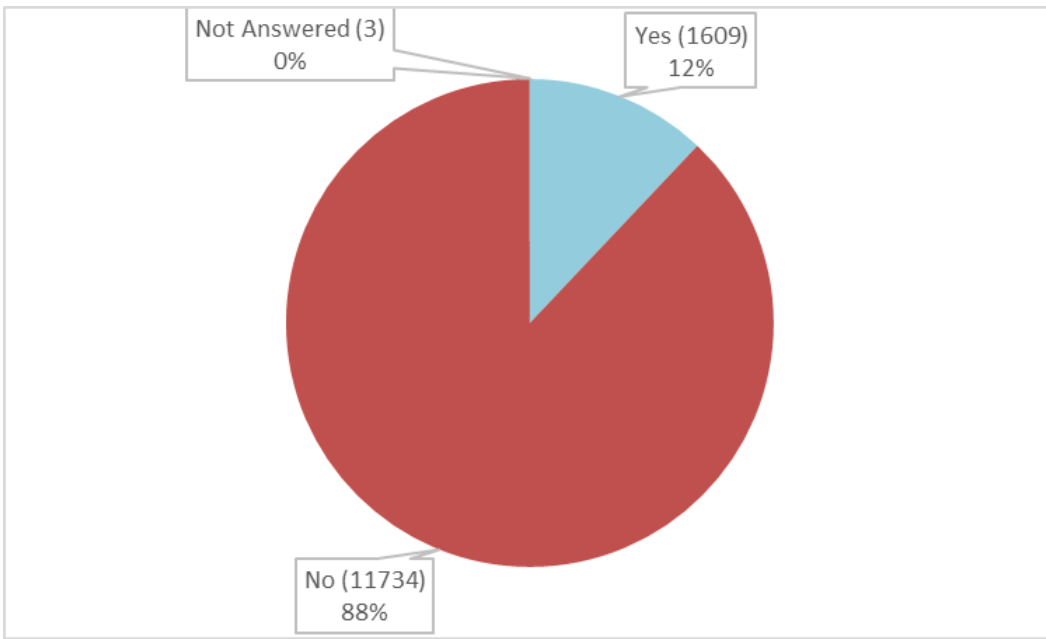
Question 5f: What do you think of the proposal to close Dorking CRC? (all respondents)



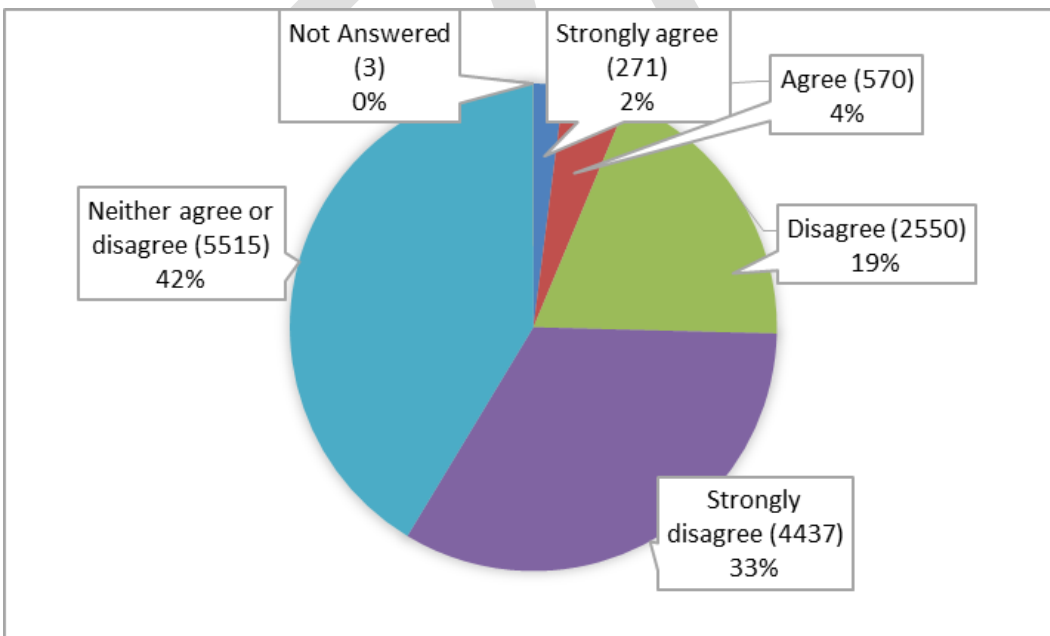
Question 5f: What do you think of the proposal to close Dorking CRC? (Only respondents that told us they have used Dorking CRC in the past 12 months)



