

## Notice of Meeting

# Environment and Infrastructure Select Committee

**Date & time**

Wednesday, 11  
October 2017 at  
9.00 am

**Place**

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

**Contact**

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**Chief Executive**

David McNulty



@SCCdemocracy

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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Andrew Spragg 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 Kingon, 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**

### **2 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.

### **3 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 5 October 2017).
2. The deadline for public questions is seven days before the meeting (Wednesday 4 October 2017)
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

### **4 CALL IN: CONSULTATION ON PROPOSED CHANGES TO SURREY'S COMMUNITY RECYCLING CENTRES (COST REDUCTIONS)**

(Pages 1  
- 80)

**Purpose of the report:** Scrutiny of Services

The Committee has called in the Cabinet decision regarding community recycling centres.

### **5 DATE OF THE NEXT MEETING**

The next public meeting of the committee will be held 29 November 2017 at 10.30am

**David McNulty**  
**Chief Executive**

Published: Date Not Specified

#### **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

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## **Environment and Infrastructure Select Committee 11 October 2017**

### **Call in: CONSULTATION ON PROPOSED CHANGES TO SURREY'S COMMUNITY RECYCLING CENTRES (COST REDUCTIONS) (Item 7)**

**Purpose of the report:** Scrutiny of Services and Budgets

The Committee has called in the Cabinet decision regarding community recycling centres.

#### **Introduction:**

1. On 26 September 2017 the Cabinet took the decision to make changes to Surrey's community recycling centres. This followed a period of public consultation, and the proposals being subject to pre-decision scrutiny by the Committee on 7 September 2017.
2. Following concerns raised by a number of Committee Members, the Committee decided to call-in the decision for reconsideration.

#### **Background:**

3. Decision text :

#### **RESOLVED:**

The Cabinet agreed that:

1. That a strategic network of CRCs will remain open for seven days a week. Other sites will be open at specified times as per the tabled document listing proposed CRC opening times.
2. That the four CRCs at Bagshot, Cranleigh, Dorking and Warlingham remain open in light of the views submitted in the public consultation. Details of the proposed times of operation will be tabled at the Cabinet meeting;
3. That the free daily allowance of chargeable waste from the construction, alteration or repair of homes and gardens such as rubble,

plasterboard and soil is stopped from December 2017, as set out in paragraphs 27 to 28 of the submitted report;

4. Vans and trailers are excluded from CRCs at Bagshot, Caterham, Cranleigh, Dorking, Farnham and Warlingham from December 2017 as set out in paragraphs 29 to 31 of the submitted report;

5. Residents from Bracknell Forest and Wokingham are excluded from Camberley, and that the Strategic Director, Environment & Infrastructure in consultation with the Cabinet Member for Environment and Planning agrees any further restrictions on non-Surrey residents using the sites in Camberley and Farnham following further discussions with Hampshire County Council, as set out in paragraphs 32 to 35 of the submitted report.

6. Cabinet supports maximising the use of all CRC sites and achieving the best public value and that work continues to progress further efficiency measures at CRCs for example as stated in paragraphs 36 to 37 of the submitted report.

7. The Surrey Waste Partnership is supported to promote the better use of kerbside services and other waste disposal services.

### **Reasons for decisions**

At present there is spare capacity at the CRC network because of a reduction in throughput due to the previous changes. An adequate service can be retained if the above additional efficiency measures are implemented that will achieve an estimated cost reduction in a full year of £1.08 - £1.56 million. Table 3 in paragraph 43 gives a breakdown by efficiency measure. These recommendations take note of the views expressed in the public consultation and, the impact to the public (including those with protected characteristics) and the environment. If these recommendations are introduced it will reduce costs and provide better value for money for the Surrey taxpayer, whilst still maintaining a comprehensive service that supports the strategic aims of increasing recycling and reducing landfill, and meets its legal requirements as a Waste Disposal Authority.

*[The decisions on this item can be called in by the Environment and Infrastructure Select Committee]*

4. The following documents in relation to the decision made on 26 September are attached:
  - Report considered by Cabinet on 26 September 2017 (Appendix 1)
  - Cabinet response to Committee recommendations (Appendix 2)

- The call-in notice received by Democratic Services on 28 September 2017 (Appendix 3)
- Extract from *Litter Strategy for England April 2017* (Appendix 4)

#### **The Call-In:**

5. The Committee is asked to consider the above evidence alongside any evidence presented by witnesses at the call-in meeting in order to review the decision taken by the Cabinet.
6. The Committee is asked whether or not it wishes to refer the decision back to the Cabinet for reconsideration.
7. If the Committee decides to refer back to the Cabinet it must provide its reasons for doing so.

#### **Recommendations:**

That the Committee reviews the decision of the Cabinet taken on 26 September 2017 and concludes whether it wishes to refer this back to the Cabinet for reconsideration.

#### **Next Steps:**

Should the Committee decide to support the decision of the Cabinet; the decision will take effect on the date of the Committee meeting.

Should the Board refer the decision back, it will need to be reconsidered by Cabinet.

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**Report contact:** Andrew Spragg, Democratic Services Officer, Democratic Services

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#### **Sources/background papers:**

Cabinet Agenda Papers:

<https://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=120&MId=5110&Ver=4>

Cabinet Decision Details:

<https://mycouncil.surreycc.gov.uk/documents/g5110/Decisions%20Tuesday%2026-Sep-2017%2014.00%20Cabinet.pdf?T=2>

Annex 1 – Cabinet report

Annex 2 – Response to Committee recommendations

Annex 3 – Call in notice

Annex 4 – Extract from *Litter Strategy for England April 2017*



**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 26 SEPTEMBER 2017**



**REPORT OF: MR MIKE GOODMAN, CABINET MEMBER FOR  
ENVIRONMENT AND TRANSPORT**

**LEAD OFFICER: TREVOR PUGH, STRATEGIC DIRECTOR, ENVIRONMENT &  
INFRASTRUCTURE**

**SUBJECT: CONSULTATION ON PROPOSED CHANGES TO SURREY'S  
COMMUNITY RECYCLING CENTRES (COST REDUCTIONS)**

<b>SUMMARY OF ISSUE:</b>
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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 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.

Changes to the CRC service that were implemented during 2016/17 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. The waste service has identified a plan where further efficiency could be achieved at CRCs. A public consultation was carried out between 23 June 2017 and 7 August 2017 seeking the views of residents and stakeholders on a set of potential options, as set out in paragraphs 12 to 16. A number of key stakeholders have been consulted including, Surrey MP's, County Councillors, district & borough councils and parish & town councils.

CRCs are one of the most highly rated services provided by SCC with 77 % of users stating that they are satisfied or very satisfied with the service. The proposals are the latest in a series of measures designed to make CRCs more efficient and better value for money by focussing on their key purpose: to handle household waste that the Council has to take free of charge and that cannot be collected from the kerbside. If implemented the proposals would still maintain a comprehensive service that is highly valued by residents, which supports the strategic aims of increasing recycling and reducing landfill and meets legal requirements as a Waste Disposal Authority.

The Council would like to thank over 13,500 residents, who gave their opinion on the proposals in the consultation including their concerns with permanent CRC closures. Having listened to these views and taken into consideration the factors above, this report recommends implementing changes that will:

- Avoid the need to permanently close any of Surrey's CRC's.
- Reduce costs and improve efficiencies.
- Retain a comprehensive service focussing on the key purpose of the facilities, but with a reduction in weekday opening at a number of CRC sites when those sites are less well used.

In a full year these efficiency measures could deliver estimated savings of £1.08 - £1.56 million. The earliest any measures could be implemented is from December 2017, apart from weekday closures which would be implemented from January 2018 due to operational reasons. This would mean an expected shortfall against the MTFP of £0.92m to £1.06m (part year impact) in 2017/18 and £0.34m to £0.82m in 2018/19 (full year impact). The service will need to continue to find further efficiencies to meet this shortfall.

#### **RECOMMENDATIONS:**

It is recommended that Cabinet agree:

- i. the four CRCs at Bagshot, Cranleigh, Dorking and Warlingham remain open in light of the views submitted in the public consultation, but are closed for part of the week from January 2018. Details of the proposed times of operation will be tabled at the Cabinet meeting;
- ii. a strategic network of CRCs will remain open for seven days a week, other sites will be closed for up to two weekdays from January 2018. Details of the proposed times of operation will be tabled at the Cabinet meeting;
- iii. the free daily allowance of chargeable waste from the construction, alteration or repair of homes and gardens such as rubble, plasterboard and soil is ceased from December 2017, as set out in paragraphs 27 to 28;
- iv. vans and trailers are excluded from CRCs at Bagshot, Caterham, Cranleigh, Dorking, Farnham and Warlingham from December 2017 as set out in paragraphs 29 to 31;
- v. non-Surrey residents are excluded from Camberley, and that the Strategic Director, Environment & Infrastructure in consultation with the Cabinet Member for Environment and Planning agrees any further restrictions on non-Surrey residents using the Farnham site following further discussions with Hampshire County Council, as set out in paragraphs 32 to 35;
- vi. work continues to progress further efficiency measures at CRCs for example as stated in paragraphs 36 to 37 to achieve the best public value from the network; and
- vii. the Surrey Waste Partnership is supported to promote the better use of kerbside services and other waste disposal services.

#### **REASON FOR RECOMMENDATIONS:**

At present there is spare capacity at the CRC network because of a reduction in throughput due to the previous changes. An adequate service can be retained if the above additional efficiency measures are implemented that will achieve an estimated cost reduction in a full year of £1.08 - £1.56 million. **Table 3** in paragraph 43 gives a breakdown by efficiency measure. These recommendations take note of the views expressed in the public consultation and, the impact to the public (including those with protected characteristics) and the environment. If these recommendations are introduced it will reduce costs and provide better value for money for the Surrey taxpayer, whilst still maintaining a comprehensive service that supports the strategic

aims of increasing recycling and reducing landfill, and meets its legal requirements as a Waste Disposal Authority.

<b><u>DETAILS:</u></b>
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## **Background**

1. SCC has a duty under the Environmental Protection Act 1990 to arrange for places to be provided at which person's resident in its area may deposit their household waste and for the disposal of waste so deposited. The duty states that each waste disposal site should be:
  - within the area of the Authority and reasonably accessible to residents in its area;
  - open and available to residents to bring waste for disposal at reasonable times, including at least a period of time on a Saturday; and
  - available free of charge to persons resident in the area to bring household waste for disposal.
2. Within this legal duty there is no set requirement for the number of CRCs that local authorities should provide; a local authority may even decide that provision of just one site is sufficient. There is also no guidance for how much of the week sites should remain open, except for a period of time on a Saturday.
3. In Surrey there are 15 CRCs which play an important and public facing part of its high performing household waste management system. In 2016/17 they handled 113, 285 tonnes of municipal waste and attracted an estimated 2.8 million visits. Of the waste collected in 2016/17, 62% of waste was recycled or reused and 30% was used as a fuel to generate energy. Only 8 % of waste was sent to landfill.
4. In 2016/17, 548,313 tonnes of municipal waste was generated with Surrey including the 113,285 tonnes (21%) disposed of at CRCs. The remaining 435,028 tonnes (79%) was collected by district and borough councils including kerbside collections. The household waste recycling rate for Surrey as a whole is 57.7% with 35% of material sent for energy recovery and 7.3% of waste landfilled. This recycling rate is one of the best in the country and is both good for the environment and reduces costs. SCC together with the district and borough councils in Surrey are working jointly to increase the overall recycling rate in Surrey to 70% and landfill to 0%.
5. Around 80% of household waste in Surrey is collected at the kerbside, and there is scope to collect much more recycling this way. A significant amount of the waste that residents currently bring to CRCs, including residual waste and recyclable material such as cardboard could be collected at the kerbside.
6. In the face of significant funding pressures the waste service has identified the potential for the following cost reductions in the MTFP against the operation of CRCs for the period 2016/17 to 2018/19:
  - £1.5m in 2016/17 (£1.4m achieved so far leaving a shortfall of £0.1m)
  - £1.3m in 2017/18 (An additional £0.1m is required due to the shortfall the year before)

- £0.5m in 2018/19

**Total £3.3m**

### **Changes introduced in 2016/17**

7. SCC has previously 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. At its meeting on 24 November 2015, the Cabinet agreed the following changes to the operation of the CRCs:
  - A revised van permit scheme to deter unauthorised use of the CRCs by traders.
  - Slightly shorter opening hours at all sites.
  - Five CRCs closed one additional day during the week.
  - Introduction of charges for non-household waste, but allow residents to deposit small amounts of inert building material and plasterboard free of charge.
  - The introduction of three more reuse shops at CRCs making a total of four across the network.
  - Retain all 15 CRCs in Surrey.
8. The changes described above were introduced during 2016/17, and in a full year will achieve a significant cost reduction estimated to be £1.4 million. In 2016/17 they also led to an estimated 200,000 (7%) fewer visits and a 27,000 (19%) decrease in tonnages of waste dealt with compared to the previous year. The Council's projection for 2017/18 is that visitor numbers will drop further to an estimated 2.7 million and tonnages of waste dealt with will be less than 100,000 tonnes. The significant drop in waste tonnages handled at CRCs has been a major contributor to the saving described above. **Annex 1** gives a more detailed breakdown of visitor number and waste tonnages at CRCs.
9. There are a range of likely reasons for this reduction in weight of waste throughput, the most significant being the transfer of DIY building materials to more legitimate routes e.g. reused on site and commercial waste disposal such as skips. This means that waste disposal costs from CRCs have reduced and sites have become less busy over the past two years. The lower use of existing sites allows the capacity for some reduction in site provision.

### **Rationale for further changes**

10. Continued cuts to funding, rising costs and increasing demand for key services means the need for SCC to find cost reductions has reached unprecedented levels. Despite SCC having achieved £450m worth of cost reductions since 2010 further changes to services are required including the operation of CRCs.
11. The waste service have consulted with SCC's contractor, Suez Surrey, who manage the CRCs to develop proposals to deliver further cost reductions. The proposals have been designed to make them more efficient and better value for money by focussing on their key purpose: to handle household

waste that the Council has to take free of charge and that cannot be collected from the kerbside.

### **Public consultation overview (23 June to 7 August 2017)**

12. Noting the public consultation that had already taken place on the proposed changes to the CRC service in the summer of 2015, and the decisions of Cabinet on 24 November 2015, legal advice recommended that a consultation of six weeks could be held.
13. With this in mind, SCC sought the views of residents and stakeholders via a public 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.
14. Advance warning of the consultation was given to Suez staff and key stakeholders (organisations/groups/individuals 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.
15. The main product of the consultation was a questionnaire which contained an overview of the process and asked respondents to give their view on the proposed changes as referred to in paragraph 12. A dedicated webpage was setup for the review ([surreycc.gov.uk/recyclingcentres](http://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 the contact centre for one to be sent out direct to a resident's address.
16. 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. More information on the consultation process can be found in **Annex 2**.

### **Public consultation results**

17. 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.

18. The results of the consultation can be found in **Annex 2**. The headline results are summarised in **Table 1** below:

**Table 1 Headline results to the consultation**

<b>Consultation subject</b>	<b>Result</b>
CRC visits in the last 12 months	<ul style="list-style-type: none"> <li>Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.</li> </ul>
CRC sites used in the last 12 months	<ul style="list-style-type: none"> <li>Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.</li> </ul>
Ending the free daily allowance of non-household waste (proposal one)	<ul style="list-style-type: none"> <li>Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016.</li> <li>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%.</li> </ul>
Closing CRCs on two weekdays (proposal two)	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
Ensuring CRCs are only used by Surrey residents (proposal three)	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
Permanent closure of four smaller CRCs (proposal four)	<ul style="list-style-type: none"> <li>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%.</li> <li>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%.</li> <li>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</li> </ul>

	<p>use Dorking CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%.</p> <ul style="list-style-type: none"> <li>• 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%.</li> </ul>
Restricting users of vans, trailers and pick-ups to larger sites only (proposal five).	<ul style="list-style-type: none"> <li>• 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%.</li> </ul>
Ranking of the proposals	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Other comments about the proposals.	<ul style="list-style-type: none"> <li>• Respondents in particular highlighted that any reduction to a CRC service especially permanently closing CRCs could have a negative impact on recycling, increase journey times to the nearest alternative CRCs, increase traffic/congestion and have a negative impact on the environment including an increase in fly-tipping.</li> </ul>

## Cost Reduction recommendations

### Reduction in opening days at four smaller CRCs that were previously proposed for closure

19. The Council's network of CRCs exhibit 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. Data on waste tonnages handled at CRC sites are shown in **Annex 1**.
20. Over the past few years SCC's 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 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.

21. The four CRC sites at Bagshot, Cranleigh Dorking and Warlingham that were proposed for potential closure in consultation between them, handle only about 10% of the total amount of waste collected at all of Surrey's CRCs. They were put forward on the basis of their relatively low tonnage, car visitor numbers, the suitability of the sites for customers and the proximity of alternative CRC sites.
22. However, it's clear from the results of the public consultation set out in **Table 1** in paragraph 18 above that the four CRCs proposed for closure are highly valued by local residents and therefore we do not recommend that these sites are closed. Instead it is recommended that the operating days of the sites are reduced.
23. 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 increased day closures of sites.

### **CRC strategic network and further weekday closures**

24. It is also recommended that a strategic network of CRCs will remain open seven days a week at some of the busiest CRCs in terms of waste tonnages disposed of and number visits to the sites, and that weekday closures are implemented at other sites.
25. The further opening day closures will be based on the principles of customer access, operational efficiency and best value for money. The scheduling of these day closures will take into account site usage and the avoidance where possible of closing nearby sites on the same day to ensure an alternative site remains open.
26. The annual cost reductions from day closures at Bagshot, Cranleigh, Dorking, Warlingham, maintaining a strategic network and weekday closures of other CRC sites is estimated to be £0.32 - £0.5 million per annum, as most of the operational costs at the sites will remain and the council believe that most of the waste that is brought to them on the days proposed for closure will continue to be brought on other days of the week. It is estimated that permanently closing four sites would have achieved a saving of £1million, and therefore by implementing these day closures alone, the potential savings will be reduced by an estimated £0.6 million.

### **Removal of the free daily allowance for construction waste**

27. 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, plasterboard and tyres delivered to the sites reduced to 12,843 tonnes (50%). Three quarters of this tonnage was delivered by residents using their free daily allowance. For more information, please see **Annex 1**.



28. Removing the free daily allowance and recovering disposal and treatment costs for all soil, rubble and plasterboard will help keep CRC more sites open for longer by saving an estimated £0.14 - £0.38 million per annum, as this is dependent on how much charging scheme waste turns up at CRCs and is paid for.

### **Restrict vans and trailer use to larger split-level sites**

29. 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 lift arm 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.
30. 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.
31. On review of traffic count data, it's estimated that an annual cost reduction of around £0.6 - £0.12 million 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.

### **Extend Surrey Resident Scheme to Camberley CRC**

32. 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 Bracknell Forest and Wokingham. 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 non-Surrey residents from using the Camberley CRC. The cost reduction from this proposal is estimated to be £0.06 million.
33. 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.
34. 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.

35. The Royal Borough of Windsor and Maidenhead make a financial contribution of £0.020m each year towards the costs of operating the Bagshot CRC site noting use by their residents. Despite the recommendation to close Bagshot CRC for part of the week, it's recommended that the Royal Borough of Windsor and Maidenhead continue to make this financial contribution which will better reflect the current usage by their residents.

#### **Further operational efficiencies**

36. As described in paragraph 7 above, the Council has four reuse shops in the CRC network. These are located at Earlswood, Leatherhead, Witley and Woking CRCs, and generate further income from sale of reusable items brought to the sites, and generate cost reductions from the diversion of these materials from landfill. This new business initiative is projected to give the council about £0.1million in landfill cost diversion reductions and income per year. The waste service are 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. The council 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.
37. 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 £0.5m 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 include more dedicated staff, a mechanical sorting operation or an improved communication about black bag sorting, which will involve pre-sorting by residents. The option that is most financially viable will be developed and introduced later in 2017/18.

#### **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, on 23 April 2015 government 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 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.

