recycle for Surrey

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Shaping Surrey's Community Recycling Centres

Consultation results -

Summary report
August 2017

Contents

1. Purpose of the report

1.1. The purpose of this report is to provide a summary of the feedback submitted to the consultation, but not to make any recommendations as to how the council should make use of the reported results. Whilst this report brings together a wide range of information for the Council to consider, the report does not provide a single, public point of view on the proposed changes.

1.2. It is important to note that the responses to this consultation do not represent a statistically representative sample of the population of Surrey and consequently, findings should not be extrapolated and used to represent the wider population. Typically, consultations are not intended to be statistically representative of a population. Instead, they are a vehicle for those with a desire to contribute and voice their opinion to influence findings and contribute to the future direction of policy.

1.3. A consultation should be used to assist decision making so that the council can be informed of any issues, viewpoints, implications or options that might have been overlooked; re-evaluate matters already known; and review priorities. Nevertheless, a consultation is not a vote.

2. Executive summary

2.1. Surrey County Council (SCC) needs to make cost reductions of £104 million in 2017/18, and further cost reductions of £137 million in 2018/19 and 2019/20. The council's Medium Term Financial Plan (MTFP) identifies that the waste service will need to save £12.4 million including £3.3 million from the operation of the Community Recycling Centre (CRC) service in the period 2016/17 to 2018/19.

2.2. Changes to the CRC service that were implemented during 2016/17 including changing opening days and hours, opening reuse shops at larger sites and introducing charges for larger amounts of non-household waste will achieve an estimated £1.4million of cost reductions in a full year. This means further cost reductions need to be found to meet the MTFP target.

2.3. With this in mind, SCC sought the views of residents and stakeholders via a consultation that ran from Friday 23 June to Monday 7 August 2017. Consultation respondents were asked for their views on the following five proposals:

- Proposal one: Ending the free daily allowance of non-household waste.
- Proposal two: Closing CRCs on two weekdays.
- Proposal three: Ensuring CRCs are only used by Surrey residents.
- Proposal four: Permanent closure of four smaller CRCs.
- Proposal five: Restricting users of vans, trailers and pick-ups to larger sites only.

2.4. The consultation received a total of 13,637 responses including 13,573 from residents, and 64 responses from organisations/groups such as district/borough and parish/town councils. This is considered to be one of the largest ever responses SCC has received to any consultation.

2.5. One petition of 525 signatures was received concerning the proposed closure of Warlingham CRC.

2.6. The results of the consultation can be found in sections 4, Appendix A and B of this report. The headline results can be found in **Table 1** below:

Table 1 Headline results to the consultation

Consultation subject	Result
CRC visits in the last 12 months	• Nearly seven-tenths of respondents (69%) said they had used a CRC monthly or more in the last 12 months.
CRC sites used in the last 12 months	• Nearly half of respondents (49%) said they used one of the CRCs that is proposed for closure in the last 12 months.
Ending the free daily allowance of non-household waste (proposal one)	• Almost two-fifths of respondents (38%) told us they have used free allowance in charging scheme since it was introduced in September 2016. • Over three-quarters of all respondents (76%) disagreed or strongly disagreed with the proposal to stop the free daily allowance in the charging waste scheme. When looking at just the respondents who told us they have used the free allowance, the percentage that disagreed or strongly disagreed with this proposal increased to 89%.
Closing CRCs on two weekdays (proposal two)	• Respondents told us that they have visited CRCs most on Saturday and Sunday, and least on a Wednesday and Friday in the last 12 months. • Half of respondents (50%) told us they disagreed or strongly disagreed with the proposal to close all CRCs on two weekdays. More than a quarter of respondents (28%) told us they agreed or strongly agreed with the proposal to close all CRCs on two weekdays.
Ensuring CRCs are only used by Surrey residents (proposal three)	• Over two-thirds of respondents (67%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Camberley CRC. • Almost two-thirds of respondents (66%) told us that they agreed or strongly agreed with the proposal to stop non-Surrey residents from using Farnham CRC.
Permanent closure of four smaller CRCs (proposal four)	• More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Bagshot CRC. When looking at just the respondents who told us they use Bagshot CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. • More than half of all respondents to the consultation (53%) told us that they disagreed or strongly disagreed with the proposal to permanently close Cranleigh CRC. When looking at just the respondents who told us they use Cranleigh CRC the percentage that disagreed or strongly disagreed with this proposal increased to 97%. • More than half of all respondents to the consultation (56%) told us that they disagreed or strongly disagreed with the proposal to permanently close Dorking CRC. When looking at just the respondents who told us they use Dorking CRC the percentage that disagreed or strongly disagreed with this proposal increased to 96%. • More than half of all respondents to the consultation (52%) told us that they disagreed or strongly disagreed with the proposal to permanently close Warlingham CRC. When looking at just the respondents who told us they use Warlingham CRC the percentage that disagreed or strongly

	disagreed with this proposal increased to 95%.
Restricting users of vans, trailers and pick-ups to larger sites only (proposal five).	• 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 of strongly disagreed with this proposal. When looking at just the respondents who told us they use van permit scheme the percentage that disagreed or strongly disagreed with this proposal increased to 65%.
Ranking of the proposals	• 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.
Other comments about the proposals.	• 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.

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.

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- Restricting users of vans, trailers and pick-ups to larger sites only.

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

4. Consultation approach and overview

4.1. A project team consisting of officers in the waste service, corporate communications and the intelligence and research team helped design and manage the consultation process. The main output of this process was the design of a consultation questionnaire. The questionnaire contained an overview of the process, and asked respondents to give their view on the proposed changes as referred to in paragraph 2.3. The questionnaire also contained additional sections including free box section where respondents could give further comments, and monitoring data on respondents' demographic information.

4.2. A dedicated webpage was setup for the review (surreycc.gov.uk/recyclingcentres) where consultation participants could find out more information and complete the online questionnaire. Paper copies of the questionnaire were also made available at CRCs, libraries, council offices and by calling SCC's contact centre for one to be sent out direct to a resident's address. The questionnaire was also made available in large and giant print. The contact centre also offered mediated access to complete the questionnaire on someone's behalf for those respondents that might require it, and if the questionnaire was required in any other format such as braille, a request could be put into the contact centre for consideration.

4.3. Residents and stakeholders could also respond to the consultation by emailing wasteconsultation@surreycc.gov.uk or writing to the County Council.

4.4. Advance warning of the consultation was given to Suez staff and key stakeholders (organisations/groups/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

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

4.9. The responses to consultation questionnaire can be found in **Appendix A**. The emails/letters from residents and stakeholders have been analysed together can be found in **Appendix B** including the type of organisations/groups that have responded.

4.10. One petition of 525 signatures was received. The petition states "We the undersigned residents of Surrey, call on Surrey County Council not to close the Community Recycling Centre in Bond Road, Warlingham, which is a vital local amenity. We believe its closure would be a major withdrawal of services and lead to increased fly tipping and congestion at the Caterham Hill recycling centre". This petition will be considered alongside the final plan at Cabinet in the autumn of 2017.

4.11. During the consultation the contact centre fielded 274 telephone calls from residents. **Table 4** below shows how those calls were handled.

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

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

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

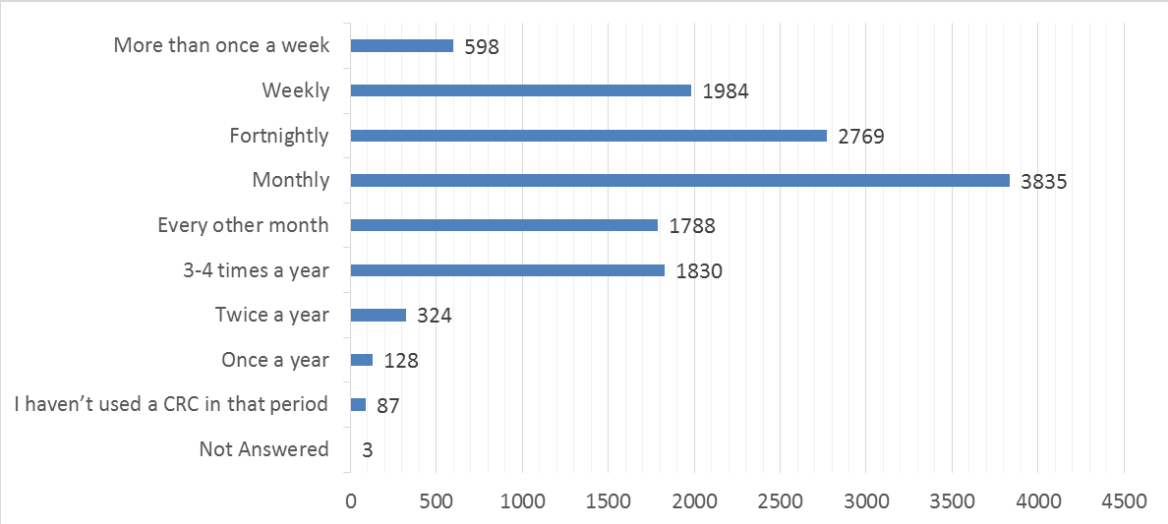
- Facebook: Surrey Matters - 14 posts, 116,020 reach, 162 likes, 62 comments, 141 shares, 1,385 link clicks.
- Twitter: Recycle for Surrey and Surrey Matters - 25 posts, 35,910 reach, 69 retweets, 2 replies, 20 likes, 130 link clicks.
- From tweet reach (all contributors) - 261 tweets, 549,345 reach, 1,628,841 exposure, 163 contributors.

Appendix A: Responses to the consultation questionnaire

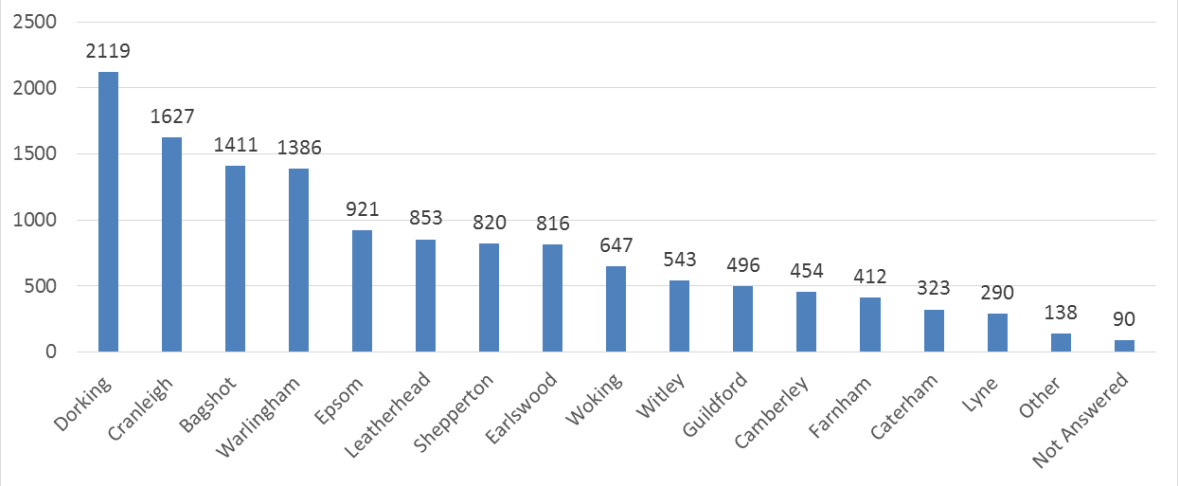
This section of the report gives a graphical analysis of the responses submitted to questions 1 – 9 of the questionnaire.