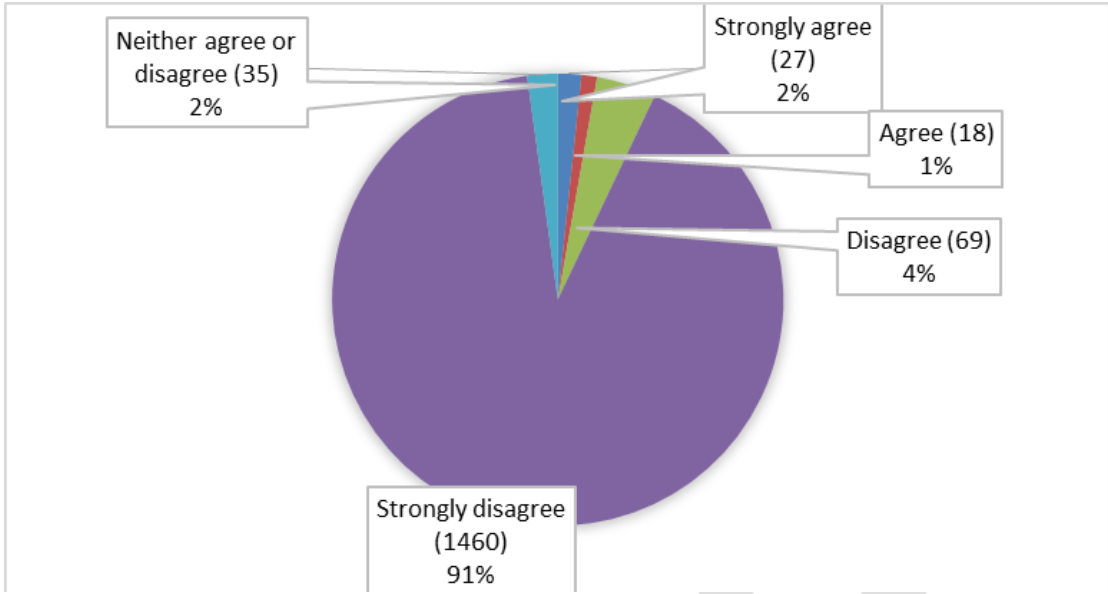
Question 5g: Have you used Warlingham CRC in the last 12 months



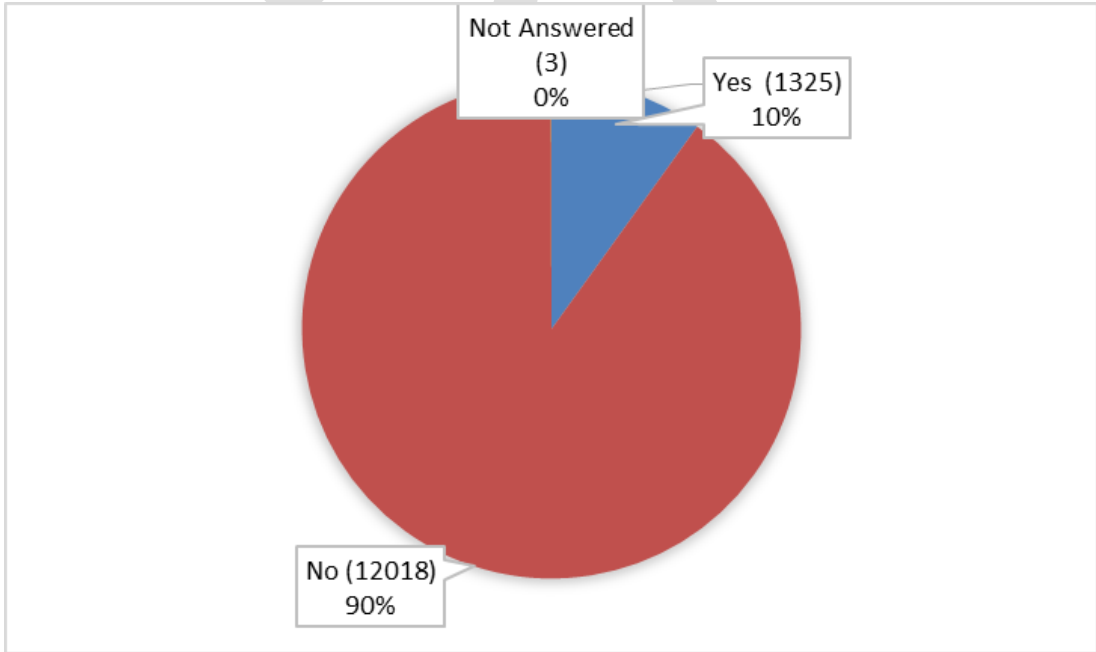
Question 5h: What do you think of the proposal to close Warlingham CRC? (all respondents)



