

Appendix 2 – Summary of the Consultation

Consultation Approach

The Public Consultation on the Waste Collection Service (the Consultation) ran for 10 consecutive weeks between 29 October 2018 and 6 January 2019.

The seven proposals plus retaining the current service are shown in table A2.1 below along with projected savings and recycling performance levels.

Table A2.1: Seven Proposals and the Retaining the Current Collection System

Proposal	Description	Potential Max Recycling Rate %	Projected Gross Savings £
Current collection system	Weekly refuse Weekly dry recycling Fortnightly mixed food and garden (no charge)	40%	Increased costs: £665k MRF £996k separate food Increase disposal costs?
Proposal 1	Weekly refuse Weekly dry Weekly separate food Fortnightly charged garden (£65)	38%	£520k
Proposal 2	Weekly refuse Fortnightly dry Fortnightly mixed food and garden (no charge)	37%	£97k
Proposal 3	Weekly refuse Fortnightly dry Weekly separate food Fortnightly charged garden (£65)	35%	£1,073k
Proposal 4	Fortnightly refuse Weekly dry Fortnightly mixed food and garden (no charge)	48%	£1,028k
Proposal 5	Fortnightly refuse Weekly dry Weekly separate food Fortnightly charged garden (£65)	50%	£2,012k
Proposal 6	Fortnightly refuse Fortnightly dry Fortnightly mixed food and garden (no charge)	48%	£1,815k
Proposal 7	Fortnightly refuse Fortnightly dry Weekly separate food Fortnightly charged garden (£65)	49%	£2,800k

It was important to state in the documents made available to the public how we would be making the decision to ensure a legal, fair and transparent consultation took

place. The published documents set out the context of the consultation and the criteria which would be used to develop any recommendation. It clearly stated that the criteria were firstly, financial savings, then the ability to conform with the London Mayor's Environment Strategy, and also to take into account the responses to the Consultation. To that end, it was made clear that the primary driver for any recommendation would be the amount of financial savings projected.

Consultation Marketing

The Consultation was an opportunity for residents to share their views on the seven proposals and the option of retaining the current collection system which are being considered by the Council. Feedback received has been considered and will help inform any recommendation for change. The Consultation included information on why the Council was proposing to change the way it provides the waste and recycling collections, details of the proposals, and the criteria that would be used to develop a recommendation.

An online version and hard copies of the Consultation were made available to residents across the borough. A copy of the Consultation questions can be found in **Appendix 1**.

A wide range of promotional activity was undertaken to raise awareness of the Consultation across the borough. Proactive monitoring and promotion of the Consultation was undertaken on a weekly basis throughout the 10-week period to ensure it was accessible to all and representative.

Residents were notified of the Consultation exercise via Our Enfield on 26 November (Council magazine delivered to all homes in the borough), Website, Social Media through Council accounts and shared on community groups, Local Media (including ethnic press), advertisements in public buildings (libraries, Civic Centre), digital campaigns and through outreach in hard to reach areas.

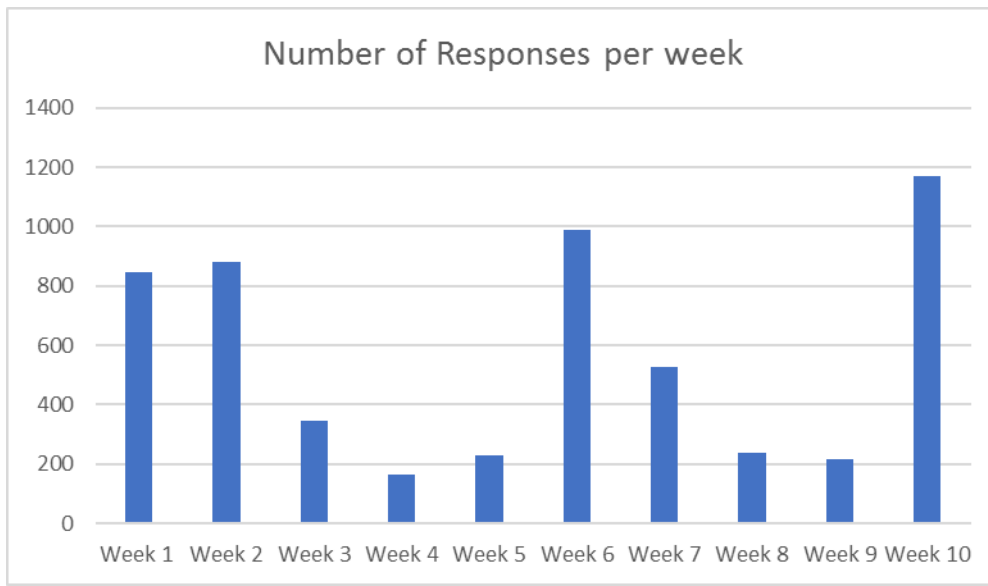
Hard copies were made available at Council buildings (Civic Centre and John Wilkes House), the Council's four main libraries (Ordnance Unity Centre, Edmonton Green, Palmers Green and Enfield Town), and upon individual requests received. Engagement sessions with British Sign Language translators were also arranged. Residents were offered the opportunity to contact the Consultation and Resident Engagement Team if they required assistance or further information. A summary of the Communication Campaign can be found in **Appendix 3**.

There was good response to the waste consultation with 5,602 replies to the Consultation compared to other council consultations, however, this only equates to around 5.5% of the kerbside properties in the borough or less than 2% of the borough population of around 300,000+ people.

Consultation Responses

Figure A2.1 shows the number of responses received over the 10-week period.