#### **CONSULTATION:**

40. As stated above in paragraph 14, advance warning of the public consultation was given to key stakeholders, and a number of meetings have been held as referred to in **Annex 2**. As part of these meetings officers have reviewed closure plans with potentially effected district and borough council's. These meetings concluded that there is no viable alternative to site closures in the pursuit of significant operational cost reductions.
41. The Environment and Infrastructure Select Committee considered the savings proposals following the public consultation at their public meeting on 7 September 2017.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

42. Officers have considered the risks associated with the proposed changes. **Table 2** below illustrates the risks that have been identified and mitigating actions. The risk management plan will continue to be refined and updated throughout the delivery stage

**Table 2: Project Risk Register**

<b>Risk description</b>	<b>Mitigating actions</b>
The waste service is unable to achieve its cost reduction potential in the MTFP, as the recommendations to Cabinet don't achieve what is required because CRC sites proposed for closure have been retained and the tonnages of waste don't disappear from the network from the other changes as predicted.	The waste service will carefully monitor this position moving forward and will regularly report on progress. Compensatory alternative cost reductions will be required to meet any shortfall against the MTFP saving target.
Reducing opening days and stopping the free daily allowance of charging scheme waste could result in an increase in fly-tipping, which would have a greater impact on the environment and increased costs to the council to dispose of fly-tipping that is	In the past year since changes have been made at the CRCs including the introduction of the charging waste scheme for some types of non-household waste, the amount of fly-tipped waste taken to Surrey's waste transfer stations by district & borough councils has gone down by more than 1,000 tonnes.  Whilst this is positive news, the council

collected by District and Borough Councils	<p>recognise there is more to do. Separately, SCC, has been working with the local authorities within the Surrey Waste Partnership, together with other agencies such as Surrey Police, and have developed a strategy to address the issue of fly-tipping across the county. The strategy focuses on coordinating and enhancing the prevention, investigation and enforcement activities of these partner organisations, and making use of recently strengthened powers available to local authorities in an effort to reduce fly-tipping in Surrey, and increase the chances of bringing those responsible to justice.</p> <p>More information on fly-tipping can be found in <b>Annex 1</b>.</p>
Fewer staff may be required at the CRC sites as a result of reduced opening days at certain sites, which could lead to potential staff redundancies, which will lead to loss of experienced staff members and reduction in savings as a redundancy payment is made.	The waste service are working with Suez Surrey to limit the need for any staff redundancies by holding recruitment against vacant posts and seeing if staff can be redeployed around the CRC network on a reduced shift pattern. This position cannot be confirmed until the Cabinet recommendations are agreed, and the waste service will do this in consultation with the Cabinet Member for Environment and Planning, and the Strategic Director for Environment and Infrastructure.
Government release statutory guidance on DIY waste or attempt to change the law, which supersedes the relevant legislation for charging for construction and demolition waste meaning SCC have to reverse the charging scheme, which has a significant impact on costs.	The litter strategy that launched in April 2017 suggested the government will review DIY waste definition. The last NAWDO meeting stated that the government will do this in coordination with local authorities and that it would be non-statutory guidance. The council are clear that the government would have to change the law for the charging waste scheme to be reversed. If government do change law, and the charging scheme is reversed, SCC would possibly have to look at further changes to the CRC network
A reduction opening days could result in residents driving longer distances to reach an alternative site, which would have an impact in CO2 emissions.	As described in paragraph 8 the number of car visits to our CRCs has reduced in the last year following changes at the CRCs, and we expect this will continue to fall as a result of the proposed changes. Changes to opening days have been planned, so when a site is closed for a day there is a nearby alternative, although we would encourage residents to make their journey when a their preferred CRC site is open, and will mention this in the communications programme that will follow.
Changes to CRC's lead to a decrease in recycling rates, leading to higher disposal	In the last year since changes have been made at CRCs the total amount of household waste sent for reuse, recycling or composting has

costs for the council and making it more difficult to achieve its target recycling rate of 70%.	actually increased by 2.7% compared to the previous year. The council will continue to monitor this moving forward, but is not expecting any significant impact to recycling rates given what has happened already.
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### **Financial and Value for Money Implications**

43. The summary in **Table 3** below shows that in a full year these efficiency measures could deliver estimated savings of £1.08 - £1.56 million. This would mean an estimated full year shortfall of £0.34 - £0.82million against the agreed MTFP savings target of £3.3million. The earliest these measures could be implemented from is December 2017 apart from weekday closures which would be implemented from January 2018 due to operational reasons. Therefore there will only be a partial year effect of any savings in 2017/18. These part year savings are estimated at £0.34 – £0.48 million, which would mean a shortfall of £0.92m to £1.06m against the 2017/18 target of £1.4million. It is estimated that permanently closing four sites would have achieved a saving of £1million and therefore by implementing day closures alone savings will be reduced by an estimated £0.6 million.

**Table 3: Estimated cost reductions if recommendations are implemented**

<b>Efficiency measure</b>	<b>Estimated part- year cost reduction in 17/18 (£m)</b>	<b>Estimated full-year cost reduction in 18/19 (£m)</b>	<b>Saving commentary</b>
Further weekday closures	£0.08m-£0.13m	£0.32m - £0.5m	<p>The saving from further weekday closures is estimated to be £0.5m. This is made of up two components:</p> <ul style="list-style-type: none"> <li>• An estimated £0.32m operational cost reduction from running the sites following initial discussions with Suez.</li> <li>• The council believes that most of the waste that turned up on the days proposed for closure will continue to turn up on other days of the week. However the council have also made a conservative estimate that up to 3,000 tonnes of waste could be lost from the system at average disposal cost of £60 per tonne, which could lead to £0.18m</li> </ul>

			disposal saving.
Removal of the free daily allowance	£0.05m - £0.127m	£0.14m – £0.38m	The cost reduction from the removal of the free daily allowance is dependent on how much charging scheme waste turns up at the sites and is paid for. The range provided assumes two scenarios; no conversion or full conversion from the free allowance to paid for.
Restrict vans and trailer use to larger split-level sites	£0.02m – £0.04m	£0.06m – £0.12m	The cost reduction for this initiative assumes between a 5-10% reduction in tonnages disposed of at the smaller sites at an average of £60 per tonne.
Extend Surrey Resident Scheme to Camberley CRC	£0.02m	£0.06m	The cost reduction for this initiative assumes a 10% reduction in tonnages at the Camberley CRC, based on the postcodes survey of the site.
Reuse shop: Electrical selling, online trading, bike refurbishment etc	£0.066m	£0.2m	The reuse shop initiative is set to achieve £0.1m saving in 17/18. The council are aiming to double this through electrical selling, online trading, bike refurbishment and the sale of other items,
Enhanced black-bag sorting initiative	£0.1m	£0.3m	The council are currently achieving an 18% recovery rate from black bag sorting initiative as set out in paragraph 37. The council are targeting a 30% recovery rate from the enhanced black bag sorting initiative, which will generate further savings.
<b>Total cost reduction</b>	<b>£0.34m - £0.48m</b>	<b>£1.08m- £1.56m</b>	
<b>MTFP Requirement</b>	<b>£1.4m</b>	<b>£1.9m</b>	<b>(Cumulative)</b>
<b>Shortfall</b>	<b>£0.92m - £1.06m</b>	<b>£0.34m - £0.82</b>	<b>(Cumulative)</b>

44. The council can only provide estimates on the above measures, as they are all dependent on the waste that continues to turn up at CRCs for disposal. Estimates have been made by the council in terms of what will happen to the

waste, and where possible a range has been provided between the worst and best case. The council will continue to review this position, and may need to look at further changes to CRCs based on the financial position.

#### **Section 151 Officer Commentary**

45. The County Council is facing a very serious financial situation, whereby there are still substantial actions required to achieve a balanced budget in the current year and a sustainable budget plan for future years. The Council's MTFP assumes that the cost of CRCs can be reduced by £1.90m across 2017-19. The proposals recommended in this report are expected to result in a shortfall against that saving of £0.92m to £1.06m (part year impact) in 2017/18 and £0.34m to £0.82m in 2018/19, worsening the Council's financial position and requiring additional funding, compensating savings or other cost reductions to be identified.
46. The financial savings shown in **Table 3** have been estimated by officers in conjunction with Suez, SCC's waste contractor. Estimates include assumptions about potential changes to waste volumes and composition, and as a result the actual level of saving could change.
47. The Council has discussed these proposals with DEFRA, who sponsor the council's Private Finance Initiative contract and provide financial support through the Waste Infrastructure Grant (formerly PFI credit). DEFRA have not confirmed whether the proposed changes to the CRC service will impact on the level of financial support that the Council currently receives. However similar changes introduced in previous years have not affected the council's level of grant.

#### **Legal Implications – Monitoring Officer**

48. The Council has a legal duty under the Environmental Protection Act to ensure residents in its area have a place to dispose of their waste. However, there is no minimum requirement in relation to the number of CRCs, other than that the place is reasonably accessible to residents (See paragraphs 1 and 2 above). Members will need to be satisfied that the proposals allow the council to meet those duties.
49. In considering this Report, Cabinet must give due regard to the results of the consultation at **Annex 2** of this report and the response of the Service to the consultation comments and conscientiously take these matters into account when making its final decision.
50. The public sector equality duty (Section 149 of the Equality Act 2010) applies to the decision to be made by Cabinet in this report. There is a requirement when deciding upon the recommendations to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups, and eliminate any unlawful discrimination. These matters are dealt with in the equalities paragraphs of the report and in the attached equalities impact assessment.

#### **Equalities and Diversity**

51. The waste service has sought to understand the impact on residents and staff especially those with protected characteristics in the development of the final

recommendations for change at CRCs. An Equality impact Assessment (EIA) has been completed and is included as **Annex 3**.

52. The EIA has used a variety of data and feedback sources including:
- Surrey-i, our local data and information portal, which can be searched by protected characteristics.
  - Feedback to the postcode surveys, consultation questionnaires and customer satisfaction surveys.
  - Feedback from the contractor and complaints submitted to the SCC contact centre.
  - Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services.
  - Traffic count data, driving time catchments and waste tonnage information.
53. One potential low impact has been identified in assessment against the protected characteristics of Age, Disability and Pregnancy/Maternity. This is concerning the use of the single level sites where residents need to climb steps to access waste containers which could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations which could have an impact on the assistance that staff are able to provide those with limited mobility.
54. Whilst officers think this is an unlikely scenario they will ensure site staff are given guidance to prioritise users with limited mobility if a site becomes busy.

#### **Environmental sustainability implications**

55. As set out in paragraph **Table 2** in paragraph 42, in the last year since changes have been made at CRCs there has been a decrease in fly-tipping tonnages disposed of by the Council, fewer journey's made by cars to CRCs and the household waste recycling rate continues to increase. The Council are not expecting any significant impact on this as a result of the recommendations listed above, but will continue to monitor this closely over the coming months and years.

#### **WHAT HAPPENS NEXT:**

56. The proposals will be implemented from December 2017 and January 2018, as stated in paragraph 43.
57. A communications programme will be devised to ensure that the changes are effectively publicised in advance to site users and other stakeholders.

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#### **Contact Officer:**

Richard Parkinson, Waste Operations Group Manager. Tel 020 8541 9391

#### **Consulted:**

- Residents and stakeholders as set out in **Annex 2**
- Environment and Infrastructure Select Committee



**Annexes:**

Annex 1 - General waste information including CRCs

Annex 2 - Consultation report

Annex 3 - Equality Impact Assessment

**Sources/background papers:**

- Shaping Surrey's Community Recycling Centres, Cabinet paper, 24 November 2015
  - Proposed Changes to the Community Recycling Centres, Environment & Infrastructure Select Committee, 7 September 2017
-

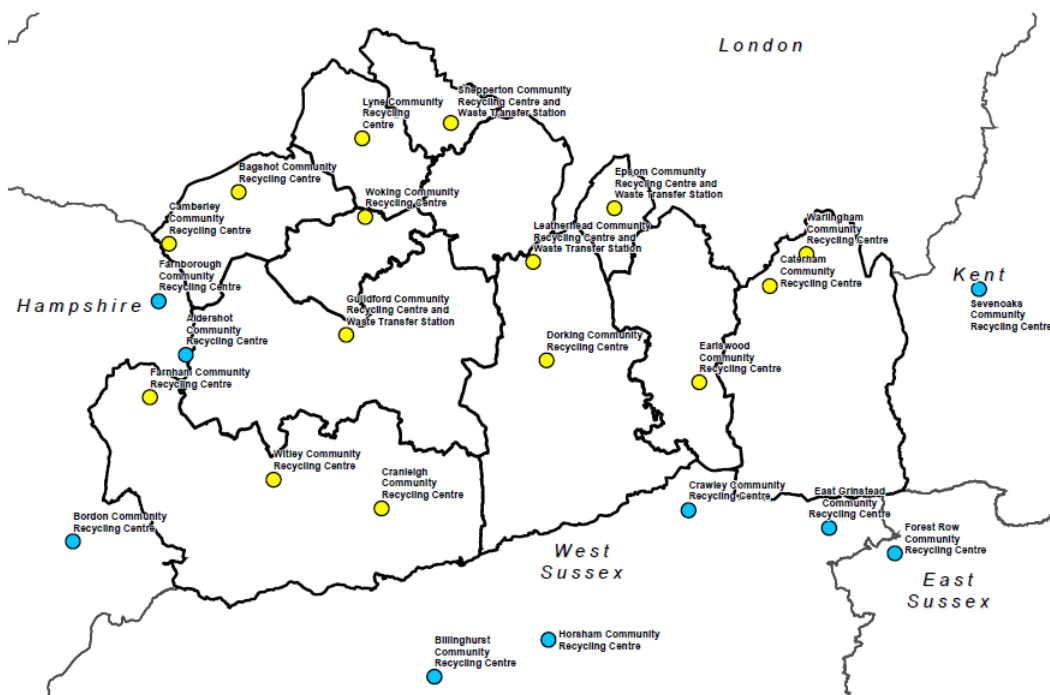
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## **General waste information including Community Recycling Centre (CRCs)**

### **CRC provision**

Surrey has 15 CRC's located across the county that are used by residents of Surrey, and where restrictions don't apply by other residents from neighbouring local authorities. There are also CRC's located in Hampshire, West Sussex, East Sussex and Kent that are used by Surrey residents given their proximity to the Surrey county border as shown in **Map 1** below. There also CRC sites in the boroughs of London, Slough, Reading, Bracknell Forest and Windsor & Maidenhead. However they have restrictions in place that either prohibit entry by residents from another area or apply a charge for use by non-residents.

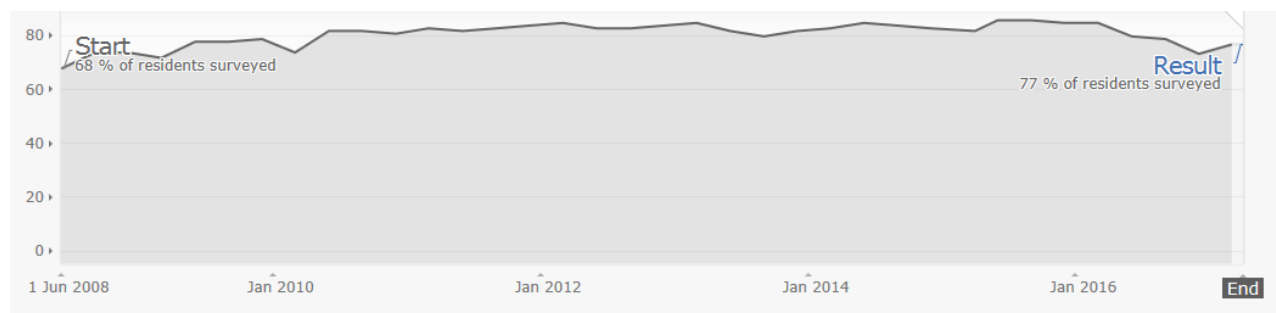
**Map 1 – CRCs in Surrey and within close proximity of the Surrey border**



### **CRC Resident satisfaction**

Surrey's CRCs are one of the most highly rated services provided by SCC with 77 % of users stating that they are satisfied or very satisfied with the service. **Graph 1** below shows the steady improvement of resident satisfaction of the CRCs in the last 9 years.

**Graph 1 The Surrey Residents' Survey – % of residents satisfied or very satisfied with the quality of CRCs**

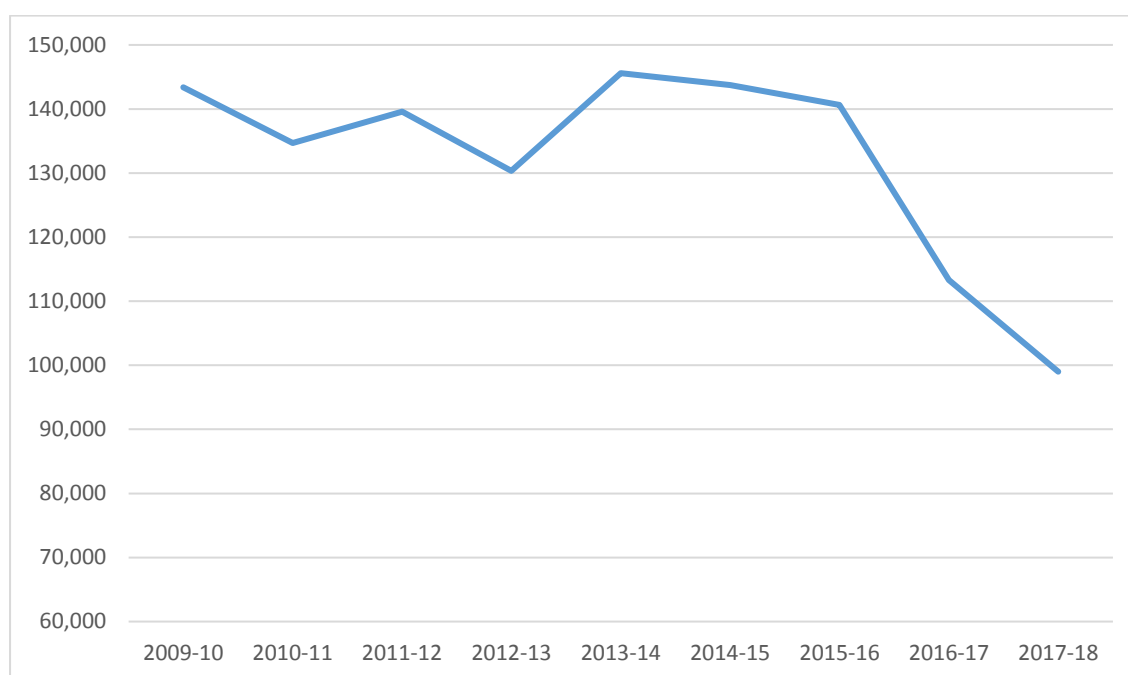


This information comes from The Surrey Resident's Survey, which is the council's quarterly resident opinion survey to check public satisfaction with public services. 1,650 residents across Surrey are interviewed each quarter, and this sample ensures that the survey results are broadly representative of the views of all Surrey residents in terms of age, gender and ethnicity.

### **CRC waste volumes**

The amount waste disposed of at Surrey's CRCs has dropped significantly following the changes to the service that were introduced during 2016/17 including revised opening days and hours, opening reuse shops at larger sites and introducing charges for larger amounts of non-household waste. The council projects that the full year effect of these changes will see waste disposed of at CRCs drop below 100,000 tonnes as shown in **Graph 2** below.

**Graph 2: Waste tonnages disposed of at CRCs since 2009/10 to the projected disposal in 2017/18**



The significant drop in tonnages experienced from 2015/16 to 2016/17 related to materials such as hard-core construction, black bag and green waste as shown in **Table 1** below.