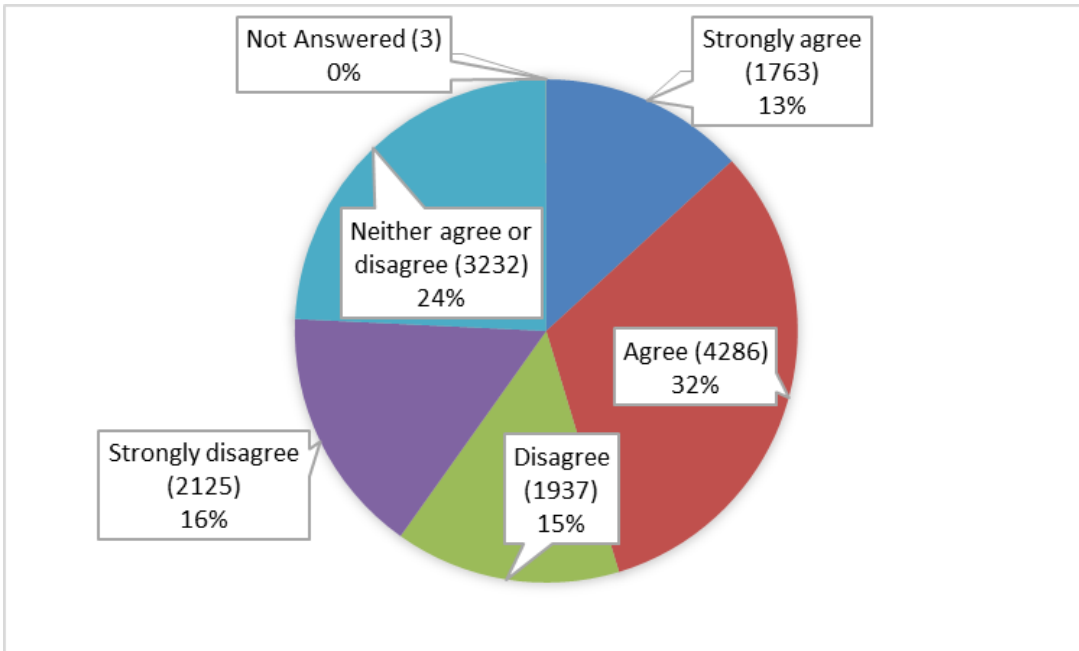
Question 5h: What do you think of the proposal to close this CRC? (Only respondents that told us they have used Waringham CRC in the past 12 months)



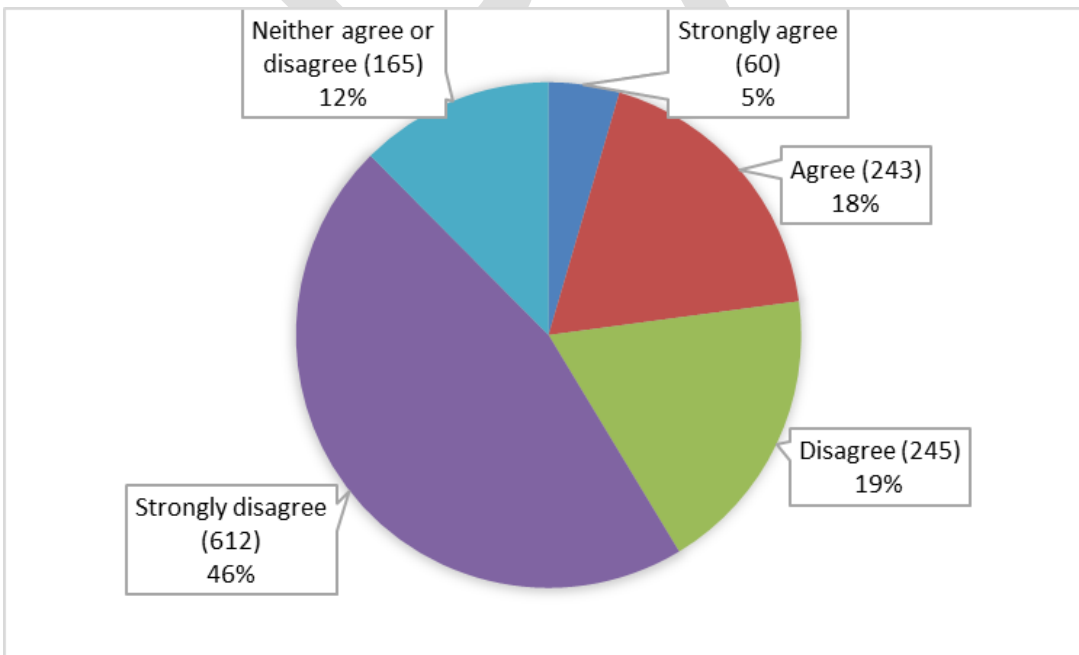
Question 6a: Have you used a van, trailer or pick-up to take materials to the CRC in the last 12 months?



