

APPENDIX TWO -GREEN BIN CONSULTATION -:

Summary

Overall

There were 3,191 responses to the questionnaire.

Respondents

- Three-quarters of responses (75%) are from respondents who live in the west of the borough
- 16% are disabled – reflecting the borough population
- 65% are over 50

Key findings

- Almost 9 out of 10 (87%) prefer fortnightly to a charged collection service
- Around 1 out of 8 (13%) would prefer a weekly charged service
- 6 out of 10 (61%) of all respondents state that moving to a fortnightly collection would either impact them 'slightly' or 'not at all'
- A clear majority (71%) of residents stated that they would be impacted 'a lot' by having to pay a £60 charge

Size of green bin

Those who have a slimline bin (140l) are more likely to favour the fortnightly collection option than those households who have the standard sized bin (240l) – 89% and 86% respectively. Both are very similar to the borough average (87%). We cannot be confident there are significantly different opinions between those who have the slimline bins and those who have the standard size bins but it is clear that the majority of residents, regardless of the size of bin, have a preference for the fortnightly collection option.

Whether residents have a 240l or 140l green bin, similar numbers said they will be affected 'a lot' (Q6) if the service was to be fortnightly.

Postal district

The base sizes at postal district level can be small, and thus caution should be exercised when analysing the data. It appears that an overwhelming number of respondents from each postal district, including those who live in areas where the base size is small, favour fortnightly collection. The proportion of those in favour of a fortnightly collection range from between 77% in EN4 (out of a total of 69 respondents) to 93% in N18 (out of a total of 91 respondents).

The preference for fortnightly collection is higher in the less affluent areas of the borough than it is in the more affluent west of the borough – 93% compared to 85%. A minority prefer the charged service option, with more of those in the more affluent areas preferring this than those in the south and east of the borough – 15% compared to 7%.

With income levels being higher in the west, this may explain the higher proportion of residents in the south and east who prefer the fortnightly collection option. This is reflected in the analysis of the responses of those who receive Council Tax Support and/or Housing

Benefit. Respondents were asked if they received these benefits as it is felt that whether or not someone receives benefits is a better indicator of high or low income than responses to the standard questions on employment status and social classification/stratification.

Council tax support and housing benefit

Only 6% of the 125 respondents who receive Council Tax Support and/or Housing Benefit stated that they preferred a charged service, while more than nine out of 10 said they would rather have a fortnightly collection service. Of those who do not receive either benefit, around nine out of 10 (87%) are in favour of the fortnightly collection. This, of course, is similar to the average for the borough as whole as the majority of respondents do not receive either benefit.

Disability

In total 16% of all respondents said they have a disability, reflecting the proportion of disabled residents in the borough – 15.4% according to the 2011 Census. This suggests the consultation was accessible to those who have a disability. Of those who have a disability, around nine out of 10 (89%) prefer fortnightly collection.

Age groups

The number of responses from the younger age groups was low, particularly among those aged 29 or under. Of those age groups with at least 100 responses, views are similar with the preference for fortnightly collection varying from 83% (35 to 39 year olds) to 89% (45 to 49 year olds). We cannot be confident that there are significant differences in the views of the various age groups. If there were differences, these would probably be best explained by looking at other factors, such as income, that may influence choice.

Composting

With regards to opportunities for composting, the following question was included and the responses below received:

Given the options proposed, would you be interested in a free/subsidised home composting bin?

826 (25.9%) Yes

1513 (47.4%) No

852 (26.7%) Don't know / maybe

Analysis of Literal Responses to Q8 (*"If you have any suggestions or further comments on our proposals, let us know"*).

