

Summary of consultation responses

Total responses to survey - 4581

Question 1a: Which CRC have you used most in the past year?

All 15 sites were represented in the responses received.

Question 1b: How often do you visit that CRC?

The top three visiting frequencies are monthly (28.4%), 3-4 times per year (21.63%) and every other month (16.96%).

Question 2a: It currently costs £1.3 million per year to dispose of non-household materials, such as DIY waste referred to in Q2b, which we don't have to take at CRCs. One option is to stop taking these materials and another is to charge for them. Which option would you prefer?

6.5% of residents chose to stop taking the materials, 68.57% chose to charge for them and 24.93% chose not to answer.

Question 2b: If we did decide to charge for taking non-household waste, it would be to cover our costs. What do you think of the suggested charges below?

Rubble £3 per bag – 47.54% thought the charge was about right, 2.18% thought the charge was too low and 50.27% thought the charge was too high.

Plasterboard £4.50 per sheet – 30.76% thought the charge was about right, 1.75% thought the charge was too low and 67.50% thought the charge was too high.

Asbestos £7.50 per sheet – 51.39% thought the charge was about right, 18.84% thought the charge was too low and 29.76% thought the charge was too high.

Gas bottles (depends on size) £15.50 per standard 11kg heating bottle – 35.91% thought the charge was about right, 2.31% thought the charge was too low and 61.78% thought the charge was too high.

Car tyres (depends on size) £4 per car tyre – 50.01% thought the charge was about right, 7.31% thought the charge was too low and 42.68% thought the charge was too high.

Question 3: Do you think that CRCs could only open at times when they are well used? This could mean the sites might open a little later and close a little earlier – for example 9am-4pm on weekdays. What do you think of this idea?

56.08% agreed or strongly agreed and 29.58% disagreed or strongly disagreed.

Question 4: Another option is to close CRCs for one or two days per week, on each site's least busy weekday/s. What do you think of this?

43.74% agreed or strongly agreed and 42.61% disagreed or strongly disagreed.

Question 5: If permanent closure of some CRCs was considered, what's the maximum time you would be prepared to drive to reach an alternative site?

89.7% of residents would be prepared to drive up to 20 minutes, 9.74% would drive up to 30 minutes and less than 2% were prepared to drive further.

Question 6: Please rank the four options listed below in order of preference.

The process took into account residents 1st, 2nd, 3rd and 4th choices and ranked them accordingly.

1st – reduced opening hours at off peak times (most preferred option)

2nd – closing for one or two days

3rd – charging for non-household waste

4th – closure of some community recycling centres (least preferred option)

Question 7: There are items which could be recycled which are mistakenly being thrown away in black bags at CRCs. One way to help CRC staff to spot this and advise customers is by asking people to use clear plastic bags instead. Do you think this is a good idea?

49.07% agreed or strongly agreed and 30.14% disagreed or strongly disagreed.

Question 8: We've been trying different ways to encourage more reuse of good quality second hand items like furniture and electricals, and we're currently exploring options like on-site shops at CRCs. Please select the top three items you would be interested in buying second hand from your CRC.

The top three items selected were tools, furniture and bric-a-brac.

37.85% of residents said they would not be interested in buying from an on-site shop.

Question 9: If charges are introduced to deposit non-household waste or for sales of reuse items it would be preferable to not have cash on site. Would you be happy to pay for those items by credit or debit card?

80.07% of residents indicated that they would pay by card.

Question 10: Do you have any further comments about possible changes to CRCs?

Almost two thirds of residents had further comments to make.

The strongest themes to emerge are as follows -

46% expressed concerns about the risk of increased fly tipping or inappropriate deposit of waste in kerbside containers.

8% want the service to remain unchanged.

8% agreed with one or more proposal or had alternative savings proposals.

7% disagreed with the questions in the survey.

4% thought that their council tax should pay for the service and that separate charges should not be levied.

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