Question 6b: What do you think of the proposal that you could only take a van, trailer or pick-up to the larger CRCs? (all respondents)



Question 6b: What do you think of the proposal that you could only take a van, trailer or pick-up to the larger CRCs? (only respondents who said they used a van, trailer or pick-up to take materials to CRCs)



Question 7: Proposals ranked in order of preference. (1 being the lowest preference and 6 the highest).

In the consultation period the project team received roughly a dozen objections to this question, as respondents believed the question could be misinterpreted. A few days into the process the project team strengthened the wording associated with the question on the online question to help understanding. The project team has looked into the answers given to this question, and can state that overall it reflects the answers given to the other questions, as shown in the table below.

Rank	Proposal
1	Closure of some CRCs
2	Stopping the free daily allowance of non-household waste
3	Closing for two weekdays
4	Stopping vans, trailers or pick-ups from using smaller sites
5	No change to services
6	Ensuring CRCs are only used by Surrey residents

Question 8: Please give any comments about possible changes to CRCs.

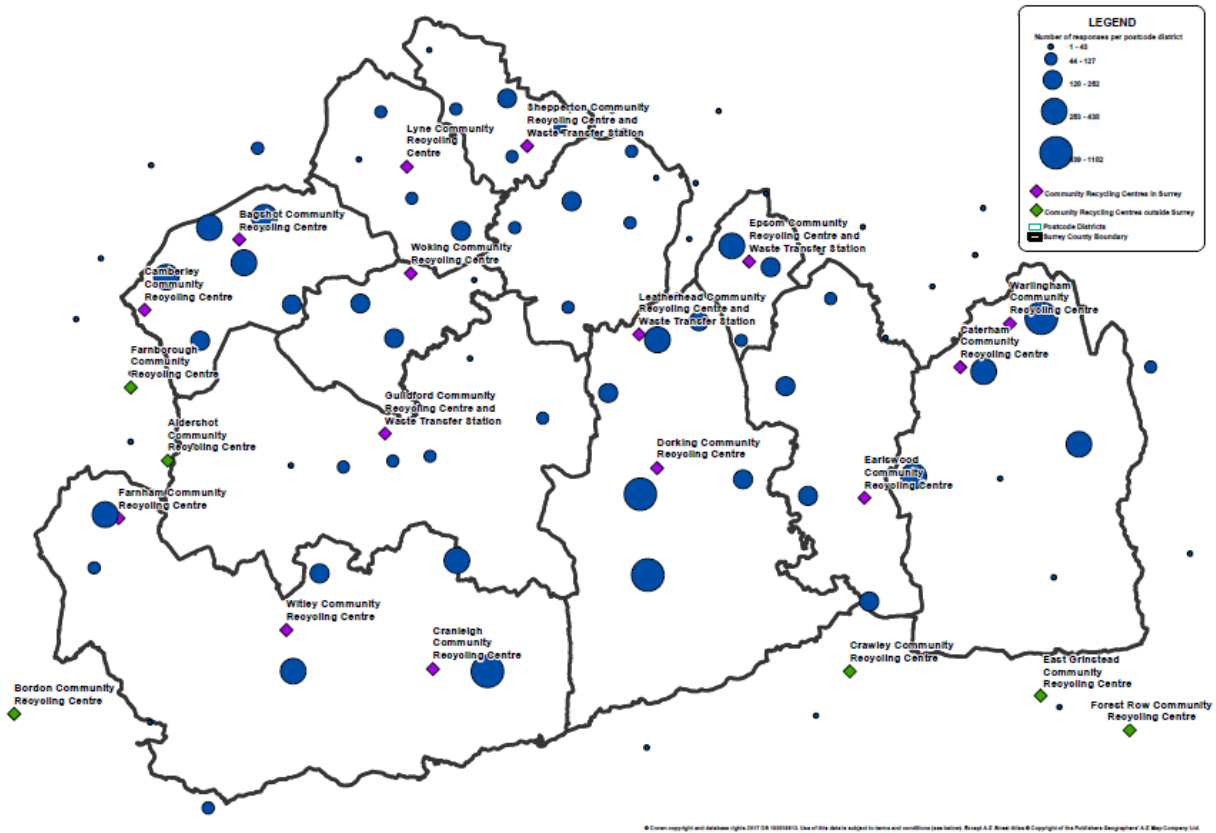
The comments submitted to this question have been coded, categorised into themes and tallied. Please see below:

Coded comment	Total
Any reduction of service especially closure of a CRC will increase fly-tipping	7159
Reiterated disagreement with proposal to close CRCs	2866
Any reduction of service especially closure of a CRC will have a negative impact on recycling	2289
Proposal to close a CRC will increase the journey time and distance to alternative CRC	1586
Any reduction of service especially closure of a CRC will have a negative impact on the environment (increase in pollution, more bonfires etc)	1448
Any reduction of service especially closure of a CRC will increase traffic/congestion	1163
Proposals will cost the service more money in clearing up fly-tipping	843
Reiterated disagreement with proposal to stop the free daily allowance in the charging waste scheme	816
Proposal to close a CRC will have a knock on effect on the nearest alternative CRC (congestion/capacity etc)	644
Reiterated disagreement with proposal to close a CRC on two weekdays	514
Proposal to close CRC doesn't consider new/proposed dwellings in the county	438
Reiterated agreement with proposal to close a CRC on two weekdays	410
Consider changing another council run service	404
Roads to alternative CRC are unsuitable	368
Current CRC service is good	334
Any reduction of service especially closure of a CRC will make it difficult to get rid of waste	326
Any reduction of service especially closure of a CRC will have a greater impact on older or disabled persons	266

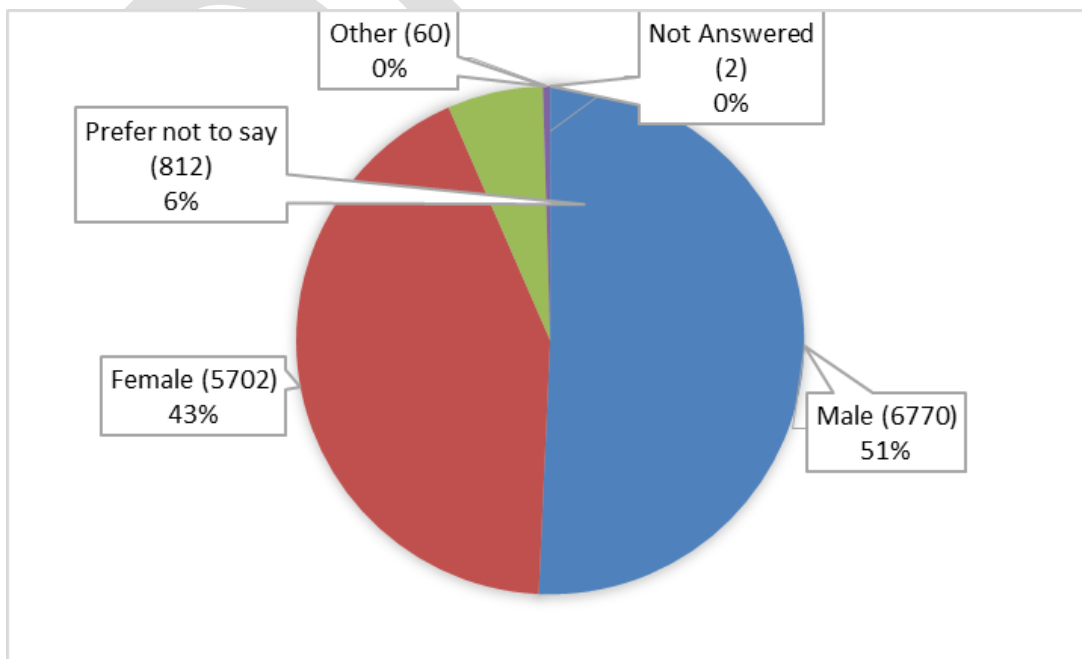
Proposal to close a CRC or stopping the free daily allowance of charging scheme waste will have a financial impact on CRC users	258
Consider changing the opening hours of CRCs	256
Consider different proposal for changing the CRC service	255
Reiterated disagreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	233
Reiterated agreement with proposal to ensure CRCs are used by Surrey residents only	227
Complaint about the consultation questionnaire	202
Money has already been spent on upgrading/maintaining a CRC	196
Consider what days a CRC should be closed	193
Any reduction of service especially closure of a CRC and stopping the free daily allowance of charging scheme waste will lead to more waste being placed in kerbside black bin	182
Reiterated disagreement with proposal to ensure CRCs are used by Surrey residents only	164
Proposal to close a CRC will have a negative impact on those without transport	149
Consider improving the CRC service	100
Introduce a charge for using a CRC	98
Consider improving staff customer service at the CRCs	89
Reiterated agreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	76
Consider increasing council tax to keep CRC operations at current level	58
Reiterated agreement with proposal to stop the free daily allowance in the charging waste scheme	53
Consider closing a different CRC	39
Current CRC service is inadequate	39
Introduce a trade waste service	36
Question how CRC staff will be used in the future if a CRC closes	33
Consider changing the reuse shop service	27
Reiterated agreement with proposal to close CRCs	23
Respondent doesn't understand the proposals	19
Consider a different free allowance of charging scheme waste rather than stopping the allowance	14
Expand non-Surrey resident enforcement to other CRCs	14
What can or cannot be recycled is unclear	9
Kerbside collection service is unacceptable	8
Consider alternative sites for Van Permit use	2
Comments not directly related to the consultation proposals	727