1,433 residents responded to this question. Not all responses were suggestions. A number of respondents simply stated a preference for free fortnightly collection or responded with 'N/A' and 'no other comments to make'

Some respondents to this question made more than one comment/suggestion. It was clear from the analysis that two suggestions stood out: retain the current approach (that is, free weekly collection) and a form of seasonal collection (for example, fortnightly collection in the Autumn and Winter, weekly collection in the Spring and Summer)

Around a fifth (18%) of those who responded to Q8, said they would like to retain the current weekly collection. This is 6% of the total number of respondents who completed the questionnaire

Around one in eight (13%) of those who responded to Q8, suggest the Council should consider using a form of collection whereby frequency is higher in the warmer months but less frequent during the rest of the year. This represents 6% of all respondents

It should be noted that many different variations of seasonal collection were suggested. They varied by frequency and when the higher/lower frequency collections should take place. From reading these responses, it would be difficult to establish common ground on what would be considered acceptable frequencies of collection at the various times of the year

Around one in five (18%) made other suggestions. A selection are listed below:

- Fortnightly collection for the other bins (that is, blue lid and black lid bins) – it should be noted that several other respondents made it clear that they would rather see the green bin collected fortnightly and the other bins collected weekly
- Collect food weekly but garden materials should be collected fortnightly
- The Council should make savings elsewhere (for example, reduce staff salaries, tackle benefit fraud effectively and abandon the plans for Cycle Enfield) and cut other services – such suggestions were often accompanied by a clear preference for retaining the current weekly and free collection
- The Council increase revenues by charging more for other Council services
- For free green bin collection to be available only on request (for example, residents call the Council to order a collection)
- Green bin to be collected twice a week
- Charge residents who do not recycle

It should not be assumed that those residents who submitted suggestions were opposed to the proposals. In fact, a number of residents suggested they were satisfied with the proposal for fortnightly collection as long as at least one of the following were included/in place/available:

An extra green bin is made available to households

Larger green bins (that is, 240l rather 140l)

Changes to the service are clearly communicated

Skips are made available in parks and at the end of streets to enable residents to dispose of their kitchen and garden materials

Opening hours of Barrowell Green are extended

Summary Conclusion

Analysis of the data indicates that not only do the majority of respondents prefer the fortnightly collection option, but so do disadvantaged groups, such as disabled residents and those on low incomes in the borough – a key consideration for the Council. Even when given the option of identifying a different option (in question 8), most people did not do so, suggesting that the fortnightly collection option is generally preferred. The data suggests that the size of the green bin currently used by a household does not impact on preference.

Green bin consultation Report - Detail

Methodology

Residents were engaged using both online and paper questionnaires, with the questions being the same in both versions. The online questionnaire was hosted on the Council website, with paper copies made available in the Hub libraries and in the Council's main customer access centres.

The information provided with the online and paper questionnaires informed residents how they could contact the Consultation and Resident Engagement Services Team if they had any queries or required assistance with participation.

The online questionnaire could be translated, using Google translate, and the text could be increased in size.

The consultation was launched on 10 June and closed on 5 September 2016. During that time, a total of 3,191 residents completed either the online or paper questionnaire.

Marketing and promotion

Due to the potential impact of the proposals and the fact that green bin collection is a universal service, it was important to ensure that coverage was widespread. The wide ranging marketing and promotional campaign included:

- A full page article in Our Enfield (the Council magazine that is delivered to all households in the borough)
- Adverts in the local press
- Adverts in non-English, local press (for example, Londra)
- 'Six sheet' posters across the borough, in areas of high footfall (through JC Decaux)
- Digital marketing
- Tweeting from the Enfield Council Twitter account
- Posting on Facebook from the Council account

