

Economic Prosperity, Environment and Highways Board- 9 September 2015

Item 4: Members questions

Submitted by: Cllr Denis Fuller

1. Despite receiving reassurances that the consultation has been widely circulated, I have yet to speak to anyone who is aware of it. I have spoken to people using our recycling facility at Wilton Road Camberley who have not seen the notice or banner on the site. Further, the notices on the site do not actually use the word 'Consultation'.

Does your Board agree with my concerns? If so would you agree that we should extend the consultation period and use social media to spread the messages obtained therein. Wilton Road is a very successful site; the proposals in the consultation would involve significant changes. All residents must have a chance to comment.

2. The consultation details do not give the option to leave things as they are. I think we should be aware how many responders are content with the present facilities in our recycling centres. Does your Board agree that we should ask for the wording to be extended?

Response:

1. At their meeting on February 24 2015, Cabinet resolved to approve the consultation process for potential changes at the community recycling centres. The consultation has been widely publicised by the following means,
 - **E-mail to stakeholders:** Immediately prior to its release, an e-mail describing the consultation and how it could be accessed was sent to a number of stakeholders, including all County Councillors and Surrey MPs.
 - **Press release:** Received wide coverage and prompted a debate on BBC Radio Surrey.
 - **Printed booklets:** These were sent to CRCs, libraries, district/ borough and SCC offices they have been very popular, especially as the school holidays are a busy time at the CRCs. Extra copies have been sent to libraries due to high demand. We had 5,000 printed and only have a few hundred spares left.
 - **Posters:** There are posters at all CRCs and banners at the largest sites.
 - **Digital advertising:** This has sent more than 2,000 people to the online survey.
 - **Social media:** From Surrey Matters, Recycle for Surrey and many districts and boroughs have sent more than 600 people to the online survey.
 - **E- newsletters:** It was promoted in this month's Surrey Matters e-newsletter and will be featured in the Recycle for Surrey e-newsletter later this month.

- **Press Advertising:** Now the school holidays are over, press advertising will be arranged.

The approach taken with publicising and communicating the survey has followed a similar approach to that which was undertaken for the Local Transport Review, which I understand was generally considered to be a well managed consultation. The leaflet and posters do not use the word 'consultation' but instead use the words 'Have your say on Surrey's CRCs and help us to provide the services you need the most'.

2. The consultation makes it clear that the aim of the CRC review is to make further cost savings, while maintaining this important service to residents.

The option of leaving things as they are would not meet the aim of the consultation, which is to deliver further savings. Residents have the option not to answer this question and to proceed with the remainder of the questionnaire, where they can add any further comments in the free text area.

David Harmer
Chairman of the Economic Prosperity, Environment and Highways Board