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

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



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



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

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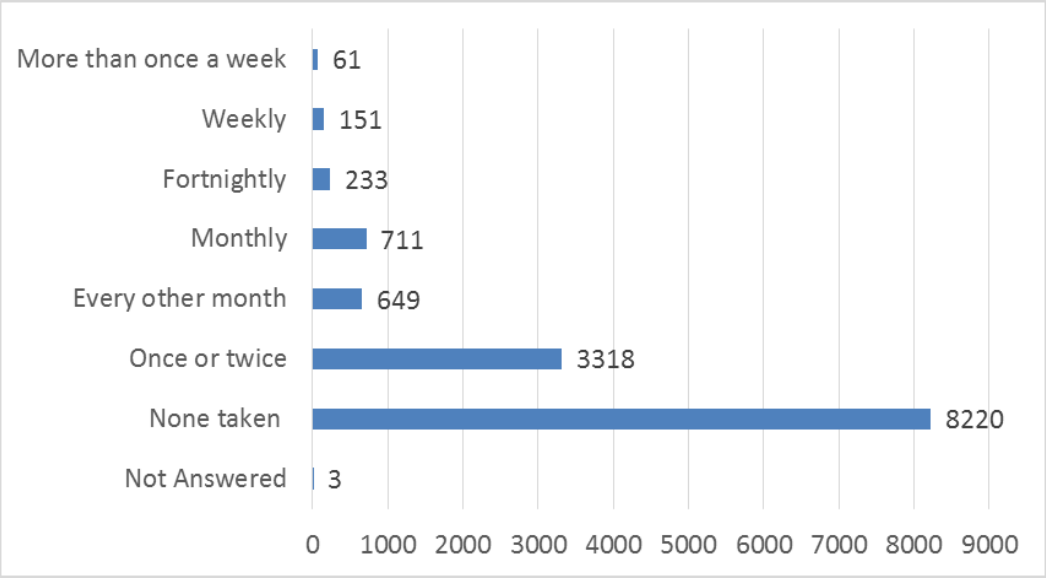
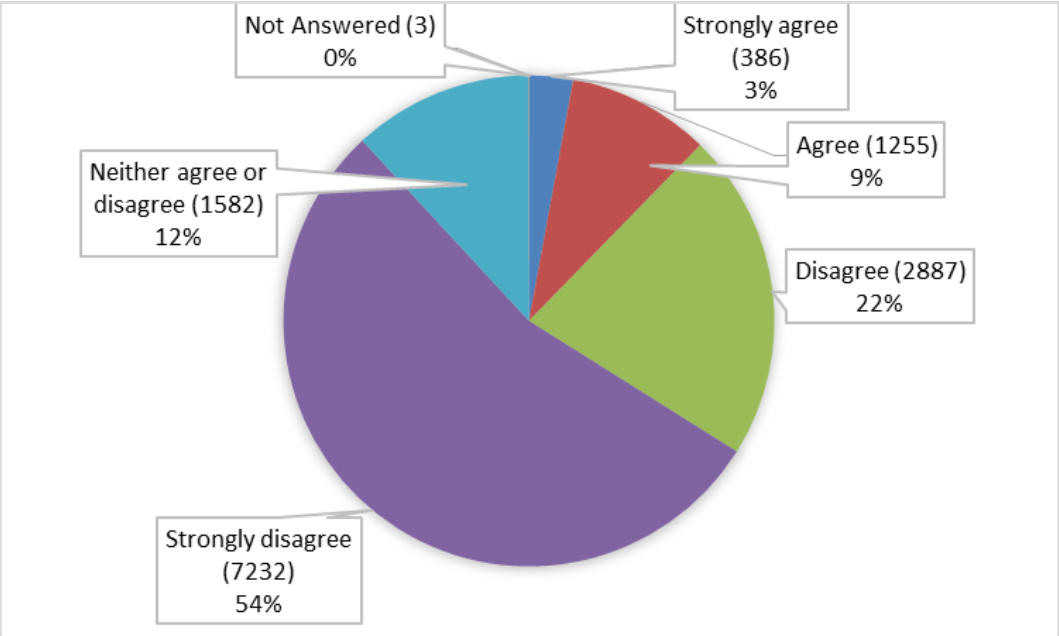
Question 2a: How often have you taken chargeable waste to a CRC for free since September 2016?



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



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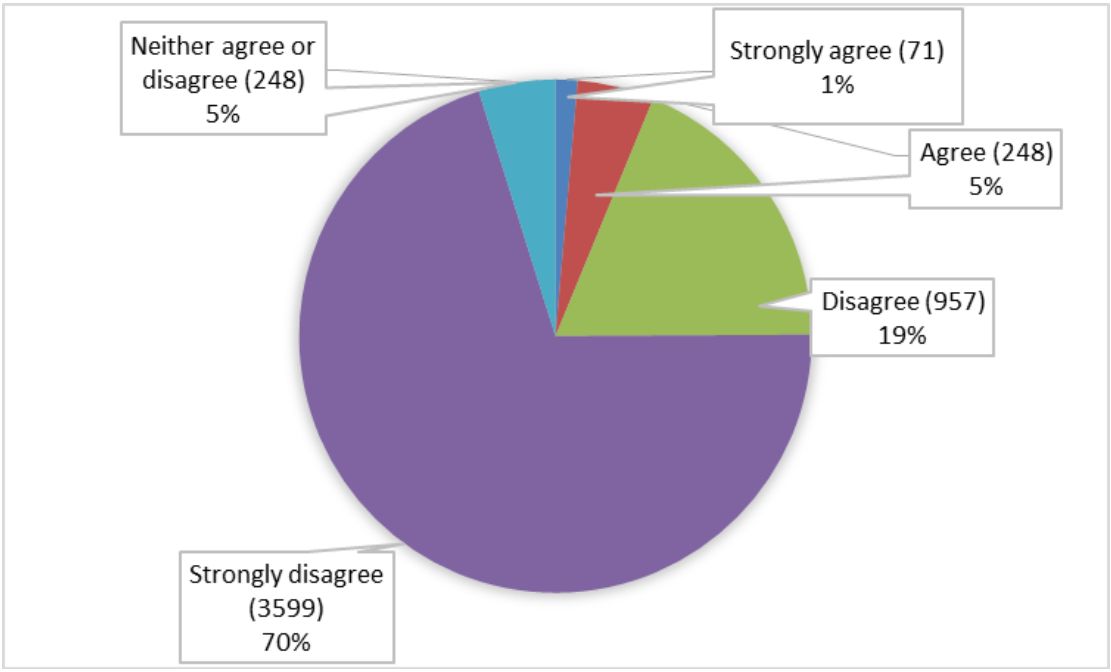
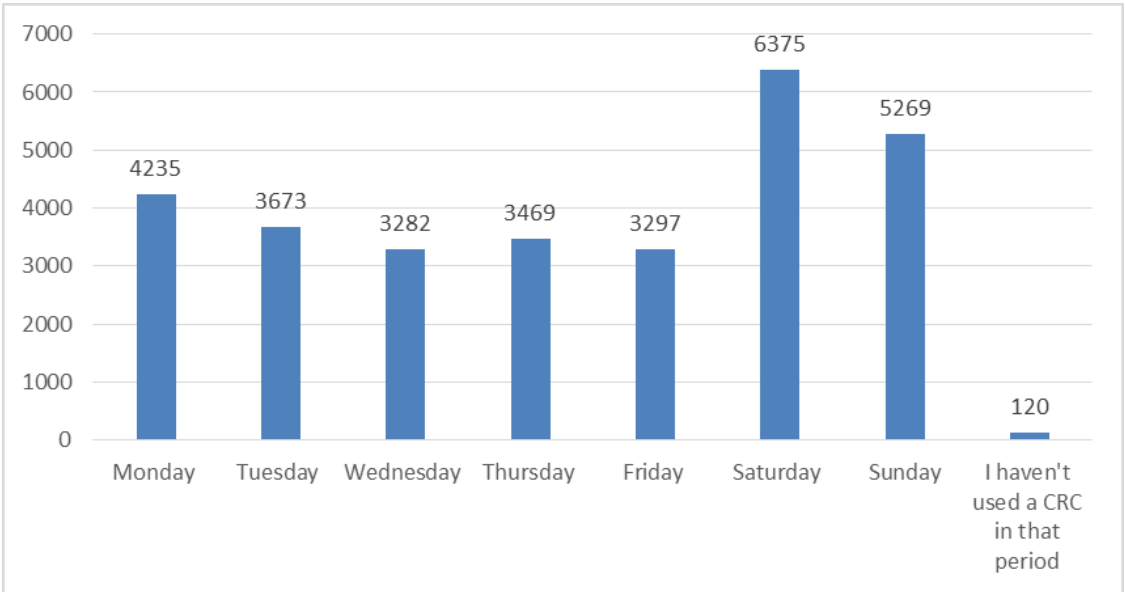
Question 2b: What do you think of the proposal to stop the free daily allowance? (Only respondents that have told us that they used the charging waste scheme since it was introduced in September 2016)