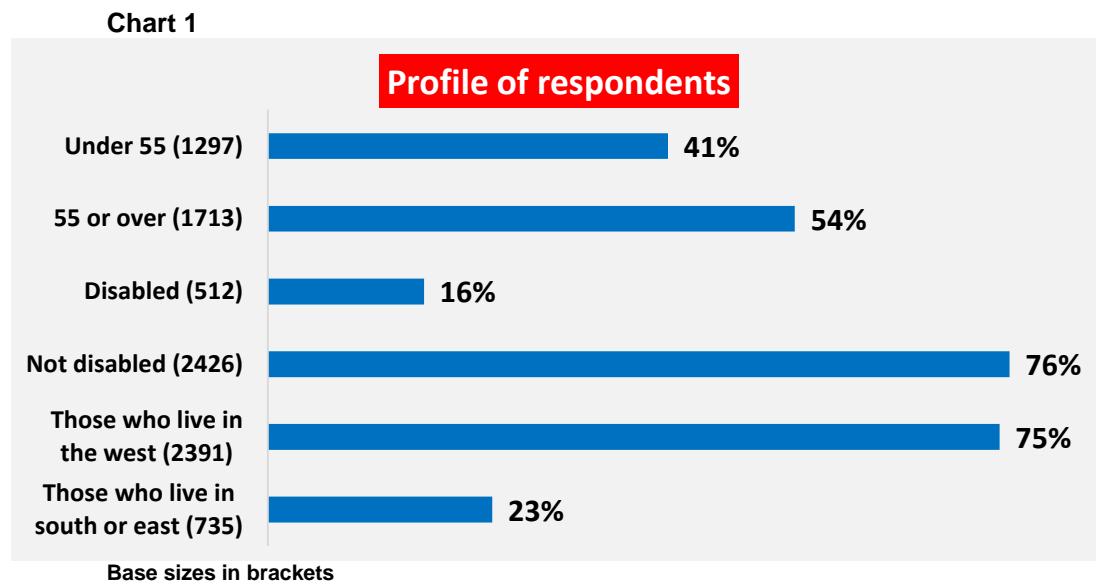
Respondents

To help further understand the data a number of questions were asked to establish the age, disability/non-disability status, where respondents lived (by postal district) and whether or not they claimed housing benefit and/or Council Tax Support.

Ability to establish the views of residents with low incomes was of importance as one of the proposals of the consultation was to charge for collection of the green bin. Asking whether or not respondents receive Housing Benefit and/or Council Tax Support is more effective than using social stratification definitions and work status. It would be seen as intrusive to request information relating to household income. Even establishing household income is limited as it does not include outgoings, size of household and other factors.

Please note: for each of these questions, respondents were given the opportunity to respond with 'Prefer not to say'. As a result, the figures showing, for example, the age groups of respondents, do not necessarily add to 100%.

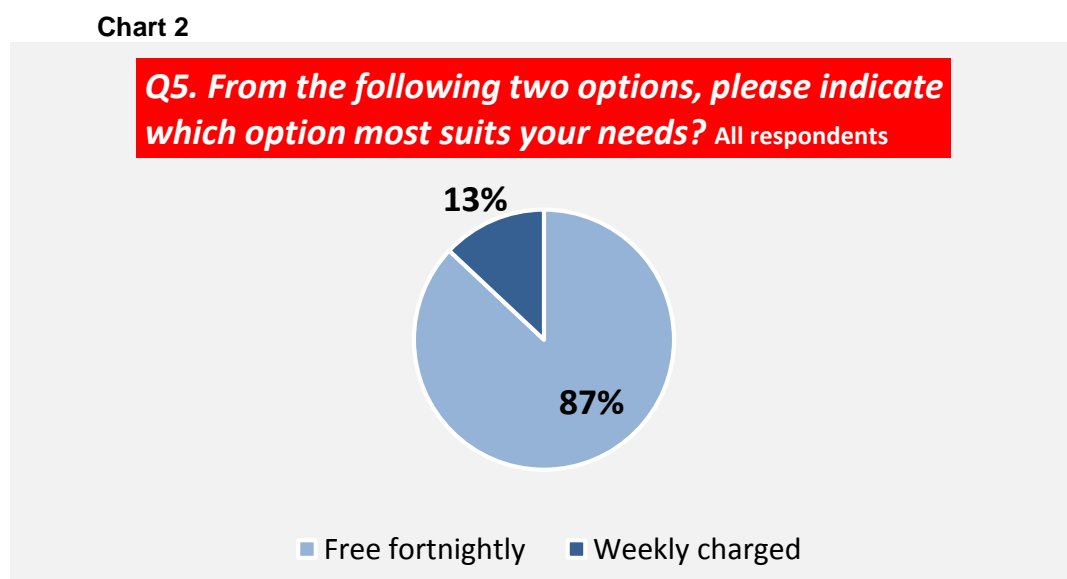
The chart below (see Chart 1) shows the totals and proportions of respondents.



