



COTSWOLD DISTRICT COUNCIL SERVICE REVIEW AND CONSULTATION TEMPLATE

Committee	Gloucestershire Joint Waste Committee
Committee Date	19 June 2018
Significant Decision	No
Responsible Officers	Wayne Lewis, Head of Joint Waste Team, 01452 425504, wayne.lewis@gloucestershire.gov.uk
Main Consultees	None
Purpose of Report	The purpose of this report is to present a draft consultation for residents of Cotswold District Council (CDC) ahead of the council's collection service review. JWC members are invited to provide feedback and also to consider its adoption as template that can be used for any future collection service consultations relating to the JWC Service Integration Routemap.
Recommendations	<i>It is recommended that the Committee:</i> a) Reviews the consultation ahead of its use by CDC as part of the council's collection service review; and b) Agrees to adopt the consultation as a template that might be used by other partner councils in future as part of the partnership's wider service alignment work.
Resource Implications	The resources to run and manage consultations will be included as part of any individual authority service reviews. The surveys themselves will be run primarily using internet based survey tools. Resources for the CDC service review will be provided by CDC. The work will be supported by the Joint Waste Team and Ubico.

1. Background

- 1.1 Gloucestershire has set a challenging recycling target of 60% by 2020. This is unlikely to be met, despite significant progress over recent years. Residents will play a vital role in helping us achieve further improvements and it is recognised that waste and recycling collection services must be easy to understand and convenient to use.
- 1.2 As part of the Joint Waste Committee's (JWC) wider aspiration of aligning collection services where feasible, it is important to gain feedback from residents to identify potential barriers to recycling more and to ascertain how these might be overcome in a future delivery model(s).
- 1.3 CDC will review its waste and recycling collection services through 2018/19. The council is keen to ensure that this work fits with the JWC work on future service alignment. The approach taken to reviewing the services and also to public consultation could be of wider application and could provide a "template" for future similar projects.

2. Proposed Consultation

- 2.1 Previous consultations completed in Cheltenham Borough Council, Forest of Dean District Council, Gloucester City Council and West Oxfordshire District Council have been reviewed by the Joint Waste Team (JWT) in order to devise the draft consultation at **Appendix 1**. The consultation questions have also been reviewed by the JWC Senior Management Group.
- 2.2 Whilst it is intended that the majority of consultation questions should be consistent across the partnership, there may be the need/wish to tailor the 'local recycling services'" section of the questionnaire to each district. For example, the questions relating to the current food & garden waste collections in the CDC version at appendix 1 might not be directly applicable to other districts, whilst the materials collected and containers used also currently varies around the county.
- 2.3 As work is now underway on the CDC service review, it is anticipated that CDC will be the first to use the questionnaire when it is issued in a few weeks time. The survey will be posted on the CDC website, with hard copies made available at local points such as council buildings. The results, together with the outcome of a collection options appraisal exercise will be reported to a future meeting of the JWC.

3. Recommendation

- 3.1 It is recommended that the JWC reviews the consultation ahead of its use by CDC as part of the council's collection service review and agrees to adopt the consultation as a template that might be used by other partner councils in future as part of the partnership's wider service integration work.

Appendix 1

Public Consultation on Waste & Recycling Services (draft)

4th June 2018

Proposed Consultation Questions - Cotswold District Council

Gloucestershire as a county has set a challenging recycling target to achieve in the next few years of 60%. Residents will play a vital role in helping us achieve this and so we recognise that waste and recycling collection services must be easy to understand and convenient to use.

As we seek to improve the waste & recycling service we offer to you, our residents and deliver it in a more cost effective manner, we wish to find out your views on the current waste and recycling collection services in your area and your thoughts on how we could improve these services in future. We would therefore be extremely grateful if you could take a couple of minutes to complete this survey.

Your views on recycling

Q: How important do you feel it is to recycle?