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



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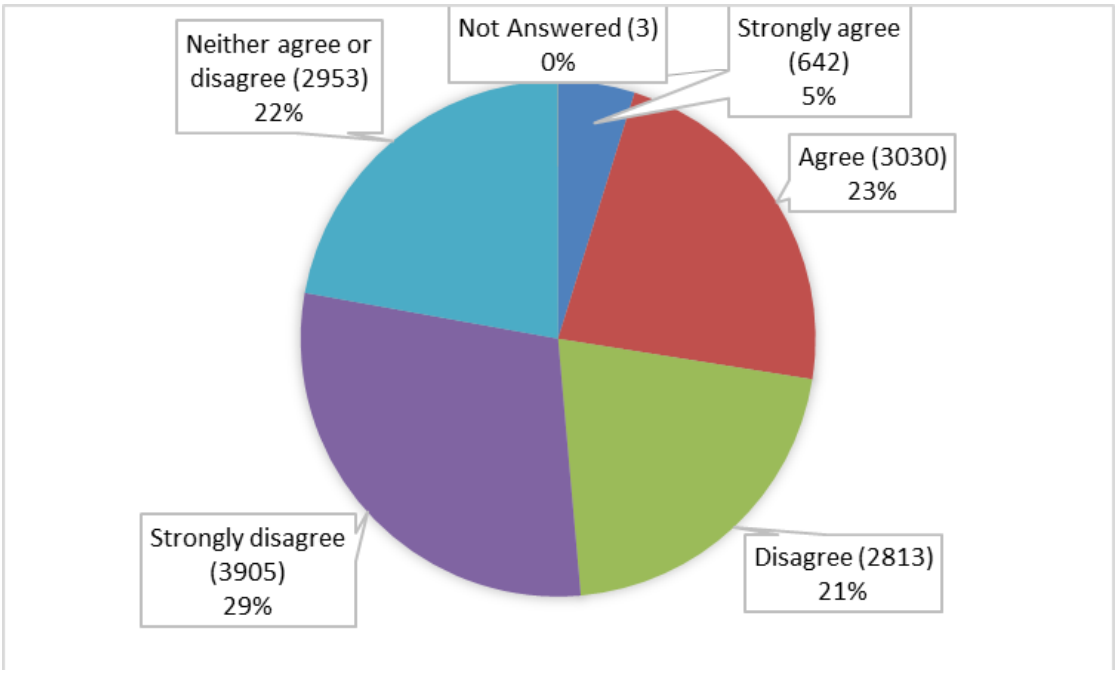
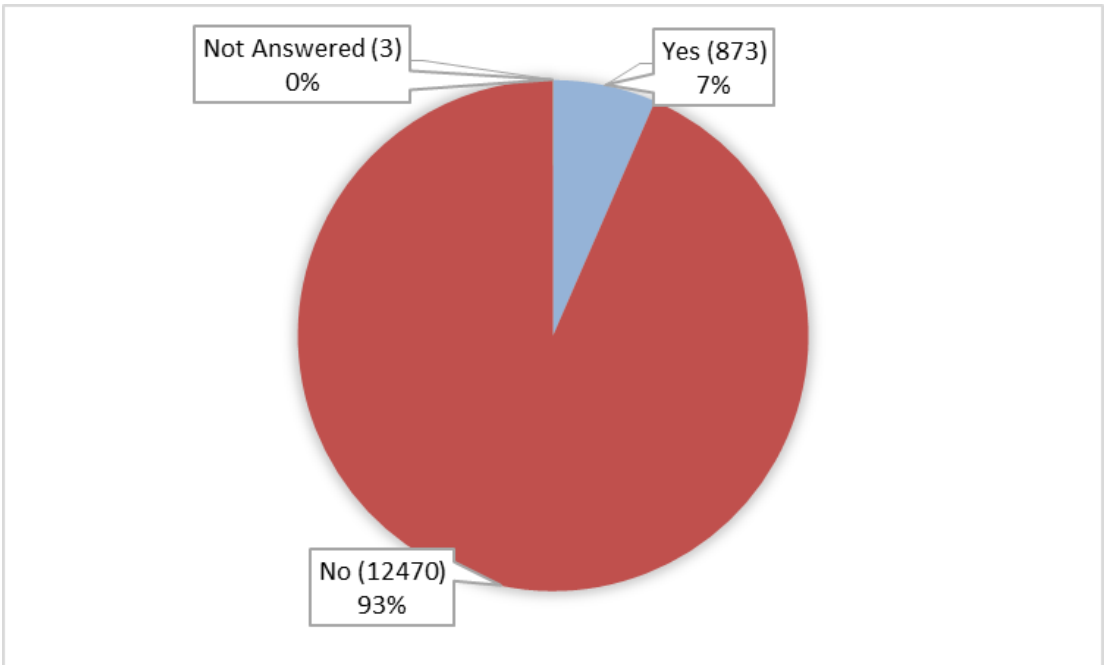
Question 3b: What do you think of the idea of closing CRCs on two weekdays?



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



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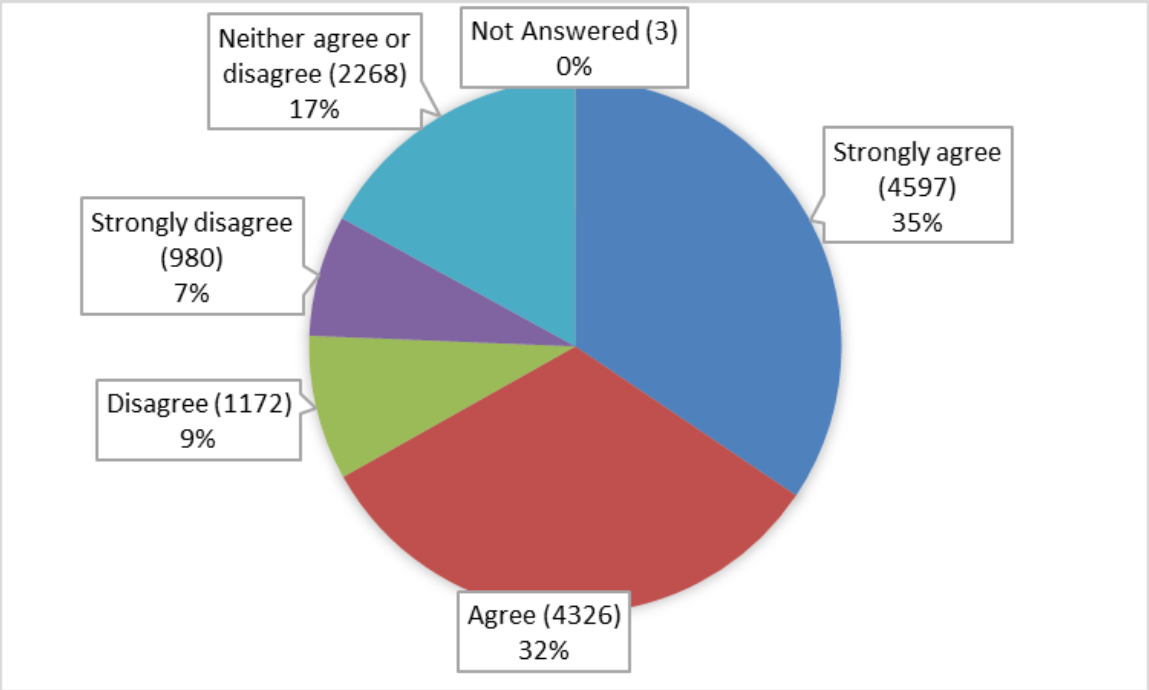
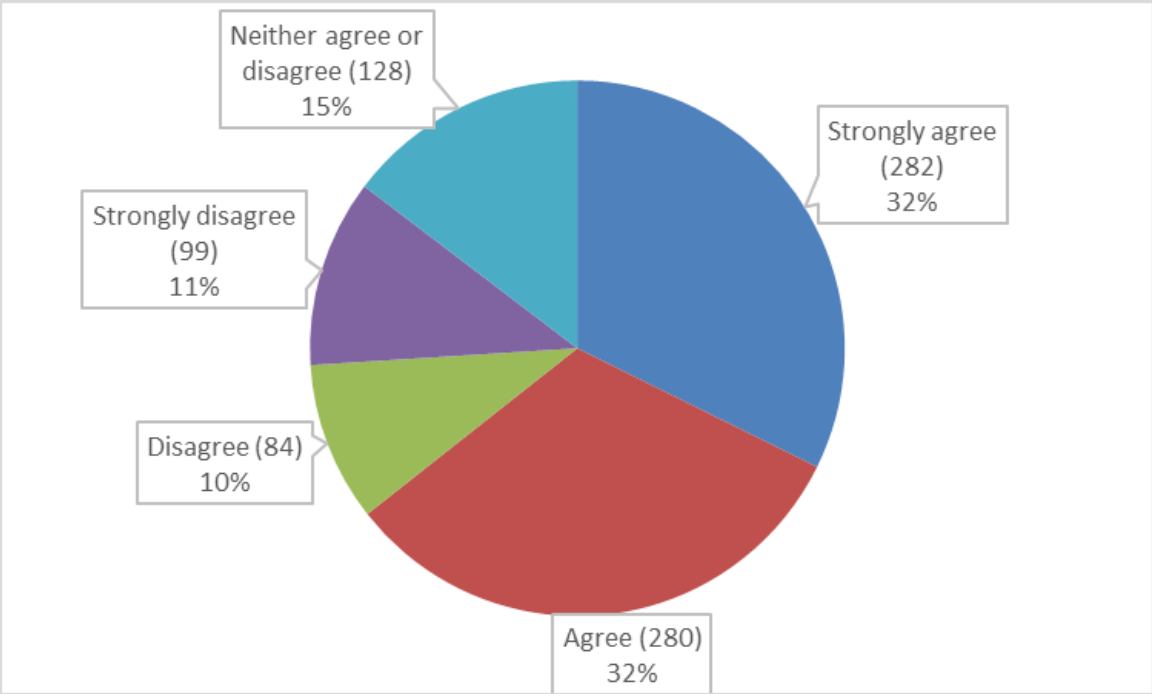
Question 4b: Do you think residents should be asked to prove they are Surrey residents before they can use Camberley CRC? (all respondents)



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)



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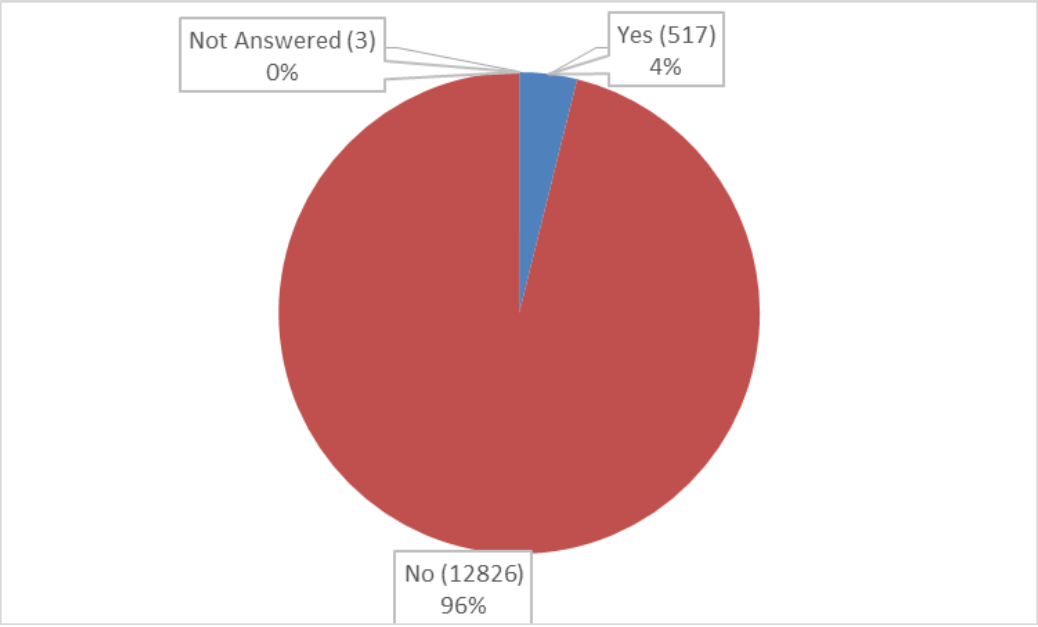
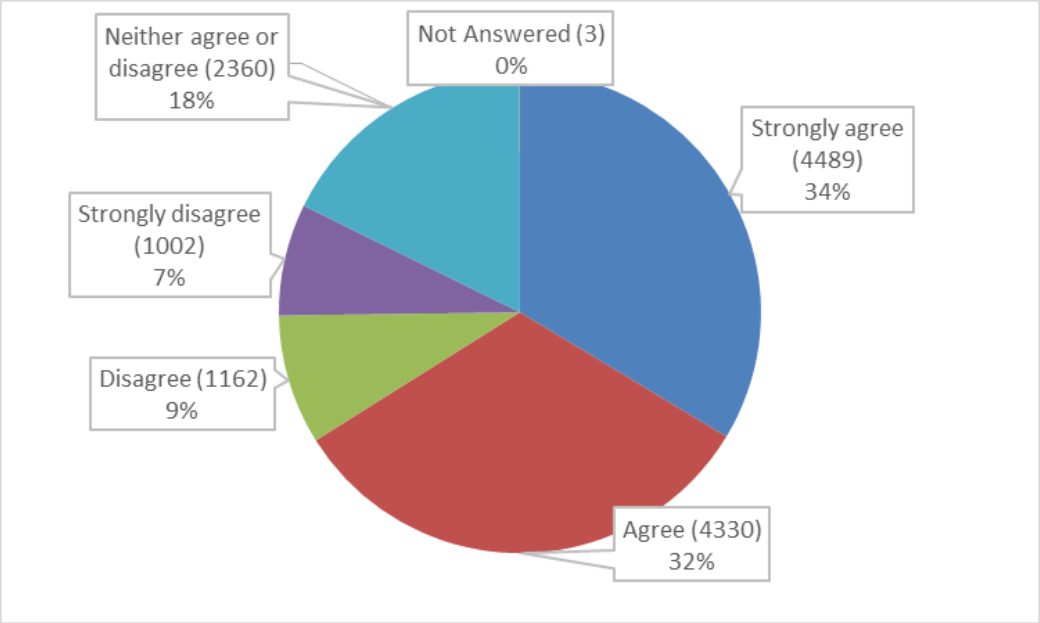
Question 4c: Have you used Farnham CRC in the past 12 months?