Key findings

Preference for 'fortnightly free' over 'weekly charged' (Q5)

Residents were asked whether they would prefer a 'free fortnightly' or a 'weekly charged' collection (£60). Almost nine out of 10 (87%) prefer the free fortnightly option, with around one in eight (13%), preferring a weekly charged collection (see Chart 2).

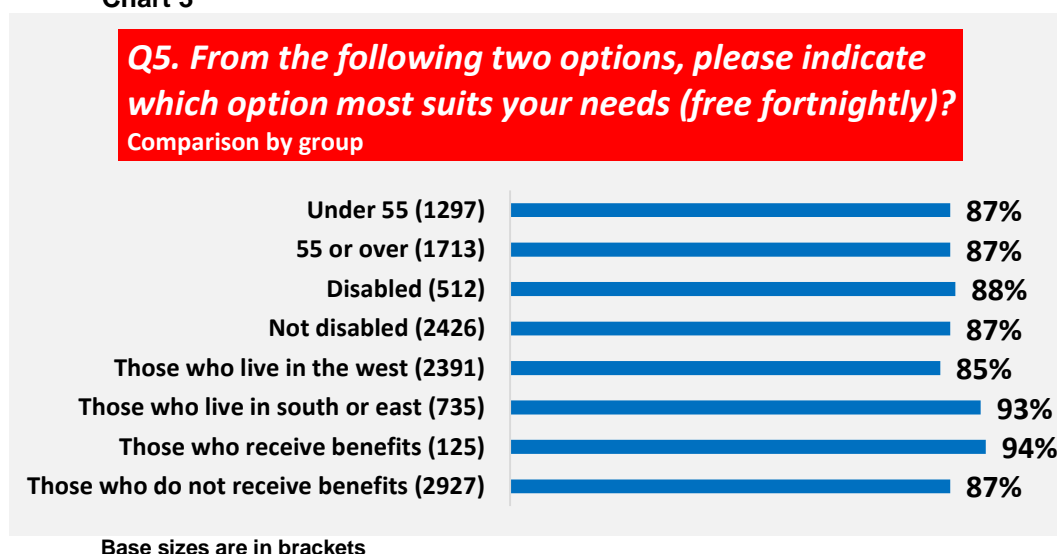


Base size: 3,191 residents

Around seven times as many respondents prefer the free fortnightly collection. The free fortnightly option is the preferred option among all the various groups of respondents.

Although the majority of each group of respondents prefer the free fortnightly option, there appears to be some differences between some comparative groups. For example, free fortnightly appears to be preferred by the those who live in the less affluent areas (93%) and those who receive either Housing Benefit and/or Council Tax Support (94%). See Chart 3.