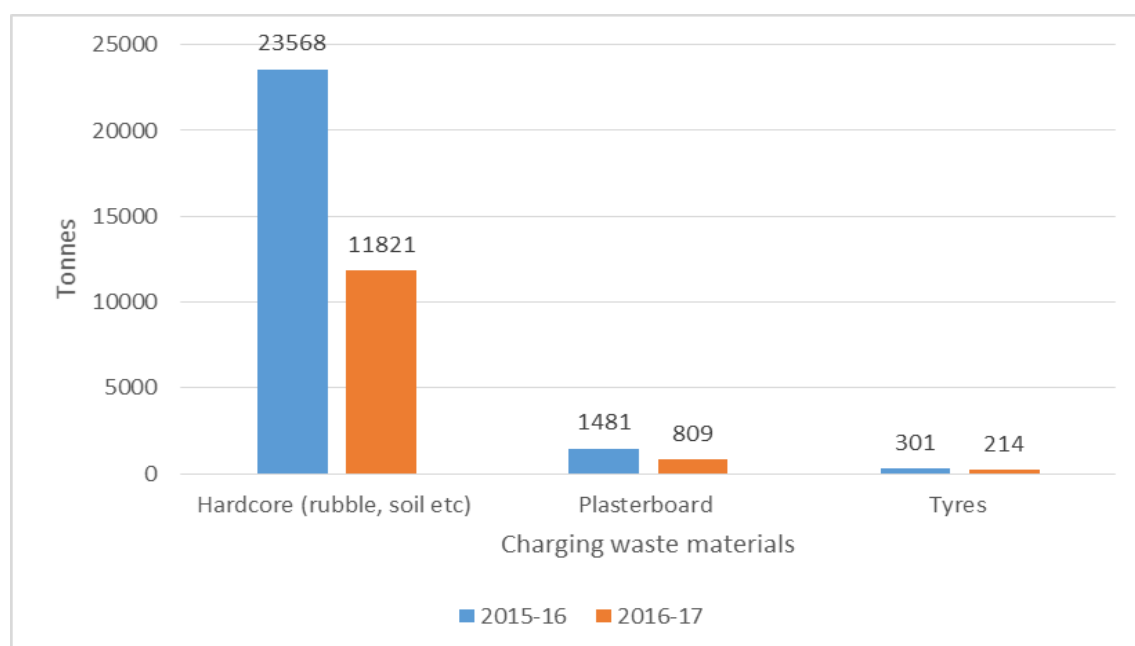
**Table 1 – CRC material disposal comparison 2015/16 to 2016/17**

<b>CRC Materials</b>	<b>2015-16 t</b>	<b>2016-17 t</b>	<b>difference t</b>
HARDCORE (RUBBLE, SOIL ETC)	23,568.19	11,820.55	-11,748
BLACK BAG WASTE	19,771.02	15,202.50	-4,569
GREENWASTE	35,817.26	32,294.78	-3,522
DIRTY WOOD (RECOVERED)	21,584.54	18,742.19	-2,842
AMENITYWASTE	9,236.96	8,083.97	-1,153
CARDBOARD	7,323.58	6,364.09	-959
GYPSUM (PLASTERBOARD)	1,481.18	808.70	-672
METAL MIXED	8,106.15	7,522.24	-584
MATTRESSES (RESIDUAL)	953.30	587.04	-366

WEEE - SMALL MIXED	3,980.11	3,615.09	-365
WEEE - VDUs	909.06	733.20	-176
MATTRESSES (RECYCLED)	170.50	0.00	-171
BRICABRAC	429.65	269.55	-160
WEEE - DOMESTIC APPLIANCES	1,681.24	1,522.40	-159
TEXTILES	2,020.28	1,899.32	-121
WEEE - FRIDGES & FREEZERS	792.63	686.50	-106
CLEAN WOOD (RECYCLED)	498.24	410.70	-88
TYRES	300.80	214.14	-87
TOYS	67.94	0.00	-68
ASBESTOS	237.12	174.18	-63
HAZARDOUS WASTE	102.75	60.63	-42
CAR BATTERIES	250.89	209.45	-41
GAS BOTTLES	94.53	62.42	-32
PLASTICS MIXED	12.24	0.00	-12
MATTRESSES (RECOVERED)	8.84	0.00	-9
WEEE - FLOURESCENT TUBES	20.28	12.27	-8
METAL ALLOY	6.88	4.40	-2
BATTERIES PORTABLE	39.32	38.27	-1
TETRA PAKS	2.48	1.50	-1
MOBILE PHONES/SPECTACLES/PRINT CARTRIDGES	4.00	3.42	-1
NEWSPAPERS	0.12	0.00	0
STAMPS/BOTTLE TOPS	0.12	0.00	0
FOIL	0.04	0.00	0
CANS & PLASTICS MIXED	51.20	63.46	12
BOOKS/CDS	202.29	217.70	15
RIGID PLASTICS (RESIDUAL)	2.69	25.32	23
CANS MIXED	0.00	51.22	51
REUSE	17.83	85.21	67
OIL	155.16	241.66	87
WIRE	120.76	209.76	89
GLASS MIXED	515.56	643.55	128
RIGID PLASTICS (RECYCLED)	42.11	403.80	362
<b>Total</b>	<b>140,579.85</b>	<b>113,285.17</b>	<b>-27,294.68</b>

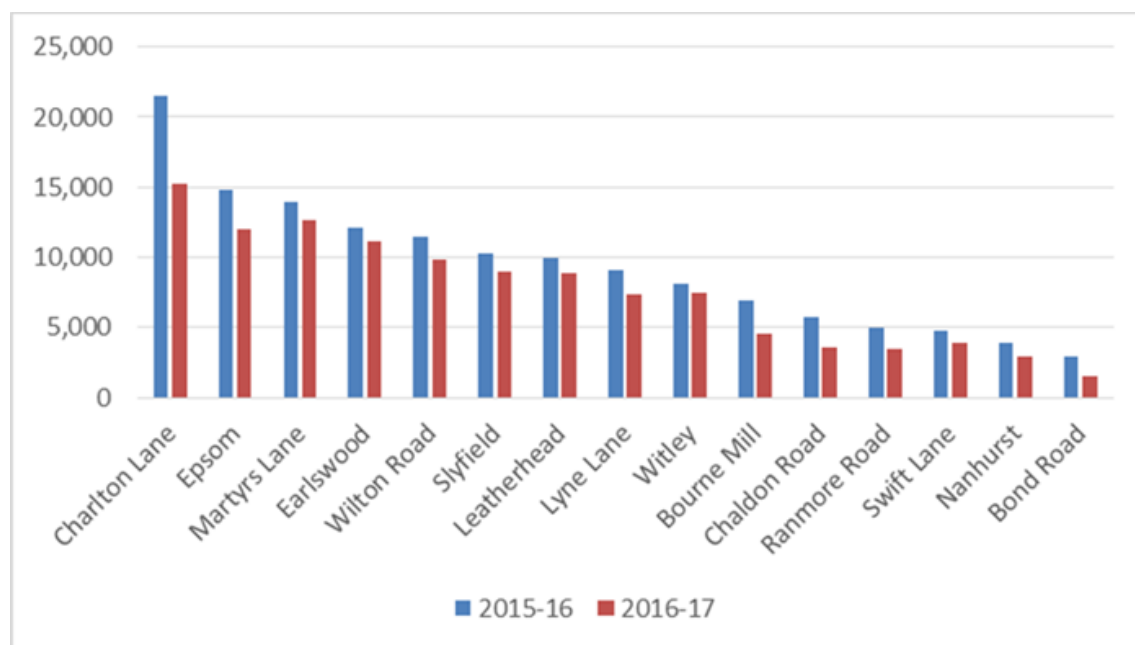
**Graph 3** below shows the effect on the materials in the charging waste scheme from the table above. Following the introduction of charges, the amount of rubble, soil, plasterboard and tyres delivered to the sites reduced to 12,843 tonnes (50%). Three quarters of this tonnage was delivered by residents using their free daily allowance.

**Graph 3 – Comparison of charging waste scheme materials in 2015/16 to 2016/17**



**Graph 4** below also shows how the overall tonnages described above have dropped at every CRC site in 2016/17 compared to the previous year. Given the drop in tonnages this means there is more capacity within the network to absorb waste from increased day closures of sites.

**Graph 4 – Waste tonnages by CRC site in 2015/16 compared to 2016/17**

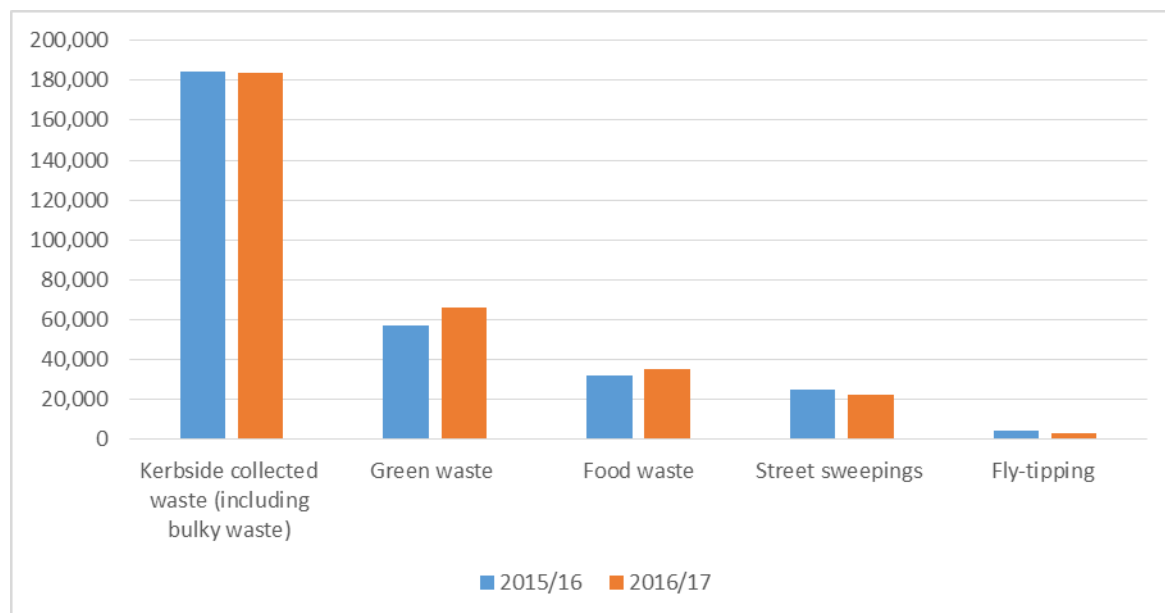


### **Waste collection and recycling**

Given the significant drop in tonnages the council have looked at the district and borough waste collection streams to see if materials such as construction waste have reappeared there. **Graph 5** below actually shows a drop in kerbside collected waste, street sweepings and fly-tipping, which demonstrates that the introduction in the charging waste scheme at CRCs hasn't resulted in construction waste reappearing in any of the district and borough

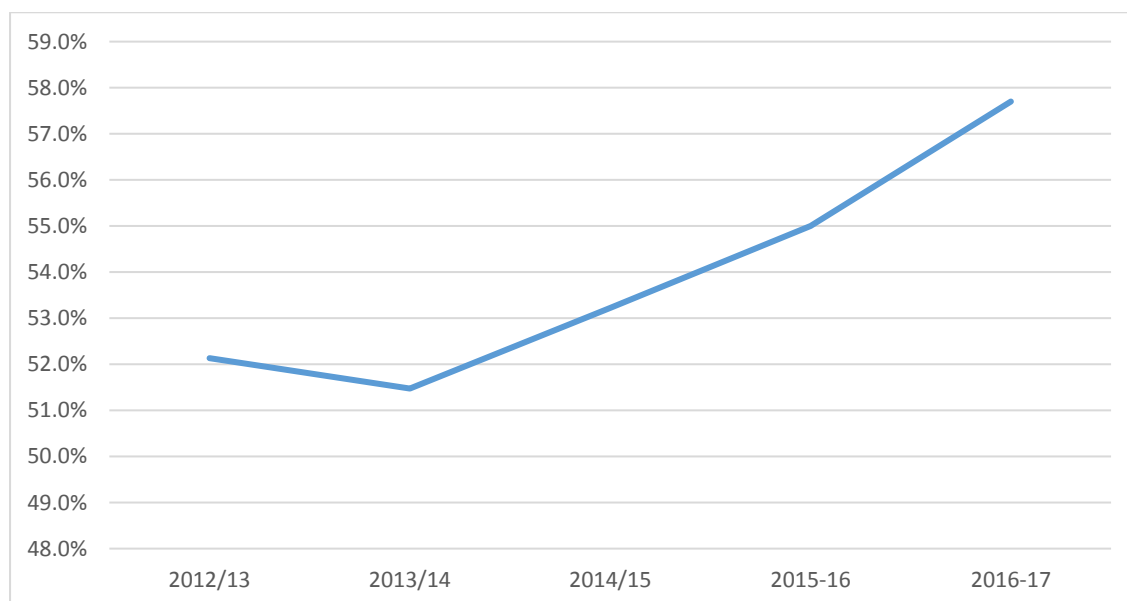
waste collection streams. There are a range of likely reasons for this reduction in weight of waste throughput, the most significant being the transfer of DIY building materials to more legitimate routes e.g. reused on site and commercial waste disposal such as skips.

**Graph 5 – Comparison of district and borough collected waste in 2015/16 to 2016/17**



The council have also reviewed household recycling rates to see if there has been any impact on these following the changes at CRCs. **Graph 6** actually shows that the total amount of household waste sent for reuse, recycling or composting has actually improved by 2.7% compared to the previous year.

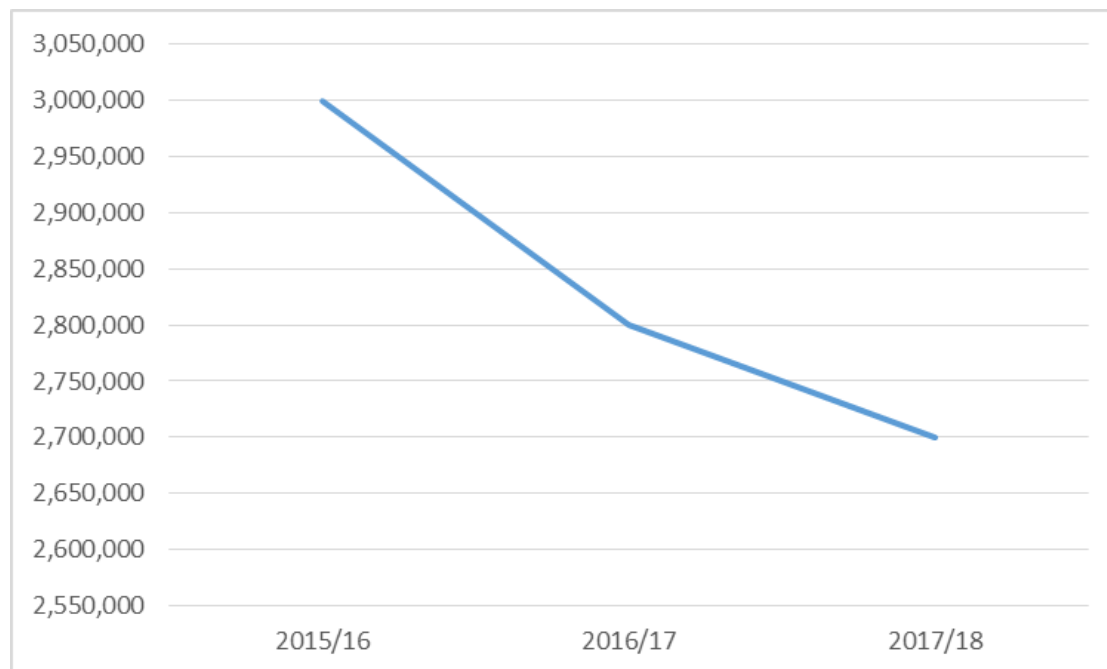
**Graph 6: Percentage of household waste in Surrey sent for reuse, recycling or composting**



### **CRC visitor numbers**

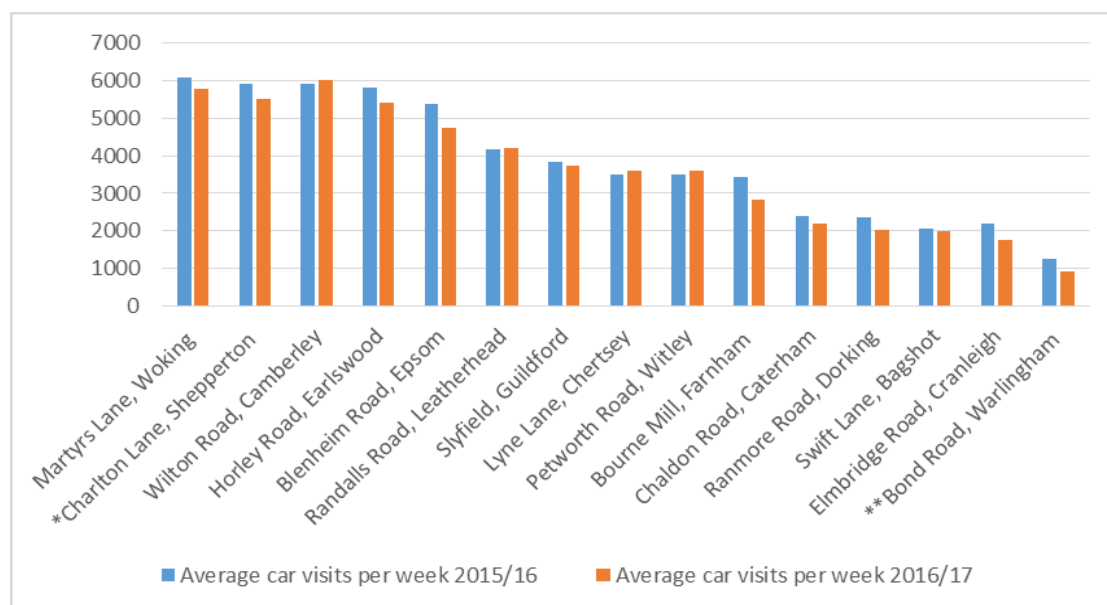
Since the changes have been introduced at CRCs, annual visitor numbers have fallen significantly, and are estimated to fall further as shown in **Graph 7** below.

**Graph 7 – Estimated annual CRC car visit numbers in 2015/16, 2016/17 and projection for 2017/18**



**Graph 8** below also shows how average visit numbers have changed per week in the last two years, which shows that Surrey's CRC sites are now less busy than what they were.

**Graph 8 Average CRC car visits per week in 2015/16 compared to 2016/17**



\* Charlton Lane CRC had the automatic traffic counter removed during the construction of the Eco Park, so estimates have been provided on this site based on comparable tonnages of other sites.

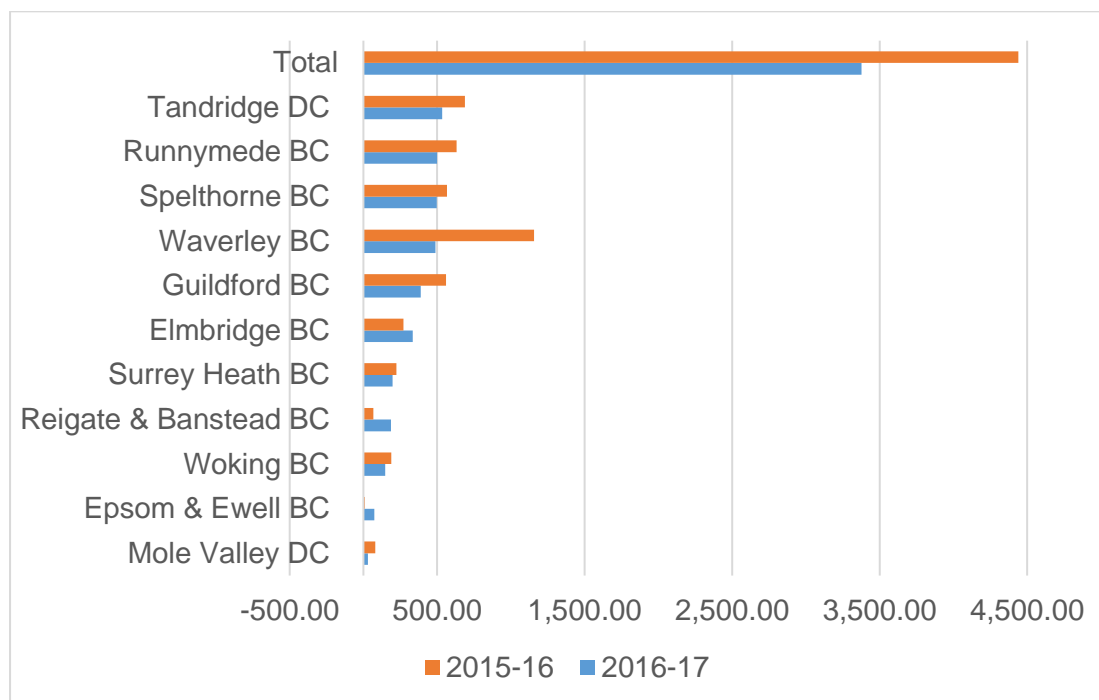
\*\*The figures for Warlingham CRC do not include any residents that walk into the site.



### **Fly-tipping**

As shown in **Graph 5** above, fly-tipping tonnages collected by district and borough councils have dropped. **Graph 9** below gives a more in depth look at this by district and borough council.

**Graph 9 – Amount of fly-tipping collected by district and borough councils and disposed of at Surrey's Waste Transfer Stations in 2015/16 and 2016/17**



The total amount of fly-tipping tonnages dealt with in 2016/17 dropped by over a 1,000 tonnes compared to the previous year. As described in the main Cabinet report a joint strategy was launched last year with local authorities within the Surrey Waste Partnership together with other agencies launched a joint strategy to tackle the issue of fly-tipping in the county. The main highlights of this work so far include:

- Educating residents and businesses in two countywide campaigns in the summer of 2016 and 2017. More information can be found on [www.recycleforsurrey.org.uk/fly-tipping](http://www.recycleforsurrey.org.uk/fly-tipping)
- Stronger working relationships developed with a variety of key stakeholders.
- Better intelligence gathering and sharing amongst partners in the strategy.
- Use of recently enhanced enforcement powers such as Fixed Penalty Notices for low level fly-tipping with the one of the highest issue rates in country.
- A number of successful prosecutions against fly-tippers including fines, community service orders, vehicle seizures and custodial sentences.
- Trialling of new technology including forensic coding solutions and high definition CCTV.