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



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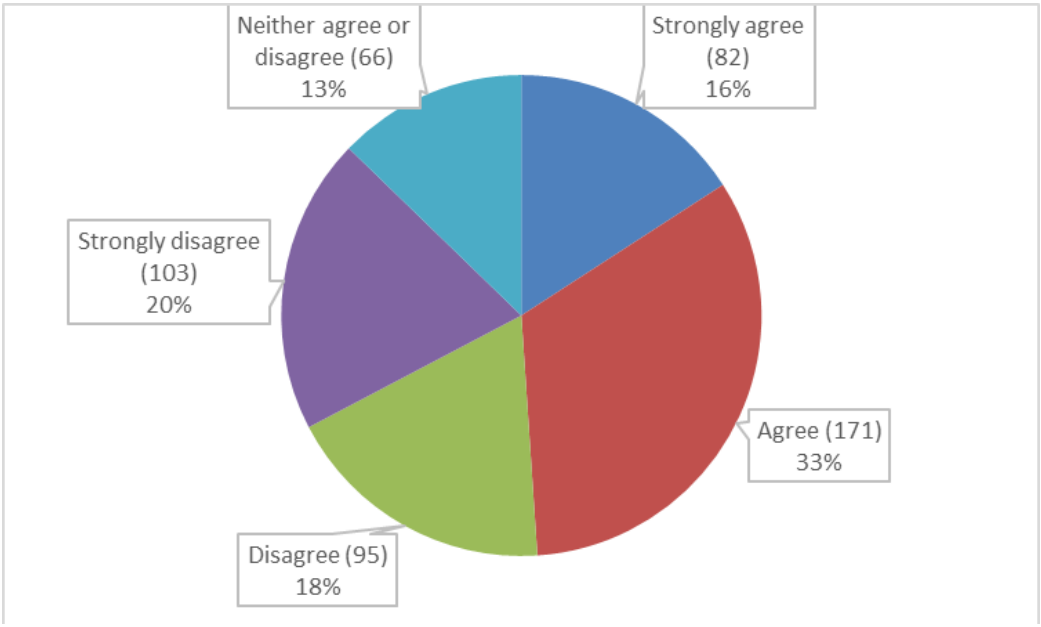
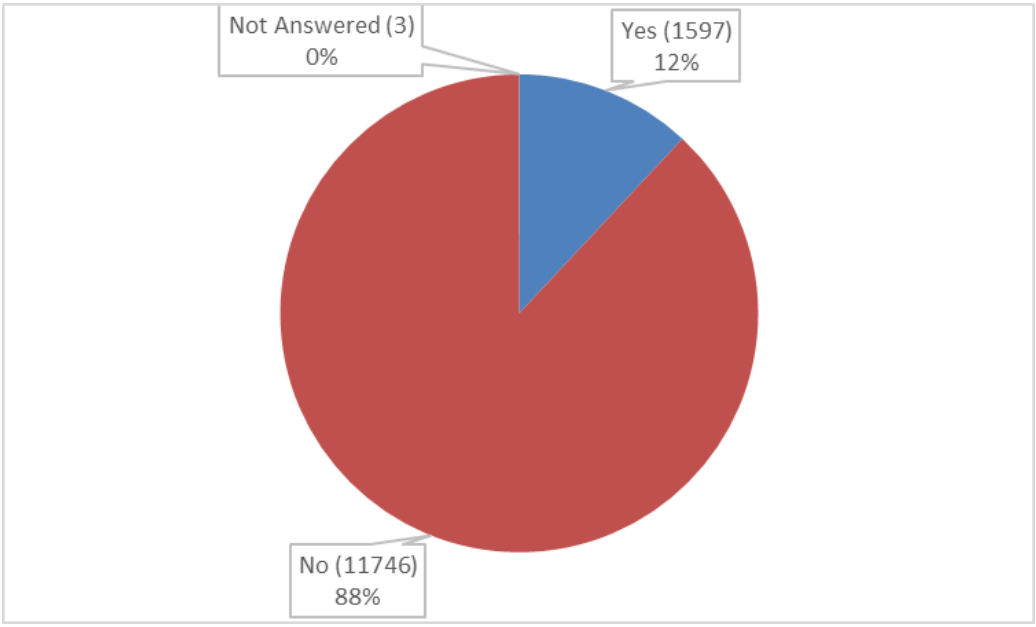
Question 4d: Do you think residents should be asked to prove they are Surrey residents before they can use Farnham CRC? (Only respondents that told us they have used Camberley CRC in the past 12 months)



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



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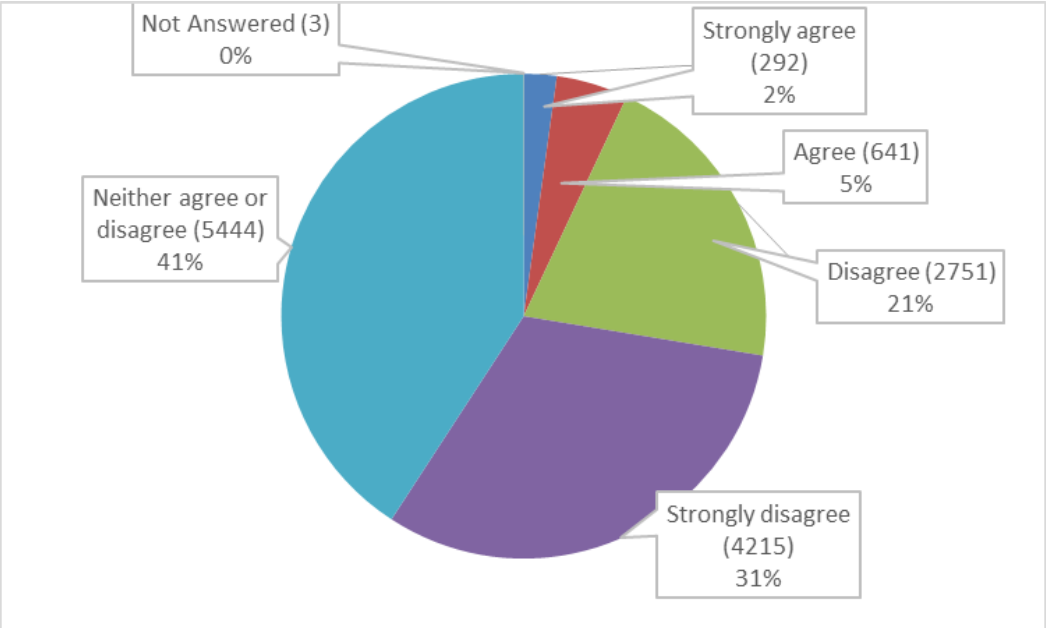
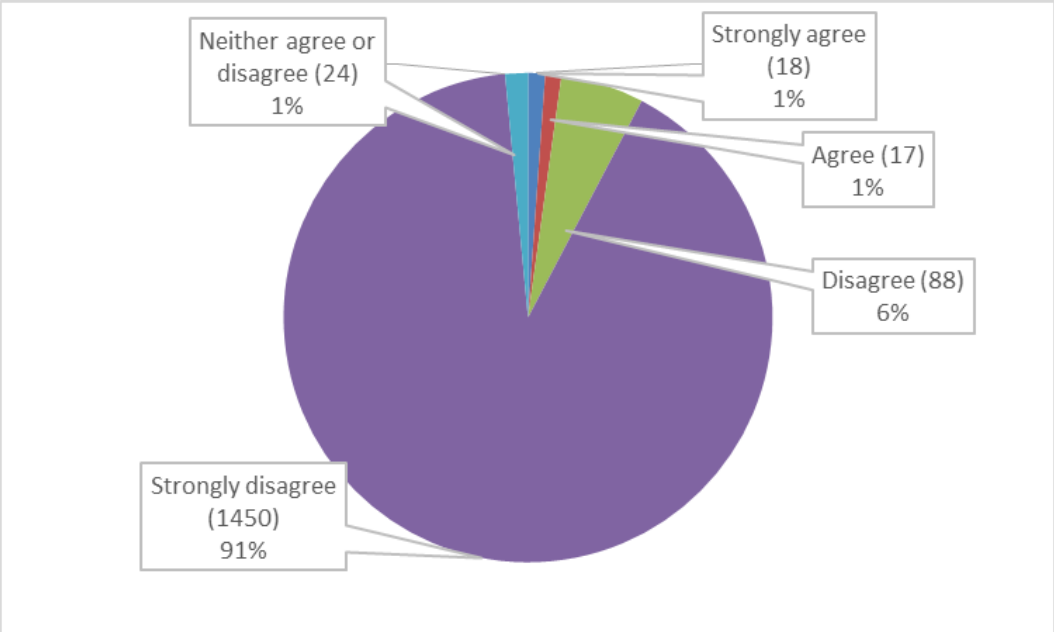
Question 5b: What do you think of the proposal to close Bagshot CRC? (all respondents)