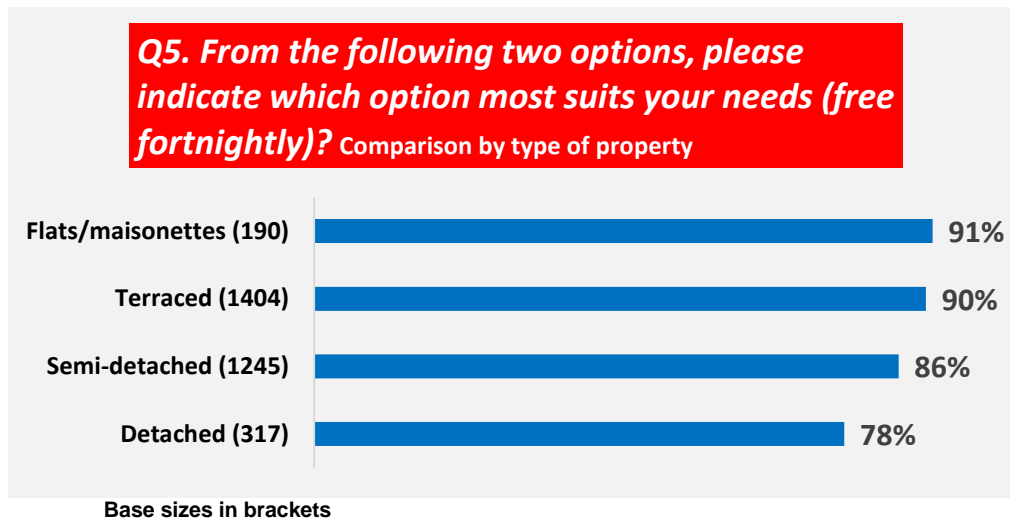
Chart 3



The contrast in perceptions between those who live in the more affluent part of the borough (that is, the west) and the south and east, represents the biggest difference between the comparative groups – 85% of those in west, compared to 93% in the south and east. A similar contrast in opinions is evident when comparing the views of those who receive benefits and those who do not – 94% compared to 87%.

The free fortnightly option is preferred to the weekly charged option among respondents regardless of the type of property they live in. However, there are clear differences by housing type, with respondents living in what are, usually, smaller properties, preferring the free fortnightly proposal, with around nine out of ten of those living in either flats/maisonettes (91%) or terraced houses (90%) expressing a preference for the fortnightly option (see Chart 4).

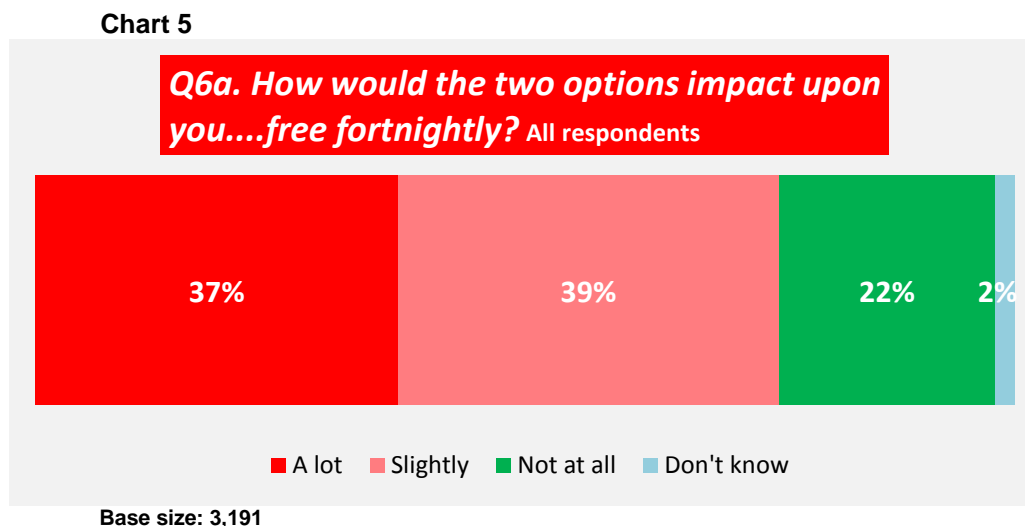
Chart 4



Those who live in flats/maisonettes or terraced houses appear to prefer the fortnightly free collection proposal than those who live in either semi-detached (86%) or detached properties (78%). This may, in part, be explained by the larger homes traditionally having larger gardens and thus, more likely to want to dispose of garden materials, or have more materials that they wish to put in the green bins.

Potential impact of the free fortnightly proposal (Q6a and Q6c)