Question 9a: Responses by area

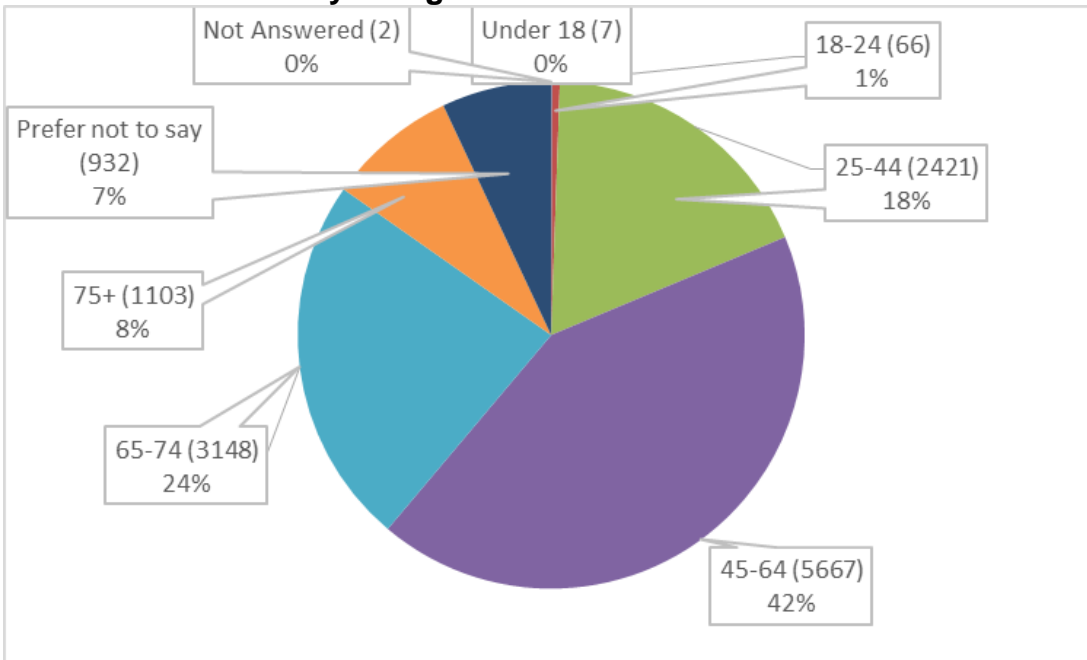
Respondents to the consultation questionnaire could provide their postcode with their response. The postcodes provided have been grouped to postcode district level and are displayed in the centre of each postcode district level as shown on the map below.