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)



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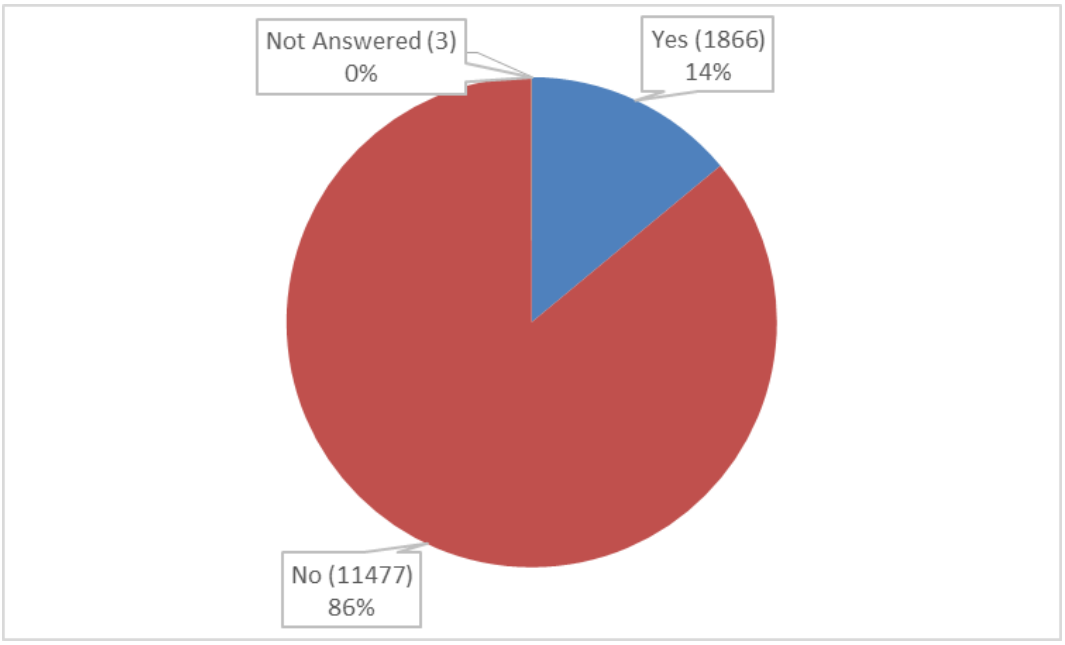
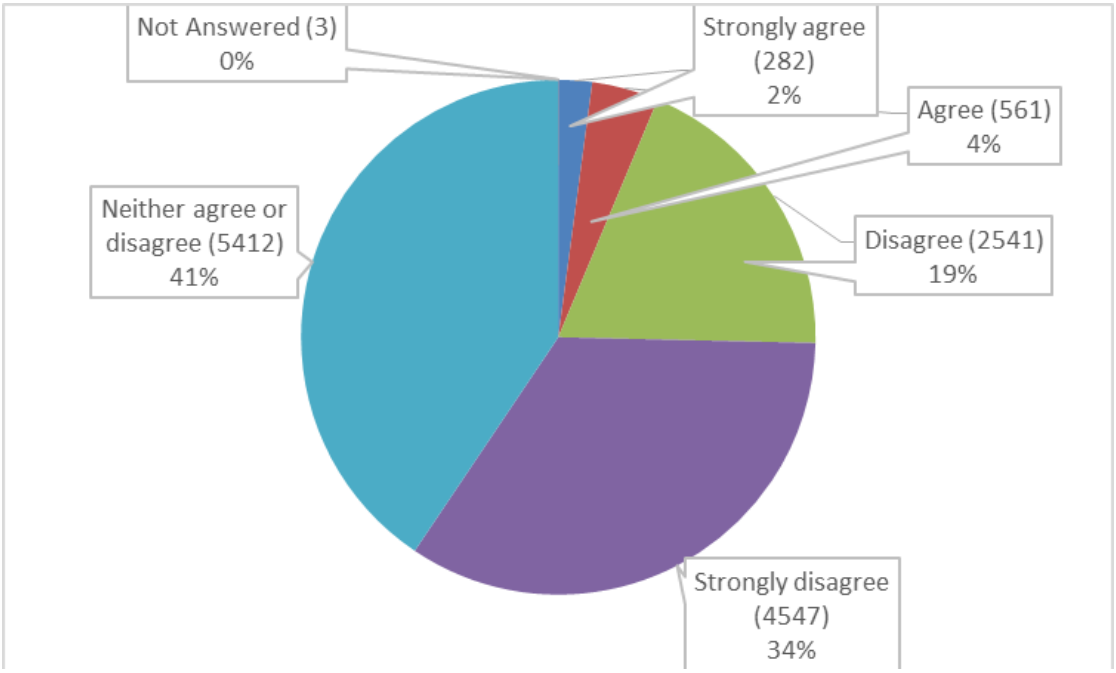
Question 5c: Have you used Cranleigh CRC in the last 12 months?



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



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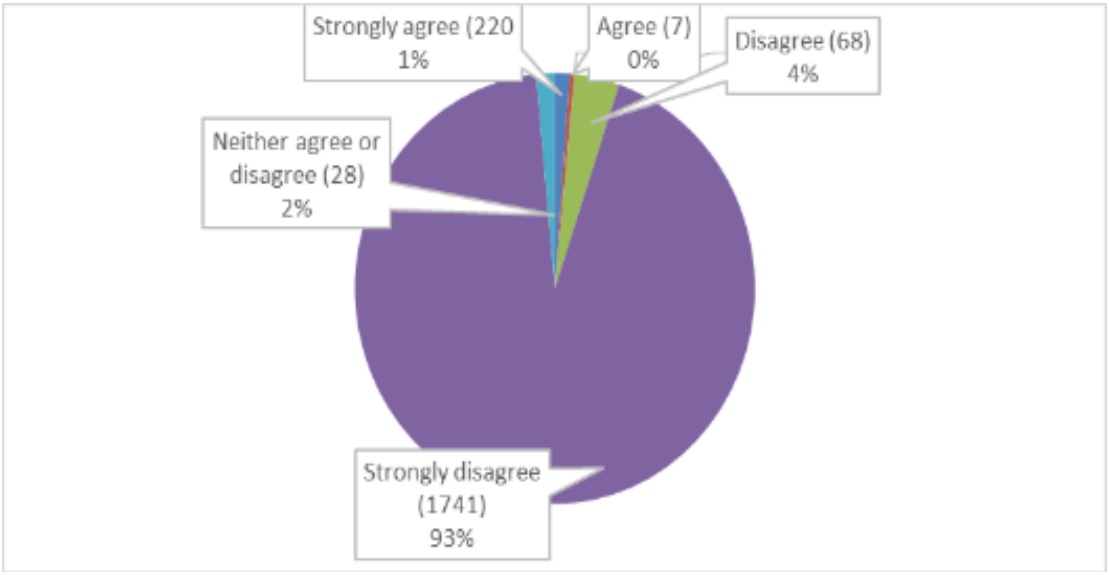
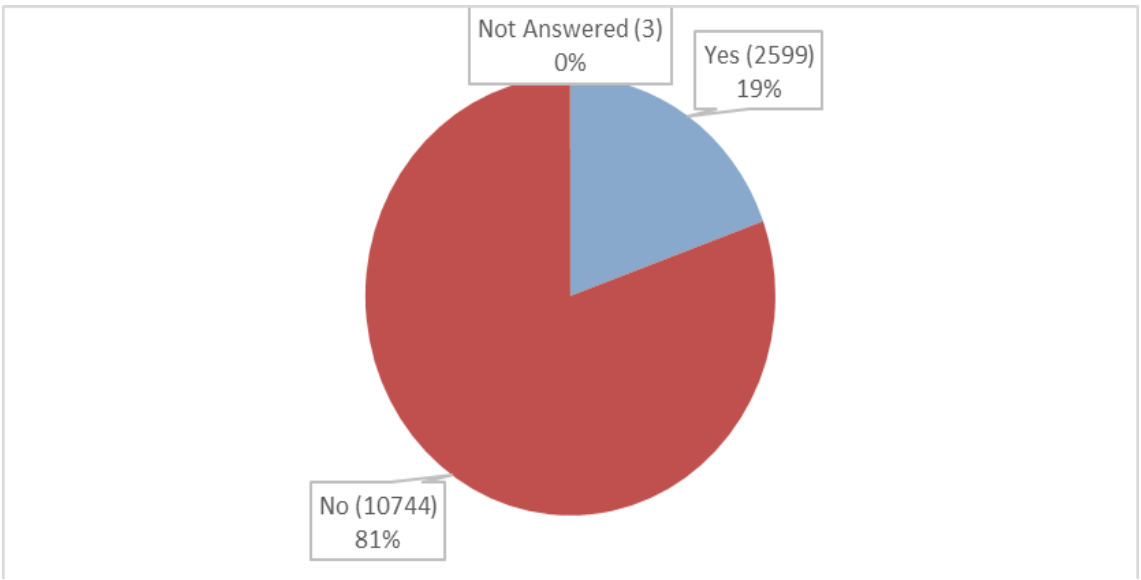
Question 5d: What do you think of the proposal to close Cranleigh CRC? (Only respondents that told us they have used Cranleigh CRC in the past 12 months)