For more information on this strategy please email [m.nash@surreycc.gov.uk](mailto:m.nash@surreycc.gov.uk)

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# Shaping Surrey's Community Recycling Centres

**Consultation results -**  
Summary report  
August 2017



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## 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**

<b>Consultation subject</b>	<b>Result</b>
CRC visits in the last 12 months	<ul style="list-style-type: none"> <li>Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.</li> </ul>
CRC sites used in the last 12 months	<ul style="list-style-type: none"> <li>Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.</li> </ul>
Ending the free daily allowance of non-household waste (proposal one)	<ul style="list-style-type: none"> <li>Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016.</li> <li>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%.</li> </ul>
Closing CRCs on two weekdays (proposal two)	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
Ensuring CRCs are only used by Surrey residents (proposal three)	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
Permanent closure of four smaller CRCs (proposal four)	<ul style="list-style-type: none"> <li>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%.</li> <li>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%.</li> <li>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%.</li> <li>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</li> </ul>

	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"> <li>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%.</li> </ul>
Ranking of the proposals	<ul style="list-style-type: none"> <li>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 changed.</li> </ul>
Other comments about the proposals.	<ul style="list-style-type: none"> <li>Respondents in particular highlighted than any reduction to a CRC service especially permanently closing CRCs could have a negative impact on recycling, increase journey times to the nearest alternative CRCs, increase traffic/congestion and have a negative impact on the environment including an increase in fly-tipping.</li> </ul>

### 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 Councils 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](http://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](mailto: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/individuals 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**

<b>Format</b>	<b>Number received</b>	<b>Percentage of response</b>
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%
<b>Total</b>	<b>13,637</b>	<b>100.00%</b>

- 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**

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

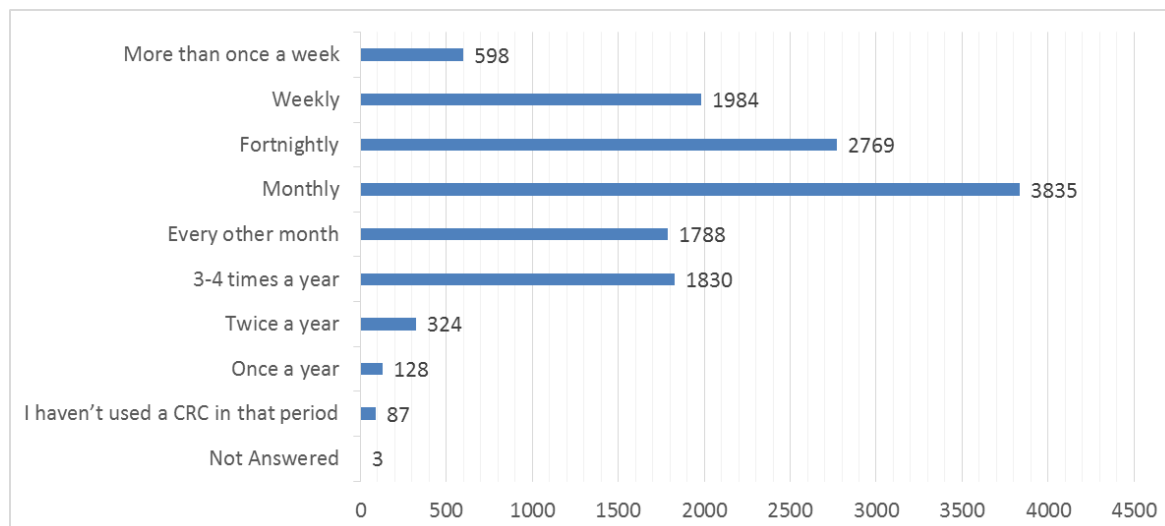
- 4.12. As explained in paragraph 4.5, the consultation was promoted through social media. This included the Surrey Matters and Recycle for Surrey accounts, and they were shared by many district/borough councils. The outputs of this activity is summarised below:
- Facebook: Surrey Matters - 14 posts, 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

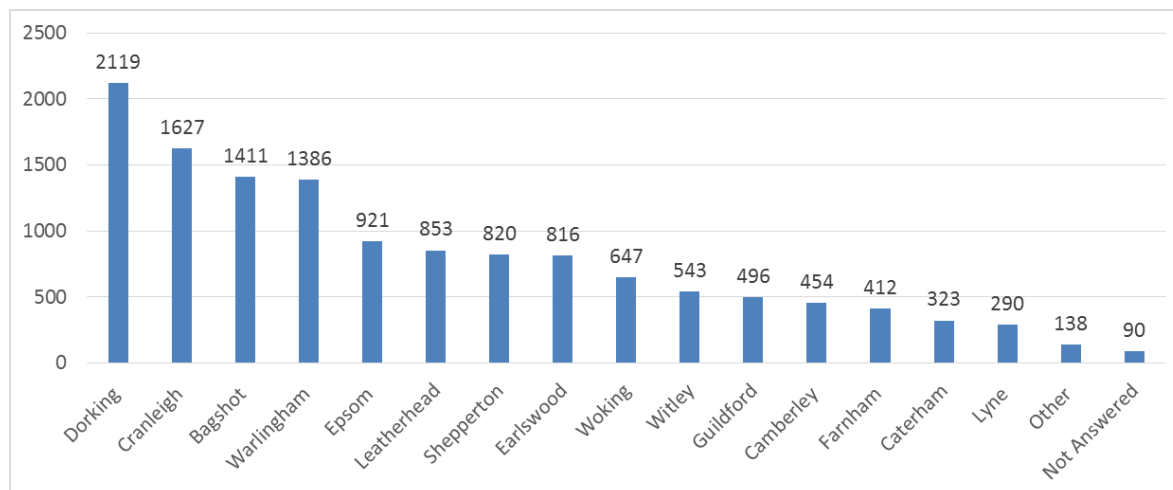
This section of the report gives a graphical analysis of the responses submitted to questions 1 – 9 of the questionnaire.

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?

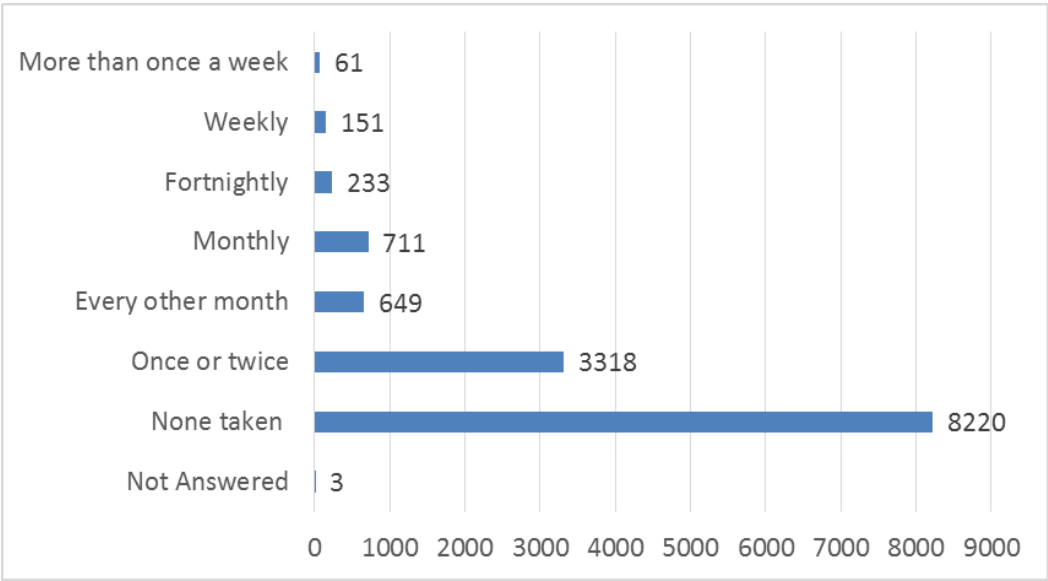


### Question 1b: Which CRC have you used the most in the last 12 months?

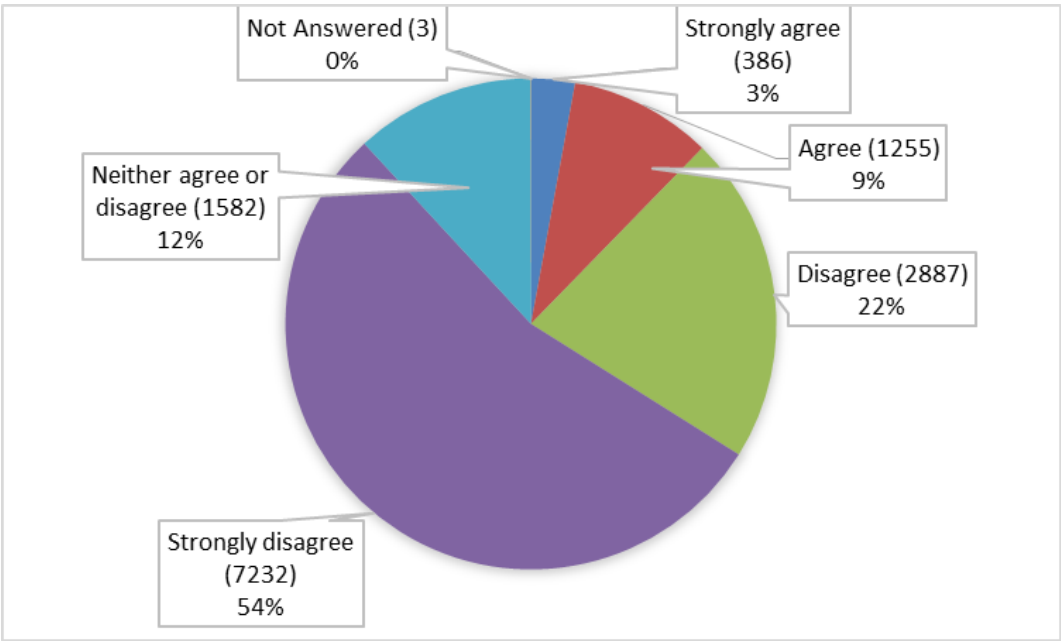


Respondents said they use other CRCs outside of Surrey including Aldershot, Billingham, Bordon, Brentford, Crawley, East Grinstead, Farnborough, Horsham, Kingston-upon-Thames, Richmond-upon-Thames, Sevenoaks and Sutton.

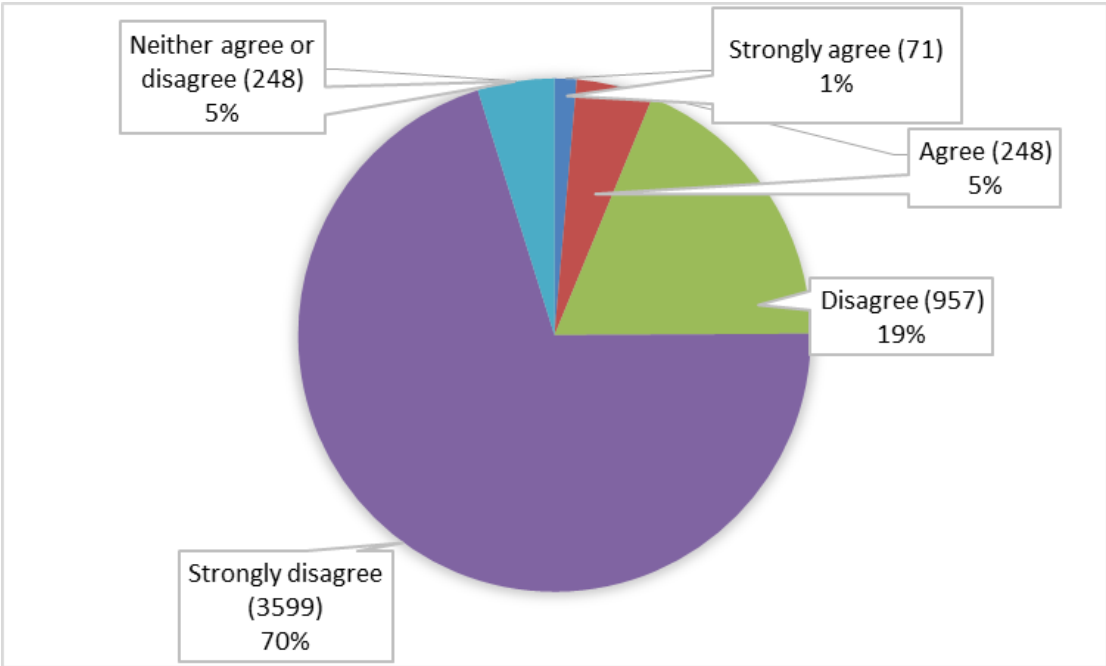
**Question 2a: How often have you taken chargeable waste to a CRC for free since September 2016?**



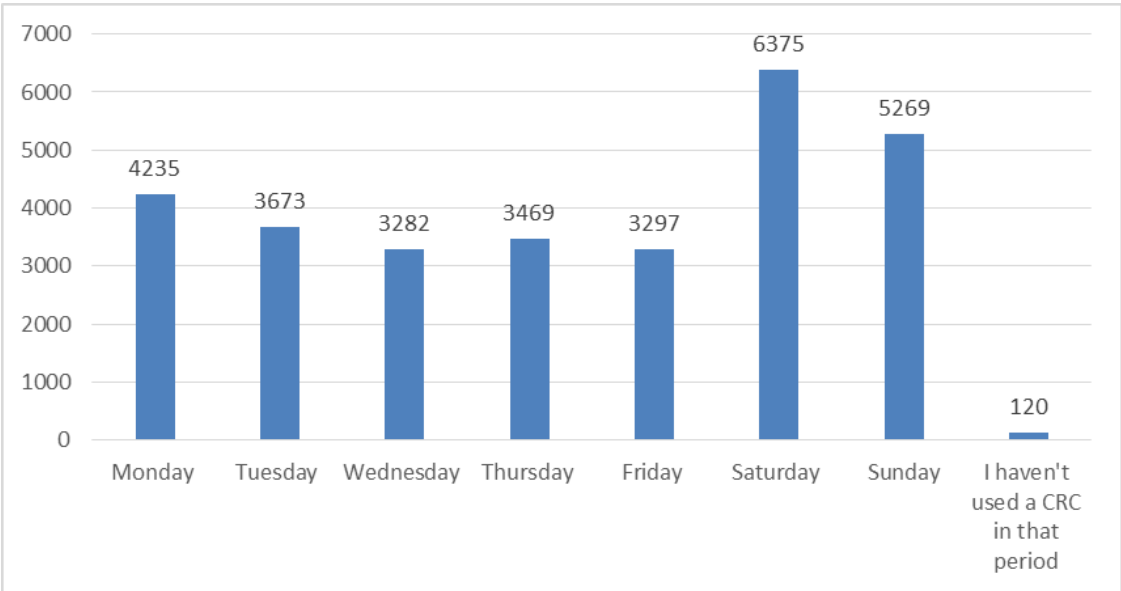
**Question 2b: What do you think of the proposal to stop the free daily allowance? (All respondents)**



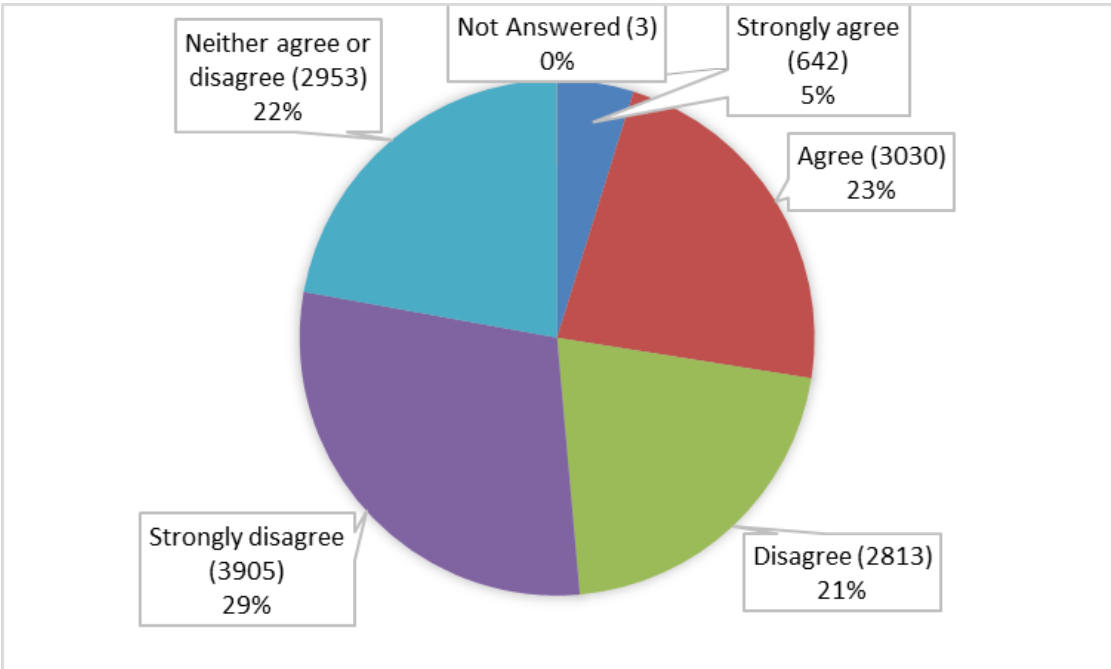
**Question 2b: What do you think of the proposal to stop the free daily allowance?** (Only respondents that have told us that they used the charging waste scheme since it was introduced in September 2016)



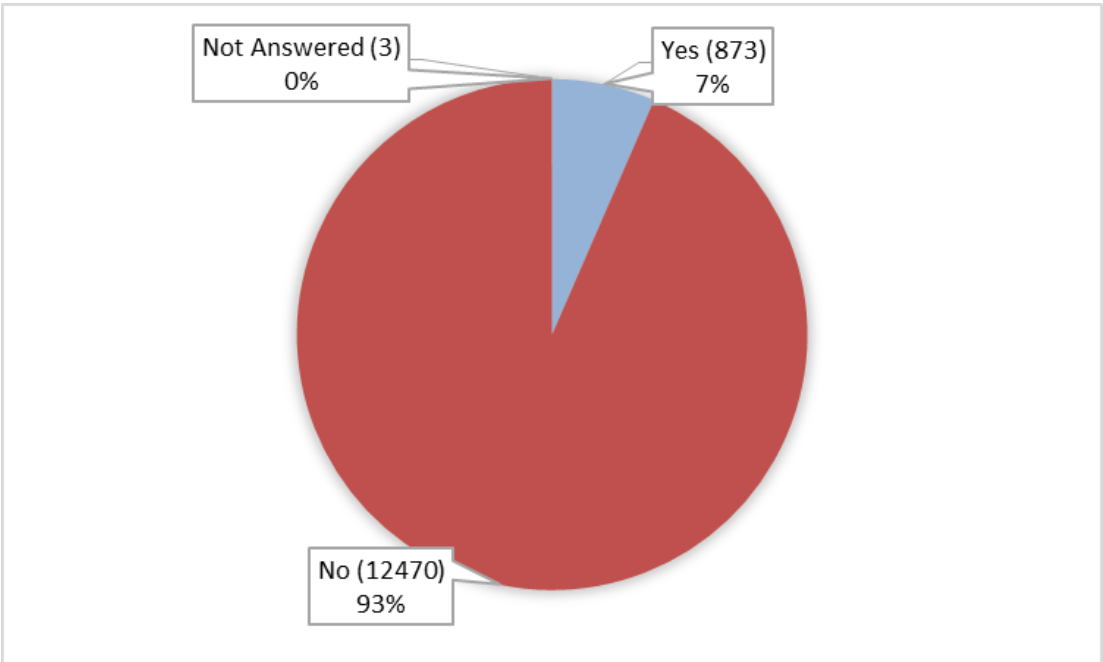
**Question 3a: On which days have you tended to visit CRCs in the last 12 months?** (Respondents could select up to two responses)



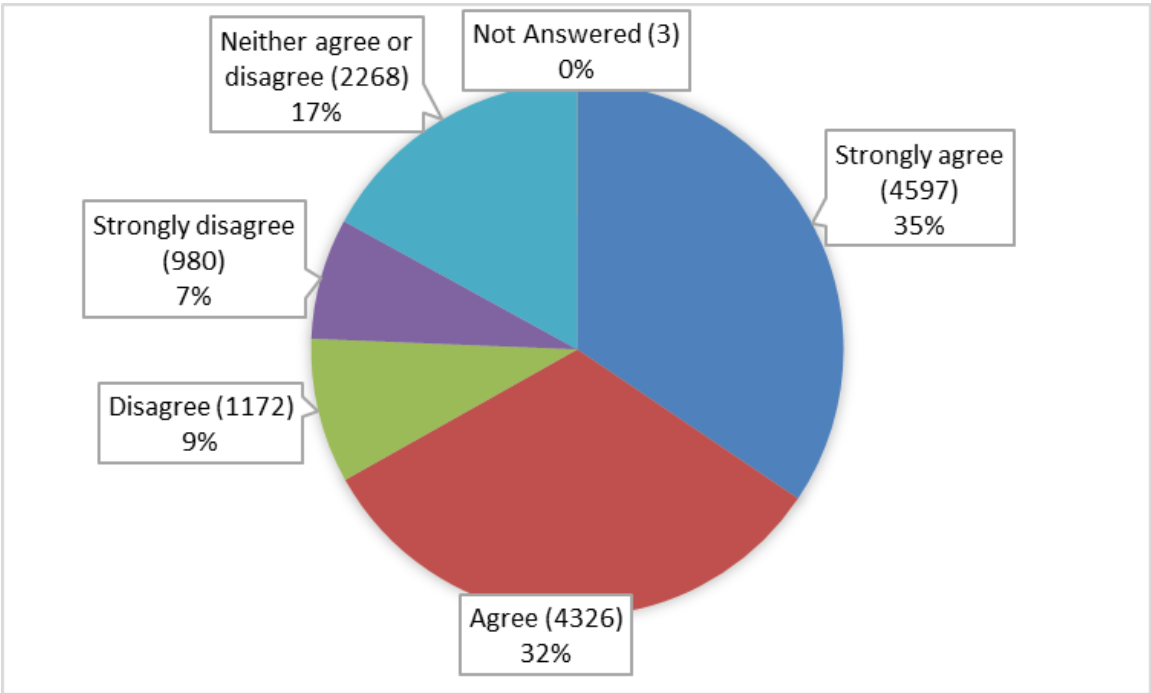
**Question 3b: What do you think of the idea of closing CRCs on two weekdays?**



