

**Overview and Scrutiny Committee suggested that consideration should be given to modify the structure, balance, and rationale of the original report to form a basis for the consultation document.**

**Response:**

It has been considered whether it is necessary to modify the structure, balance, and rationale of the original report to form a basis for the consultation document. However, the structure, balance and rationale of the report was developed with input from the Corporate Consultation Team, the Communications Team and Legal. In addition, advice from leading Counsel was received to ensure the resulting report and recommendations are sufficiently robust and form a basis for meaningful consultation to be undertaken.

The report sets out the context and rationale for proposing change and clearly highlights the Council's £18 million saving target for 2019/20. It is transparent that the need to make savings is the driving criterion, but also that conformity with the Mayor's London Environment Strategy and outcomes from the consultation will form part of the criteria and that all relevant factors will be considered before a decision on developing a preferred option is reached.

The report provides context as to the alternative ways savings can be made other than making changes to the waste and recycling services such as delivering services differently or using limited reserves. It also explores the different ways waste and recycling could be collected and sets out the range of benefits each configuration may achieve, and whether an option will enable the Council to meet the London Environment Strategy objectives. It is explicit that outcomes from the consultation will also be fully considered as part of the final decision-making process. The report also provides an overview on the approach to consulting and the draft equalities impact assessment.

**In addition:-**

**Ensure that the options available are clearly defined, fully transparent and unambiguous**

**Response:**

The report clearly sets out detailed information around each of the options, what the projected gross savings for each option would be, impact on recycling performance for each option and whether or not they meet the requirements of the London Environment Strategy (paragraphs 3.14 to 3.20 and 5.1 to 5.2) The options available are well defined, clear and straightforward and it is considered that residents will have no difficulty in understanding and responding to them.

**They should fully reflect the stated criteria by which the post-consultation options analysis will be measured**

**Response:**

The report clearly sets out what the criteria for post-consultation options appraisal will be (paragraphs 3.26, 3.27 & 5.4). All options, other than the do-nothing option, will provide projected financial savings to the Council's target of £18 million for 2019/20 (paragraph 5.1). It is clear that if savings are not delivered through any change to waste collection services, equivalent savings would need to be found from elsewhere across the Council (paragraph 3.33).

All proposed options, including a do-nothing, will be compliant with the Mayor's Strategy in 2019; the report refers to options that would not be compliant with the strategy from 2020. The report is open and transparent about the criteria that will be used to develop a preferred option. It has provided context regarding the options against the criteria. The criteria for the

options appraisal will be financial savings, conformity with the Mayor's Environmental Strategy, and the responses to the consultation. The consultation responses will be conscientiously considered to inform the final recommendation.

**Essentially, the document should reflect pros and cons (from a user, not service provider, point of view) and find the balance that avoids undue complexity, but also gives residents sufficient information to help them make a fully informed choice**

**Response:**

The consultation is an opportunity for residents to provide their views on any future services and the outcomes that they are looking for (paragraph 3.26). Therefore, the pros and cons from a user perspective will be teased out during the consultation process and taken into account with the development of any preferred option and the decision-making process. For example, the draft equalities impact assessment noted an impact with any charged option. Therefore, the report noted that if a preferred option includes a charge then the feedback received from the consultation will be considered to inform any 'give back' offers (paragraph 3.30).

**Incorporate simple reference points where necessary to assist in above, for example, bin sizes**

**Response:**

As above. It is considered that residents will have no difficulty in understanding and responding to the options in the consultation which are clear and straightforward. Links to reference documents such as current policies and the Mayor's London Environment Strategy will be included in the consultation documents.

**The tone of language, but also the actual language used in the consultation document must be inviting, and user friendly, and outward looking not inward focused**

**Response**

In working with the Consultation Team and Communications Team, the consultation document, including the language, will be clear and straightforward for residents to understand.

**Clarity, ensuring confirmation that the consultation is all to do with communication about potential changes to operational services but it isn't a document about service delivery.**

**Response**

This is being considered in developing the consultation.

**Review the options that although operationally deliverable, may be difficult to implement.**

**Response:**

The report sets out what the criteria for the options appraisal will be (paragraphs 3.26, 3.27 & 5.4) - financial savings, conformity with the Mayor's Environmental Strategy, and the responses to the consultation. To that end, the Council is facing significant budget pressures and the primary driver will be the amount of financial savings projected.

All of the options, other than the do-nothing option, will provide projected financial savings to the Council's target of £18 million for 2019/20 (paragraph 5.1). If savings are not delivered

through any change in the waste services, equivalent savings would need to be found from elsewhere (paragraph 3.33) within the Council. All proposed options, including a do-nothing, will be compliant with the Mayor's Strategy in 2019; the report provides the additional information that refers to options that would not be compliant with the Mayor's strategy from 2020 onwards. The Mayor has the power to direct a waste authority where their waste activities are considered detrimental to the implementation of the municipal waste provisions of the London Environment Strategy.

**Greater emphasis should be placed on the offer to provide larger bins at no charge, should residents require them.**

**Response:**

The proposals encourage retaining the current size bin to promote waste reduction generally for all seven options and the do-nothing option. Current policy is that residents can request a larger refuse bin if there are five or more permanent residents living in the property or at least two children in nappies. The current policy is highlighted in the consultation document and the link will be available to residents. If a resident has a small recycling bin they can exchange for a larger bin. For any of the proposed options no charge would apply for any bin exchange.

**A comment box should be available for residents to suggest alternative proposals, along with the 8 options.**

**Response:**

There is an open comment box in the consultation inviting residents to put forward any other views, suggestions or alternative proposals they would like to make.