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



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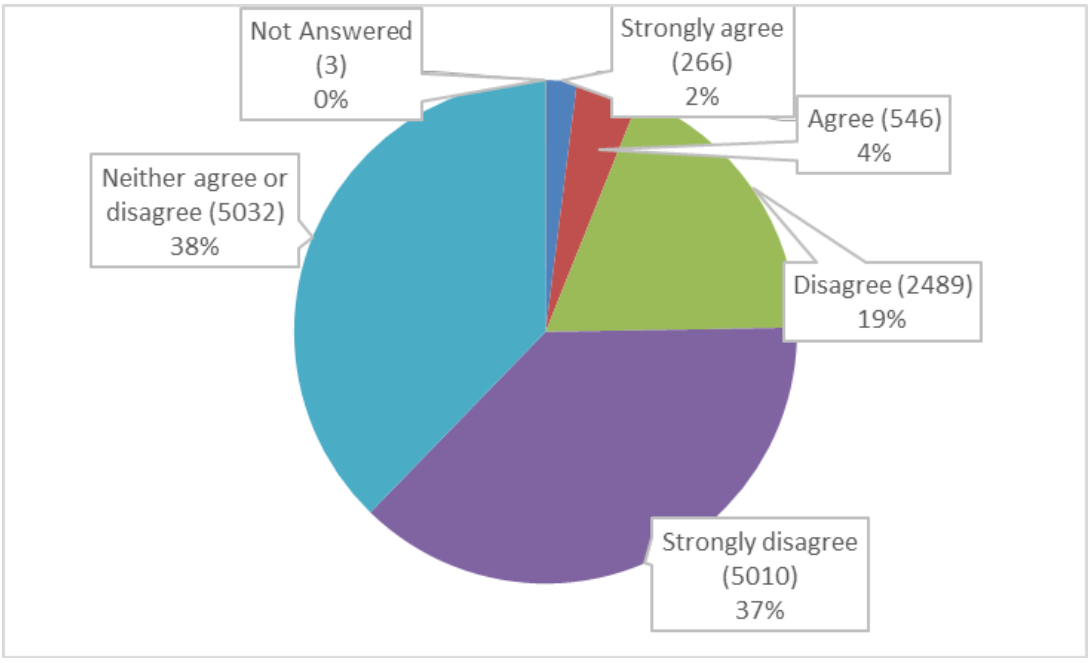
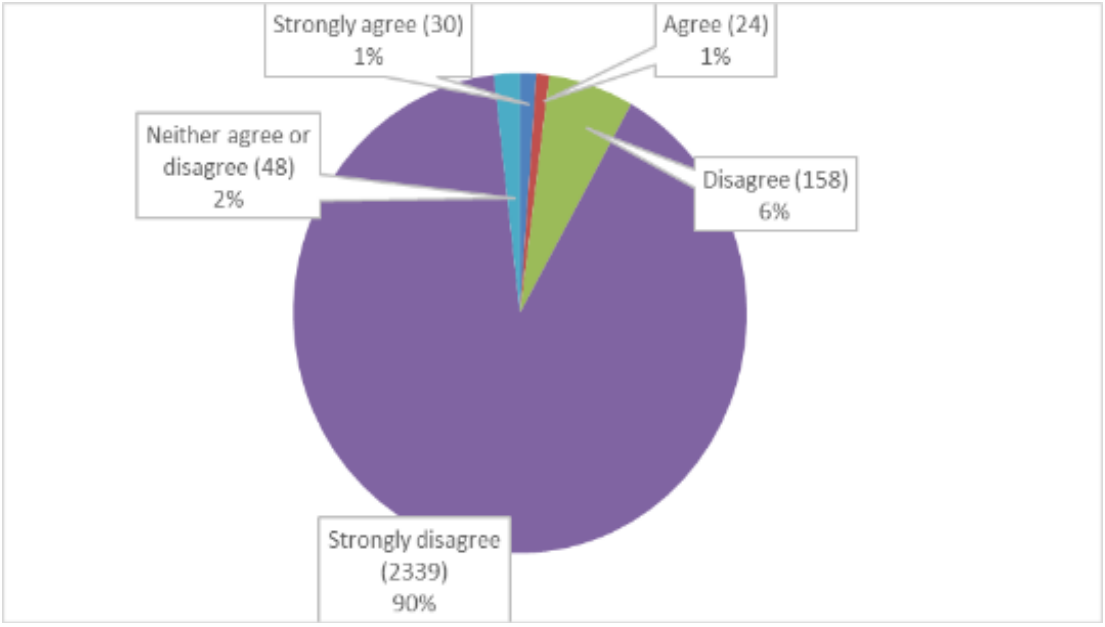
Question 5f: What do you think of the proposal to close Dorking CRC? (all respondents)



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)



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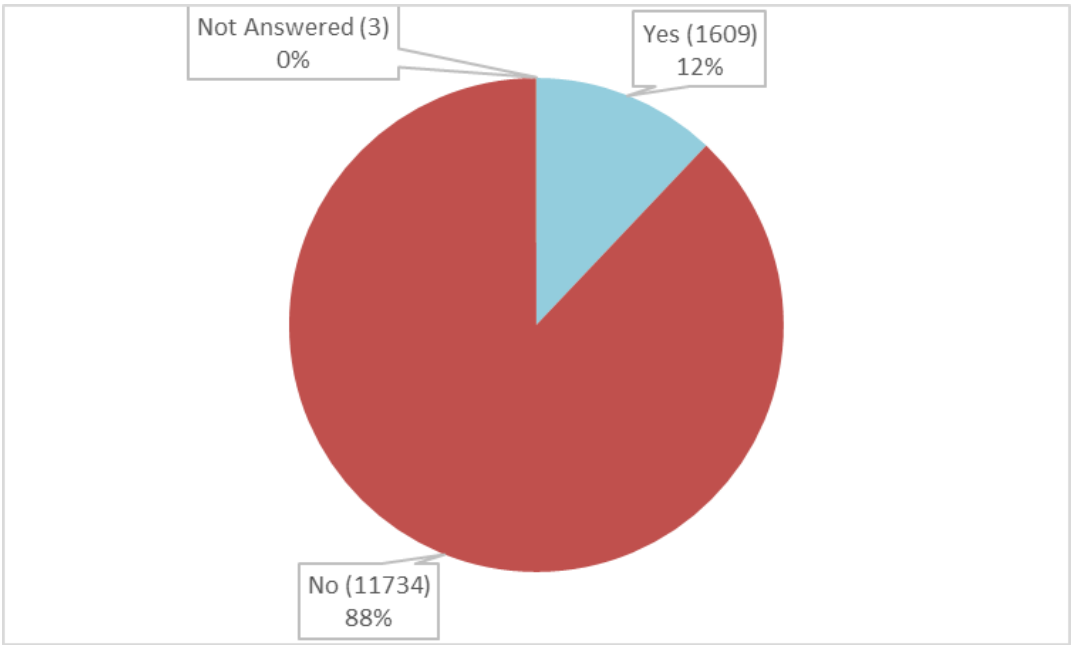
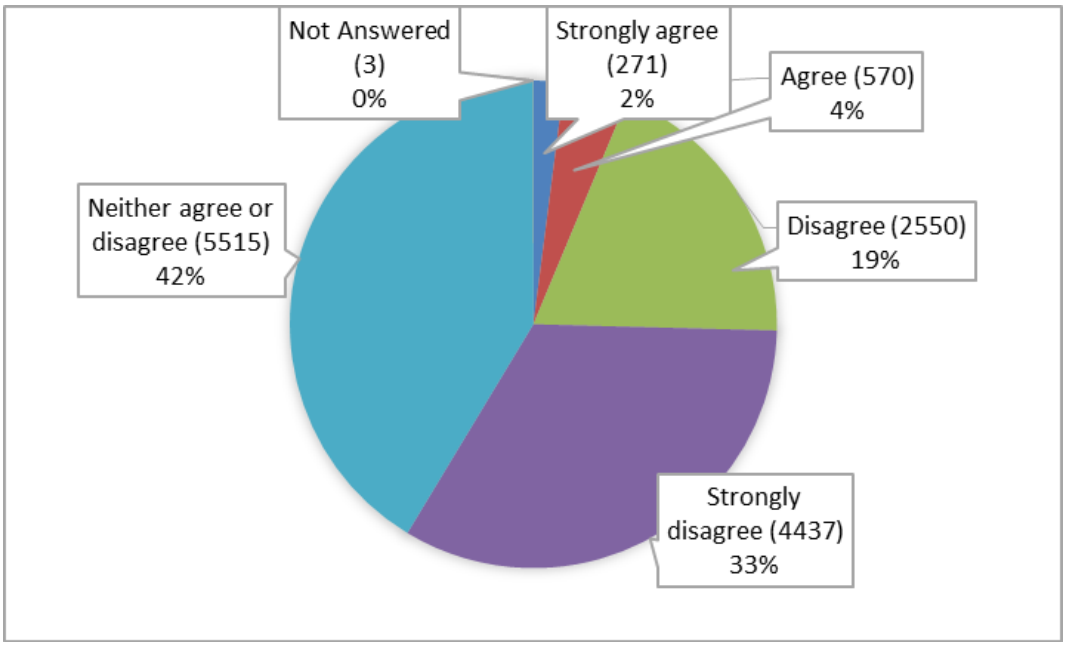
Question 5g: Have you used Warlingham CRC in the last 12 months



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



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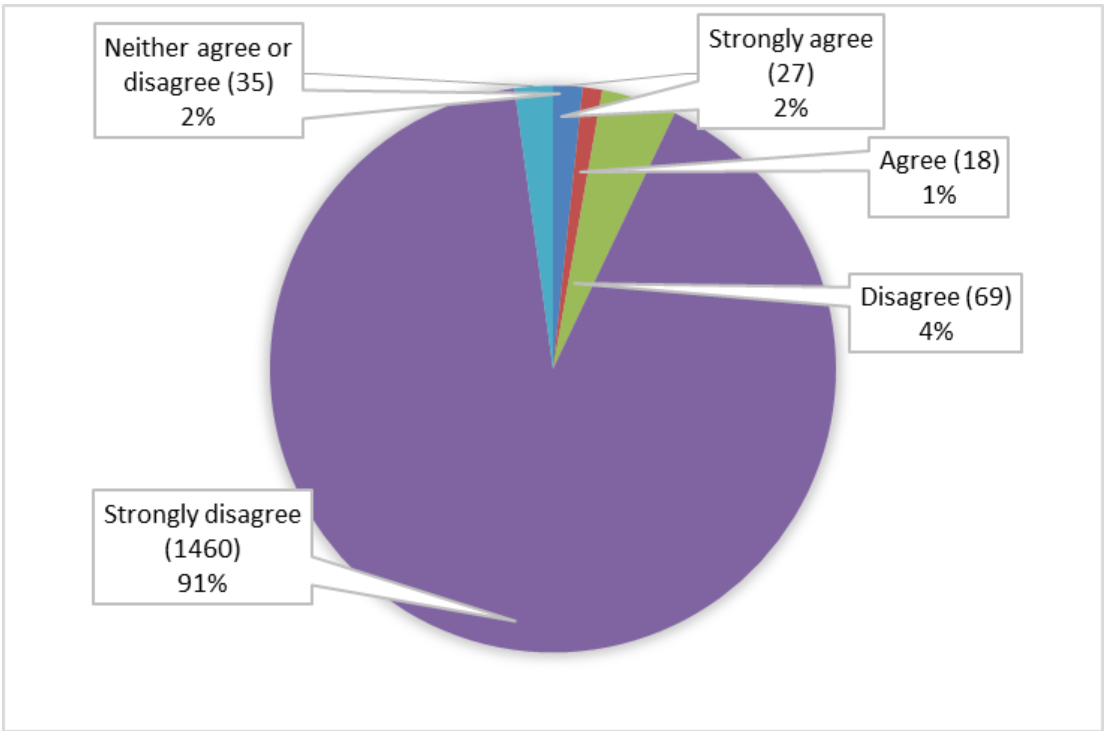
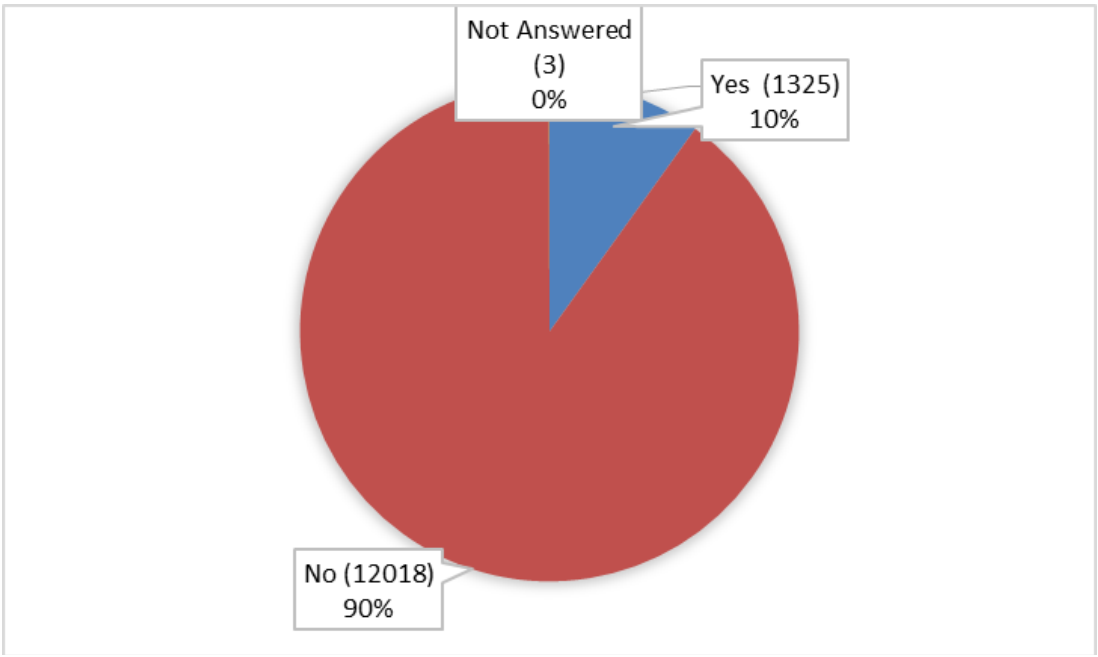
Question 5h: What do you think of the proposal to close this CRC? (Only respondents that told us they have used Warlingham CRC in the past 12 months)