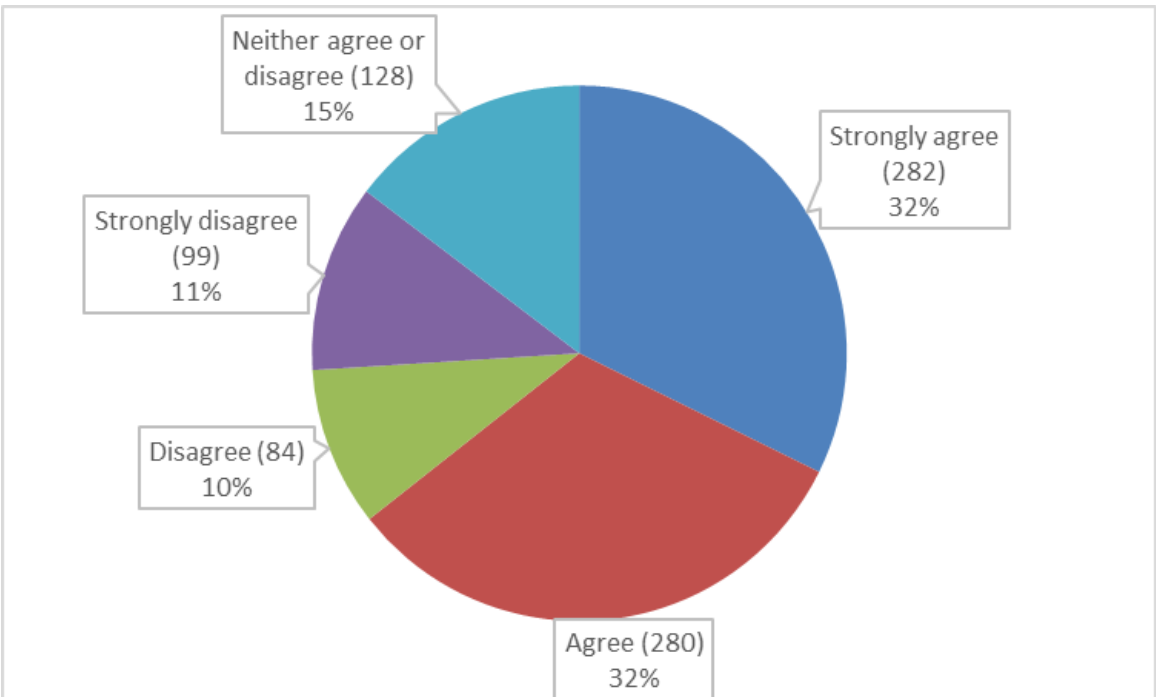
**Question 4a: Have you used Camberley CRC in the past 12 months?**



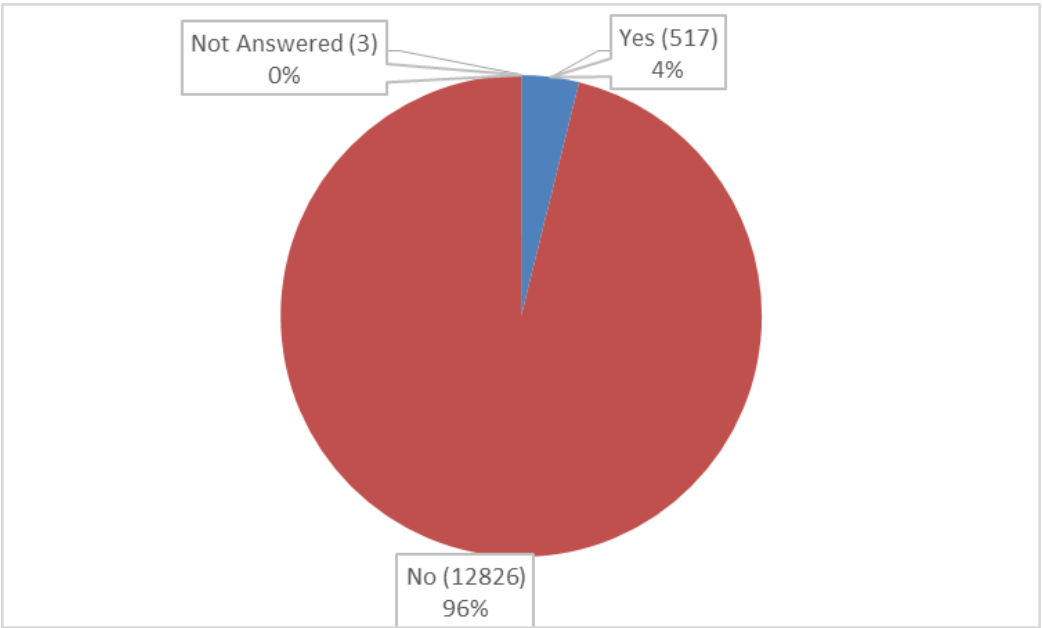
**Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (all respondents)**



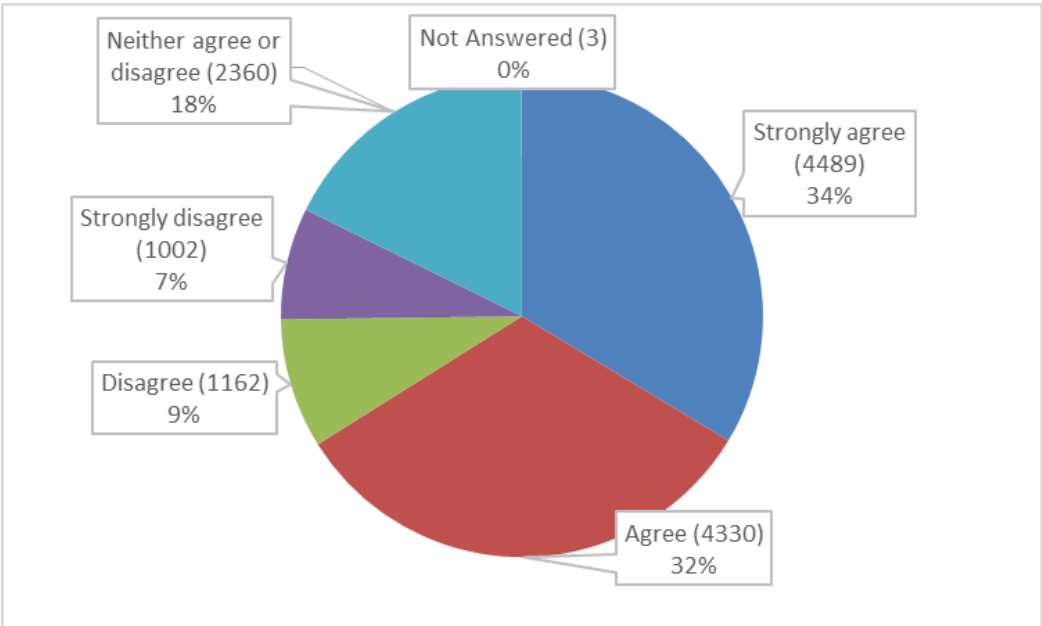
**Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (Only respondents that told us they have used Camberley CRC in the past 12 months)**



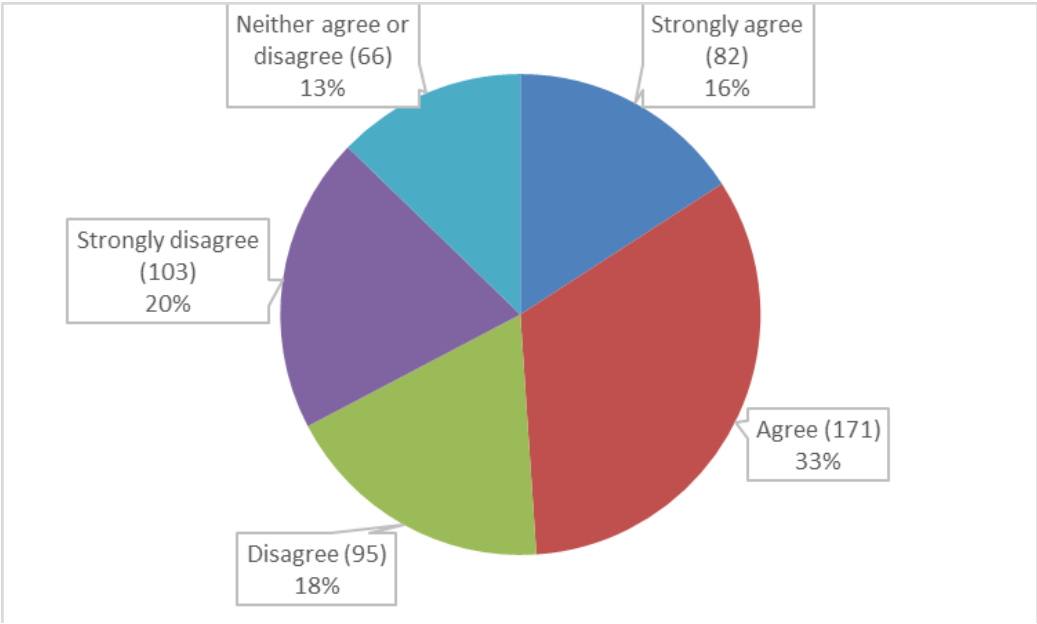
**Question 4c: Have you used Farnham CRC in the past 12 months?**



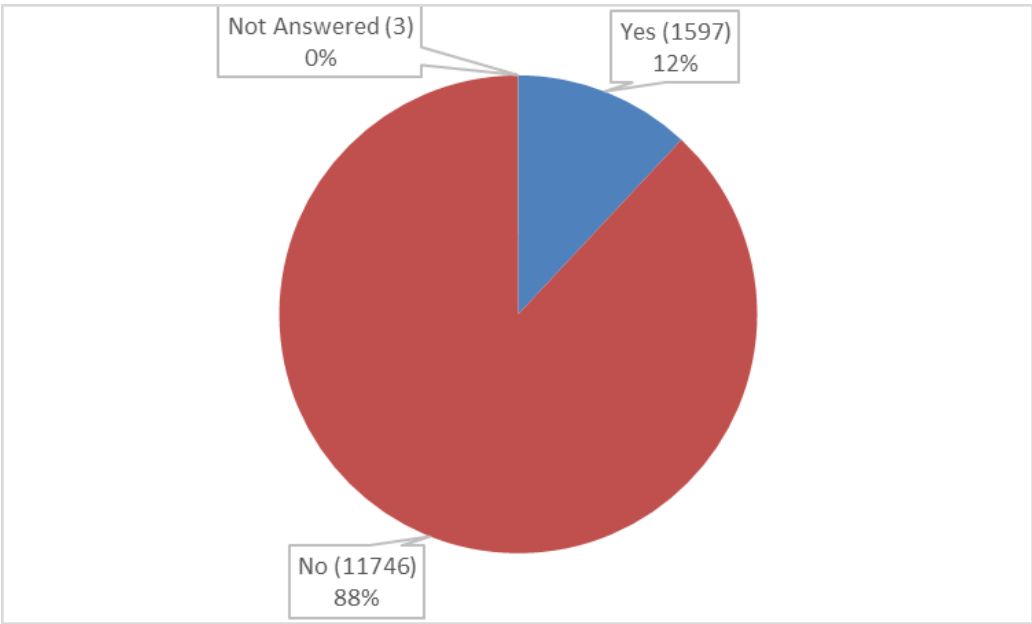
**Question 4d: Do you think residents should be asked to prove they are Surrey residents before they can use Farnham CRC? (all respondents)**



**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)**

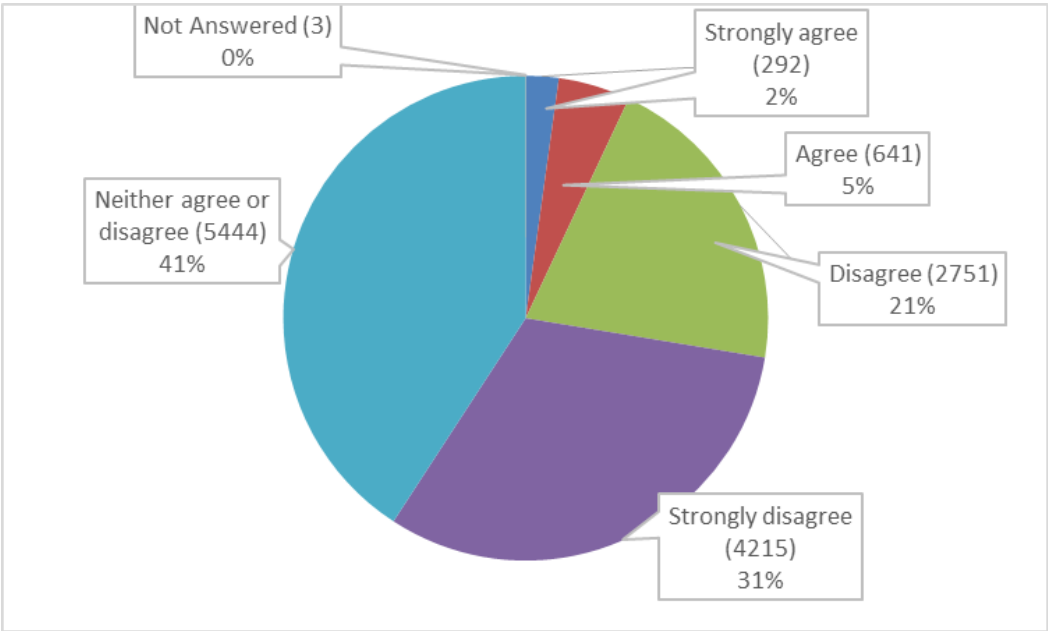


**Question 5a: Have you used Bagshot CRC in the last 12 months?**

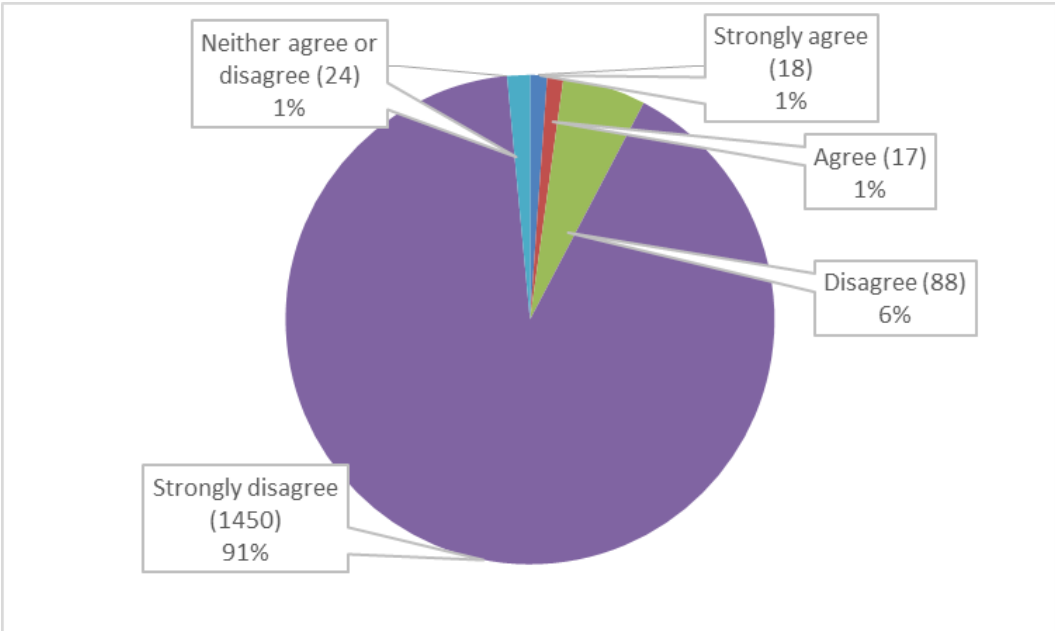




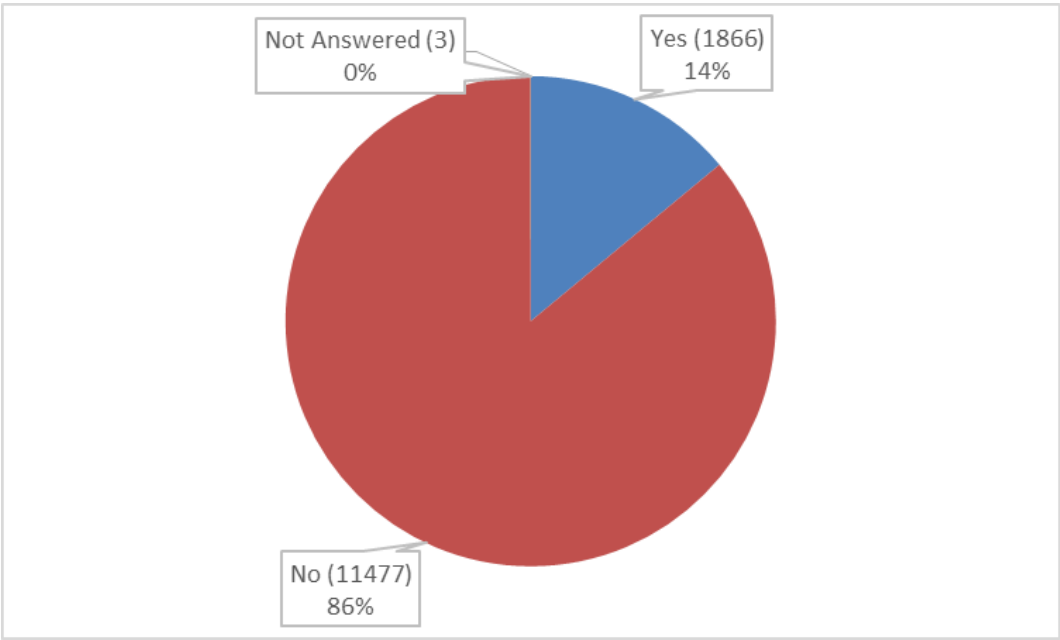
**Question 5b: What do you think of the proposal to close Bagshot CRC? (all respondents)**



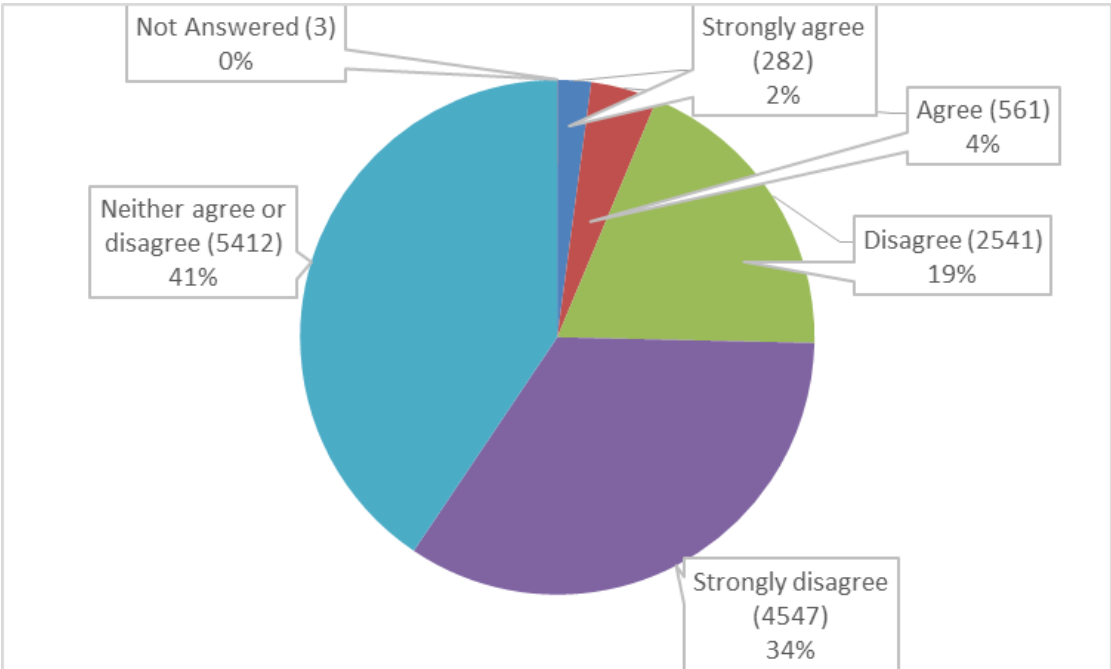
**Question 5b: What do you think of the proposal to close Bagshot CRC? (Only respondents that told us they have used Bagshot CRC in the past 12 months)**