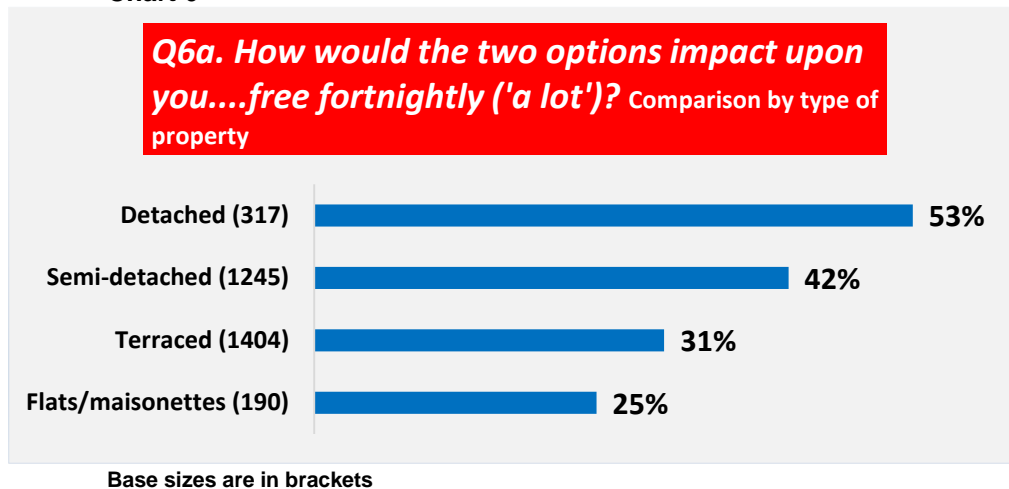
When asked to what extent the free fortnightly option would impact them, around a third (37%) stated 'a lot' (see Chart 5).



Although over a third said the impact would be 'a lot', the majority felt that it would have only slight impact or not at all (61%).

However, there are some differences among the various groups. For example, it appears that those who live in what are traditionally regarded as larger properties, are more likely to feel that the fortnightly free proposal will impact on them more than others (see Chart 6).

Chart 6



The findings indicate the larger the property, the bigger the impact on that household. Those who live in detached properties are more likely to feel that it impacts them 'a lot' (53%), followed by those who live in semi-detached properties (42%), then those who live in terraced houses (31%) and finally those residents who live in flats/maisonettes (25%).

Just over two-fifths (43%) of disabled residents feel that the free fortnightly proposal will impact them 'a lot'. A number of disabled residents (in response to Q6c, an open-ended question where respondents are asked how the proposals will affect them), stated that they are concerned about not being able to move the green bins as they will be heavier. In view of this, it is suggested, if the free fortnightly proposal is implemented, the Council further promotes the assisted collection scheme, making it clear to residents how they can receive assistance.

Analysis of the literal responses to Q6c suggests that those respondents who feel that free fortnightly will impact on them 'a lot' believe that they will be affected by three main issues (based on 1,047 responses):

- Smell of food, that has not been eaten, being in the receptacle for a longer period of time (20%)
- Food deposited in the receptacle attracting insects and vermin (16%)
- 'We already pay Council Tax' / 'Collection was listed as an item on Council Tax bills so we should receive a rebate' / 'Council Tax was recently increased' (14%)

It should be noted that a number of respondents identified more than one issue.

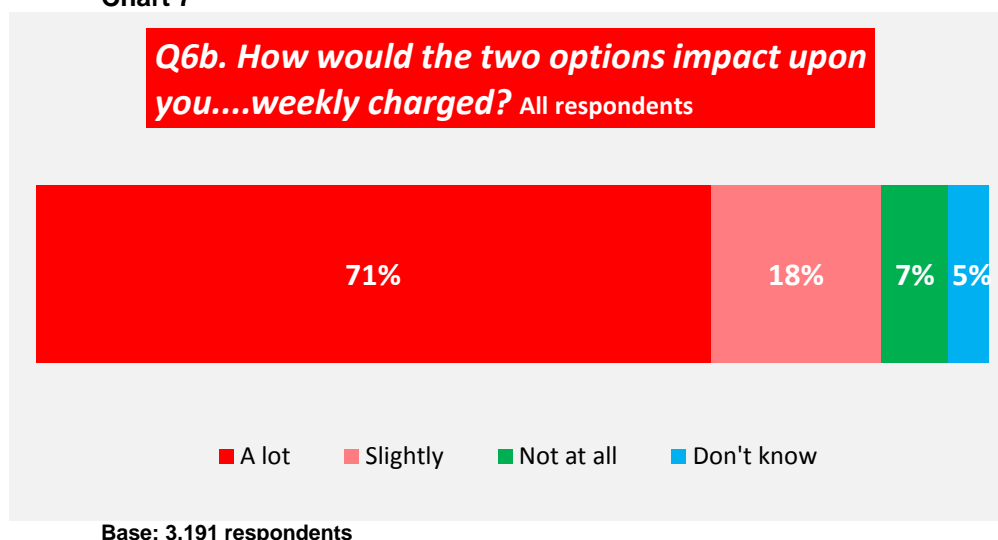
A number of other issues were raised:

- The bins are too small (this issue was referred to respondents who either a standard size or slimline bin)
- Potential increase in fly-tipping
- Neighbours using bins other peoples' without consent
- The need to make additional trips to Barrowell Green

Potential impact of the weekly charged proposal (Q6b and Q6c)

When asked to what extent a charged weekly collection would impact them, almost three-quarters (71%) said 'a lot', while around a fifth (18%) said it would impact them 'slightly' (see Chart 6).

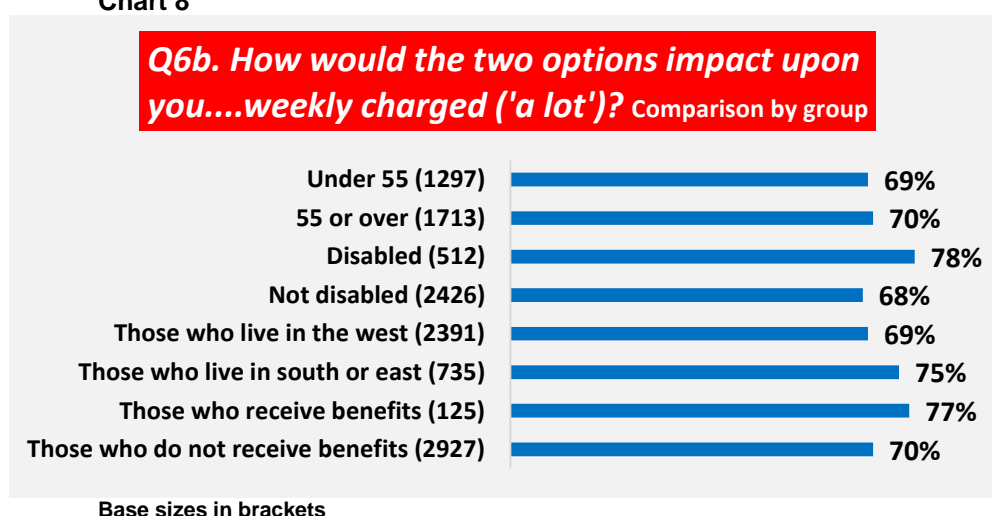
Chart 7



The proportion of those who said the impact would be 'a lot' (71%) is ten times higher than the amount of those who said 'not at all' (7%).

The majority of each group of respondents feel that the weekly charged proposal will impact them 'a lot'. However, there are differences among some of the comparative groups. For example, disabled residents are more likely to say 'a lot' compared to those who are not disabled – 78% compared to 68% (see Chart 8).