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



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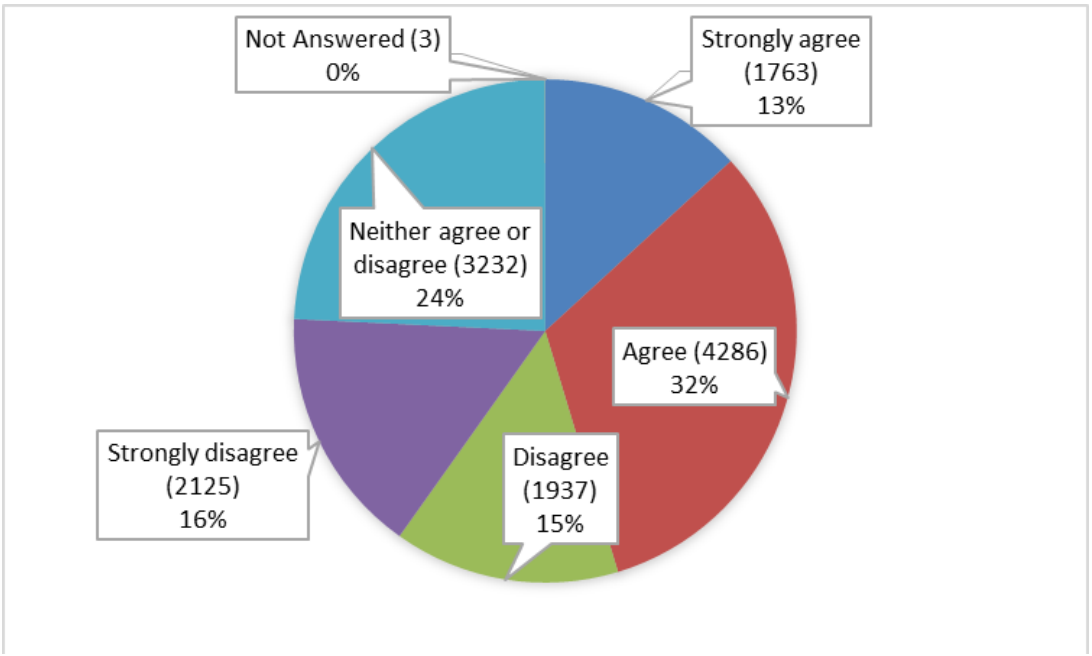
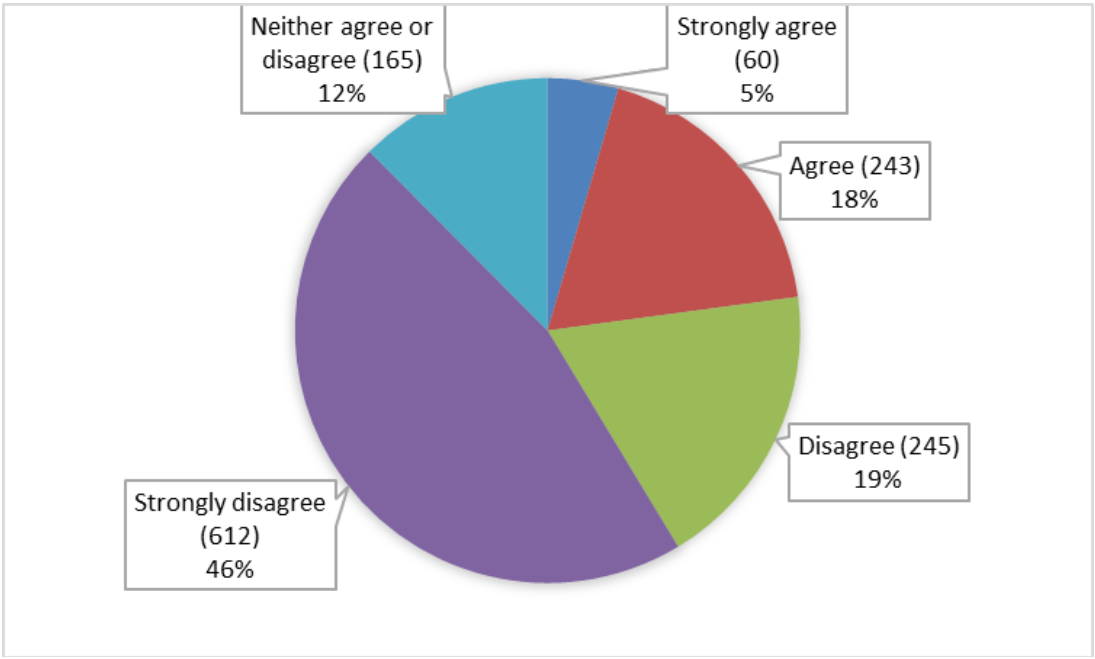
Question 6b: What do you think of the proposal that you could only take a van, trailer or pick-up to the larger CRCs? (all respondents)



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)



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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

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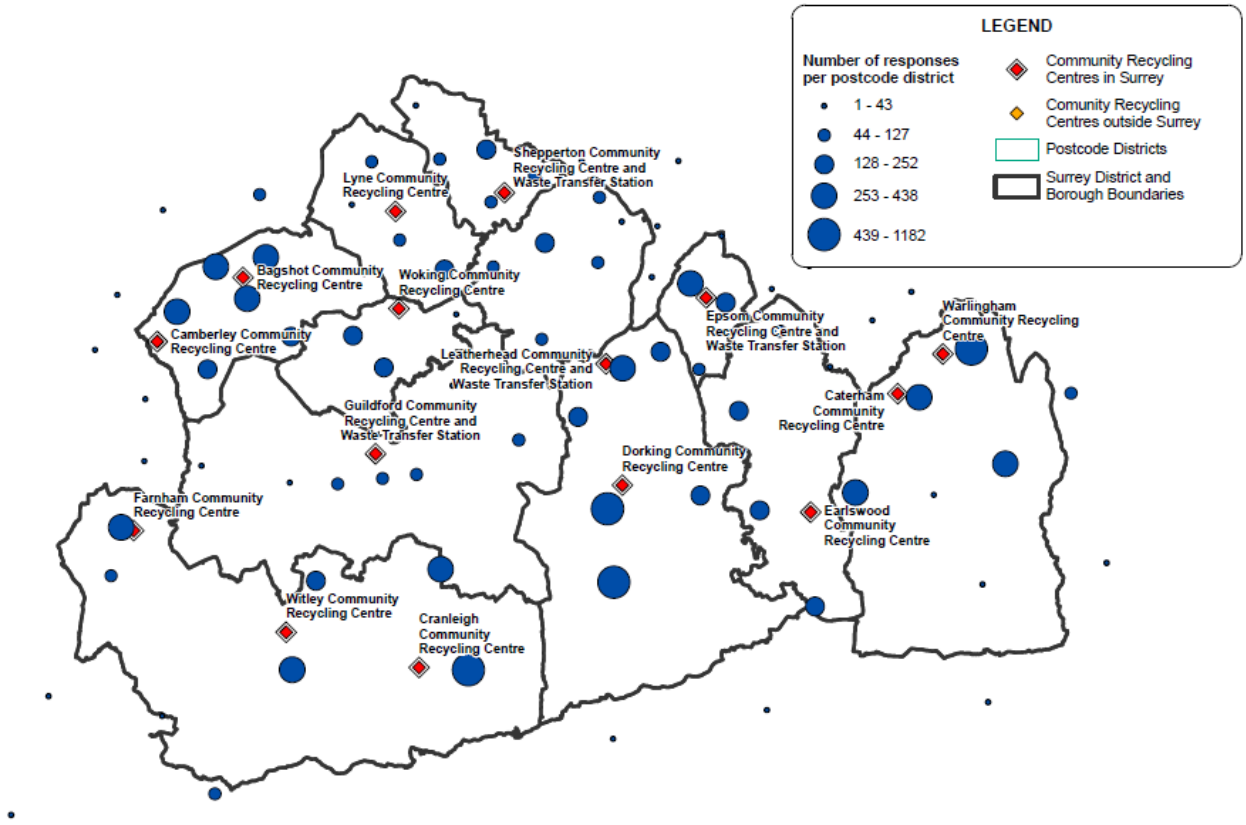
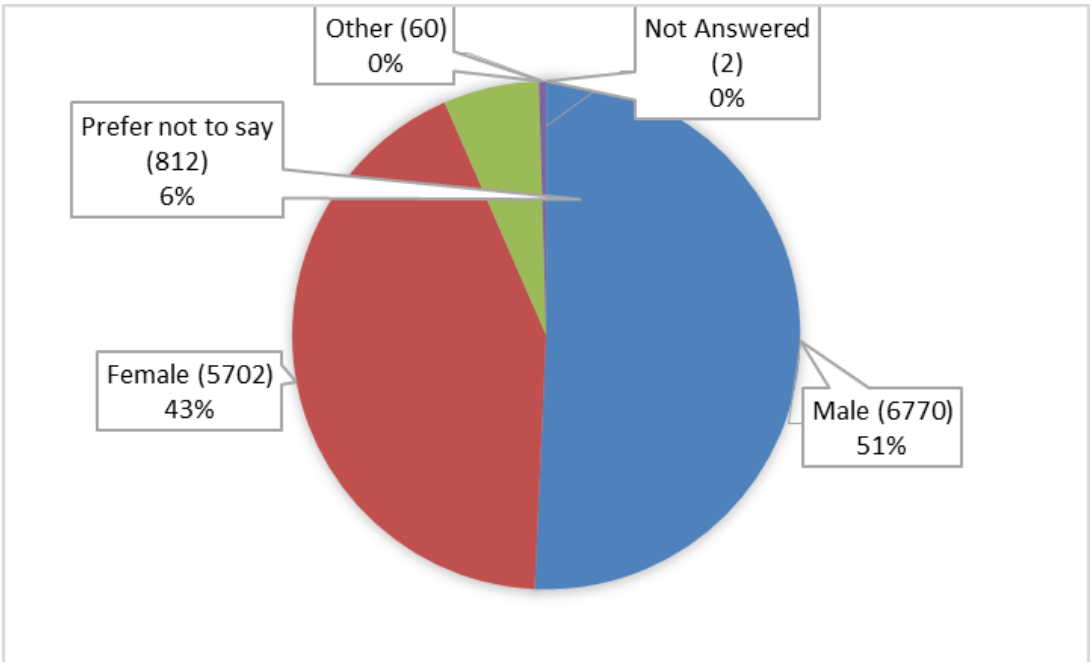
Consider different proposal for changing the CRC service	255
Reiterated disagreement with proposal to stop vans, trailer and pick-ups from using smaller CRCs	233
Reiterated agreement with proposal to ensure CRCs are used by Surrey residents only	227
Complaint about the consultation questionnaire	202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