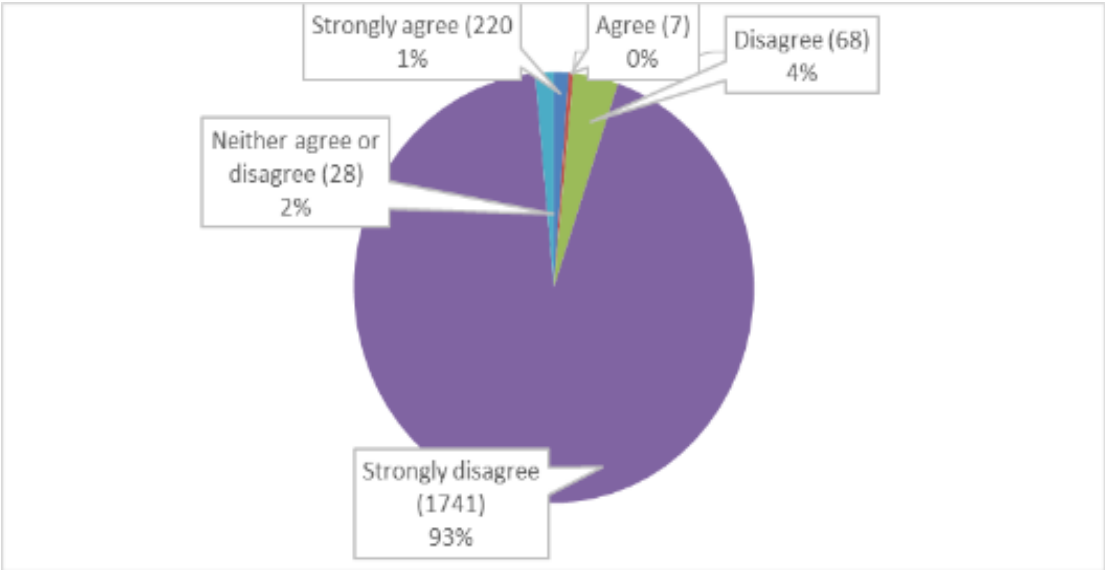
**Question 5c: Have you used Cranleigh CRC in the last 12 months?**



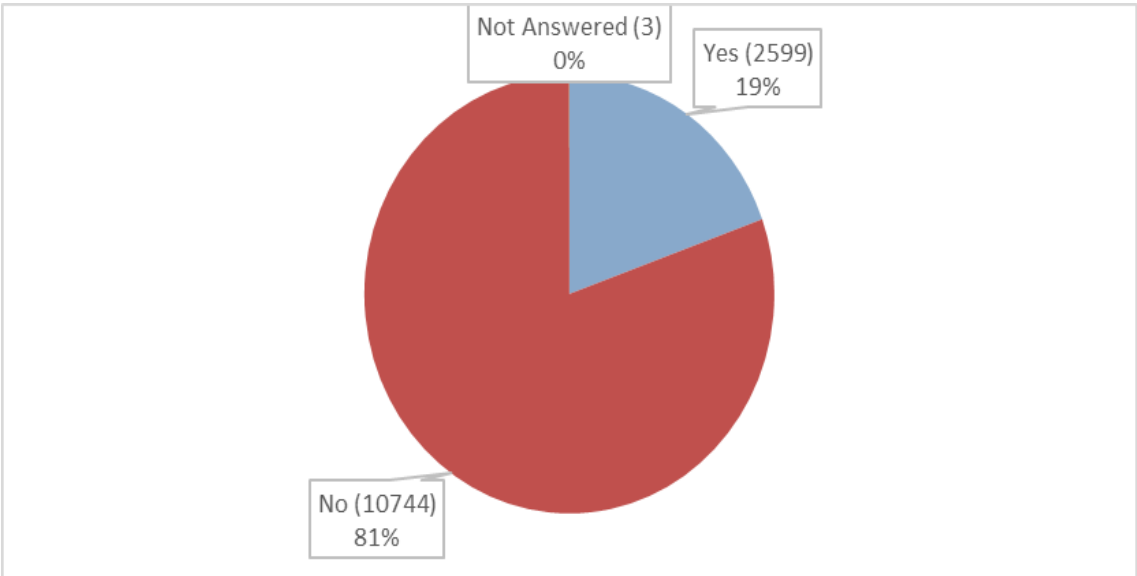
**Question 5d: What do you think of the proposal to close Cranleigh CRC? (all respondents)**



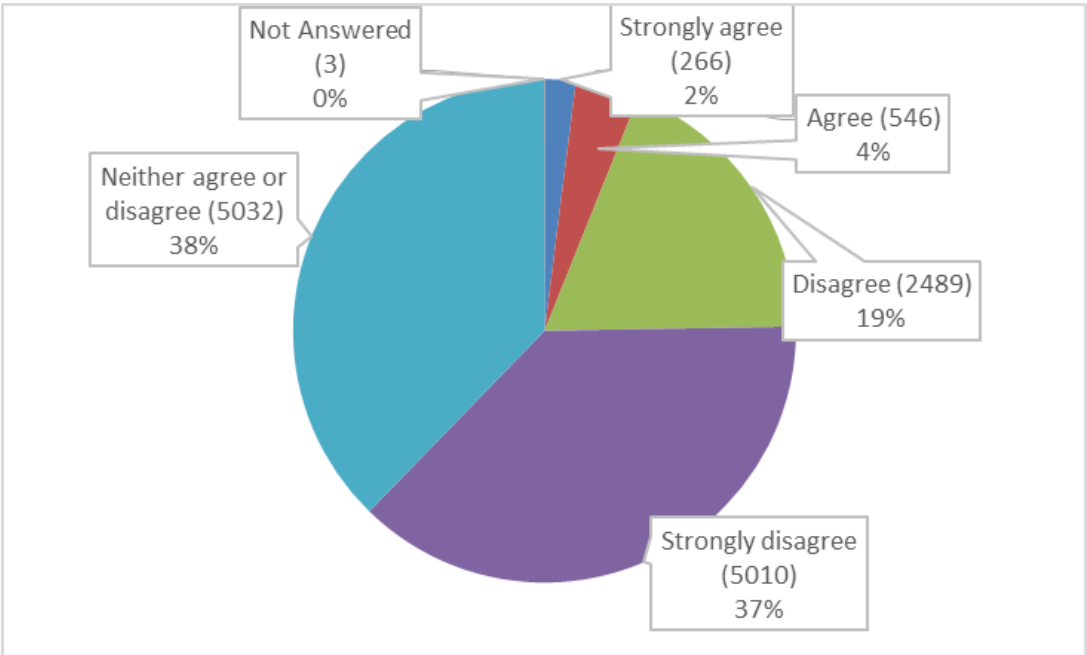
**Question 5d: What do you think of the proposal to close Cranleigh CRC?** (Only respondents that told us they have used Cranleigh CRC in the past 12 months)



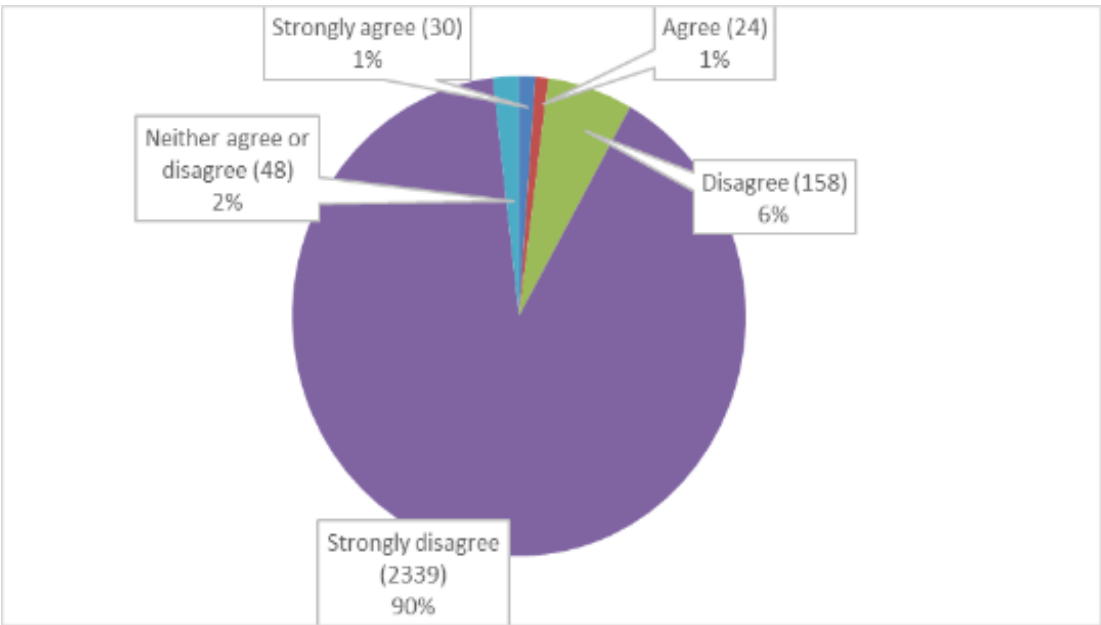
**Question 5e: Have you used Dorking CRC in the last 12 months?**



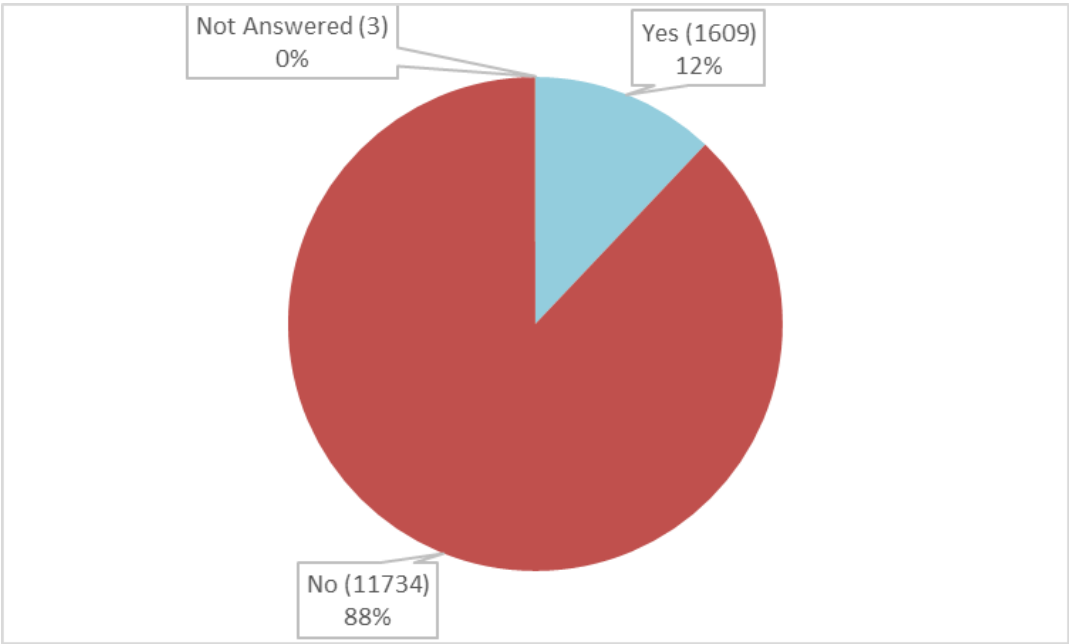
**Question 5f: What do you think of the proposal to close Dorking CRC? (all respondents)**



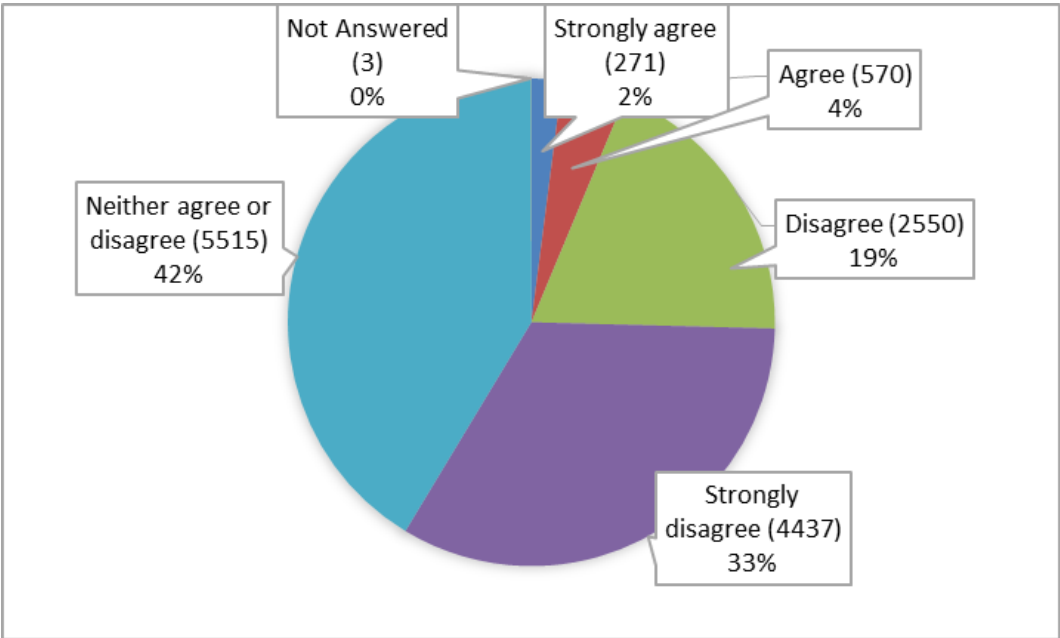
**Question 5f: What do you think of the proposal to close Dorking CRC? (Only respondents that told us they have used Dorking CRC in the past 12 months)**



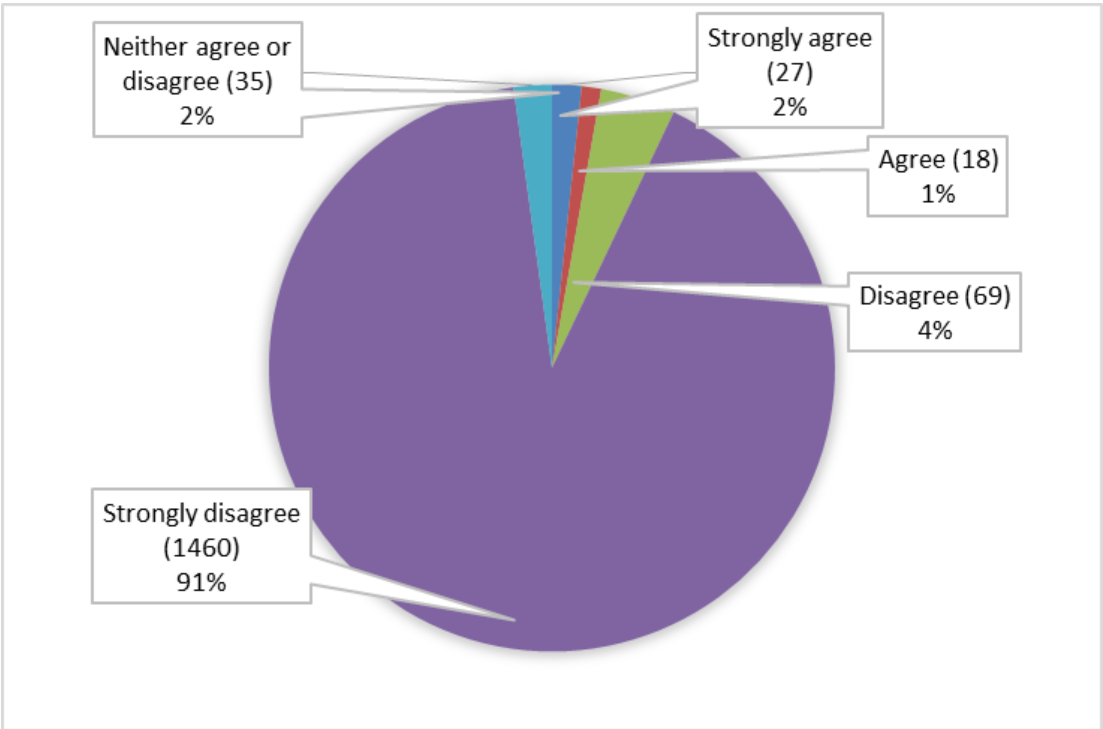
**Question 5g: Have you used Warlingham CRC in the last 12 months**



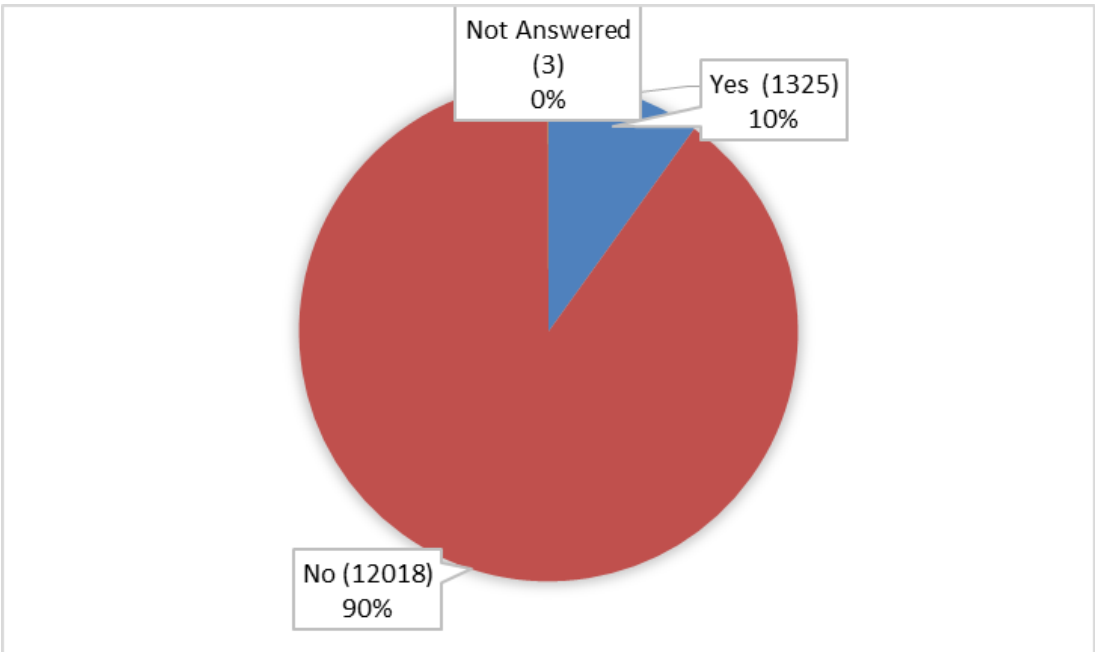
**Question 5h: What do you think of the proposal to close Warlingham CRC? (all respondents)**



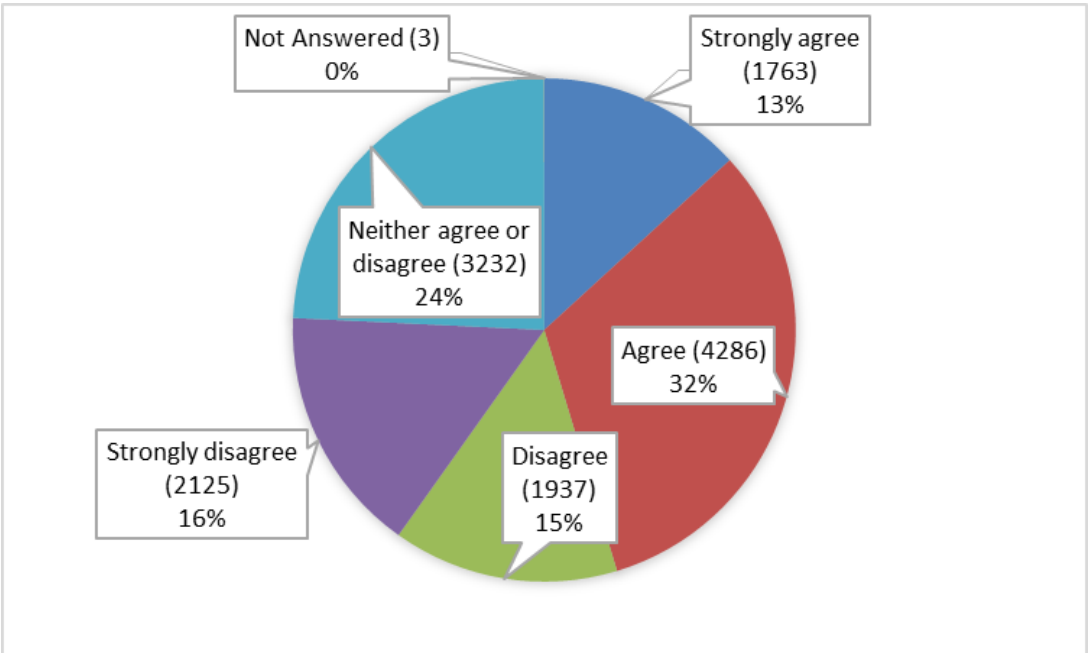
**Question 5h: What do you think of the proposal to close this CRC?** (Only respondents that told us they have used Warlingham CRC in the past 12 months)