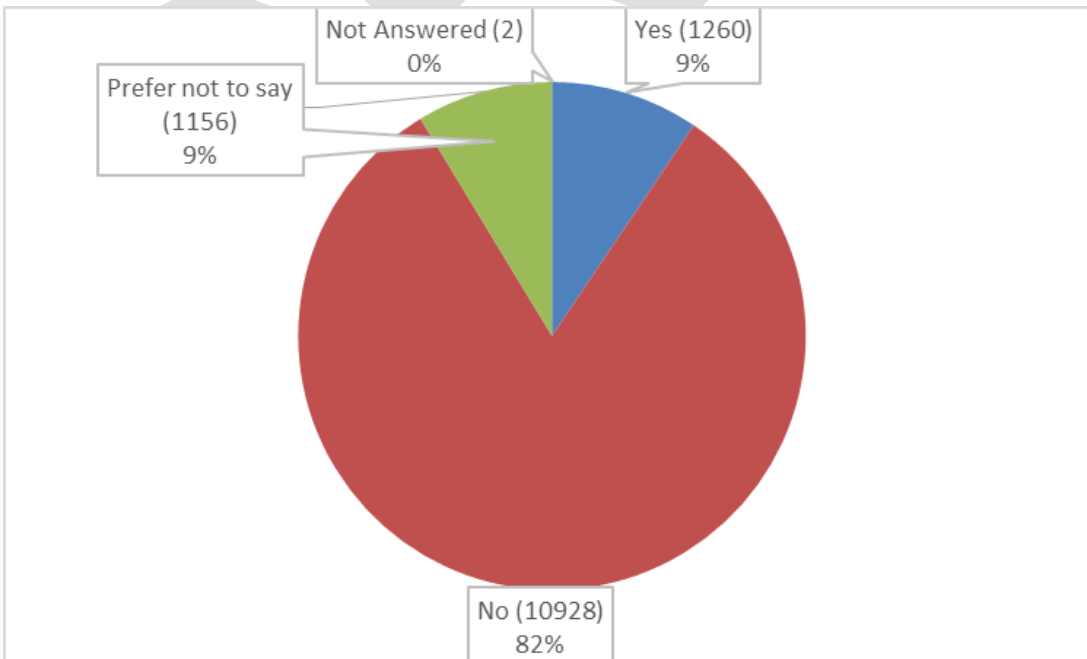
Question 9b: What is your gender?



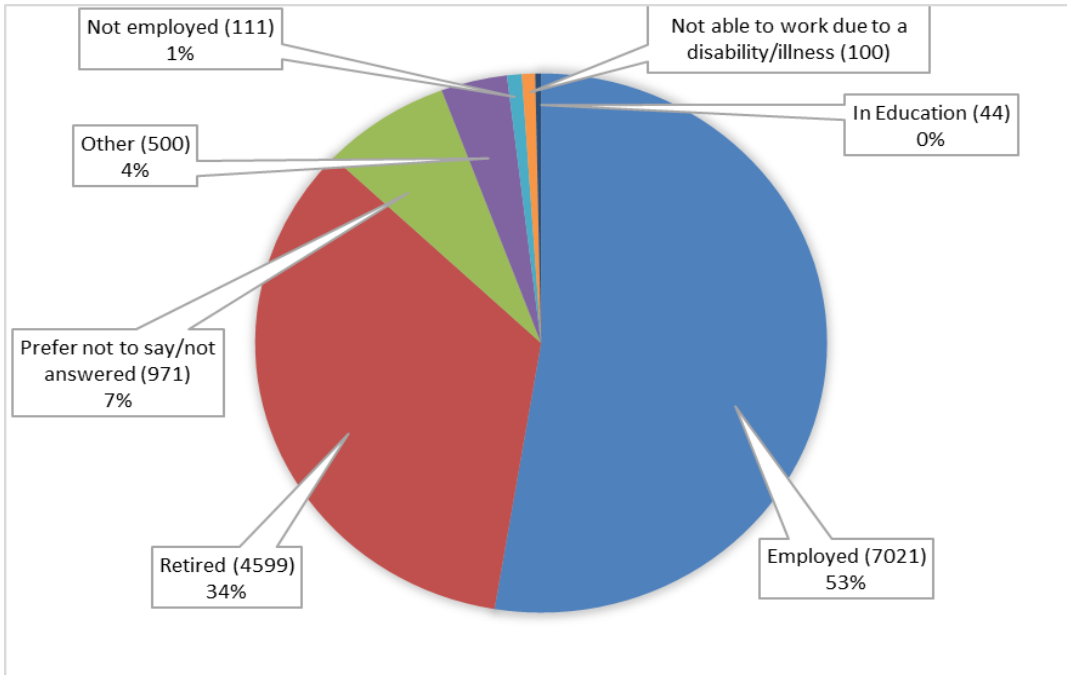
Question 9c: What is your age?