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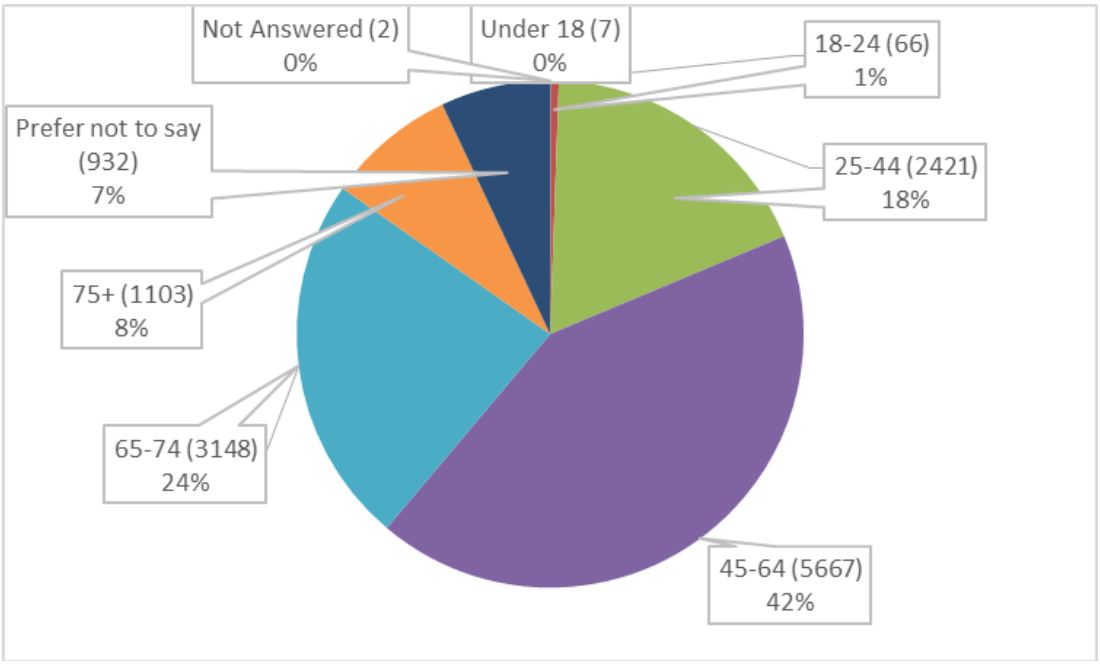
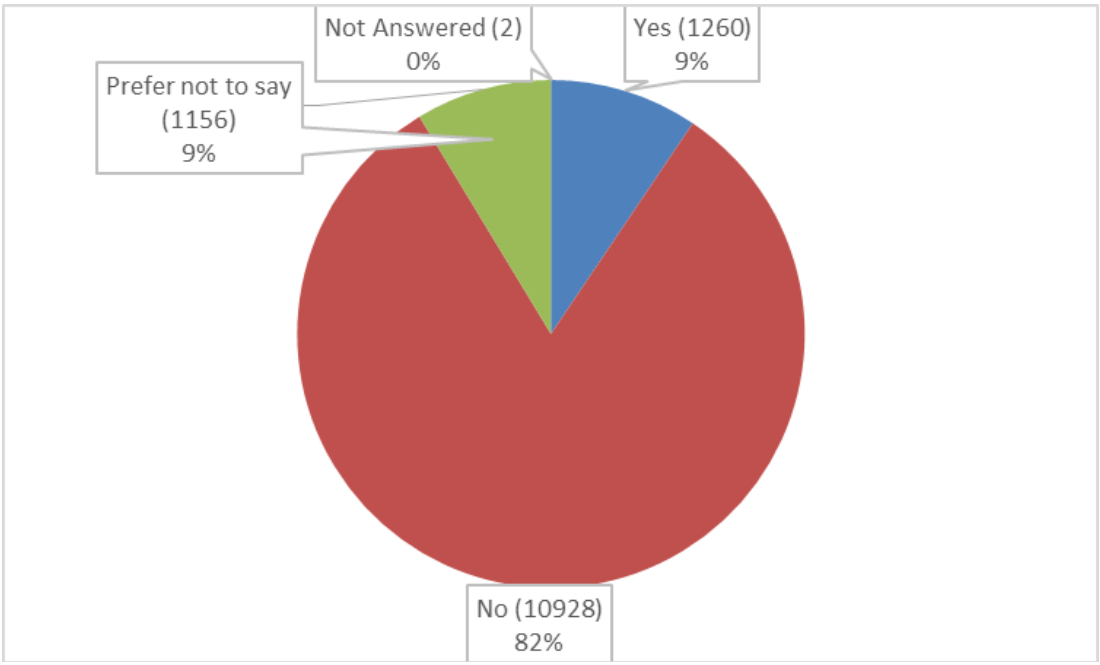
Question 9c: What is your age?



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



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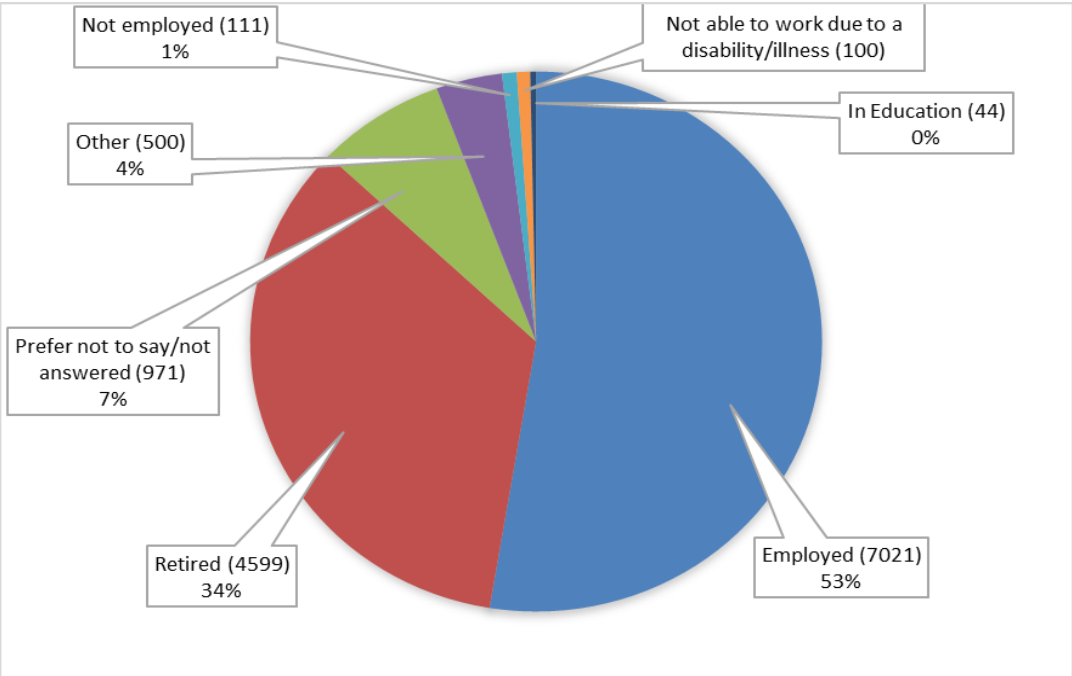
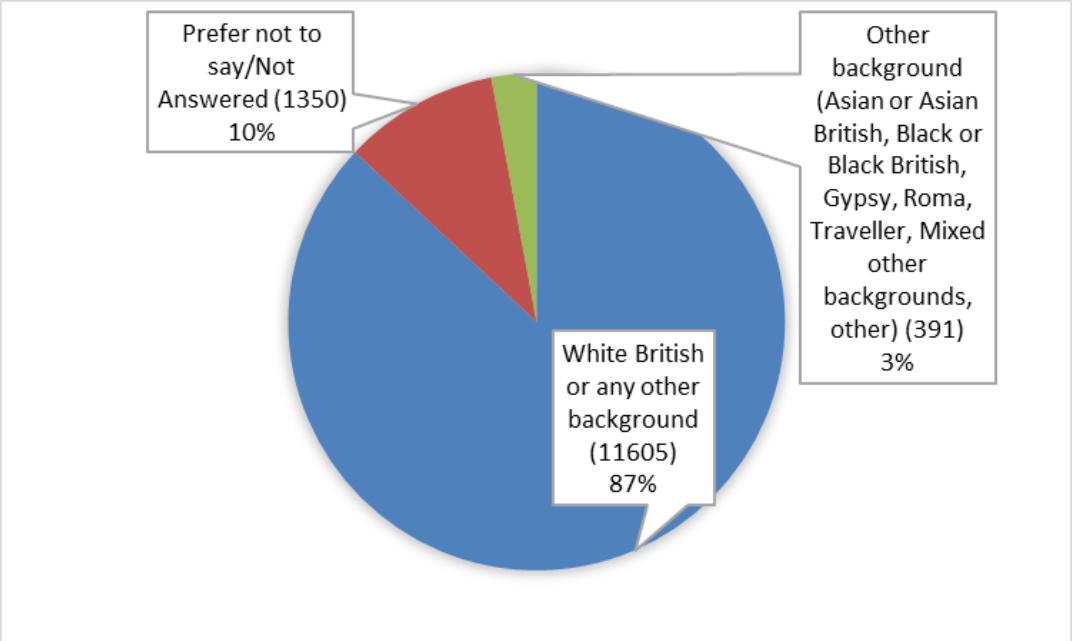
Question 9e: Which of the following categories do you feel best describes your employment status?



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



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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
Total	**64**

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