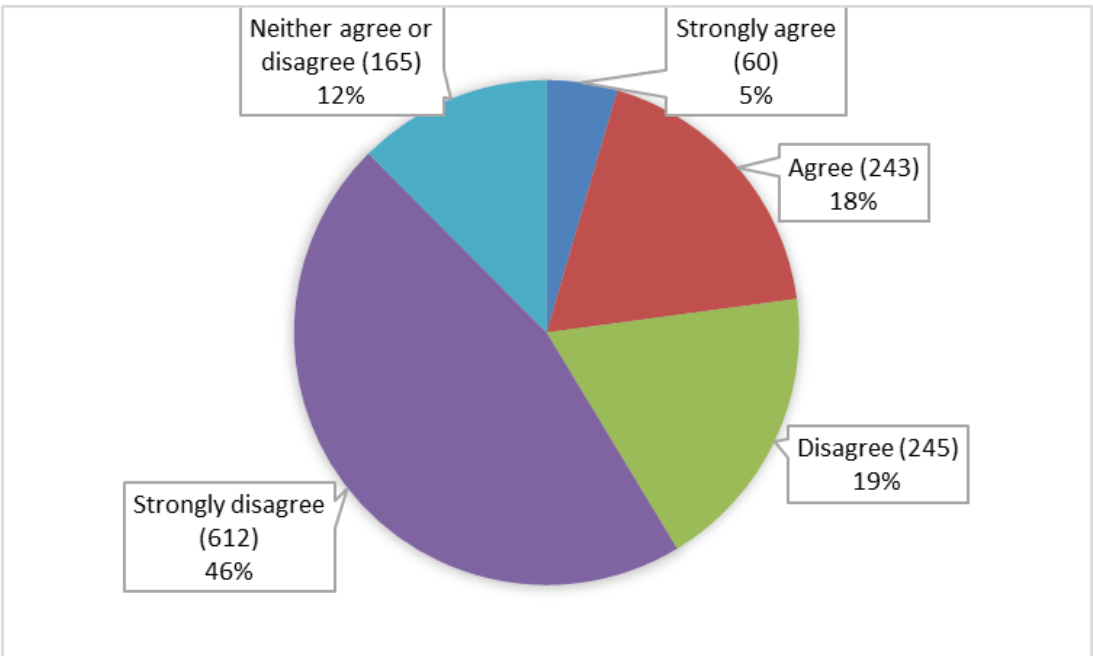
**Question 6a: Have you used a van, trailer or pick-up to take materials to the CRC in the last 12 months?**



**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:

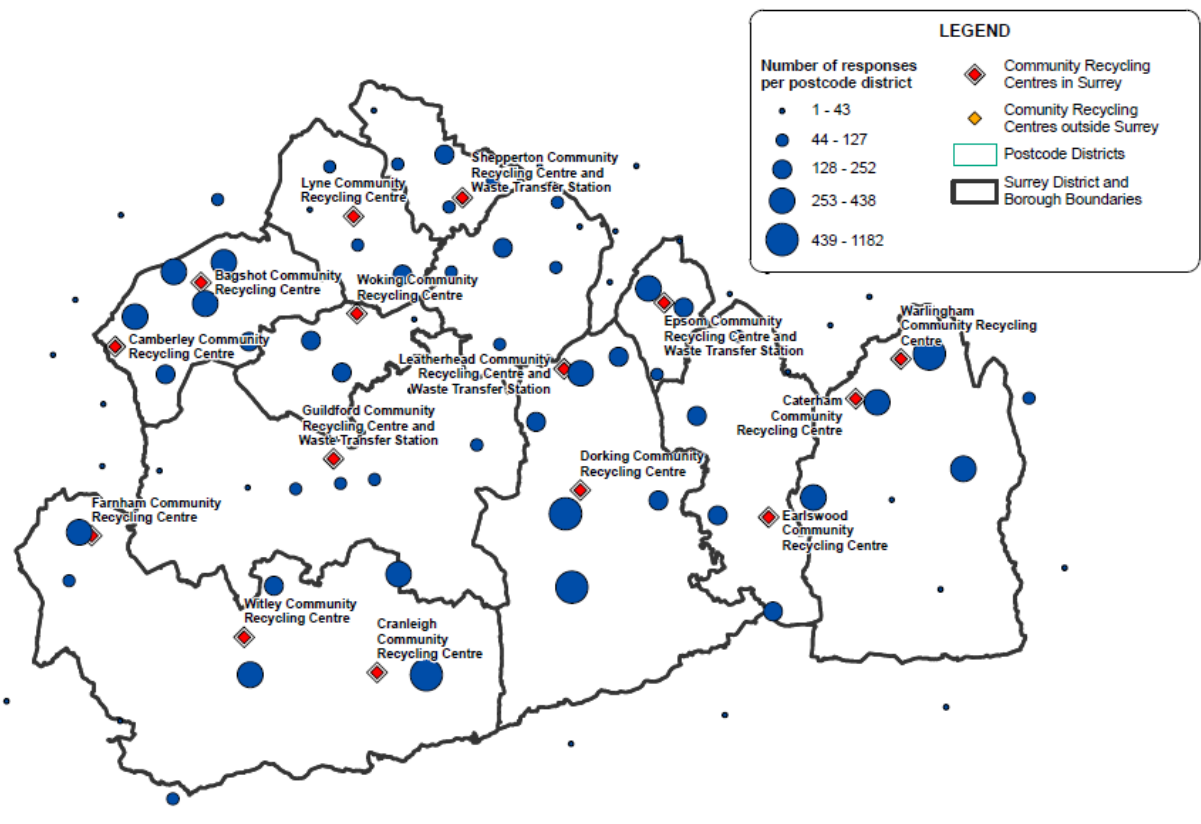
Coded comment	Total
Any reduction of service especially closure of a CRC will increase fly-tipping	7159
Reiterated disagreement with proposal to close CRCs	2866
Any reduction of service especially closure of a CRC will have a negative impact on recycling	2289
Proposal to close a CRC will increase the 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



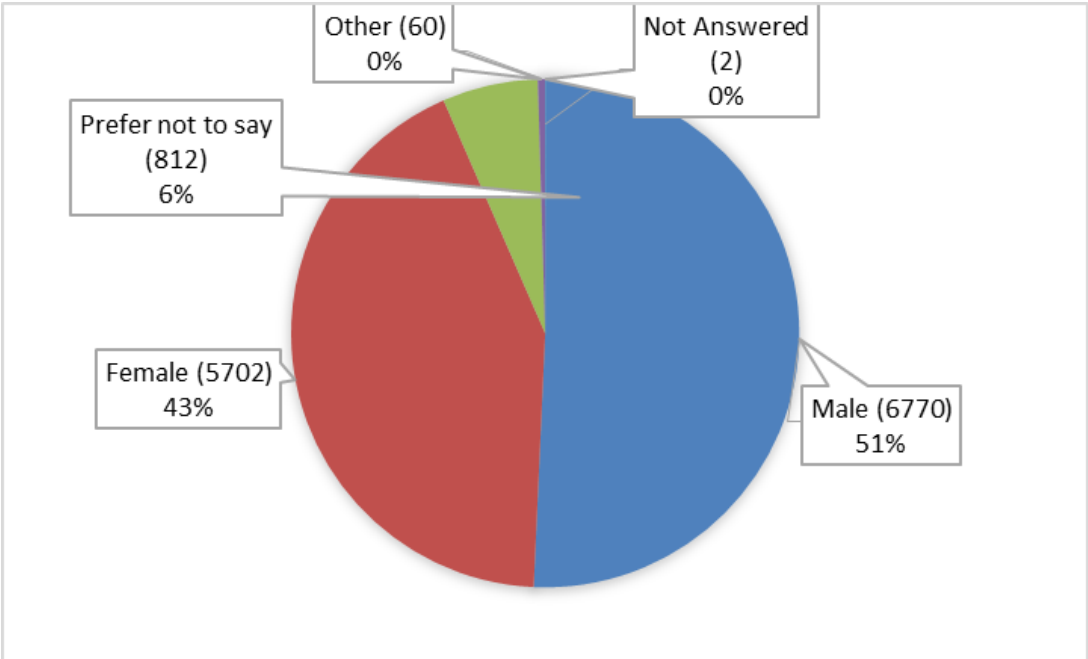
Consider different proposal for changing the CRC service	255
Reiterated disagreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	233
Reiterated agreement with proposal to ensure CRCs are used by Surrey residents only	227
Complaint about the consultation questionnaire	202
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

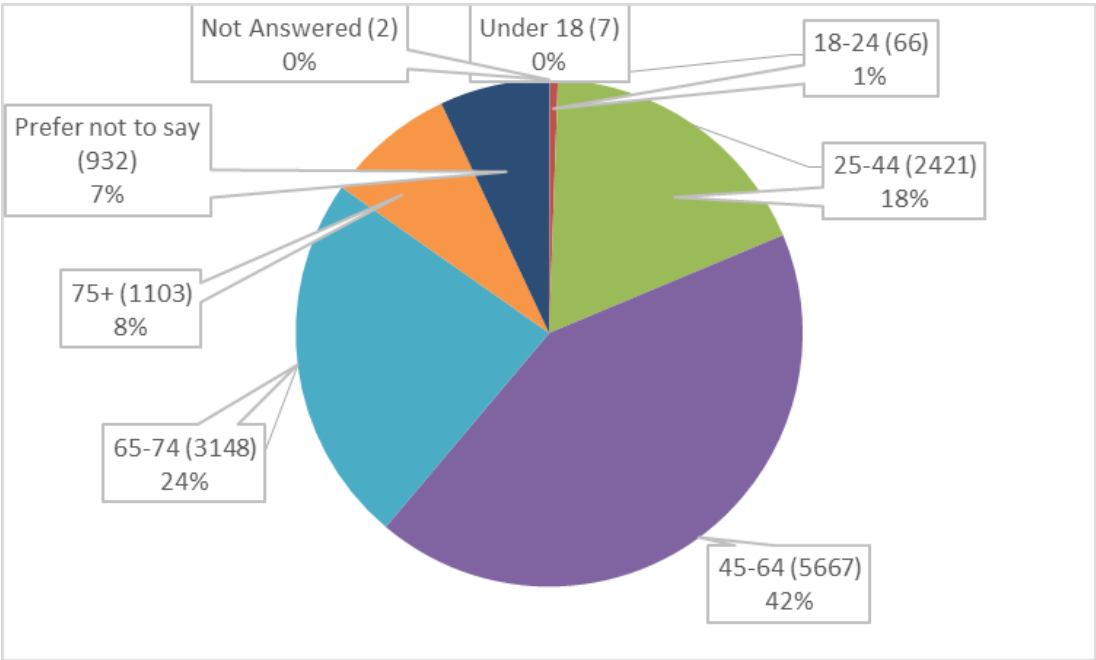
Respondents to the consultation questionnaire could provide their postcode with their response. The postcodes provided have been grouped to postcode district level and are displayed in the centre of each postcode district level as shown on the map below.



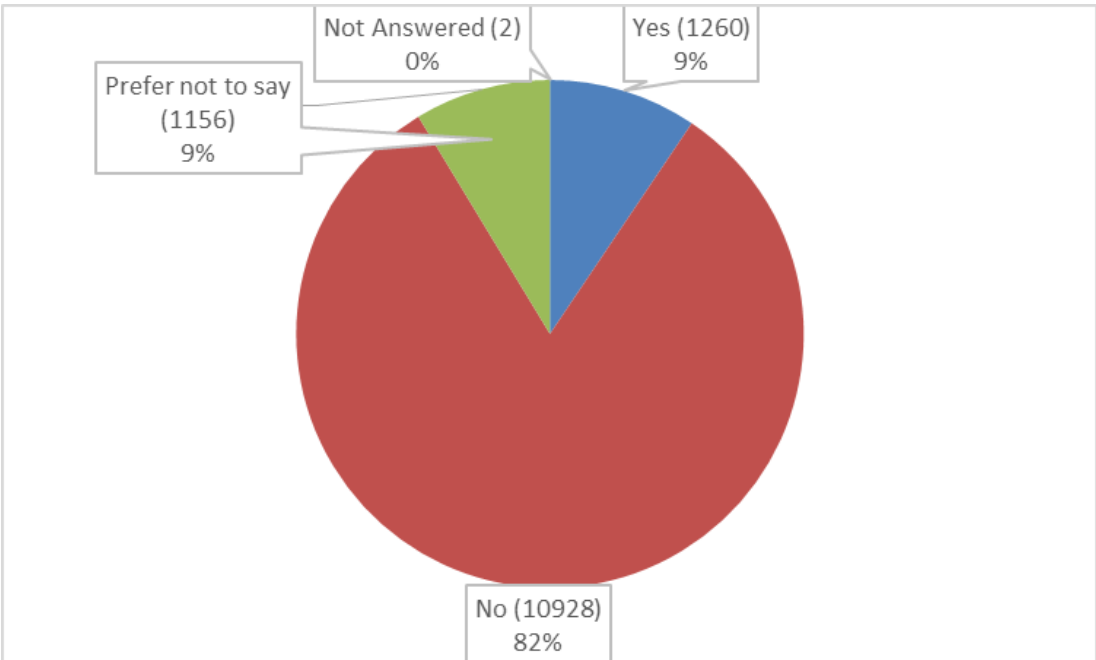
Question 9b: What is your gender?



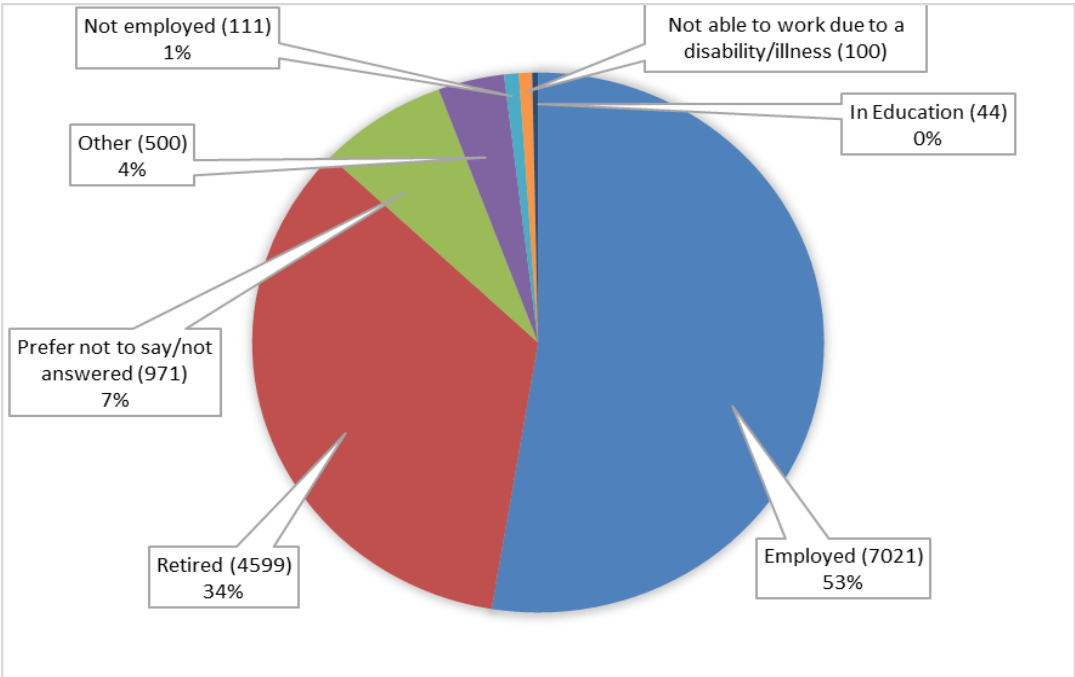
**Question 9c: What is your age?**



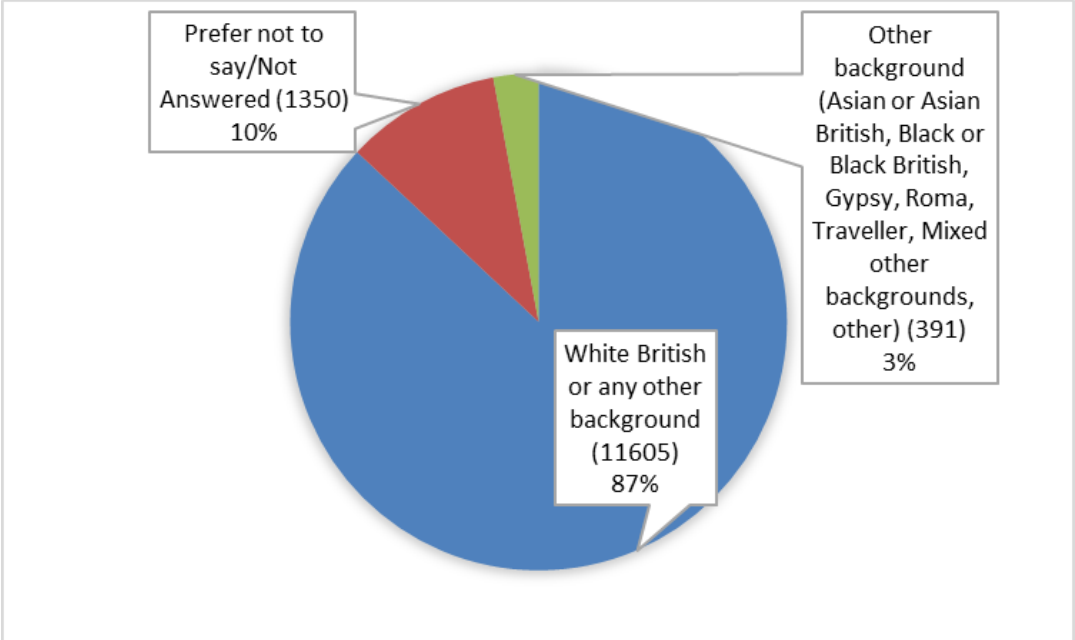
**Question 9d: Do you consider yourself to have a disability or longstanding condition which affects how you live your life?**



**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

Two hundred and ninety one responses were received outside of the consultation questionnaire in the form of an email or letter from organisations/groups/individuals. The type of organisations/groups who responded are 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
<b>Total</b>	<b>64</b>

The 64 responses received above 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

**1. Topic of assessment**

<b>EIA title:</b>	Proposed changes to Surrey's Community Recycling Centres (CRCs)
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<b>EIA author:</b>	Nicholas Meadows – Change Consultant
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**2. Approval**

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>	Richard Parkinson	23/08/17

**3. Quality control**

<b>Version number</b>	V1	<b>EIA completed</b>	23/08/17
<b>Date Last saved</b>	13/09/17	<b>EIA published</b>	15/09/17

**4. EIA team**

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
Nicholas Meadows	Change Consultant	Surrey County Council	Author
Steve Strickland	Waste Contract Manager	Surrey County Council	Reviewer
Richard Parkinson	Waste Operations Group Manager	Surrey County Council	Approver
Jay Ganesh	Senior Programme Officer	Surrey County Council	Directorate Equality Group Representative

<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

## 5. Explaining the matter being assessed

<p><b>What policy, function or service is being introduced or reviewed?</b></p>	<p>The council provides 15 community recycling centres (CRCs) where 113,285 tonnes of waste and recycling were taken by Surrey residents in 2016/17. Over the past few years our contractor, Suez Surrey, who manage the sites have 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.</p> <p>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.</p> <p>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.</p> <p>However in light of the councils financial situation, further changes to the CRC service are required to deliver further cost reductions.</p>
<p><b>What proposals are you assessing?</b></p>	<p>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 <b>Friday 23 June to Monday 7 August 2017</b>. Consultation respondents were asked for their views on the following five proposals:</p> <ul style="list-style-type: none"> <li>• Proposal one: Ending the free daily allowance of non-household waste.</li> <li>• Proposal two: Closing CRCs on two weekdays.</li> <li>• Proposal three: Ensuring CRCs are only used by Surrey residents.</li> <li>• Proposal four: Permanent closure of four smaller CRCs (Bagshot, Cranleigh, Dorking and Warlingham)</li> <li>• Proposal five: Restricting users of vans, trailers and pick-ups to larger sites only.</li> </ul> <p>In light of the response to the public consultation the Cabinet Member for Environment and Planning is recommending to Cabinet that the following changes at CRCs are implemented:</p> <ol style="list-style-type: none"> <li>1. The CRCs at Bagshot, Cranleigh, Dorking and Warlingham remain open, but are closed for part of the week.</li> </ol>