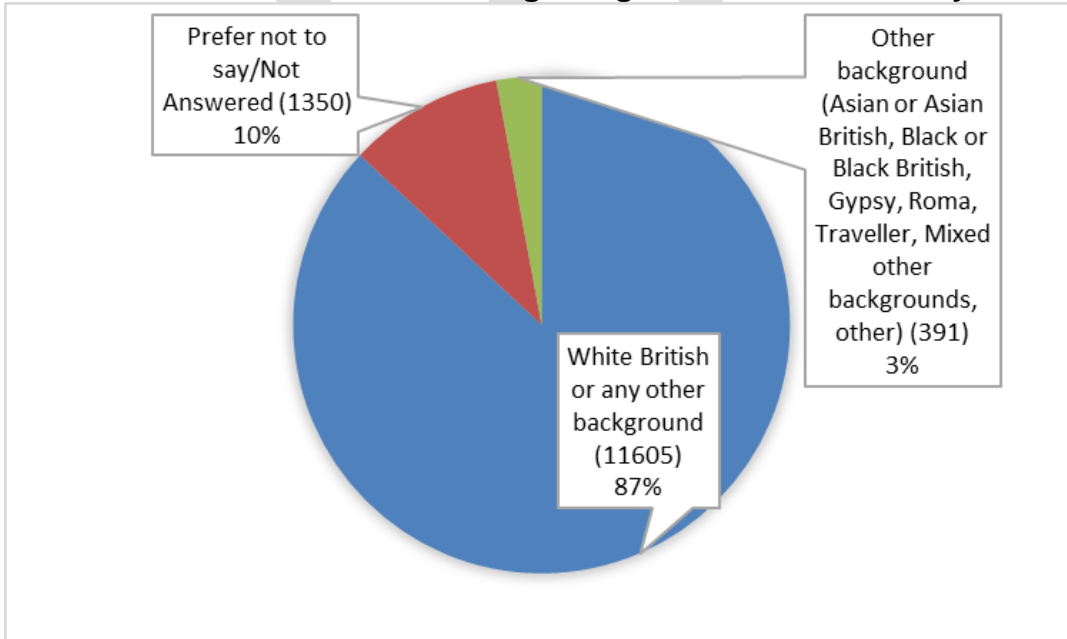
Question 9d: Do you consider yourself to have a disability or longstanding condition which affects how you live your life?



Question 9e: Which of the following categories do you feel best describes your employment status?



Question 9f: Which of the following categories best describes your ethnicity?



Appendix B: Responses received by organisations/groups/ residents outside of the consultation questionnaire

Sixty four responses were received outside of the consultation questionnaire in the form of an email or letter from organisations/groups. The type of organisation/group and number received is summarised below.

Type of organisation	Total
Village, Parish or Town Council	52
District or Borough Council	5
Resident group or association	3
Community group	1
Charitable organisation	1
Neighbourhood plan	1
Political campaign group	1
Total	64

The 64 responses received from organisations/groups in the form of an email/letter have been analysed alongside the 227 emails/letters received from residents. Similar to question 8 of the consultation questionnaire they have been coded, categorised and tallied. Please see below.

Coded comment	Total
Any reduction of service especially closure of a CRC will increase fly-tipping	240
Any reduction of service especially closure of a CRC will increase traffic/congestion in nearby areas/alternative CRCs	122
Any reduction of service especially closure of a CRC will have a negative impact on the environment (increase in pollution, more bonfires etc)	97
Disagreement with proposal to close CRCs	61
Proposal to close a CRC will increase the journey time and distance to alternative CRC	52
Proposal to close CRC doesn't consider new/proposed dwellings in the county	45
Agreement with proposal to close a CRC on two weekdays	29
Disagreement with proposal to close a CRC on two weekdays	28
Proposals will cost the service more money in clearing up fly-tipping	25
Money has already been spent on upgrading/maintaining a CRC	22
Disagreement with proposal to stop the free daily allowance in the charging waste scheme	22
Any reduction of service especially closure of a CRC and stopping the free daily allowance of charging scheme waste will lead to more waste being placed in kerbside black bin	17
Any reduction of service especially closure of a CRC will have a greater impact on older or disabled persons	14
Any reduction of service especially closure of a CRC will have a negative impact on recycling	11
Agreement with proposal to ensure CRCs are used by Surrey residents only	10
Disagreement with proposal to ensure CRCs are used by Surrey residents only	9
Proposal to close a CRC will have a knock on effect on the nearest alternative CRC (congestion/capacity etc)	9
Proposal to close a CRC will have a negative impact on those without transport	8

Consider improving staff customer service at the CRCs	8
Disagreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	8
Current CRC service/site is inadequate	7
Roads to alternative CRC are unsuitable	7
Agreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	6
Complaint about the consultation questionnaire	5
Any reduction of service especially closure of a CRC will make it difficult to get rid of waste	4
Introduce a charge for using a CRC	4
Consider improving the CRC service/site	4
Introduce a trade waste service	3
Consider changing another council run service	2
Consider what days a CRC should be closed	2
Agreement with proposal to stop the free daily allowance in the charging waste scheme	2
Comments not directly related to the consultation proposals	26

DRAFT