Figure A2.1: Number of Responses per Week



Who responded and how the current service is used

Post Code - EN1 (20%) and EN2 (17%) were the highest areas to respond and were over represented compared to the number of kerbside properties within those areas. With the exception of EN3, all areas of the borough were fairly well represented. EN3 was slightly under represented (11% of responses compared to 17% of kerbside properties within that area). Additional marketing was used in this area to increase uptake and included street surveys, targeted digital campaign in the east of the borough and proactive promotion from staff within the Ordnance Unity Centre. Similar measures were used in N9 and N18 which saw increases in responses of 5% and 4% percent respectively.

Age - Respondents aged between 18 years old and 29 years old were under represented (3%) compared to the borough profile (14%). Most responses were received by respondents aged 60 years and above (31% of responses) which was an over-representation of 14% of this group (borough proportion of 60+ is 17%).

Property type - A total of 89% of respondents were from those living in a house, 6% lived in a flat and 4% percent lived in a maisonette (1% was other). A total of 77% was from households with between 2 and 4 people, 13% was from households with 1 person, and 10% from houses with 5 persons or more.

88% of respondents had a standard size bin (140 litres) bin for refuse, and 63.5% said that they recycled all or most of their food waste and 28% of respondents said they composted at home. Main reasons given for not recycling food waste were:

- No facility / space
- Too messy / too much hassle
- Macerator / waste sink

Other minor reasons were:

- Used to but not since moving to fortnightly collections
- Potential of rats
- Give left over food to pets
- Didn't know you could

Respondents views on recycling and the proposals.

The majority of respondents (97%) thought recycling was important.

The majority of respondents (66%) thought introducing a separate weekly collection for food waste would have a positive impact (37%) or no impact (29%) on their household. With 25% of respondents felt that there would be a negative impact and 9% responded not sure.

42% thought introducing fortnightly collections for dry recycling (blue lid) would have a positive impact (26%) or no impact (16%) on their household. With 57% of respondents felt that there would be a negative impact and 1% responded not sure.

33% thought introducing fortnightly collections for refuse (grey lid) would have a positive impact (20%) or no impact (13%) on their household. With 66% of respondents felt that there would be a negative impact and 1% responded not sure.

28% thought introducing charged fortnightly collections for garden waste (green bin) would have a positive (13%) or no impact (15%) on their household. With 68% of respondents felt that there would be a negative impact and 4% responded not sure.

When asked directly; do you think it is reasonable to charge for garden waste collections, 25% were not against charging, yes (16%) and not sure (9%). 75% thought it was unreasonable to charge for garden waste.

Those who responded negatively were asked how the change might impact on their household. Respondents were also asked what could be put in place to help manage change. A range of reasons were given as to why they thought one of the proposed changes would have a negative impact on their household, the main themes are set out in table two below. These have been addressed with responses and a range of measures have been proposed to help mitigate against any negative impact. These are set out in the Recommended Proposal section of the main report.

Table A2.2: Perceived Negative Impact

Proposed Change	Themes	
Fortnightly refuse	Key themes	Bin size Vermin / smells Litter / fly tipping Health hazard / unhygienic
	Other themes	Nappies Incontinence Missed collections – month of no collections Bank holiday disruption Only one recycling centre Collect a wider range of recycling Council tax already high
Fortnightly Dry Recycling	Key themes	Bin size Discourages recycling Too much packaging from shops Worry about Christmas
	Other themes	Put recycling materials into the refuse bin
Separate Weekly Food	Key themes	Not needed Why separate from garden

Proposed Change	Themes	
Waste		Vermin / insects Smell Little food waste Health hazard Bin shown too small
	Other themes	None
Charged Fortnightly Garden (@£65 per year)	Key themes	Already paid by Council Tax Don't want to pay Fly tipping Extra car journeys to the tip Disincentive to recycle Street leaves for Council
	Other themes	Impact on street scene Rented properties Alternatives for those that can't pay

Table A2.3 sets out respondents views on what could help managed any change, views on where investment could go if not into fly tipping and street cleansing and alternative suggestions or comments.

Table A2.3: Themes on Managing Change, Potential Re-Investment, Alternative Suggestions

	Themes	
Managing Change		Larger bins More material that could be recycled More money Reduce Council Tax Another Reuse and Recycling Centre
Reinvestment		Fly tip and street cleansing Enforcement Pavements / Roads / Street lighting Education Free Bulky Waste Collections
Alternative Suggestions / Comments		Enforcement against fly tippers Worried charge will keep going up Suspend green waste in winter

Respondents views on the Proposals and Current Collection System

Respondents were asked to what extent they agreed or disagreed that one of the proposals should be adopted or whether the current service should be retained. To summarise the responses to the seven proposals it can generally be said that there was no strong majority for any of the proposals, 66% of respondents preferred to retain the current collections with 46% strongly agreeing and 20% agreeing.

Table A2.4: Responses on the Proposals and Retaining the Current Collection System

	Strongly Agree	Tend to Agree	Neither agree or disagree	Tend to Disagree	Strongly Disagree	Don't know
Proposal 1	17%	14%	7%	15%	46%	1%

Proposal 2	14%	17.5%	8%	17.5%	42%	1%
Proposal 3	4.5%	8.5%	6%	17%	63%	1%
Proposal 4	11%	13%	6%	13%	56%	1%
Proposal 5	5%	6%	4%	13%	71%	1%
Proposal 6	7%	7%	4.5%	10.5%	70%	1%
Proposal 7	5.5%	3%	3%	9%	79%	0.5%
Current Collections	46%	20%	11%	9.5%	12.5%	1%

LBE's social media accounts (Facebook and Twitter) were active during the entire consultation period. The accounts encouraged people to complete the online consultation, but we also monitored and considered all interactions. However, these interactions were very small in number compared to the overall online consultation figures.