	<ol style="list-style-type: none"> <li>2. A strategic network of CRCs will remain open for seven days a week, other sites will be closed for up to two weekdays.</li> <li>3. The free daily allowance of chargeable waste from the construction, alteration or repair of homes and gardens such as rubble, plasterboard and soil is ceased.</li> <li>4. Vans and trailers are excluded from CRCs at Bagshot, Caterham, Cranleigh, Dorking, Farnham and Warlingham.</li> <li>5. Non-Surrey residents are excluded from Camberley, and that the Strategic Director, Environment &amp; Infrastructure in consultation with the Cabinet Member for Environment and Planning agrees any further restrictions on non-Surrey residents using the Farnham site following further discussions with Hampshire County Council</li> </ol>
<b>Who is affected by the proposals outlined above?</b>	<p>The above recommendation will affect –</p> <ul style="list-style-type: none"> <li>• All service users</li> <li>• All service staff</li> </ul>

## 6. Sources of information

<b>Engagement carried out</b>	
<b>2014</b>	A CRC site user survey of behaviours and attitudes was completed during 2014. Residents were asked about gender, work status and house type but the survey did not seek to identify whether any residents had protected characteristics. A total of 3440 online interviews were achieved using a combination of recruitment techniques (cold mailing to 30k Surrey residents, cards handed out to users at all 15 sites, plus an e-mail invitation to the Surrey Matters database).
<b>2015</b>	A public consultation ran from 17th July until 30th September regarding potential changes to the CRC service. One of the proposals was to charge for non-household waste. 4581 responses were received. The results of the consultation indicated that of all the service reduction options, reducing opening hours was the most palatable and generally acceptable to residents.
<b>2017</b>	<p>A public and staff consultation on the proposed changes listed in section 5 above was held from 23 June to 7 August 2017.</p> <p>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.</p> <p>The results of this consultation have informed the final recommendations for change, as set out in section 5 above, and the completion of this EIA.</p>
<b>Data used</b>	
	<ul style="list-style-type: none"> <li>• Surrey-i, our local data and information portal, which can be searched by protected characteristics.</li> <li>• Feedback to the postcode surveys, consultation questionnaires and customer satisfaction surveys.</li> <li>• Feedback from the contractor and complaints submitted to the SCC contact centre.</li> <li>• Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services.</li> <li>• Traffic count data, driving time catchments and waste tonnage information.</li> </ul>

## 7. Impact of the new/amended policy, service or function

Council officers have developed the recommendations for change alongside this assessment to understand the impact on service users (residents) and staff. In some cases service users or staff may have to drive further to an alternative site as a result of a reduction in operating days. The council will try to limit this by where possible ensuring a nearby alternative site is opened when a site is closed, and it will encourage residents to make their journey when a their preferred CRC site is open, and will mention this in the communications programme that will follow. However this has no differential impact on those service users or staff with protected characteristics, as to be able to drive you need to demonstrate that you're are in good health and that any condition doesn't affect your ability to drive irrespective of the distance driven.

The recommendation to have no free allowance of charging scheme waste may disadvantage residents on a low income, but this is not directly related to those with protected characteristics. It could be considered that those with the protected characteristics of age, disability, pregnancy/maternity and carers might be more likely to have a lower income. However the charging scheme only relates to certain non-household waste materials, which are linked to the alteration, renovation or repair of a home or garden. This means a resident would need the required funds in the first place to carry out the works.

The recommendation to reduce opening days at CRC sites could possibly result in a few staff redundancies. However this will be subject to competitive process, and therefore there will be no differential impact on staff with protected characteristics.

Any potential impacts on the recommended changes have been listed below in sections 7a and 7b.

## 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	None	Low – use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	Anecdotal evidence – project team/contractor
<b>Disability</b>	None	Low – use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	Anecdotal evidence – project team/contractor
<b>Gender reassignment</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Pregnancy and maternity</b>	None	Low – use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff,	Anecdotal evidence – project team/contractor

<sup>2</sup> More information on the definitions of these groups can be found [here](#).

		these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	
<b>Race</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Religion and belief</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Sex</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Sexual orientation</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Marriage and civil partnerships</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Carers<sup>3</sup></b>	None	None	Screening- There is no differential impact on this protected characteristic.

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<sup>3</sup> Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

## 7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Disability</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Gender reassignment</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Pregnancy and maternity</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Race</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Religion and belief</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Sex</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Sexual orientation</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Marriage and civil partnerships</b>	None	None	Screening- There is no differential impact on this protected characteristic.
<b>Carers</b>	None	None	Screening- There is no differential impact on this protected characteristic.

## 8. Amendments to the proposals

Change	Reason for change
None	N/a

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Negative - Some of the smaller CRCs which are single level sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.	Ensure site staff are given guidance to prioritise users with limited mobility if a site becomes busy.	December 2017	Richard Parkinson

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None	n/a

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	<ul style="list-style-type: none"> <li>Surrey-i, our local data and information portal, which can be searched by protected characteristics.</li> <li>Feedback to the postcode surveys, consultation questionnaires and customer satisfaction surveys.</li> <li>Feedback from the contractor and complaints submitted to the SCC contact centre.</li> <li>Benchmark of other local authorities that have made changes to their Household Waste Recycling Centre (HWRC) services.</li> <li>Traffic count data, driving time catchments and waste tonnage information.</li> </ul>
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	Low impact on Age, Disability and Pregnancy/Maternity - use of the single level sites, where residents need to climb steps to access waste containers could impact those with limited physical ability as they might find it more difficult to dispose of their waste at these sites. Despite this being mitigated by the assistance provided by onsite staff, these sites may become busier as a result of reducing the days of operations, which could have an impact on the assistance that staff are able to provide those with limited mobility.

<b>Changes you have made to the proposal as a result of the EIA</b>	None
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	Ensure site staff are given guidance to prioritise users with limited mobility if a site becomes busy.
<b>Potential negative impacts that cannot be mitigated</b>	None

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## Proposed CRC site opening days from early January 2018

✓ = Open

✗ = Closed

CRC sites (clustered into nearby alternatives)	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Current days closed	Proposed days closed
Bond Road, Warlingham	✗	✗	✗	✓	✓	✓	✗	2	4
Chaldon Road, Caterham	✓	✓	✓	✗	✓	✓	✓	1	1
<b>*Horley Road, Earlswood</b>	✓	✓	✓	✓	✓	✓	✓	0	0
Blenheim Road, Epsom	✓	✗	✗	✓	✓	✓	✓	0	2
Randalls Road, Leatherhead	✓	✓	✓	✓	✗	✓	✓	0	1
Ranmore Road, Dorking	✗	✗	✗	✗	✓	✓	✓	1	4
Wilton Road, Camberley	✓	✗	✓	✓	✓	✓	✓	0	1
Swift Lane, Bagshot	✓	✓	✗	✗	✗	✓	✓	0	3
Lyne Lane, Chertsey	✓	✓	✓	✗	✗	✓	✓	0	2
<b>*Charlton Lane, Shepperton</b>	✓	✓	✓	✓	✓	✓	✓	0	0
<b>*Martyrs Lane, Woking</b>	✓	✓	✓	✓	✓	✓	✓	0	0
Slyfield Industrial Estate, Guildford	✓	✗	✗	✓	✓	✓	✓	0	2
<b>*Petworth Road, Witley</b>	✓	✓	✓	✓	✓	✓	✓	0	0
Elmbridge Road, Cranleigh	✓	✗	✗	✗	✗	✓	✓	1	4
Bourne Mill, Farnham	✓	✓	✓	✗	✗	✓	✓	1	2
*Strategic sites open 7 days a week								6	26

When CRCs are open, visitor hours will be 8am - 4pm on weekdays and 9am - 4pm on weekends at all sites.

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## ITEM 7 – CONSULTATION ON PROPOSED CHANGES TO SURREY'S COMMUNITY RECYCLING CENTRES (COST REDUCTIONS)

### REVISED RECOMMENDATIONS

It is recommended that Cabinet agree:

- i. That a strategic network of CRCs will remain open for seven days a week. Other sites will be open at specified times as per the tabled document listing proposed CRC opening times.
- ii. the four CRCs at Bagshot, Cranleigh, Dorking and Warlingham remain open in light of the views submitted in the public consultation. Details of the proposed times of operation will be tabled at the Cabinet meeting;
- iii. the free daily allowance of chargeable waste from the construction, alteration or repair of homes and gardens such as rubble, plasterboard and soil is stopped from December 2017, as set out in paragraphs 27 to 28;
- iv. vans and trailers are excluded from CRCs at Bagshot, Caterham, Cranleigh, Dorking, Farnham and Warlingham from December 2017 as set out in paragraphs 29 to 31;
- v. Residents from Bracknell Forest and Wokingham are excluded from Camberley, and that the Strategic Director, Environment & Infrastructure in consultation with the Cabinet Member for Environment and Planning agrees any further restrictions on non-Surrey residents using the sites in Camberley and Farnham following further discussions with Hampshire County Council, as set out in paragraphs 32 to 35.
- vi. Cabinet supports maximising the use of all CRC sites and achieving the best public value and that work continues to progress further efficiency measures at CRCs for example as stated in paragraphs 36 to 37.
- vii. the Surrey Waste Partnership is supported to promote the better use of kerbside services and other waste disposal services.

### **REASON FOR RECOMMENDATIONS:**

At present there is spare capacity at the CRC network because of a reduction in throughput due to the previous changes. An adequate service can be retained if the above additional efficiency measures are implemented that will achieve an estimated cost reduction in a full year of £1.08 - £1.56 million. **Table 3** in paragraph 43 gives a breakdown by efficiency measure. These recommendations take note of the views expressed in the public consultation and, the impact to the public (including those with protected characteristics) and the environment. If these recommendations are introduced it will reduce costs and provide better value for money for the Surrey taxpayer, whilst still maintaining a comprehensive service that supports the strategic aims of increasing recycling and reducing landfill, and meets its legal requirements as a Waste Disposal Authority.

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**CABINET RESPONSE TO ENVIRONMENT AND INFRASTRUCTURE SELECT COMMITTEE**

**Consultation on Proposed Changes to Surrey's Community Recycling Centres (Cost Reductions) [item 7]  
(Considered by the Environment and Infrastructure Select Committee on 7 September 2017)**

**COMMITTEE RECOMMENDATIONS:**

The Environment and Infrastructure Select Committee recommended:

- a) That Cabinet reconsider the removal of the free daily allowance.
- b) That a network of CRC sites across the county are open 7 days a week.
- c) That a more robust method for recording fly tipping is agreed and implemented in partnership with district and boroughs which includes fly tipping on private land.
- d) For more work to be done around further reuse and black bag sorting, so more advantage can be taken of commercial opportunities.

**RESPONSE:**

I would like to thank the Select Committee for considering this very important matter. As I have said before, I very much regret having to put forward proposals for changes to our community recycling centre (CRC) service but given the financial position of the council, we have no choice but to reduce our spend across all services.

Residents were very clear that they did not want to see permanent closure of their local community recycling centre. We have listened to our residents and as a consequence I will not be recommending the permanent closure of any CRC. However in order to make savings we will need to reduce the opening days of our CRCs as well as make other changes to the service. I have listened carefully to what the Select Committee have said and confirm that whilst we will have to reduce the number of days we open our CRCs, we will maintain a network of strategic sites which will be open 7 days per week. We will also ensure that all sites are open at the weekend, where planning consent allows.

I recognise that both residents and the Select Committee had strong feelings against removal of the free daily allowance for chargeable waste, however the savings that will be achieved through implementation of this proposal are an absolute necessity given that we are no longer going to achieve savings through the permanent closure of four CRCs. It has to be recognised that even with the removal of the free daily allowance for chargeable waste, there will still be a significant shortfall in the level of savings that are required.

I would concur with the Select Committee that we need to do more work in relation to reuse and black bag sorting and this forms part of our proposals for further cost savings. Just this week our contractor, Suez, has commenced a trial selling electrical goods that have been safety tested and we hope that this will form part of our expansion of reuse activities.

I would agree that we need to work with district and borough colleagues to improve the way that fly tipping incidents are recorded and ensure greater consistency between district and boroughs. The Surrey Waste Partnership have employed a Partnership and Intelligence Officer to work with districts and boroughs to ensure intelligence is shared and this includes a greater consistency in the way data on fly-tipping is collected and recorded. #

**Mr Mike Goodman**  
**Cabinet Member for Environment and Transport**  
**26 September 2017**

**Form to call in a decision – please complete all fields marked \***

If you require any assistance, please contact Democratic Services on 020 8541 9122.

**Your Details**

First Name \*

Surname \*

Decision-making body \*

☒ Cabinet

☐ Elmbridge

☐ Epsom & Ewell

☐ Guildford

☐ Mole Valley

☐ Reigate

☐ Runnymede

☐ Spelthorne

☐ Surrey Heath

☐ Tandridge

☐ Waverley

☐ Woking

Decision taken \*

CONSULTATION ON PROPOSED CHANGES TO SURREY'S  
COMMUNITY RECYCLING CENTRES (COST REDUCTIONS) (Item 7)  
– Cabinet 26/9/17

Date decision taken \*

#### Reason(s) for calling in the decision

- 1) Cabinet is still proceeding with a decision using fly-tipping data that was widely described by the scrutiny committee as unreliable. We therefore believe the committee, and indeed Cabinet, should be provided with data that satisfies all parties and is reflective of the true situation in Surrey. We would also welcome evidence from Boroughs & Districts on their experience of fly-tipping and the statistics they collect.
- 2) No chance for committee to scrutinise the new opening arrangements for CRCs as these were tabled at the meeting. These opening arrangements were supposed to be tabled at the E&I meeting held before the Cabinet but were not and so have not been scrutinised by the committee. We believe the committee should have the opportunity to scrutinise these proposals before a decision is taken by Cabinet.
- 3) Government advice regarding charging for DIY waste appears to contradict Surrey's policy, even more so now that the free daily allowance is to be scrapped. Government advice is here:  
<https://www.gov.uk/government/news/government-publishes-new-anti-littering-strategy>
- 4) No evidence that invest to save opportunities to accelerate rise in recycling rate to deliver savings have been considered as an alternative - The Committee has not considered any report that sets out and models a potential strategy into how investing to save as part of the council's recycling strategy could deliver an alternative to front line cuts

#### Desired outcome

- That the Committee and the Cabinet are provided with accurate fly-tipping data, with input from the D&Bs
- That the Committee can scrutinise the proposed new opening hours for CRCs and provide recommendations for Cabinet
- That the Committee can scrutinise Government advice on charging for DIY waste and how that could impact on the Cabinet's decision to end the free daily allowance
- That an invest to save strategy for recycling is considered by the Committee with recommendations to Cabinet

#### Identified evidence

<https://mycouncil.surreycc.gov.uk/documents/s40174/Item%207%20-%20Waste%20Service%20Provision%20Report.pdf>

#### Desired Witnesses

Richard Parkinson  
Trevor Pugh  
Cllr Mike Goodman  
Other officers as appropriate



### Member calling in decision

1. Member *	<input type="text" value="Stephen Cooksey"/>
Date of call-in	<input type="text" value="28/9/17"/>
2. Member	<input type="text" value="Jonathan Essex"/>
3. Member	<input type="text" value="Eber Kington"/>

Committee responsible for examining this decision

- |  |   |
|--|---|
| <input type="checkbox"/> Cabinet                   | <input type="checkbox"/> Communities                        |
| <input type="checkbox"/> Council Overview & Budget | <input type="checkbox"/> Corporate Services                 |
| <input type="checkbox"/> Scrutiny                  |   |
| <input type="checkbox"/> Adult and Health          | <input checked="" type="checkbox"/> Environment & Transport |
| <input type="checkbox"/> Children and Education    |   |

### Call-in by Select Committee

Select Committees have the power to call in decisions made, but not yet implemented, by the Cabinet and/or local committees if they feel that the decision is inappropriate. Implementation will be delayed while the Select Committee meets.

A decision can be 'called in' for scrutiny by the Chairman or Vice-Chairman of the relevant Committee or by any three or more Committee members from more than one political party. A decision must be 'called in' within five days of publication of the decision by the Cabinet and/or local committees (decisions must be published within three working days of the Cabinet and/or local committee meeting). The Chairman of the Select Committee must then call a meeting of the Committee within another ten working days.

The Select Committee can interview the Cabinet Member and/or Council officers and make recommendations to the decision-maker suggesting improvements to the decision.

Issues to consider when deciding whether to call in a decision:

- Has the Cabinet adequately taken account of the appropriate Select Committee's views?
- Can the query be satisfied without a call-in?
- Is call-in constitutionally possible (e.g. Is the issue a Cabinet decision)?
- Can you build the case for a call-in? You will need to work with the Scrutiny Officer for the Committee to identify evidence and plan an approach.

### Call-in of Local Committee decisions by Cabinet

The Cabinet can call in decisions made by a local committee that have a significant policy or budgetary implication. The Leader, Deputy Leader or any three or more members of the Cabinet may call in a decision within five days of its publication by the local committee. The call-in will be discussed at the next appropriate meeting of the Cabinet (in discussion with the local committee chairman) with no action being taken on the decision in the meantime. The local committee chairman may attend the Cabinet meeting and speak on the item. The Cabinet may choose to accept, reject or amend the decision of the local committee.

## **Extract from *Litter Strategy for England April 2017***

### **Household Waste Recycling Centres (also known as civic amenity sites, or local 'tips')**

There is a long-established precedent of free access for local residents to deposit household waste at household waste recycling centres (HWRCs) and this is now reflected in Regulations brought into force in 2015. This service enables residents to dispose of their household waste without charge and reduces the risk of fly-tipping and backyard burning.

Government's view is clear: DIY waste is classed as household waste if it results from work a householder would normally carry out. A number of local authorities have introduced additional charges for the deposit of waste which local authorities categorise as 'waste other than household waste'. However, as Government made clear following the consultation on preventing 'backdoor' charging at HWRCs, this can inconvenience residents and make disposing of their waste more difficult. There is also a risk these charges can be counterproductive and simply transfer costs to dealing with additional fly-tipping and littering. It is therefore important that, where charges are proposed, they are proportionate and transparent and are made in consultation with local residents so that local services meet local needs.

We welcome the #crimenottocare campaign recently launched by Keep Britain Tidy, which recognises that two-thirds of fly-tipped material is household waste, and is aimed at raising householders' awareness of the Duty of Care.<sup>11</sup>

The Government also supports the industry-led 'Right Waste, Right Place' campaign, which was established alongside the Waste Duty of Care Code of Practice to help business understand how to manage their waste properly. The campaign is managed by the Environmental Services Association, sponsored by the Environment Agency, the Chartered Institution of Wastes Management and the Environmental Services Association Education Trust. It has strong support from a number of waste-producing and waste management businesses. A number of trade associations and several large waste management companies have now endorsed the campaign by signing up to its Ambassador programme, extending the reach to many thousands in their supply chains.

We also want to help smaller businesses to use existing waste collection and disposal infrastructure more effectively and at proportionate cost. This will help to make recycling and responsible waste disposal cheaper and more convenient. In particular, we want to encourage local authorities to consider whether HWRCs, and other bring-bank recycling facilities, could be adapted to accept waste and recycling from local traders or small business at an affordable cost to the user. Accepting waste from small businesses at HWRCs may also have a subsidiary benefit to local authorities and household residents: a number of less cost-efficient sites are

currently under threat of closure but the revenues generated from accepting waste from small businesses could help provide the funds needed to keep them open. Through WRAP, we have provided guidance to local authorities on how they can resolve practical issues associated with adapting HWRCs and ensure that charging is fair, easy to understand and transparent to business and local householders.

We will work with WRAP and local authorities to:

- explore further ways of managing these services to facilitate access by small businesses;
- review current guidance to ensure this reflects changes in the law and to make clear what can and cannot be charged for at HWRCs (including in respect of DIY waste); and
- explore ways of managing HWRC services to facilitate access for local householders (and their waste other than household waste) and for small businesses at proportionate cost. Revised guidance will be published by the end of 2017.

### **Two-tier authorities**

In two-tier local authority areas we are aware that inefficient transfers of cost between waste collection and waste disposal authorities can hinder joint working and good management of waste and recycling services. We will work with WRAP and local authorities to explore how cost-sharing arrangements for waste and recycling, especially in two-tier areas, can work most effectively.

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[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/630999/litter-strategy-for-england-2017-v2.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630999/litter-strategy-for-england-2017-v2.pdf) (accessed 3 October 2017)