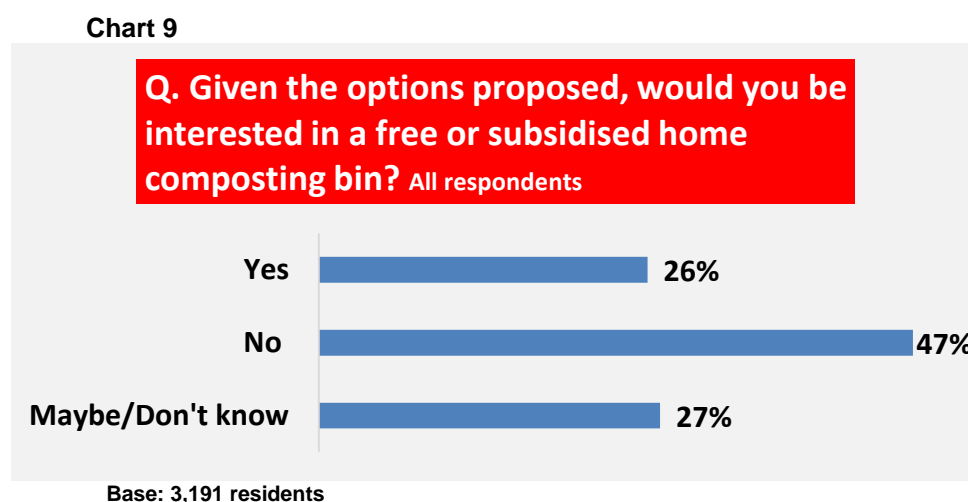
Chart 8



In addition to disabled residents feeling that a weekly charged collection will impact them more than those who are not disabled, there also appear to be differences between those who receive benefits and those who don't (77% compared to 70%) and residents in the south and east compared to those who live in the west (75% compared to 69%). Due to the main implication for residents of the weekly charged proposal being the cost, this may, in part, explain why those traditionally associated with lower incomes being more likely to state that it will impact on them 'a lot'.

Interest in having a free or subsidised composting bin (Q7 and Q8)

Residents were asked, given the options proposed, if they would be interested in a free or subsidised composting bin. Around a quarter (26%) expressed an interest (see Chart 9).



More respondents state that they would not want a compost bin than those who would (26% compared to 47%) while around a quarter (27%) said they were not sure.

Some residents suggested that there should have been an option of 'we already have one'. However, this option was not provided as the question was aimed at establishing, among other things, if composting bins would help to deal with potential excess waste if the free fortnightly option was implemented.

The responses to Q8 (*If you have any suggestions or further comments on our proposals, let us know*) contained a number of references to the question asking about whether or not residents would be interested in a free or subsidised compost bin. A number of respondents stated that they see the value of the compost bins. However, a number of issues were raised, including:

- The bins attracting vermin and insects
- Some garden materials cannot be composted (for example, thick branches and diseased plants)

- Reluctance to put food, that has not been eaten, into compost bins due to the potential smell
- Not enough space for a compost bin
- Accepting a compost bin would give the impression of acceptance of the proposals
- Compost bins will not make up for less frequent collections

Suggestions for alternative approaches (Q8)

More than two out of five (1,433) residents responded to this question. Not all responses were suggestions. A number of respondents simply stated a preference for free fortnightly collection or responded with 'N/A' and 'no other comments to make' It should be noted that some respondents to this question made more than one comment and/or suggestion.

It was clear from the analysis that two suggestions stood out: retain the current approach (that is, free weekly collection) and a form of seasonal collection (for example, fortnightly collection in the Autumn and Winter, weekly collection in the Spring and Summer). Around a fifth (18%) of those who responded, said they would like to retain the current weekly collection. This is 6% of the total number of respondents who completed the questionnaire.

Approximately one in eight (13%) of those who completed the questionnaire, suggest the Council should consider using a form of collection whereby frequency is higher in the warmer months but less frequent during the rest of the year. This represents 6% of all respondents. It should be noted that many different variations of seasonal collection were suggested. They varied by frequency and when the higher/lower frequency collections should take place. From reading these responses, it would be difficult to establish common ground on what would be considered acceptable frequencies of collection at the various times of the year.

Around one in five (18%) made other suggestions. A selection is listed below:

- Fortnightly collection for the other bins (it should be noted that several other respondents made it clear that they would rather see the green bin collected fortnightly and the other bins collected weekly)
- Collect food weekly but garden materials should be collected fortnightly
- The Council should make savings elsewhere (for example, reduce staff salaries, tackle benefit fraud effectively and abandon the plans for Cycle Enfield) and cut other services – such suggestions were often accompanied by a clear preference for retaining the current weekly and free collection
- The Council increase revenues by charging more for other Council services
- For free green bin collection to be available only on request (for example, residents call the Council to order a collection)
- Green bin to be collected twice a week
- Charge residents who do not recycle

It should not be assumed that those residents who submitted suggestions were opposed to the proposals. In fact, a number of residents suggested they were

satisfied with the proposal for fortnightly collection as long as at least one of the following were included/in place/available:

- An extra green bin is made available to households
- Larger green bins (that is, 240l rather 140l)
- Changes to the service are clearly communicated