- A: Very important
 Important
 Not very important

Q: How often do you use the kerbside recycling service?

- A:
 Weekly
 Fortnightly
 Monthly
 Never

Q: What would encourage you to recycle more?

- A: Nothing, I already recycle everything I can
 More/clearer information on what can be recycled
 More frequent collections
 Other items collected for recycling
 Different containers to put my recycling in
 Being able to put large pieces of cardboard out for recycling

Q: If you DO NOT use your kerbside recycling collection service regularly, please tell us why?

- A: I don't have time
 I don't have room for the containers
 Recycling isn't collected often enough
 I use my local recycling centre
 I use my local recycling bring banks
 I don't believe in recycling
 I don't understand how to use the service
 I put it in my refuse bin
 It's a holiday home and I take my waste home with me
 Don't know

Q: When Councils consider making changes to waste and recycling collection services, what do you think is most important?

- A: Increase the range of items accepted for recycling
 Make collections schemes easy to use
 Reduce impact on the environment
 Save money for local tax payer's

Q: How often would you like your recycling to be collected?

- A: Weekly
 Fortnightly
 Monthly
 Don't know

Q: Should Councils consider less frequent refuse collections in order to improve the recycling service and reduce costs?

- A: Yes
 No

Q: Do you use your local household recycling centre – the centre located at Fosse Cross in the Cotswolds?

- A: Yes
 No

Q: How often do you use the household recycling centre?

- A: Weekly
 Fortnightly
 Monthly
 Don't know

Q: Which items do you take to the household recycling centre (please tick all applicable)?

- A: Paper Cans/tins Cardboard
 Glass bottles/jars Mixed plastics/bottles Garden Waste
 Wood Large electrical items Batteries
 Textiles & Shoes Cartons/tetrapacks Other recyclable items
 Refuse

Your views on your local waste & recycling services

Q: How many garden waste bins do you use?

- A: None
 1
 2
 3
 4 or more

Q: When do you most commonly use the garden waste service – (please tick all applicable)?

- A: February - April May - July
 August - October November - January

Q: Would you support a winter shut down for garden waste collections so that the resources could be used on waste and recycling collections – for example not collecting between November and January?

- A: Yes
 No

Q: If you don't use the garden waste collection service what do you do with your garden waste?

- A: I don't have a garden so don't have garden waste

- I compost it at home
- I take it to my local household recycling centre
- I use a neighbour's/relatives garden waste bin
- I put it in my refuse bin

Q: Do you place food waste in your garden waste bin?

- A: Yes
No

Q: Would you still subscribe to the garden waste service if collections were made fortnightly and food was still collected weekly?

- A: Yes
No

Q: Would you be prepared to pay more than you do now to retain a weekly garden waste service?

- A: Yes
No

Q: What do you recycle using your kerbside service – (please tick all applicable)?

- A: Paper
Cans/tins
Cardboard
Glass bottles/jars
Mixed plastics/bottles
Food waste

Q: Do you use the reusable white mixed plastic bag?

- A: Yes
No

Q: Do you use the blue reusable cardboard bag?

- A: Yes
No

Q: What is the average number of recycling containers (boxes and bags) you present for collection each fortnight?

- A: None
1
2
3
4 or more

Q: What other things would you like to recycle at home - (please tick all applicable) ?

- A: Clothes & shoes
Small electricals (kettles, toasters, irons etc)
Cartons/tetrapaks
Household batteries
Other (please specify in text box at bottom of this questionnaire)

Q: Which option best describes your household?

- A: Single occupancy
Couple
Family (2-4 persons)
Large family (5 or more)

Q: What type of property do you live in?

- A: Detached
 Semi-detached
 Terrace
 Maisonette
 Flat/apartment

Q: Do you have your own recycling containers or share with neighbours?

- A: Own
 Share

Q: Please provide your full postcode to assist us in our analysis of the consultation responses;

Q: Please make any further comments you have in the text box below;

Free text box for comments